



CREATING A CLEANER, SAFER, HEALTHIER WORLD

PARTS AND SERVICE



Tennant Service

FLEXIBLE SERVICE OFFERINGS TAILORED
TO MEET YOUR BUSINESS NEEDS

Tennant service is more than a job, it's our mindset. We provide excellent value and service, and we offer speed and predictability of cost. Tennant's flexible service offerings allow you to tailor coverage to meet your needs, so your machines are always ready to go.

CHOOSE THE SERVICE LEVEL THAT MATCHES HOW YOU USE YOUR MACHINE



Whether you use your equipment daily to make your living and want us to handle all your maintenance needs, or you want Tennant to handle preventive maintenance to keep your machines in good operating condition – we've got you covered.

INCREASE PRODUCTIVITY AND PEACE OF MIND

If equipment uptime is essential to your business, our *Pro 24* Service offering provides comprehensive, worry-free service. If cleaning is necessary but less critical to your business, our *Pro 48* Service offering provides value and service within 48 hours. Or if you are satisfied with having preventive maintenance only, our *Pro* Service offering is right for you.

Pro 24

Designed for customers for whom cleaning equipment uptime is of the essence, Tennant *Pro 24* service ensures your machines are always ready to clean by providing all-week service (including weekends), full service preventive maintenance and repairs*. (See coverage chart on next page.)

Pro 48

When cleaning is important but less crucial to your business, *Pro 48* delivers value and peace of mind by ensuring your machines are available on weekdays. *Pro 48* service includes preventive maintenance and repairs* for covered parts within 48 hours.

Pro

Tennant's *Pro* service provides modest service at minimal cost while ensuring your equipment remains in good condition. Choose a fixed fee for preventive maintenance and covered service parts, or reduced call-out and labour rates for preventive maintenance and repairs.

*Excludes damage and misuse.

OUR EQUIPMENT AND SERVICE HELP ENSURE YOUR SUCCESS

FLEXIBLE SERVICE OFFERINGS PROTECT YOUR EQUIPMENT INVESTMENT

We understand your business. Our service offering ensures your Tennant machines are ready to go when you need them – wherever you use them, with no unexpected repair costs and with all Tennant service offerings*, you can be confident your machines will continue to provide peak performance.

	Pro 24	Pro 48	Fixed price**	Pro Variable price***
SERVICE MANAGEMENT REPORTING	●	○		
WEEKEND COVERAGE	●			
RESPONSE TIME WITHIN 48 HOURS		●	●	●
RESPONSE TIME WITHIN 24 HOURS	●			
FaST® DETERGENT	○	○		
BATTERIES & CHARGERS	●	●		
BRUSHES/SQUEEGEES/SKIRTS/ PAD DRIVERS	●	●		
PARTS	●	●	Service parts	
LABOUR	●	●	●	reduced rate for breakdowns
CALL OUT	●	●	●	reduced rate for breakdowns

- Included
- Optional

* For more details please contact your local Tennant representative.
Tennant's Pro 24, Pro 48 and Pro service offering is subject to specific terms and conditions that are available upon request.

** Per preventive maintenance visit and reduced rate on call-out and labour for a repair visit

*** Per preventive maintenance and repair visit



HIGHLY SKILLED TECHNICIANS AND CUSTOMER SUPPORT

Our service technicians have unsurpassed knowledge of and experience with Tennant equipment, and they can train your operators on daily maintenance to minimise downtime and maximise cleaning results. Tennant's customer support department is available during normal business hours on weekdays and weekends to help you schedule a service visit or to order parts.



OUTSTANDING TENNANT SERVICE, WIRELESS EFFICIENCY

WORRY-FREE WARRANTY

Every new Tennant machine comes with an extensive, one- or two-year warranty on all parts except wear items (such as brushes and squeegee blades) and labour for one year. Of course, to protect your equipment investment, your Tennant machine requires maintenance.

WIRELESS EFFICIENCY, HIGH PARTS AVAILABILITY

Tennant service vans feature ServiceLINK® technology, a wireless system that provides our technicians instant access to service records, technical manuals and parts availability. Our service vans also carry a range of genuine Tennant parts to get your machines back on the job quickly and efficiently. Using only genuine Tennant parts is the best, most cost effective way to ensure superior cleaning results for the life of your machine.

DAILY MAINTENANCE* IS YOURS, LET TENNANT SERVICE TAKE CARE OF THE REST.

*As described in the operator manual and according to the chosen service offering.

FOR MORE INFORMATION

Tennant service provides flexible, worry-free options to our customers across the cleaning spectrum. Service offering prices vary by machine and application. Contact your Tennant representative for more information.

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