



Looking after your peace of mind



Service packages from Rittal Global Service

Scope of the service packages in detail.

The decision in favour of Rittal Global Service is an investment with long-term value:

- Safeguard the flawless functioning of your Rittal products and enjoy the confidence of even greater reliability.
- Thanks to our closely meshed service network, we are always at hand locally to keep your downtimes to a minimum.
- With the Advanced and Full service packages, regular maintenance enables you to extend product warranties to up to 5 years.

□ Reachability

- **Business hours (Basic and Comfort packages):**
All calls taken during RITTAL office hours.
- **24/7/365 (Advanced and Full packages):**
24-hour hotline, seven days a week, 365 days a year, including Sundays and public holidays.

□ Response time (technician on site)

- **Next working day (Basic package):**
A service technician will be on site on the next working day after receipt of a call. Actual time of arrival dependent on individual daily schedule.
- **Next day (Comfort and Advanced packages):**
A service technician will be on site on the next weekday after receipt of a call. Actual time of arrival dependent on individual daily schedule.
- **8 hours (Full package):**
A service technician will be on site within 8 hours.

□ Spare parts availability

- **Standard (Basic and Comfort packages):**
Spare parts supplies from RITTAL stores.
- **24 hours (Advanced package):**
Defined spare parts held in stock by RITTAL for delivery within 24 hours. The scope of spare parts concerned is defined as an annex to the contract. All such spare parts are specified with corresponding values and quantities.
- **Individual concept (Full package):**
A customer-specific spare parts package is part of the service contract. All such spare parts are specified with corresponding values and quantities.

□ Maintenance

All service packages include regular maintenance for your RITTAL products:

- Basic – Once per year
- Comfort and Advanced – Twice per year
- Full – At least twice per year
- Customized – Customer-specific

□ Extended warranty

“Advanced” and “Full” service packages include warranty extensions of 1 to 3 years, for a total warranty period of up to five years.



Ultimate confidence: Individually tailored service packages.

Extraordinary service is always appreciated.

Five global service hubs, over 60 subsidiaries and more than 200 partners worldwide – those are the cornerstones

of Rittal Global Service. Wherever you need assistance with a Rittal product, there is always someone close by to look after you – with service satisfying our common, worldwide quality criteria. With our service packages, you can

further enhance the reliability and ease of use which is already inherent to all Rittal products – with guarantees for maximum availability and optimum performance.



Your benefits at a glance.

With four standard service packages on offer – from Basic via Comfort and Advanced to Full – you can choose the optimum scope of services for your individual business. To cater for special needs, we would be pleased to put together a customised service package.

	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

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!**

Rittal GmbH & Co. KG · Postfach 1662 · D-35726 Herborn
Telephone: +49(0)2772 505-0 · Telefax: +49(0)2772 505-2319 · eMail: info@rittal.de · www.rittal.com



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