



# Rittal — Global Services



## Protecting Your Investment

# Rittal — Service Capability That’s Tailored to Meet Your

Innovative, easy to understand and flexible, Rittal’s global service capability offers a range of

## Service and Maintenance Agreements

Rittal offers preventative maintenance programs to maximize your uptime:

Rittal Service Packages				
Program Name	Basic	Comfort	Advanced	Full
Availability				
Hours Of Business	■	■		
24 / 7 / 365			■	■
Response Time				
Next Working Day	■			
Next Day		■	■	
8 Hours				■
Availability of Spare Parts				
Standard	■	■		
24 Hours			■	
Expedited				■
Maintenance				
1 / Year	■			
2 / Year		■	■	
Individual (At Least 2/Year)				■
Extended Warranty				
No	■	■		
Yes			■	■

Custom agreements tailored to your specific needs are also available — please contact the Rittal Service Group at 800-477-4000 (option 3) to learn more.



# Business Needs

Range of services designed to meet the individual requirements of your business.

## Simulation and Thermal Testing Services

Rittal offers extensive capabilities for advanced thermal/airflow modeling and simulation using industry standard CFD, Thermography and temperature monitoring tools. Rittal capabilities range from detailed device package modeling to full system modeling for air-cooled, conduction-cooled or liquid-cooled applications.

## Installation and Start-Up Services

Rittal offers installation and start-up services for all of our product lines. With our installation and Start Services you are assured that the proper parameters are set and the equipment operates according to factory specifications.

## Repair and Field Services

Our focus is on minimizing equipment downtime and maintaining optimum performance levels. Rittal field service extends from emergency interventions to customized preventive maintenance programs designed to meet your specific needs.

- Comprehensive product support
- Prompt, efficient service
- Factory trained technicians
- In-house repair
- Globally located staff

## Spare Parts Services

As the leading manufacturer of Industrial/IT enclosures and climate control products, Rittal is able to support the performance of your equipment by offering genuine spare parts. The utilization of global warehouses and parts centers provides fast off-the-shelf delivery to any location, ensuring maximum uptime and reduced customer inventory.

## Customer Training Programs

Rittal has earned an international reputation for providing the theory and practical skills needed to safely and properly install Rittal products. Courses are regularly conducted at our well-equipped training centers around the world as well as remote and customer on-site locations. If your company has personnel training needs in any of the following areas or desire a tailored course, contact us to learn more.

- Theory
- Application
- Equipment
- Repair and maintenance





Want to find out more about Rittal services? Helping our customers find the right solution for their application is something we take seriously. Let's see what we can do to assist you.

Take advantage of our expertise by filling out the form below and faxing it to **937-390-7349**:

Name \_\_\_\_\_

Company \_\_\_\_\_

Title \_\_\_\_\_

Department \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Mobile \_\_\_\_\_

Fax \_\_\_\_\_

E-Mail \_\_\_\_\_

\_\_\_\_\_

Which Service Program Are You Interested In?

☐ Have a Rittal representative visit me    ☐ Contact me by phone    ☐ Contact me by E-Mail

Please send me these Rittal catalogs:



☐ North American Industrial Solutions Guide

Enclosures for even the most demanding environments.



☐ IT RittalXpress

Data center racks and other solutions.



☐ The Future of Climate Control

Climate control for your unique applications.



☐ Rittal - RiLine60 UL 508

Power management engineered for the future.

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