

T500/T500E/SS500 FAQ – BUSINESS AND PRODUCT

Product and Business Related 1 – 11:

1	Q:	What are the KEY dates for the T500/T500e/SS500 new product launch?	
	A:	January 24	• North America internal announcement (Sales Tools Available on Sales Tools Hub)
		February 6	• Global hands-on training at Global Sales Meeting (GSM)
		February 13	• This date kicks-off the following: <ul style="list-style-type: none"> ○ Sales demo units delivering/shipping this week (exact date varies by your region) ○ Customer orders open ○ Customer orders can begin shipping
		February 14	• Global public announcement to customers (Website, Campaigns to follow shortly after)
		March – Q2	• Global regions manufacture and launch new T500 family models to customers
2	Q:	How long will T5/T5e/SS5 models be manufactured (updated 12/1)?	
	A:	February 28	=T5e production ends – we will not be building after this date
		March 31	=T5 / SS5 production ends – we will not be building after this date
3	Q:	What products do the new T500/T500e/SS500 replace?	
	A:	Tennant T500 = T5 Tennant T500e = T5e Nobles SS500 = SS5 Alpha A500 = A5e	
4	Q:	What scrub heads are available?	
	A:	Dual Disk <ul style="list-style-type: none"> • 26" / 650mm (replaces 24" / 600mm), 28" / 700mm, 32" / 800mm Cylindrical <ul style="list-style-type: none"> • 28" / 700mm (replaces 26" / 650mm and 32" / 800mm) (NEW) Orbital <ul style="list-style-type: none"> • 28" / 700mm (pad size is 28" x 14" / 700mm x 355mm) 	
5	Q:	Are new sales tools available now? What sales tools will be available?	
	A:	YES! Sales tools are located on Sales Tools Hub on your desktop, and My Tennant on tennanco.com The following standard sales tools are available <ul style="list-style-type: none"> • New, more in-depth 6-panel brochure (T500) and 4-panel brochures (T500e and SS500) • Orbital brochure • Product Guide (PAS Guide) – T500/T500e and separate Nobles SS500 • Smart-Fill™ Automatic Battery Watering Flyer 	

		<ul style="list-style-type: none"> • Smart-Fill™ “How-it-Works” Animation Video • Pro-Panel™ LCD Touch Screen Flyer • New vs Old product comparison • Training tutorial available on Tennant University • New website with updated content, photos and videos, including new demo videos • Competitive comparisons • Salient characteristics bid specs sheet
6	Q:	What if I have a technical questions about the new products?
	A:	<p>There are a number of very helpful resources to get questions answered about the product quickly:</p> <ul style="list-style-type: none"> • <u>Product Guide</u> – (PAS Guide) – found on Sales Tools Hub and My Tennant <ul style="list-style-type: none"> ◦ This has quite a bit of information on what’s new, features and battery run-time info • <u>Operator’s Manual</u> – This is an excellent resource for many “how-to” and technical questions • <u>Sales Tools Hub</u> (right on your computer’s desktop) or <u>My Tennant</u> – sales tools are kept in these two locations, and placed in intuitive folders for information at your finger tips • <u>Technical Support Team</u> – If after checking the above resources, you can contact Technical Support by calling 1-800-553-8033 or emailing technical.support@tennantco.com
7	Q:	What is the pricing strategy and is it available for the T500/T500e/SS500 products and options?
	A:	<p>Yes! Price sheets can be found on My Tennant</p> <p>2017 New product pricing is the same as the predecessor T5/T5e/SS5 products, with a few exceptions:</p> <ul style="list-style-type: none"> • No price increase on 28”/700mm, 32”/800mm dual disk scrub heads compared to 2017 T5/T5e/SS5 similar models • New 26”/650mm dual disk scrub head will replace the 24”/600mm dual disk scrub head and have a 3% list price increase over the former 2017 model • New 28”/700mm cylindrical scrub head price is positioned between T5/T5e/SS5 26”/650mm and 32”/800mm cylindrical scrub head • New 28”/700mm orbital scrub head priced slightly above 28”/700mm dual disk machine, but considers added value of stripping capability and high standard down pressure • No price increase on ec-H2O® NanoClean
8	Q:	Is it true that the 2017 price on the T5/T5e/SS5 has a special promotion and is being offered at previous 2016 pricing levels?
	A:	<p>Yes! T5/T5e/SS5 did have a price increase in 2017, but starting on Feb. 1, those products will have a special promotion where the same prices from 2016 will carry-over for 2017. Inform your customers of this special offer, as we want to quickly draw-down any existing inventory, so we can quickly ramp-up new products. T5/T5e/SS5 2017 Price sheets can be found on My Tennant.</p>
9	Q:	Is there anything “New” or “Improved” on the T500 family?
	A:	<p>YES! There are MANY exciting new features and design updates that are planned on the T500 family.</p> <p>New for T500/T500e/SS500</p> <ul style="list-style-type: none"> • New 28” / 700mm orbital with 170lb / 77kg high down pressure, standard • Same tank sizes <ul style="list-style-type: none"> ◦ 22.5g. = Solution. 27g. = Recovery • New ergonomic controls with speed control and propel direction within easy reach • New debris basket location and easy accessibility (T500 Only)

		<ul style="list-style-type: none"> • New integrated rubber guide wheels on disk scrub head • New redesigned squeegee with improved water pick-up <ul style="list-style-type: none"> ○ Foot activated squeegee with integrated P-trap • New yellow touch points • Standard Quiet-Mode™ lowers sound level on the fly (T500 Only. Not available on T500e/SS500) • Battery tray <p>On-board chargerNew Productivity Enhancing Options:</p> <ul style="list-style-type: none"> • New ec-H2O NanoClean® w/ Severe Environment™ Switch (T500 Only) • New Smart-Fill™ On-Board Automatic Battery Watering (T500/T500e/SS500) • New Pro-Panel™ LCD Touch Screen with Operator Videos (T500 Only) • New Tank Rinse-Out Spray Nozzle w/ Hose (T500 Only) • New Solution Tank Auto Fill Kit (T500 Only) • New Enhanced IRIS Functionality – Battery Manager (T500/T500e/SS500) • New polyurethane (oil resistant) hose with water flow control drain valve (T500/T500e/SS500) • New accessory clips (T500 Only)
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10	Q:	What is the T500/T500e/SS500 orbital isolator warranty and is it one of the best in the industry?
	A:	<p>Tennant T500/T500e/SS500 orbital warranty: 3 yrs / 2,000 hrs</p> <p>Yes, it is one of the highest isolator warranties in the industry for this class of product. For reference, the Pacific Floorcare S-28 “orbital scrub deck warranty” is only 2 yrs / 1,200 hrs.</p>

11	Q:	Smart-Fill™ automatic battery watering system is a new option. What does it do and how does it help?
	A:	<p><u>Short Answer:</u> A patent-pending on-board automatic battery watering system eliminates the need for operators to check, open and manually water individual flooded batteries. Smart-Fill™ correctly fills batteries at the right time in the charging cycle, making battery maintenance virtually worry-free.</p> <p><u>Long Answer:</u> The purpose of the patent-pending Smart-Fill automatic battery watering (ABW) system is to automatically add water to flooded lead-acid batteries. Flooded lead-acid batteries require periodic maintenance in order to replace water that is lost during the charging process. Without periodic maintenance, these batteries can be damaged. Smart-Fill is an on-board system, with a dedicated reservoir tank for holding distilled water, and a pump that connects to the Trojan® single point watering system. The on-board system means it's always present with the machine and doesn't have the chance of getting lost or left in a different storage spot. A patent-pending algorithm is smart enough to know the best time to water the batteries.</p> <p>An indicator light on the control panel reminds operators the on-board distilled water tank needs filled with distilled water (it is estimated the reservoir tank would need to be filled every 1 to 3 months, depending on machine usage/charging cycles/battery depth-of-discharge, etc.). But operators don't have to remember or spend time manually watering batteries, which provides confidence that the batteries have been watered in situations when there are multiple operators. The system even prevents operators from running the cleaning functions on dry batteries, but shutting down the cleaning functions if the distilled water tank has been low/empty for 10+ hours.</p> <p>The financial benefit of automatic battery watering is that it allows the customer to purchase flooded batteries, which are lower cost than sealed, but even more important, flooded have more serviceable life than sealed, and would not need to be replaced as often. As we know, the only benefit to sealed is that they are low maintenance – you don't have to water them. However, the trade-off is lower serviceable life (traditionally referred to as having less cycles than flooded).</p> <p>The functional benefit of Smart-Fill is having a similar maintenance experience to sealed, because the operator does not need to check, open or manually fill batteries – instead, Smart-Fill does all that, but with lower-priced flooded batteries that have longer serviceable life compared to sealed.</p>