



CREATING A CLEANER, SAFER, HEALTHIER WORLD.

COMMERCIAL SERVICE OFFERINGS



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

OPTIMIZED EQUIPMENT PERFORMANCE  
AND INVESTMENT PROTECTION

# OPTIMAL PERFORMANCE DEPENDS ON TIMELY AND EFFICIENT SERVICE

Your facility image matters. It showcases your commitment to maintaining an environment that attracts your customers, students and patients.

What's your plan for maintaining productivity and uptime long term? TennantTrue® Commercial Service plans deliver the peace of mind and investment protection you need. From ongoing upkeep to detecting problems before they impact business, you can count on Tennant to keep your equipment running at its best. 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



### ROAD RUNNER

Designed for the run-to-fail customer, this plan provides a response time service level agreement within 24 hours and an uptime goal of 95%. Pay for services when performed based upon actual labor and parts.



### 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 campus-like environments with a variety of makes and models of equipment.



### SAFETY & PERFORMANCE INSPECTION

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



### 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.



### HASSLE-FREE

Plan designed to provide complete peace of mind and remove the hassles associated with surprise billing. This program takes care of all things service, including maintenance, breakdown repairs, parts and wear items and daily misuse and abuse.

# TENNANTTRUE® SERVICE HELPS YOU MAXIMIZE UPTIME AND EQUIPMENT LIFE

## SERVICE PLAN COMPARISON

	REACTIVE / RUN-TO-FAIL SERVICE		ROUTINE INSPECTION	PLANNED MAINTENANCE			COMPREHENSIVE
	ROAD RUNNER	BLOCK OF TIME	SAFETY & PERFORMANCE INSPECTION	PAY AS YOU GO	SILVER	GOLD	HASSLE-FREE
<b>PLAN INCLUSIONS</b>							
Planned Maintenance				✓	✓	✓	✓
Breakdown Repairs						✓	✓
Brushes						✓	✓
Pads							✓
Parts					✓ <sup>+++</sup>	✓ <sup>++</sup>	✓ <sup>+</sup>
Incidental Misuse and Abuse							✓
Response Time & Uptime* Commitment	✓						
Service Reporter Access	✓	✓			✓	✓	✓
Maintenance Inspection Report		✓	✓	✓	✓	✓	✓
Operator Training	✓	✓	✓	✓	✓	✓	✓

\*Applicable to Tennant Equipment

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

## EQUIPMENT ELIGIBILITY

Small Rider & Walk-Behind Equipment**	Any	Any	Any	Any	Any	Within 6 mos of purchase	Within 90 days of purchase
Hourly Usage Per Month	Any	Any	Any	Any	Up to 100 hrs/mo	Up to 100 hrs/mo	Up to 100 hrs/mo

\*\*Includes commercial models T12, T7, 5680 and smaller

## BILLING OPTIONS

Pre-pay					✓	✓	✓
Monthly Billing		✓			✓	✓	✓
Pay Per Visit	✓		✓	✓	✓		
FlexClean®					✓	✓	✓

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

TRUST TENNANT TRUE®  
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 RELY ON TENNANT TRUE SERVICE

**"I CALL IN THE MORNING AND HE'S HERE IN THE AFTERNOON."**

*"I'm very satisfied with Tennant. Our service rep is very prompt. He makes recommendations on all machines and tells us when things need attention. He's very conscientious about taking care of us."*

— Jerry Pennington, Assistant Supervisor, Buildings, Grounds and Maintenance Department,  
Mason City Schools, Iowa

**"I'M NEVER DOWN LONGER THAN A DAY."**

*"I use Tennant [Service], their staff is just awesome. I make one phone call, I can have a technician out right away. Even if he has to order parts, I'm up and running fairly fast. The service is just wonderful."*

— Randy Kauppi, Facility Lead, Aveda

**"WE LOOK AT HOW EFFECTIVE THE TOOL IS."**

*"We are using Tennant squeegees and brushes, all the accessories that we use are Tennant. The reason we choose the Tennant accessories is that we want our team to work with stuff that will make their job easy. We look at how effective the tool is, and if the teams like it, and they've been a part of the selection process, it behooves us to provide that for them."*

— Gene Woodard, Director of Building Services, University of Washington, Seattle Campus

**"TENNANT MAINTENANCE IS ANOTHER BIG PLUS."**

*"We have one person that comes out to do the maintenance on our machines and he's very timely with his visits. He's very, very good at communicating what is necessary now, and what is going to be needed in the future. We never feel like we're being sold parts and services that we don't need, and what that does is also maintains the life of the machine."*

— Linda Roberts, Job Options Inc.

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

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