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AN UPDATE: MARCH 25, 2020



UPDATE March 25, 2020: Wisconsin Governor Tony Evers has implemented a 'safer-at-home' order closing all non-essential businesses until April 24, 2020. Because WAGO is an essential supplier in the "Manufacture, Distribution and Supply Chain" aspects (among others) of the Safer-at-Home order, we will remain open for business as outlined below. More information may be found at www.wedc.org/essentialbusiness/

To Our Valued Customers and Partners

With COVID-19 (novel coronavirus) continuing to spread worldwide and within the United States, we would like to take this time to inform you about the effects it has on our company, as well as our customers and partners.

It is our goal to keep everyone safe and healthy while fighting through this situation. We want to keep things running as smoothly and as normal as possible. As we continue to monitor the situation on a daily basis, we are implementing best practices such as travel and visitor restrictions, work from home policies where applicable, social distancing and following proper hygiene practices. We will continue to follow guidelines and recommendations set forth by the World Health Organization (WHO), the US Center for Disease Control (CDC), and our local governments.

Currently, the spread of COVID-19 has had a minimal impact on our business activities. Border closures have not affected us as we continue to ship goods by sea as

well as by air. Constant communication with our supply chain is essential in case of any possible, more serious effects this disease would have, causing us to react accordingly. If such changes should occur and we would experience any delays or shut downs, we will relay that information to our distributors and customers. Along with this, we are pleased to announce that our plant located in Tianjin, China is at 90% production capacity, with the hope of having it at full capacity by next week.

We at WAGO want to assure you that we are committed to meeting the needs of everyone and look forward to continuing to serve you through this difficult time. You can find the latest information on our current status surrounding COVID-19 by visiting [this page](#). Our staff is continuing to focus on the highest level of customer service and technical support, please use the following to communicate with the appropriate department.

Internal

Customer Service – (preferred) customerservice.us@wago.com or 1-800-DIN-RAIL (346-7245) leave a voice mail and your message will be routed to the appropriate staff member

Automation Support – (preferred) automationsupport.us@wago.com or 1-800-DIN-RAIL (346-7245) leave a voice mail and your message will be routed to the appropriate staff member

External

Distribution and local WAGO Sales Support (after entering ZIP code, scroll to the bottom of the page for your local WAGO sales support staff)

<https://www.wago.com/us/store-finder/wholesaler/us>

While events surrounding COVID-19 are evolving rapidly, please be assured that we are here, diligently working on your behalf.

Sincerely;

WAGO Corporation

WAGO Corporation

N120 W19129 Freistadt Rd.

Germantown, WI 53022

Phone: 1-800-DIN-RAIL (346-7245)

E-Mail: info.us@wago.com

You can also find WAGO at:



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