

# Rittal Global Service

## Service ordering



### 1. Do you need help quickly?

Please submit requests for service or repairs to:

**+49(0)2772/505-1855 or [service@rittal.de](mailto:service@rittal.de)**

On-site support may be directly requested from <http://www.rittal.de>

#### 1.1. Do you need on-site support?

For on-site support we need the following data:

- Customer no., name, address, telephone no., e-mail address, customer transaction number of the order
- Name, address, telephone number and e-mail address of the responsible on-site contact (final customer)
- Model No. and series/works order no. and year of construction of the cooling unit / recooling system
- detailed error description

After placing the service order you will receive an e-mail with the internal reference number. If you have any questions, please refer to this number [rsi@rittal.de](mailto:rsi@rittal.de)

#### 1.2. Would you like to send a device in for repair?

Please notify consignments to the telephone number in the HelpDesk section mentioned above  
For control and monitoring of a return/repair we need in addition to the data in 1.1. the following information:

- Reason for return and intended use (repair, disposal, etc.)
- Redelivery address
- Invoice recipient

After placing the service order you will receive an e-mail with the internal reference number and delivery address. It must be clearly indicated on the return delivery note and on the cardboard box. Within Germany we arrange the collection.

### 2. Service agreements and services

For questions on service agreements and services, please contact Service-Sales on:

**+49(0)2772/505-1717 or [rsi@rittal.de](mailto:rsi@rittal.de)**