

**Rittal – The System.**

Faster – better – everywhere.

# Rittal service for IT infrastructure

Put your trust in the manufacturer's expertise



ENCLOSURES

POWER DISTRIBUTION

CLIMATE CONTROL

IT INFRASTRUCTURE

SOFTWARE & SERVICES



FRIEDHELM LOH GROUP

# Rittal 360° service – there for you anytime and anywhere

Excellent availability, reliability and energy efficiency are vital requirements for a future-proof IT infrastructure. After all, breakdowns, outage downtime and performance losses can result in considerable financial and data losses. Rittal service offers comprehensive and customised solutions for your IT infrastructure. From planning and commissioning to after-sales service – we are there for you from the outset. Fast, efficient and global.





## **Assembly, installation and commissioning .....6**

Rittal service technicians have the manufacturer's expertise at their fingertips and can look after every aspect of your OT infrastructure. That includes connections to all relevant systems – with functional testing. Your staff also benefit from comprehensive user training.



## **Service agreements ..... 10**

The modular design of Rittal service agreements gives you the flexibility to precisely tailor the scope of our services to your specific requirements – and with clear and transparent terms and conditions. This guarantees you a high level of fail-safe operation at a budgeted cost.



## **Professional maintenance and inspections ..... 12**

Preventive maintenance for your equipment will help you to detect potential failures or malfunctions ahead of time and stop them from happening. As a certified service provider, Rittal regularly carries out mandatory leak tests on cooling systems, as well as inspections.



## **Technical support and fault resolution .....14**

Thanks to our 150 service sites and over 1,000 qualified service technicians around the world, we can respond rapidly and stop your data centre grinding to a halt in the event of a fault. We are there for you – round the world and round the clock.



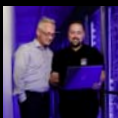
## **Original spare parts .....16**

Using Rittal original spare parts helps ensure your installation retains its value. You benefit from spare parts stocking – based either at Rittal or at your premises – that is customised for your specific equipment. Finding the correct replacement parts for your products is also straightforward when using the spare parts finder or the Rittal Scan & Service app.



## **Repairs .....18**

When it comes to downtime, every minute counts. Thanks to our global network of specialist service technicians, we can be on site with you very quickly. Our carefully designed programme and range of original spare parts stock enables us to achieve a first-time fix rate of over 90 percent.



## **Upgrades and modernisation .....20**

By using systems with higher efficiency ratings, you can boost the performance of your IT infrastructure considerably. Technology enhancements and upgrades improve failure resilience and cut operating costs. Investing in more advanced systems soon pays off and leads to lower maintenance costs.



## **Digital & smart ..... 22**

With the Rittal Scan & Service app, you have instant access to Rittal's expertise. Find out immediately after scanning what messages your equipment is displaying, and resolve any malfunctions with the aid of smart recommendations.





# Rittal 360° service – there for you anytime and anywhere

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## All from a single source

The Rittal Manufacturer's Service brings together comprehensive service know-how and expertise at Rittal – from installation and commissioning to after-sales services such as maintenance and troubleshooting, as well as efficiency improvements and upgrades.



## Manufacturer expertise

Our qualified service engineers are always on hand to support you with their specialist know-how and in-depth understanding of your IT infrastructure. Our technical experts undergo full and continuous training, which results in a high quality standard globally and contributes to our extremely high first-time fix rate for fault resolution.



## A global presence

Thanks to 150 service sites and more than 1,000 service specialists all round the world, we achieve rapid response times internationally. With over 70 Rittal service technicians in Germany, we are never far away when you need us. Contractually agreed response times ensure a qualified service technician will be with you in no time – and keep downtime costs to a minimum. We also offer a global maintenance and spare parts service.





# Ensuring your IT infrastructure operates smoothly

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Rittal is a strong partner for the entire lifespan of your data centre.

From concept development, implementation and commissioning through to after-sales service and modernisation – we take care of the full system functionality of your IT. That way, your Rittal solution will function reliably and securely.



# Rittal IT service – implementation

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Your IT is installed and commissioned by our fully qualified service technicians based on your individual and specific design. When implementing defined structures and process operations, all regulations and target requirements are specified in close collaboration between you and your central project manager, and precisely aligned with your requests and preferences.

## Your benefits at a glance:



- **Maximum reliability and availability of your OT infrastructure:**  
Planning by experienced systems engineers ensures optimum power distribution
- **Reduction in potential error sources and accelerated installation process:**  
Fully qualified technicians ensure every aspect of your OT infrastructure is installed professionally

- **Secure and stable infrastructure:**  
The installation of critical components protects the IT environment from physical and energy-related risks







# Rittal IT service – commissioning

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All the functions of your OT and IT infrastructure undergo in-depth testing during commissioning to ensure precise alignment with your technical concept. You can therefore rest assured that the system will run exactly as planned in different operating states. Should you require an emergency manual or operating manual, we will be happy to prepare comprehensive documentation.

## Your benefits at a glance:



- **Maximum reliability thanks to stress testing:**  
Extreme conditions are simulated as part of the commissioning process, which gives you the confidence that your infrastructure will work reliably, even under the most difficult circumstances
- **Smooth running ensured:**  
Comprehensive functional testing – including checking the connection to the building management system, alarm chains and redundancy circuits – ensures that all systems work together seamlessly
- **Transparency and documentation:**  
Detailed commissioning reports give you a transparent overview of the condition and functional capabilities of your infrastructure
- **Problem-free and dependable operation:**  
We provide comprehensive operational and IT security concepts that give you clear guidance on how to run your infrastructure reliably and efficiently
- **Optimum utilisation and maximum service life for OT:**  
User training provided by the manufacturer helps you maximise your operational efficiency



# Plannable costs with Rittal service agreements



Rittal service agreements can help you adapt our range of services to suit your specific requirements. You can choose from a variety of service packages, with transparent terms and conditions. This gives your business a high level of protection against downtime, while also enabling you to plan your service budget. That way, you can keep an eye on your costs at all times.

Whether on-site service, response times, warranty extensions or customised spare parts stocking – you decide which package suits you best.

## Your benefits at a glance:



- **Minimised downtimes** thanks to guaranteed response times for a site visit by a technician
- **Peace of mind in daily operations**, as our service team plans and performs regular maintenance
- **Reduced risk of unexpected repair costs** with warranty extensions up to 5 years
- **Fast spare parts availability** thanks to customised spare parts stocking (24/48-hour delivery promise)
- **Plannable budget**, since the costs of a service agreement are fixed and known in advance



  
**30%** lower  
**maintenance costs**  
when you choose **Preventive Maintenance**



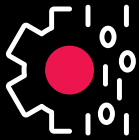
# Protect the value of your assets with regular maintenance and inspections

Preventive maintenance will help to detect potential failures or malfunctions ahead of time and stop them from happening. Our service technicians will thoroughly clean your units, check their condition, identify worn parts and replace them on a preventive basis. This extends the service life of your IT equipment, also minimising downtime and the associated costs. As a result, you benefit from optimised availability.



## Your benefits at a glance:

- **Increased availability** due to the early detection of potential faults or malfunctions
- **Sound investment** in the value retention of your IT equipment thanks to regular maintenance
- **Safe, secure and reliable data centre operation and protection from legal risks** due to compliance with statutory regulations and technical standards to DIN 31051:2012-09
- **Transparency and monitoring** thanks to a rapid, reliable overview of the status quo
- **Considerable cost savings** from boosting energy efficiency by as much as 30 percent



### **Precise analysis for maximum reliability, efficiency and uptime**

Our proprietary diagnostic software ensures our service technicians can comprehensively analyse all the operating data of your IT cooling units. This enables us to carry out maintenance much more efficiently and, consequently, ensure your equipment continuously operates at peak performance.



### **Leakage tests on cooling systems**

Rittal also offers its customers leakage tests to EU Regulation No 517/2014 on fluorinated greenhouse gases. Statutory tests are carried out professionally and documented in accordance with the regulations by our certified technicians during one-off maintenance operations or as part of your service agreement.



### **What is important for you to note as an operator**

is that a ban on refilling certain refrigerants during servicing will come into effect on 1 January 2030.

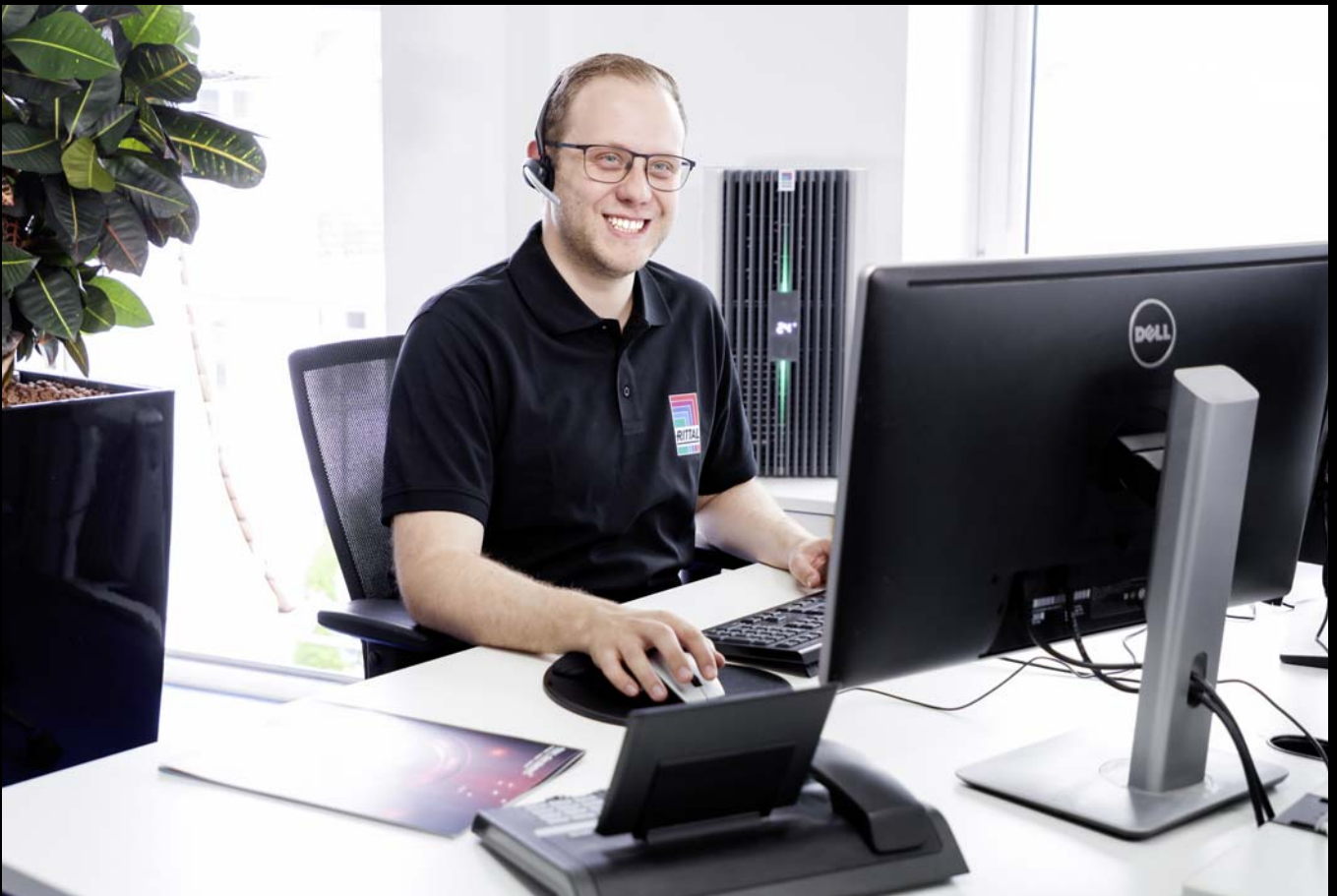
Get advice now on what options you have at your disposal with regard to this change.

E-mail us at [servicesales@rittal.de](mailto:servicesales@rittal.de) or give us a call on +49 2772 505 1717.



# Worldwide on-site service with rapid response times

Breakdowns, outage downtime and performance losses can result in considerable financial and data losses. If a fault does occur, speed is of the essence. That is why Rittal offers you global support 24/7, 365 days a year. Our 150 service sites worldwide are staffed by more than 1,000 qualified service experts who can be on site with you fast. That way, you always get help when you need it.



## Your benefits at a glance:

- **Minimised downtime** thanks to fast and professional troubleshooting and fault resolution carried out by qualified and certified Rittal service technicians
- **Rapid assistance** due to a well-trained and well-developed service network ensuring guaranteed fast response times
- **Excellent availability** thanks to rapid fault resolution
- **Smooth data centre operation** as a result of reliable service performance






When using the Rittal Scan & Service app, all it takes is a few clicks to check, identify and diagnose messages and faults yourself, submit a service request or create a wish list of accessories and spare parts.

Find out more on page 22/23!



**24/7**   
**support,**  
365 days a year,  
from our  
**service specialists**

# Readily available original Rittal spare parts for your IT infrastructure

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If a fault occurs despite regular maintenance, it needs to be resolved as quickly as possible. That's why we make sure a large number of critical original spare parts are always in stock so that our service teams can be on site with the right genuine replacement part fast. That way, you can really count on the efficiency and reliability of your IT cooling units.



## Your benefits at a glance:

- Optimum spare parts availability ensures **rapid fault resolution**
- **Added flexibility** thanks to the option of stocking customer-specific spare parts
- **Original spare parts from the manufacturer**, tailored to the specific unit and with 100 percent accuracy of fit and reliability due to worldwide Rittal standards
- **Simple, straightforward and user-friendly spare parts search via the spare parts finder** and the Rittal Scan & Service app





Thanks to our knowledge and expertise in spare parts management, you benefit from the high availability of original spare parts. Our Distribution Centre in Haiger always keeps **over 2,000 different critical spare parts in stock**.



We offer you a **24/48-hour delivery promise** for countless spare parts. You also benefit from simple ordering options via our online shop.



We offer you **stocking options** for essential spare parts for your equipment – either in the form of warehousing at our worldwide Rittal branches or directly on site with you.



As part of our life cycle management, we proactively handle the **predictive replacement of critical spare parts, worn items and consumables**.







# Repairs on site or in Rittal workshops



Breakdowns, outage downtime and performance losses cost time and money. That's why you need to act quickly if such an emergency happens.

Thanks to the extensive Rittal network of service technicians, our experts are always close by, enabling you to benefit from a rapid response globally. Carrying original spare parts, our service technicians typically achieve a first-time fix rate of over 90 percent. As an alternative, you can also use Rittal's workshop repair service. Simply send us your device and our experts will take care of it.

Rapid assistance   
thanks to a  
**first-time fix rate**  
of  
over **90%**



## Your benefits at a glance:



- **Reduction in downtime** thanks to rapid and professional repairs carried out by our qualified and certified service technicians
- **Sound investment** in the value retention of your IT equipment due to the use of original spare parts
- **Higher availability** because equipment is repaired quickly using original spare parts
- **Greater operational certainty** thanks to quality, reliable workmanship on every repair
- **Rapid assistance in emergencies** due to a well-trained and well-developed service network ensuring guaranteed fast response times







# Increased equipment and system efficiency through upgrades



Technology upgrades boost the efficiency and performance of your IT infrastructure. This means you benefit from increased failure resilience and lower operating costs. From hardware upgrades to energy-efficient IT cooling units, Rittal offers a variety of modernisation solutions to maximise the performance of your IT infrastructure – now and in the future.



Growing IT infrastructure requirements and new regulations such as Germany's Energy Efficiency Act (EnEfG) are forcing operators to modernise their IT infrastructure.

The good news is that it isn't always necessary to resort to a new-build. Often, modernising your existing data centre is sufficient to meet more stringent requirements. This modernisation includes replacing outdated hardware with new, more advanced technologies and analysing and optimising your data centre's OT.



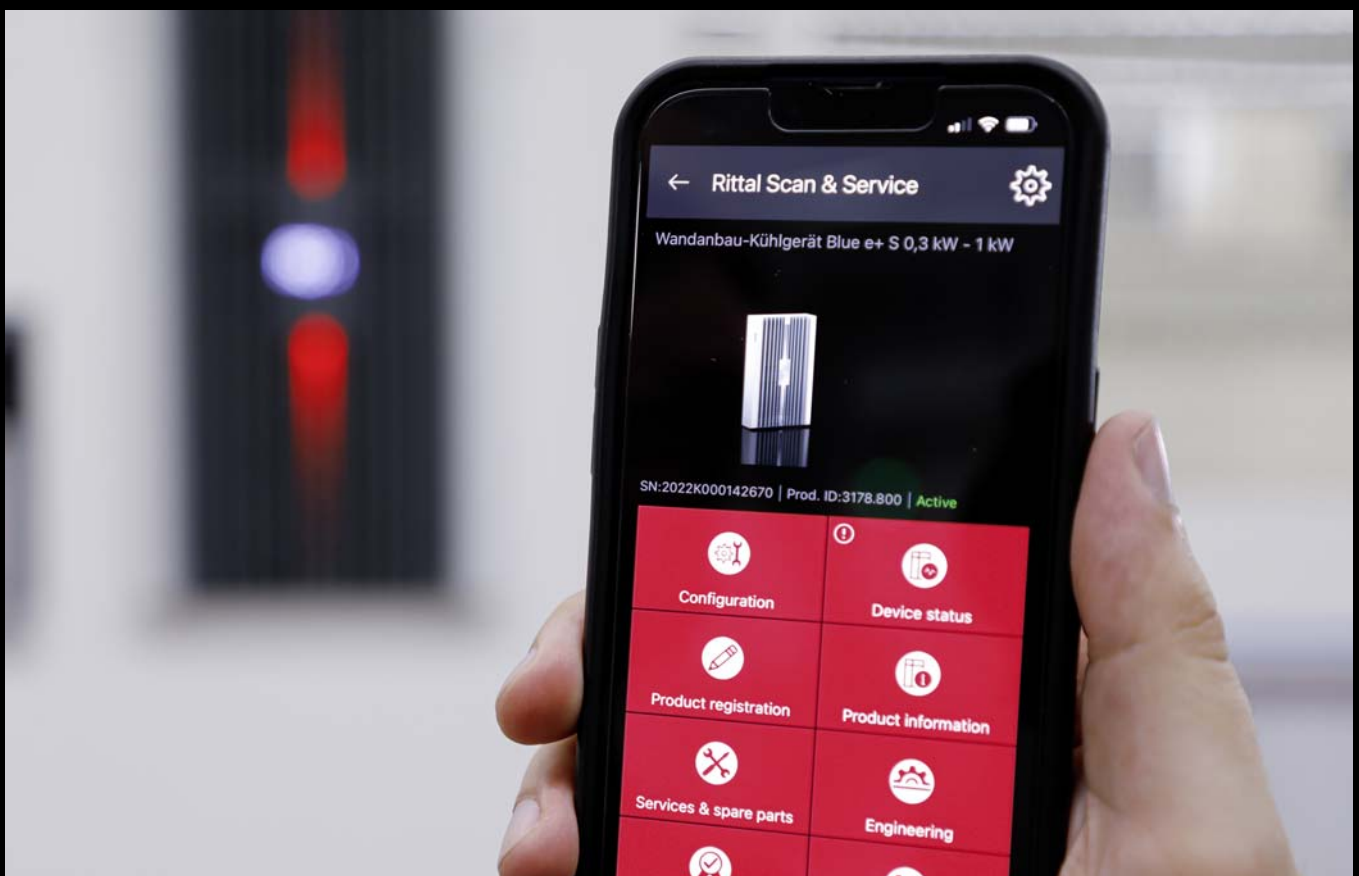
## Your benefits at a glance:



- Improved IT infrastructure performance and enhanced efficiency through customised optimisation and modernisation measures
- Reduction in operating costs thanks to the identification of cost drivers
- Discovery of opportunities to make savings, e.g. by using solutions that are more energy efficient
- Improved failure resilience thanks to preventive maintenance

# Rittal Scan & Service app – your digital product manager

Rittal is always there for you – even on your smartphone. The Rittal Scan & Service app helps you find relevant information relating to your units even faster. From configuring your cooling units to rapidly analysing faults and getting an overview of spare parts – our app offers you valuable benefits. That way, you always have an eye on the big picture.



## Your benefits at a glance:

- **Time savings and efficiency improvements** thanks to rapid parametrisation with our fast-copy function
- **Simple product management** with the aid of the QR scanning function
- **Comprehensive product information** thanks to technical data and product-specific guides
- **Minimisation of downtime and more efficient service call-outs** as a result of more accurate and focused initial diagnosis
- **Optimised spare parts and accessories management** using the wish list function
- **Fast support** through simple creation and transmission of service reports, requests and notifications
- **Exclusive benefits** from product registration



Digital & smart

## Functions of the Rittal Scan & Service app at a glance

The Rittal Scan & Service app contains a whole host of features that simplify and speed up your operations:



### NFC (near field communication)

All device parameters can be transmitted to the cooling unit quickly, easily and contactlessly via NFC.



### Initial diagnosis

If your cooling unit displays a notification, you can read this out via NFC yourself, making it easy to get recommendations on how to put things right.



### Fast copy

This function enables you to easily transfer all the settings from one cooling unit seamlessly to other cooling units.



### Service message

You can use the app to send service queries to Rittal round the clock and to check the service contact details for your region both quickly and easily.



### Spare parts and accessories

After scanning a product, finding the right accessories and spare parts and placing them on a wish list is quick and easy. You can then order them in the online shop with just a few clicks.



### Product list

You can manage your scanned products and create your own product lists.



### Product information

You can access all relevant product information, such as technical data, guides and various tutorials.

Available on the App Store and Google Play





# Rittal – The System.

Faster – better – everywhere.

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

You can find the contact details of all  
Rittal companies throughout the world here.



[www.rittal.com/contact](http://www.rittal.com/contact)

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