

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

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.

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.

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.

REFURBISHMENTS

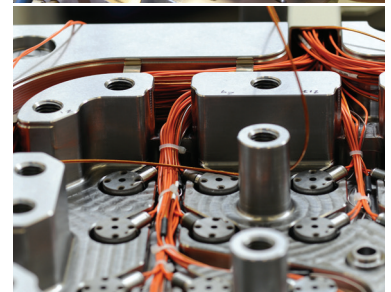
- Restore your mold and its performance to "like new" condition.
- Extend the production life of your hot runner system.
- More economical than the cost of a new hot runner system.

PREVENTATIVE MAINTENANCE PROGRAMS

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

TRAINING ACADEMY

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



GLOBAL SERVICE FACILITY CONTACTS



NORTH AMERICA (CANADA / USA)

+1 800 387 2483 (including emergency after hours)

Spare Parts:

PostSales@moldmasters.com

Returns/Repairs/Refurbishments:

Returns@moldmasters.com

Remote Technical Support:

MasterCareSupportMML@moldmasters.com

Field Service:

NA-Service@moldmasters.com

Service Center Location:

29111 Stephenson Hwy., Madison Heights, MI, 48071

CENTRAL AMERICA (MEXICO)

Spare Parts:

+52 442 359 8389

MGolian@moldmasters.com

Returns/Repairs/Refurbishments:

+52 442 351 6629

RRomo@moldmasters.com

Remote Technical Support:

+52 442 351 6629

RRomo@moldmasters.com

Service Center Location:

Circuito El Marques norte #55, Parque Industrial El Marques,
El Marques, Queretaro C.P., 76246

SOUTH AMERICA (BRAZIL)

+55 19 3518 4040

Spare Parts:

brazil@moldmasters.com

Returns/Repairs/Refurbishments:

Assistencia_Tecnica@moldmasters.com

Remote Technical Support:

Assistencia_Tecnica@moldmasters.com

Service Center Location:

R. James Clerk Maxwell, 280 – Techno Park, Campinas,
Sao Paulo, Brazil, 13069-380

EUROPE (GERMANY)

Spare Parts:

+49 (0)7221 5099 30023

+49 (0)7221 5099 0 (24/7 Hotline)

Europe-PostSales@moldmasters.com

Repair and Maintenance:

+49 (0)7221 5099 30024

Europe-MasterCare@moldmasters.com

Technical Support:

+49 (0)7221 5099 30025

Europe-AfterSales@moldmasters.com

Service Center Location:

Neumattweg 1, 76532 Baden-Baden, Germany

INDIA

Spare Parts:

+91 422 4234888 x1075

mmindiapostsales@moldmasters.com

Returns/Repairs/Refurbishments:

+91 422 4234888 x5321

mmtplraservice@moldmasters.com

Field Service:

+91 9585512146

sdixit@moldmasters.com

Service Center Location:

3B, Gandhiji Salai, Nallampalayam, Rathinapuri P.O.,
Coimbatore – 641027, Tamil Nadu

CHINA

+86 512 86162882

Service Center Location:

No. 2 Zhaotian Road, Lujia Town, Kunshan City,
Jiangsu Province, 215331