



TECHNOLOGY IN MOTION

Welcome to our World of Service

We support you throughout your process



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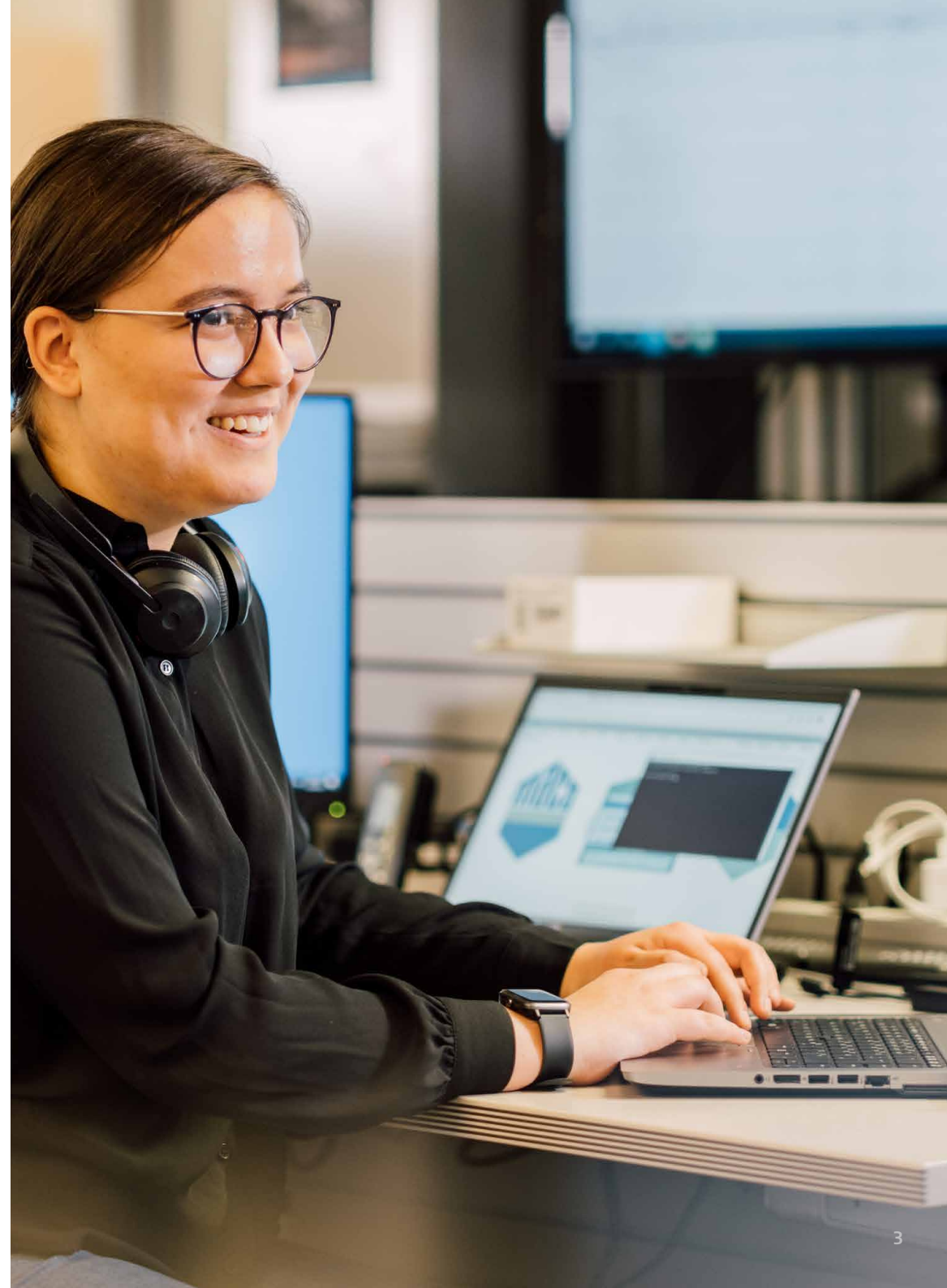
First things first We are here for you

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

Salzburg headquarters

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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.

**NORM
SERVICE**

**DIGITAL
SERVICE**

**PRODUCT
SERVICE**

**MACO
Win**

BIM

Data

eCat

Shop

EDI

RC

TBDK

CE

CE4ALL

**Assembly
Tools**

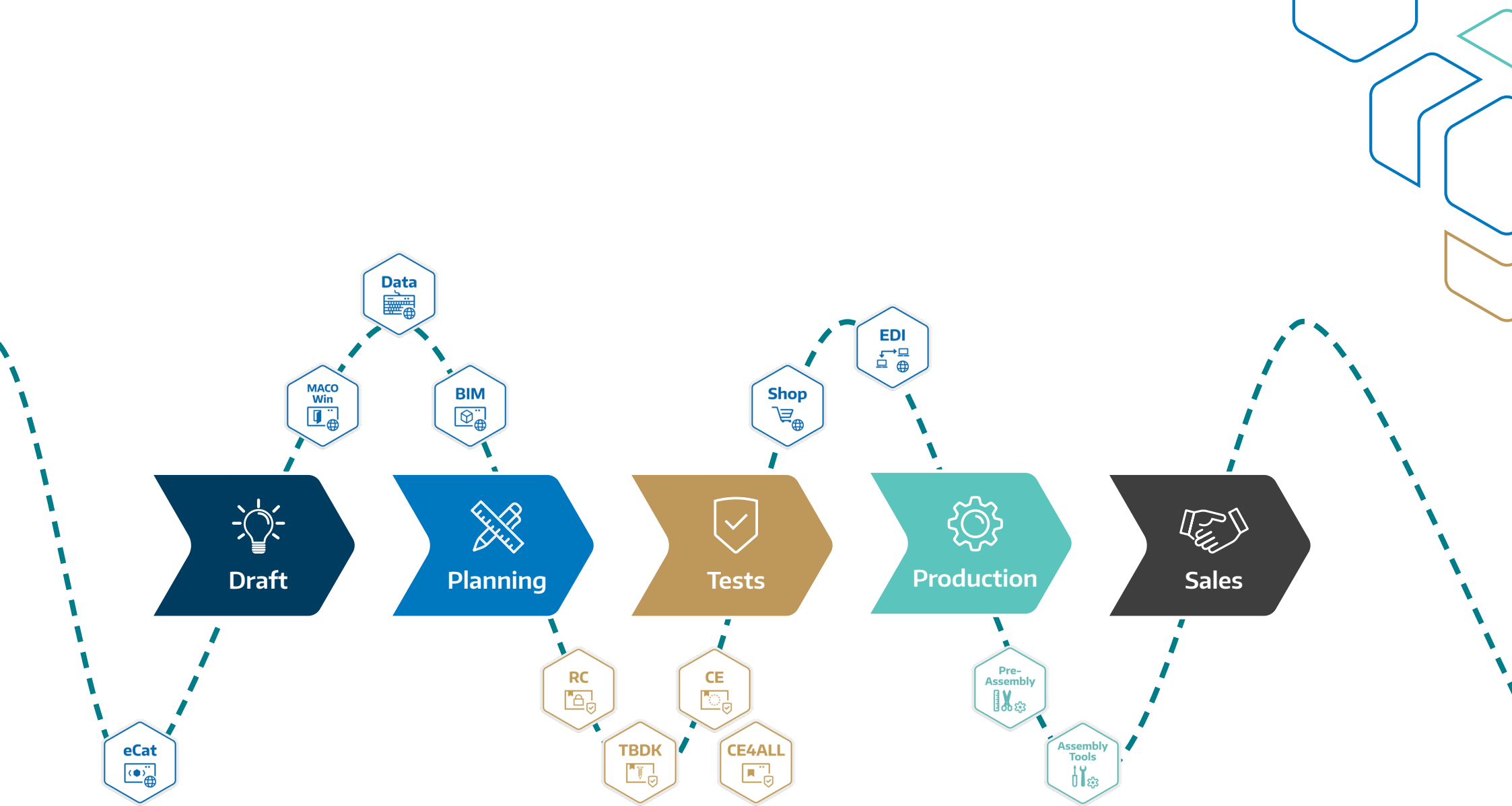
**Pre-
Assembly**

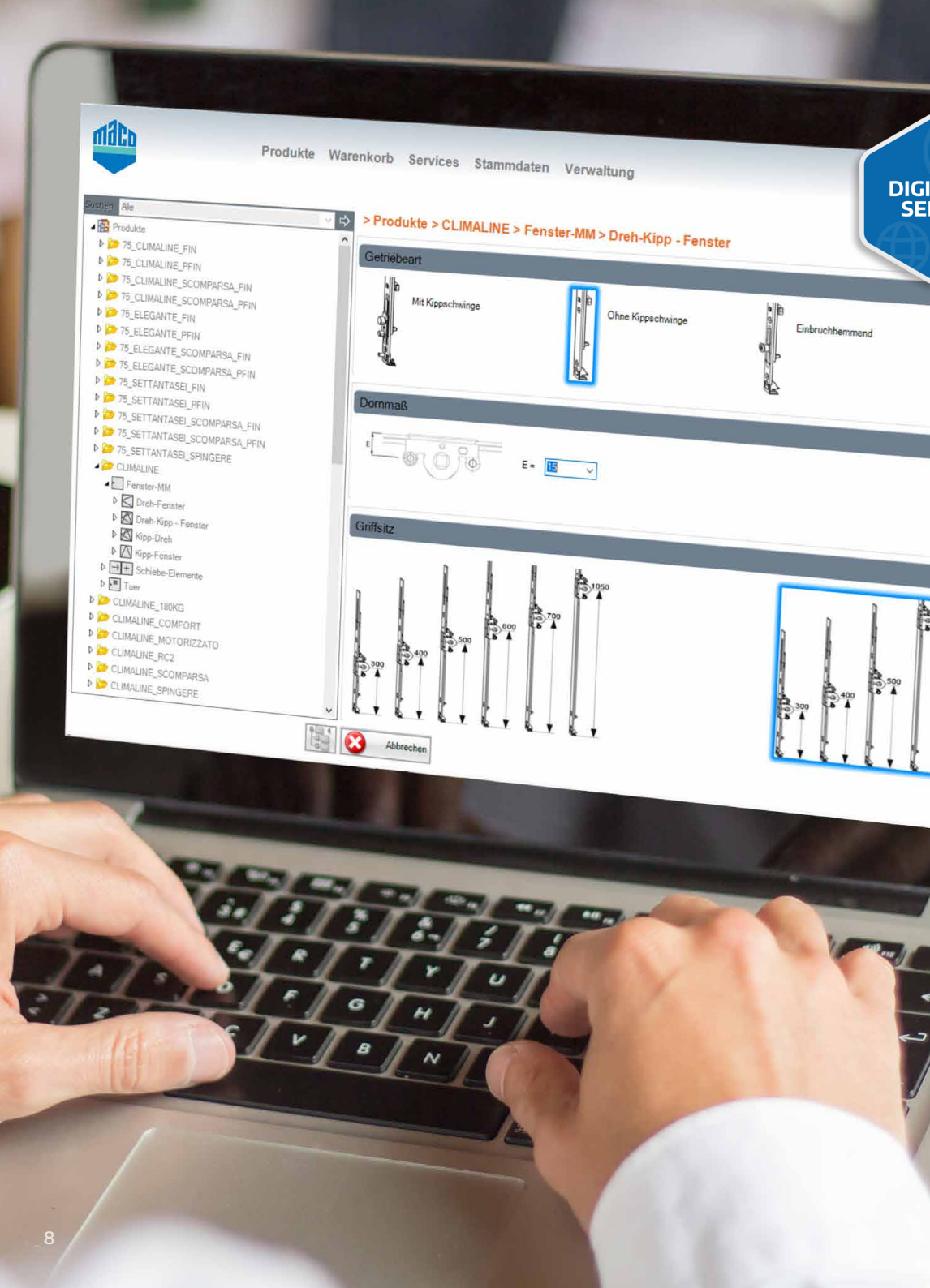


We are by your side Step by step

You are a professional when it comes to window and (sliding) door construction. With our services, we are by your side throughout the entire process. We support you in your day-to-day work and accompany you step by step, from element design to after-sales service. Let's go on the journey together!







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. This way, 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 Technical Catalogue, since this is your reference book. Discover our product range and benefit from our technical drawings and application information, such as six-sided views and drilling and milling images. You can also conveniently download them.



Assemble hardware MACO Win Configuration Programme

Configuring hardware? MACO Win helps you with planning. This powerful software that interfaces with your window construction programme. This allows you to work independently and 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 increasingly being used in window and door construction. This model depicts building data in three dimensions. We provide you with our compatible hardware data with a unique level of detail and speed for your window construction programme, so you can integrate it into your BIM model.



Individually compiled Manual Data

Special projects require customised solutions. If you are unable to use MACO Win, our team will compile the manual hardware data for you, fully customised to your needs.



Tested during production From tests to production

Once your element is planned, it still 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 level 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

TBDK is a German acronym that stands 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 rebated 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, allowing you to 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)

Once all the preparations have been completed, we exchange the data and documents with you quickly and conveniently via Electronic Data Interchange (EDI). This interface between your enterprise resource planning (ERP) system and ours ensures a fully digitalised data exchange during the business process.



PRODUCT
SERVICE



Draft



Planning



Tests



Production



Sales

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.



Customised Ready-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, individual parts storage, extraction system or 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 distribution and our window and door service in Austria. More at www.mymaco.eu



Easy to assemble Assembly Support

No-hassle 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, without errors.

Following the sale After-Sales Service

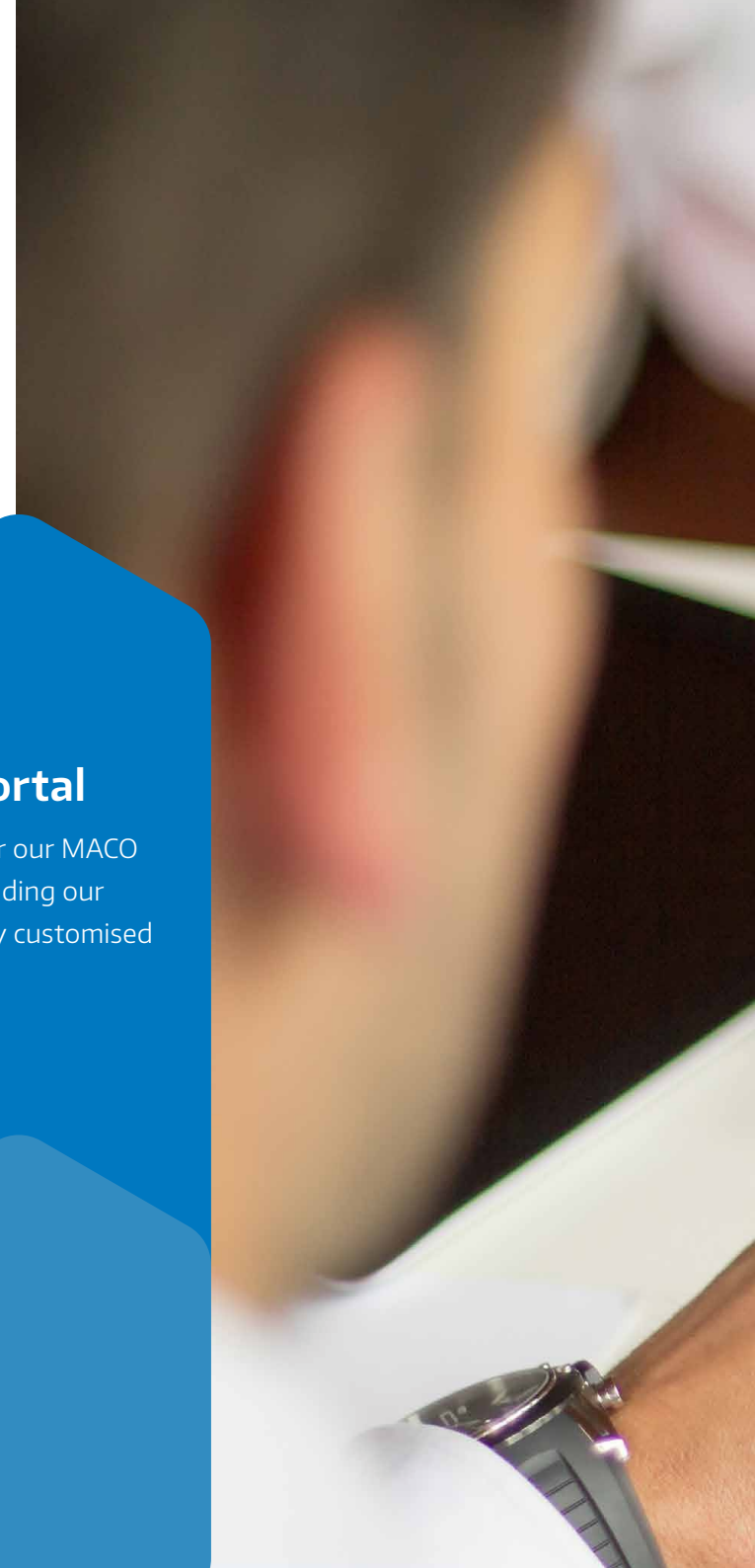
We remain at your side with support, even after your window or door sales. Our products are high quality and reliable, but sometimes support is still necessary. We are happy to help you with issues such as troubleshooting or finding spare parts.

Last but not least... Our additional services

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

MACO Partner Portal

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





MACO Partner Portal

Übersicht

Marco Molinari

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- › Übersicht
- › Mein Profil
- › Newsletter ändern & Archiv
- › Services ändern
- › Abmelden

Meine Newsletter

- ✓ Neues aus der MACO-Welt

Meine Services

- ✓ WinWeb
Online-Beschlagskonfigurator (Details)
- ✓ Rohmaterialpreiszuschlag-Index
Die für die Berechnung des Rohmaterialpreiszuschlags herangezogenen Indizes werden hier quartalsweise aktualisiert. So haben Sie jederzeit die volle Transparenz über die aktuelle Entwicklung.

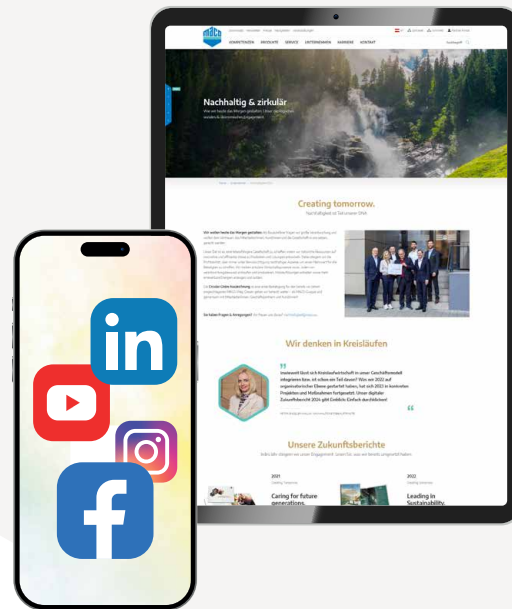
ZUM SERVICE

ZUM INDEX

Unseren Technischen Online Katalog TOM und unsere Bestellplattform finden Sie bis zur Integration in dieses Portal weiterhin unter <https://extranet.maco.eu>. Wenn Sie dieses Service nicht nutzen, aber kennenlernen wollen, wenden Sie sich bitte an Ihren MACO Ansprechpartner.

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, with comprehensive service included. Discover more on our website www.maco.eu or contact your MACO customer advisor.



MACO near you:
www.maco.eu/contact



This document is revised on an ongoing basis.
You can find the current version at <https://www.maco.eu/assets/757977>
or by scanning the QR code.

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