

To help you get more out of your cooling



Extended warranties through
Rittal Global Service

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The Outstanding product quality which characterizes our climate control components is in itself already a solid foundation for the confidence of our customers.

Through Annual maintenance we are able to optimize 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 for all unit types irrespective of the numbers involved.



AMC Services offered for the cooling units and Ri-Matrix Systems

Advantages:

- Prevention of major faults by corrective measures taken during AMC
- Lower lead times for fault rectification
- Customer specific spare parts kept exclusively for faster replacement
- Extended warranty
- Different Packages defined based upon the lead time for service
- Customized service as per the requirement of the end user

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

A service package from Rittal Global services serves to retain the excellent energy efficiency of the cooling systems, thereby eliminating faults due to no maintenance.



Rittal Service Packages					
Types of Package	Basic	Comfort	Advanced	Full	Customized
Availability (For Taking Service Calls)					
Hours of business	✓	✓			Customer Defined
24 / 7 / 365			✓	✓	
Response Times					
Next working day	✓				Customer Defined
Next day		✓	✓		
8 hours				✓	
Availability of Spare Parts					
Standard	✓	✓			Customer Defined
24 hours			✓		
Individual concept				✓	
Maintenance					
1 Year	✓				Customer Defined
2 Year		✓	✓		
Individual (2 year or more)				✓	
Extended Warranty					
No	✓	✓			Customer Defined
Yes			✓	✓	

Basic:

Availability	: Monday - Friday : 08:00 -17:30, Saturday : 08:00-13:30 (For acknowledging the complaint)
Response Times	: Next working day (Excluding Sundays and public holidays)
Availability of Spares	: As per available stock levels
Maintenance	: Done once a year.
Extended Warranty	: Not applicable

Comfort:

Availability	: Monday -Friday: 08:00 -17:30, Saturday: 08:00-13:30 (For acknowledging the complaint)
Response Times	: Next day (24 hours after registration of the complaint)!
Availability of Spares	: As per available stock levels
Maintenance	: Done twice a year.
Extended Warranty	: Not Applicable

Advanced:

Availability	: 24 hours a day for registering and acknowledging the complaint.
Response Times	: Next day (24 hours after registration of the complaint)!
Availability of Spares	: Within 24 hours.
Maintenance	: Maintenance done twice a year.
Extended Warranty	: Warranty extension to units given

Full:

Availability	: 24 hours a day for registering and acknowledging the complaint.
Response Times	: Within Eight hours after complaint acknowledgement.
Availability of Spares	: Spares stored at end user for faster replacement.
Maintenance	: Done twice a year or as per requirements of the customer.
Extended Warranty	: Warranty extension given.

Customized:

As per the requests and requirements of the end user!

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-india.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"/> Spare parts management |
| <input type="checkbox"/> Repairs | <input type="checkbox"/> Training |
| <input type="checkbox"/> Commissioning | |

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

For Cooling unit Service & AMC call:
Toll free number: 18004252335 (From BSNL Line)
Mon to Fri : 8 am to 5.30 pm, Sat : 8 am to 1.45pm
Email: service@rittal-india.com

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

Head Office:

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