



GOJO Industries, Inc.
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Mailing Address:
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DATE: May 31, 2022
TO: GOJO North America Customer
SUBJECT: **GOJO Reliability Guarantee**

As the leading provider of hand hygiene solutions, GOJO has a strong history of delivering best-in-class dispensing innovation. GOJO stands firmly behind our dispensing products and we are committed to delivering excellence with every customer experience.

The GOJO Reliability Guarantee represents this commitment for all of our dispensing platforms. We support these systems when purchased from authorized resellers, in a variety of ways, ranging from:

- Troubleshooting via live phone support
- Sending GOJO field service technicians to help resolve any issues
- Repairing existing dispensers
- Providing replacement dispensers, if necessary, at no-charge
- Upgrading your facility to a newer dispensing technology, as needed

The GOJO team will work with you to determine the best solution for your specific situation. Dispensing systems covered by this guarantee include:

PURELL® ES4, ES6, and ES8	TFX™
PURELL® CS2, CS4, CS6, CS8 and CS4 AW	FMX-12™ and FMX-20™
LTX-7™ and LTX-12™	CXM™, CXI™, and CXT™
ADX-7™ and ADX-12™	PRO™ TDX™ 2000mL and 5000mL
PURELL ES1®	NXT® 1000mL and 2000mL
LTX-12™ Behavioral Health	All Dispensing and Wipes Stands
Hand Sanitizing and Surface Wipes Dispensers and Floor Stands	Hand Sanitizing Floor Stands

Should you ever experience an issue with any GOJO system, simply contact GOJO Customer Service at 1.800.321.9647.

Stay well,

John Lerner
Chief Commercial Officer
GOJO Industries, Inc.