



REINVENT HOW THE WORLD CLEANS

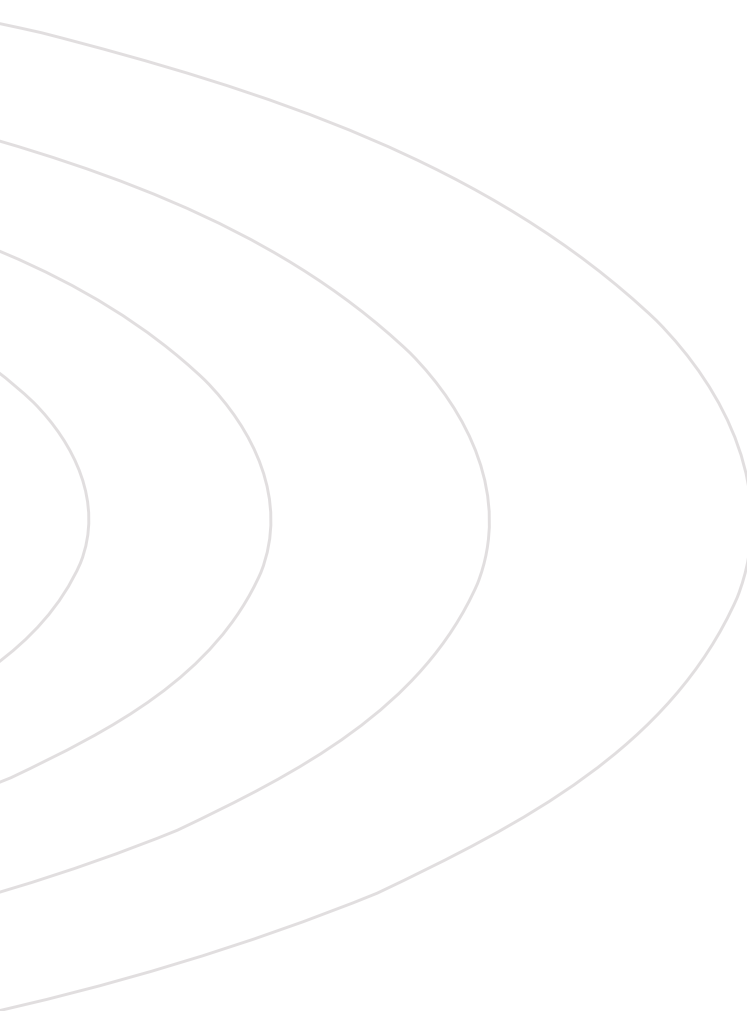
# Tennant's Service in the UK

Optimised equipment performance  
and low cost of ownership



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# Welcome

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## **When your company selected Tennant as a supplier for your cleaning solution, you entered into a long-term reliable partnership.**

You can expect premium quality from our machines. Our service and genuine parts and consumables are no different. Our comprehensive service offering is tailored to provide a solution that is customised to your needs. Tennant service delivers enhanced value through a lower total cost of ownership and peace of mind. We are committed to helping you achieve your business goals and to keep your cleaning processes efficient. We will help you to maintain optimum cleaning performance from your cleaning equipment.

This guide provides information on our Tennant Pro service offering. Its purpose is to explain what you are entitled to as a customer based on the type of service agreement you have with Tennant. It also provides information on how we deliver this service.

The guide also provides information for our own service delivery team so they clearly understand their roles and responsibilities to meet the expectations of you as a customer.

In the guide you will also find a full description of the process you, the customer, should follow if you have the need to log a service request to ensure a smooth and timely response.

The guide will give you an explanation of our warranty conditions as well as a few key provisions of our Service General Terms and Conditions. In addition, we explain where you can find frequently asked questions and their answers which we have gathered.

We value your business and hope that this guide provides you with useful information.

**We look forward to working with you in the future.**

# Tennant's Service Offering

No matter how you use your equipment, we've got you covered. In the United Kingdom more than 70 highly skilled and factory trained Tennant service technicians are available to handle all your maintenance needs.

## Tennant service agreements

Tennant can offer five different service plans depending on your requirements.

### Pro 24

Assures complete peace of mind, a response time within 24 hours including optional weekend coverage, maintenance and breakdown coverage, predictability of costs and helps to maximise uptime and equipment lifetime.

### Pro 48

#### Full Service

Provides 48 hour response during weekdays, maintenance and breakdown coverage, predictability of costs and helps to maximise uptime and equipment lifetime

### Pro 72

Provides 72 hour response during weekdays, maintenance and breakdown coverage, predictability of costs and helps to maximise uptime and equipment lifetime.

### Pro Fix

#### Preventative Maintenance

Preventative maintenance at a fixed price with reduced call-out and labour rates for repair visits.

### Pro Var

Pay -As -you - Go preventative maintenance plan with reduced call-out and labour rates.

## Service contract benefits at a glance

This chart summarises the benefits for each service proposition and shows which services are included in your specific agreement.

	NO AGREEMENT	PREVENTATIVE MAINTENANCE		FULL SERVICE		
		Pro Var	Pro Fix	Pro 72	Pro 48	Pro 24
WEEKEND COVERAGE						Included
RESPONSE TIME 24 HOURS						Included
MANAGEMENT REPORTING					Optional	Included
BRIDGING MACHINES					Included	Included
REPAIR PARTS				Included	Included	Included
BATTERIES & CHARGERS				Optional	Included	Included
WEAR PARTS/CONSUMABLES				Optional	Included	Included
PAT TESTING			Optional	Included	Included	Included
BREAKDOWNS				Included	Included	Included
FIXED PRICE DURING CONTRACT TERM			Optional	Included	Included	Included
MONTHLY BILLING			Optional	Included	Included	Included
MAINTENANCE PARTS			Optional	Included	Included	Included
RESPONSE TIME 48 HOURS		Included	Included		Included	
DISCOUNTED CALL OUT & LABOUR		Included	Included	Optional	Optional	Optional

■ Included  
■ Optional  
■ Not included

# Service contract benefits in detail

## PREVENTATIVE MAINTENANCE

### ProVar – Reduce cost by preventing problems

Tenant's ProVar service agreement provides preventative maintenance at a minimal cost while ensuring your equipment remains in good condition. Response to service requests within 48 hours and discounted call-out and labour rates for breakdowns and scheduled preventative maintenance visits.

### ProFix – Reduce costs and financial risk by preventing problems

Tenant's ProFix service agreement provides fixed price preventative maintenance to maintain optimum cleaning performance for your equipment. Optional monthly billing and service parts provide further predictability of costs. Response to service requests within 48 hours and discounted call-out and labour rates for breakdowns.

## RESPONSE TIME

When relying on Tennant's service you are entitled to a defined response time, which depends on the type of service agreement you have. A shorter response time will reduce your downtime and the disruption to your cleaning process. Responding to your service request will mean that we will either try to solve your problem remotely or will visit you on site.

### Response Time within 24 hours (Pro24)

If called before 10 a.m. a site visit can be scheduled the same day. Otherwise within 24 hours.

### Response Time within 48 hours (Pro48/ProFix/ProVar)

If called before 10 a.m. a service technician will come the next day. Otherwise within 48 hours.

### Response Time within 72 hours (Pro72)

If called before 10 a.m. a service technician will come the day after tomorrow. Otherwise within 72 hours.

### Response time within 96 hours (non contract customers)

## WEEKDAY COVERAGE

All service agreements provide breakdown repair coverage weekdays (Monday to Friday) during normal working hours (8am to 5pm). If you call us before 10 am, this will allow us to handle your service request the same day. Our Customer Support opening times are as follows:

### MONDAY – FRIDAY

UNITED KINGDOM 8am – 5pm

## FULL SERVICE

### Pro24 – Highest possible performance customised to your specific needs

If equipment uptime is essential to your business, our Pro24 Service offering provides comprehensive, hassle-free service for maximised uptime for a fixed monthly fee. The 24 hour response time ensures that your machines are always ready to clean, including optional weekend coverage. Pro24 includes full service preventative maintenance and repairs.

### Pro48 & Pro72 – Optimised performance customised to your specific needs

If cleaning is important but less business-critical, our Pro48 & Pro72 Service offerings provides service within 48 or 72 hours for a fixed monthly price. It will give you peace of mind ensuring your equipment is up and running during weekdays. The Pro48 & Pro72 contracts also include preventative maintenance, breakdown, repair and wear parts and bridging machines if required (Pro48 ONLY).

## PAT TESTING

If this option is selected we will carry out annual Portable Appliance Testing and Inspection of electrical appliances together with all appliance labelling.

The works will include elements of minor repairs to fuses, plugs, cables, etc. for machines covered by Pro24, Pro48 or Pro72 service agreements.

All work will be carried out in compliance with the Electricity at Work Regulations 1989 together with all relevant legislation, British Standards, HSE guidance, relevant electrical standards, codes of procedure/practise, etc.

## WEEKEND COVERAGE

Weekend response to urgent breakdown requests only is available during normal working hours (8am to 5pm) if included as part of a Pro24 service agreement. Our Customer Support opening times are as follows:

### SATURDAY SUNDAY

UNITED KINGDOM 8am – 12pm 8am – 12pm

## SERVICE PARTS – WHAT IS INCLUDED?

Tennant has a fair use policy for consumables and wear parts. This means that – depending on the type of agreement you have with Tennant – the use of these parts is covered as long as the quantity used is reasonable for your cleaning application and the usage band you have selected. Any usage that is deemed to exceed this “fair usage” will be charged to the customer. We will notify you in due time if any such excess usage is determined so that you can take corrective action.

When you select a ProFix service agreement including parts, the agreement will cover any parts in the categories indicated below that are replaced during the preventative

maintenance visit. These parts will only be replaced when necessary so may not be during every preventative maintenance visit.

If your service agreement covers a machine that is used in a heavy duty environment (uneven floors, oil and grease, heavily polluted environment) and has wear parts and consumables coverage as part of the agreement, you are entitled to the use of Tynex brushes and PU squeegee blades.

## MYACCOUNT

If you have a need for parts or consumables for your cleaning equipment, you can order these either through our customer support centre or through our MyAccount online store, which you can find on the Tennant website [www.tennant.co.uk](http://www.tennant.co.uk). As soon as you are registered as a user you can use this online portal to place your orders.

Please consult the table below to see which parts & consumables are included in your service agreement.

		PREVENTATIVE MAINTENANCE		FULL SERVICE		
		Pro <sup>Var</sup>	Pro <sup>Fix</sup>	Pro <sup>72</sup>	Pro <sup>48</sup>	Pro <sup>24</sup>
INCLUDED	MAINTENANCE PARTS	None	During PM visit: Oil, anti-freeze, engine related filters, gaskets, seals, chains, belts, deionised water	All	All	All
	REPAIR PARTS	None	None	All	All	All
	WEAR PARTS/ CONSUMABLES	None	Squeegee blades (during PM)	Optional brushes, squeegees, skirts, batteries and chargers	Optional brushes, squeegees, skirts, batteries and chargers	Optional brushes, squeegees, skirts, batteries and chargers
EXCLUDED	MAINTENANCE PARTS	All	All other parts			
	REPAIR PARTS	All	All other parts			
	WEAR PARTS/ CONSUMABLES	All	All other parts	Detergent, chemicals, pads	Detergent, chemicals, pads	Detergent, chemicals, pads

# Service usage bands

We have introduced the concept of “usage bands” to determine to what extent a machine is being used. The table below indicates the way in which your machine is being used, ranging from “low” to “very high” usage.

## WALK-BEHIND

USAGE BANDS – PRO24/48/72 HOURS USAGE PER YEAR

POWER SOURCE	0	1	2	3
240V	0-200	200-400	400-800	800-1200
Electric (Battery)	0-200	200-400	400-800	800-1200
Other power source	0-400	400-800	800-1200	1200-1600

## RIDE-ON

USAGE BANDS – PRO24/48 HOURS USAGE PER YEAR

POWER SOURCE	0	1	2	3
Battery	0-250	250-500	500-1000	1000-1500
Other power source	0-400	400-800	800-1600	1600-2400

### Excess Usage

We will notify you in a timely manner if your situation changes and you use your equipment more than the anticipated usage specified in your service agreement. This will allow you to adjust the usage band in your service agreement to reflect the actual usage or for you to accept excess usage charges. The charges will then be calculated annually as follows:

$$\text{Excess charge} = \text{number of excess hours} * 150\% * (12 \text{ times the monthly fee/maximum hours})$$



## Preventative maintenance visits in Pro24, Pro48 and Pro72 service agreements

Based on the actual application and usage, Tennant may adjust the number of preventative maintenance visits either up or down to ensure an optimum level of preventative maintenance visits (from a cost/ benefit perspective) to be performed each year to keep your equipment in good working order.



## Autonomous mobile robot (AMR) specific information

AMR equipment is equipped with various cameras and sensors which allow The Supplier to remotely diagnose any issues with AMR equipment with a view to resolving issues remotely. The Supplier requires the Customer to support remote diagnosis wherever possible to resolve any issues in a timely and cost effective manner. To support the optimal use of AMR equipment, The Supplier offers services to deploy cleaning routes at Customers sites including ongoing monitoring of these routes with the aim of supporting the efficient use of AMR equipment.



## Management reporting

When your service agreement includes the management reporting option, Tennant will provide you with a management report on a quarterly basis which includes information on:

- All service costs you have incurred on equipment covered by the service agreement.
- The total cost that could have been avoided, i.e. costs that were caused by damage or misuse by your operator(s).
- Performance of Tennant compared to the committed service level on items such as response time, execution of preventative maintenance, etc.



## Bridging machines

For equipment covered by Pro24 or Pro48 service agreements, we make every effort to provide you with a suitable replacement machine in cases where your equipment is inoperable for more than 48 hours from the point of diagnosis by one of our service team. This does not apply when the machine has become inoperable due to damage, misuse or for parts excluded from the service agreement.



# Service delivery processes & policies

No matter how you use your equipment, we've got you covered. In the United Kingdom more than 70 highly skilled and factory trained Tennant service technicians are available to handle all your maintenance needs.

## How to contact Tennant

The below map shows the service coverage we have in the United Kingdom. In Northern Ireland and the Republic of Ireland service is provided by our Authorised Partners. To find a Tennant distributor near to you, please check "Where to find Tennant" on our website. You can also order parts and consumables from these contacts.

*Note: In case you only require technical information our customer support department is happy to handle your request in cooperation with the right person in our Service Department.*

[tennantUK@tennantco.com](mailto:tennantUK@tennantco.com)  
**+44 1604 585131**

After registration you can also order parts and consumables through the MyAccount section of our Tennant website.

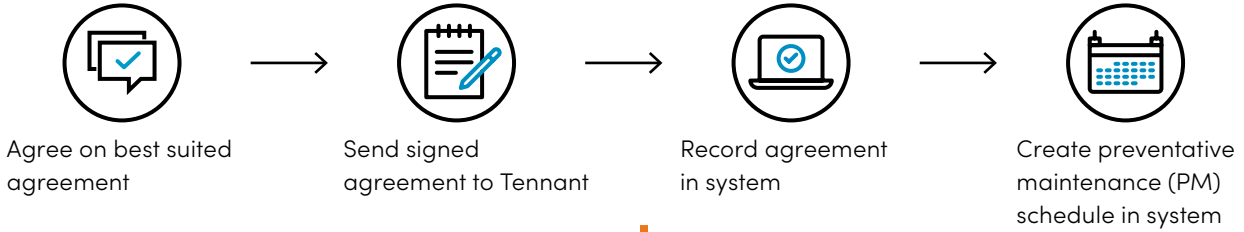
- North Region:**  
Service Manager North region: a team of 32 Tennant technicians at your service
- South Region:**  
Service Manager South region: a team of 38 Tennant technicians at your service



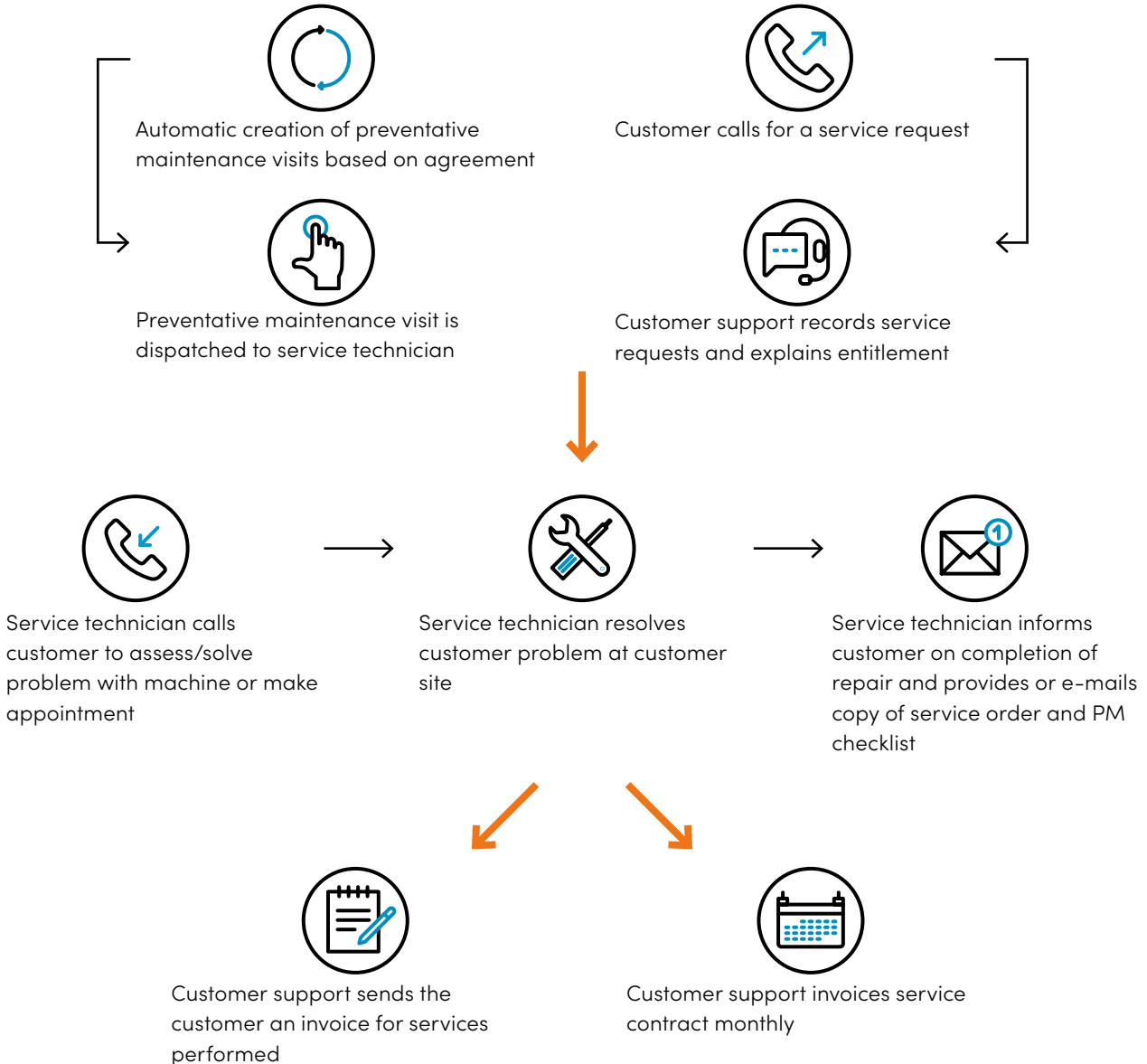
# Process overview

The below flow diagram shows the different steps for arriving at a service agreement, and once the agreement is signed, the execution of the services to which you are entitled as part of your service agreement.

## AGREEMENT



## EXECUTION



# Roles and responsibilities of Tennant service delivery staff

The **TENNANT CUSTOMER SUPPORT** team is responsible for the following steps in the service process:

- Creating/maintaining your service agreement in our system
- Creating/maintaining a preventative maintenance visit schedule in our system and scheduling these visits to ensure that maintenance is performed in a timely manner
- Handling service requests from you, recording them in our system in line with your service agreement and the priority level of your service request
- Confirming with your staff what kind of service you are entitled to as a customer according to the agreement that is applicable for this machine
- Planning and scheduling the technician/lead technician to ensure your service request is attended to in a timely manner
- Managing the escalation of your service request according to the Tennant Priority Scheme
- Handling your parts and consumable orders and ensuring delivery in line with your requirements

The **TENNANT SERVICE TECHNICIAN** will:

- Call you to confirm the reported problem
  - If the problem can be solved by phone (Telefix) the technician will do so.
  - If the problem cannot be solved remotely, he will confirm the date/time of the service visit.
- Validate what your service entitlement is for the machine when he arrives on site
- Check whether the breakdown is caused by damage or misuse by the operator/customer and explain how this could be avoided in future
- Check whether the service request is covered under warranty
- Execute the preventative maintenance or breakdown repair
- Explain to the customer what the problem was and what has been done to resolve the problem. He will ask the customer to sign off on the service provided.
- Provide or e-mail you a service order report and a preventative maintenance checklist if applicable

Subsequently the **CUSTOMER SUPPORT** department will take care of invoicing. Depending on the type of contract you have with Tennant, invoicing will take place:

- Periodically for the amount agreed for the service for Pro24, Pro48, Pro72 and – if applicable – ProFix
- After each preventative maintenance or breakdown visit, according to the conditions agreed for ProVar and – if applicable – ProFix.



# Your responsibilities as a customer

There are a number of things you can do as a customer to allow us to provide the service level agreed with you as seamlessly as possible:

- Provide Tennant with a signed version of the agreement (either by returning the signed document by post or by confirmation by e-mail) indicating who is Tennant's point of contact in your company for service.
- Ensure that proper daily maintenance on the machine is performed as described in the machine's Operator Manual
- You will be requested to provide a proper, covered working place to repair the machine to allow our service technician to efficiently resolve your problem. In the event of a roadside breakdown you are responsible for transporting the machine to your premises to allow our technician to perform the requested service safely.
- You will need to keep Tennant informed at all times of any changes of the location of the machine to ensure that our service technician is directed to the right location.
- In order to continue to be entitled to warranty service please make sure that the machine is maintained by a Tennant certified technician and that only original Tennant parts are used.

In order to be able to efficiently log your service request we will ask you a few questions that will allow us to process your service request quickly, so please have the following information at hand:

- The serial number of the Tennant equipment
- If not available:
  - the machine type
  - the address where the machine is used
- A clear description of the problem
- Urgency
  - In order to assess the urgency of your service request we need to understand whether the machine has completely broken down or whether you are experiencing a decrease in performance and whether an alternative solution is available?
- The point of contact that our service technician can call to handle your request:
  - name
  - mobile number
- Your Purchase Order number for the service request (if you require a purchase order reference on our invoice).



# Service levels and priority scheme

In order to assess the severity of your problem and to determine the urgency/priority of a service call-out, we have defined various priority levels and a response scheme. The priority level depends on:

- The time we received your service request
- The response time to which you are entitled
- Whether you are still able to clean with the machine or not

The priority level indicates the priority of the service call. In case of conflict the higher priority service call will be handled first.

		TIME SERVICE REQUESTED	RESPONSE TIME ENTITLEMENT	ABLE TO CLEAN	RESPONSE
Pro <sup>24</sup>	Level 1	before 10 am	24	X	same day
	Level 2		24	✓ X	next day
Pro <sup>48</sup>	Level 3	before 10 am	48	X	next day
Pro <sup>Var</sup> Pro <sup>Fix</sup>	Level 4		48	✓ X	second day
Pro <sup>72</sup>	Level 5	before 10 am	72	X	three/four days
	Level 6		72	✓	three/four days
NO CONTRACT	Level 7		96	X	four/five days
	Level 8		96	✓	four/five days

## Warranty

### WARRANTY COVERAGE

The warranty covers parts that should not break down during normal use. Items that need replacing due to normal wear and tear are not covered by the warranty. To reduce the chances of part failure and to ensure that your equipment continues to deliver a high cleaning performance, your machine will require maintenance, also during the warranty period.

### WARRANTY CONDITIONS

In the table below you will find a summary of the product warranty for Tennant products sold directly by Tennant in Europe, the Middle East and Africa to an end user. End users in this region who purchased their Tennant equipment from a Tennant Authorised Partner will need to contact this partner with any specific warranty inquiries.

The warranty conditions may differ from country to country. For further information about the warranty conditions applicable in your country, kindly go to the Parts and Service section on our website and leave your contact details using the Submit form (under the "Contact us" link). Direct end users will receive the detailed warranty policy by e-mail.

Tennant's limited product warranty is void in case any unofficial modifications have been carried out on a product or when the product has been serviced by anyone other than a certified Tennant service representative. A certified Tennant service representative means either a Tennant direct service representative or a Tennant factory-trained service representative from one of our Authorised Partners.

	PARTS	LABOUR	SPARE PARTS
TENNANT	24 or 12 Months*†	12 Months	3 Months (only parts)

*Wear items and consumables are excluded.*

*\* or 2000 hours, whichever comes first.*

*† The following machine models have 12 months warranty on parts: S3, T1, CS5, CS16, 818R, 838R, 858R, 878R, 2370, B1, F3, F8, F12, V3, V6, V-CAN-10, V-CAN-12, V-CAN-16, V10, V14, V-WD-27, V-WD-62, V-WD-72 V-SMU-36, 250, 1210-1215, E5, V-BP-7 and R3 which are all 12 months*

# General Terms and Conditions

A service agreement document is created for each product for which provision of services is agreed between the customer and Tennant. The service agreements consist of an equipment schedule which specifies the customer's details, the location where the product will be used, the equipment under service and the type of services covered by the agreement. In addition, the agreement contains service terms and conditions. Below are a number of key points from the service terms and conditions that have not yet been covered in earlier sections of this document:

- **Price indexation:** the price agreed for the service at the start of the agreement will be increased with an index applicable to the service provided each year. The first indexation takes place on 1 January of the year following the start of the agreement. If the start date of the agreement is between 1 July and 31 December then the price indexation will become applicable the year after. The customer can opt for fixed pricing for the term of the agreement. In that case no indexation will be applied during the term of the agreement.
- **Agreement extension:** agreements covering preventative maintenance services only (ProFix and ProVar) will automatically be renewed at the end of the agreement term. Agreements covering full service maintenance (Pro24/48/72) will expire at the end of the agreement, unless extended by Tennant.
- **Termination:** Both the customer and Tennant may terminate the agreement at any time. Notice of termination of the agreement has to be given in writing, taking into account a notice period of one month.

## Creating a cleaner, safer, healthier world.

Contact us at any time for more information



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### FREQUENTLY ASKED QUESTIONS

After reading this document you might still have some questions. In that case kindly visit our website ([uk.tennantco.com/service-delivery](http://uk.tennantco.com/service-delivery)) which features a list of frequently asked questions or scan the QR-code on the right. Feel free to contact us should you do not find the answer to your question.

