

DSO Warehouse Migration FAQ

What Is Changing?

As previously communicated, DSO Fluid Handling (DSO) has been acquired by Flow Control Holdings (FCH). Beginning **Monday, April 3, 2023**, fulfillment of non-reconditioned DSO products will be migrated from DSO's facility in New Jersey to FCH's Steel & O'Brien operation in Arcade, New York.

Where Will Products Be Shipped From?

Orders will be fulfilled by Steel O'Brien, 7869 Route 98, Arcade, NY 14009. Collect shipments need to be arranged with an origin of Steel & O'Brien's address.

Reconditioned rotors and valve stems will ship to the DSO facility in New Jersey.

New address beginning April 3: 505 Thornall St. Suite 405, Edison, NJ 08837.

What Does This Mean For Remitting Payment?

As of **Monday, April 3**, payments for any outstanding DSO invoices along with any future Steel & O'Brien invoices should be remitted to Steel & O'Brien. Banking information will be provided to the AP customer contact on file. For further information, please contact AR@steelobrien.com.

Will My DSO Contact Change?

Continue to contact your existing DSO representatives at the same phone numbers and email addresses. Lisandra Silva and the Customer Service team will continue to operate out of New Jersey.

If I Have Further Questions, Who Should I Contact?

Lisandra Silva, silva@dso-fluid.com, (800) 527-6867

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