



Warranty Policy

Built on Simplicity:

Tornado Hydrovacs are powerful, rugged and most importantly, simple. We understand that operators rely on user-friendly equipment to perform in the field with minimal downtime. That's how we design them. All working components are easily accessible for visual inspection and routine maintenance.

Parts and Service:

Tornado warrants all new truck bodies and/or accessories purchased directly from Tornado for a period of 1 year from the date the truck goes into service. The warranty must be activated within 30 days of the truck going into service via call in to the Warranty Administrator to register. 403-740-2029

The warranty is non-transferrable once activated by the end user and warrants that our products shall be free of defects in material and workmanship under normal operating conditions and when properly maintained and operated as directed in the owner's manual for a period of one year. Warranty shall not apply to any Tornado products which have been subject to misuse, negligence or accident or which have been altered or repaired by anyone other than Tornado.

Warranty is limited to truck mounted equipment and/or accessories manufactured and installed by Tornado. It does not cover post-production or distributor modifications made by companies other than Tornado. These modifications in design made by the end user/customer to the original Tornado product would be through the manufacturer of the modifications. Modifications to Tornado design by the end user could void warranty and would be at Tornado's discretion.

Repair, replacement, or credit will be at Tornado's discretion. Tornado will not reimburse for work performed without prior authorization. Tornado reserves the right to refuse estimates deemed excessive. Compensation for lost time, wages or travel are not covered by warranty and will not be reimbursed.

Paint:

Paint warranty is limited to one year from manufacture only, and does not include either the inside or the understructure of truck bodies. Due to the nature of the industry and the truck's intended application any warranty issues deemed mechanical damage shall not be covered by this warranty.

Third Party Warranty:

Components installed on the Hydrovac which are not manufactured by Tornado will be subject to OEM warranty policy. If there are any labor costs involved they will be forwarded to the end user/customer.

Maintenance Conditions:

Items such as loose bolts, loose or ungreased fittings, hydraulic leaks, electrical connections, loose lift axle mounting hardware and unusual noises shall be warranted for a period of 90 days from the date of sale to the customer. Issues of this nature reported after 90 days shall be considered the result of normal wear and subject to regular maintenance by the customer as detailed in the owner's manual and are not covered by Tornado's one year warranty. Failure to follow the maintenance regimen outlined in the owner's manual for the truck body and/or accessories will void warranty. These items include but are not limited to:

- Grease Fittings
- Tailgate hinge bushings
- Hydraulic cylinder pins
- Rear hinge fittings
- Torque of bolts

Conditions of Warranty Considerations:

Any and all warranty work to be performed must be approved and authorized by Tornado Warranty department prior to commencing work and/or accruing charges. In cases where product failure occurs due to defects in materials or workmanship within the warranty period and limitations set forth by this policy, a claim must be filed within 30 days of such failure. Tornado reserves the right to deny claims that do not meet any or all of the above requirements.

Parts and Service:

Tornado stands behind the equipment we build and promise fast and convenient service from our service department. Our trucks are designed so that most parts are readily available not special order from the manufacturer.

Customer Service:

Tornado warranty protection is backed by exceptional customer service.

Chassis:

Tornado assumes no responsibility for fit, form; function or failure of the chassis Dealerships and distributors are responsible for the condition of chassis prior to delivery to customer.

Warranty Administrator 403-740-2029

Service 403-740-2043

After Hours/Emergency 403-740-2043