

# Gilbarco Assistance Contact Information

## Gilbarco Passport

1 (800) 800-7498

When experiencing an issue with your Passport, please contact the Gilbarco Help Desk prior to contacting your POS vendor. The role of the Help Desk is to diagnose and then correct the problem. If they are unable to correct the problem remotely, further directions will be provided.

If you contact your POS vendor before contacting the Help Desk, the call may not be covered under warranty.

Gilbarco provides three different Help Desk options:

- **Basic**—provides software, but no support;
- **Plus**—provides software and Help Desk support through remote access in order to correct the problem, or direct the dealer who to contact; and
- **Premium**—provides software, remote access to attempt to correct the problem, and if unable to do so, will contact the POS vendor to dispatch a technician.

Most sites have the Plus Help Desk. If a technician visit is necessary, it is the dealer's responsibility to pay for labor; however, if the Passport is still under warranty, the parts will be covered.

## TLS VEEDER ROOT or OPW INTEGRA

If new, is warrantied for one—year parts only. Labor will be billed to the site. Please contact the vendor to schedule a service call. Vendor contact information is provided below.

## Gilbarco Dispensers

Gilbarco dispensers are warrantied for parts and labor for a period of three years, if purchased after January 1, 2018.

For service calls, your vendor should be the primary contact; there is no need to contact Gilbarco first. Your vendor should be informed that the dispenser(s) are still under warranty and they will complete the warranty information for you.

*Please keep in mind that when contacting a vendor for service, your account and credit information should already be established. If not, the vendor will require payment in advance prior to scheduling the service call.*

## Vendor Contact Information

### Jones & Frank Petroleum

(800) 286-4133

You will reach the communications center and your call will be answered by a call center employee. After hours, choose the option for emergency service and your call will be answered by a call center employee. The call center is manned 24/7.

PWI (Owner, Ben Hieber; Service Manager, John Stone)

(717) 624-2111

During normal business hours, your call will be answered by the operator and a service call will be dispatched. After hours, please call the same telephone number and follow the prompts to leave a message, and your call will be returned.

A service call may also be scheduled through the PWI website (<http://www.pwiinc.com>).

### Spigler Petroleum

(443) 471-7600

Inform the operator that you are requesting a service call. After hours, please leave a message and the on-call technician will return your telephone call.

Service calls may also be scheduled via email at [dispatch1@spiglerpetroleum.com](mailto:dispatch1@spiglerpetroleum.com).

Spigler Petroleum also offers a loyalty program. For more information, please contact Spigler directly.

Webb Environmental (Owners, Frank and Kristin Webb)

(443) 288-1860

During regular business hours, the phone will be answered by Kristin, who will dispatch the call. After hours, please call the same number to leave a message with the answering service. They will contact Webb Environmental to dispatch the call.

Service calls may also be scheduled via email at [dispatch@webbenvironmental.com](mailto:dispatch@webbenvironmental.com).