

GLOBAL TECHNICAL SUPPORT AND SERVICE YOU CAN COUNT ON

Once you receive your Mold-Masters hot runner system and begin production, you're in the experienced hands of our MasterCARE aftermarket service professionals. Working diligently to ensure your operation runs smoothly, MasterCARE personnel are your service partners that provide rapid global support with a range of services designed to maintain part quality, maximize uptime and minimize unscheduled interruptions. Contact MasterCARE today to unlock your operations full potential.

MASTERCARE® SERVICES

PREVENTATIVE MAINTENANCE PROGRAMS

- Keep your mold running smoothly.
- Maximize uptime and yield.
- Control costs.

REFURBISHMENTS

- Restore your mold and its performance to “like new” condition.
- Extend the production life of your hot runner system.
- More economical than the cost of a new hot runner system.

TRAINING ACADEMY

- A range of classes tailored to suit each audience.
- Enhance your operation.

REMOTE TECHNICAL SUPPORT

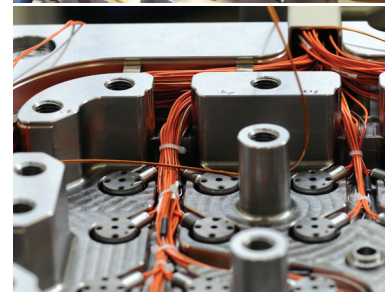
- The fastest option for a fix is only a phone call away.
- We can remotely diagnose and attempt to resolve issues on the spot.
- Helps to avoid costly service visits and additional production delays.

SERVICE AND REPAIR

- Come to us or we can come to you.
- Over 140 field service technicians worldwide.
- Average 15 years experience.
- We know your system best.
- Emergency 24hr service available.

SPARE PARTS

- Recommends using only original Mold-Masters spare parts.
- Maintains the tight manufacturing tolerances and high performance levels of your system.
- Large inventory of standard spare parts for fast delivery.



BY THE NUMBERS



50+

YEARS IN BUSINESS

100

NUMBER OF COUNTRIES WE
DO BUSINESS IN

2,150

NUMBER OF GLOBAL
EMPLOYEES

150,000

DIFFERENT MOLDING
APPLICATIONS MANAGED
TO DATE

150

GLOBAL FIELD SERVICE
TECHNICIANS

39

POST SALES CUSTOMER
SERVICE REPRESENTATIVES

28+

INSIDE TECHNICAL SUPPORT

15

GLOBAL SERVICE CENTERS

11

GLOBAL SPARES
INVENTORY FACILITIES



INSTANTLY CONNECTS YOU TO THE PRODUCTS YOU NEED DAY OR NIGHT.

Now available on-line, eSTORE provides Mold-Masters customers quick, convenient access to our full parts library to keep your operation in production with as little effort as possible. Register today for full access to special features. See for yourself what the future has in-store.

