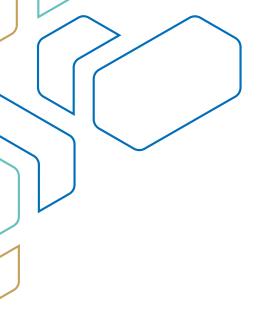


Welcome to our World of Service We accompany you through your process



Contents

An overview of our rangeMACO Services	2
We are by your side Step by step	6
Get off to a relaxed startFrom design to planning	8
Tested during production From tests to production	10
The finish line All about sales	12
Last but not least	



First things first We are here for you

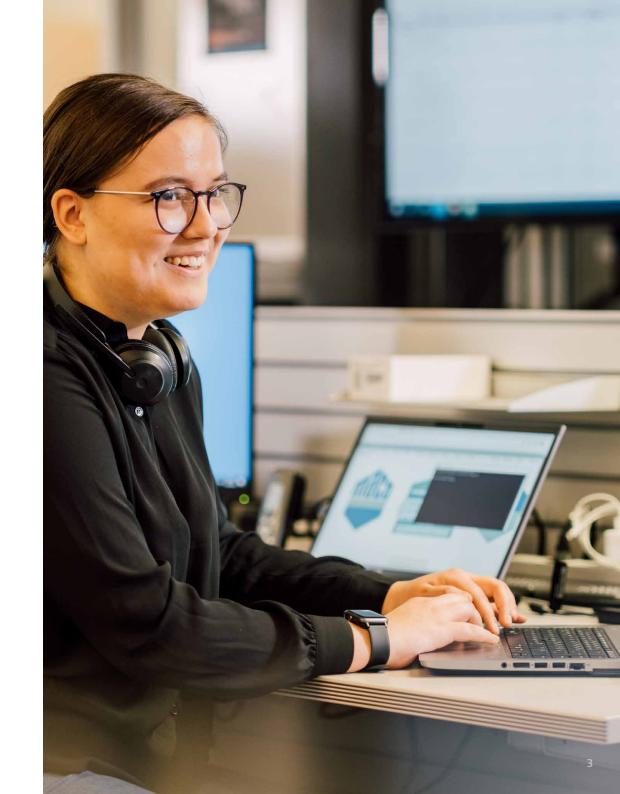
Do you need support? Contact us – we will help you personally and we have the right solution for you.

Salzburg headquarters

Mayer & Co Beschläge GmbH Alpenstraße 173 5020 Salzburg, Österreich E: maco@maco.eu

T: +43 662 6196-0

You can find the contact person for your country at **maco.eu/contact.**



An overview of our range MACO Services

Norm Service

Our norm service offers you tests in our test centre, advice and expert knowledge as well as licensing based on our extensive system tests.

Digital Service

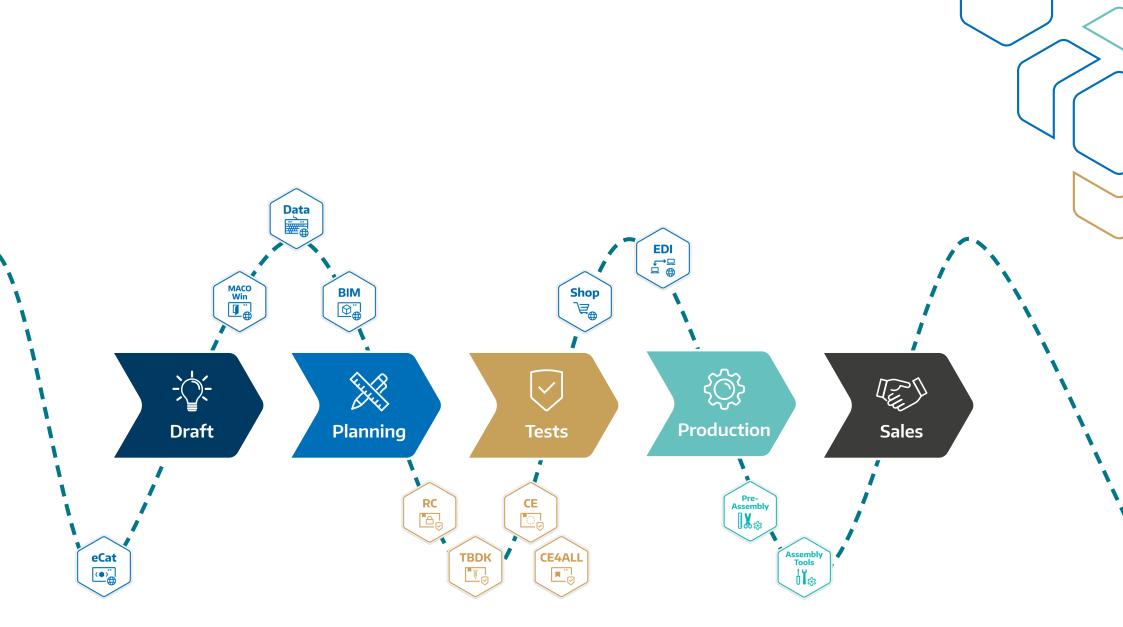
Our digital services offer you a wide range of options. We digitalise your processes and make them more efficient.

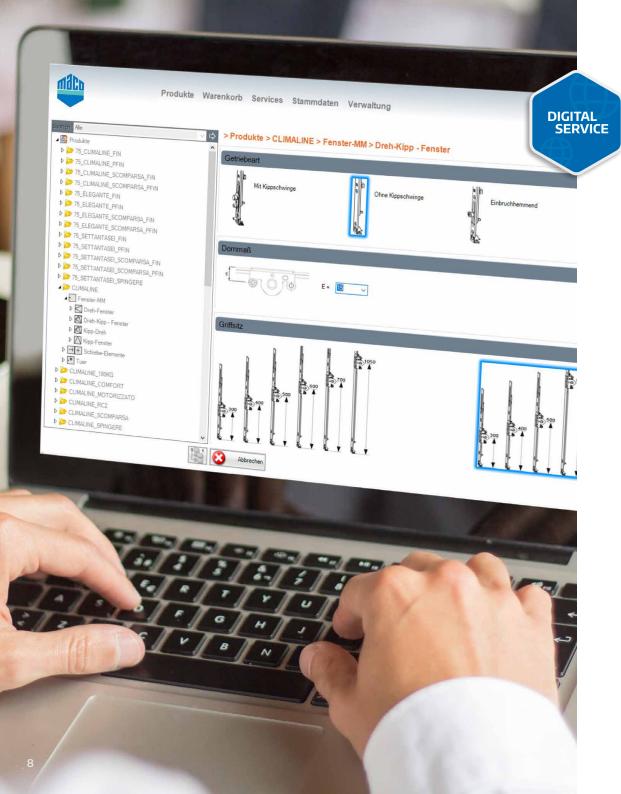
Product Service

Our product services make it easier for you to simplify your assembly process. Benefit from a wide selection of jigs, tools and machines as well as customised products.



















Get off to a relaxed start From design to planning

We support you with our digital services right from the start, during the design and planning of your element. Thus, you can get your project off to a relaxed start.



Everything at a glance Technical Online Catalogue

Before you start with your element design, it's worth taking a look at our Online Technical Catalogue as this is your reference book. Discover our product range and benefit from our technical drawings and application information, such as six-page views and drilling and milling images. You can also conveniently download them.



Assemble hardware

MACO Win Configuration Programme

Hardware composition? MACO Win helps you with planning – this powerful software is interfaced into your window construction programme. This allows you to work individually, automatically and you can also use fabrication data for machine control. MACO Win is also available online in the MACO WinWeb version.



Networked building planning Building Information Modeling (BIM)

Building Information Modelling, or BIM for short, is finding its way into window and door construction – this model depicts building data three-dimensionally. We provide you with our compatible hardware data at a unique level of detail and at high speed for your window construction programme – integrate it into your BIM model.



Individually compiled

Manual Data

Special projects require customised solutions. Under the "Manual Data" digital service, we offer you manual data if you are unable to use MACO Win. Our team will compile the hardware data for you, fully customised to your needs.













Tested during production From tests to production

Is your element planned? But it needs to be tested before production. Our experienced test team is available for individual tests in our test centres at several locations.



Burglary? No, thank you! Resistance Class (RC)

RC stands for "Resistance Class" and indicates the resistance class in terms of burglar resistance. Does your element fulfil the respective requirement? We will test this for you, from RC 1 to 4, on every material. We issue licences that enable you to manufacture compliant products even without extensive testing.



Maximum sash weight TBDK

The German TBDK is short for "Fixing of load-bearing hardware components in turn-only and tilt-and-turn hardware". In this testing, we determine the maximum tensile and compressive forces that can act on the rebate scissor stay support arm and scissor stay arm without damaging the screw connection to the frame. From this we derive the maximum sash weight, so you can manufacture sizes and variants safely.



Convenient and simple Ordering Platform

Our ordering platform automates your purchasing process, where you can configure your hardware and order conveniently at the click of a mouse. Use helpful features such as reusable shopping basket templates, free text fields (e.g. for your internal notes) or the order history.



For distributors CE Marking



"CE" stands for "Conformité Européenne" (European Conformity). Anyone who builds windows or doors and places them on the market must test the system – for example, for air permeability, resistance to driving rain and wind resistance. And we do this for you. Mandatory CE labelling ensures that your products meet these requirements. Our efficient CE4ALL service platform rounds off our range.



Convenient data exchange Electronic Data Interchange (EDI)

Have all the preparations been completed? Then, we exchange the data and documents with you quickly and conveniently via Electronic Data Interchange (EDI). This interface between your ERP system and ours (ERP = "Enterprise Resource Planning") ensures a fully digitalised data exchange during the business process.













The finish line All about sales

Your element is almost completed in production. All that's missing are customised thresholds to give your (sliding) door that finishing touch. When it comes to installation, we are by your side as your service specialist – and after the sale, too.



CustomisedReady-made Products

Do you want to save on labour and storage costs? We supply you with prefabricated lift-and-slide hardware systems and customised thresholds. You don't need any assembly expertise, no individual parts storage, no extraction system and no additional machines.



Window and door service myMACO

And let's not forget myMACO. Our service company offers services relating to windows and doors, including our Europe-wide spare parts range and our window and door service in Austria. More at www.mymaco.eu



Easy to assemble Assembly Support

Relaxed assembly? We offer you numerous jigs, tools and machines that make your day-to-day work easier. From drilling and installation jigs to setting keys, press brakes and testing devices. This allows you to organise your production processes as efficiently as possible, save time and work more comfortably and without errors.

Following the sale After-Sales Service

Even after your window or door sales, we'll always be by your side. Our products are high quality and reliable, but sometimes support is still necessary. We are happy to help you, for example with troubleshooting or finding spare parts.

Last but not least...

Our additional services

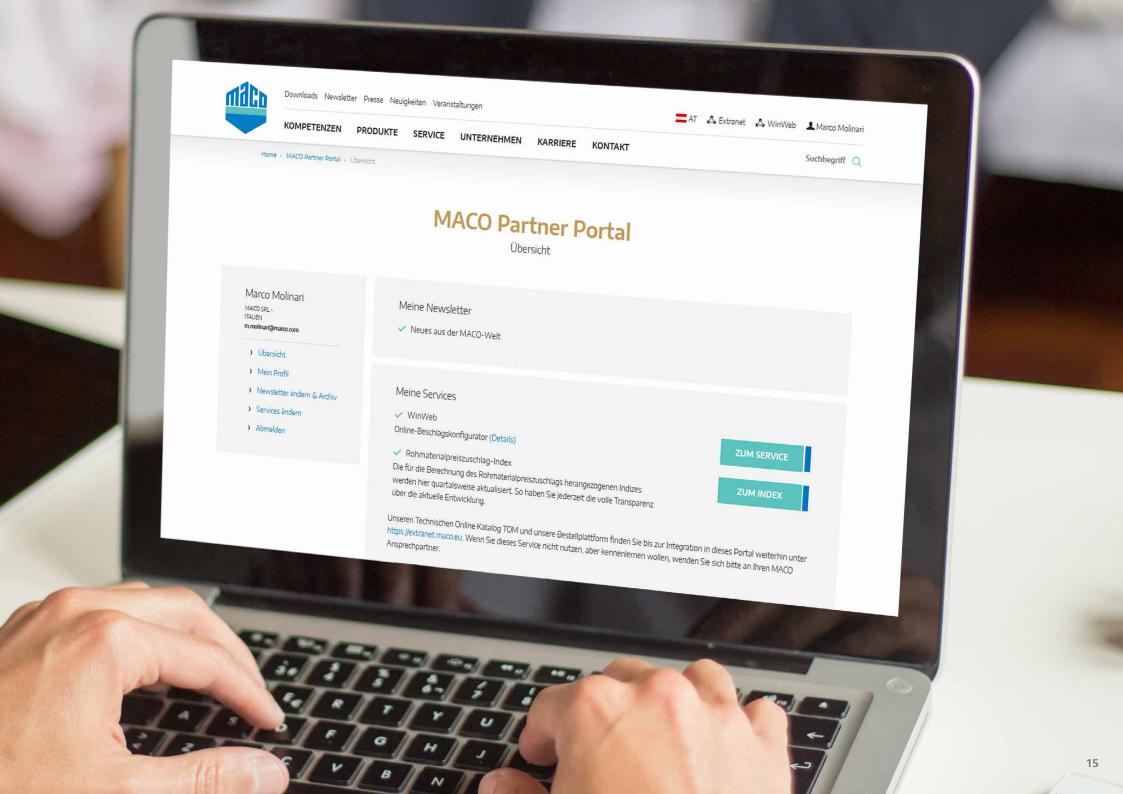
In addition to digital, norm and product services, we can support you with other services. Ask us about the possibilities – we are here for you. Benefit from our concentrated expertise – from telephone consultations to advertising materials and training courses.



Register today at maco.eu for our MACO Partner Portal. We are expanding our service platform for you, fully customised to your market.







Would you like everything from a single source?

We provide you with complete solutions for your large surfaces, windows and doors – for timber, PVC and aluminium. Experience our versatile range of systems, comprehensive service included. Discover more on our website **www.maco.eu** or contact your MACO customer advisor.





MACO near you: www.maco.eu/contact