



TennantTrue®

Planned Maintenance Service Agreements

Gold coverage is “bumper-to-bumper” and covers all maintenance labor, trip charges, and consumables.

Silver is a special flat rate program which covers planned maintenance labor, trip charges, and select consumables.

Pay-as-You-Go includes discounted time-and-materials for predictable maintenance and payment flexibility.

	Gold Service	Silver Service	Pay as you Go
Planned Maintenance Visits	Pre-scheduled based on expected usage	Pre-scheduled based on expected usage	Pre-scheduled based on number of visits requested (minimum 2 per year)
PM Visit Scope	Full machine review and report based on engineering-recommended planned maintenance activities, including consumable replacements as needed		
Minimum PM Visits	Based on expected usage	Pay Per Visit is minimum of 2 PM visits per year. Prepaid is determined by expected usage	Minimum of 2 PM visits per year
PM Trip & Labor	Included	Included	Billed at time of visit
PM Parts	All parts, excluding pad, detergents, misuse/abuse	Select PM-related OEM consumables included (excludes brushes, pads, detergents, misuse/abuse)	Billed at time of visit
PM Payment Options	Monthly, Annual, or full-term prepayment	Monthly, annual, or full-term prepayment, per visit (flat rate)	Billed at time of service (trip, labor, parts)
Repair Visits Priority	Priority over silver / Pay as you Go / non-PM customers	Prioritized time to onsite after repair request	Prioritized time to onsite after repair request
PM and Repair Rates (trip, labor, parts)	PM and Repair trip, labor, and parts included (excluding pads, detergents, misuse / abuse)	PM Labor, trip, and parts are already covered. Repairs done at a discounted labor rate compared to non-PM customers. Repairs billed at time of visit.	PM and Repairs done at a discounted labor rate compared to non-PM customers. All billed at time of visit

To learn more about TennantTrue® Service, call **+1.800.553.8033**, email **info@tennantco.com**, or contact your local Tennant Rep.