



## Technical Advisor Line

A dedicated "HOTLINE" to give customers **QUICK ACCESS TO TECHNICAL SUPPORT.**

**Option I: Call 1-800-280-8990**

**Email: [TechnicalAdvisors@henryschein.com](mailto:TechnicalAdvisors@henryschein.com)**

Monday-Friday: 7am to 9pm ET

Saturday: 8am to 1pm ET\* (for a limited time)

If Henry Schein Technical Advisors can solve the issue by phone, the cost is \$29.99 for the first 15 minutes; \$2 per additional minute. If an in-person visit must be scheduled, the phone consultation is free.



## Small Equipment Repairs

For autoclave and/or sterilizer issues, please contact customer service at [custserv@henryschein.com](mailto:custserv@henryschein.com).

For all other small equipment repairs, please contact **Matt Crowl** at [Matt.Crowl@henryschein.com](mailto:Matt.Crowl@henryschein.com) or our Customer Service Representative, **Lanai Phenegar** at [Lanai.phenegar@henryschein.com](mailto:Lanai.phenegar@henryschein.com).

## GPS DENTAL

### Step I:

For equipment needs, please contact **Matt Crowl** at [Matt.Crowl@henryschein.com](mailto:Matt.Crowl@henryschein.com) or **Rick Orris** at [Richard.orris@henryschein.com](mailto:Richard.orris@henryschein.com).

### Step II: Email Request

You will need to copy (cc) GPS Leadership:

- **Operations Manager/Regional Director**
- **Office Contact Personal**
- **Chandler Werr, Facilities Coordinator- [chandler@gps.dental](mailto:chandler@gps.dental)**
- **Holly Billingsley, COO- [holly@gps.dental](mailto:holly@gps.dental)**
- **Sarah Glomski, EVP VP of Operations- [operations@gps.dental](mailto:operations@gps.dental)**



## SERVICE CARD

In your email, please provide **three** pieces of information:

1. Detail regarding the equipment needed.
2. The situation currently regarding it in the office.
3. The reason why the requested equipment is needed.

### Step III:

A quote will be emailed back to the entire group, once Matt Crowl and Rick Orris have been given the permission by GPS, the equipment will be placed on order.



## Equipment Needs