



# Platinum Customer Service Program Terms and Conditions

For one easy and predictable monthly payment, Platinum has been designed to minimise the disruption to your organisation. A Tennant trained Service Technician will maintain your equipment with scheduled preventive maintenance and you will be given priority for any unforeseen repairs at no additional cost.

#### Platinum includes:

- 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

## 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

#### 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. If yearly usage, as measured by the engine hour metre exceeds 105% of estimated annual usage, those excess hours 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.

#### Platinum Usage and Rates

Excess Usage hourly rate: \$ \_\_\_\_\_  
Expected hours per year: \_\_\_\_\_  
Monthly Invoice: \$ \_\_\_\_\_  
For Model: \_\_\_\_\_

*Fixed cost per year*  
*Rates are GST exclusive.*



# Platinum Customer Service Program Rates

Hours/month	40	50	60	70	80	Rate
Hours/year	480	600	720	840	960	per Hour
<b>Sweepers</b>						
3640 lp/e	\$338	\$422	\$507	\$591	\$675	\$8.44
6100 E	\$378	\$473	\$568	\$662	\$757	\$9.46
6200E	\$457	\$571	\$686	\$800	\$914	\$11.43
6400 E	\$457	\$571	\$686	\$800	\$914	\$11.43
6400 lpg/d	\$511	\$639	\$767	\$894	\$1,022	\$12.78
6500/6550 lpg/d	\$571	\$714	\$857	\$1,000	\$1,143	\$14.28
6600/6650 lpg/d	\$571	\$714	\$857	\$1,000	\$1,142	\$14.28
6650E	\$520	\$650	\$780	\$910	\$1,040	\$13.00
800 lpg/d	\$804	\$1,005	\$1,206	\$1,407	\$1,608	\$20.11
Sentinel	\$1,361	\$1,701	\$2,041	\$2,381	\$2,721	\$34.02
<b>Scrubbers</b>						
5300	\$285	\$357	\$428	\$500	\$571	\$7.14
5400	\$306	\$383	\$459	\$536	\$612	\$7.65
5700	\$317	\$396	\$475	\$554	\$633	\$7.92
7100	\$408	\$510	\$612	\$714	\$816	\$10.20
7200	\$504	\$630	\$756	\$882	\$1,008	\$12.60
7300	\$634	\$793	\$951	\$1,110	\$1,269	\$15.86
7400 lpg/d	\$752	\$941	\$1,129	\$1,317	\$1,505	\$18.81
550/1550	\$797	\$996	\$1,195	\$1,395	\$1,594	\$19.92
<b>Sweeper/Scrubbers</b>						
8010E	\$675	\$843	\$1,012	\$1,180	\$1,349	\$16.86
8210	\$726	\$908	\$1,089	\$1,271	\$1,453	\$18.16
8300	\$805	\$1,006	\$1,208	\$1,409	\$1,610	\$20.13
8410	\$882	\$1,103	\$1,323	\$1,544	\$1,764	\$22.05
<b>Outdoor</b>						
Litter Hawk	\$422	\$527	\$632	\$738	\$843	\$10.54
ATLV 4300	\$376	\$470	\$564	\$658	\$752	\$9.39
Sentinel	\$1,361	\$1,701	\$2,041	\$2,381	\$2,722	\$34.02

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 Effective April 2005

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