

Rittal – The System.

Faster – better – worldwide.

► Rittal International Service



ENCLOSURES

POWER DISTRIBUTION

CLIMATE CONTROL

IT INFRASTRUCTURE

SOFTWARE & SERVICES



FRIEDHELM LOH GROUP

Perfect service for “Rittal – The System.”

Tailored solutions for individual applications – all from one partner.

That is what “Rittal – The System.” is all about. A synthesis of products, engineering tools and customer services bundling our whole expertise in a single system package. This system package is rounded off by Rittal International Service. The name says it all, because our services are indeed available to customers worldwide. A total of 63 subsidiaries, more than 250 service partners and over 1,000 service technicians guarantee regional proximity and fast response times. Predictable costs are the outcome of individual maintenance contracts. An international presence alongside regional proximity, ultimate service quality alongside a transparent budget – that is Rittal International Service.

Read on to find out what Rittal International Service offers you in detail:

- International availability
- Product life cycle
- Customer services
- Service in the field
- Spare parts
- Service contracts
- Extended warranty
- Training

International availability.

Your direct line to our service department.

Whenever, wherever and however you need us, we are always on hand to offer you our assistance! Simply give us a call, send an e-mail or visit our website to get in touch. Fast, simple and reliable.

Faster

- Short distances and fast communication:
Thanks to regional service centres and local partners
- Perfect interaction between service and engineering

Better

- Individual service solutions from a single partner
- High qualification standards of Rittal service technicians worldwide

Worldwide

- More than 250 service partners and over 1,000 service technicians

The benefits to you:

- International availability
- 24-hour availability
- Communication in your local language



Rittal service addresses worldwide:

☎ +49(0)2772 505-1855

✉ service@rittal.de

🌐 www.rittal.de

Rittal Europe (Herborn)

✉ service@rittal.de

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☎ +55 11 36 22 23 77

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☎ +91 80 22 890 78

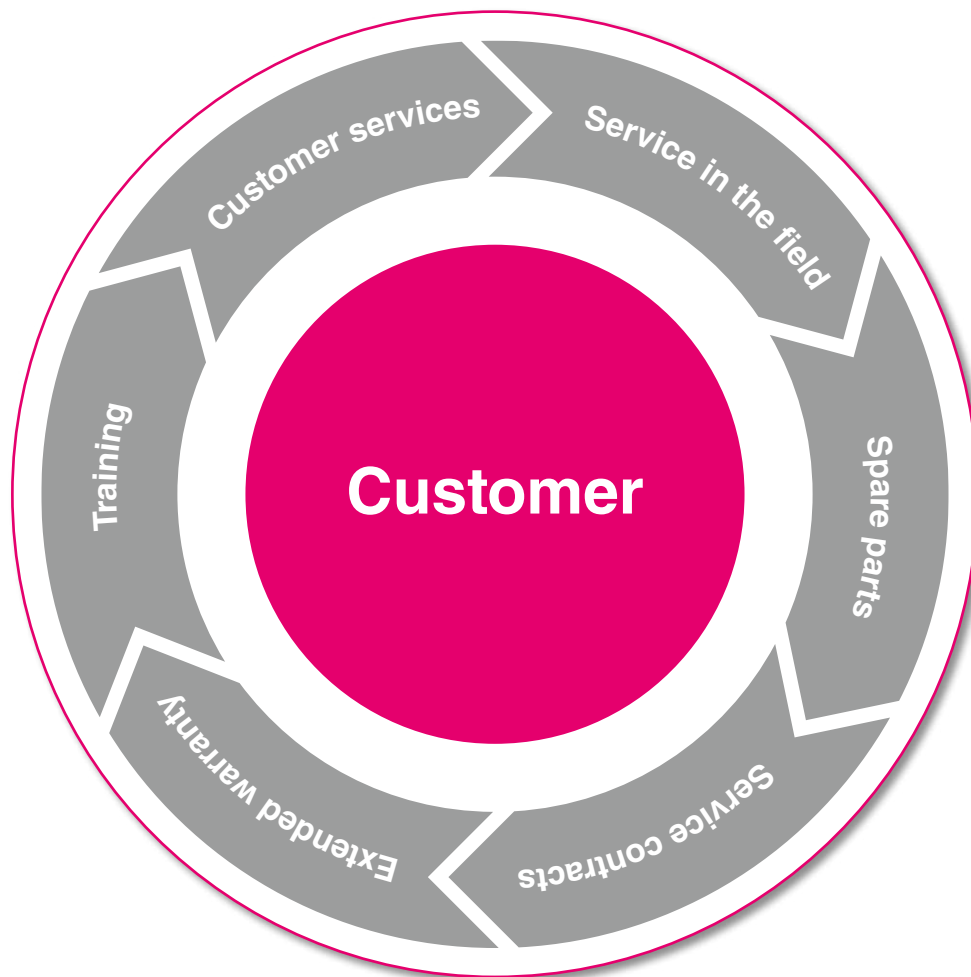
Individual services over the whole product life cycle.

With Rittal products, you can rest assured that your production processes are in safe hands.

Rittal life cycle management goes far beyond mere statutory liability for defects and voluntary manufacturer warranties. Rittal safeguards the long-term productivity of your manufacturing systems. And that on the basis of individually tailored measures, because it is you who decides which service level best caters for your risk of production downtime.

The benefits to you:

- Preserve the value of your systems and equipment
- Reduced downtimes
- Long-term cost management





Every purchase decision is based on expectations, and Rittal International Service is our promise to meet those expectations at all times. From the planning phase, via commissioning to maintenance. After all, your needs as a customer arise long before an actual purchase, and that purchase is likewise still far from the end of our journey together. There are thus three main areas in which we offer to look after your concerns.

The decision for Rittal International Service is always an investment which pays:

- through reduced maintenance outlay
- through a longer product service life
- through higher energy efficiency in operation

PRE-SALES

We smooth the way for your decision-making.

Requirement analysis + load test + thermography + simulation and calculations

IMPLEMENTATION

Because we like to be there when you reach your solution.

Installation/integration + commissioning + instruction + certification

AFTER-SALES

We recognise and accept our responsibility.

Maintenance/installation + repairs + spare parts management + training + service contracts

Customer services – to preserve the value of your investments.

Comprehensive service.

Rittal International Service offers you a comprehensive range of customer services through 63 subsidiaries and with over 1,000 service technicians. From installation to individual user training, you have one partner for all your needs. Take advantage of our comprehensive customer services!

On-site repairs:

Fast expert assistance (per-call basis)

Installation and commissioning:

Installation/assembly and commissioning of individual devices or whole systems

Maintenance:

Preventive maintenance to safeguard the value of your equipment

Inspections:

Measures to determine and evaluate the present condition to DIN 31051 (Maintenance)

Training:

User training on site or at the Rittal training centre

Modernisation:

Replacement of wearing parts or old products/devices while maintaining the original system configuration

The benefits to you:

- All from a single partner
- Expert knowledge of your equipment and systems
- Fast and reliable service
- Cost-effective and flexible assignment planning

Examples for Rittal International Service in the product groups:

Enclosures

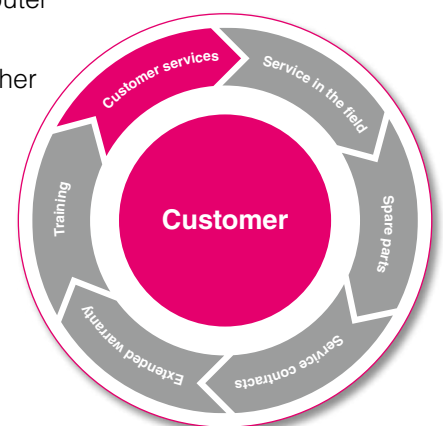
- Complete enclosure systems and accessories

Climate control

- System climate control
 - Air/air heat exchangers
 - Air/water heat exchangers
- Recooling systems
- Cooling units
- IT cooling, CRAC systems (computer room air conditioning)
- LCP family (Liquid Cooling Package)

IT infrastructure

- Data centre solutions
- UPS systems (uninterruptible power supplies)
 - Single- and 3-phase UPS systems
- CMC III (Computer Multi Control)
- Rack extinguisher systems
- Fuel cells





Service in the field – for fast response in case of breakdown.

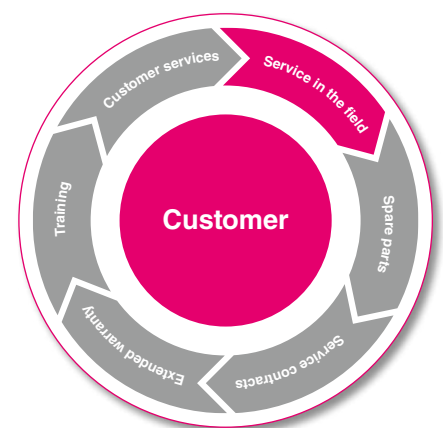
Our service technicians are out on the road worldwide.

Our highly qualified service technicians are at home in 63 countries around the world, and thus perfectly acquainted with your local circumstances. Via our international service system, you receive all the information which is necessary to facilitate fast, flexible and reliable assistance – worldwide.

You can also rely on our local service capacities to perform proper installation, commissioning or repair work on our products and systems. We help you to avoid unnecessary downtime costs from the very beginning. We are at your side whenever you need us.

The benefits to you:

- High flexibility and availability
- Immediate response
- Worldwide assignment planning
- Short downtimes
- Reliable services at favourable cost



Spare parts – at any time and any place.

Added value through worldwide availability of individual parts.

Professional spare parts management guaranteeing the maximum worldwide availability of spare parts, and graduated service contracts matched precisely to your individual requirements: That is what you can expect from Rittal International Service. A service contract enables you to spell out many details: For example the availability of spare parts, specifically for your equipment or system.

Rittal International Service: At any time and any place.

Customer-specific spare parts

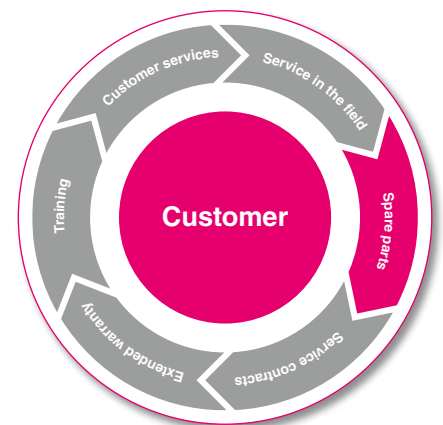
Customer-specific spare parts are components which are individually defined and held in stock for our customers on the basis of a corresponding service contract.

The benefits to you:

- Stocks of customer-specific components maintained on the basis of individual service contracts
- Decentralised stocks to ensure fast and reliable spare parts availability
- Approved, original spare parts from the manufacturer

Standard spare parts

Standard spare parts are among those components which we use on a daily basis for our own series production. Worldwide deliveries via our international spare parts logistics, together with the local stocks held by our subsidiaries, guarantee fast and reliable availability.



Flexible contracts: Solutions to match your requirements.

Secure your personal service from Rittal.

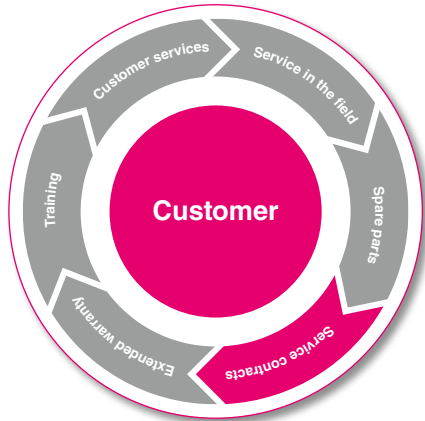
Rittal International Service is as flexible and individual as your requirements. We offer tailored service agreements which guarantee you all the benefits of life cycle management for the long-term future.

The benefits to you:

- Guaranteed response times for a technician on site
- Preserve the value of your equipment
- Extended warranty up to 5 years
- Spare parts stocks
- Cost transparency

The Rittal service packages at a glance:

BASIC	<p>Availability: Office hours Response time: Next working day Spare parts availability: Standard Maintenance: 2x per year Extended warranty: Optional</p>
COMFORT	<p>+ Response time: Next day</p>
ADVANCED	<p>+ Availability: 24 hours, 365 days/year + Spare parts availability: 24 hours + Extended warranty</p>
FULL	<p>+ Response time: 8 hours (technician on site) + Spare parts availability: Individual concept + Maintenance: Individual (min. 2x per year)</p>
CUSTOMIZED	<p>+ Response time: 4 hours (technician on site), optionally upon request</p>



Warranty extensions maximise profitability.

Greater profitability for your equipment.

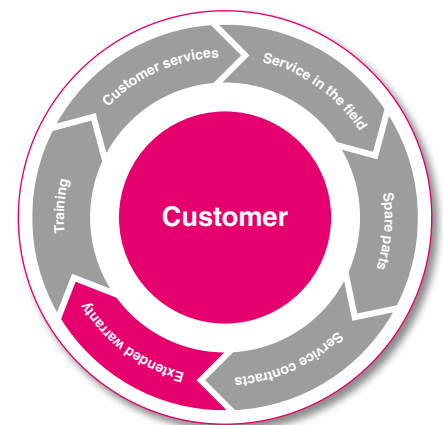
Rittal products are always a good choice. In harsh industrial environments around the world, they already demonstrate their high quality and reliability in daily operation. Regular preventive maintenance contributes to a longer product service life and thus further increases the profitability of your equipment. We acknowledge the conclusion of an ADVANCED or FULL service contract with a **one to three-year warranty extension for a total period of up to 5 years.** Warranty extensions are optional with the service contracts BASIC, COMFORT and CUSTOMIZED.

The benefits to you:

- No additional costs for technician travel
- Spare parts supplied and fitted free of charge
- Cost transparency over 5 years

Conditions for warranty extension:

- Optional warranty extension with service contracts BASIC and COMFORT
- Individual agreement on warranty extension with the service contract CUSTOMIZED
- Standard extension with service contracts ADVANCED and FULL



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Lead through knowledge. Training opportunities.

Perfect knowledge of your Rittal system enables even better use of the benefits.

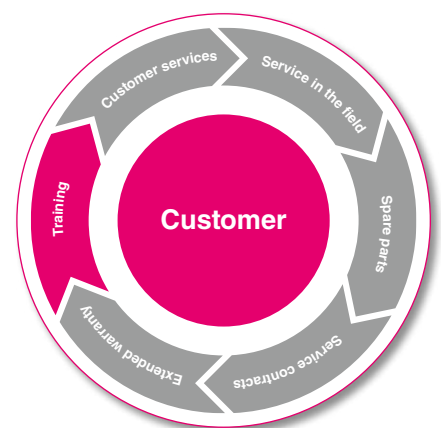
With this in mind, we offer service training seminars with high practical relevance. Learn how to make optimum use of the product functions with the most efficient settings for your daily operations. Supplementing a wide range of standard training seminars on the most varied topics, we also offer individual customer training, either at your own facility or at our modern Rittal training centre in Herborn. Make use of the opportunity to obtain know-how directly from our experts!

Training topics:

- Mechanical aspects
- Climate control
- Rimatrix
- Monitoring/security
- Modular Safe

The benefits to you:

- User training on site with your own system or at the Rittal training centre
- Expert know-how from our service technicians
- Theoretical and practical training



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- Enclosures
- Power Distribution
- Climate Control
- IT Infrastructure
- Software & Services

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