



TennantTrue®

Silver Service Agreement

Planned maintenance that protects uptime and controls operating cost **Silver** is designed for organizations that value consistent performance and predictable maintenance.



WHAT YOU GET

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

- Trips, Labor and select PM- related parts are all covered
- Not included (brushes, pads, detergents, misuse/abuse)

Repair Visits

- Prioritized time to onsite after repair requests
- Discounted labor rate when compared to non-PM customers
- Trip, labor, and parts billed at time of visit



PLANNED MAINTENANCE VISIT OPTIONS AND WHAT'S INCLUDED

Every PM is a full machine review and report based on engineering recommended planned maintenance activities, including consumable replacements as needed.

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.
- Trip, Labor, and select PM-related OEM consumables are all covered

Per Visit (rate determined by type of machine)

- Number of PM visits is decided by you (minimum of 2 per year)
- PM schedule and cadence is determined by the number of PM visits chosen
- PM visit invoiced at the time of visit at the pre-determined rate



REPAIR VISITS

Our network of 520+ factory-trained service representatives aim to fix it right the first time, maximizing your uptime and reducing total cost of ownership.

- Reduced labor rates for being a PM customer, when compared to non PM customer labor rates
- Prioritized response times when compared to non-PM customers
- Return trip charges are waived