



## **FREQUENTLY ASKED QUESTIONS**

**Q: How do you pronounce your company name?**

A: “CEJN” is pronounced (**s-ay-n**), and is an acronym for our founder’s name: Carl Erik Josef Nyberg. Founded in 1955.

**Q: How can I contact you?**

A: Call us at 1-800-222-2356, email us at [customer.service.usa@cejn.com](mailto:customer.service.usa@cejn.com)

**Q: Where are you located?**

A: CEJN North America is headquartered in Gurnee, IL, housing its sales offices, design/prototype manufacturing, High-Pressure Center and over 12,000 SKUs of inventory. Houston, TX is also home to a CEJN High-Pressure Center supporting the Southwest area.

**Q: Where can I purchase your products?**

A: Due to the variety of products and industries we serve, our products can be purchased through either our distribution network, integrated suppliers or direct, dependent upon your quantity and criteria requirements. It is best to contact us directly so that we can recommend the best route based on your needs. Call us at 1-800-222-2356, email us at [customer.service.usa@cejn.com](mailto:customer.service.usa@cejn.com).

**Q: How quickly will my order ship?**

A: If the product is a standard, stocked item at our North American locations, it typically ships 24-48 hours after the order is received and processed.

**Q: I don’t see the product I need listed on your website. Will you modify an existing product or create a new product for my specific quick connect application?**

A: Of course! As a premium manufacturer of quick connect solutions, we thrive on assisting with custom solutions for those specific requirements. Call us to discuss the details for your needs: 1-800-222-2356 or email: [customer.service.usa@cejn.com](mailto:customer.service.usa@cejn.com).

**Q: How do you explain your product numbering system?**

A: There are three parts to our Item Numbers:  
Example: Product Number 10 300 2402  
10 = Type of product, ie. 10= Couplings & Nipples, 11=Blowguns  
300 = Product series (Coupling & Nipple must be in the same series to connect correctly)  
2402 = Valve or no valve, thread type, size, male or female

**Q: What type of technical / engineering support can you offer?**

A: Our team of design engineers and application experts are ready to work with you to create just the right solution for your application, whether it’s at the design phase of your project or to advise you along the way. Contact us with your questions or design concepts, or visit our [engineering page](#) for more information.

**Q: Where can I connect with you at live trade shows?**

A: You can usually find our exhibitor plans [here](#), along with product solutions specific to those industries. However, currently most live trade shows have been canceled for 2020 due to the pandemic. We can connect with you virtually for product demos or to view your specific applications... Just ask.

**Q: How can I keep up-to-date with CEJN products and happenings?**

A: Our website provides a plethora of information including our latest [product](#) and [application](#) news, [informative stories](#), plus educational [videos](#) and [brochures](#). Follow Us on [LinkedIn](#) for exciting and illuminating CEJN updates.