

February 2, 2026

Dear Valued Customer,

We would like to inform you of an upcoming upgrade to our ERP system as BLANCO transitions to SAP S/4HANA and what this means for you.

This modernization will provide a stronger foundation for more stable processes, improved information flow, and even more reliable collaboration with BLANCO.

Important Dates & Ordering Deadlines

To help your order ship prior to the system downtime, orders must be received no later than **Wednesday, April 8, 2026**. Orders received after this date may ship after the shutdown period.

Our ERP system will be unavailable from **April 16 through April 22, 2026 (inclusive)** due to the technical migration.

Services Impacted During Downtime

During this period, the following services will be temporarily unavailable:

- Order entry and order confirmations
- Product deliveries
- Online shop ordering, availability checks, and order status visibility

What to Expect During the Transition

You may continue to place orders as usual during the migration window. All orders received between **April 16 and April 22** will not be processed before **April 23, 2026**. Please allow up to **72 business hours** for processing, as order entry may be delayed during this transition. Order confirmations will be sent once processing is complete.

As part of the upgrade, you will receive a **new customer number**, which will appear on all order confirmations starting April 23, 2026.

Support & Questions

Our team will remain available by phone and email throughout the migration to support your planning needs. Please contact your Regional Sales Manager or Sales Director if you have any questions or would like to discuss how we can best support you during this transition.

We sincerely appreciate your understanding and cooperation and look forward to continuing to serve you even more efficiently after the upgrade.

Best Regards,



Tracy Beeby
Senior Manager, Sales Operations, North America