



CREATING A CLEANER, SAFER, HEALTHIER WORLD.

PARTS AND SERVICE



Tennant True[®] Commercial Service

OPTIMIZED EQUIPMENT PERFORMANCE
AND LOW TOTAL COST OF OWNERSHIP

OPTIMAL PERFORMANCE DEPENDS ON TIMELY AND EFFICIENT SERVICE

Tennant commercial service is focused on the needs of the commercial customer by providing an unparalleled customer experience through competitive offerings, factory-direct technicians, proactive communication throughout the service process and consistency with each interaction.



TENNANTTRUE® SERVICE KEEPS YOUR EQUIPMENT RUNNING AT ITS BEST



Achieve a higher level of uptime and optimize machine performance

- Rely on service done right the first time
- Experience timely service response for machines that need to perform reliably in high-traffic areas
- Gain efficient water and solution pick-up to help maintain floor traction and reduce the risk of slip and falls



Optimized machine performance results in good cleaning

- Consistent service ensures that cleaning can occur as scheduled to maintain facility appearance and a consistently clean building
- Service plans allow customers to choose which level of service is required to maintain building standards



Reduce your cost to clean with less downtime, fewer surprises, and improved productivity

- Adequate truck inventory enables technicians to get machines running on the first visit so that scheduled cleaning is not disrupted by equipment downtime
- Focused service programs can improve machine uptime and performance, increasing productivity in high-demand facilities

CHOOSE THE BEST PLAN FOR YOU



ROAD RUNNER

Designed for the run-to-fail customer, this plan provides a response time service level agreement within 24 hours and an uptime goal of 95%. Pay for services when performed based upon actual labor and parts.



BLOCK OF TIME

Provides the consistency of the same tech on-site on the same day at the same time. Structured in 6 hour visits every week or every other week, this plan is ideal for campus like environments with a variety of makes and models of equipment.



SAFETY & PERFORMANCE INSPECTION

Provides a visual inspection of equipment to help ensure proper operation and maintenance protocols.



PAY AS YOU GO

Offers scheduled maintenance at regular intervals. Pay for services when performed based on actual labor and parts.



SILVER SERVICE

Service plan that provides predictability and control of routine planned maintenance costs. Planned maintenance and select parts are included under this plan.



GOLD SERVICE

Full service program that provides maintenance and breakdown coverage and includes most parts and wear items. Offers great budget management and control while maximizing uptime and equipment life.



HASSLE FREE

Plan designed to provide complete peace of mind and remove the hassles associated with surprise billing. This program takes care of all things service, including maintenance, breakdown repairs, parts and wear items and daily misuse and abuse.

TENNANTTRUE[®] SERVICE HELPS YOU MAXIMIZE UPTIME AND EQUIPMENT LIFE

SERVICE PLAN COMPARISON

	REACTIVE / RUN-TO-FALL SERVICE		ROUTINE INSPECTION	PLANNED MAINTENANCE			COMPREHENSIVE
	ROAD RUNNER	BLOCK OF TIME	SAFETY & PERFORMANCE INSPECTION	PAY AS YOU GO	SILVER	GOLD	HASSLE FREE
PLAN INCLUSIONS							
Planned Maintenance				✓	✓	✓	✓
Breakdown Repairs						✓	✓
Brushes						✓	✓
Pads							✓
Parts					✓ ⁺⁺⁺	✓ ⁺⁺	✓ ⁺
Incidental Misuse and Abuse							✓
Response Time & Uptime* Commitment	✓						
Service Reporter Access	✓	✓			✓	✓	✓
Maintenance Inspection Report	✓	✓	✓	✓	✓	✓	✓
Operator Training	✓	✓	✓	✓	✓	✓	✓
<i>*Applicable to Tennant Equipment</i> <i>+++ Select Wearable Parts only</i> <i>** Does not include pads or detergents</i> <i>* Does not include detergents</i>							
EQUIPMENT ELIGIBILITY							
Small Rider & Walk-Behind Equipment**	Any	Any	Any	Any	Any	Within 6 mos of purchase	Within 90 days of purchase
Hourly Usage Per Month	Any	Any	Any	Any	Up to 100 hrs/mo	Up to 100 hrs/mo	Up to 100 hrs/mo
<i>**Includes commercial models T12, T7, 5680 and smaller</i>							
ENVIRONMENTS							
Commercial - Education, Retail, Healthcare, etc.	✓	✓	✓	✓	✓	✓	✓
Industrial - Manufacturing, F&B, Warehousing, etc		✓	✓	✓	✓	✓	
BILLING OPTIONS							
Pre-pay					✓	✓	✓
Monthly Billing		✓			✓	✓	✓
Pay Per Visit	✓		✓	✓	✓		
FlexClean [®]					✓	✓	✓

TRUST TENNANT *TRUE*[®]
SERVICE TO DELIVER

- **Technical Expertise** – Unmatched knowledge of Tennant equipment.
- **Continental Coverage** – Tennant's factory-direct network of 450+ techs plus over 80 authorized dealers and distributors provide consistent service across the United States and Canada.
- **Prompt Response** – Work is prioritized according to the type of service agreement in place to ensure we execute on our promise, responding to most requests within 24 to 48 hours.
- **Complete Picture** – Real-time 24-7 access to your maintenance history and service performance metrics through IRIS Service Reporter.
- **TennantTrue Parts & Consumables** – Tennant technicians utilize only 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.

TRUE quality.

TRUE performance.

TRUE piece of mind.

CLEAR ADVANTAGES

“I’M NEVER DOWN LONGER THAN A DAY.”

“I use Tennant [Service], their staff is just awesome. I make one phone call, I can have a technician out right away, so I’m never down longer than a day. Even if he has to order parts, I’m up and running fairly fast. The service is just wonderful”

– Randy Kauppi, Facility Lead, Aveda

“TENNANT ALWAYS COMES THROUGH.”

“I’ve had real good luck with the Tennant service guys. They keep me informed of what’s going on, what the cost is going to be. If a machine breaks down it means there’s no production at all. I mean, I just can’t afford to have any of them broken down...I’ll get a hold of Tennant and Tennant always comes through and helps me out.”

– Tom Hunter, Operations Manager, ABM – MSP International Airport

“TENNANT MAINTENANCE IS ANOTHER BIG PLUS.”

“Tennant maintenance is another big plus to owning Tennant equipment. We have one person that comes out to do the maintenance on our machines and he’s very timely with his visits. He’s very, very good at communicating what is necessary now, and what is going to be needed in the future. We never feel like we’re being sold parts and services that we don’t need, and what that does is also maintains the life of the machine.”

– Linda Roberts, Job Options Inc.

“WE LOOK AT HOW EFFECTIVE THE TOOL IS.”

“We are using Tennant squeegees and brushes, all the accessories that we use are Tennant. The reason we choose the Tennant accessories is that we want our team to work with stuff that will make their job easy. We look at how effective the tool is, and if the teams like it, and they’ve been a part of the selection process, it behooves us to provide that for them.”

– Gene Woodard, Director of Building Services, University of Washington, Seattle Campus

To learn more about TennantTrue[®] Service, call
1-800-553-8033 or visit www.tennantco.com today.

Tennant
701 North Lilac Drive
Minneapolis, MN 55422 USA

USA/Canada: +1.800.553.8033
Quebec: +1.800.361.9050
Overseas: +1.763.540.1315