

# Orbital Isolator Warranty Policy FAQ's



## Why is Tennant/Nobles changing their isolator warranty policy?

Tennant/Nobles has conducted in house testing and field data which supports the new “best in the industry” isolator warranty. The new policy, below, gives our customers “reason to believe”:

- 2,000 hours / 3 year warranty

<u>Model</u>	<u>Rotationally-Molded Components</u>	<u>Parts</u>	<u>Battery</u>	<u>Labor</u>	<u>Travel</u>	<u>Hourmeter</u>
All non-rider machines except those listed below	10 Years	36 Months	12 Months pro-rated	36 Months	3 Months (No travel on cord-electric, 3540, or V-WD-16B)	2500
T7, R14	10 Years	36 Months	12 Months pro-rated	36 Months	3 Months	1500
B5, B7, B10, T3 Orbital, T300 <sup>3</sup> , T300e <sup>3</sup> , T500 <sup>3</sup> , T500e <sup>3</sup>	10 Years	36 Months	12 Months pro-rated	24 Months	6 Months	2000

<sup>1</sup> Two (2) year limited warranty on electric motors

<sup>2</sup> Maximum 1 replacement under Warranty

<sup>3</sup> Orbital isolators covered under 3 year parts warranty

## Is the orbital isolator policy valid on Tennant and Nobles equipment?

Yes, the orbital isolator policy is valid on the Tennant T300/T300e and T500/T500e and on the Nobles SS300/SS500.

## When does this new orbital isolator warranty start? Is it retroactive?

### ***T300 Family***

The orbital isolator warranty will be valid on the T300/T300e/SS300 machines manufactured starting February 1, 2017. The isolator policy is not retroactive on Tennant T300/T300e's or Nobles SS300's.

### ***T500 Family***

The policy will be valid on all T500/T500e and Nobles SS500's with the public launch on February 14, 2017.

## Does it apply to all isolators on machines, for example, does it include the orbital floor machines?

No, this isolator policy only applies to isolators on the orbital walk-behind scrubbers - the T300 and T500 family of machines.

## When can I start promoting this?

Materials such as T300/T300e/SS300 PAS Guides, Salient Characteristics, sales brochures, Warranty Policy and web sites should be updated by no later than February 14th. All of the T500/T500e/SS500 materials currently state the new orbital isolator policy. You can access these materials via Sales Tool Hub or My Tennant.

## Who do I contact if I have additional questions?

Contact [Julie Hartz](#) at 616-994-4419 or [Keith Essenyi](#) at 616-994-4411.