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Mold-Masters Strengthens Customer Support in the Middle East Through New Saudi Arabia Service Facility Agreement

Agreement with sister company, Coperion, for cooperative use of Jubail-based facility delivers faster service, spare parts availability, and enhanced technical support

JUBAIL, Saudi Arabia – [12 October 2026] – Mold-Masters, a global leader in hot runner and temperature control solutions, is expanding its service capabilities in the Middle East through a cooperation agreement with sister company Coperion. Rather than establishing a new Mold-Masters facility, the agreement enables Mold-Masters to provide services to customers in the region from an existing Coperion location. Through this cooperation, Mold-Masters customers throughout Saudi Arabia and the broader Middle East region will benefit from improved access to local service and technical support.

Located at **Street #327, Sector G, Block 2, Lot #31, Jubail 2 Industrial City 31961**, the service center is now fully operational for Mold-Masters and provides customers with localized access to spare parts, repair services, refurbishments, and field service support. The facility can be reached at +966 13510 4420, or through email at me-service@moldmasters.com.

The agreement marks an important investment in regional customer support, enabling Mold-Masters to significantly reduce service response times and lead times for parts. Previously, many customers in the region were supported through service operations in India.

"Our customers depend on rapid response and reliable service to keep production running efficiently," said Blair Krauter, Senior Director of Aftermarket Services. "By establishing a service facility in Saudi Arabia, we can provide faster turnaround times, increased spare parts availability, and closer technical support for processors throughout the Middle East."

Cooperative use of the facility reflects the commitment of Hillenbrand (the parent company of Mold-Masters and Coperion) to leverage resources across its portfolio to better serve customers. The existing service center spans approximately 2,000 square meters, featuring an 850-square-meter workshop and nearly 600 square meters of office space. To support future growth and rising customer demand, an additional 1,000 square meters of workshop space is currently under construction.

At the facility, Mold-Masters will offer services to support the complete lifecycle of hot runner systems and related equipment including:

- Spare parts inventory stocked locally to reduce lead times
- Hot runner cleaning, maintenance, repair and refurbishment services
- On-site customer field service, troubleshooting, and technical support
- Preventative maintenance and performance optimization services

The service center is fully outfitted with specialized equipment including an industrial cleaning oven with a maximum load capacity of 5,000 kg to accommodate large manifolds and components.

By providing local service expertise and inventory in Saudi Arabia, Mold-Masters aims to help customers minimize downtime throughout the Middle East.

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About Mold-Masters

Mold-Masters is a leading global supplier of hot runners, controllers, auxiliary injection and co-injection systems. We design, manufacture, distribute, sell and service highly engineered and customized plastic processing equipment that caters to every market. Mold-Masters is credited for patenting the first commercially viable hot runner system in 1965. Mold-Masters conducts business in more than 100 countries, and its global headquarters is in Georgetown, ON Canada. Mold-Masters is an operating company of Hillenbrand Inc. www.moldmasters.com