



Tennant*True*[®] Service

Factory-Direct Service Plans

A partnership you can depend on



Protect Your Investment with Tennant Service Plans





TennantTrue Service plans are designed to meet your performance and budget needs. From ongoing upkeep to detecting problems before they impact productivity, our service technicians are the reliable, familiar source for keeping your operation running smoothly. We bring the tools, trusted parts and expertise you need with every visit.

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**
 One of Australia and New Zealand's largest factory direct network services with service technicians and a constantly growing indirect service network.
- TennantTrue® Parts & Consumables**

Choosing the best plan for you

				
	NO AGREEMENT	PAY AS YOU GO	CAPPED	COMPREHENSIVE RENTAL
Priority Breakdown Attendance	●	●	●	●
Reduced Labour Rate	●	●	●	●
Scheduled Preventative Maintenance	●	●	●	●
Warranty Complaint	●	●	●	●
Extended Warranty [A]			●	●
Sign up Discount [B]			5%	5%
Parts Discount less Retail [C]			10%	15%
Fixed price for 24, 36 or 48 Months			●	●
Service Parts included [D]			●	●
Eligible for buy back program [E]			●	●
Predictable Monthly Billing				●
Dynamic QR Codes to Machine	*	*	●	●
Asset Management Software	*	*	*	●
Access to Loan Machines [F]				●

A. Warranty extended to 3 years for Parts Only

B. Sign up to an eligible service program within 3 months of delivery to qualify for discount

C. Parts discount is tagged to service contract and applies through service notifications only

D. Refer Capped inclusions

E. Eligible for buyback program for Capped 10% and Comprehensive 15% of purchase price T&C apply

F. Subject to availability

*. Services available at an additional cost

Pay As You Go



The Pay As You Go (PAYG) program is our introductory level that offers scheduled maintenance at regular intervals. Pay for services when performed based on actual labour and parts.

- The PAYG program keeps your machine warranty compliant ⁽¹⁾.
- Your machine will have scheduled checks based on hour usage.
- Priority scheduling for unforeseen breakdowns and/or repairs.
- No included parts or consumables.
- Access to critical software updates on all new equipment.
- 1 visit per year min requirement.
- Available to all supported non-AMR machines and models.

Refer to Terms & Conditions (1).

Capped



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⁾.
- Priority scheduling for unforeseen breakdowns and/or repairs.
- Exclusions repairs, parts and consumables.
- No return trip charge on preventative maintenance service (Metropolitan area only).
- Capped TennantTrue part inclusions per model.
- Discounts on TennantTrue parts.
- Scheduled service visits with a min of 4 per year.
- Access to critical software updates on all new equipment.
- Available on all current models.
- Eligible for guaranteed buyback program at 5-year mark.

Comprehensive



The Comprehensive program provides all servicing and repair coverage and includes most parts and wear items. Offers great budget management and control while maximising uptime and equipment life.

- The Comprehensive program keeps your machine warranty compliant ⁽¹⁾.
- Scheduled preventative maintenance based on hourly usage, incorporating monthly and predictable billing.
- Predictable billing from 24, 36, 48 & 60 months to ensure maintenance costs are aligned to plan.
- Priority scheduling for unforeseen breakdowns and/or repairs.
- Exclusions include customer misuse, customer damage, fuel, pads, and detergent.
- Access to a loan machine during downtime (subject to availability).
- Discounts on TennantTrue parts.
- Scheduled service visits with 2-12 services depending on usage.
- Access to critical software updates on all new equipment.
- Available on all current models.
- Eligible for guaranteed buyback program at 5-year mark.
- Dynamic QR Codes tagged to serial, manuals and able to log jobs at your fingertips.

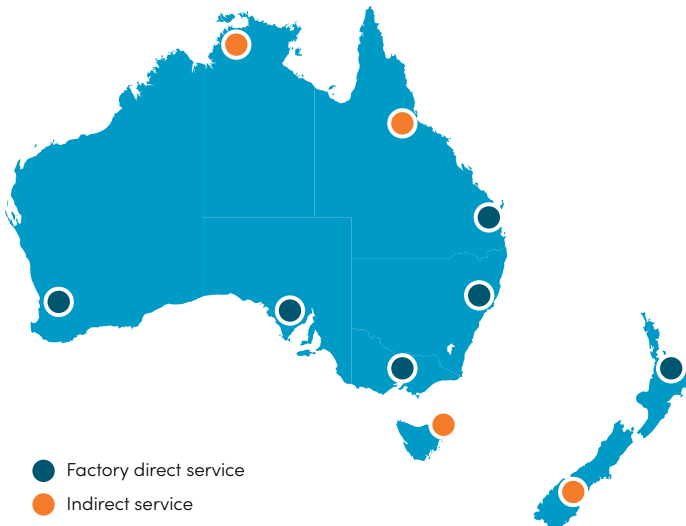
All prices are subject to GST. Please contact us if your machine model is not listed.

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

One of Australia's and New Zealand largest factory direct network services with 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](tel:1800226843) or visit www.tennantco.com.au



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ONE OF AUSTRALIA AND
NEW ZEALAND'S
LARGEST FACTORY DIRECT
SERVICE NETWORKS



Ask for Tennant

- Factory Trained and Certified Service Professionals.
- Over 40 years of heritage and experience in Australian conditions.
- The most extensive and experienced service network in the industry.
- Prompt response time for your service requirements, with each van carrying a comprehensive inventory of genuine parts and supplies.
- A wide range of service plans are available to maximise the uptime of your machines and businesses.

For a demonstration or additional information,