

Rittal – The System.

Faster – better – everywhere.

► Product Lifecycle Policy



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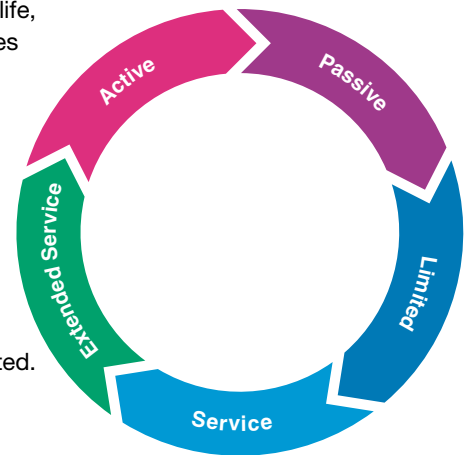
Reliable at every phase – the Rittal Product Lifecycle Policy

Faster – better – everywhere. Everything we do centres around the benefits to you. With our broad spectrum of unique, carefully coordinated, value-added products, we cover virtually all the requirements of the IT and industrial sectors. We have developed “**Rittal – The System.**” for you, a superbly coordinated system platform that unites innovative products, pioneering engineering solutions and individual service throughout every stage of the product lifecycle.

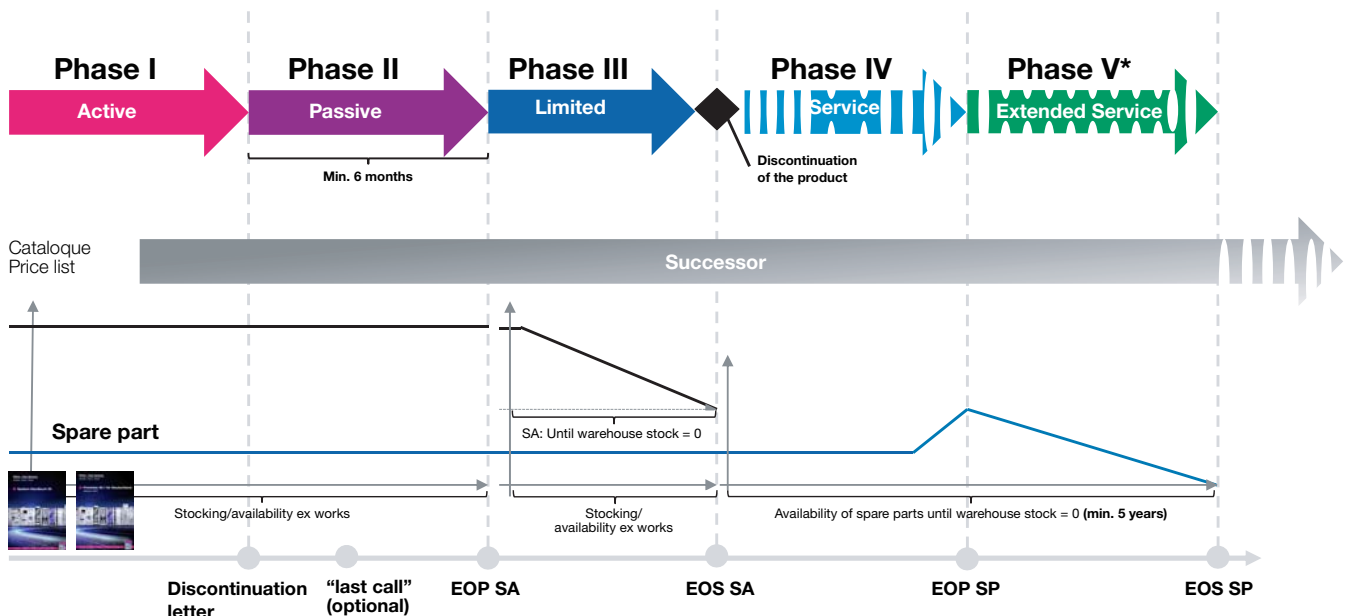
Enclosure systems and accessories are major investment items with a long service life, generally in excess of 10 years. For technical reasons, however, selected accessories (e.g. in the areas of electronics, IT and climate control) have a shorter cycle.

In order to keep meeting your challenges to perfection in future, Rittal continuously reviews its portfolio for technical optimisation potential and implements corresponding amendments. During the course of this ongoing product refinement process, and in order to ensure the competitiveness of our products, a certain amount of technical amendments and other deviations are inevitable.

As a system provider, Rittal can generally guarantee product availability for long-term projects, whereby functionally compatible products may also be substituted. This enables us to offer you products with consistently high standards of quality and competitiveness.



The Rittal Product Lifecycle Policy is intended to provide a transparent insight into the individual lifecycle phases of a Rittal product. Below, we explain how the availability of products and spare parts changes over the course of the different phases.



SA: Standard article
SP: Spare parts
EOP SA: End of Production Standard article
EOS SA: End of Sales Standard article
EOP SP: End of Production Spare parts
EOS SP: End of Sales Spare parts

* **Spare parts:** e.g. compressors, hoses etc.
 Note: In exceptional cases it may also apply to warehoused products (formerly standard products), such as CMC II.



Active

Phase I – Active marketing

The item is included in the active sales documents (Catalogue, price list) and is available ex works as standard with the published delivery times.

The redevelopment or advancement of a product is often initiated during this phase. Once the new development reaches the active marketing stage, the predecessor item is removed from the active sales documents and transferred to passive marketing.

This transition generally occurs during the course of publishing a new Catalogue or a new price list and spare parts/ service price list



Limited

Phase III – Limited availability

During this phase, remaining stock is sold off. General availability of the item can no longer be guaranteed during phase III. The duration of this phase varies according to each individual product, due to the different quantities of warehouse stock remaining.

Service

Phase IV – Unlimited availability of spare parts

Following the end of sales of the standard article (EOS SA), the unlimited availability of spare parts continues.

Passive

Phase II – Passive marketing

During this phase, the item is in transition from an active sales item to a specific discontinued item. The duration of this transitional period can vary considerably depending on the item in question. The item in question is removed from the active Catalogue, and from the current price list. The item price may deviate from the original list price. Once the end of production (EOP SA) has been defined, in the case of key strategic products, Rittal will notify customers of this fact in a separate discontinuation notice. This information is sent out with at least 6 months' notice, and includes an optional last-call date.

Parallel to this, new proposals and order confirmations and the Internet contain additional discontinuation information regarding affected items, including the end of availability and, where applicable, a reference to successor items. Defined spare parts are still available ex works during phase II.

Extended Service

Phase V – Limited spare part availability

During phase V, spare parts reach the end of their guaranteed availability (EOP SP) and can no longer be purchased or manufactured.

Final stocking plans and other measures such as repairs are initiated so as to ensure the availability of spare parts until the end of sales (EOS SP).

We aspire to ensure the availability of spare parts for around 5 years, but this depends on the product and technology in question. Longer availability of spare parts and the takeover of specific spare parts by the customer may be agreed individually within the context of service agreements.

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