



To help you get more out of your cooling



**Extended warranties through
Rittal Global Service**

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The outstanding product quality which characterises our climate control components is in itself already a solid foundation for the confidence of our customers. Through the worldwide presence of Rittal

Global Service, however, we are able to optimise this reliability still further, and offer you a range of services implementing our motto of "Total Benefit of Usership". With our service packages

Advanced and Full, for example, regular maintenance enables you to extend the warranty for your cooling units to up to 5 years: for all unit types and irrespective of the numbers involved.



5 YEARS WARRANTY
WITH RITTAL SERVICE AGREEMENTS.

Benefits for the individual and for the world as a whole.

A service package from Rittal Global Service serves first and foremost to extend the warranty for the cooling units. At the same time, and almost unnoticed, however, you are also making a valuable

contribution to climate protection. After all, thanks to the regular maintenance performed under a service agreement, your cooling systems will retain their excellent energy efficiency, and will thus produce significantly less CO₂. An investment which pays off for everyone concerned.



Three service phases for Total Benefit of Usership.

Customer satisfaction from the very beginning.

A purchase decision is naturally indivisible from certain expectations. Our global service can be seen as a promise to

meet these expectations at all times. After all, your needs as a customer arise well before the actual purchase, and also continue far beyond that point. Our service agreements are elements of a global service engineering concept and

ensure the optimum performance of our cooling units wherever in the world you are based. Generally speaking, Rittal Global Service comprises the following components:



Secure your personal 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. From Basic via Comfort and Advanced to Full – you yourself define the necessary scope of services. To cater for special needs, we

can also put together an individually customised service package.

The Rittal service packages in detail.

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

Extend the warranty for your cooling units to up to **5 years** – with the Advanced or Full service packages from Rittal Global Service.

You can request further information on the services offered by completing the fax reply form overleaf.

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 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, at any time. **We look forward to helping you!**

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