

Tennant NV

Policy for Reimbursing Dealers for Customer Warranty Claims



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Subject

This document describes Tennant N.V.'s policy for reimbursing warranty costs incurred by Tennant N.V. Dealers for the machine models listed in **Enclosure 1** ("Equipment"). This policy is applicable for the machine models listed in **Enclosure 1** and parts and batteries related to those models.

From time to time Tennant N.V. may amend its warranty policy and its procedures. Tennant N.V. reserves the right to make changes and improvements to its equipment without notice.

Claim Process

All claims for warranty reimbursement must be made in accordance with the **TNV Warranty Settlement Procedure** (see **Enclosure 2**).

Equipment Warranty

Tennant N.V. warrants that the models listed on **Enclosure 1** will be free from defects in workmanship and material for the periods specified, provided such models are **installed, operated, and maintained** in accordance with Tennant's written manuals or other instructions.

Proof of maintenance must be presented if requested.

Warranty is void where unofficial modifications have been carried out on the machine.

For parts that do not conform to warranty, Tennant's sole obligation under warranty will be to repair or replace, at Tennant's option.

Tennant N.V. warrants new machine models for either (i) a set number of months or (ii) a set number of hours of use, whichever comes first (see **Enclosure 1**).

Tennant N.V.'s warranty does not apply to:

- Damage or defect caused by accident, misuse, negligence, abuse, fire.
- Tennant product that has been serviced by anyone other than an Official Tennant Service Representative. This means either a Tennant direct service provider or a factory-trained service representative of the Dealer.
- Housings or parts that are damaged as a result of improper use.

Labour

Labour charges for repair time only, incurred in the replacement or repair of parts under warranty are covered for a period of time beginning from the date of purchase, provided that an authorized Tennant service provider performs the replacement or repair (see **Enclosure 1**, Labour period).

If, in Tennant N.V.'s sole discretion, the labour charges for repair or replacement are excessive, Tennant N.V. reserves the right to pay the amount that it deems reasonable for the labour involved in the replacement or repair. Tennant will compensate repair time labor against predefined labor rates.

Tightening of nuts and bolts and minor adjustments are made at the Dealers expense and are not covered under this Tennant N.V.'s Warranty Reimbursement Policy.

Parts

Parts replaced or repaired under warranty are guaranteed for the remainder of the original warranty period (see **Enclosure 1**). All replacement parts must be purchased from, delivered, and installed by, Tennant NV, or an Official Tennant Service Representative, to receive warranty coverage.

Spare parts purchased and installed after the original warranty period has expired are guaranteed for a period of 3 months* from date of purchase. This does not include labor.

Tennant-sourced Batteries and Chargers

Applicable for all Tennant branded products or machine models listed in **Enclosure 1**

Monoblock Batteries	1 year
Lithium-ion	
6V & 12V	2 years
24V & 36V	5 years
Chargers	2 years

E-module Orbio 5000-Sc.

The parts warranty on E-modules is prorated based on amount of generated solution for a set number of months or a set number of liters generated, whichever comes first. (See **Enclosure 1**)

Pro rata Calculation example:

Used liters / maximum set liters = X

1 - X * warranty claim cost = Y (remaining warranty)

Tennant will reimburse Y of the submitted warranty part and repair cost.

Combustion Engines

The warranty conditions and procedures for combustion engines apply as follows:

- Engine Supplier's Warranty
- Tennant warranty conditions

All combustion engine claims must be submitted to the Engine Supplier's local representative. For example, end-user purchasers should refer to Kubota directly for the warranty procedure for covered repairs on Kubota engines. Tennant N.V. will support valid warranty claims submitted to Engine Suppliers but **Tennant N.V. is not legally or financially responsible for the result of any engine warranty claims.**

Demonstration Machines

The warranty period for Demonstration Machines begins at the earlier of (i) the documented date of the first demonstration conducted by the Dealer and (ii) 6 months after the date the Demonstration Machine was shipped from Tennant N.V. to the Dealer.

Demonstration machines sold within 6 months after the shipping date from Tennant N.V. to the Dealer will have the original warranty period preserved (see **Enclosure 1**) commencing on the date of sale to the Customer.

A Demonstration Machine sold later than 6 months after the shipping date from Tennant N.V. to the Dealer, will commence its original warranty period (see **Enclosure 1**) exactly 6 months after such original shipping date.

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Exclusions

Excluded Parts. Items considered "wear parts" are excluded from warranty coverage except in cases where there is clear proof of poor workmanship or material failure. Wear parts include, but are not limited to: vacuum fans, sleeves, bushings; squeegee blades, skirts, lips; brushes, pads, pad drivers; carbon brushes; sparkplugs; tires, wheels and casters; belts; chains; sprockets; switches; bulbs; filters and filter bags; dispense nozzles; dispense hoses; power cords; suction gaskets; front cover flap, rear dirt flap; front side and floor glass; pre-heater plugs; fuses, and decals.

Excluded Consumables. Consumables are not covered under this warranty. Consumables include, but are not limited to: Detergents, Oil, Hydraulic Fluid, Lubricant, Water and Fuel. This warranty does not cover damages to Equipment or to person or property arising from use of consumables other than those recommended in the Operator's manual.

Batteries and chargers obtained locally

Warranty terms for batteries and chargers obtained locally are determined by the manufacturer of the specific brand battery or charger. Tennant N.V. does not warrant batteries and chargers obtained locally

Enclosures

Enclosure 1	TNV Limited Warranty applicable warranty periods
Enclosure 2	Warranty Settlement Procedure (Tennant dealers)
Enclosure 3	Warranty claim form