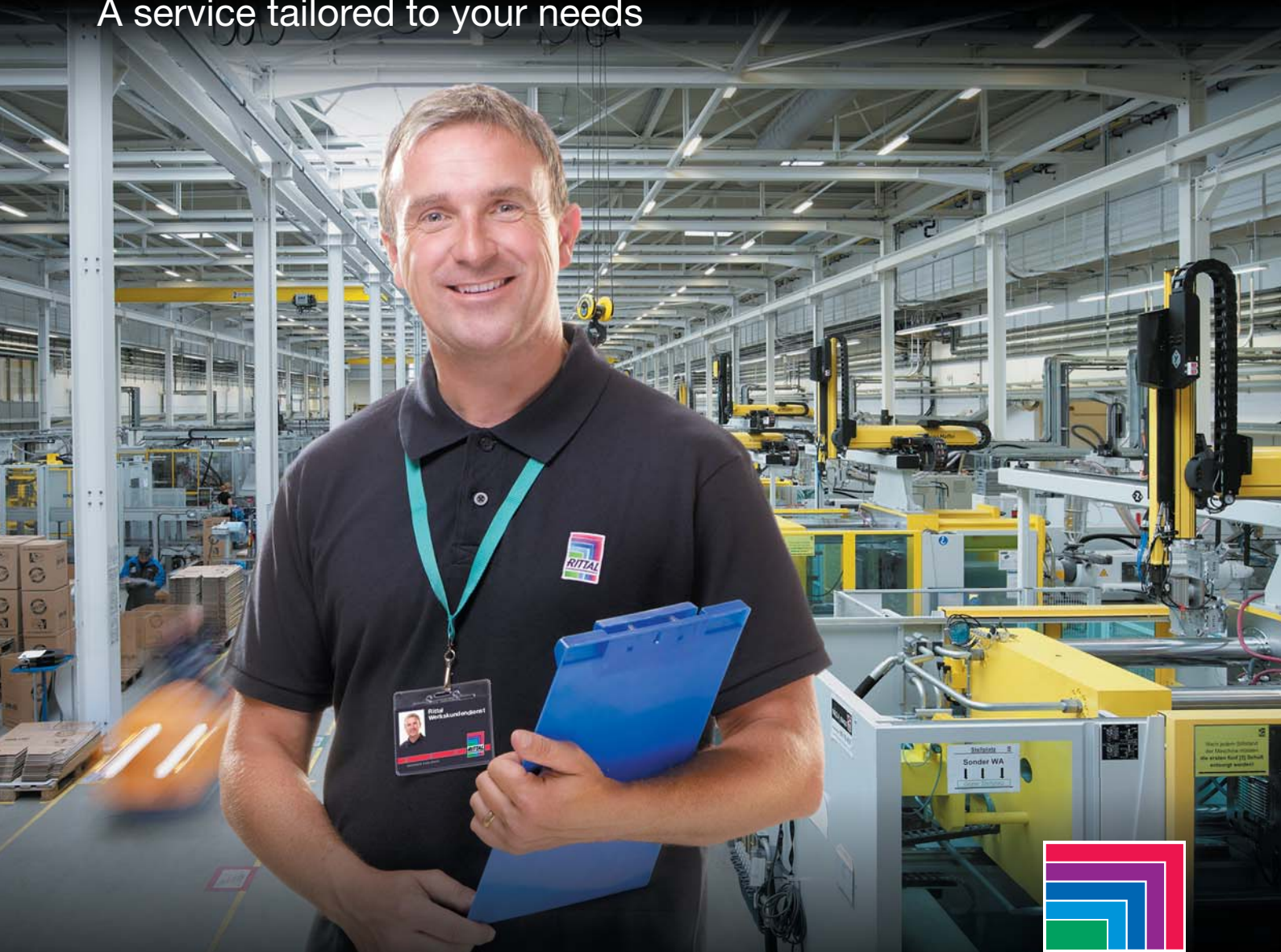


Rittal – The System.

Faster – better – everywhere.

Rittal after sales service for industrial applications

A service tailored to your needs



ENCLOSURES

POWER DISTRIBUTION

CLIMATE CONTROL

IT INFRASTRUCTURE

SOFTWARE & SERVICES



FRIEDHELM LOH GROUP

Rittal – The System.

Faster – better – everywhere.

A good feeling

Use our service to minimise downtimes and boost efficiency.

Why is service so important for your production process and how can your company benefit?

Do you have critical environmental conditions?

- Vital equipment requires a controlled, stable and protected environment in which it works properly.
- Components have been shown to be less reliable at high internal temperatures in enclosures.
- Choosing the right climate control systems and maintaining them properly can prevent up to 80% of electrical equipment failures.

How much do failures cost?

- The costs resulting from production failures due to overheating, inadequate power or fires can quickly exceed € 10,000/hour. Can your company afford that?

Minimising risks

- Regular preventive maintenance ensures peace of mind.
- Maintenance and proactive replacement of worn parts increases the availability of your application.
- The right spare part – at the right time and in the right place – to rectify faults quickly.

Our recommendation

Don't just look at the initial investment when buying products and systems for your production process. Also factor in the total cost of ownership from the outset. This includes maintenance measures that help you:

- Permanently save on costs and resources
- Improve machine availability and reduce the number of faults over the long term
- Preserve the value of your investment and increase the service life of your systems
- Plan ahead when it comes to costs

This not only improves operational reliability but also helps ensure you always maximise your efficiency – simply a good feeling.

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Rittal Service

Failures and performance losses cost time and money. We therefore offer our industry partners worldwide a particularly extensive service portfolio with customised selection options.

With Rittal Service you benefit from rapid availability around the globe. Regardless of whether you simply require a little advice for your application or a vital enclosure climate control component needs to be repaired or replaced – we're there for you when you need us.

Our expertise

150
sites worldwide

1,000+
qualified service engineers

24-hour
availability

Rittal's successful service concept in a nutshell

Trust – support from the manufacturer

- On-site support from the manufacturer – within 4 hours if required
- Advice and recommendations over the phone
- Rapid access to original spare parts off the shelf
- Exceptional knowledge of installed products
- Digital reporting of service and maintenance records

Transparent costs

- No nasty surprises
- Long-term investment planning
- Planning certainty for future budgets



Your benefit

Optimum system availability

Maximum savings potential

Global reliability

Rapid fault resolution in the event of unexpected incidents

- If the worst comes to the worst, Rittal provides you with global support 24/7 and 365 days a year.
- Thanks to optimum spare part stocks, around 90% of all repairs are completed on the first visit.

Technical expertise from Rittal's after sales service team

- Regular training ensures our highly qualified engineers benefit from outstanding product knowledge.
- Certified specialists perform statutory inspections.
- Certified refrigeration and electrical engineers are available for on-site assignments.

Regular checks on your Rittal components optimise the performance and minimise the consumption of items such as fans and cooling units.

Efficiency check

What we offer

- Individual efficiency analysis using equipment information provided by you and the relevant operating parameters
- Calculation of potential savings and payback periods
- Recommendations for improving efficiency

How you benefit

- Analysis of installed equipment to determine its current performance
- Presentation of energy costs and potential savings
- Concrete approaches to energy savings for energy audits to DIN EN 16247-1

Further information

🌐 www.rittal.com/ie-service-check

Service check*

What we offer

- On-site recording and documenting of unit data and status by engineers
- Visual inspection of cooling units
- Evaluation of general and maintenance status of equipment
- Detailed overview of equipment, including a status report
- Efficiency calculation including potential savings and payback periods
- Recommendations for improving efficiency and machine availability

How you benefit

- Analysis of installed equipment to determine current performance
- Presentation of energy costs and potential savings
- Reduction of unscheduled production stoppages and associated costs
- Concrete approaches to energy savings for energy audits to DIN EN 16247-1

Further information

🌐 www.rittal.com/ie-service-check

* Including efficiency check

Installation and commissioning

Maximum technical reliability and careful commissioning, including an analysis of connected equipment and a check that the entire system is fully functional, drawing on our expertise as manufacturers

Savings on cost and resources

Permanently boost your efficiency.



If a fault occurs despite regular maintenance, it needs to be resolved as soon as possible. This means it is important for the correct spare part to be available and for the service team to arrive quickly at the relevant location.

Repair and fault resolution

What we offer

- On-site fault resolution by highly qualified service engineers
- Service vehicles carry the key spare parts, so 90% of our service operations are completed with just one on-site visit (high first-time fix rate)
- On completion of the work, you are given a service report documenting all operations performed and including further recommendations
- A well-developed service network ensures our engineers are never far away
- Your equipment goes directly to our factory for repair

How you benefit

- Fast and professional fault resolution by qualified and certified service engineers
- Minimised downtimes
- Reliable service performance

Further information

🌐 www.rittal.com/ie-service-repairs

Spare parts management

What we offer

- Our Distribution Centre in Haiger has over 1,400 different spare parts in stock
- Express shipment from our Distribution Centre in Haiger with 24-hour delivery commitment on working days for numerous spare parts
- Local availability thanks to stocks at Rittal subsidiaries worldwide
- Stocking the specific parts your applications require, either at Rittal or at your premises
- Predictive replacement of worn parts thanks to professional life cycle management

How you benefit

- The right spare part – at the right time and in the right place – ensures rapid fault resolution
- Stocking customer-specific components increases flexibility
- Original spare parts from the manufacturer coordinated with your unit
- Finding the spare part you need on the Rittal website is quick and easy
- 100% precision fit and reliability thanks to global Rittal standards

Further information

🌐 www.rittal.com/ie-service-spare-parts

Life cycle management

Knowing the age and condition of installed equipment enables predictive replacement of worn parts. This reduces downtimes and also allows you to plan costs. Here, too, you can rely on the support of Rittal's after sales service team.

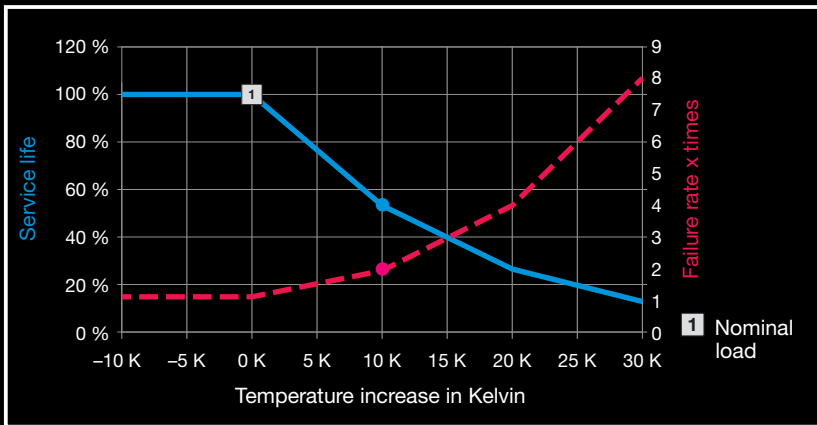
Machine availability

Always demand the ultimate in performance.



Your in

Fault-free operation of production lines depends to a great extent on the heat load to which the individual electronic components are subjected. An increase in temperature of around 10 K (Kelvin) halves the service life of these components and doubles their failure rates.



Maintenance

What we offer

- Visual inspection and evaluation of the general condition of your equipment
- Basic cleaning of the unit
- Measurement and documentation of system parameters
- Inspection of fans, ventilation and settings
- Maintenance operations can be ordered as one-off services or as part of a service contract

How you benefit

- Risk minimised by preventing downtime
- Improved value retention for your systems
- Compliance with regulations and standards to DIN 31051:2012-09
- Up to 30% increase in efficiency, bringing associated cost savings

Further information

🌐 www.rittal.com/ie-service-maintenance

Diagnostic software

What we offer

- Comprehensive diagnosis and analysis of all operating data for your cooling units
- Long-term recording of component data
- Quick and easy requests for spare parts using the software

How you benefit

- Proper operation ensured
- Faster troubleshooting
- Prompt fault resolution minimises downtimes
- On-site problem solving thanks to assistance in the event of error and system messages

Further information

🌐 www.rittal.com/ie-service-diagnosis

Leakage test

Rittal also offers its customers leakage tests to EU Regulation No 517/2014 on fluorinated greenhouse gases. Our professional certified engineers perform statutory tests during one-off maintenance operations or as part of your service contract.

Installation's value retention

Maximise your process operations over the entire service life.









With Rittal service contracts, you can adapt the scope of services to your specific requirements and combine various modules – based on fixed and transparent terms and conditions. This gives your company a high level of fail-safe performance while also enabling you to plan costs thanks to customisable Rittal service contracts.

You determine the scope of your service package, deciding on the need for on-site service, the required speed of response, warranty extensions and the stocking of specific spare parts. As a result, you never lose sight of costs.

More information can be found on the Rittal website at www.rittal.com/ie-service-contracts

Customised service contract

These modules can be used individually or combined with several others – depending entirely on your actual requirements.

Maintenance 	1 x per year		2 x per year	
Availability 	Working days (Mon – Fri) 7 a.m. – 5 p.m.	Working days (Mon – Fri) 24 hours	Every day of the week (Mon – Sun) 24 hours	
On-site service 	Next working day (Mon – Fri) 7 a.m. – 5 p.m.	Next day (Mon – Sat) 7 a.m. – 5 p.m.	Within 8 hours	Within 4 hours
Warranty extension 	No contract commitment, separate agreement	Contract extension +12/+24/+36 months	Preventive replacement of worn parts +12/+24/+36 months	
Stocking of spare parts 	Stocked at Rittal	Stocked at Rittal and delivered within 24 hours	Based on specific agreement	
Inspection 	1 x per year	4 x per year	12 x per year	

Plannable costs

Calculate your service budget for the years ahead now.





Good feeling confirmed

Interview with Judith Kötzsch,
Head of Business Development
at Rittal Service International

Benefit from the good experiences of other companies with Rittal Service.

Discover on the following pages how targeted service strategies helped car manufacturer Ford and security technology company EVVA boost efficiency and save on resources.



The service and efficiency check highlighted the maintenance requirements and the potential for savings at Ford. Is that the norm?

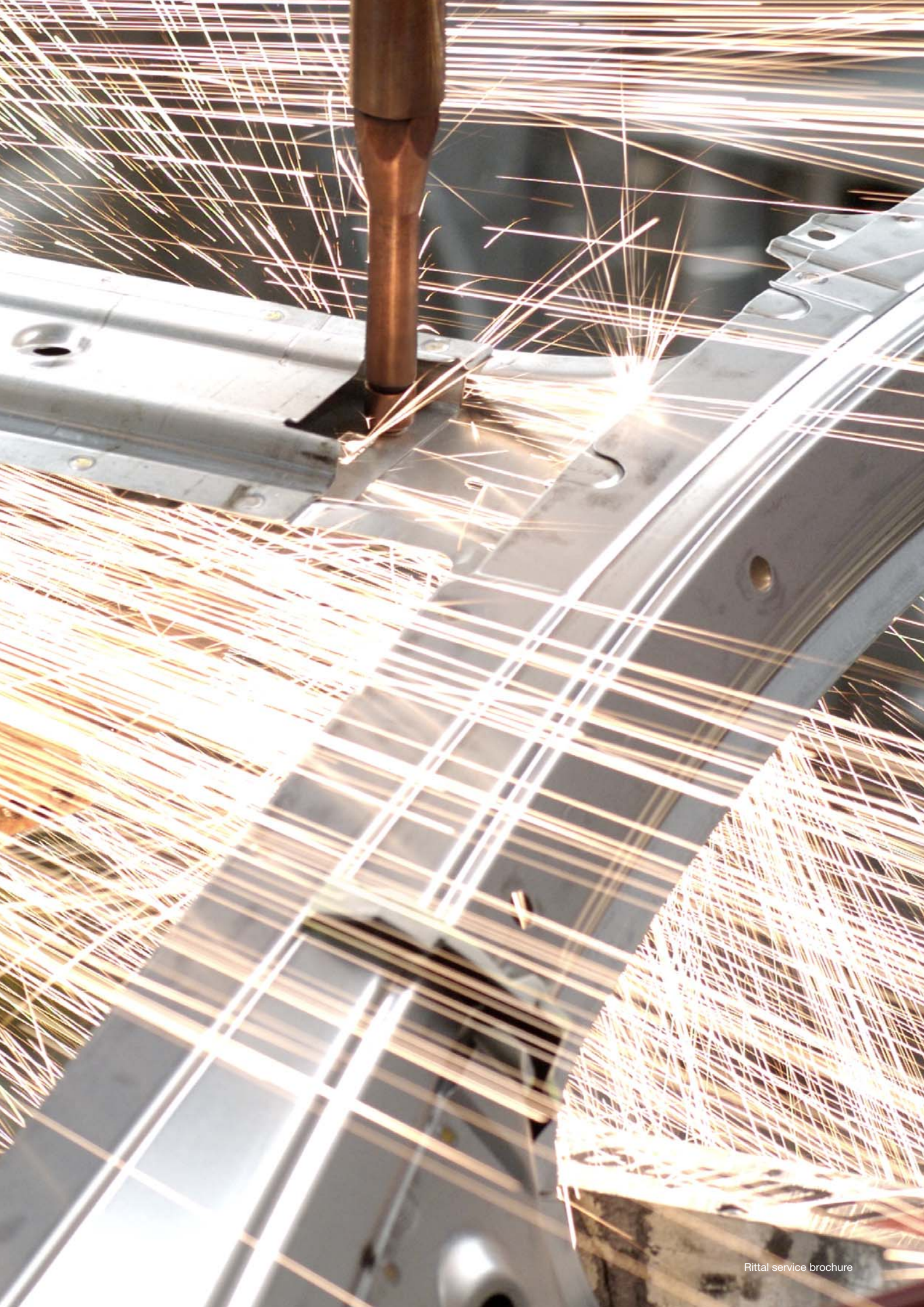
The condition of cooling units without a maintenance contract differs from plant to plant, but their maintenance is indeed often neglected. That has an impact on machine availability and power consumption. A heavily soiled cooling unit consumes up to 30% more power than a clean one. In certain cases, it's also worth replacing old units with the latest technology.

How can customers obtain permanent support from Rittal?

We also offer service contracts lasting several years, which help preserve the value of the equipment installed and make it possible to plan the costs involved.

What form do these contracts take and what benefits do they offer?

Maintenance intervals and response times are agreed. Everything is included, from annual maintenance to on-site support within 4 hours. Customers always benefit from transparent costs, qualified service engineers and warranty extensions.



Find out how Ford does it

Don't lose sight of unnecessary error sources.

Equipment and components from Rittal are an integral part of the process at Ford. The Rittal efficiency and service check on cooling units reveals the maintenance status and potential savings, which helps maintain a high level of efficiency.

The condition of over 220 cooling units was checked, including for dirt accumulation, damage and bearing noise. A maintenance checklist including suggested improvements significantly reduced the number of problems and led to substantial savings.

Don't wait until there's a possibility of your system failing – be proactive like Ford.



“In 2015 alone, there were a total of 13 plant stoppages due to defective cooling units. Rittal’s service check showed us how we can minimise these stoppages with immediate effect.”

Helmar Bencker, Manager Plant Engineering & Environment at Ford in Cologne, used the service checks on over 220 cooling units.



EVVA
access to security



Take a look at what EVVA does

EVVA Sicherheitstechnologie GmbH is one of the leading manufacturers of mechanical and electronic access solutions. As part of its corporate social responsibility strategy, the company is committed to sustainability. Innovative components such as Rittal's new Blue e+ series of cooling units are helping EVVA save energy.



Cooling energy guzzlers stopped

Rittal implements patented hybrid technology in conjunction with innovative inverter control. This hybrid technology of the Blue e+ series is based on the interaction of a compressor cooling unit and a heat pipe. Initial industry test results promise energy savings of 75%.

On-site visit for 26 climate control units – maximising machine availability

Regular service checks help the units work more efficiently and give them a longer service life.



“Collaboration with Rittal is excellent and our contacts are here before we know it. In the event of problems, great efforts are always made to sort things out straight away. Rittal personnel also offer an excellent service.”

Herbert Reininger, Division Head of Production at EVVA Sicherheitstechnologie GmbH

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

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