

IRIS® FLEET MANAGER FAQ

1	Q:	What does IRIS® stand for?
	A:	IRIS® stands for Intelligent Remote Information System. IRIS® is a patented-technology that Tennant has been field-testing for a number of years.
2	Q:	What is IRIS® Fleet Manager?
	A:	IRIS® Fleet Manager is a solution that empowers customers to have greater control of their cleaning operations and drive measureable results – from reducing cost to clean to improve cleaning efficiency and increasing productivity. Utilising data transmitted through the cellular network, IRIS® is able to provide you key performance indicators on your Tennant equipment to help you utilise data to make decisions regarding your cleaning operations.
3	Q:	What are the main types of information that IRIS® provides?
	A:	<p>IRIS features/reporting capabilities will vary by machine type. However, for most machines, IRIS® will be able to provide you data to support:</p> <ul style="list-style-type: none"> • Daily machine usage • Machine location • Daily ec-H₂O™* usage (hrs. per day) if applicable • Battery charging behavior (if applicable machine) • Service Reporter** • Email push reporting & notification of critical alerts
4	Q:	On what models is IRIS® available? And can IRIS® be retrofitted to existing machines in the field?
	A:	<p>IRIS is available as an option on new machines for the following models. A retrofit kit (requires installation by Tennant Service) is also available for purchase on existing machines for the following models.</p> <p>Tennant: T300, T300e, T5, T5e, T500, T500e, T600, T600e, T7, 5680, 5700, B7, T12, T16, T17, T20, 6100, 6200, M17, M20, M30, S20 and S30.</p>
5	Q:	How does IRIS® transmit machine data?
	A:	The IRIS system transmits machine data via the cellular network. No Wi-Fi connectivity is currently needed/supported by the system. The machine does not need to be stored in an area with cell reception, but for best results, a machine equipped with IRIS technology should be used to clean an area with cell reception on a regular basis (e.g. daily).
6	Q:	Can I use my own cellular provider and contracted rates to transmit machine data?
	A:	No, the IRIS® system works through an integrated architecture that does not support customer specified cellular providers.

7	Q:	<i>Why should I choose IRIS Fleet Manager vs. competing asset management/telemetry solutions?</i>
	A:	<ul style="list-style-type: none"> • The user experience has been at the heart of the design for the IRIS Fleet Manager portal. We have focused on making the portal easy to use and easy to identify key insights from the data. • We have designed a robust onboarding/training program for IRIS® users. Tennant takes care of the set-up and heavy lifting up front, and ensures all users understand how to get the best insights out of the IRIS® data presented. • IRIS® users are able to receive email alerts and push reports on the data reported so key insights are easily accessible no matter where you are. • IRIS® is integrated with 'Service Reporter' (for customers who utilize Tennant Service) free of charge and will allow access into important service metrics such as maintenance spend per machine and proof of performance. • Tennant has been a leader in developing telemetry technology in our industry: <ul style="list-style-type: none"> ○ IRIS is a patented technology ○ We have close to 5,000 machines equipped with the IRIS technology globally • Tennant offers a fully launched solution in US, Canada, Mexico, France, Germany, United Kingdom, Spain, Portugal, The Netherlands, and Australia.
8	Q:	<i>Is IRIS available through Tennant distributors?</i>
	A:	No, but this is something we continue to assess as part of the IRIS roadmap
9	Q:	<i>I have the previous version of IRIS on my machine currently, so will I be able to view usage and machine location data through the new IRIS Fleet Manager portal?</i>
	A:	Customers who have machines with IRIS modules that were installed prior to May 2015 will continue to receive parts & consumable reminder emails. However, the usage data will not be visible through the new portal because additional hardware is required. If a customer wants to see usage data and have the new location tracking and ec-H2O™ usage* through the portal, then a new IRIS module is available for purchase to retrofit on existing machines in field. This module replacement will require Tennant Service.
10	Q:	<i>I have a machine that is equipped with the technology required for the IRIS Fleet Manager solution. How do I get access to the IRIS portal?</i>
	A:	The IRIS portal is accessed through My Tennant, so a My Tennant account is required. Please contact your Account Manager, who will submit a request to the My Tennant team. You will then receive instructions on how to create a password for your account.
11	Q:	<i>I am a customer with multiple locations and many machines. I have different people at each location who need to view machine data/metrics that are ONLY related to their specific fleet. Is this possible?</i>
	A:	Yes. As part of Tennant's set-up/onboarding process, we will work with you to determine an IRIS® set-up that is appropriate for each of your specific locations so everyone is viewing the right data. You are also able to make customizations related to site name/location labelling in your IRIS® portal to easily identify data.
12	Q:	<i>Can I access the IRIS portal from a mobile device such as a tablet or smart phone?</i>
	A:	Yes, the IRIS portal is accessible from a mobile device such as tablet or smart phone. An IRIS® app will also be available later in 2017.

13	Q:	How much does IRIS cost?
	A:	We offer different packages to give customers flexibility in terms of budgetting. Customers will need to purchase the IRIS module and select a service fee package: prepaid 3 years of fees, prepaid 5 years of fees, or pay monthly fee with minimum of 12 month commitment.
14	Q:	What is the warranty coverage for IRIS?
	A:	IRIS is covered under the same terms as the new machine and parts warranties. Please contact your Account Manager for more details.
15	Q:	What terms and conditions apply to IRIS?
	A:	All orders are subject to the IRIS® Terms and Conditions, which are available at http://www.tennantco.com/terms . Printed Terms and Conditions are available upon request.
16	Q:	Does Service Reporter come standard for ALL IRIS telemetry customers?
	A:	Service Reporter is available ONLY to those with that currently utilize Tennant Service. If you have IRIS and Service Reporter, you will see a separate tab for "Service Reporter" when you log in to your IRIS portal.
17	Q:	I am a customer who has purchased IRIS prior to the launch of Service Reporter - am I eligible to see Service Reporter data in IRIS?
	A:	Yes. Current IRIS telemetry customers will also see an additional "Service Reporter" tab that has been updated with their service information.
18	Q:	Does data for ALL of my machines that are serviced by Tennant populate in Service Reporter, regardless if they are equipped with IRIS?
	A:	Not initially. The Service Reporter offering that comes free and standard for IRIS customers that use Tennant Service populates data for ONLY machines that are equipped with IRIS. If a customer would like to see all machines in Service Reporter, they can purchase the ability for all machines to populate for a small fee. For additional questions on Service Reporter, please contact Wioletta Wielgus, Aftermarket Product Manager EMEA.
19	Q:	If I need training/onboarding for Service Reporter, who can I contact?
	A:	Please contact your Tennant Customer Service representative who will direct you to the proper party.

*Available on certain models. Ec-H2O NanoClean™ technology is not suitable for all soils, including heavy concentrations of fats and oils. Depending on the type of soil, conventional chemical cleaners may be required.

** Available for Tennant Service customers

Subject to change without notice