

Frequently asked questions about the transition of the business in Romania to AA-Solutions RO S.R.L. | Swagelok Romania

Q1: Where should I place my order?

- Answer 1: Your local partner for all Swagelok products and services per April 1, 2025 is:
AA-Solutions RO S.R.L. | Swagelok Romania
Str. Timișul Sec 2A, 500163 Brașov
romania.swagelok.com | info@aa-solutions.ro

However, you are of course free to choose which Swagelok partner you prefer to place your order with. For this reason, please check [the official Swagelok location finder](#). We remain committed to continued investment in local presence with Swagelok Romania and delivery of world class products and services to your local operations. Swagelok Romania, the global fluid systems partner you can rely on locally.

Q2: Will my existing contracts and service agreements be honored during and after the transition?

- Answer 2: The orders placed before 01.04.2025 with NORDIVAL SRL | Swagelok Italia, of course remain effective and will be completed by NORDIVAL SRL | Swagelok Italia. We intend to also respect the letter and spirit of all the frame agreements currently in place between NORDIVAL SRL | Swagelok Italia and all local Rumanian businesses. Note however, establishment of local legal presence implies a level of formal discontinuity. We do not legally have the means to transfer all the local contracts and obligations to the newly formed entity. We hence encourage you to approach us directly (Sales Manager Sorin Bretoiu via mail or phone +36 30 932 92 84) with any questions or concerns you may have.

Q3: Why is Swagelok making this change?

- Answer 3: Swagelok sees significant growth potential in the local Romanian market. The change reflects our increasing commitment to investment in Romanian market and expanding our local presence.

Q4: How will this change benefit me as a customer?

- Answer 4: The change implies significant investment in local capabilities in local structure. This in turn means wider range of services and continued high standard of delivery. Along with [our limited life-time warranty](#) Swagelok offering remains unmatched for everyone looking for unmatched reliability and leak-free operation of fluid systems.

Q5: How will this change affect local support?

- Answer 5: We ensure the business continuity by continued employment of the personnel representing the Swagelok brand locally. We also plan to expand the local presence in terms of expertise and infrastructure inline with our customers' needs and local growth opportunities. As a specific example, we see significant potential for offering training and locally and have already put the adequate infrastructure in place in Brașov. If you have any specific request, feel free to reach out. We are happy to talk to you!

Q6: Who will be my new point of contact?

- Answer 6: To ensure maximum possible level of business continuity and high level of commercial and technical expertise offered locally, we continue to employ the personnel previously representing the Swagelok brand locally. Your contact remains Mr. Sorin Bretoi.

Q7: Will there be any changes to product availability or lead times?

- Answer 7: Swagelok is a distinct industry leader in terms of quality and product availability. We will expand the local stock of most ordered products. If you need any special or custom products, please contact us on info@aa-solutions.ro to discuss how we can work together to ensure you obtain the products built to your specific needs within the given time window.

Q8: How will this change affect the local pricing?

- Answer 8: The announced changes are cost neutral. Hence, we do not expect the announced changes to have any significant effect on the local prices.

Q9: How will ordering and invoicing processes change?

- Answer 9: Our goal is for every interaction customer interaction to be as simple as possible while meeting the legal requirements. The ordering information of the newly formed local Romanian legal entity are provided to every active customer directly via e-mail. The bank details can be seen on our invoices and are handled via e-billing. Feel free to contact us should you have any questions or suggestions on how we can improve our cooperation.

Q10: Will there be changes to delivery or logistics?

- Answer 10: our goal is to continue to provide best quality and product availability. To this end, we will use all the commercial and technical options available. If there's any way you believe we can improve our delivery capacity, please let us know by mail or phone.

Q11: What new services or capabilities will the direct presence offer?

- Answer 11: We offer Swagelok Essential training at our premises in Austria or Switzerland or at your place if you have capacity. We also offer a range of custom solutions (engineering and system assembly) from our specialized workshop in Switzerland. Upon request we can offer a range of additional training [and services](#). Reach out to us via info@aa-solutions.ro should you need any of our special or custom solution services.

Q12: How will this change affect compliance with local EU regulations?

- Answer 12: our operations will remain in full compliance with all EU regulations.

Q13: Will all certifications and approvals remain valid?

- Answer 13: All certifications and approvals issued remain valid. We are always curious to learn about the approvals/ certification required by our customers and providing access to untapped business potential. Should you have interest in such documentation backed by a feasible business case, please let us know by mail or phone. We look forward to exploring the options with you!