

### General

These instructions are intended to act as a reference for filling out the standard service order/report form. Using this information, all departments involved (QM, PM, R&D) can process and analyse the issues efficiently.

Service assignments are ordered and reported on by using the standard report form only. The version that is currently valid is distributed worldwide by RSI. In addition the form is saved to the Intranet on: [Home](#) > [Rittal Bereiche](#) > [Rittal Service International](#) > [Downloads](#) > [Formulare](#) > ...

### 1. How to order a service assignment

If a service assignment is required, Sales or Product Management fill out the fields in the form that are highlighted in **blue** and forward them to the RSI Help Desk via e-mail ([rsi@rittal-service.com](mailto:rsi@rittal-service.com)). The following information must always be specified:

#### Point 1 "Service-Numbers":

List of all existing service numbers that are existing related to a service.

##### **ZS-Service-No. HUB:**

If the service is handed via a HUB and not within one country, the service number of the Hub has to be added.

##### **ZS-Service-No .subsidiary 1:**

In case of a cross-national service the service number of the reporting subsidiary has to be added.

##### **ZS-Service-No. subsidiary2:**

In case of a cross-national service the service number of the subsidiary that does/arranges the service has to be added.

##### **Quality complaint number:**

In case of guarantee the quality complaint number of the manufacturer has to be added to the service report.

#### Point 2 "Basic information"

What is the problem?

##### **Installation / maintenance / repair?**

What priority does the issue have?

**Very high** = e.g. machine standstill, very high consequential costs, needs immediate response, customer is very critical

**High** = Functional defects, problem must be solved as soon as possible

**Normal** = Installation and maintenance, medium-term repair work

**Name, addresses, phone number and e-mail addresses** of the Rittal customer and of the location where the service must be carried out.

**Model No.**, full 7-digit Rittal Model No.

**Customer machine no.**, if available or the number of the customer plant. Example: Trumpf A 0060 / A0123

**Special order no.**, must be filled in for special systems, all information must be stated according to the nameplate.

**Serial no.**

#### Point 3 "Work to be done":

Please state which work must be done and how.

Installation: what exactly must be installed (products), according to which specification?

Maintenance: which maintenance must be done and to what extent? Reference to existing maintenance agreements, if applicable.

Repair: what is the problem? Nature and scope of the repair work(s). Fault display, description of the customer, particular features (agreements with the customer, rebuilt to specified status).

## 2. Service report

The information on the nameplate (date of production, series number, special order, if applicable) are entered into the fields highlighted in **red**. The status prior to the service assignment, work done, cause of the error, persons in charge, as well as a final assessment are specified by the service engineer.

### Point 4 Status prior to servicing:

The following information must be specified:

- **Grade of dirt**
- **Grade of maintenance**
- **Temperatures:**
- **Filter**
- **Noise level**
- **Vibrations**
- **Electrical connection, incoming voltage [V; Hz]**

In addition, the service engineer describes all additional observations (e.g. installation situation, phase sequences, general condition, other ambient conditions) in the text box "**Comments**". If possible, a digital picture is taken of the situation, and this picture is enclosed to the report.

### Point 5 "Action taken":

The following information must be specified:

- **Cooling unit changed completely?**
- **Refrigerant changed?**
- **Compressor changed?**
- **Condenser/fan changed?**
- **Condenser/fan changed?**
- **Condenser changed?**
- **Evaporator changed?**
- **Powerbox/circuit board changed?**
- **Valve changed?**
- **Pump changed ?**→ take a sample of the fluid!
- **Air filter changed?**
- **Sensor changed?**
- **Leakage in cooling circuit solved?**

When components are replaced, always reference the relevant data on the nameplate!

In addition, the engineer describes all the extra work done and action taken (e.g. leakage test, test run, parameter set-up, software status, values of the error memory extract, component status, testing devices/equipment used, working time) in the text box "**Measures taken**". If possible, a digital picture is taken of the issue, and this picture is enclosed to the report.

### Point 6 Cause of problem:

The following information must be specified:

- **Leakage**
- **Maintenance interval**
- **Application problem**
- **Faulty installation**
- **Defective components**

In addition, the engineer describes all the other causes that could be identified (e.g. intermittent contact at the Powerbox plug, balance error at the fan, leaky Schrader valve) and that have caused the problem or fault in the text box "**Comments about failure**".

# RITTAL Service International

## Instructions on how to fill out the service order/ report

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### Point 7 Summary:

The following information must be specified:

- **Service successful?**
- **Further service required?**
- **Defective parts taken?**
- **Working hours [h]**
- **Date when the work was done**

In addition, the engineer sums up the impact of the work he/she has done or of the measures he/she has taken in the text box "**Summary**".

### Point 8 Responsible persons:

The following information must be specified:

- **Name of engineer**
- **Name of customer**
- **Report prepared by**
- **Date**