



WARRANTY CLAIM PROCESSING INSTRUCTIONS

Submit warranty claims via e-mail to: warrantyclaims@tennantco.com.

Please note: Submit one (1) claim per e-mail and claim must be typed, not handwritten. Incomplete forms will be returned to you and delay processing of your claim. Claims must be received within 30 days of repair completion.

1 CLAIM NO.

We allow you to use your own numbering system. The maximum number of digits allowed is 15. You may use any combination of letters and numbers.

Key your claim number into the field marked “1 CLAIM NO.” Make your claim numbers sequential, and do not submit two claim forms with the same number.

2 CLAIM TYPE

If the claim is for a machine under warranty, then check the box “MACH”. If the claim is for a part that was installed on a repair after the machine warranty has expired and has subsequently failed, then check the box “REPAIR”.

3 MACHINE

Key the machine model number.

4 SERIAL NO.

Key the complete machine serial number.

5 HOUR METER

Key the hours on the hour meter at the time of the repair (if the machine has an hour meter).

6 FAILURE DATE

Key the failure date in the form of month/date/year.

7 REPAIR DATE

Key the repair date in the form of month/date/year.

8 WARRANTY START DATE

Key the warranty start date in the form of month/date/year. This date is the invoice date to the end user.

9 MACHINE OWNER

Provide complete information about the machine owner.

10 SERVICE PROVIDER

Provide complete information about your company (Including Account Number).



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11 PARTS REPLACED / LABOR PERFORMED

Key the part number and description for every part. Attach additional sheets and photos, if necessary.

If you are returning the part to Tennant Company, check the box “Y”. If you are not returning the part to Tennant Company, check the box “N”. Retain all parts until claim has been paid in case they are requested for return.

Key the quantity of each item under “Qty”.

Key the Tennant Company price effective on the date of repair, under “Part Cost”.

Key the amount of time spent replacing each part under “Labor Hours” in the form of *hours:minutes*.

Key the current Tennant Company warranty labor rate, in the “Labor rate ____/hr” field.

Multiply the labor hours by the labor rate/hr, then key the result under “Labor Cost”.

Key the round-trip distance in miles (US) or kilometers (Canada) between the customer site and your provider site under “Mileage”. Max reimbursement is 120 miles (193 km) round trip, up to 2 trips.

Multiply the mileage by the current mileage rate and key under “Trav Cost”.

Key the total Part Cost and Labor Costs in the “TOTAL” row.

12 AUTH NO.

If you have obtained a Warranty Authorization number from the Warranty Department, key it in this field.

13 RETURN NO.

If you have been given a return number by the Warranty Department, key it in this field. Parts must be returned within 30 days of repair completion or claim may be denied.

14 PART CAUSING FAILURE

Key the parts that caused the failure. Attach additional sheets and photos, if necessary.

15 DESCRIPTION OF DEFECT / TROUBLESHOOTING PROCEDURE / HOW YOU SOLVED THE PROBLEM

Describe what was wrong with the machine and the steps you followed to troubleshoot and repair. Be sure to mention results of tests performed during troubleshooting. Please be as specific as possible and attach pictures and error codes to assist in expediting claims process. If pictures are not submitted with claim and are needed, we will request pictures to be sent for review and then process claim. “Defective” does not help us solve future problems.

OFFICE USE ONLY

Do not write in this area.