



Faceplate FAQ

What are faceplates?

Most faceplates are paper inserts that are placed beneath a clear plastic overlay on the top of a guestroom telephone. Logos and dialing instructions are generally printed on the faceplates. Icons for speed dial memory buttons can also be printed on the faceplates. The paper and ink can be different colors. Faceplates can also be made of vinyl, which is more expensive but more durable and better looking than paper faceplates with plastic overlay.

Is there an extra charge for faceplates?

Generic faceplates are free. There is a set up fee for each model of phone that needs custom faceplates, and the fee includes the design and printing of 100 faceplates. Additional faceplates can be purchased at a set price. Faceplates can be printed with up to 4 colors at no extra charge.

Custom faceplates are often included at no charge in a "package". Packages require minimum order quantities of telephones and may also include memory button programming, printed room numbers, and ground freight at no extra charge. Please contact your distributor/dealer or regional Sales Director for specific information about packages that may be available to you.

Additional charges may apply for faceplates that require special metallic inks, special printing processes such as reverse floods, translation of text, special language characters, or late changes.

How do I order faceplates and specify the text and colors for the printing?

When you submit a purchase order for telephones, please specify the number of custom faceplates that you wish to purchase. Our Faceplate Department will fax or email to you a faceplate template for each model of phone for which you have ordered faceplates. The template looks like the face of the telephone. You can choose graphics from included sheets of icons and you can email any photo-ready artwork or logos to the Faceplate Department. PMS or Pantone colors can be specified on the template as well. The Faceplate Department will use your custom template to create a proof for your approval. You can revise the proof to meet your needs.

How long does it take to have the faceplates printed?

Once you have signed off on your template, it can take up to 10 business days for the Faceplate Department to finish the process and deliver the faceplates to our Production Department for installation. Large quantities or specialty services may require additional time.

Please contact your regional customer service department:

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