

# Top 10 Frequently Asked Questions

## #1 What dispensers are covered?

All your favorites. enMotion® towel and skin care dispensers as well as Compact® tissue dispensers.

## #2 Do I have to order new dispensers to qualify?

Absolutely NOT! Both new and existing enMotion® and Compact® dispensers are eligible.

## #3 How do I sign up for the 10 year warranty?

Register existing dispensers at [office.gppro.com/10year](http://office.gppro.com/10year), or by contacting GPXpress® at **1-866-HELLO GP (435-5647)** or [gpxpress@gapac.com](mailto:gpxpress@gapac.com). New dispensers automatically receive the 10 year warranty.

## #4 What's covered? What's not?

Covered: defects in workmanship and materials under normal use.  
Not covered: misuse, vandalism, or other user-caused defects. The warranty program should not be confused with a dispenser replacement program.

## #5 Does the warranty cover battery replacement?

Sorry, batteries not included.

## #6 Does the longer warranty increase my lease or sub-lease term?

Nope. The warranty does not impact the term of the lease or sub-lease.

## #7 How hard is it to file a claim?

Not hard at all. Just contact GPXpress® at **1-866-HELLO GP (435-5647)** or [gpxpress@gapac.com](mailto:gpxpress@gapac.com) and they'll gladly help you.

## #8 What details will GPXpress need to file a warranty claim?

Great question! They'll need: the model number, SKU number, date code (located inside the dispenser) and a clear explanation of the issue. The call goes quickest if you can stand near the dispenser when you call. That way, we can help you gather important data and do some troubleshooting.

## #9 I lease my dispensers through a distributor, who should I contact to make a warranty claim?

No need to bug your distributor -- we'll handle it. Just contact GPXpress® directly at **1-866-HELLO GP (435-5647)** or [gpxpress@gapac.com](mailto:gpxpress@gapac.com).

## #10 What should I do with the dispenser itself if I am having an issue with it?

Please keep the dispenser until you have contacted GPXpress®. Depending on what the issue is, we may ask you to send it back to us so we can investigate further.



[office.gppro.com/10year](http://office.gppro.com/10year)

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