



FREQUENTLY ASKED QUESTIONS

KOLO® Smart Monitoring System

Who provides smart phones or tablets to receive app alerts and communications?

The cleaning company is responsible for providing devices. This can be in the form of a smart phone or tablet attached to the cleaning cart that can be transferred between staff changes.

How much does the system cost?

Before we can provide an accurate quote, we need to gather key information from you. The quote would be tailored to your building or facility. Two key components include number of dispensers (devices) and type of network required to support.

Is there a minimum time commitment for agreements?

Yes, the typical agreement spans 3 years.

Will cleaning staff receive training? Who conducts training?

The success of the system relies heavily on cleaners properly and effectively using the system. To ensure cleaners know how to use the app and respond to alerts, we provide a comprehensive training program. Additionally, every customer is assigned a Customer Success Team member to conduct training and act as an ongoing resource for troubleshooting, dispenser replacements, questions, staff support and more.

Does the system cause a significant drain on dispenser batteries?

Battery usage depends on connectivity model, usage, traffic and other factors. To ensure dispensers are functional, the KOLO® System app sends an alert when battery levels are low.

What do I need to know about the installation process?

Our Technical Installation Guide gives a complete overview of the steps involved in the installation process. [View the Technical Installation Guide](#)

Where can I go for help?

Whether you are new to the KOLO® System and GP PRO dispensers or just need a quick refresher, the help page has all the content your teams need to make the most of the system. [Go to Help Page](#)



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