

M20 RE-LAUNCH FAQ

Business and Timing Related:

1	Q:	<i>What are the KEY dates for the re-launch?</i>	
	A:	Internal Launch w/ Sales Tools Available	June 21
		N.A. External Launch Date	June 30
		Last Order Date for existing M20	June 30
		New Orders Taken	July 1
		Start of Production	Mid-August
		Demo Orders Shipping	End of Aug-Early Sept
		Customer Orders Shipping	End of Aug-Early Sept
2	Q:	<i>Why is there a delay from New Orders Taken to Start of Production</i>	
	A:	<i>This is due to the strong demand for the current machines that have generated a backlog. The Start of Production date is when the backlog is estimated to be finished.</i>	
3	Q:	<i>Are there going to be new innovations and technologies on other machines going forward?</i>	
	A:	<i>Yes, an important part of this launch is updating the controls and implementing CAN bus architecture as a backbone for future technologies such as robotics, enhanced telemetry, machine diagnostics (in addition to what we are launching here), and more that will be integrated into Tennant machines going forward. This is not an add-on option customers pay for.</i>	
4	Q:	<i>Is there a base machine cost increase for this backbone?</i>	
	A:	<i>No, there is no base machine cost increase. We will continue to innovate to enhance our competitive position and plan for future technology without burdening our customer and sacrificing margin either.</i>	
5	Q:	<i>What if I have questions on the basics of the machine and not just on the upgrades?</i>	
	A:	<i>The PAS guides have been updated and enhanced from the old versions and can be referenced for full machine background.</i>	
6	Q:	<i>Will there be training on the new features?</i>	
	A:	<i>Yes, there will be a training on the upgrades to the machine available on June 21st and a complete, fully updated tutorial by mid-August.</i>	

7	Q:	<i>What if we run out of current machines to fulfill current orders?</i>
	A:	<i>We have purchased enough parts to satisfy orders. Of course unexpected, large orders can come on short notice and in that case we would transition the customer into a new machine. In addition, as noted above, there is no price increase on the new machines.</i>

Product Related:

1	Q:	<i>Is the Pro-Panel camera just a backup camera?</i>
	A:	<i>No, it is not just a backup camera but allows the operator to view the cleaning performance behind them as the drive forward and can be used in backup as well. On the M20/M30 in reverse, it will be used to assist in dumping the debris into a dumpster via colored guidelines. Think of the guidelines as similar to what some cars have with backup cameras.</i>

2	Q:	<i>Do the horizontal backup lines (M20/M30 only) change as I get closer to a dumpster and dump my debris?</i>
	A:	<i>No, the backup lines are static and do not change. So, as you get closer to the red “dump” zone it will stay that way – it won’t turn green or anything like that.</i>

3	Q:	<i>Is the Pro-Panel similar to what M17 has on that machine?</i>
	A:	<i>Yes, they are very similar but there are some small differences. One new feature to note is the guidelines mentioned above.</i>

4	Q:	<i>Can the operator use the USB port to charge their mobile phone?</i>
	A:	<i>Use of the USB port as a charge station for the operator mobile device is not recommended.</i>

5	Q:	<i>For Pro-ID™, how many operator identities can the Pro-Panel™ store?</i>
	A:	<i>The login function is capable of storing over 100 individual operators. However, it is recommended that as operators turn over, that these expired logins be deleted to prevent unauthorized use.</i>

6	Q:	<i>How does the Pro-Check™ Function work?</i>
	A:	<i>If the Pro-ID functionality is enabled, the Pro-Check functionality can be enabled. There are 50 or so questions stored in the checklist. The supervisor has the choice to use the defaulted checklist (8 questions) or modify it by removing or adding other questions from the list. The questions that the operator reviews for the checklist will be tied to the operator’s own language (one of the 28 on-board languages). The supervisor can set up the checklist to be completed with each log-on or once per log-on per 12 hour period.</i>

7	Q:	<i>For how long will the PerformanceView™ come on and is it changeable?</i>
	A:	<i>The PerformanceView™ capability to view the cleaned path behind the machines will be set from the factory at 5 seconds viewing time. The supervisor can set it for any time window between 2-15 seconds.</i>

8	Q:	What distinguishes the “Supervisor” and “Operator” screens?
	A:	There is an icon in the lower righthand corner of the Pro-Panel screen that distinguishes between the Supervisor  and Operator  screens
9	Q:	What functions does the supervisor have the ability to modify?
	A:	Modify user profiles (creation, deletion, naming, passwords, access – video, presets, ec-H2O™) • Enable/disable login at machine power-up • Enable/disable checklists • Select checklist questions for inclusion • Set checklist recurrence type • Export checklists
10	Q:	How long are checklists stored?
	A:	The Pro-Panel™ has the ability to store the “LAST 300” checklists.
11	Q:	Will a Pro-Panel™ APP be available for my device like the T300?
	A:	Yes, we are working on an APP that reflects virtually the same interface as the controls on the machines. It will be different than the T300, but we’re looking at updating this APP as well. The timing on availability will firm up soon and expect to deliver the APP this summer.
12	Q:	Will the M20 & T20 have an optional pressure washer like the M30?
	A:	Yes, the M20 and T20 will now have a pressure washer as a standard option. These were previously a custom solution and the price is now lower.
13	Q:	Is there anything new on these machines in regards to IRIS?
	A:	Yes, there will now be ec-H2O reporting on IRIS for these machines.