



## Tennant*True*® Service

### OPTIMAL PERFORMANCE DEPENDS ON PLANNED MAINTENANCE

Tennant*True* Service is available on the Orbio® 5000-Sc 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 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** – Orbio genuine parts are precisely designed to keep your 5000-Sc 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"> <li>Assures peace-of-mind – maintenance and breakdown coverage</li> <li>Provides budget management and control</li> <li>Helps maximize uptime and equipment life</li> </ul>	<ul style="list-style-type: none"> <li>Provides predictability and control of routine maintenance costs</li> </ul>	<ul style="list-style-type: none"> <li>Pay for services when performed based on actual labor hours and parts used</li> </ul>
WHAT IS IT?	<ul style="list-style-type: none"> <li>Site visit, shop supplies, labor</li> <li>Replacement of regular consumables: <ul style="list-style-type: none"> <li>✓ Input filter</li> <li>✓ Carbon discharge filter</li> </ul> </li> <li>Inspections, diagnostics, or adjustments of: <ul style="list-style-type: none"> <li>✓ Input power</li> <li>✓ Water supply</li> <li>✓ Drain</li> <li>✓ Dispensing hose &amp; nozzle</li> <li>✓ Bottle fill dispenser valve</li> <li>✓ Operator interface panel</li> <li>✓ Solution generating system</li> <li>✓ Cleaning solution pH value</li> <li>✓ Water softener</li> <li>✓ Salt level/salt type</li> <li>✓ Leak points</li> </ul> </li> <li>Breakdown service (100% covered; warranty is 90 days travel) and wear components included: <ul style="list-style-type: none"> <li>✓ e-Module (100% covered; warranty is pro-rated)</li> <li>✓ Dispensing nozzles</li> <li>✓ Hoses</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Site visit, shop supplies, labor</li> <li>Replacement of regular consumables: <ul style="list-style-type: none"> <li>✓ Input filter</li> <li>✓ Carbon discharge filter</li> </ul> </li> <li>Inspections, diagnostics, or adjustments of: <ul style="list-style-type: none"> <li>✓ Input power</li> <li>✓ Water supply</li> <li>✓ Drain</li> <li>✓ Dispensing hose &amp; nozzle</li> <li>✓ Bottle fill dispenser valve</li> <li>✓ Operator interface panel</li> <li>✓ Solution generating system</li> <li>✓ Cleaning solution pH value</li> <li>✓ Water softener</li> <li>✓ Salt level/salt type</li> <li>✓ Leak points</li> </ul> </li> </ul>	
WHAT'S NOT INCLUDED?	<ul style="list-style-type: none"> <li>Parts replacement due to negligence or misuse</li> <li>Salt</li> </ul>	<ul style="list-style-type: none"> <li>Parts replacement due to negligence or misuse</li> <li>Salt</li> <li>Breakdown service and wear components: <ul style="list-style-type: none"> <li>✓ e-Module (warranty is pro-rated)</li> <li>✓ Dispensing nozzles</li> <li>✓ Hoses</li> </ul> </li> </ul>	
FREQUENCY OF VISITS?	<ul style="list-style-type: none"> <li>Approximately every 40,000 gal. of solution generated or minimum of 1 time per year or whenever a breakdown occurs.</li> </ul>	<ul style="list-style-type: none"> <li>Approximately every 40,000 gal. of solution generated or minimum of 1 time per year</li> </ul>	<ul style="list-style-type: none"> <li>As scheduled</li> </ul>
HOW DO I PAY FOR IT?	<ul style="list-style-type: none"> <li>Pre-pay or monthly</li> </ul>	<ul style="list-style-type: none"> <li>Pre-pay, monthly, or at time of service</li> </ul>	<ul style="list-style-type: none"> <li>Pay at time of service</li> </ul>

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.

