



TennantTrue®

Gold Service Agreement

Gold is designed for organizations that want full coverage in an uptime-critical environment that values cost predictability



WHAT YOU GET

Planned Maintenance Visits (pre-scheduled based on usage expectations)

- Trip, Labor, and parts covered
- Not included (pads, detergents, misuse/abuse)

Repair Visits

- Trip, Labor, and parts all covered (including batteries)
- Not included (pads, detergents, misuse/abuse)
- Prioritized time to onsite after repair request



AGREEMENT OPTIONS AND WHAT'S INCLUDED

What's Included:

- Every PM is a full machine review and report based on engineering recommended planned maintenance activities, including consumable replacements as needed.
- Prioritized response times when compared to non-Gold agreement customers

Options:

- Monthly, Annual, or Full-term Prepayment
 - PM schedule is pre-determined based on expected usage and when the customer chooses to have the first PM performed.
 - Repair Trip, Labor, and parts are all covered