Go Live FAQ

ORDER PROCESSING:

When can I begin sending Topaz products orders to Halco?

- You can begin sending orders to Halco for processing the week of May 25th. You can send them to your agent or directly to the customer care person at Halco.

I received an order that still says Southwire – Can I process that order on Halco System?

- No – if we receive an order that shows Southwire on the PO, we cannot process that in Halco System. The customer will need to send the order to Halco and show Halco on the PO. This will ensure the payment to remittance process will flow smoothly for the customer.

Does the customer need to re-load new part numbers to start buying from Halco?

- No – the customer can continue to use the part numbers in their system and send the orders to Halco – Halco has loaded the Topaz Product Codes into the Halco system and can understand the topaz products.

There is a back order that has not shipped from Southwire – Will Halco process that back order on Halco system and fulfill the order?

- If there is a current backorder with Southwire and they have material to fulfill they will do so. If the customer would like Halco to fulfill the order, they will need to cancel the order with Southwire and re-issue the order with Halco. Halco is monitoring any backorders and if an order needs to be canceled with Southwire due to lack of material Halco will proactively notify any customers of this and work to switch the order to Halco.

Can I begin to consolidate my Halco and Topaz Lighting items on the same order?

- As the customer begins to send Topaz orders to Halco, they can begin to consolidate both Topaz and Halco products on the same order.

When will Topaz product be available on the website for ordering by customers?

- Topaz Products will be available to see on the website the week of May 25th when we are ready to receive initial orders.

Can I get a list of all products that are included in this migration?

- Yes – if you would like to get a complete list of Topaz Permanent Lighting products that are part of this migration, we can share that with you directly. You can ask your agent or Halco Customer Care rep for this information, and we can get you these details.

Will Halco update this information in IDEA and Trade Service?

- Yes – Halco will be updating the IDEA and Trade Service Databases accordingly. If you use that for updating your systems that will be available for download.

How will open Quotes or project bid pricing be handled.

- All valid Topaz quotes will be honored through their stated validity period.

Will my pricing change post migration?

- Halco will continue to honor customer pricing agreements and quotes. Any changes would be made through a pricing notification change process.

I don't have an online account for My Halco? How do I register?

- If a customer currently does not have an online account to My Halco they can register on the Halco website – they will need to include their work email address and have their account number as reference to register. If they do not know their account number, they can request this through their customer care person.

I have a need for a new quote – who is my contact?

- You can request a quotation from your local agent or contact Halco customer care team.

LOGISTICS:

Will there be Topaz products in all Halco warehouses for ordering, or will Topaz product be consolidated out of a designated warehouse?

- The plan is to have all topaz products spread across the Halco DC's. Upon initial launch this may not be true for all products Day 1 but will eventually be serviced just as the Halco products are today.

PRODUCTS

Is there a cross reference from Halco Parts to Topaz Parts?

- Yes – where parts are equal or highly similar, we have loaded the substitutes in the Halco system. Separately we will be identifying these on our product selectors on the website to show the family of substitute options if this is something the customer wants to review.

Will Topaz or Halco parts be going away?

- Halco will be consolidating categories over time to avoid duplicating products under two brands. For this transition we will note those migrations on our website and product selectors for ease of understanding this path.

I am buying Halco or Topaz today and that product is being discontinued – will my pricing change if I switch to the alternate product?

- As We consolidate product categories, we will continue to honor the price levels the customer has with the alternate's item. For substitute items we will load the pricing into the Halco system for seamless migration.

Will Topaz model numbers for ordering change?

- Existing model numbers and specifications will continue to be used and accepted by Halco.

Will Halco honor Topaz warranty obligations?

- Yes – Halco will honor Topaz current warranty terms for products bought prior or post announcement of the acquisition

If a Topaz product is going to be phased out, how will I know?

- Topaz products phasing out will be handled the same way as the Halco products are today. They will be designated on the website as Phasing out and a replacement product will be indicated.

TERMS / FRT / PROGRAMS

Will the Customer's Freight allowance remain the same from Topaz to Halco?

- Yes – there should not be any changes to the Freight terms for the customer.

Will there be a different small order fee total for Topaz customers?

- No, the same terms will apply across all products

I have a rebate program with Topaz Lighting – how will this be handles through the end of 2025 and 2026?

- All 2026 agreements have been issued by Halco and all orders regardless of if sent to Southwire or Halco will be honored in the calculations of 2026 rebate programs.