



# We offer global satisfaction



## Rittal Global Service – Total Benefit of Usership

# What customers want more than anything else is reliability and peace of mind.

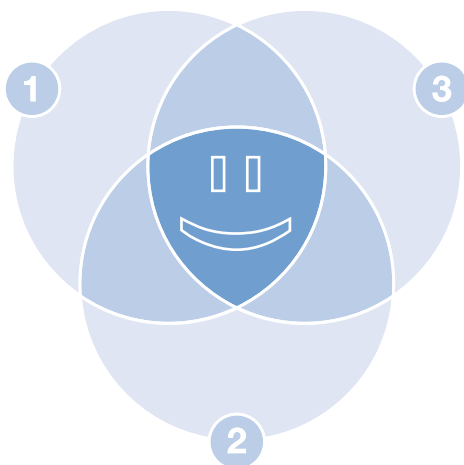


**We work tirelessly to give our customers the satisfaction of knowing that everything is taken care of.**

With this in mind, Rittal Global Service is on a worldwide mission to ensure that every aspect of our products is exactly as it should be: perfect.

Rittal's added value begins with the quality of our products, and extends throughout every phase of the process, from planning and commissioning, right through to support and servicing once the system is up and running.

This all-round support translates into the Total Benefit of Usership, which is Rittal Global Service's way of ensuring your satisfaction.



- ① Pre-Sales
- ② Implementation
- ③ After-Sales

**Satisfaction can be expressed as a mathematical formula.**



# We are committed to perfection every step of the way, so you needn't worry about a thing.



1

## Pre-Sales

**We smooth the way for your decision-making.**

- **Demand analysis:** On-site analysis of the problem.
- **Load tests:** Determination of parameters that may vary according to load.
- **Thermography:** Identification of heat radiation sources.
- **Simulation and calculations:** Extensive research at the pre-installation phase.

Every purchase decision is based on expectations, and our global service represents a promise to meet these expectations at all times, from the planning phase, to commissioning, right through to servicing. After all, as a customer, your requirements do not begin and end with the purchase itself. There are three main areas where we ensure that all your needs are met.



2

## Implementation

**Because we like to be there when you reach your solution.**

- **Installation/integration:** Construction/ installation of technical plant.
- **Commissioning:** Setting of all parameters and data.
- **Instruction:** Training of employees in equipment functions.
- **Certification:** Device-specific certification/ documentation.

3

## After-Sales

**We recognise and accept our responsibility.**

- **Service agreements:** Protecting the security and reliability of your equipment.
- **Maintenance:** Technical measures to maintain functionality.
- **Repairs:** Qualified service engineers worldwide.
- **Spare parts management:** Direct, fast supply of spare parts.
- **Training:** Comprehensive training opportunities.

# Throughout all three phases, we ensure Total Benefit of Usership.

Thanks to our worldwide service network, the high standard of quality and reliability of our products is complemented by a range of extras, including customer support at the planning phase, extended guarantees, and guaranteed maximum availability during operation. In this way, your investment in Rittal Global Service is sure to pay dividends, particularly in the long term, thanks to:

- **Reduced maintenance costs**
- **A longer service life of our products**
- **Greater energy efficiency during operation**



# To ensure total peace of mind: Rittal Global Service is at your service worldwide.



## Select your personal global service from Rittal.

To further enhance the security, reliability and availability of your Rittal solution, we offer four standard service packages: Basic, Comfort, Advanced and Full. The customer simply chooses the level of service which best meets their needs. Individual terms can also be arranged with customised service packages.

	Reachability	Response time	Spare parts availability	Maintenance	Warranty extension
<b>BASIC</b>	Business hours	Next working day	Standard	1 x/year	No
<b>COMFORT</b>	Business hours	Next day	Standard	2 x/year	No
<b>ADVANCED</b>	24 hours 365 days/year	Next day	24 hours	2 x/year	Yes
<b>FULL</b>	24 hours 365 days/year	8 hours	Individual concept	Individual (at least 2 x/year)	Yes
<b>CUSTOMIZED</b>	As agreed	As agreed	As agreed	As agreed	As agreed

# Service that transcends borders.

## Please contact your nearest service hub.

### ☐ **Service HUB Germany/Europe:**

Rittal GmbH & Co. KG  
Auf dem Stützelberg  
D-35745 Herborn  
Tel.: +49 (0) 2772 505-1855  
E-mail: [service@rittal.de](mailto:service@rittal.de)

Austria  
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Belgium  
Bosnia-Herzegovina  
Bulgaria  
Croatia  
Cyprus  
Czech Republic  
Denmark  
Estonia  
Finland  
France  
Greece  
Hungary  
Ireland  
Iceland  
Italy  
Kazakhstan  
Latvia  
Lithuania  
Luxembourg  
Morocco  
Macedonia  
Netherlands  
Norway  
Poland  
Portugal  
Romania  
Russia  
Serbia  
Slovakia  
Slovenia  
Spain  
Sweden

South Africa  
Switzerland  
Turkey  
Turkmenistan  
UK  
Ukraine  
Uzbekistan

### ☐ **Service HUB USA:**

Rittal Corporation  
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Tel.: +1 (800) 477 4000 Option 3  
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El Salvador  
Guatemala  
Honduras  
Mexico

### ☐ **Service HUB China:**

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New Zealand  
Philippines  
Singapore  
South Korea

Taiwan  
Thailand  
Vietnam

### ☐ **Service HUB India/Asia:**

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Dubai  
Iran  
Israel  
Jordan  
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Oman  
Pakistan  
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### ☐ **Service HUB Brazil:**

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Tel.: +55 (11) 36 22 23 77  
E-mail: [service@rittal.com.br](mailto:service@rittal.com.br)

Argentina  
Chile  
Columbia  
Peru  
Venezuela

All other addresses may be found on the Rittal website at: [www.rittal.com](http://www.rittal.com)



## The world is your oyster.

Five global service support points, more than 60 subsidiaries, and more than 200 partners worldwide – these are the cornerstones of Rittal Global Service. From Europe to the USA and South America, to China and India: Wherever a Rittal product is in use, we are on hand to take care of it. Trained to uniformly high performance and quality criteria worldwide, our service technicians are on call 24 hours a day, ensuring optimum availability of our products.

# 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](http://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 calculations | <input type="checkbox"/> Load tests             |
| <input type="checkbox"/> Thermography                | <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

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

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**Switch to perfection** **RITTAL**