



AMR Gold & Silver Service Plans

Uptime Assurance & Financial Predictability

TennantTrue® AMR Gold plan provides budget control by extending the warranty to full coverage of all components against material defects. To maximize uptime, the gold service plan includes immediate*** telephone technical support from AMR repair experts, next day** on-site support and planned maintenance from factory-direct tech technicians.

TennantTrue® AMR Silver plan offers planned maintenance with some level of budget control to keep your equipment running at its best. Our technicians will be at your facility at scheduling intervals to perform maintenance and replace select consumables.

What Matters Most



Uptime
Assurance



Budget
Control



Investment
Protection



Optimized
Performance



True quality.

True performance.

True peace of mind.

Service Plan Comparison:



AMR SILVER



AMR GOLD

Planned Maintenance (includes labor and travel)	●	●
On-Demand Breakdown Repair Service (excludes labor and travel)	●	
On-Demand Breakdown Repair Service (includes labor and travel)		●
Wear Parts & Consumables*	●	●
Next Day Onsite Response**	○	●
Virtual Technician Support***	●	●
New Equipment**** (< 6 months in service)	●	●
Discounted Labor Rate for Billable Charges	●	●
Fixed Pricing	○	○
Scheduled Billing (pre-pay or monthly)	○	○

● – included
○ – optional

*Chemicals, pads and customer abuse not covered
**Next business day on-site Service Level Agreement dependent upon triage call prior to 1 p.m. CT; applies in standard direct service areas only
***Provided M – F 7AM – 6PM CST, excluding holidays
****AMR Core is only available for new equipment at time of sale

The Value of TennantTrue® Service

Get the best return on your investment with high quality Tennant floor cleaning equipment – backed by the best service available.

TECHNICAL EXPERTISE

Experienced technicians with unmatched expertise on Tennant equipment.

UNPARALLELED COVERAGE

Network of 500+ factory direct technicians and authorized service partners provide consistent service across the U.S. and Canada.

PROMPT RESPONSE

We respond to service requests under this plan next business day**.

TENNANTTRUE® PARTS & CONSUMABLES

Tennant technicians use TennantTrue OEM parts, which are precisely designed to maximize machine performance.

QUICK ANSWERS

Tennant Technical Assistance Center is available and staffed with our expert service representatives.

To learn more about AMR Gold & Silver Service Plans, call **+1.800.553.8033** or email **info@tennantco.com**