



CREATING A CLEANER, SAFER, HEALTHIER WORLD.

SERVICE



Factory-Direct Service Plans

A partnership you can depend on

Tennant True[®] Service
QUALITY, SPEED, RELIABILITY

Choosing the best plan for you

PROGRAM BENEFITS	NO PROGRAM	ESSENTIAL	CAPPED	COMPREHENSIVE
PAY AS YOU GO	○	○	○	
PRIORITY BREAKDOWN SCHEDULING		○	○	○
WARRANTY COMPLIANT		○	○	○
REDUCED LABOUR RATE		○	○	○
AFTER HOURS SERVICE ^(B)		○	○	○
SCHEDULED PREVENTATIVE MAINTENANCE			○	○
SERVICE REPORTER ACCESS			○	○
SERVICE PARTS INCLUDED			○ ^(C)	○
PREDICTABLE MONTHLY BILLING				○
ACCESS TO LOAN MACHINE ^(D)				○
PREDICTABLE MONTHLY BILLING				○
HOURLY LABOUR RATE BILLING ^(E)	RETAIL PRICE	REDUCED LABOUR RATE	REDUCED LABOUR RATE	REDUCED LABOUR RATE

A. Comprehensive plan is monthly billing

B. Call out fee applies (Comprehensive included)

C. See Capped Service Parts inclusion list (separate document)

D. Subject to availability

E. Rates apply when repairs required outside of service program



ESSENTIAL The Essential program is our introductory level.

- The Essential program keeps your machine warranty compliant ⁽¹⁾.
- Your machine will have scheduled checks based on hour usage. Inclusions will be basic adjustments, including fluid levels and battery health.
- There are two fixed pricing levels depending on the machine model.
- Priority scheduling for unforeseen breakdowns and/or repairs.

- Exclusions repairs, parts and consumables.
- If any consumable part is required to be replaced during the inspection then you will only be charged for the item being replaced (including brushes, panel & vacuum filters, and squeegees), and no additional labour charge will apply. If any other item is required for replacement then you will be provided with a quotation for approval prior to any additional work.

Refer to Terms & Conditions (1).

PRICE (from)		
MODELS	B5, B7, B10, S9, S10, T1B, T2, T300, T300e, T350, T500, T500e, T600, T600e, 3640	ATLV, M17, M20, M30, S20, S30, T7, T12, T16, T17, T20, 414, 6100, 6200, 636, 800



The Capped program is scheduled preventative maintenance as per Tennant's recommended maintenance intervals.

- The Capped program keeps your machine warranty compliant⁽¹⁾.
- Recommended Service Parts are included⁽²⁾.
- Access to Service Reporter⁽³⁾.
- There are four fixed pricing levels depending on the machine model.
- Priority scheduling for unforeseen breakdowns and/or repairs.
- Exclusions repairs, parts and consumables.
- No return trip charge on preventative maintenance service (Metropolitan area only).

Refer to Terms & Conditions (1).

PRICE (from)			
MODELS	B5, B7, S9, S10, T1B, T2, T300, T300e, 3640	B10, T350, T500, T500e, T600, T600e, 6100, 6200	T7, T12, T16, T17, M17, S20e, 414
PRICE (from)			
MODELS	ATLV, S20LPG, S20D, S30LPG, S30D, 636	M20D, M20LPG, M30D, M30LPG, T20D, T20LPG	800D, 800LPG, Sentinel



The Comprehensive program includes all servicing and repairs.

- The Comprehensive program keeps your machine warranty compliant⁽¹⁾.
- Scheduled preventative maintenance based on hourly usage, incorporating monthly and predictable billing.
- There are six fixed pricing levels based on hourly usage.
- Priority scheduling for unforeseen breakdowns and/or repairs.
- Exclusions include customer misuse, customer damage, fuel, pads, and detergent.
- Access to Service Reporter⁽³⁾.
- Access to a loan machine during downtime (subject to availability).
- The Comprehensive Plan is subject to a minimum of **30 hours** per month.

Refer to Terms & Conditions (1).

PRICE (from)			
MODELS	S9, S10, T1B, T2, 3640	B5, B7, T300, T300e, T350, T500, T500e, T600, T600e, 6100	B10, S20e, T7, T12, T16, 414, 6200
PRICE (from)			
MODELS	ATLV, S20LPG, S20D, T17, S30D, S30LPG	M17, M20D, M20LPG, M30D, M30LPG, T20D, T20LPG, 636, 800D, 800LPG	Sentinel

All prices are subject to GST. Please contact us if your machine model is not listed.

1. For Terms & Conditions and Service Reporter information, please visit www.tennantco.com.au.

2. See Capped Service Parts inclusion list (separate document).

FACTORY DIRECT SERVICE COVERAGE

Over 40 direct service technicians and a constantly growing indirect service network covering Sydney, Melbourne, Brisbane, Adelaide, Perth and Auckland.

If you require information for service outside the metro zones, please contact us on **1800 226 843** or visit **www.tennantco.com.au**



■ FACTORY DIRECT SERVICE

■ INDIRECT SERVICE

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