



CREATING A CLEANER, SAFER, HEALTHIER WORLD.

INDUSTRIAL SERVICE OFFERINGS



Tennant *True*® Service

OPTIMIZED EQUIPMENT PERFORMANCE
AND LOW COST OF OWNERSHIP

OPTIMAL PERFORMANCE DEPENDS ON TIMELY AND EFFICIENT SERVICE

How do you plan to keep your hard-working equipment running at its best? 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

Consistent coverage through a network of over 500 factory-direct technicians and 20 authorized service partners.

PROMPT RESPONSE

We respond to most service requests within 24 – 48 hours, depending on your service plan.

TENNANTTRUE PARTS & CONSUMABLES

Tennant technicians use TennantTrue OEM parts, which are precisely designed to maximize machine performance.



CHOOSE THE BEST PLAN FOR YOU



AMR GOLD

This full coverage program provides the same marketplace values as the AMR Core Plan but also includes increased predictable costs while optimizing uptime and machine performance with a full planned maintenance package.



AMR CORE

Service plan on Tennant Autonomous Mobile Robots that provides a commitment to uptime through responsiveness, financial predictability by expansion of warranty terms and performance assurance from regular inspections of equipment and software.



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.



SILVER SERVICE

Service plan that provides predictability and control of routine planned maintenance costs. Planned maintenance and select parts are included under this plan.



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 environments with a number of high usage machines.










PAY AS YOU GO

Offers scheduled maintenance at regular intervals. Pay for services when performed based on actual labor and parts.

TENNANTTRUE® SERVICE HELPS YOU MAXIMIZE UPTIME AND EQUIPMENT LIFE

SERVICE PLAN COMPARISON

	 NO AGREEMENT	 PAY AS YOU GO	 BLOCK OF TIME	 SILVER	 GOLD	 AMR CORE	 AMR GOLD
SCHEDULED EQUIPMENT INSPECTION		●				●	
PLANNED MAINTENANCE <i>(includes labor and travel)</i>			●	●	●		●
ON-DEMAND BREAKDOWN REPAIR SERVICE <i>(excludes labor and travel)</i>	●	●	●	●		●	
ON-DEMAND BREAKDOWN REPAIR SERVICE <i>(includes labor and travel)</i>					●		●
WEAR TO WEARABLE*				●	●		●
NEXT DAY ONSITE RESPONSE**		○	○	○	○	●	●
VIRTUAL TECHNICIAN SUPPORT***						●	●
NEW EQUIPMENT**** <i>(< 6 months in service)</i>		●	●	●	●		●
IN-SERVICE EQUIPMENT <i>(> 6 months in service)</i>		●		●	●		
DISCOUNTED LABOR RATE FOR BILLABLE CHARGES		●	●	●	●	●	●
FIXED PRICING			○	○	○	○	○
SCHEDULED BILLING <i>(pre-pay or monthly)</i>			○	○	○	○	○

*Chemicals, pads and customer abuse not covered

**Next business day on-site Service Level Agreement dependent upon triage call prior to 1 p.m. CT; applies in standard direct service areas only

***Provided M – F 7AM – 6PM CST, excluding holidays

****AMR Core is only available for new equipment at time of sale

● - included
○ - optional

WHAT MATTERS MOST



UPTIME ASSURANCE



BUDGET CONTROL



INVESTMENT PROTECTION



OPTIMIZED PERFORMANCE

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 MANUFACTURERS RELY ON TENNANT *TRUE* SERVICE

“THEY FOLLOW UP QUICKLY— AND THEY GET THINGS DONE RIGHT.”

“We operate around the clock here. Our Tennant service rep makes sure our floor cleaning equipment is ready day or night. He does a great job. When I call Tennant, they follow up quickly – and they get things done right.”

— Rosa Dominguez, Logistics Supervisor, NBTY, Garden Grove, California

“THERE ARE NO SURPRISES—EVER!”

“A planned maintenance agreement with a predictable rate is the best way to go. It’s the biggest bang for the buck. There are no surprises – ever! I’ve had a good working relationship with Tennant. The thoroughness of their service work is stellar.”

— Brian Schoberg, Maintenance Manager at Wilbert Plastic Services

“TENNANT HAS BEEN AMAZING.”

“They are really good about response time and customer service, and will do whatever it takes to remedy any issue. They go above and beyond.”

— Brett Mullins, Warehouse Compliance and Food Safety Supervisor, Llano Logistics, Lubbock, Texas.

“ PARTNERSHIP IS THE WORD THAT BEST DESCRIBES OUR RELATIONSHIP WITH TENNANT.”

“Our Tenant service technician goes above and beyond for us weekly. When we need squeegees or filters between scheduled maintenance, we call him directly. He always comes within a day or two with the parts we need and the tools to install them, so we never experience any downtime.”

— Shawn Hughes, Operations Director for Caravan Facilities Management, Saginaw, Michigan.

To learn more about TennantTrue[®] Industrial Service, call
1-800-553-8033 or visit www.tennantco.com today.

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