



Quick Start Guide for Building Service Contractors

The floor cleaning equipment,
technology, and insights
you need to win every job

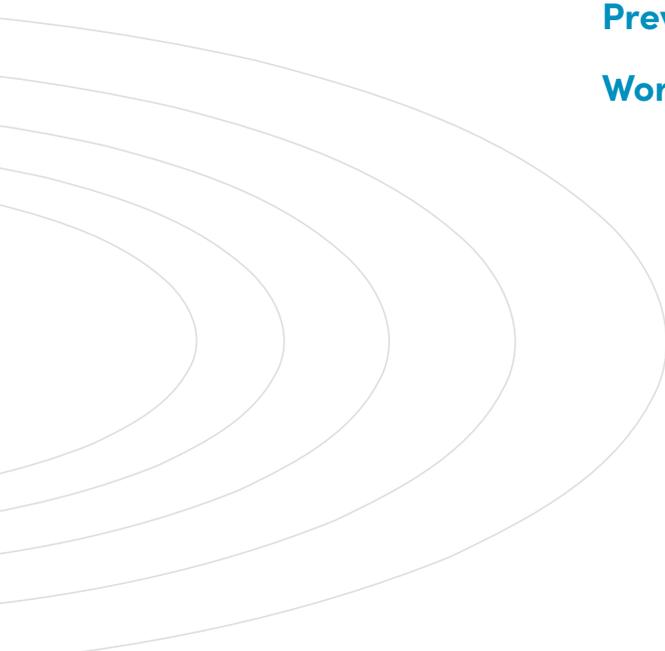


Clean with confidence: your guide to smarter solutions

At Tennant, we know that Building Service Contractors (BSCs) face unique challenges as they take on new sites. Success depends on more than just hard work – it requires having a trusted partner who anticipates your needs, provides dependable equipment, and strategically supports your business to deliver impactful results. This guide is designed to do two things. First, we’re showcasing some of our most reliable, high-performing floor cleaning machines that help BSCs deliver outstanding results. Second, we’ve created a workbook to help you quickly identify and address potential obstacles, so you can confidently assess your needs and ensure you’re prepared for success from day one. With the right floor cleaning equipment and insights, your staff will be prepared to deliver exceptional results – no matter the site.

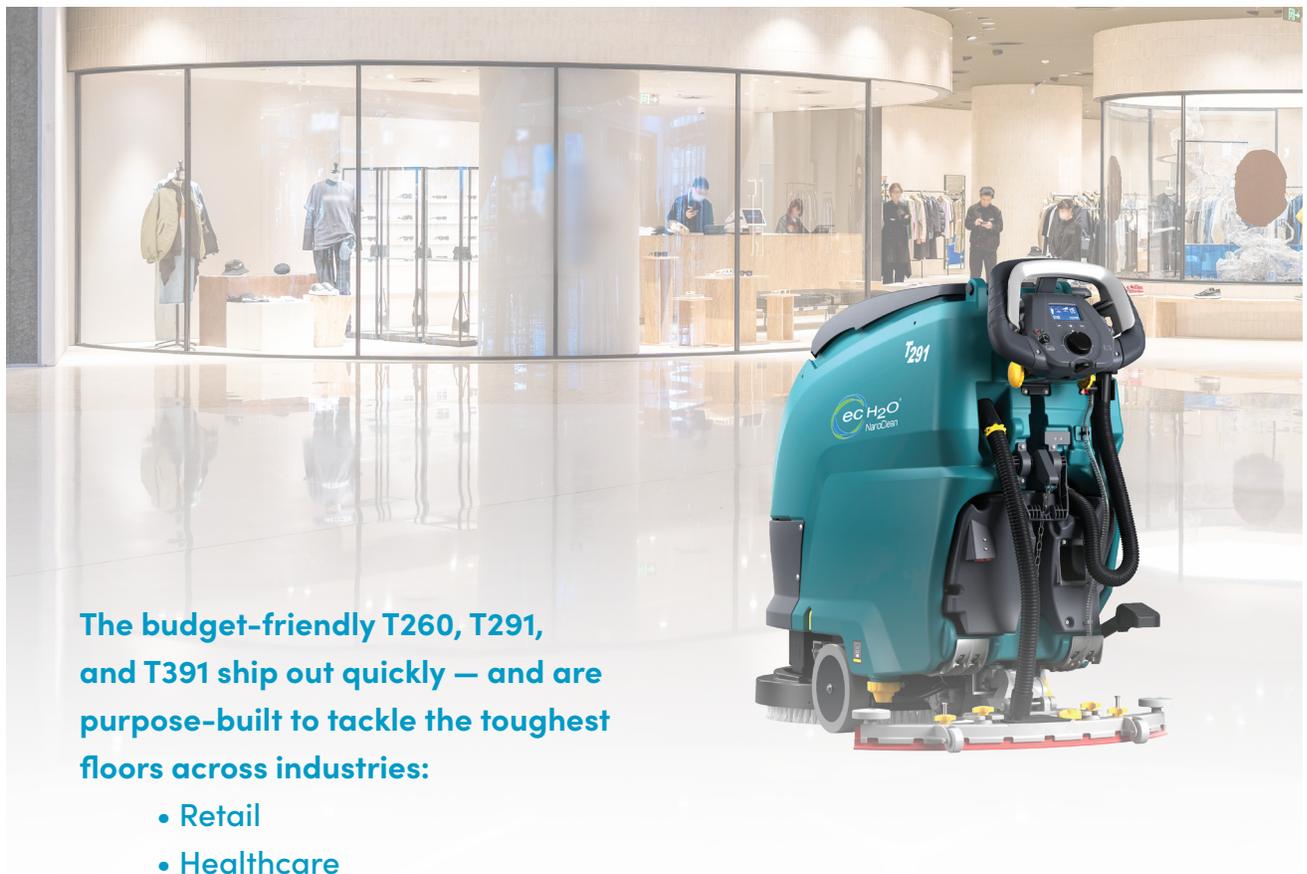
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Walk-behind floor scrubbers

As a Building Service Contractor, you know that clean floors directly correlate with a positive brand image. Such is the case in retail settings, where 4 out of 5 consumers surveyed by Service Channel would rather have a clean store than one that prioritizes technology.¹ Floors are also critical to safety, as the NFSI reports that unclean floors contribute to over 2 million fall injuries each year in the U.S.² With the help of Tennant's dependable walk-behind floor scrubbers, you can keep floors consistently safe, clean, and ready for high-traffic areas.



The budget-friendly T260, T291, and T391 ship out quickly – and are purpose-built to tackle the toughest floors across industries:

- Retail
- Healthcare
- Education
- Aviation and Public Transport
- Office Buildings
- Hospitality

¹ServiceChannel. (2019). (rep.). The real reasons shoppers aren't returning to your stores. The State of Brick & Mortar Retail Report. Retrieved from <https://servicechannel.com/resources-download/reports/state-of-brick-and-mortar.pdf>.

²Slip & fall quick facts. NFSI. (n.d.). <https://nfsi.org/nfsi-research/quick-facts/>

Walk-behind floor scrubbers



T260

Level up productivity with this user-friendly floor scrubber, combining simplicity with high-performance cleaning power.

Highlights:

- Compact size offers high visibility in tight spaces
- Large recovery tank provides easy access for daily upkeep
- Intuitive operation includes push button control and battery display

*Compatible with our Industry-leading squeegee



T291

Effectively clean hard-to-reach spaces and open areas with this highly maneuverable and versatile floor scrubber.

Highlights:

- ECO mode reduces noise and water consumption while increasing run time
- Self-leveling brush/pad ensures consistent clean
- 2-stage vacuum motor and squeegee design ensure safe, dry floors

*Compatible with our industry-leading squeegee



T391

Get easy operation, maximum comfort, and optimal cleaning performance with this walk-behind floor scrubber.

Highlights:

- 28-inch scrub path increases cleaning efficiency
- Ergonomic design, self-propel feature, and no-touch brush/pad system provide easy operation and maintenance
- Adjustable Linatex® squeegee blades get excellent water pick-up

	T260	T291	T391
Estimated coverage/productivity	Up to 21120 sq ft per hour / 1950 sq m per hour	Up to 21173 sq ft / 1967 sq m (pad assist), Up to 26565 sq ft / 2468 sq m (self-propel)	Up to 47953 sq ft per hour / 4455 sq m per hour
Cleaning path	20 in / 500 mm	20 in / 500 mm	28 in / 700 mm, 32 in / 800 mm
Main down pressure	Up to 45 lb / 20.6 kg	Up to 40 lbs / 18.1 kg	52 lbs / 23.6 kg, 71 lbs / 32.2 kg
Solution tank capacity	10.5 gal / 40 L	13.2 gal / 50 L	18.5 gal / 70 L
Sound level	As low as 72 dBA	As low as 63 dBA (Eco Mode)	As low as 56 dBA

The T260 and T291 can both be equipped with our industry-leading squeegee attachment to improve water pickup and ensure a cleaner, safer surface. By funneling water into the vacuum system, the squeegee leaves floors not only spotless but also dry, reducing the risk of slip-and-fall accidents.

i-mop® Family

The maneuverability of a mop meets the powerful cleaning capabilities of a walk-behind floor scrubber. Designed to glide effortlessly across any hard floor surface, the i-mop® Lite, i-mop® XL Plus and i-mop® XXL Plus offer unmatched flexibility for cleaning tight corners and hard-to-reach spaces. Experience freedom of movement combined with superior scrubbing power, allowing you to tackle dirt and grime with ease while maintaining complete control.



i-mop® Lite

Exceed cleaning standards with the i-mop Lite's highly efficient and maneuverable design. Perfect for cleaning in tight spaces and around obstacles.



i-mop® XL Plus

Easily clean floors with the flexibility of a mop and the power and speed of a floor scrubber.



i-mop® XXL Plus

Remove more surface soil than traditional mops with balanced weight distribution and twin counter-rotating brushes.

	i-mop® Lite	i-mop® XL Plus	i-mop® XXL Plus
Estimated coverage/ productivity	Up to 15069 sq ft / 1400 sq m	Up to 19375 sq ft / 1800 sq m	Up to 24750 sq ft / 2300 sq m
Cleaning path	14.5 in / 368 mm	Up to 18 in / 460 mm	24.4 in / 620 mm
Main down pressure	Up to 28.6 lb / 13 kg	48.4 lbs / 22.5 kg	Up to 70.4 lbs / 32 kg
Solution tank capacity	.79 gal / 3 L	1 gal / 4 L	1.25 gal / 5 L
Sound level	As low as 68 dBA	As low as 79.6 dBA	As low as 79.6 dBA

Other products

Vacuums, burnishers, floor machines, and specialty cleaning equipment

Tennant offers a range of innovative products designed to meet the unique needs of Building Service Contractors. From efficient vacuums for tight spaces to powerful burnishers that restore shine, these tools help you deliver exceptional results in any facility.



Vacuums

Whether you need a lightweight backpack vacuum for office stairways or the lobby, a wide-area cleaning path vacuum for aisles, or a low-profile upright canister vacuum to clean under desks and furniture, there's a Tennant vacuum to help you keep your facility looking its best.



Burnishers and floor machines

Burnish and buff floors comfortably with self-propelled walk-behind burnishers or ride-on burnishers engineered to bring out the luster in your hard surface floors. Tennant's industrial strength floor burnishers come in a variety of sizes and power system configurations.



Specialty cleaning

Conveniently clean almost anywhere with specialty cleaning machines engineered by Tennant for superior dependability and performance. Choose an industrial blower fan, an all-surface cleaning machine, or a multi-surface cleaning machine to complement your cleaning program.

Exclusive scrubbing technologies

Tennant technologies help you enhance safety and productivity while reducing water and chemical use.

ec-H2O NanoClean®

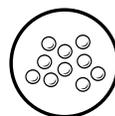
Tennant's proprietary technology electrically converts water into an innovative, detergent-free, solution that cleans effectively, saves money, and reduces environmental impact compared to daily floor cleaning chemicals.



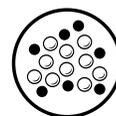
Clean tap water in solution tank



EC-H2O Nanoclean™ E-cell applies strong electric charge



Millions of NanoBubbles are created



Nanobubbles interact with soil

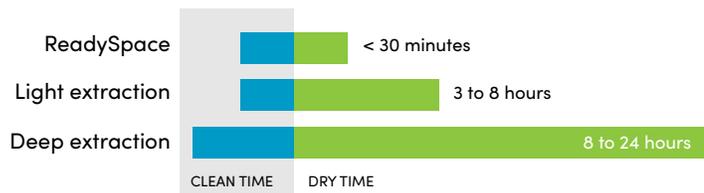


Recovery tank fills with dirty water

ReadySpace®

Rapid-drying carpet cleaning technology provides clean, fresh carpets in minutes to reduce room and carpet area closure times. It uses up to 80% less water to clean and leaves 90% less water in the carpet.

Rapid dry times mean the carpet is usable sooner



IRIS® Asset Manager

Offers full visibility into your fleet, providing key metrics and insights to drive productivity, control costs, and support informed decision-making for enhanced cleaning performance.



Increase productivity

Ensure operators are optimally using Tennant equipment.



Ensure consistency

See your entire fleet at a glance and view detailed metrics to ensure every site and every machine cleans consistently, positively representing your brand.



Make informed decisions

Get anytime, anywhere access to the insights you need to make smart fleet management decisions.

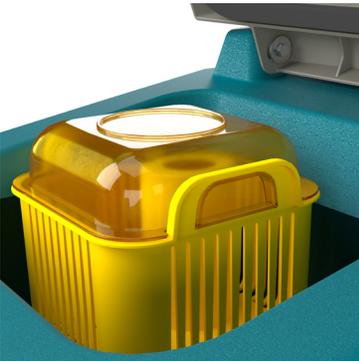


Reduce cost to clean

Drive proper equipment usage to increase efficiency and minimize equipment and operational costs.

Preventative Maintenance Program

We are committed to helping you maximize the potential of your investment in Tennant Equipment. We want to ensure your cleaning equipment is running at optimal performance with minimal downtime. With a Preventative Maintenance Program, you can control costs, extend equipment life, and enhance overall machine reliability.



WHY IS IT IMPORTANT?

- Prolong life of Tennant equipment
- Reduce unplanned downtime caused by equipment failure
- Reduce unnecessary maintenance and inspections
- Improve reliability of equipment
- Reduce expensive repairs caused by unexpected equipment failure that must be fixed quickly

WHAT DO YOU GET?

- Budgeting predictability and better control of maintenance expenses with monthly billing
- Better cleaning performance and lower total cost with Tennant genuine parts
- Access to your machine's full service history



HOW DOES IT BENEFIT YOU?

- Optimize machine performance
- Minimize downtime
- Control maintenance costs
- Lower cost of ownership
- Increase equipment life
- Increase machine longevity
- Access to discounted machine parts
- Receive operator's training



CONDUCT A SITE SURVEY

Note any challenges, unusual aspects, or confined areas at the site. Estimate the equipment that will be needed based on the square footage and the indoor and outdoor areas you will be required to clean. Note the condition of the building and whether a deep clean is necessary to get the site up to an acceptable level of clean. Document the traffic levels, the types of dirt present, and whether there is a need to sweep before scrubbing. Include as much detail as possible. Ask your equipment provider to recommend the equipment needed based on the site survey and statement of work. **Common areas overlooked: minimum doorway width, empty/fill points throughout the facility.**

DETERMINE EQUIPMENT NEEDS

Based on the statement of work and site survey, collaborate with stakeholders to determine the type of machine(s) required to maximize productivity and efficiently clean the site. Map each machine purchased for an area of the facility and the cleaning frequency. Commonly overlooked items include: the type of batteries needed to provide maximum productivity; the sound level of machines used to perform daytime cleaning; multipurpose machines that can be used in different areas (such as sweepers for sidewalks and entrances); and site sustainability requirements.

PROJECT BUDGET NOTES

List budget and payment information, including terms and frequency of payments. If additional budget is needed, let Tennant help you put together an ROI analysis (labor and chemical savings) and/or explore different financing options, including purchasing, leasing, reconditioned equipment, and rental.

ORDER EQUIPMENT

Place your equipment order and determine the lead time to ensure you're ready to clean by the contract date. Ask your equipment supplier about financing options and whether they offer the option to refresh or upgrade your equipment fleet to meet your changing needs. For new sites starting up soon, ask your equipment partner about their quick-ship inventory or rental options.

SHIPPING/DELIVERY

Record tracking information for your order and determine if it will arrive on time and complete. Include your customer service representative's contact information. Consider whether a loading dock is available and include times when it is available for delivery. Ask your equipment partner what percentage of the machine will need to be assembled on site and how machines are delivered – boxed or crated, shrink wrapped, or blanket wrapped.

Order # _____

Arrival Date _____

INSTALLATION

Test your machines to ensure they're in good working order and all the accessories have been properly installed. **Note the date, time, and location of tests and identify any problems or concerns.** Promptly notify your supplier about any problems.

Test _____ Date/Time _____

Notes _____

TRAINING & RETRAINING

Ask your supplier about in-person operator training for all shifts, and what on-demand training, including videos or wall-charts, is available. Note any questions or concerns you have. Consider who will manage ongoing training requests as staff turns over, and the depth of the trainer's qualifications. Who on your staff will be the equipment subject matter expert (SME) to handle questions internally?

Trainer Contact Information: _____

Shift	Date	Time
1	_____	_____
2	_____	_____
3	_____	_____
4	_____	_____

Internal Equipment SME: _____

SERVICE & PARTS

List your expectations for prompt, efficient service and parts delivery. Track on-time performance and concerns. Include pricing and contact information below. Areas to consider include: using OEM parts to maintain machine performance; preventative maintenance plans; and service professional network.

Where to order parts: _____

Who to contact for repairs: _____

Location of warranty information: _____

Congratulations!

After completing this workbook you should be ready to successfully handle your cleaning assignment with confidence in your equipment and your trained staff. Keep the information in the Quick Start Guide up-to-date in case you need information in a hurry.