



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	 PAY AS YOU GO	 CAPPED	 COMPREHENSIVE
FIXED PRICE			○	○
PRIORITY BREAKDOWN SCHEDULING		○	○	○
WARRANTY COMPLIANT		○	○	○
REDUCED LABOUR RATE		○	○	○
AFTER HOURS SERVICE <sup>(B)</sup>		○	○	○
SCHEDULED PREVENTATIVE MAINTENANCE		○	○	○
SERVICE PARTS INCLUDED			○ <sup>(C)</sup>	○
PREDICTABLE MONTHLY BILLING				○
ACCESS TO LOAN MACHINE <sup>(D)</sup>				○
HOURLY LABOUR RATE BILLING <sup>(E)</sup>	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



### PAY AS YOU GO

The PAYG program is our introductory level.

- The PAYG program keeps your machine warranty compliant<sup>(1)</sup>.
- 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 Service Reporter <sup>(3)</sup>

Refer to Terms & Conditions (1).

#### MODELS

B5, B10, S7, S10, T1B, T2, T300, T500, T500e, T600, T600e  
T7, T12, T16, T17, T20, , 3640, 6100, S16, S20, S30, 800, M17, M20, M30,



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

- The Capped program keeps your machine warranty compliant<sup>(1)</sup>.
- Recommended Service Parts are included<sup>(2)</sup>.
- Access to Service Reporter<sup>(3)</sup>.
- 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, S7, S10, T1B, T2, T300, 3640	B10, T500, T500e, T600, T600e, 6100, S16	T7, T12, T16, T17, M17, S20e,
PRICE (from)			
MODELS	S20LPG, S20D, S30LPG, S30D, T380AMR, T7AMR	M20D, M20LPG, M30D, M30LPG, T20D, T20LPG, T16AMR	800D, 800LPG



The Comprehensive program includes all servicing and repairs.

- The Comprehensive program keeps your machine warranty compliant<sup>(1)</sup>.
- 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<sup>(3)</sup>.
- 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	S7, S10, T1B, T2, 3640	B5, T300, T500, T500e, T600, T600e, 6100	B10, S20e, T7, T12, T16, S16
PRICE (from)			
MODELS	S20LPG, S20D, T17, S30D, S30LPG, T380AMR, T7AMR	M17, M20D, M20LPG, M30D, M30LPG, T20D, T20LPG, 800D, 800LPG, T16AMR	

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](http://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](http://www.tennantco.com.au)**



■ FACTORY DIRECT SERVICE

■ INDIRECT SERVICE

## Tennant Australia

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[contactus@tennantco.com](mailto:contactus@tennantco.com)

MORE THAN  
**40**  
SERVICE VEHICLES  
ON THE ROAD  
EVERYDAY



## 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.



**1800 226 843**  
[www.tennantco.com.au](http://www.tennantco.com.au)

