

## **Silver & Gold Service Program – FAQ Document**

### **How am I compensated for selling a Gold or Silver program?**

- Refer to your manager.

### **How am I compensated on the renewal of a Gold or Silver agreement?**

- Refer to your manager.

### **Can I still sell the old programs?**

- Flats are no longer available.
- Full contracts may only be sold as a renewal for an existing Full contract.

### **Can Gold & Silver be sold on old machines?**

- The Silver program is able to be sold on older machines.
  - Silver follows the same machine and parts obsolesces policy – Tennant carries parts up to 10 years following a machine manufacturing line shutting down.
- The Gold program is only available on new machines. (< 6 months old)

### **Can I sell a Gold renewal contract on a machine that is not on Gold service?**

- No, renewals can only be sold on a machine as a continuation of an existing Gold contract.

### **Can we discount/negotiate pricing?**

- Gold & Silver can be discounted up to 5% for non-strategic accounts and 8% for strategic accounts, by Sales reps only.

### **What is the cancellation policy for Gold & Silver?**

- Gold: 60 day notice after 12 months on the program
- Silver: 60 day notice

### **How do we bring an old machine up to standard?**

- We are not going to absorb the cost associated with bringing the machine up to performance. Follow PM checklist.
- If the customer requests to have an estimate, perform the estimate and give them a list of what is recommended to be done to bring the machine up to standard. This is not required before setting up the Silver agreement.
- The estimate should **not** be billed against the Silver Agreement.

### **Can the customer dictate the schedule (seasonality) for their PM?**

- This has never been recommended and should not be offered.

**My customer wants to dictate the # of visits per year.**

**(Example: minimum of 4 times a year or once a month?)**

- They must sign up for the **per visit payment option** and the number of visits requested must be noted on the agreement in section for usage.

**Does the Service Manager have the ability approve a Gold program prior to sales presenting the agreement?**

- There is not a formal sign off required. It is strongly encouraged that sales representatives inform the service representative of a new opportunity and discuss beforehand if there are any concerns regarding the environment.

**How frequently do we service the machines?**

- Commercial machines: approximately every 150 hours
- Industrial machines: approximately every 125 hours

**Why do shorter length service contracts have higher maximum monthly usage limits than longer contracts?**

- The total number of hours on a machine contributes to the cost to maintain that machine. Limiting the total number of hours on the machine at the end of the contract helps to mitigate the risk of servicing the machine over a longer term.

**Is the customer informed that their service contract is going to expire?**

- Yes, the customer will be contacted when the contract is within 90 days of expiring providing the option to renew the contract.

**Is there an extra fee to include Abrasive Brushes on a Gold contract?**

- Yes.

**Can Gold & Silver be offered on competitive equipment?**

- No. Pay As You Go (Time & Material) is the recommended program for competitive equipment.

**How do you define a harsh or severe use environment?**

- Below is a table showing indicators for severe working environments for cleaning machines, however this is not an all-inclusive list.
- Ask yourself, will we want to buy this machine back after 3 years in this environment? If not, it is probably a severe environment.
- If there is any doubt, consult with your service representative.

Industry Types	
Heavy Manufacturing	Automotive
	Metal Processing
	Metal Fastening
	Casting
	Foundries
	Steel Mill
	Refractories
	Mining
	Ore & Mineral Processing
	Chemical Plants
	Fertilizer Plants
	Concrete Production
	Carbon Black Plants
	Tire Manufacturing
Machining Plants	
Food Processing	Animal Food Processing
	Poultry Processing
	Acidic Food Processing
	Sugar Processing
Recycling Facilities	
Outdoor cleaning	Parking Structures
	City Sidewalks

Cleaning Conditions
Oily environments
Greasy Environments
Cleaning lubricants
Animal fat present
Corrosive materials
Electrically conductive materials
Abrasive, textured floor coatings
Aggregate based nonskid floor coatings
Cleaning metal shavings
Concrete dust
Abrasive materials
High carbon content
Salt dust or salty air
Porous or abrasive concrete
Porous or abrasive asphalt
Broken or uneven concrete surfaces