

MASS products: Global Export & Service

Since 1988 MASS is busy in design, production and service of industrial computers, being qualified for rough industrial environments. Compared to consumer products these systems will be delivered exclusively for applications of manufacturers of machine equipment exporting their products worldwide. Until today MASS delivered > 60 000 systems operating in each continent.

An essential aim of our designers is to minimize the risks of discontinued delivery of components. Before expiration of 3-5 years MASS products will not be beyond repair. Usually they achieve a life span of more than 10 years. During our permanent certifications acc. to DIN ISO 9001:2008 we found out an average of 7,5 years of operation before first disruption.

As our computers are designed for special requirements of our clients, we do not produce them in mass-scale production. Stocking them in each country to obtain fast service is not viable. So MASS offers assistance and communication directly with the foreign client. We telephone, mail or fax in german and english language. We also handle written french and spanish letters.

We forward components or complete systems speedy referring to the actual rules of customs. In case of guaranty or support delivery MASS handles according to the RMA procedure. The form may be downloaded from our homepage. The same way you may download data sheets or technical manuals.

Our period of warranty is 12 months from delivery. We also offer an extended warranty (extra charge). Please call us for further information.