



Rittal – Professional spare parts management



Over 1000 service engineers worldwide.

Optimum plant availability thanks to lifecycle management



Guaranteed availability of spare parts – and if something does go wrong, you'll soon be up and running again.

	Reachability	Response time	Spare parts availability	Maintenance	Warranty extension
BASIC	Business hours	Next working day	Standard	2x/year	Optional
COMFORT	Business hours	Next day	Standard	2x/year	Optional
ADVANCED	24 hours 365 days a year	Next day	24 hours	2x/year	Yes
FULL	24 hours 365 days a year	8 hours	Individual concept	Individual (min. 2x/year)	Yes
CUSTOMIZED	As agreed	As agreed	As agreed	As agreed	As agreed

Rittal service contracts – the ultimate back-up

Protect your individual global service from Rittal. To enable you to further enhance the reliability and availability of your Rittal solution, we offer a choice of four standard service packages, available worldwide: Basic, Comfort, Advanced and Full. The customers simply choose the level of service which best meets their needs. To cater for special needs, we can also put together an individually customised service package.



5. Warranty extension

Our quality guarantee! With an Advanced/Full service contract, you can extend your warranty to up to 5 years.

1. Reachability

Your satisfaction is our mission! For this reason, you can contact us weekdays during the normal working hours or with a service contract, around the clock, 365 days a year.



4. Maintenance

Identify what's important early on! Preventive maintenance to DIN 31051 helps to conserve the value of your plant.

2. Response time

Fast and reliable, on site! Our service engineers can be on site within 8 hours, depending on your service contract.

3. Spare parts availability

Secure, reliable stocking! Our original spare parts will ensure your lasting productivity.



Standard spare parts

Standard spare parts are those mass-produced by Rittal and fitted on a daily basis. Exacting quality standards safeguard the quality of our products. Global stocking of spare parts via our 5 strategic service hubs, as well as on-site stocking at our 60 subsidiaries and 250 service centres, ensure fast, reliable delivery.



Special spare parts

Special spare parts are those that have been selected and installed specifically to meet individual customer requirements. In terms of technical implementation, these parts have been custom-manufactured with a batch size of 1, and are not stocked as standard. With a corresponding service contract, spare parts may be stocked in the same way as standard parts regardless of whether they are ever needed. After all, better safe than sorry.

Rittal lifecycle management: Reliable production, dependable calculations.



Rittal accompanies the products you use throughout their entire lifecycle – with individual services.

By relying on Rittal products in your production process, you know you are playing it safe at all times. Rittal lifecycle management goes way beyond the statutory requirements and the voluntary manufacturer's guarantee, and ensures the productivity of your equipment on a permanent basis. The availability and supply of spare parts plays a decisive role here. You decide for yourself which level of service you need to reduce the risk of production downtime. Rittal offers a range of customised service agreements you can rely on in every respect, to guarantee long-term calculation reliability.

Rittal ensures maximum availability of spare parts:

- Delivery off the shelf: Availability of standard spares from the Rittal central warehouse.
- Delivery within 24 hours: Warehousing of defined spare parts packages by Rittal, with delivery within 24 hours, as the individual parts are reserved for specific customers.

- Individual concept: A customer-specific package of spare parts is part of the contract and is kept in stock explicitly on your behalf at our authorised service partners or on site at your premises. Direct, fast access to all relevant spare parts is the decisive factor here.

Rittal offers worldwide stocking of standard spare parts:

- Recooling systems
- Cooling units
- IT cooling, CRAC systems
- LCP family (Liquid Cooling Package)
- System climate control
 - Air/air heat exchangers
 - Air/water heat exchangers
- UPS systems (uninterruptible power supply)
 - 3-phase UPS system
 - Single-phase UPS system
- Fuel cell
- Complete enclosure systems and accessories
- Wireless sensor network CMC-TC
- Rack extinguisher systems

Rittal spare parts pool. There's one near you.



USA Urbana

Germany Herborn

China Shanghai

São Paulo

Bangalore

Rittal Internet: www.rittal.com

► Spare parts, wherever you are.

With more than 200 locations worldwide for a truly global service.

Our Rittal global service comprises five strategic service hubs, more than 60 service support points at our subsidiaries, and over 200 qualified and authorised service partners worldwide. Because when it comes to service, nothing is more important than customer proximity, peace of mind and reliability.

From Europe to the USA and South America, to China and India: Wherever you are using a Rittal product, we will take care of it. Rittal service engineers around the world are all trained to the same high standards of performance and quality, and are at your service 24 hours a day.

Always on hand, whenever you need us!

Professional spare parts management for reliable plant operation.

If you want to reduce the risk of a production standstill, professional spare parts management is indispensable. Even if the manufacturer's warranty guarantees "free replacement within a reasonable period of time" in the event of faulty parts, this tells you nothing about the direct availability of the required spares. Even with the most rapid response, international carriage can cause expensive production downtime. Better to play it safe.

Rittal offers a tailor-made solution in the form of service contracts. The service contract guarantees global availability of any special spare parts installed in your plant.

Without service contract:

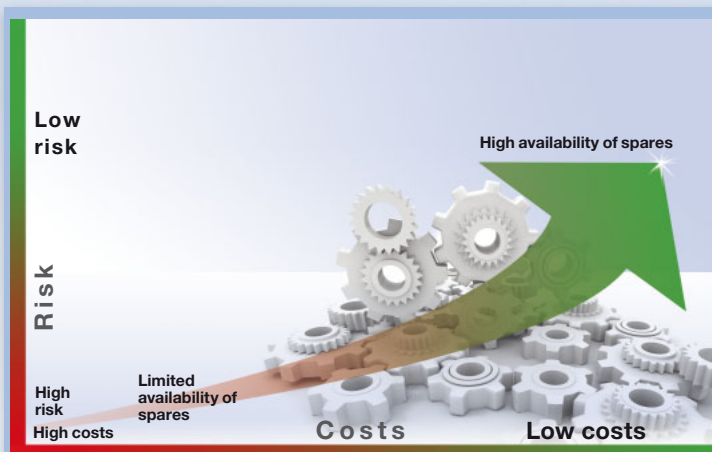
- No stocking of special components
- Production downtime
- Downtime costs of up to several days
- Procurement of special components may take up to several weeks
- Possibly increased repair costs, due to a lack of preventive maintenance on the plant
- No guaranteed response time (engineer on site)

= High costs to restore plant availability

With service contract:

- + Stocking of special components
- + Downtime costs of just a few hours
- + Repair costs are included in the service contract
- + Guaranteed response time (engineer on site)

= Minimal downtime costs, all other costs are covered by the service contract.



Limited spare part availability can be a costly business. With a service contract from Rittal, you can reduce the risk of production downtime, and in the long term, minimise costs.

Rittal Global Service.

Your direct line to us:

Enter your personal details in the form below and specify the topics on which you would like to receive further information. We would be pleased to send you the requested information without delay. Thank you for your interest!

Reply to your Rittal subsidiary which can be found at www.rittal.com

Address

Name	Company
First name	Position
Address	Telephone
	Fax
	E-mail

I would like to receive further information on the Rittal Global Service programme:

- | | |
|--|---|
| <input type="checkbox"/> Inspections and maintenance | <input type="checkbox"/> Commissioning |
| <input type="checkbox"/> Repairs | <input type="checkbox"/> Spare parts management |
| <input type="checkbox"/> Piping network calculation | <input type="checkbox"/> Load tests |
| <input type="checkbox"/> Thermal imaging | <input type="checkbox"/> Training |

I would like to receive a specimen copy of the following service contract (multiple selections also possible):

- Rittal Basic
- Rittal Comfort
- Rittal Advanced
- Rittal Full
- Rittal Customized

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If you have any further questions, or if you would like individual and personal advice regarding our service and other offers, please feel free to contact our service specialists in the Rittal subsidiaries, which can be found at www.rittal.com, at any time. **We look forward to helping you!**

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