

Warranty Settlement Procedure

Tennant Dealers



Date effective 01.08.2013
Revision WSPDEAS.011.EN
Date Revision 04.2020

Subject

This procedure is issued pursuant to the **Tennant N.V. Policy for Reimbursing Dealers for Customer Warranty Claims** and describes Tennant's warranty claim settlement process, and how Dealers may submit a reimbursement claim for warranty repairs. This settlement procedure does not amend or supersede the Limited Warranty.

A warranty settlement involves four possible steps:

1. Order parts
2. Submit warranty claim
3. Tennant reviews and processes the warranty claim
4. Tennant issues reimbursement for approved warranty claims

1. Order parts

A Dealer initiates a warranty claim by placing a parts order through its Customer Support channel. All parts shipped pursuant to a warranty claim are subject to routine shipping and handling charges. Parts removed, which are subject to a warranty claim, must be retained by the Dealer for inspection by Tennant at Tennant's request.

2. Submit warranty claim

A Warranty Claim Form (see Enclosure 3) must be filled out and submitted by email to: TNVwarranty.claims@tennantco.com. Tennant must receive each warranty claim form no later than 30 days after the date the repair was completed. Claims received after this period will be rejected.

If the claim regards a broken or otherwise non-functioning part (in case of technical claim), the claim must include a photo of the damage part.

Claims must be fully completed and legible; incomplete or illegible forms will be returned unprocessed to the originator. See "Filling out a warranty claim form" section below for additional details on completing and submitting a warranty claim.

3. Tennant reviews and processes the warranty claim

After receiving a properly completed warranty claim form, Tennant confirms that the machine is still under warranty. Claims for machines no longer under warranty will be rejected.

Claims for machines still under warranty are then reviewed and assessed. This assessment results in one of the following decisions:

Accepted Tennant issues a credit invoice for the cost involved (parts and labor).

Pending Tennant reserves the right to investigate all warranty claims. This may involve the return of parts for inspection or a request for additional information related to the machine, which is the subject of the warranty claim. When parts return is requested, Tennant pays the cost of return. When the part is not received after 3 months from moment of request the claim will be rejected.

Rejected Tennant will inform the Dealer why the claim has been rejected.

4. Tennant issues reimbursement for approved warranty claims

A claim will be assessed within 30 days after receipt. After a claim has been approved, Tennant will issue a credit invoice to the Dealer within 15 business days. The credit invoice will contain all details of the claim and will bear the claim number assigned by Tennant. The credit invoice will cover:

- the Dealer's cost of the part accepted for warranty coverage
- Allowance of one hour labor, calculated using the agreed labor rate for each territory. The allowance for labor time may be adjusted by Tennant in its sole discretion

Completing a warranty claim form

The warranty claim form is largely self-explanatory; however, below is additional background on what is being requested for each of the numbered fields on the form:

Field Number

1. **Claim number**: Each warranty claim form must carry a "Dealer Claim Number" indicating the sequence of the number of claims submitted by the Dealer each calendar year.
2. **Claim type**: Indicate whether the claim concerns a "Machine" or "Spare Part" and whether the claim regards a machine still under warranty or a spare part that has been replaced within 3 months after purchase. In the case of a spare part claim, the original Tennant Sales order number must be provided).
3. **Machine**: Indicate the machine model.
4. **Serial no**: Insert the serial number of the machine.
5. **Hour meter**: If machine is equipped with hour meter, enter the number of hours logged as of date, claim form is being completed.
- 6.7.8. **Dates**: Insert the following dates where requested:
 - Date of Sale to End Customer**
 - Date when Dealer was notified of the failure**
IMPORTANT NOTE: The failure date must be within the warranty period
 - Date of Repair**
9. **Machine Owner**: Provide the name and address of the customer.
10. **Service provider**: Provide details (company name and address) of the company that has performed the warranty repair and is filing this claim.
11. **Parts replaced/labor performed**: Identify parts that were replaced, including part numbers; whether the removed part has been returned; details of labor performed (including the number of labor hours spent replacing the warranty parts). **IMPORTANT NOTE:** Troubleshooting hours and travel time must not be included in the number entered for hours spent replacing the part; troubleshooting and travel time are not eligible expenses for reimbursement under Tennant N.V. Limited Warranty Policy.
12. **Part causing failure**: enter a complete, clear description of alleged defect, including the name, and part number of the part or parts involved. Include any enclosures, drawings, photos, pictures, etc. that will assist in review and assessment of the warranty claim.
13. **Spare part claims**: The Tennant Sales Order Number designated on the invoice of the replaced part must be entered.
14. **Description of alleged defect/ troubleshooting/ how problem was solved**: Explain how the issue was identified and what was done to resolve the issue.