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Expert Servicing, Direct from the Manufacturer

The servicing and maintenance of enclosure climate control units is an area that is often overlooked in manufacturing. However, regular servicing has been shown to significantly reduce unit failures and thus prevent production downtime.

Rittal After Sales Service offers tailor-made, fast response, service packages, direct from the manufacturer, worldwide, and around the clock.

Production downtime is always expensive but it is particularly annoying when it's preventable – for example, when a cooling unit fails because it needs servicing, thereby bringing everything to a standstill.

Regular maintenance of cooling units is important, especially for critical environmental conditions. Ambient air containing oil or dust can easily result in dirty filter mats; this results in reduced air throughput in the external circuit and decreased cooling output. If this causes a steep rise in temperature inside the enclosure then failure is simply a matter of time.

And yet, in practically all cases, maintenance costs are significantly lower than those resulting from a system failure.

If the servicing cannot be managed by the company's own employees, Rittal offers customised solutions with its After Sales Service packages.

Customers who sign up will be serviced by a single local engineering company, with the backing of the manufacturer's expertise.

“With Rittal After Sales Service, we are using central contacts, our own engineers and local presence to provide an expert service with short response times,” says Karl Lycett, Rittal's Product Manager for Climate.

He adds: “Support is provided by our own service engineers and selected authorised regional service partners with a high level of expertise on Rittal products.”

From Service Checks to Service Contracts

Customers can agree a one-off service or an individual service contract and the contract package can be tailored to meet any customer requirements, including: availability, response times, service intervals and spare parts stocking.

Quick response times

If, in spite of regular servicing, a fault does occur, those signed up to the Service will benefit from the short response times from Rittal's network of highly-trained service engineers across the UK and internationally, with over 1,000 service engineers in 150 locations worldwide guarantee very fast service.

If required, a contract can be agreed to ensure a service engineer can be on-site within four hours – 24 hours a day, 365 days a year.

Find out more about Rittal After Sales Service at the following link: www.rittal.com/service. Further information at www.rittal.co.uk and www.friedhelm-loh-group.com or on twitter @rittal_ltd.

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Image

Picture shows:Rittal Expert Service Direct from the Manufacturer

Notes

Rittal, headquartered in Herborn, Hessen, Germany, is a leading global provider of solutions for industrial enclosures, power distribution, climate control and IT infrastructure, as well as software and services. Systems made by Rittal are deployed across a variety of industrial and IT applications, including vertical sectors such as the transport industry, power generation, mechanical and plant engineering, IT and telecommunications. Rittal is active worldwide with 10,000 employees and 58 subsidiaries.

Its broad product range includes infrastructure solutions for modular and energy-efficient data centres with innovative concepts for the security of physical data and systems. Leading software providers Eplan and Cideon complement the value chain, providing interdisciplinary engineering solutions, while Rittal Automation Systems offers automation systems for switchgear construction.

Founded in Herborn in 1961 and still run by its owner, Rittal is the largest company in the Friedhelm Loh Group. The Friedhelm Loh Group operates worldwide with 18 production sites and 78 international subsidiaries. The entire group employs more than 11,500 people and generated revenues of around €2.2 billion in 2014. For the seventh time in succession, the family business has won the accolade "Top German Employer" in 2015.

Further information can be found at www.rittal.com and www.friedhelm-loh-group.com.