

GSP Frequently Asked Questions

What do I do if I want to renew my Global Service Plan?

You have two options. You can contact the GSP team at (866) GSP-XPRT and ask for information on renewing your Global Service Plan. The GSP team can provide you with suggested list pricing, send you a copy of the GSP Tech Specs for use when renewing your service plan, or help you contact your distributor. Your second option is to contact your distributor directly, inform them that you would like to renew your Global Service Plan and ask for pricing and payment options.

How do I know when my Global Service Plan is coming up for renewal?

Rain Bird GSP will make three attempts to remind you of your expiration date via a mailed letter, email, or phone call to you starting at six months from your expiration date. If you do not receive any letters or phone calls, it is likely that the GSP team does not have the correct contact information for your site. To change or update the contact information for your service plan, call (866) GSP-XPRT, or email gsp@rainbird.com.

How do I change or update the contact information for my service plan?

To be sure that you are receiving all correspondence, software updates, and technical information from Rain Bird GSP, please submit any changes in contact information for the service plan registered to your site directly to the GSP team. This information includes the name and email of the primary contact person for the service plan, the primary and secondary phone numbers for the site, fax number, email address and mailing address. If the mailing and shipping addresses for your site are different, please provide both addresses. To submit this information, call (866) GSP-XPRT, or email gsp@rainbird.com.