

Release Date:
May 27, 2022



Technical Service Bulletin

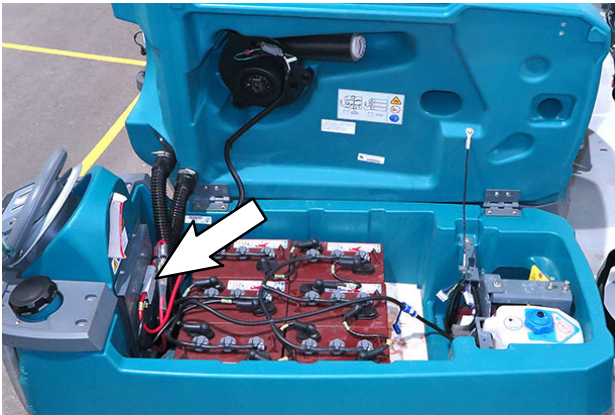
MODEL(S) AFFECTED: T600e (Machines equipped with IRIS telemetry system only)

SUBJECT: Lost connectivity due to software issue for machines equipped with telemetry.
NA Machines Manufactured after S/N 11015346.

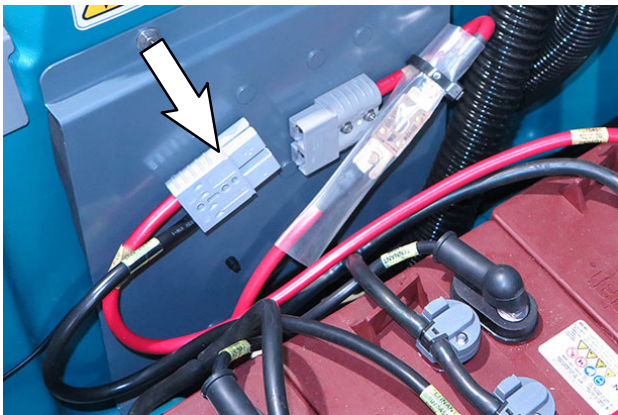
PURPOSE: Disconnect/reconnect (power on/power off) procedure to reset telemetry connectivity.

NOTES: Questions, contact the Tennant Customer Service Department at (800) 553-8033.
Warranty Information: Standard warranty terms apply.

1. Completely empty recovery tank.
2. Turn key switch OFF.
3. Lift recovery tank completely open to access battery compartment/battery quick connect connector.



4. Disconnect quick disconnect connector from battery cable.



5. Wait 10+ seconds to allow telemetry to reset.
6. Reconnect quick disconnect connector to battery cable.
7. Turn key switch ON.
8. Observe control panel and wait for blue cloud icon to illuminate (may take approximately 30 seconds). Illuminated blue cloud icon indicates telemetry is functioning/back online.



9. Move machine to area with good cellular signal strength. Illuminated blue cloud icon indicates good reception.
10. If blue cloud icon remains illuminated, do not contact T.A.C. Only contact T.A.C. if blue cloud icon does not remain illuminated, indicating there may still be a connectivity issue.