

Rittal – The System.

Faster – better – everywhere.

Rittal Service



ENCLOSURES

POWER DISTRIBUTION

CLIMATE CONTROL

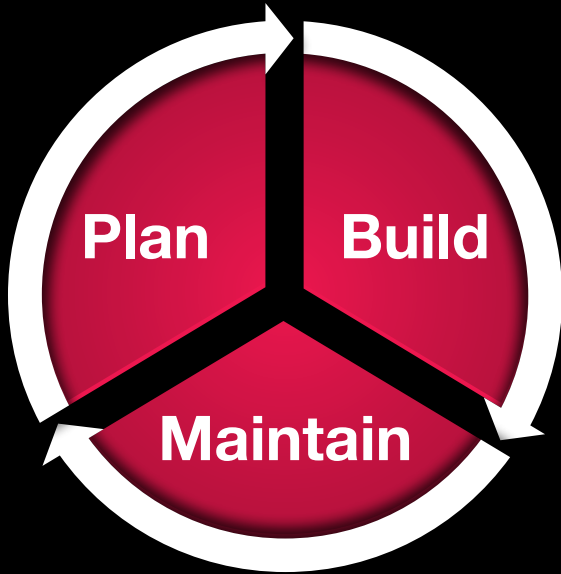
IT INFRASTRUCTURE

SOFTWARE & SERVICES



FRIEDHELM LOH GROUP

Get to know Rittal Service



Tailored solutions for individual applications – all from one partner.

This is how “Rittal – The System” supports your operations and your business. From the planning phase to building and integration and into your business operations, Rittal is there every step, every day.

With a total of 63 subsidiaries, more than 250 service partners and over 1,000 service technicians worldwide, we guarantee regional proximity and fast response times. Plus, our individual maintenance contracts ensure predictable costs when service is needed. An international presence along with regional proximity, ultimate service quality paired with a transparent budget – this is Rittal Service.



905-795-0777

Your line to our service department

Rittal Service

Preserve the value of your investments

Rittal Service offers you a comprehensive range of services. We can work with you to keep your equipment, and your business, running at full speed!

Rittal offers service on Industrial and IT infrastructure products including:

- Complete enclosure systems and accessories
- Climate control
- LCP (Liquid Cooling Package)
- Data center solutions
- CMC III (Computer Multi Control)
- Rittal Automation Systems
 - Secarex
 - Wire Terminal (WT)
 - Perforex (BC / MT / LC)

Installation and commissioning:

- Installation / assembly and commissioning of individual devices or complete systems

Maintenance:

- Preventive maintenance to safeguard the value of your equipment

Inspections:

- Measures to determine and evaluate the present condition

On-site repairs:

- Fast expert assistance

Training:

- User training on-site or at the Rittal training center

Modernization:

- Replacement of wearing parts or old products / devices

Benefits include:

- A single partner for all your service needs
 - Expert knowledge of your equipment and systems
 - Fast and reliable service
 - Cost-effective and flexible planning
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Plan Data centers

From Edge micro data center installations to large colocation facilities with thousands of racks, Rittal products are scalable to fit the infrastructure needs of data managers and customers. Our global team of engineers, sales and training staff can partner with you to create ship-loadable solutions that can be installed in uncontrolled environments or hyperscale data centers. We can help you manage power efficiency, cooling solutions, security and data support. Rittal reinforces your goal of full performance with attentive service.



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Plan

Industrial environments

Every industrial environment offers a unique set of challenges, from fluctuating temperatures to caustic chemicals, particulates and even high power loads. Rittal has seen it all, in every industry, around the globe. Rittal industrial solutions follow a systematic plan, beginning with analysis of your current processes and procedures. Then, potential cost and time savings are reviewed to evaluate data consistency and technology efficiency. This assures our customers that their design will meet industrial challenges now, and in the future.



The solutions offered by Rittal Automation Systems cover a wide range of individual processes throughout the entire production operation – from manual tools to fully automated mechanical engineering.

- Our **equipment** for machining metals is fast, precise, and highly efficient.
- Our **automated solutions** for wire processing achieve major efficiency gains.
- Our **ergonomic handling tools** streamline a range of processes involved in manual tasks.
- **We offer customer specific advice**, precise-fit solutions, and flexible financing options at every stage of your automation upgrade.



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Build

Rittal gets the job done right, the first time

From basic product installation to full start-up and commissioning, Rittal will work with your requirements and help ensure you meet your project objectives. You can rely on our team of highly qualified service technicians for proper installation and commissioning of our products and systems.

Installation

- Installation / assembly of individual devices or whole systems

Commissioning

- May include visual / mechanical checks, unit startup, functional testing, and informal user training

Training

- On-site training or at the Rittal training center



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Maintain Rittal Service delivers uptime



Rittal's value begins with the quality of our products, but even the best products need to be maintained to ensure proper operation and long life. Rittal's maintenance services allow you to get expert support straight from the manufacturer. Our highly qualified technicians are prepared with the right tools and the right parts to quickly repair a problem or just keep your equipment up and running. Efficient work means less time out of service and less cost to you in the long run.

Preventative maintenance does maximize the life of your Rittal system, but when a repair is needed, Rittal provides added value with worldwide availability of individual parts. Our professional spare parts management and service contract options can be matched to your requirements. Parts are available in a timely manner, anytime, anywhere. Worldwide deliveries via our international spare parts logistics and multiple stocking locations, together with the local stocks held by our subsidiaries, guarantee fast and reliable availability.

Spares

Repairs & Service Agreements



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Your line to our service department

Maintain

Spare parts - anytime, any place

- Added value through worldwide availability of individual parts.
- Rittal guarantees worldwide availability of spare parts and service contracts aligned with your requirements.
- Customer-specific spare parts are components that can be individually defined and held in stock for those customers with an individual service contract.
- Standard spare parts are components that we use on a daily basis for our own series production.

Benefits include:

- Stock of customer-specific components can be maintained for individual service contracts
 - Multiple stocking locations ensure fast and reliable spare parts availability
 - Approved, original spare parts direct from Rittal
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Your line to our service department

Maintain Repair and Service Agreements

Our service and maintenance programs extend your Rittal products' life and preserve your equipment's value. We are here to prevent problems before they occur.

In addition, our service and maintenance programs ensure that you have a nationwide service partner that can fix machines when needed, increase uptime, and provide the best recommendations to keep your equipment running as intended.

Rittal Canada's service coverage reaches from coast to coast, and our service experts are always nearby whenever you need service.

Service Plan	Rittal Care	Rittal Inspect	Rittal Maintain	Rittal Full Service
Breakdown repairs: Pay As You Go (Labor, travel, parts, expenses)	■	■	■	
Annual Planned Maintenance Visit		■	■	■
Planned Maintenance (PM) Checklist		■	■	■
Preventative Replacement of Defined Wear Parts		■	■	■
Advanced Technical Support*		■	■	■
Semi-Annual Planned Maintenance Visit			■	■
Breakdown Repairs: Parts and Labor Included**				■

Choose between 12 or 36 month agreements.

Service Agreements

Rittal Care is a pay-as-you-go service program available for all Industrial (IA) and IT cooling equipment and the Rittal Automation Units. With the freedom to pay-as-you-go, with no annual or monthly fee, you now choose when to service your equipment. This no-obligation plan continues to offer world-class service and parts - simply pay per service request based on the actual labor, travel hour, and parts used by a Rittal certified service technician.

Rittal Inspect is a fixed-price maintenance program and includes an annual pre-scheduled safety and operation check. You will receive an inspection checklist showing the condition of each unit. The program is available for all makes, models, and equipment ages. This includes a fixed annual PM per unit price. Customers that elect a 3-year service agreement will also have access to our post-warranty advanced technical support for the duration of the program.

Rittal Maintain is a fixed-price maintenance program that includes all services from Rittal Inspect on a semi-annual basis.

Rittal Full Service is a fixed-price service maintenance program. It is available for new Rittal Climate Control units and Rittal Automation Systems equipment within 30 days of the purchase date. If you are experiencing downtime, we will prioritize the service and repair it as quickly as possible. The program provides coverage for parts and labor on breakdown repairs. Travel time and travel expense are not covered. **Subject to availability. Exclusions apply.*



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Service Agreements Details

Full Service Agreement Exclusions

The following goods and services are not covered by the agreement:

- Repair of damages caused by negligence, abuse, accident, unauthorized modifications, or unauthorized service work
- Any wear items or consumables outside of the planned maintenance schedule, if such is elected
- Any training or routine maintenance as specified in the owner's manuals (which are to be performed by the customer)
- Freight charges to and from Rittal for any shop repairs

The determination of whether the equipment has been mis-used or abused shall be made at Rittal's sole discretion. Any parts or services requested by the customer that are outside of the service request scope will not be covered under the service agreement and will be subject to the Service Rates and Parts Pricing. Any service required outside of the standard hours of operation are subject to additional charges.

Advanced Technical Support and Remote Troubleshooting

is available during the warranty period for all Rittal equipment and post-warranty for any units with a 3-year Inspect, Maintain, or Full-Service Agreement. Rittal Automation Systems equipment coverage is included for up to eight 1-hour incidents annually. Additional hours billed at \$298 / hour with a 2-hour minimum. Cooling products coverage is included for up to four 30-minute incidents annually. Additional hours billed at \$198 / hour with a 1-hour minimum.

Pre-Approval

Standard Not-To-Exceed (NTE) amounts are set for all service requests. Repairs on air conditioners at or under \$1050 (Shop) or \$1,890 (Field) and repairs on chillers / all other equipment at or under \$1,750 (Shop) or \$2,590 (Field) are considered pre-approved by the customer - Those will be repaired without any further approval. The customer is responsible for freight on shop repairs not covered by the manufacturer's warranty. Any repairs above the NTE amounts will be quoted and submitted for approval along with the technician's recommendation. Quotes are valid for 30 calendar days. Any declined quotes are subject to an evaluation labor time charge plus travel fees for field requests. For shop repairs, any equipment left in Rittal possession with no response from the customer or return shipment arranged more than 45 days would be disposed of at the customer's expense.



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Contact Us

We're available to serve

Service Call Procedure

We appreciate your business and strive to deliver the best experience while meeting your service needs. Rittal Ltd has a Central Dispatch Center that handles all service requests nationwide.

Central Dispatch Hours of Operation:

- Standard Hours: 8:00 AM to 5:00 PM Eastern
Monday – Friday
- Afterhours and weekend support is available
for customers with service agreements

Service requests can be submitted as follows:

- Phone: 905-795-0777
- Email: Service@rittal.ca
- Website: Rittal.com/ca-en/Service

To expedite your request, please provide the following:

- Signed Service Request Form **OR** a hardcopy / PDF file of your Purchase Order (PO#) / Work Order (WO#)
 - Location Name and Complete Address with Business Hours
 - Site Contact Name / Phone Number / Email Address
 - Quote Approver Name / Phone Number / Email Address
 - Equipment information (Make, Model, Serial Number, and Date of Manufacture)
 - A picture of the data plate from the unit
 - Detailed problem description
 - Purchase Order # / Work Order #



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- Enclosures
- Power Distribution
- Climate Control
- IT Infrastructure
- Software & Services

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