

**masa**

Milestone to your success.

Service

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There is  
no limit  
to our  
partnership.

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**Masa - your partner for the successful production of building materials.**

With intelligent and flexible solutions, Masa leads its customers to success.

Experience, reliability and passion are the basis for a long term partnership.

[www.masa-group.com](http://www.masa-group.com)

# Assembly and support to our customers

Supported by over 100 years of experience in the industry with trained, competent staff.

**Staff in our worldwide service locations work closely with our manufacturing facilities in Germany to ensure prompt support during production startup, routine maintenance and after sales service. We will remain by your side with our advisory assistance throughout the execution of a new production site and subsequent plant operations.**

## **Assembly and commissioning**

Individual machines and complete plants delivered by Masa are assembled and commissioned by our teams of highly qualified and experienced engineers.

## **Maintenance**

Routine preventative maintenance programmes ensure maximum utilization of the plant with minimum down times.

## **Training of your staff**

By including your staff in the assembly and commissioning of the plant through to the performance tests it will be ensured that they can operate the plant at full production from day one.

## **Product advice**

As a manufacturer of production plants, Masa has many years of experience regarding finished products to our customers benefit.



Plant assembly



Plant assembly

# Masa training

Technical information about every eventuality is given in the modular training program started in 2013.

**Masa's new technical training program encompasses every aspect of plant operation from initial production, troubleshooting, to preventative maintenance. Its modular structure, takes into account existing experience to ensure maximum optimization of the plant and finished products, thereby providing the customer with advantages over their competitors.**

Using the latest training methods all technical aspects are clearly explained in great detail supported by comprehensive documentation. Typical subjects include correct interpretation of electrical / hydraulic circuits; fault finding etc.

The Masa training program uses multilingual staff and is available "in-house" or "on-site". The "in-house" program at one of our production locations includes a "behind the scenes look" at the Masa world with a guided factory tour. To ensure the most realistic scenario during training, we use the documentation from your own plant. "On-site" can be given, regardless of your plant age.

Aims and objects of the Masa training program include:

- initial assessment and overview of actual plant
- optimization of the plant
- identification and elimination of plant downtime
- establishing a routine maintenance program

For further information regarding training programs, please contact us without obligation at:

Masa Training Center

Phone: +49 2632 92 92 288

E-mail: [service@masa-group.com](mailto:service@masa-group.com)



Masa in-house training



Technical contexts - clearly explained

# Masa F-E-S Support

More than just a service hotline.

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## **Fast, Efficient and Sustainable: the new Masa F-E-S Quality and reliability always available.**

Assistance with technical issues, plant updates and additional equipment installations, are always available at the end of the line using the Masa F-E-S Support service.

We are able to interact with our customers using the latest communication technology and react quickly to their requirements via our new Masa F-E-S Support Center.

Using a fast and safe encoded highspeed data connection enables remote control of your production plant. Both internal and external administrated PC networks can be used; the latter uses a finalized configured VPN internet router in standby modus for the Masa F-E-S Support.

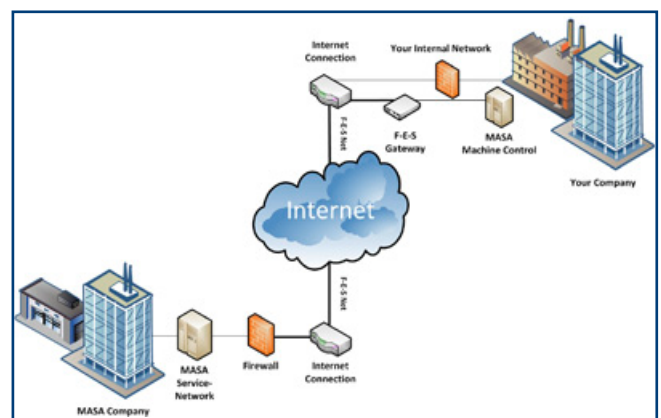
The dynamics of the Masa F-E-S are achieved using a DSL or ISDN internet connection directly to your machine control. If these are not available we can use LTE or UMTS or a connection via telephone modem. Alternatively we can deal with your inquiries by telephone or e-mail.

Each single contact with the Masa F-E-S Support system is recorded on our powerful data base including the action taken. This information including faults and solutions is subsequently fully retrievable by you. If you have any further questions or wish to avail yourselves of these services, please contact our F-E-S Support Center today.

Masa F-E-S Support Center  
Phone: +49 2632 92 92 88  
E-mail: [hotline@masa-group.com](mailto:hotline@masa-group.com)



Specialists in our remote service department



F-E-S Support realized by highspeed internet router

# Spare parts and After Sales Service

Every inquiry received is handled as quickly and efficiently as possible.

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**Our success has been achieved with the close co-operation of our locations at home and abroad.**

Whether it is from our manufacturing units in Germany or our worldwide subsidiaries in UAE, USA, India or China we can guarantee short delivery times for wear and spare parts.

Most of our components are manufactured “in-house” and are stored at our sales and service locations worldwide. Using present day logistics guarantees quick responses to urgent requirements.

We are also able to relocate, modify and modernize existing Masa plants and those of other manufacturers. As one of the leading manufacturers and suppliers of machinery and components to the building materials industry we can offer advice and solutions to most requirements.

We plan, manufacture, install, and commission from within all our own resources. We would welcome an opportunity to work with you on any project you might be considering now or in the future.

Our team members can be contacted by telephone, fax, e-mail or with a specific spare parts inquiry via our home page.



Experience pays off: Our staffers competently and reliably advise our clients



Targeted spare parts storage results in short delivery times

# Experience is our strength. Flexibility takes us forward.

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Masa is the world's # 1 partner for the production of concrete blocks,  
concrete slabs, sand lime bricks and autoclaved aerated concrete products.

Further information about all our products is readily available;  
please ask for the following brochures:

- concrete block production
- autoclaved aerated concrete production
- sand lime brick production
- concrete slab production
- kerb production

Use our download area on: [www.masa-group.com](http://www.masa-group.com)

## Location to contact for concrete block and paver production:

Masa GmbH  
Werk Andernach  
Masa-Str. 2  
56626 Andernach  
Germany

Phone +49 2632 92 92 0  
[info@masa-group.com](mailto:info@masa-group.com)

## Location to contact for autoclaved aerated concrete products, sand lime bricks and concrete slabs production:

Masa GmbH  
Werk Porta Westfalica  
Osterkamp 2  
32457 Porta Westfalica  
Germany

Phone +49 5731 680 0  
[info@masa-group.com](mailto:info@masa-group.com)

Service Hotline +49 2632 9292 88  
[service@masa-group.com](mailto:service@masa-group.com)

