



CREATING A CLEANER, SAFER, HEALTHIER WORLD.

INDUSTRIAL SERVICE OFFERINGS



# Tennant True<sup>®</sup> Industrial Service

OPTIMIZED EQUIPMENT PERFORMANCE  
AND INVESTMENT PROTECTION

# OPTIMAL PERFORMANCE DEPENDS ON TIMELY AND EFFICIENT SERVICE

Your machines run long and cover a lot of surface. It's the nature of cleaning spacious, industrial environments.

How do you plan to keep your hard-working equipment running at its best? TennantTrue Industrial Service plans are designed to meet your performance and budget needs. From ongoing upkeep to detecting problems before they impact productivity, our service technicians are the reliable, familiar source for keeping your operation running smoothly. We bring the expertise and trusted parts you need with every visit — with coverage where you are and when you need it.

## 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 450+ factory-direct technicians and 80 authorized dealers provide consistent service across the U.S. and Canada.

### PROMPT RESPONSE

We respond to most service requests within 24 – 48 hours, depending on your service plan.

### COMPLETE PICTURE

Real-time, 24/7 access to your maintenance history and service performance metrics with optional IRIS® Service Reporter.

### 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.



## CHOOSE THE BEST PLAN FOR YOU



### SAFETY & PERFORMANCE INSPECTION

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



### 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 environments with a number of high usage machines.



### 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.

# TENNANTTRUE<sup>®</sup> SERVICE HELPS YOU MAXIMIZE UPTIME AND EQUIPMENT LIFE

## SERVICE PLAN COMPARISON

	ROUTINE INSPECTION	IN-HOUSE SERVICE	PLANNED MAINTENANCE		
	SAFETY & PERFORMANCE INSPECTION	BLOCK OF TIME	PAY AS YOU GO	SILVER	GOLD
<b>PLAN INCLUSIONS</b>					
Planned Maintenance			✓	✓	✓
Breakdown Repairs					✓
Brushes					✓
Parts				✓ <sup>+++</sup>	✓ <sup>++</sup>
Service Reporter Access		✓		✓	✓
Maintenance Inspection Report	✓	✓	✓	✓	✓
Operator Training	✓	✓	✓	✓	✓

<sup>+++</sup> Select Wearable Parts only <sup>++</sup> Does not include pads or detergents <sup>+</sup> Does not include detergents

<b>EQUIPMENT ELIGIBILITY</b>					
Rider and Walk-Behind Equipment*	Any	Any	Any	Any	Within 6 mos of purchase
Hourly Usage Per Month	Any	Any	Any	Up to 150 hrs/mo Large Rider Equipment  Up to 100 hrs/mo Small Walk-Behind Equipment	Up to 150 hrs/mo Large Rider Equipment  Up to 100 hrs/mo Small Walk-Behind Equipment

\*Includes Tennant T1 and larger

<b>BILLING OPTIONS</b>					
Pre-pay				✓	✓
Monthly Billing		✓		✓	✓
Pay Per Visit	✓		✓	✓	
FlexClean <sup>®</sup>				✓	✓

Tennant accounts for the most accurate labor time and bills in 1/10th hour increments.

TRUST TENNANT *TRUE*<sup>®</sup>  
SERVICE TO DELIVER

TENNANT ACHIEVED  
**98.5% UPTIME**

ON WALK-BEHIND SCRUBBERS  
FOR A MAJOR NATIONAL  
RETAIL PARTNER

AVERAGE **26%**  
**MORE VALUE**

ON WARRANTY WORK

EQUIPMENT ON A

**TENNANT**

SERVICE CONTRACT

IS WORTH  
**10% MORE**  
ON WALK-BEHIND  
MACHINES

AND  
**15% MORE**  
ON RIDERS

THAN EQUIPMENT NOT ON A CONTRACT AFTER THREE YEARS\*

\*Data based on Tennant trade-in values.

TRUE quality.

TRUE performance.

TRUE peace of mind.

## WHY OTHERS MANUFACTURERS RELY ON TENNANT *TRUE* SERVICE

**“OUR TENNANT SERVICE TECHNICIAN COMES WHENEVER WE NEED HIM.”**

*“Our Tennant Service Technician is excellent and accommodating. He’s also very helpful and easy to work with. I’m happy to get caught up on maintenance and bring all our Tennant equipment to a well-functioning level.”*

— Jeff Frantsen, Facility Group Leader, AGCO Corporation, Jackson, Minnesota facility.

**“PARTNERSHIP IS THE WORD THAT BEST DESCRIBES OUR RELATIONSHIP  
WITH TENNANT.”**

*“Our Tenant service technician goes above and beyond for us weekly. When we need squeegees or filters between scheduled maintenance, we call him directly. He always comes within a day or two with the parts we need and the tools to install them, so we never experience any downtime.”*

— Shawn Hughes, Operations Director for Caravan Facilities Management, Saginaw, Michigan.

**“TENNANT HAS BEEN AMAZING.”**

*“They are really good about response time and customer service, and will do whatever it takes to remedy any issue. They go above and beyond.”*

— Brett Mullins, Warehouse Compliance and Food Safety Supervisor,  
Llano Logistics, Lubbock, Texas.

To learn more about TennantTrue<sup>®</sup> Industrial Service, call  
1-800-553-8033 or visit [www.tennantco.com](http://www.tennantco.com) today.

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3.001.002.am.en Industrial Service Brochure 1/18  
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