

# Tornado Commercial Limited Warranty

Tornado warrants that, from the date of purchase until the expiration of the warranty period set forth for your product, the product shall be free from defects in material and workmanship when it is used under normal conditions and maintained according to the requirements outlined in the Owner's Manual, subject to the conditions and exclusions set forth below.

## Who may use this limited warranty?

Tornado extends the limited warranty set forth below only to the consumer who originally purchased the product. This limited warranty does not extend to any subsequent owner or other transferee of the product.

## What is covered by this limited warranty?

1. The original product, as described above, and/or non-wearable parts deemed defective, in Tornado's sole discretion, will be repaired or replaced for the duration of the warranty period.
2. In the event a replacement product is issued, the warranty coverage continues from the date of purchase of the original product. Tornado reserves the right to replace the original product with one of equal or greater value.
3. Return freight and reshipment costs (ground freight only) are prepaid by Tornado for warranty claims that meet the eligibility requirements.
4. Tornado product warranties vary per model. Please see duration warranty for details of the time frame of your purchase.
5. To find an authorized Tornado service center, contact us at ([cfctechservice@tacony.com](mailto:cfctechservice@tacony.com)).
6. Warranty for corded products starts from date of sale to the consumer or 8 months from the time distributor purchased from Tornado, whichever comes first. Warranty for battery units starts at 6 months after distributor purchase.

## What is not covered by this limited warranty?

1. Parts of the product that require regular maintenance and/or replacement to ensure the proper functioning of your product are not covered by this limited warranty. This includes but is not limited to bags, belts, filters, brush strips, hoses, pads, squeegees. Replacement parts are available for purchase from your local authorized Tornado distributor.
2. Any product that has been tampered with or not used in accordance with the owner's manual.
3. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the equipment, replacing filters or not using the proper pads or chemicals), or damage due to mishandling in transit.
4. Consequential and incidental damages.
5. Defects caused by unauthorized service. These defects include damages caused in the process of shipping, altering, or repairing your Tornado product or any of its parts when the repair is performed by a repair person not authorized by Tornado.
6. Products purchased, used, or operated outside the USA and Canada.
7. Products that are second-hand, or products outside of the warranty period.

8. Products that have not been assembled, used, or maintained in accordance with the operating instructions.
9. Defects or damage caused by the use of non-genuine Tornado parts, including but not limited to motors, filters and spare parts, or products that have unauthorized modifications.
10. Products in which filters have been washed and/or bags have been reused, excluding cloth vacuum bags.
11. Typical wear and tear, accident, other casualty, misuse, neglect, misapplication, improper use or maintenance, or any product in which the serial number has been altered or removed.
12. Normal maintenance, such as the cleaning and upkeep of batteries or cleaning of collection devices.
13. Freight damage is not a warranty defect. Freight damage must be reported to Tornado customer service within 30 days of receiving product.

### **FURTHER LIMITATIONS AND EXCLUSIONS**

Any warranty that may be implied in connection with your purchase or use of the product, including any warranty of MERCHANTABILITY or any warranty for FITNESS FOR A PARTICULAR PURPOSE is limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

\*\*Exclusions and limitations of this limited warranty and your potential rights under State law.

TO THE EXTENT NOT PROHIBITED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY AND ALL OTHER WARRANTIES WHETHER WRITTEN, ORAL, STATUTORY, EXPRESS OR IMPLIED, (INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE). THIS LIMITED WARRANTY DISCLAIMS LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES, SO THE FOREGOING DISCLAIMER MAY NOT APPLY TO YOU. FURTHERMORE, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. TO THE EXTENT SUCH WARRANTIES CANNOT BE DISCLAIMED OR LIMITED IN DURATION UNDER THE LAWS OF YOUR JURISDICTION, WE LIMIT THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY, AS STATED BELOW FOR YOUR PARTICULAR PRODUCT.

Please note warranty durations are subject to change without notice.

### **How to get service and initiate a warranty claim**

We encourage you to register your product online at [Tornadovac.com](http://Tornadovac.com).

If your product fails to operate properly while in use under normal conditions within the warranty period, please contact your local authorized dealer to assist with product support and warranty service options. To better assist you, please register your product online at [Tornadovac.com/service/warranty-registration-form](http://Tornadovac.com/service/warranty-registration-form).

To find an authorized Tornado service center, contact Tornado Technical Service at 1-800-4Tacony.

# Tornado Commercial Warranty Duration by Model

Model	Description	Machine Parts/Roto	Labor**	Battery
<b>VACUUMS</b>				
97130	CK LW 13/1 Single Motor Upright	2 years	2 years	
TV280-W12-U	CK ULW 13/1 Single Motor Upright	2 years	2 years	
97300C	CK LW 13/1 Roam Single Motor Upright	2 years	2 years	1 year battery***
98147	CK 14/1 Pro Single Motor w/ Tools	2 years	2 years	
91449	CV 30 Single Motor with Tools	2 years	2 years	
91430	Deluxe CVD 30 Single Motor w/Tools	4 years	2 years	
91438	Deluxe CVD 38 Single Motor w/Tools	4 years	2 years	
91440	Deluxe CVD 38 Dual Motor w/Board Tools	4 years	2 years	
91442	Deluxe CVD 48 Dual Motor w/Tools	4 years	2 years	
93282	TV 2 SS Canister Vacuum with Tools	2 years	2 years	
93282-KIT	TV 2 SS Canister Vacuum with Tools and Turbo Nozzle	2 years	2 years	
93030	Carpet Vacuum Wide Area 115v	4 years/ 10 years Roto	2 years	
<b>BACKPACK VACUUMS</b>				
93012B	Pac-Vac 6 Aircomfort Back Pack Vacuum	4 years	2 years	
93014B	Pac-Vac 10 Aircomfort Back Pack Vacuum	4 years	2 years	
93016C-1	Pac-Vac 6 Roam w/ Charger	4 years	2 years	1 year battery***
<b>FLOOR MACHINES</b>				
97590	17" Metal, 175 RPM Floor Machine with Pad Holder	2 years	2 years	
97595	20" Metal, 175 RPM Floor Machine with Pad Holder	2 years	2 years	
98476	17" Metal, 175 RPM Dual Speed Floor Machine	2 years	2 years	
98484	20" Metal, 175 RPM Dual Speed Floor Machine	2 years	2 years	
97562B	17" 175 RPM "Brute Force" Floor Machine	2 years/ 10 years Roto	2 years	
97564B	20" 175 RPM "Brute Force" Floor Machine	2 years/ 10 years Roto	2 years	
97600	OB 20" Orbital Floor Machine	2 years	2 years	
97602	OB 20" Orbital Floor Machine with Finish Removal Kit	2 years	2 years	
<b>BURNISHERS</b>				
98482B	2000 RPM "Brute Force" High-Speed Glazer	2 years/ 10 years Roto	2 years	
98486	2000 RPM Dust-Control "Brute Force" High Speed Glazer	2 years/ 10 years Roto	2 years	
98494	Battery Glazer 17, 1500 RPM Burnisher	2 years	2 years	
<b>SCRUBBERS</b>				
99409	BR 9/1 MW Cylindrical Brush Scrubber Multiwash	2 years	2 years	
99410	BR 13/1 MW Cylindrical Brush Scrubber Multiwash	2 years	2 years	-
99418	BR 18/1 MW Cylindrical Brush Scrubber Multiwash	2 years	2 years	
TS050-W09-U	Vortex 9 Multiwash	2 years	2 years	
TS050-W13-U	Vortex 13 Multiwash	2 years	2 years	

Model	Description	Machine Parts/Roto	Labor**	Battery
TS050-W18-U	Vortex 18 Multiwash	2 years	2 years	
99406	BR 16/3 Cylindrical Brush Scrubber Cylindrical	2 years/10 years Roto	2 years	Pro-rated**
99414	BD 14/4 Brush Assist (w/ 33 AH AGM Batteries & Charger)	2 years/10 years Roto	2 years	Pro-rated**
99617	BD 17/6 Brush Assist (w/ 33 AH AGM Batteries & Charger)	2 years/10 years Roto	2 years	Pro-rated**
99685	BR 18/11 Brush Assist	2 years/10 years Roto	2 years	Pro-rated**
99685C	BR 18/11 Brush Assist (w/ 105 AH Wet-Acid & Charger)	2 years/10 years Roto	2 years	Pro-rated**
99685CG	BR 18/11 Brush Assist (w/ 114 AH AGM & Charger)	2 years/10 years Roto	2 years	Pro-rated**
99685E	BR 18/11 Brush Assist (w/ TPPL Battery & Charger)	2 years/10 years Roto	2 years	3 yr Replacement
99120BP	Floorkeeper 20 Brush Assist with Pad Driver	4 years/10 years Roto	2 years	Pro-rated**
99120BC	Floorkeeper 20 Brush Assist with Wet-Acid Batteries	4 years/10 years Roto	2 years	Pro-rated***
99120BCG	Floorkeeper 20 Brush Assist with AGM Batteries	4 years/10 years Roto	2 years	Pro-rated***
99120DP	Floorkeeper 20 Traction Drive with Pad Driver)	4 years/10 years Roto	2 years	Pro-rated***
99120DC	Floorkeeper 20 Traction Drive with Wet Acid Batteries	4 years/10 years Roto	2 years	Pro-rated***
99120DCG	Floorkeeper 20 Traction Drive with AGM Batteries	4 years/10 years Roto	2 years	Pro-rated***
99120DCL	Floorkeeper 20 Traction Drive with Hydralert Battery	4 years/10 years Roto	2 years	Pro-rated***
99120ORB	Floorkeeper 20 Orbital	4 years/10 years Roto	2 years	Pro-rated**
99120ORBC	Floorkeeper 20 Orbital w/Wet Acid Batteries	4 years/10 years Roto	2 years	Pro-rated***
99120ORBCG	Floorkeeper 20 Orbital w/AGM Batteries	4 years/10 years Roto	2 years	Pro-rated***
99695T-C	BR 22/14T Traction Drive (w/ 195 AH Wet-Acid Batteries)	4 years/10 years Roto	2 years	Pro-rated***
99695T-CG	BR 22/14T Traction Drive (w/ 230 AH AGM & Charger)	4 years/10 years Roto	2 years	Pro-rated***
99695TE	BR 22/14T Traction Drive (w/TPPL Battery & Charger)	4 years/10 years Roto	2 years	3 yr Replacement
99124DP	Floorkeeper 24 Traction Drive w/ Pad Driver	4 years/10 years Roto	2 years	Pro-rated***
99124DC	Floorkeeper 24 Traction Drive w/ Wet Acid Batteries	4 years/10 years Roto	2 years	Pro-rated***
99124DCG	Floorkeeper 24 Traction Drive w/AGM Batteries	4 years/10 years Roto	2 years	Pro-rated***
99124DCL	Floorkeeper 24 Traction Drive w/Hydralert Battery Protection	4 years/10 years Roto	2 years	Pro-rated***
99128DP	Floorkeeper 28 Traction Drive w/Pad Driver	4 years/10 years Roto	2 years	Pro-rated***
99128DC	Floorkeeper 28 Traction Drive w/Wet Acid Batteries	4 years/10 years Roto	2 years	Pro-rated***
99128DCG	Floorkeeper 28 Traction Drive w/AGM Batteries	4 years/10 years Roto	2 years	Pro-rated***
99128DCL	Floorkeeper 28 Traction Drive with Hydralert Battery	4 years/10 years Roto	2 years	Pro-rated***
99128ORB	Floorkeeper 28 Orbital	4 years/10 years Roto	2 years	Pro-rated***
99128ORBC	Floorkeeper 28 Orbital w/ Wet Acid Batteries	4 years/10 years Roto	2 years	Pro-rated***
99128ORBCG	Floorkeeper 28 Orbital w/ AGM Batteries	4 years/10 years Roto	2 years	Pro-rated***
TS120-S45-U	20" Disk Brush Assist	4 years/10 years Roto	2 years	Pro-rated***
TS120-S45-UC	20" Disk Brush Assist W/ Lead Acid	4 years/10 years Roto	2 years	Pro-rated***
TS120-S45-UG	20" Disk Brush Assist W/ AGM	4 years/10 years Roto	2 years	Pro-rated***
TS120-S45-UE	20" Disk Brush Assist W/TPPL	4 years/10 years Roto	2 years	3 yr Replacement
TS120-S53-U	20" Disk Self-propelled	4 years/10 years Roto	2 years	Pro-rated***
TS120-S53-UC	20" Disk Self-propelled W/ Lead Acid	4 years/10 years Roto	2 years	Pro-rated***

Model	Description	Machine Parts/Roto	Labor**	Battery
TS120-S53-UG	20" Disk Self-propelled W/ AGM	4 years/10 years Roto	2 years	Pro-rated***
TS120-S53-UE	20" Disk Self-propelled W/TPPL	4 years/10 years Roto	2 years	3 yr Replacement
<b>RIDE-ON SCRUBBERS</b>				
99772C	BD 26/27 (w/ 24 V Wet-Acid Batteries) Ride on	4 years/10 years Roto	2 years	Pro-rated***
99772CG	BD 26/27 (w/ 24 V AGM Batteries & Charger) Ride on	4 years/10 years Roto	2 years	Pro-rated***
99775	BR 28/27 Ride on	4 years/10 years Roto	2 years	Pro-rated**
99775C	BR 28/27 (w/ 24 V Wet-Acid Batteries) Ride on	4 years/10 years Roto	2 years	Pro-rated***
99775CG	BR 28/27 (w/ 24 V AGM Batteries & Charger) Ride on	4 years/10 years Roto	2 years	Pro-rated***
99785	BR 33/30 Ride on	4 years/10 years Roto	2 years	Pro-rated**
99785C	BR 33/30 (w/ 36 V Wet-Acid Batteries) Ride on	4 years/10 years Roto	2 years	Pro-rated***
99785CG	BR 33/30 (w/ 36 V AGM Batteries & Charger) Ride on	4 years/10 years Roto	2 years	Pro-rated***
99780	BD 33/30 Ride on	4 years/10 years Roto	2 years	Pro-rated**
99780C	BD 33/30 (w/ 36 V Wet-Acid Batteries) Ride on	4 years/10 years Roto	2 years	Pro-rated***
99780CG	BD 33/30 (w/ 36 V AGM Batteries & Charger) Ride on	4 years/10 years Roto	2 years	Pro-rated***
99786	Stand-on BDSO 27/28 Scrubber	4 years/10 years Roto	2 years	Pro-rated**
99786C	Stand-on BDSO 27/28 Scrubber W/ Lead Acid	4 years/10 years Roto	2 years	Pro-rated***
99786CG	Stand-on BDSO 27/28 Scrubber W/ AGM	4 years/10 years Roto	2 years	Pro-rated***
99786E	Stand-on BDSO 27/28 Scrubber W/ TPPL	4 years/10 years Roto	2 years	3 yr Replacement
TS120-S59-U	20" Stand-on	4 years/10 years Roto	2 years	Pro-rated**
TS120-S59-UC	20" Stand-on W/ Lead Acid	4 years/10 years Roto	2 years	Pro-rated***
TS120-S59-UG	20" Stand-on W/ AGM	4 years/10 years Roto	2 years	Pro-rated***
TS120-S59-UE	20" Stand-on W/ TPPL	4 years/10 years Roto	2 years	3 yr Replacement
<b>SPOTTERS</b>				
98220	PS Spotter 55 P.S.I, 2 Gallon	2 years/10 years Roto	2 years	
TE010-G03-U	Spotter 3G W/ Non-stretch hose	2 years/10 years Roto	2 years	
TE011-G03-U	Spotter 3G W/ Non-stretch hose, Combo Tool, Carpet Wand	2 years/10 years Roto	2 years	
TE012-G03-U	Spotter 3G W/Insider hose and PFX-2PC	2 years/10 years Roto	2 years	
98132	Marathon 350	2 years/10 years Roto	2 years	
<b>EXTRACTORS</b>				
TE070-G10-U	10g Mid-size 100psi W/ Wand	2 years/10 years Roto	2 years	
98250	Marathon 2-100 100 P.S.I Upright	2 years/10 years Roto	2 years	
TE060-G15-U	Surge 100 Upright W/Wand	4 years/10 years Roto	2 years	
TE200-G15-U	Surge 220 Upright W/Wand	4 years/10 years Roto	2 years	
TE251-G15-U	Surge 300 Upright W/Wand	4 years/10 years Roto	2 years	
TE310-G15-U	Surge 500 Upright W/Wand	4 years/10 years Roto	2 years	
98252H	Marathon 2-200H Heated 200 P.S.I. Upright	2 years/10 years Roto	2 years	
98255PH	Marathon 2-400PH Heated 400 P.S.I. Upright	2 years/10 years Roto	2 years	
98103	Mini-Marathon 370 Self Contained	2 years/10 years Roto	2 years	

Model	Description	Machine Parts/Roto	Labor**	Battery
98168	Marathon 1200 100 P.S.I., 12-Gallon Pull behind	2 years/10 years Roto	2 years	
98170	9 Gallon, 100 P.S.I., Self Contained	2 years/10 years Roto	2 years	
98190	Marathon 2000 100 P.S.I., 20-Gallon, Self-Propelled	2 years/10 years Roto	2 years	
98260	Room-Mate 220 P.S.I., 13-G Recovery Tank Only, W/Wand	2 years/10 years Roto	2 years	
98828	PRO 500 W/ Ozone 33' Flex Hose and Roller Wand	4 years/10 years Roto	2 years	
98836	PRO 750 W/ 33' Flex Hose, Roller Wand, and Combo Tool	4 years/10 years Roto	2 years	
98858	Cascade 20 SP W/ Wand, Combo tool, and 33' Hose	4 years/10 years Roto	2 years	
98862	Cascade 20 OZ SP W/ Wand, Combo Tool, and 33' Hose	4 years/10 years Roto	2 years	
98838	ECO 500 AW Series 500 P.S.I., 10-Gallon	4 years/10 years Roto	2 years	
98842	ECO 500 AWH Series Heated 500 P.S.I., 10-Gallon	4 years/10 years Roto	2 years	
98848	ECO 500 AW Plus Series 500 P.S.I., 15 Gallon	4 years/10 years Roto	2 years	
98846	ECO 500 AWH Plus Series Heated 500 P.S.I., 15-Gallon	4 years/10 years Roto	2 years	
98820	Pro 500 13-Gallon Extractor, machine only	4 years/10 years Roto	2 years	
98830	Pro 500 Perfect Heat 13-Gallon, machine only	4 years/10 years Roto	2 years	
98826	Pro 500 Ozone Assist 13-Gallon, machine only	4 years/10 years Roto	2 years	
98818	Pro 750 13 Gallon 750 P.S.I., machine only	4 years/10 years Roto	2 years	
98856	Cascade 20 400 P.S.I., 25-Gallon, Machine Only	4 years/10 years Roto	2 years	
98860	Cascade 20 Ozone Assist, 400 P.S.I., 25 -Gal., Machine Only	4 years/10 years Roto	2 years	
98840	ECO 500 AW Series 500 P.S.I., 10-Gallon	4 years/10 years Roto	2 years	
98844	ECO 500 AWH Series Heated 500 P.S.I., 10-Gallon	4 years/10 years Roto	2 years	
98852	ECO 500 AW Plus Series 500 P.S.I., 15-Gallon	4 years/10 years Roto	2 years	
98854	ECO 500 AWH Plus Series Heated 500 P.S.I., 15-Gallon	4 years/10 years Roto	2 years	
98822	Pro 500 500 P.S.I., 13-Gallon	4 years/10 years Roto	2 years	
98832	Pro 500 Perfect Heat, 500 P.S.I., 13-Gallon	4 years/10 years Roto	2 years	
<b>DRYERS</b>				
98778	Windshear™ Storm Standard Dryer	1 year	1 year	
98780	Windshear™ Storm Deluxe Dryer	1 year	1 year	
98774	Windshear™ 3200 Dryer	1 year	1 year	
98786	Windshear™ 3200 Safety Dryer	1 year	1 year	
98782	Windshear™ Sidedraft	1 year/10 years Roto	1 year	
98784	Windshear™ Downdraft, Cart & Casters	1 year/10 years Roto	1 year	
<b>SWEEPERS</b>				
93222	EB 30/1 Manual Sweeper	1 year	90 days	Pro-rated***
96190	SWM 31/9 Manual Sweeper	2 years/10 years Roto	2 years	Pro-rated***
96210	SWB 26/8 Sweeper	2 years/10 years Roto	2 years	Pro-rated***
<b>WET/DRY and TANK VACUUMS</b>				
94208	Wet/Dry Vacuum 8 Gal Stainless Steel	1 year	1 year	
94234	Taskforce® 10 Wet-Dry Vacuum	2 years	2 years	

Model	Description	Machine Parts/Roto	Labor**	Battery
94232	Taskforce® 15 Wet-Dry Vacuum	2 years	2 years	
94230	Taskforce® 17 Wet-Dry Vacuum	2 years	2 years	
94236	Taskforce® 20 Wet-Dry Vacuum with Trot-Mop	2 years	2 years	
98995	2.25 HP External Filter Vacuum with Tip and Pour filter	2 years	2 years	
95953	Taskforce® 18-Gallon External Filter Air Vac External filter	2 years	2 years	
<b>JUMBO VACUUMS</b>				
95954	Jumbo Electric Single Wet/Dry	4 years	2 years	
95960	Jumbo Electric Dual Wet/Dry	4 years	2 years	
95955	Jumbo Air Single Venturi External Wet/Dry	4 years	2 years	
95962	Jumbo Air Dual Venturi External Wet/Dry	4 years	2 years	
98451	Jumbo Air Quad External Wet/Dry	4 years	2 years	
95961	Jumbo Air Dual Venturi Wet Only	4 years	2 years	
98450	Jumbo Air Quad Venturi Wet Only	4 years	2 years	
<b>SPECIALTY UNITS</b>				
97102	VS4 Chemical Free Steam Cleaner	2 years	2 years	
96180	BR 460 ESC	2 years	2 years	
77011	Ozone Generator	2 years	2 years	
<b>MISTERS/SPRAYERS</b>				
TP200-Q02-U	Virga Go Portable Battery Mister Portable	2 years	2 years	Pro-rated***

\*Rotational mold part only

\*\*Product evaluation and repair must be performed by an authorized Tornado Service Center.

\*\*\* Batteries will be replaced if failure occurs within 90 days. After that point a pro-rate goes toward new batteries.

**UPDATED 3/10/2023**