



Our goal is to ensure your cleaning program is running at peak productivity with minimal cleaning costs per metre squared.

Customer Service Programs

- ◆ Preventive Maintenance to save you money
- ◆ Fast response time
- ◆ Maximum support for your comfort and peace of mind
- ◆ Customer Service Programs tailored to your needs

“True Service is Tennant Service”



“It’s not just their cleaning equipment that’s great. It’s the service that comes with the machines, and that is my assurance for up time - all the time.”

“Can you believe it? Nine in the morning. Everything and everyone is running smoothly. Or, should I say, cleaning smoothly? I can’t believe all the difficulties I had to put up with for years on end... and then I discovered Tennant. It’s not just their cleaning equipment that’s great. It’s the service that comes with the machines, and that is my assurance for up time - all the time.

Whenever I have a problem, or even before I think I might have a problem, all I have to do is call. Within a short time, Eric my local Tennant expert, is there for me, helping me wherever he can, or explaining to my crew whatever they need to know. Eric advises me on my Tennant machines, and on how to improve my cleaning job and the happiness of my staff. True Service is Tennant Service!”

Harry T., 43, Cleaning Firm Manager

SERVICE ON A PLATINUM, GOLD OR SILVER PLATTER

Service with the S of Saving

Preventive Maintenance to save you money

Service with the S of Speed

Fast response time keeps you on schedule

Service with the S of Support

Maximum support for your comfort and peace of mind

Service with the S of Solutions

Customer Service Programs tailored to your needs

The true meaning of Tennant Service



OUR COMMITMENT TO YOUR SUCCESS

Making sure your cleaning operation runs at optimal speed is what's most important to you. To that end, you don't simply need the best professional cleaning equipment. Rather, you need a service partner who keeps your business up and running at all times.

We recommend preventive maintenance and offer several Customer Service Programs all with the same goal: **maximum uptime, peak performance and extended machine life with minimal cleaning costs per metre squared.**

Tennant stands for fast and easy communication. Just call our toll free phone number and a member of our customer support team will be at your service to answer all your questions.

Our total service offering will give you maximum support for your comfort and peace of mind.

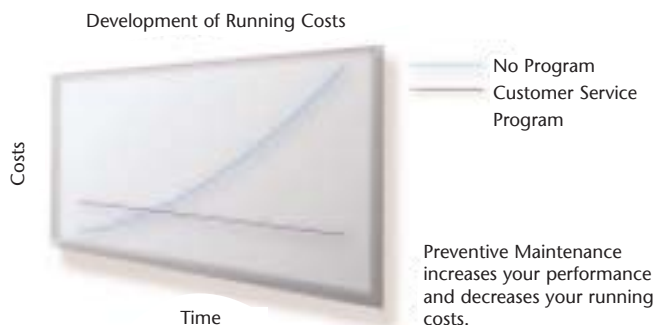
Service with the S of Saving

Preventive Maintenance to save you money

Maintenance doesn't cost you in the long run, it saves you money. Consider your car. Would you ever think to drive it without regular check-ups? Of course not.

The same goes for your cleaning equipment. With all the planning you can do, there's one thing you can't foresee: breakdowns. They will always cost you in time and money.

That's why Tennant service is based on preventive maintenance. This way Tennant guarantees maximum cleaning performance and maximised uptime at minimal costs.



Service with the S of Speed

A fast response time keeps you on schedule.



9.22 hours

A problem at Harry's cleaning firm. Manager Harry calls Tennant toll-free.



9.47 hours

Harry's local Tennant Service representative, Eric, calls back to find out exactly what Harry wants and how he can help.



13.34 hours

Not much later, Eric arrives to fix whatever may be Harry's machine problem.



14.23 hours

"There you go, Harry!" Not long after he has arrived, Eric has put Harry's crew back on track! "See you next time!"

Call **Tennant Service** toll free on
1 800 008 815

Service with the S of Support

Maximum support for your comfort and peace of mind

Tennant looks after you, now and in the future with:

Fast and easy communication

Call our customer support team for all your needs.

Technical support

Call us, at any time, regarding the operation of your machines.

On-the-spot application support

We offer advice that matters, to help you improve your cleaning job.

Reporting

We don't just maintain or fix. Tennant offers a wide range of reports regarding the technical status of the machine and the development of its running costs.

On-site training

Operator training is part of the Tennant service offering. Tennant trains your operators on daily machine maintenance and operation to maximise machine performance and lifetime.

Wear and spare parts

You can contact us for ordering all your spare parts, brushes and detergents.

Call **Tennant Spare Parts** toll free on
1 800 008 805

Service with the S of Solutions



Customer Service Programs tailored to your needs

SILVER

Keep it simple with Silver to give you peak performance and extended machine life with minimal cleaning costs per metre squared. Scheduled Servicing plus some parts included.

Main features

- ♦ Scheduled Preventive Maintenance with related parts and labour
- ♦ Maintenance inspection reports
- ♦ Running cost reports
- ♦ Operator training
- ♦ Priority scheduling at breakdown
- ♦ Sundries & Travel
- ♦ Some wear items (Varies for each machine)

Variable cost per year

GOLD

Gold has been designed with your convenience in mind. Offering you all the benefits of Silver plus breakdown visits and the added convenience of a fixed repair and maintenance cost structure to assist you with budgeting.

Main features

- ♦ Scheduled Preventive Maintenance with related parts and labour
- ♦ Maintenance inspection reports
- ♦ Running cost reports
- ♦ Operator training
- ♦ Priority scheduling at breakdown
- ♦ Sundries & Travel
- ♦ Breakdown visits with related parts and labour
- ♦ A fixed repair and maintenance cost for up to 1000 hours machine operation per annum

Variable consumable cost per year

PLATINUM

Platinum is a comprehensive offering that provides you with all the features of Gold and in addition, includes consumables, common replacement parts and replacement machines to minimise disruption to your operation.

Main features

- ♦ Scheduled Preventive Maintenance with related parts and labour
- ♦ Maintenance inspection reports
- ♦ Running cost reports
- ♦ Operator training
- ♦ Priority scheduling at breakdown
- ♦ Sundries & Travel
- ♦ Breakdown visits with related parts and labour
- ♦ All consumables (brushes, squeegees, ground engaging skirts and panel filters)
- ♦ Replacement machines subject to availability

Fixed cost per year

We can advise you on the best Customer Service Program for your needs. For more information feel free to contact us anytime.

Call **Tennant Service** toll free on
1 800 008 815

Tennant Company Profile

Tennant Company offers the most complete line of floor and surface maintenance equipment, brushes and cleaning detergents in the world.

Our sales and service network provides you with integrated custom-made cleaning solutions (including rental and leasing programs) to meet every floor care need.

We recommend preventive maintenance and offer several Customer Service Programs all with the same goal: **maximum uptime, peak performance and extended machine life with minimal cleaning costs per metre squared.**

Tennant Company

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