

# Rittal – The System.

Faster – better – everywhere.

## ► Rittal Service



ENCLOSURES

POWER DISTRIBUTION

CLIMATE CONTROL

IT INFRASTRUCTURE

SOFTWARE & SERVICES

FRIEDHELM LOH GROUP

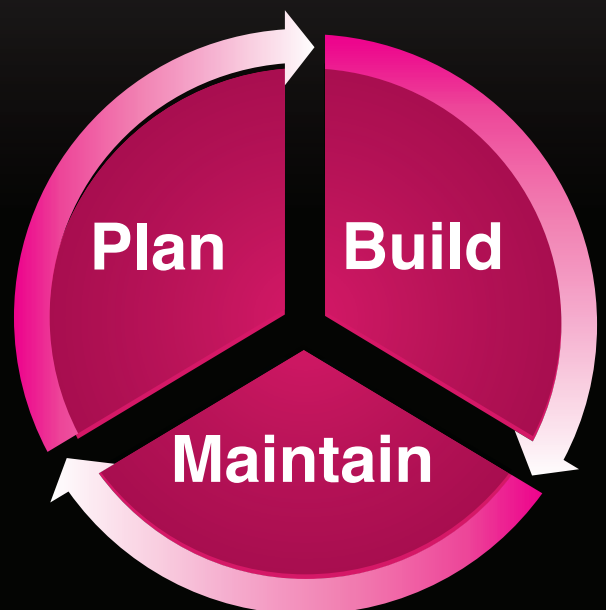


# Get to Know Rittal Service

## Tailored solutions for individual applications – all from one partner.

This is how “Rittal – The System” supports your operations and your business. From the planning phase to building and integration and into your business operations, Rittal is there every step, every day.

With a total of 63 subsidiaries, more than 250 service partners and over 1,000 service technicians worldwide, we guarantee regional proximity and fast response times. Plus, our individual maintenance contracts ensure predictable costs when service is needed. An international presence along with regional proximity, ultimate service quality paired with a transparent budget – this is Rittal Service.



# Rittal Service

**Preserve the value of your investments.**

## **Plan**

Auditing  
Design  
Consulting

## **Build**

Installation  
Commissioning  
Training

## **Maintain**

Repair  
Spares  
Service agreements

### **Comprehensive service.**

Rittal Service offers you a comprehensive range of customer services from installation to individual user training. We can work with you to keep your equipment, and your business, running at full speed!

### **On-site repairs:**

- Fast expert assistance

### **Installation and commissioning:**

- Installation/assembly and commissioning of individual devices or complete systems

### **Maintenance:**

- Preventive maintenance to safeguard the value of your equipment

### **Inspections:**

- Measures to determine and evaluate the present condition

### **Training:**

- User training on-site or at the Rittal training center

### **Modernization:**

- Replacement of wearing parts or old products/devices

### **Benefits include:**

- A single partner for all your needs
- Expert knowledge of your equipment and systems
- Fast and reliable service
- Cost-effective and flexible planning

### **Rittal offers service on industrial and IT infrastructure products including:**

- Complete enclosure systems and accessories
- Climate control
- LCP (Liquid Cooling Package)
- Data center solutions
- CMC III (Computer Multi Control)





# Plan

From data centers to industrial environments, Rittal is there.



## Plan

### For data center solutions...

From Edge micro data center installations to large colocation facilities with thousands of racks, Rittal products are scalable to fit the infrastructure needs of data managers and customers. Our global team of engineers, sales and training staff can partner with you to create ship-loadable solutions that can be installed in uncontrolled environments or hyperscale data centers. We can help you manage power efficiency, cooling solutions, security and data support. Rittal reinforces your goal of full performance with attentive service.



## Plan

### For industrial applications...

Every industrial environment offers a unique set of challenges, from fluctuating temperatures to caustic chemicals, particulates and even high power loads. Rittal has seen it all, in every industry, around the globe. Rittal industrial solutions follow a systematic plan, beginning with analysis of your current processes and procedures. Then, potential cost and time savings are reviewed to evaluate data consistency and technology efficiency. This assures our customers that their design will meet industrial challenges now, and in the future.



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[www.rittal.ca/service](http://www.rittal.ca/service)

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# Build

**Custom from Standard.**

## **From our Floor to your Door**

Rittal and our Modification Partners can deliver high-quality enclosure modifications quickly & efficiently, increasing your profitability.

Let us modify your enclosures before you even receive them! You can go straight to the enclosure assembly process and leverage the added time to add new jobs into your workflow.

With thousands of standard parts available for virtually every application, Rittal can ship your enclosures fast with the cut-outs and drilled holes completed!

[www.rittal.ca/mod](http://www.rittal.ca/mod)



# Maintain

**Rittal service delivers uptime.**

## Repair

## Spares

## Service agreements

Rittal's value begins with the quality of our products, but even the best products need to be maintained to ensure proper operation and long life. Rittal's maintenance services allow you to get expert support straight from the manufacturer. Our highly qualified technicians are prepared with the right tools and the right parts to quickly repair a problem or just keep your equipment up and running. Efficient work means less time out of service and less cost to you in the long run.

Preventative maintenance does maximize the life of your Rittal system, but when a repair is needed, Rittal provides added value with worldwide availability of individual parts. Our professional spare parts management and service contract options can be matched to your requirements. Parts are available in a timely manner, anytime, anywhere. Worldwide deliveries via our international spare parts logistics and multiple stocking locations, together with the local stocks held by our subsidiaries, guarantee fast and reliable availability.



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## Maintain

### Spare parts—anytime, any place.

#### Added value through worldwide availability of individual parts.

Rittal guarantees worldwide availability of spare parts and service contracts aligned with your requirements. Choose from a variety of spare parts options, including:

##### ■ Customer-specific spare parts.

Customer-specific spare parts are components that can be individually defined and held in stock for those customers with an individual service contract.

##### ■ Standard spare parts.

Standard spare parts are components that we use on a daily basis for our own series production.

#### Your benefits:

- Stock of customer-specific components can be maintained for individual service contracts
- Multiple stocking locations ensure fast and reliable spare parts availability
- Approved, original spare parts direct from Rittal







# Maintain

## Service customized to your needs.

Rittal service plans are as flexible and individual as your requirements, offering tailored service agreements that guarantee all the benefits of lifecycle management for long-term security. You can select from four packaged service plans or customize one to fit your needs.

Our plans provide more security for your Rittal products. As you preserve the value of your equipment, you can also receive a guaranteed response time for a technician on-site. Spare parts are stocked, and costs are fixed and established. Extended warranties are also available for up to five years.

Service Contracts	Call Centre Availability	On-Site Response	Availability of Critical Spare Parts	Preventative Maintenance	Extended Warranty
Basic	24 hrs/365 days	Next day	Rittal stock location	1 per year	-
Comfort	24 hrs/365 days	6 business hours	Customer location	2 per year	Available
Advanced	24 hrs/365 days	6 hours	Customer location	2 per year	Available
Full	24 hrs/365 days	90-180 mins	Customer location	Based on customer requirements	Available



# Warranty

**Extensions maximize profitability.**

Rittal products are always a good choice. From harsh industrial environments to pristine data centers, they already demonstrate their high quality and reliability in daily operation. Regular preventive maintenance contributes to a longer product service life and thus further increases the profitability of your equipment.



## Standard Product Warranties

<b>Air Conditioners</b>	24-months from date of manufacturing. With warranty registration, the warranty is extended by 6-months from the date of manufacture from Rittal
<b>Chillers</b>	24-months from date of manufacturing. With warranty registration, the warranty is extended by 6-months from the date of manufacture from Rittal
<b>LCP</b>	18-months from date of manufacturing or 12-months from date of startup; whichever is longer
<b>All Other Climate Control Products</b>	12-months from the date of shipment from Rittal's place of business
<b>Extended Warranties</b>	Warranty extension not covered by Warranty Registration is available through a service contract. Extended Warranties can be included through applicable maintenance contracts with the addition of up to 3 years over manufacturer warranty.





# Contact Us

**We're available to serve.**

**800-399-0748**

This is your line to our service department. Whenever, wherever and however you need us, we are available to offer you assistance! Simply give us a call, send an email ([service@rittal.ca](mailto:service@rittal.ca)) or visit our website ([www.rittal.ca/service](http://www.rittal.ca/service)) to get in touch. Fast, simple and reliable.



# Rittal – The System.

**Faster – better – everywhere.**

Rittal, trusted worldwide for the quality of our products, has set a new standard for service. We can help you Plan, Build, and Maintain your Rittal solution. Rittal Service is dedicated to maintaining your satisfaction with our products today, and for all your installations in the future.

## **Rittal Systems Ltd**

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