

# Ultimate Performance Guarantee



The following machines are covered by the Ultimate Performance Guarantee:

|                 |            |           |            |               |
|-----------------|------------|-----------|------------|---------------|
| Model ATLV 4300 | Model S10  | Model T7  | Model 800  | Model 6200    |
| Model Sentinel  | Model S20  | Model T12 | Model 3640 | Model 8300    |
| Model M17       | Model S30  | Model T16 | Model 5680 |               |
| Model M20       | Model T500 | Model T17 | Model 5700 |               |
| Model M30       | Model T600 | Model T20 | Model 6100 | Orbio 5000-Sc |

The Tennant “Ultimate Performance Guarantee” states that, for the first six months following the date of installation of your Tennant machine, your machine’s performance is guaranteed—subject to the provisions listed below and on the reverse side. If your machine does not perform to design specifications after Tennant has had the opportunity to resolve any concern with the performance during the first six months after installation, you may return it to us for a full refund, including tax and freight charges, or return it in exchange for a new machine of equal value.

## **PROVISIONS:**

- Your local Tennant sales representative will install the machine after it arrives at your facility, instructing your personnel how to operate and maintain the machine in accordance with the Tennant operation manual.
- You will perform routine maintenance as outlined in the machine manual.
- If you experience any problems with your machine, you will allow us adequate time to respond to and correct the problem. We will respond to your request for assistance within two business days. Any corrective action necessary will be given our highest priority.
- In addition to the above coverage, all other provisions of our Us/Canada Industrial Limited Warranty and US/Canada Limited Warranty will apply.
- See the reverse side for other restrictions.
- Contact your local Tennant representative for details at 1-800-553-8033 (Continental U.S. and Canada).

**TENNANT ULTIMATE PERFORMANCE GUARANTEE**  
**OTHER RESTRICTIONS AND PROGRAM DETAILS**

1. The Ultimate Performance Guarantee Program (the “Program”) is valid only for “new-production”/stock machines and demonstrators sold at list price and purchased outright or through a TENNANT Finance Plan.
2. The Program excludes the following types of sales:
  - a) Sales of discontinued or discounted demonstrators
  - b) Sales of used, repossessed, returned, or previously-owned machines
  - c) Sales to Contract sweepers
  - d) Sales to Contract cleaners
  - e) Sales to Janitorial services
  - f) Sales to Construction companies
3. The Program also excludes short-term rentals.
4. The Program only applies to those machines recommended by a Tennant sales representative for the customer’s application.
5. The Program covers long-term leased machines; however, there will be no refund of monies paid under the terms of the lease. Instead, Tennant will cancel the lease without penalty.
6. The Program does not cover machines damaged from abuse, neglect or improper use.
7. The Program only covers returns related to dissatisfaction with the performance of the machine. The Program does not cover returns for machines that are performing in compliance with the stated performance specifications. The Program does not cover returns for aesthetics, opulence, convenience or change-of-heart.
8. If the customer trades in a machine as part of the machine purchase, the customer shall be entitled to a refund of the original net purchase price of the new machine (less the trade-in allowance). Tennant will not return the traded-in machine or any monies associated with the traded-in machine. Once a machine is traded-in, the customer permanently relinquishes ownership rights in the traded-in machine.
9. The Program does not apply to brushes, detergents or squeegees.