



CREATING A CLEANER, SAFER, HEALTHIER WORLD.

PARTS AND SERVICE



Tennant*True*® Service

OPTIMIZED EQUIPMENT PERFORMANCE AND
LOW TOTAL COST OF OWNERSHIP

OPTIMAL PERFORMANCE DEPENDS ON PLANNED MAINTENANCE



TENNANTTRUE® PLANNED MAINTENANCE KEEPS YOUR EQUIPMENT RUNNING AT ITS BEST

Help reduce the risk of slip and fall accidents with better water and debris pick-up

- Squeegee pressure and solution flow adjustments
- Squeegee turning or replacement
- Vacuum fan filter cleaning or replacement
- Hoses and connections checks to prevent vacuum leaks
- Brush adjustment

Enhance your facility image with a consistent cleaning/scrubbing pattern

- Scrub head and pad driver inspection and adjustment
- Brush and squeegee lift actuator inspection and adjustment
- Brush motor inspection and adjustment

Create a safer environment through quieter operation and improved dust control

- Hopper seals and dust filter shaker check
- Vacuum duct, hose, and fan check
- Brush, guards, belts, and chains alignment check
- Battery fluid level and connections check

TENNANTTRUE® SERVICE HELPS YOU MAXIMIZE UPTIME AND EQUIPMENT LIFE

CHOOSE THE BEST PLAN FOR YOU



GOLD SERVICE

Assures peace of mind – maintenance and breakdown coverage, provides budget management and control.



SILVER SERVICE

Provides predictability and control of routine maintenance costs.



PAY AS YOU GO

Pay for services when performed based on actual labor and parts.

	GOLD	SILVER	PAY AS YOU GO
PLAN INCLUSIONS			
Planned Maintenance	✓	✓	✓
Breakdown Repairs	✓		
Brushes	✓		
Parts	✓*	✓**	
Operator Training	✓	✓	✓
Maintenance Inspection Report			

*Does not include pads or detergents **Select Wearable Parts only

HOURLY USAGE PER MONTH			
Large Rider Equipment	Up to 150 hrs/mo	Up to 150 hrs/mo	Any
Small Walk-Behind Equipment	Up to 100 hrs/mo	Up to 100 hrs/mo	Any

TYPES OF ENVIRONMENTS			
Light/Medium Environments	✓	✓	✓
Harsh Environments			✓

BILLING OPTIONS			
Pre-pay	✓	✓	
Monthly Billing	✓	✓	
Pay Per Visit		✓	✓



DEPENDABLE EXPERTISE

Unmatched Knowledge

More than 400 factory-trained Tennant service representatives have the experience to quickly trouble-shoot and fix problems.

Continental Coverage

Tennant's service networks, including over 50 authorized dealers and 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

TennantTrue OEM parts are precisely designed to maximize machine performance.

TRUST TENNANT TRUE®
SERVICE TO DELIVER

- **Technical Expertise** –
Unmatched knowledge of
Tennant equipment.
- **Trustworthy Staff** –
Background checks.
- **Complete Picture** –
Immediate access to your
machine's full service history
through ServiceLINK®.
- **Quick Answers** – Tennant
Tech Line is available and
staffed with our expert
service representatives.

TRUE quality.

TRUE performance.

TRUE piece of mind.

CLEAR ADVANTAGES

"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

"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

"WE CALL IN THE MORNING AND HE'S HERE IN THE AFTERNOON."

"I'm very satisfied with Tennant. Our service rep is very prompt – we call in the morning and he's here in the afternoon. He makes recommendations on machines and tells us when things need attention. He's very conscientious about taking care of us."

— Jerry Pennington, Assistant Supervisor, Buildings, Grounds and Maintenance Department,
Mason City Schools, Iowa

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

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