Rittal – The System.

Faster – better – everywhere.

Rittal service for industrial applications

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

Sustainability and energy efficiency are among the biggest challenges facing organisations today.
At the same time, uptime of critical equipment still needs to be guaranteed in production processes at all times.
Downtime and performance losses cost time and money.
Rittal service provides comprehensive support – quickly, efficiently and globally.





Service agreements 7
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 8
Preventive maintenance for your systems helps to quickly detect and/or prevent failures ahead of time. As a certified service provider, Rittal regularly carries out mandatory leak tests as well as inspections.



Technical support and troubleshooting 10
Thanks to our 150 service sites and over 1,000 qualified service technicians around the world, we can respond rapidly and stop your production grinding to a halt if a fault should happen. We are there for you – round the world and round the clock.



Original spare parts 12
Using Rittal original spare parts helps to ensure that your systems and equipment retain their value. You benefit from spare parts stocking – based either at Rittal or at your premises – that is customised for your specific components, machinery or systems. Finding the correct replacement parts for your products is also straightforward when using the spare parts finder or the Rittal Scan & Service app.



Repairs 15
Downtime costs money, so 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.



System and efficiency consultation 16
We complete an efficiency check as part of an analysis and calculation to establish if there are any potential energy savings – on a transparent basis and in line with energy audits to DIN EN 16247-1. As part of our customer-specific consultation, you also get recommendations on how to extend the service life of your equipment and systems for the long term.



Upgrades and modernisation 19
Using systems with higher efficiency ratings enables you to reduce the energy consumption of your operations considerably. Technology enhancements and upgrades also help to extend the useful service life of your existing machines. Investing in more advanced equipment pays off after a short time and leads to lower maintenance costs.



Digital & smart 20
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.



What our customers are saying 22
"We're constantly looking for potential to make savings and have found what we were looking for in the Rittal Blue e+ cooling units." An on-site visit to our customers proves that our service really pays dividends.


RITTAL

Rittal 360° service – there for you anytime and anywhere

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

Manufacturer expertise
Our qualified service engineers are ready to support you with their specialist know-how and in-depth understanding of your industrial applications. 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 in fault resolution.

A global presence
With 150 service sites and more than 1,000 service specialists all round the world, we achieve rapid response times globally. 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.




ENERGY
Classification
RITTAL

Plannable costs with Rittal service agreements



With Rittal service agreements, you can tailor the scope of the services to 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. So you can keep an eye on your costs at any time.

Whether on-site service, response times, warranty extensions or individual spare parts storage: 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** from an individually defined stock (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 equipment and minimises downtime and cost. That way, you benefit from optimised system and equipment uptime.



Your benefits at a glance:

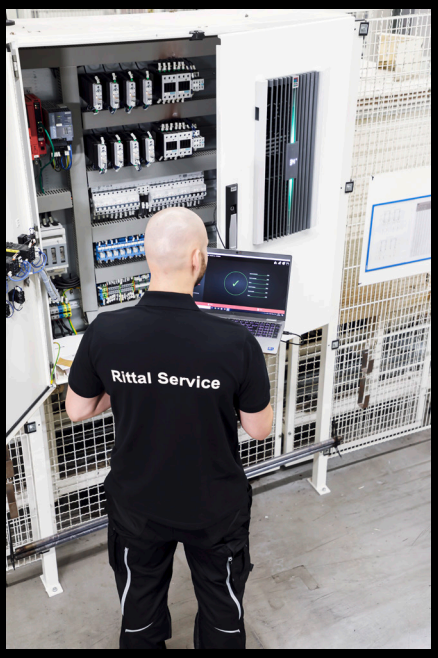
- **Greater operational reliability** due to the early detection of any potential faults or malfunctions
- **Extension of the service life** and value of your assets, thanks to regular maintenance
- **Safe, secure and reliable system operation and protection from legal risks** due to compliance with statutory regulations and technical standards to DIN 31051:2012-09
- **Greater visibility, control and management** thanks to rapid, reliable monitoring of the status quo of your systems
- **Considerable cost savings** from boosting system efficiency by as much as 30 percent



Precise analysis for maximum reliability, efficiency and uptime
Our proprietary diagnostic software ensures that our service technicians can comprehensively analyse all of the operating data of your cooling units. This enables us to carry out maintenance much more efficiently and consequently ensure that your systems continuously operate at peak performance.

Leak tests on cooling systems
Rittal also offers its customers leak tests to EU Regulation No 517/2014 on fluorinated greenhouse gases. Statutory tests are carried out professionally and documented by our certified technicians during one-off maintenance operations or as part of your service contract.

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 consequently have at your disposal with regard to this change. Contact your local Rittal office for more information.



Worldwide on-site service with rapid response times

Production stoppages and downtime can lead to high costs. 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 trouble-shooting 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
- **Increased productivity** because faults in systems are quickly put right
- **Smooth system operations** 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 faults yourself, submit a service request or create a wish list of accessories and spare parts. Find out more on page 20/21!



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

Constantly available original Rittal spare parts for your industrial systems

If a fault occurs despite regular maintenance, it needs to be resolved as quickly as possible. That's why we make sure that 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 systems.



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 pro-actively look after the predictive **replacement of critical spare parts, worn items and consumables**.



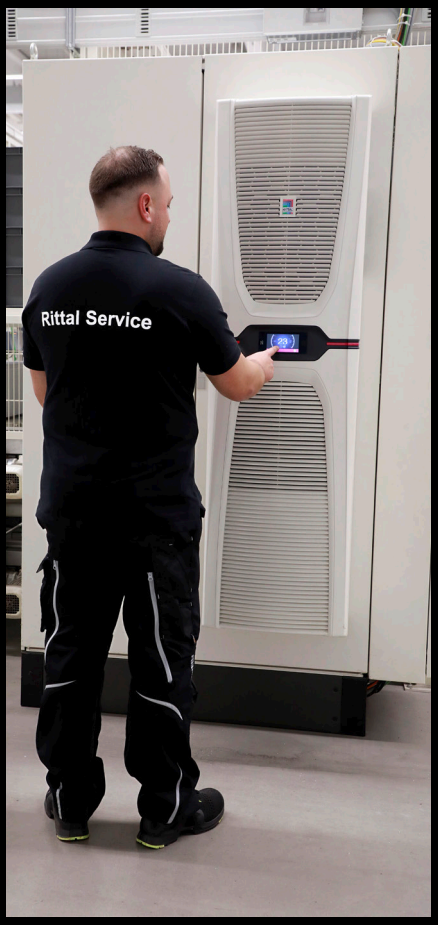


Repairs on-site or in Rittal workshops



Failures and performance losses cost time and money.
That's why you need to act quickly if 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
- **Safe investment** in the value retention of your services, due to the use of original spare parts
- **Higher productivity** because systems are repaired quickly using original spare parts
- **Greater operational certainty** thanks to quality, reliable workmanship on every repair
- **Rapid assistance in emergencies** thanks to fast and reliable response times from our well-trained and well-developed service network

Save costs and resources – with our efficiency and service check

To ensure your equipment and systems continue to function reliably and error free at all times, we support you with fully comprehensive consultancy and troubleshooting expertise. As a trusted partner supplying complete and comprehensive solutions, we are on hand to help you achieve carbon-neutral production faster.
Our solutions offer sustainability, security and maximum energy efficiency. We are happy to provide advice and support as part of our efficiency and service check. That way, we help you achieve your carbon targets.



Your benefits at a glance:

- **Enhanced and fully optimised performance of your installed units** thanks to comprehensive analysis carried out by our service experts
- **Lower energy costs** brought about by identifying ageing and/or inefficient equipment
- **Reduction in both downtime and costs** by eliminating potential weak points and risks earlier
- **Extended product service life for systems**, achieved through targeted maintenance programmes and optimisation measures
- **Improved energy efficiency** with the aid of practical initiatives for energy audits to ISO 50001





What the efficiency check offers

During an efficiency check, we create a personalised efficiency analysis of your equipment for you. Based on your list of units, we identify potential savings and create an ROI costing for you. The results of this analysis then form the basis for detailed customer-specific and tailored solutions to significantly improve your efficiency.



What the service check offers

During a service check, one of our highly qualified service technicians will visit you on-site to collect and record key information about your equipment and assess the maintenance status of your units. Afterwards, you will get an efficiency analysis report and specific recommendations on how to boost your efficiency and machine uptime.




RITTAL
DELL

Increased equipment and system efficiency through upgrades



Technology upgrades boost the efficiency and productivity of your systems. This means you benefit from greater uptime and lower maintenance costs. Whether cooling units are being used in enclosure manufacturing, the automotive or food industry or other sectors, Rittal offers a variety of modernisation solutions.
That way, your machines, equipment and systems continue to run reliably and issue-free – now and in the future.

Enclosure cooling units upgrades
The Blue e+ range of cooling solutions from Rittal offer maximum energy efficiency. Proactively replacing outdated enclosure climate-control technology often pays off as a way to minimise the energy consumption and associated costs. Furthermore, replacing outdated or ageing cooling units also reduces the risk of production stoppages and downtime.

Make the most of Rittal – not just as a supplier of efficient enclosure climate-control systems, but as a one-stop full-service provider for your equipment and system upgrades. We will support you with advice and our consulting services, as well as with the design, planning and implementation of your upgrade strategy.

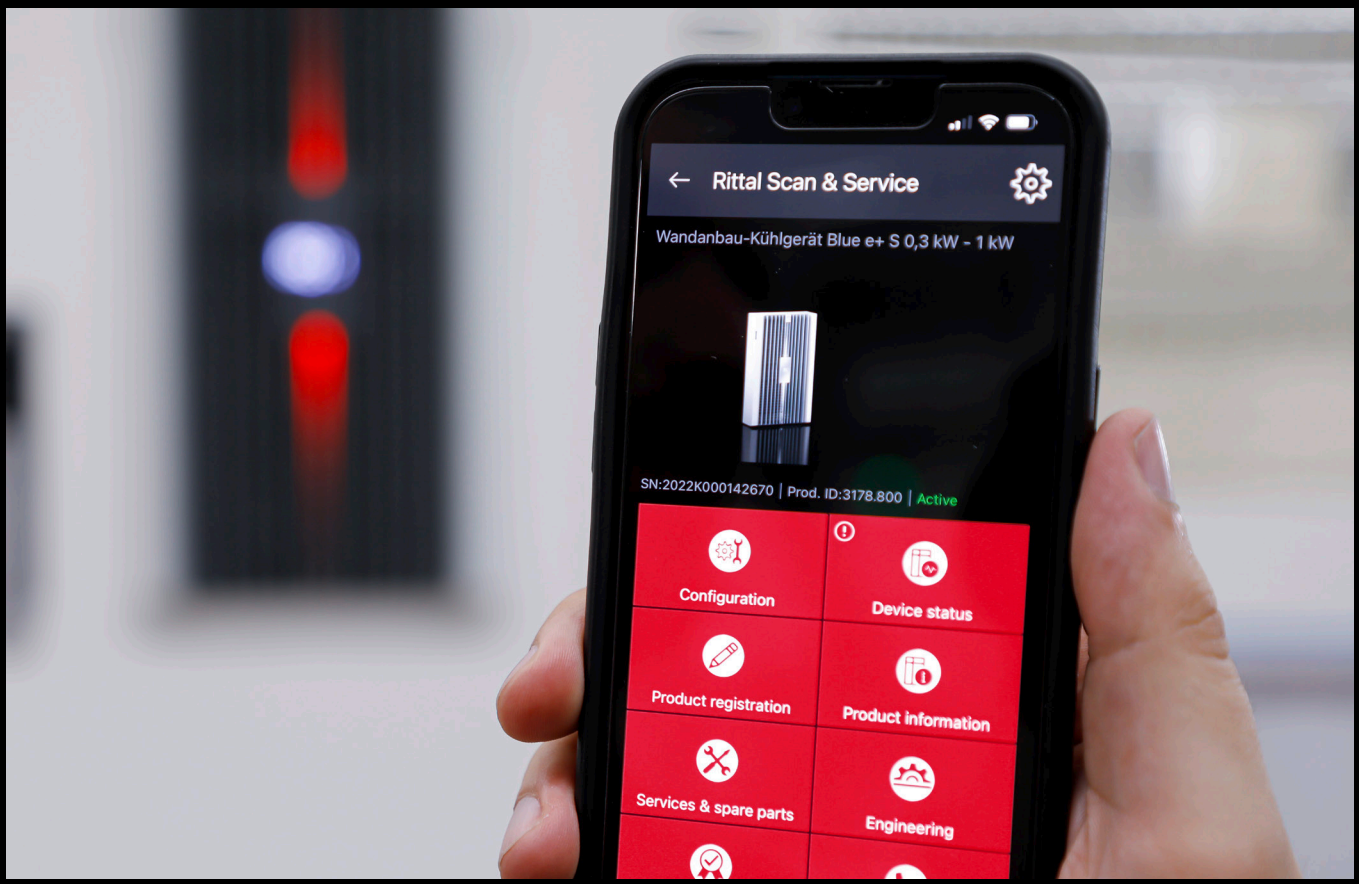


Your benefits at a glance:

- **Minimisation of replacement times:** Having service experts who have years of experience replace your cooling units reduces the out-of-service time to an absolute minimum
- **Continuation of operation during the upgrade process and projects:** Units are removed and installed without bringing operations to a halt
- **Safety for staff and systems during installation**, thanks to the use of specialist tools that prevent sparks when enlarging cut-outs
- **Availability of original spare parts and extension of the service life for your investments:** For example, even panels for discontinued large enclosure series can be ordered

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 saving and efficiency increases** 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** thanks to more accurate and focused first-time 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

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.

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

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

Initial diagnosis
If your cooling unit displays a notification, you can read it out via NFC yourself, making it easy to get recommendations for troubleshooting.

Service message
You can use the app to send service queries to Rittal round the clock or check the service contact details for your region.

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

Available on the App Store and Google Play

Download on the App Store

GET IT ON Google Play

Discover how Coca-Cola Europacific Partners is cutting the amount of electricity it uses!



The slogan “This is forward” is central to the sustainability agenda of Coca-Cola Europacific Partners (CCEP) – the largest independent bottler of the Coca-Cola Company’s soft drinks. The agenda’s goals are ambitious. By 2030, the beverage producer is looking to achieve a 30 percent reduction in greenhouse gas emissions compared with 2019 – at its Genshagen plant and 13 other sites in Germany. By 2040, it is aiming to achieve climate neutrality. The focus is on packaging and raw materials. “For example, we are continuing to ramp up our business with reusable containers and want our airbag packaging to be made from 100 percent recycled PET. Production accounts for 9 percent of CO_2 emissions, and we are looking for optimisation potential in this area, too,” explains Quality and Food Safety Manager Florian Happe, who was also responsible for energy management at CCEP until 2021.

Comparative measurement over a 12-month period

Certifying the plants as CO_2-neutral step by step involves examining every detail and looking for potential ways to make further energy savings. One impressive strategy identified at the plant in Genshagen, near Berlin, was replacing old cooling units with Blue e+ cooling units from Rittal, which offer significant energy-saving potential thanks to their hybrid technology.

> We’re constantly looking for potential to make savings and found what we were looking for in the Rittal Blue e+ cooling units.

Florian Happe,
Quality and Food Safety Manager, CCEP



While the bottles rattle by, the Rittal Blue e+ cooling units reliably do their job – despite the significant seasonal temperature fluctuations that can occur in the bottling plant.

The budget was soon approved and the units were replaced. That was not enough to obtain certification, though. “The savings Rittal predicted sounded good, but we had to provide proof in order to obtain ISO 50001 certification,” recalls Mario Drescher, Environmental and Energy Coordinator at CCEP in Genshagen. “I therefore carried out a comparative measurement between an old unit and a new Rittal model over a 12-month period. If I hadn’t taken the measurements myself, I wouldn’t have believed it. The energy requirements were 90 percent lower,” he reveals. The cooling solutions’ energy efficiency is a big plus for CCEP, but not the only benefit. The beverage producer also requires maximum system availability to ensure on-time deliveries and thus satisfied customers. “Our lines need to keep running, even during increasingly hot summers. Anything that helps to reliably prevent downtime is good, and that includes perfect cooling of the enclosures to ensure the technology doesn’t overheat,” continues Drescher.

Blanket replacement – but how?

Following the successful replacement of the units in Genshagen, CCEP was very interested in working with Rittal to extend the roll-out to its remaining 13 plants. Once a trial at the CCEP plant in Lüneburg had confirmed the extent of the savings, there was nothing standing in the way of the follow-up project. But how do you actually accomplish a blanket switchover of this kind?

Norbert Borchert from the Aftermarket Field Sales team at Rittal explains. “In such cases, we analyse the current situation on site. On this basis, we then calculate potential savings and propose tailored solutions geared to the requirements. After all, a 1:1 replacement of units often also means a 1:1 reproduction of errors,” he says.

Borchert is well aware that, in many cases, the technology inside the enclosure will have changed since the original cooling units were installed, so the dimensioning will no longer be appropriate. CCEP needed a higher cooling output than before in some places, but requirements were actually lower in some instances.



Energy savings of over 60 percent at Hansgrohe SE



Sustainability, environmental friendliness and energy efficiency have been key priorities at Hansgrohe SE for a great many years now. Back in 1992, when the company started operating its solar power plant on top of its new production facilities in Offenburg, this was, in fact, the biggest roof-mounted solar power plant in the world. Moreover, in 1995, Hansgrohe SE became the first industrial company to win the environmental prize awarded by the Baden-Württemberg Ministry of the Environment. All the company's sites, both in Germany and worldwide, have been climate-neutral since 2021 and 2022 respectively.

It therefore came as no surprise that, when Rittal asked Hansgrohe whether it would like to try out one of the new enclosure cooling units in the Blue e+ S series, the company's managers jumped at the chance. "This sort of thing is always of interest to us," says Johannes Kopf, Investment Planning Project Manager at Hansgrohe. "Our vertical integration is very extensive, so we also have a large number of machines and enclosures. We therefore use a lot of climate control units, too. Although each individual climate control unit uses relatively little electricity compared to machines and robots, the sheer quantity of these units means that, when you add them all together, their total energy consumption is pretty significant."

> Rittal promised us energy savings of 60% – and, sure enough, we're currently achieving savings of 61% in our actual operations. To be honest, it really surprised us.

Johannes Kopf,
Head of Industrial Engineering Projects
at Hansgrohe

Stefan Eibach, Enclosure Climate Control Product Manager at Rittal, adds: "We already knew that Hansgrohe attaches a great deal of importance to energy efficiency. That's why we put this company very high up on the list when we were choosing customers to try out our new, compact and energy-saving climate control units."

The perfect text environment

The two companies opted to conduct the trial in the grinding and polishing facility, where robots in six production lines bring a high sheen to the cast and milled metal parts used in Hansgrohe products. Even though the dust produced by the grinding process is extracted, the air in the grinding facility still contains many particles that can pollute the cooling unit. What's more, the machinery and grinding processes themselves generate heat – the air is hot and quickly becomes dusty, which makes this an ideal environment for putting a cooling unit through its paces.

Check list in the name of efficiency
Before the first test unit was installed, Rittal conducted a service and efficiency check of the entire production facility in Schiltach. Rittal developed this standardised procedure as a means of providing its customers with reliable figures about potential savings in connection with enclosure cooling.

This data is then used to perform an initial analysis to work out the current energy consumption and suitable countermeasures, ranging from carrying out maintenance to replacing certain units entirely. This means we can calculate potential energy savings, the associated amortisation period, cost savings over a number of years and the reduction in CO_2 emissions, and then present these figures to the customer. The customer is therefore given a full list of measures, complete with the cost and financial benefit of each one.

750 W cooling unit put to the test
As an option, a trial of a new unit can also be used to verify the cost benefits that have been calculated. If required, certified subsidy managers at Rittal can help the company concerned find appropriate energy-related funding schemes that will help the investment pay for itself even faster. Once the energy check has been completed, Rittal works with the customer to implement the list of measures. “Existing enclosure cooling units in Germany are ten years old on average. This means they are rapidly approaching the age when it’s well worth replacing them with a cooling unit in the very latest efficiency class,” adds Kötzsch, Vice President Business Development Service at Rittal.

A constant overview of everything
At Hansgrohe, too, an efficiency and service check of this kind was the first item on the agenda. Once this had been completed, the SK 3361.100 cooling unit at one of the grinding centres was replaced with a unit from the latest-generation Blue e+ S range with a rated output of 750 Watts. “It all happened very quickly,” recalls Hakan Zahal, who operates the system. “In late October 2022, the Rittal service engineers replaced the cooling unit for one of the enclosures, and it took them less than two hours. It was all very straightforward, since the only thing that needed to be modified was the cut-out in the enclosure door. The electrical connections all fitted, so it was simply a case of plugging things into different sockets, including the door-operated switch and the fault signal relay.



Harry-Brot saving over 260 euros per Blue e+ S cooling unit each year

Soltau is something of a hotspot. When the ovens at Harry-Brot reach over 200 degrees Celsius, the bread rolls and loaves aren't alone in feeling the heat. The company's staff and equipment also work up a sweat. Despite a room air temperature of 45 degrees Celsius, everything needs to run like clockwork – excellent test conditions for the new Blue e+ cooling units from Rittal.

A wonderful aroma of bread fills the air. Every day, the ovens at Harry-Brot in Soltau turn out products including some 180,000 sandwich loaves. Freshly baked, they make their way through the production section and are then packaged and loaded into lorries to embark on their journey to supermarkets across Germany. To ensure everything goes like clockwork, systems need to be in continuous operation. It hasn't always been that way, however. Heat-related breakdowns used to be a regular occurrence at the plant. These were mainly caused by the failure of control technology installed in enclosures, and the consequences were huge. "When our systems go down, it also brings our lorries to a standstill, and we are unable to deliver our bread. That's a big problem, because our customers expect to find fresh bread on the supermarket shelves every day," explains Björn von Frieling, the site's Workshop Manager.

> Our systems are reliable, and we have roughly halved our energy consumption.
>
> Björn von Frieling,
> Workshop Manager at Harry-Brot in Soltau

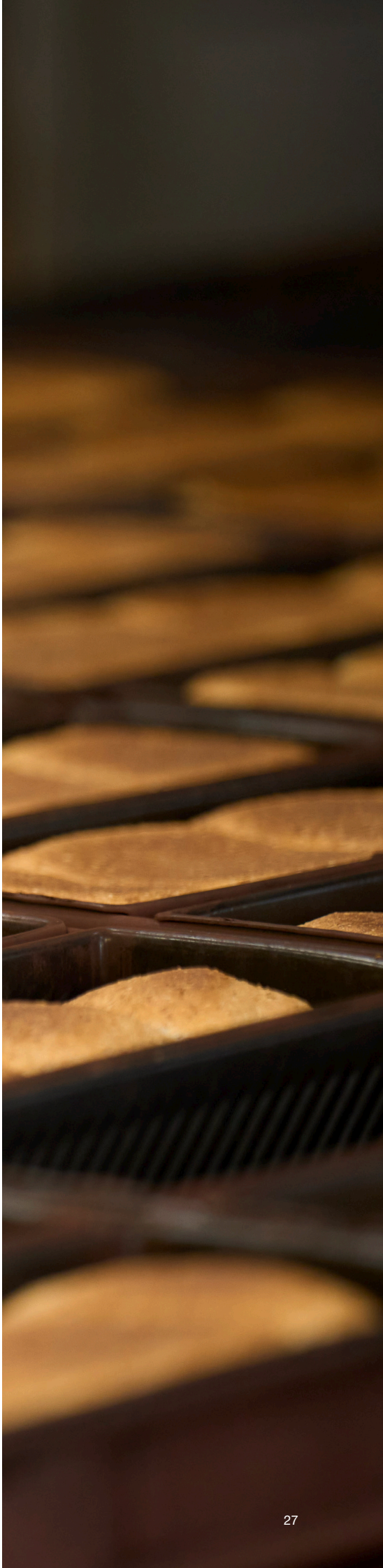


Every day, the ovens at Harry-Brot in Soltau turn out products including some 180,000 sandwich loaves – a real climate control challenge for equipment and systems.

Even though temperatures outside the enclosure can often reach 45 degrees, temperatures inside are much, much higher. They have been measured at between 60 and 70 degrees in the past – hardly the ideal conditions for sensitive electronics, especially when installed in relatively small compact enclosures. Rather than climate control units, Harry-Brot had simply been using fan-and-filter units for these enclosures. The reason for this was simple. “Cutting-edge, energy-efficient Blue e+ cooling units from Rittal were previously only available with high cooling outputs of at least 1.6 kW – definitely too high for our purposes,” explains von Frieling. He was therefore delighted when Rittal launched the new Blue e+ S units with lower cooling outputs. “These are ideal for the levels of heat generated by our application. In consultation with the Rittal sales team, we agreed on a trial here at the plant to put the units through their paces in our operation,” he says.

Surprising test result

Besides ensuring high system availability, Harry-Brot also considers reducing the company’s carbon footprint to be a top priority and therefore prefers to invest in energy-efficient technologies. Accordingly, it used the trial to compare a new energy-efficient Blue e+ S cooling unit with a Blue e unit that had also previously been available with a lower cooling output. For both units (500 W), the energy consumption was measured continuously during the trial. The result for the first five months surprised von Frieling. “I wouldn’t have expected a result like that,” he reveals. The Blue e+ S unit consumed just 248 kWh of electrical energy, compared with 626 kWh for the Blue e unit. This corresponds to savings of 60 per cent over the entire test period and 884 kWh for the year as a whole. Based on an average industrial electricity price of around 26 cents per kilowatt-hour, Harry-Brot can thus achieve an annual saving of around 230 euros per cooling unit. What’s more, Blue e+ S units come with integrated condensate evaporation. Excluding the proportion of energy consumption accounted for by this function, the saving is over 260 euros per cooling unit.



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