

SWAGELOK MINNESOTA MOVE 2023

FREQUENTLY ASKED QUESTIONS

We recently announced plans to move from our current building to a new location, still located in Chaska, Minnesota. You can view this announcement at www.minnesota.swagelok.solutions/move2023. We understand you might have questions about this move, so more information is provided below. If you need additional assistance, please contact us at 800-422-6410 or info@minnesota.swagelok.com.

What is the address of the new facility?

Our new facility will be located at: [1230 Chaska Creek Way, Suite 300, Chaska, MN 55318](#).

When is the scheduled relocation date?

The move to our new facility will begin September 18. We expect to be fully moved in on October 2. We anticipate minimal disruption to our services during this move period. During this transition period, however, our current location will be closed to customer visits and product pick-up between September 18 and October 2.

Will this relocation cause any disruptions to services provided?

Our utmost priority is to ensure minimal disruption to our services. Our team is working diligently to mitigate any impact on your experience. Our customer support staff will be available throughout the process to address any immediate concerns and can be reached at 800-422-6410 or info@minnesota.swagelok.com.

Will there be any changes to the contact details of the company?

There will be no alterations to our contact information. You can continue to reach us at 800-422-6410 and info@minnesota.swagelok.com for all inquiries and support needs. Direct phone numbers and email addresses for our associates will also remain the same.

Will there be any changes to customer accounts or personal information?

We are committed to safeguarding your data and account information. All customer accounts and data will be securely transferred to the new facility, and no changes will occur to your account details or login credentials.

Will there be any changes to where to remit payments?

There will be no changes to where to send payments. Our banking information will stay consistent. Checks should continue to be sent to our lockbox at the address below:

Lockbox #214
PO BOX 1575
Minneapolis, MN 55480-1575

Where can I obtain an updated W9 form with the new address?

Please visit www.minnesota.swagelok.solutions/move2023 to download our updated W9 form.

What prompted the company's relocation to a new facility?

The relocation stems from our commitment to meet the expanding needs of our customers. This space includes improvements on our manufacturing, warehouse, training, and collaboration areas all to further elevate our standards of customer experience and quality.

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What benefits will the new facility offer to customers?

We look forward to all the advantages this new facility will offer to better support your needs. With the increase in space, we can expand our capacity for fabrication and support additional manufacturing services. In addition, the extra room in our warehouse will provide the necessary support for keeping more products local and available. Since training is a key component to fluid system success, we are looking forward to hosting [Swagelok® Essentials](#) courses in our large and modern training facility.

Will customers be able to tour the new facility?

We are enthusiastic about showing you our new location. Onsite tours of our office space and design and assembly area are a key component of our partnership with customers. We anticipate being open to customer tours in the near future. Please reach out to your [account manager](#) for more information.