



2025 Nichols Ave
Dickinson, Texas 77539



TKI 30-Day / 250 Hrs. Ironclad Warranty

Warranty Overview

Turnkey Industries, L.L.C., (herein after referred to as "TKI") stands behind the quality of its equipment. All generators sold by TKI are covered by our **30-Day / 250 Hrs. Ironclad Warranty**, beginning on the date the unit leaves the yard. This warranty is designed to protect against major mechanical failures and ensure confidence in your purchase.

What This Warranty Covers

During the 30-day / 250 Hrs. warranty period, TKI will cover the **cost of parts only** for failures resulting from defects in materials or workmanship affecting **major components**, including but not limited to:

- **Generator End**
 - Major internal failure
 - Catastrophic generator end failure
- **Engine**
 - Major Catastrophic engine failure
 - Internal mechanical failure not related to misuse or lack of maintenance
- **Cooling System**
 - Radiator failure due to defect

Specific component coverage and failure definitions will be determined by TKI based on inspection and evaluation.



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What This Warranty Does NOT Cover

The following items and expenses are **not covered** under the 30-Day / 250 Hrs. Ironclad Warranty:

- **Shipping, freight, rigging, transportation costs and any other associated costs**
- **Labor costs** - Reimbursement from third party labor costs and expenses
- Replacement rental equipment
- Travel expenses
- Normal wear and tear
- Preventative maintenance items
- Damage due to:
 - Misuse or abuse
 - Improper installation
 - Lack of proper maintenance
 - Environmental conditions
 - Unauthorized repairs or modifications

Labor Rates (Not Covered by Warranty)

While parts may be covered, **labor is not included** and will be billed at the following rates:

- **In-house labor:** \$135.00 per hour
- **Field service labor:** \$175.00 per hour
- Field service applies within **500 miles** of TKI

All labor charges must be approved by the customer prior to work being performed.



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Warranty Claim Process

To initiate a warranty claim, the customer must:

1. Notify TKI within the 30-day / 250 Hrs. of the warranty period
2. Provide unit serial number and description of the issue
3. Allow TKI the opportunity to inspect or diagnose the equipment
4. Receive written approval from TKI before any repairs are performed

Unauthorized repairs may void this warranty.

Limitation of Liability

TKI's responsibility under this warranty is strictly limited to the **replacement of covered parts**. Under no circumstances shall TKI be liable for incidental or consequential damages, including but not limited to loss of use, downtime, or lost revenue.

Warranty Modifications

This warranty may not be modified or extended unless agreed to in writing by an authorized representative of TKI.