

# Silver Customer Service Program

## Overview of Terms, Conditions and Rates



**Keep it simple with Silver! A Tennant trained Service Technician will maintain your equipment with scheduled preventive maintenance and you can call on us any time to attend to unforeseen repairs with priority scheduling.**

**Payment is on a per service basis with preventive maintenance and some wear items included. Receive priority scheduling for any unforeseen repairs as well as a 12% reduction on normal labour rates.**

#### Silver 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.
- Maintenance filters and lubricants
- Some wear items (The wear items included varies for each machine. See the Silver Rate document for your machine model for a full list of inclusions.)

## 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 rate per service 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.

#### Silver Rate per service (\$)

The rate per service is: \$ \_\_\_\_\_  
For model: \_\_\_\_\_  
based on 100 hour service intervals.

#### Frequency per year

For the machines application and frequency of use, we recommend your machine is serviced: (Please tick interval)

- Every month (12 times/year)
- Every 2 months (6 times/year)
- Every 3 months (4 times per year)
- Other \_\_\_\_\_

*Variable cost per year  
Rates are GST exclusive.*

## Silver Customer Service Program Rates



Model	Price
<b>Walk Behind Sweeper</b>	
3640 E / 3640 LPG	\$214
<b>Ride On Sweeper</b>	
6100 E	\$251
6200 E	\$316
6200 lpg	\$364
6400 E	\$399
6400 lpg/d	\$407
6650 E	\$420
6600 / 6650 lpg/d	\$428
800 lpg/d	\$487
<b>Walk Behind Scrubber</b>	
5300 E	\$214
5400 E	\$230
5700 E	\$251
<b>Ride On Scrubber</b>	
7200 E	\$268
7300 E	\$417
7400 lpg/d	\$439
<b>Sweeper/Scrubber</b>	
8200/8210 lpg/d	\$428
8300 E	\$476
8410 lpg/d	\$524
<b>Outdoor</b>	
Litter Hawk	\$337
ATLV 4300	\$284
Sentinel	\$535

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