



The Electrical Wholesaler's Source for Lamps, Ballasts & Sockets  
**WE NOW CARRY MINIATURES AND SEALED BEAMS**

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Candela Corporation is pleased to announce that we have joined forces with Sunray Lighting and are now a full line lamp distributor **including miniature lamps and sealed beams**. Combining resources allows us to give our customers the highest quality customer service and the most up to date product knowledge in the industry.

Here are some questions and answers which will help provide some information on what to expect when calling for information, quotes or placing orders.

**Q. When is this going to take place?**

- A. Our transition date will be May 2<sup>nd</sup>, 2005. The Sunray Lighting, Inc. location at 1 Whatney in Irvine, CA will officially close and the name Sunray will no longer be used.

**Q. What number do I call?**

- A. The Sunray Lighting, Inc. phone numbers will remain in service and have been forwarded to Candela for your convenience. You can also dial Candela directly for all of your lighting needs: (800) 922-9226 East, (800) 722-6068 West. Dial 1 for Customer Service. Your call will be directed to the next available customer service representative in our East or West Coast call centers. Any rep can help you with quotes, orders and technical information.

**Q. What about FAX orders?**

- A. FAXES can be sent direct to Candela at (800) 822-8226 East or (800) 443-1460 West.

**Q. Can I email orders or requests for quotes?**

- A. All electronic communications can be sent to [sales@candelacorp.com](mailto:sales@candelacorp.com).

**Q. Will Web addresses change?**

- A. Yes. We are in the process of forwarding sunraylighting.com domains to candelacorp.com and updating the Candela web site to include pertinent miniature and sealed beam product information. Use the enclosed reply card to receive update notifications.

**Q. Why do you need my email address?**

- A. When your rep asks for your email address, it will go on file so you can receive order confirmations, shipping information and order related and technical information. We respect your privacy and will never share email addresses with others. We may ask you to verify your email address to make sure it is current.

**Q. How do I place my orders?**

- A. We recommend that customers combine smaller miniature lamp orders with other product orders to save on shipping costs. You are now able to place large lamp and miniatures with Candela on

the same purchase order with same day shipping for items that are in stock. The miniature inventory will be expanded to all three Candela warehouses in Irvine, CA, Norcross, GA and Bethlehem, PA by the end of June 2005.

**Q. Which customer number do I need to use?**

- A. If you already have a Candela account number, you can reference that number for all future quotes or orders for all products. We will still be able to pull up your business by using a Sunray account number but orders will be entered and billed using the Candela account. Your customer service representative will let you know if there are any changes to your account number when you call.

**Q. Where do I send my driver for will calls?**

- A. For our Southern California customers, our Will Call is located at the rear of our building at this address:

Candela Corporation  
14420 Myford Rd Ste 100  
Irvine, CA 92606

**Q. Will this affect my pricing?**

- A. You will still receive the most competitive pricing on a wider spectrum of product. For the most part, Candela will continue to use Sunray pricing.

**Q. Will this affect billing and payments?**

- A. Payments can still be made to Sunray Lighting, Inc. at the address listed on all open invoices. Future orders will be billed by Candela Corporation. Other accounting questions can be directed to Crissy Sorenson at 800-722-6068, Ext. 4223.