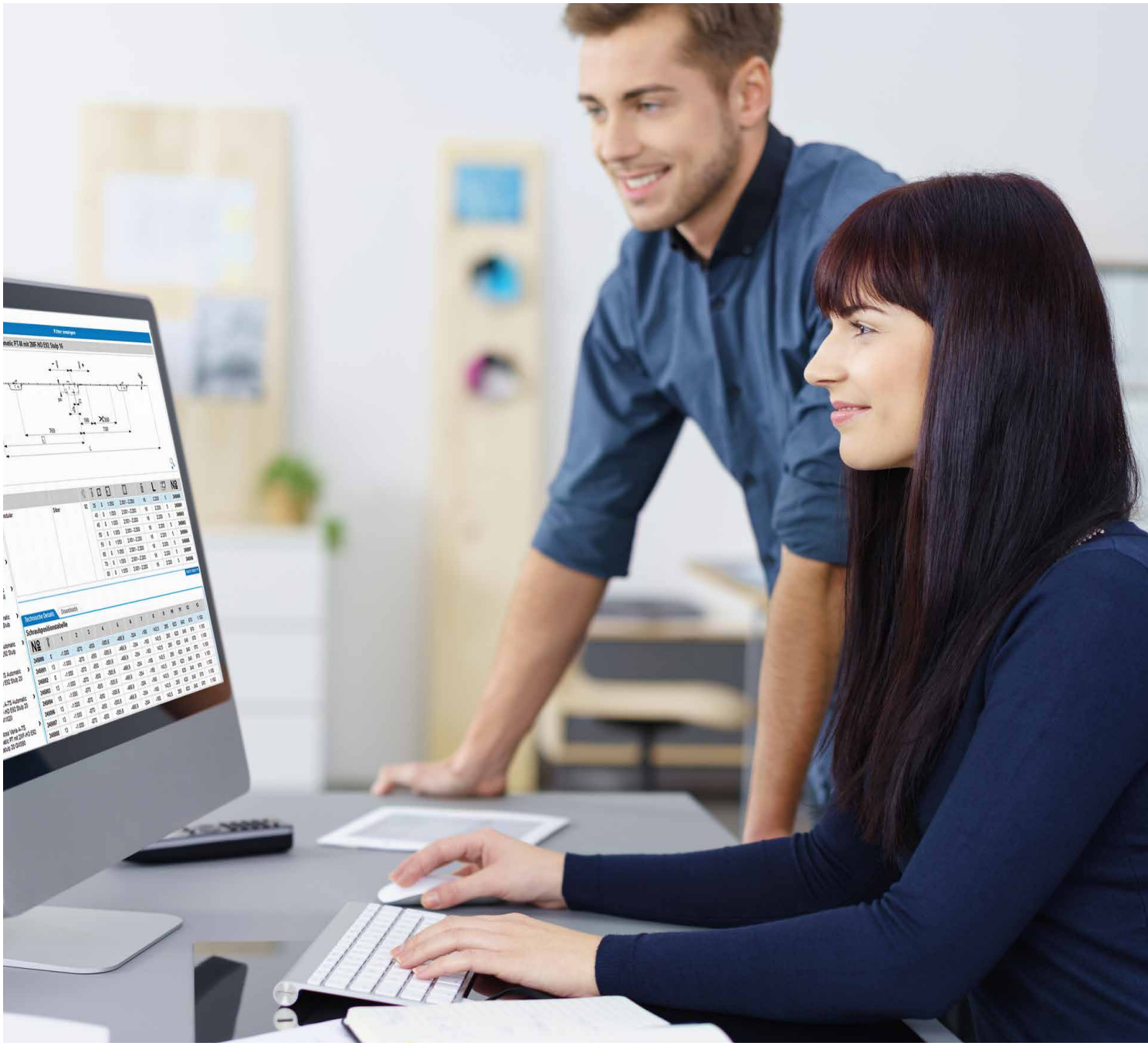
TECHNOLOGY IN MOTION

MACO Service Solutions
Support that proves its worth



maco.eu

Support from design through to sales
Step by step in the best hands

From the design to the planning and test phase through to production and sales: with the MACO service solutions **Digital Service, Norm Service** and **Product Service**, all the affected processes are made faster, safer and therefore more efficient.



Digital Service

Digitising processes and making them more efficient: With **MACO Digital Service** we achieve this in several ways. During the design phase, the technical online catalogue **eCat** provides all the important information. With **MACO Win**, the configuration of fittings is quick and easy, while the **Data** and **BIM** service offerings provide customised and detailed data for planning and production. Our **Shop** and **EDI** service solutions automate the purchasing process and reduce manual processes.

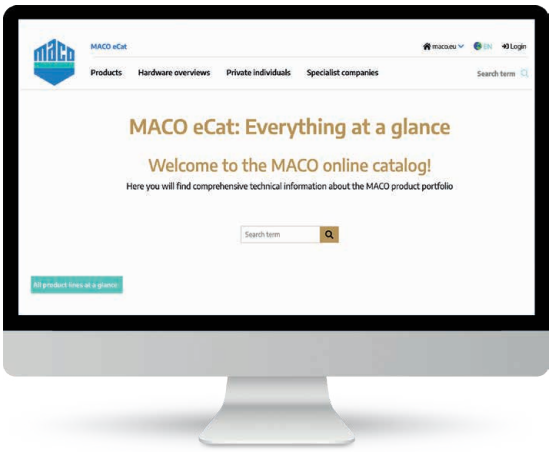
Norm Service

Advice, expert knowledge, licences and reliable tests: for standard-compliant production, **MACO** offers many solutions when it comes to burglary protection **RC** and **CE** conformity CE. With **TBDK MACO** even determines the maximum permissible sash weights. This results in products that meet the requirements of both legislators and our customers.

Product Service

All the best for production: While **MACO Product Service** increases efficiency with prefabricated lift & slide systems and customised thresholds (**Pre-Assembly**), the wide selection of gauges, tools and machines (**Assembly Tools**) makes installation easier.





Innovation

eCat

The new **eCat** replaces the previous TOM and is the digital reference guide to the entire MACO product range. Freely accessible in the Light version or with many extras such as technical drawings, application information, 6-page views and drilling and milling diagrams, also available for download in the Pro version upon registration in the MACO Partner Portal.

Digital Service
Secure data and information

MACO Win

The configuration programme for combining fittings: **MACO Win** supports planning and offers an interface to numerous window installation programmes. This increases efficiency through automated processes – and generated processing data can be used for machine control.

Digital Service
Secure data and information



eCAT

Everything at a glance: **eCat** is the digital reference work for the entire **MACO** product range, including comprehensive and valuable additional information – from technical drawings, application information and six-page views to drilling and milling images. All information can also be downloaded.



BIM

Building Information Modelling (**BIM**) for networked building planning: this model depicts building data in three dimensions. We provide our compatible fittings data in a unique level of detail and at high speed in the interface to the window construction programme, enabling BIM-compatible data to be generated automatically.



Data

For production with MACO fittings: Data is the **MACO service**, which ensures that every manufacturer receives the data that is absolutely necessary for our fittings systems. This technical data is either imported into the customer's window construction software via an interface (**MACO Win**), but usually manually or via so-called pool files



Shop

For the automated purchasing process: As an ordering platform, the **MACO Shop** has numerous functions to make everyday life easier. Once the fittings have been put together or configured, the order is placed at the click of a mouse. Helpful features support this, such as reusable shopping basket templates, free text fields – for your in-house notes – or the order history, for example.



EDI

Convenient data exchange in the ordering and invoicing process: this is made possible by **MACO** with Electronic Data Interchange (**EDI**). The interface between the **MACO** ERP systems (ERP = Enterprise Resource Planning) and those of our customers ensures complete digital data exchange in the central business process of ordering, order confirmation and invoicing.

Norm Service
Advice, documentation and licenses



RC

Everything for verifiable burglary protection: **RC** stands for "Resistance Class" and indicates the resistance class in terms of burglary protection. **MACO** advises on and tests building elements regarding resistance in accordance with burglary standards (RC 1 to RC 4) – for all frame materials. To this end, **MACO** issues licences that enable standard-compliant production without the need for extensive testing.



CE

Everything CE-compliant: Anyone who constructs windows or doors and places them on the market must be able to test the system and provide proof of CE conformity – for example for air permeability, driving rain tightness and wind resistance. With the **CE Norm Service**, **MACO** offers licences, testing and advice on verification management and compliance with these standards.



TBDK

First the sash weight, then the fittings: **TBDK** is the test that **MACO** uses to determine the maximum tensile and compressive forces that can act on the hinge bracket and scissor arm without damaging the screw connection in the frame. This determines the maximum sash weight with which windows can be manufactured in a technically safe manner and in different sizes and variants.

TECHNOLOGY IN MOTION

Product Service



Assembly Tools

Making everyday work easier: with the **Assembly Tools MACO** offers numerous gauges, tools and machines to make manufacturing processes efficient, time-saving and convenient. The range extends from drilling and installation gauges to setting spanners, press brakes and testing equipment.



Pre-Assembly

Reducing complexity in production: This is what **Pre-Assembly** offers with prefabricated lift & slide fitting systems and customised thresholds. The service reduces the amount of know-how and machinery needed, as well as the amount of work and storage space.

Information, solutions, advice
MACO is here for you

Find out more about MACO service solutions at www.maco.eu/services. You can also find the MACO customer consultant in your area by visiting our website. Contact us for personalised advice – we look forward to helping you.

MACO near you:
www.maco.eu/contact

This document is constantly being revised.
You can find the current version at https://www.maco.eu/assets/760191
or by scanning the QR code.

Created: 06/2025 - changed: 03.11.2025
Order no. 760191
All rights and amendments reserved