

Gold Customer Service Program Terms and Conditions



Gold has been designed with your convenience in mind. A Tennant trained Service Technician will conduct scheduled preventive maintenance on your machine and you can call on us any time to attend to unforeseen repairs with priority scheduling.

Gold has the ease of a fixed monthly repair and maintenance payment to assist you with budgeting. Only pay for consumables as you use them

Gold includes:

- Scheduled Preventive Maintenance with related parts and labour
- Maintenance Inspection Reports
- Running cost reports
- Operator training
- Priority Scheduling at breakdown
- Sundries
- Travel
- A discounted labour rate of \$66/hour instead of \$75/hour for breakdown visits or any additional work if needed.
- Breakdown visits with related parts and labour
- A fixed repair and maintenance cost for up to 1000 hours machine operation per annum.

Tennant Service

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

Exclusions

- Repair or damage due to negligence, abuse or accident.
- Repairs and adjustments to correct unauthorised modifications or unauthorised service work.
- Detergent and fuel not included
- Consumables not included (eg. Squeegees, skirts)

Monthly Invoice

The monthly quoted price is valid for 30 days from the time of quote. This rate will apply for the duration of the service agreement. After this time, Tennant has the right to adjust the monthly charge with a 30 day written notice. The invoice notice does not include GST nor other government charges that are payable by the recipient.

Payment terms

Direct bank deposit to be paid monthly. Consumables will be billed separately. The account details are as follows:

Tennant Company
BSB Number: 032-174
Account number: 120885

Excess Usage

The monthly charge is based on the estimated annual usage of up to 1000 hours. If yearly usage exceeds 1000 hours by 5%, hours in excess of the 105% usage level will be billed at an hourly rate dependant on machine model.

Duration of Agreement

The duration of the contract is for a maximum of 5 years.

Gold Rate (\$)

The monthly repair and maintenance rate:
\$ _____

For model: _____

Variable consumable cost per year
Rates are GST exclusive
Effective April 2005



Gold Customer Service Program Rates

	Yearly	Monthly	Rate
	\$1,000.00	\$83.33	per Hour
Sweepers			
3640 lp/e	\$3,000	\$250	\$3.00
6100 E	\$3,500	\$292	\$3.50
6200E	\$3,500	\$292	\$3.50
6400 E	\$4,500	\$375	\$4.50
6400 lpg/d	\$5,200	\$433	\$5.20
6500/6550 lpg/d	\$5,730	\$478	\$5.73
6600/6650 lpg/d	\$5,730	\$478	\$5.73
6550E	\$4,500	\$375	\$4.50
800 lpg/d	\$6,000	\$500	\$6.00
Sentinel	\$15,900	\$1,325	\$15.90
Scrubbers			
5300	\$3,000	\$250	\$3.00
5400	\$3,000	\$250	\$3.00
5700	\$3,500	\$292	\$3.50
7100	\$4,000	\$333	\$4.00
7200	\$4,500	\$375	\$4.50
7300	\$5,000	\$417	\$5.00
7400 lpg/d	\$6,000	\$500	\$6.00
550/1550	\$6,500	\$542	\$6.50
Sweeper/Scrubbers			
8010E	\$4,000	\$333	\$4.00
8210	\$6,200	\$517	\$6.20
8300	\$5,000	\$417	\$5.00
8410	\$6,500	\$542	\$6.50
Outdoor			
Litter Hawk	\$4,500	\$375	\$4.50
ATLV 4300	\$4,000	\$333	\$4.00
Sentinel	\$15,900	\$1,325	\$15.90

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