



Tennant*True*® Service

OPTIMAL PERFORMANCE DEPENDS ON PLANNED MAINTENANCE

Tennant*True* Service is available on the Orbio® os3 in Gold, Silver, or Pay-as-You-Go packages.

DEPENDABLE EXPERTISE

- **UNMATCHED KNOWLEDGE** – More than 400 factory-trained Tennant service reps have the in-depth training and experience to maintain your Orbio equipment as well as to quickly trouble-shoot and fix problems
- **CONTINENTAL COVERAGE** – Tennant's service networks, including Orbio authorized distributors, provide consistent service across the United States and Canada
- **PROMPT RESPONSE** – We strive to respond within two hours on weekdays and to have a service rep on site within 24 hours in most areas
- **DURABLE QUALITY** – Orbio genuine parts are precisely designed to keep your os3 operating at peak performance

TRUE quality. TRUE performance. TRUE peace of mind.

	GOLD SERVICE	SILVER SERVICE	PAY AS YOU GO
WHY DO I WANT IT?	<ul style="list-style-type: none"> Assures peace-of-mind – maintenance and breakdown coverage Provides budget management and control Helps maximize uptime and equipment life 	<ul style="list-style-type: none"> Provides predictability and control of routine maintenance costs 	<ul style="list-style-type: none"> Pay for services when performed based on actual labor hours and parts used
WHAT IS IT?	<ul style="list-style-type: none"> Site visit, shop supplies, labor <p>os3 Generator</p> <ul style="list-style-type: none"> Inspections, diagnostics, or adjustments of: <ul style="list-style-type: none"> Input power & electrical protection Water supply Drain Mounting/securing condition Dispensing hose & nozzle Dispenser Operator interface panel Solution generating system Cleaning solution pH value Antimicrobial solution chlorine ppm Water softener Salt level/salt type Leak points Electrical system functions Breakdown service (100% covered; warranty is 90 days travel) and wear components included: <ul style="list-style-type: none"> e-Module pH probe Manifold Module Dispensing nozzles Hoses <p>os3 Satellite</p> <ul style="list-style-type: none"> Inspections and adjustments of: <ul style="list-style-type: none"> Water supply Dispensing hose & nozzle Dispenser Cleaning solution pH value Antimicrobial solution chlorine ppm Leak points Water softener (if applicable) Drain (if applicable) Salt level/salt type (if applicable) 	<ul style="list-style-type: none"> Site visit, shop supplies, labor <p>os3 Generator</p> <ul style="list-style-type: none"> Inspections, diagnostics, or adjustments of: <ul style="list-style-type: none"> Input power & electrical protection Water supply Drain Mounting/securing condition Dispensing hose & nozzle Dispenser Operator interface panel Solution generating system Cleaning solution pH value Antimicrobial solution chlorine ppm Water softener Salt level/salt type Leak points Electrical system functions Annual visit with replacement of wear components, as needed: <ul style="list-style-type: none"> e-Module pH probe Manifold Module <p>os3 Satellite</p> <ul style="list-style-type: none"> Inspections and adjustments of: <ul style="list-style-type: none"> Water supply Dispensing hose & nozzle Dispenser Cleaning solution pH value Antimicrobial solution chlorine ppm Leak points Water softener (if applicable) Drain (if applicable) Salt level/salt type (if applicable) 	
WHAT'S NOT INCLUDED?	<ul style="list-style-type: none"> Parts replacement due to negligence or misuse Salt 	<ul style="list-style-type: none"> Parts replacement due to negligence or misuse Salt Breakdown service and wear components: <ul style="list-style-type: none"> Dispensing nozzles Hoses 	
FREQUENCY OF VISITS?	<ul style="list-style-type: none"> 1 time per year or whenever a breakdown occurs 	<ul style="list-style-type: none"> 1 time per year 	<ul style="list-style-type: none"> As scheduled
HOW DO I PAY FOR IT?	<ul style="list-style-type: none"> Pre-pay or monthly 	<ul style="list-style-type: none"> Pre-pay, monthly, or at time of service 	<ul style="list-style-type: none"> Pay at time of service

Prices include all inspections, diagnostics, and adjustments on the PM checklist, PM labor and parts indicated above. All labor required to install parts indicated above is included. Parts included in the Silver Program must be installed during the regular Planned Maintenance visit. Any additional parts and labor are charged separately to the customer on the Silver Program.

