



SilverBack
HOME WARRANTY

WE'VE GOT **YOUR BACK**

UNEXPECTED BREAKDOWNS WILL HAPPEN...
WE'RE HERE WHEN THEY DO



Now King Kong includes Sprinkler Coverage!

 SilverBackhw.com |  833-750-6400

PLAN AHEAD, BUY
WITH CONFIDENCE

COVERAGE PLANS

Order Here:



		BLACKBACK \$450	SILVERBACK \$600	KING KONG \$700
SERVICES	Re-Key Service	✓	✓	✓
	Pre-Season Tune-up A/C & Heating	✓	✓	✓
	Haul Away/ Disposal		✓	✓
AC HEATING	One A/C Unit	✓	✓	✓
	One Heating Unit	✓	✓	✓
	Heat Pump	✓	✓	✓
	Evaporative Cooler	✓	✓	✓
	Registers		✓	✓
	Coolant Recapture / Recovery / Recharge		✓	✓
	Window A/C Units		✓	✓
PLUMBING	Drain Line Stoppage	✓	✓	✓
	Plumbing Pipe Leaks	✓	✓	✓
	Toilets	✓	✓	✓
	Water Heater	✓	✓	✓
	Tankless Water Heater	✓	✓	✓
	Garbage Disposal	✓	✓	✓
	Pressure Regulator Assembly		✓	✓
	Showerheads, Arms and Faucets		✓	✓
	Shower Diverter Valves		✓	✓
	Angle Stops and Gate Valves		✓	✓
	Interior Hose Bibs			✓
	External Hose Bibs			✓
	Water Heater Expansion Tank			✓
ELECTRICAL	Electrical System	✓	✓	✓
	Panels & Subpanels	✓	✓	✓
	Junction Boxes	✓	✓	✓
	Circuit Breakers	✓	✓	✓
	Ceiling Fans			✓
	Exhaust Fans			✓
APPLIANCES MISC	Trash Compactor	✓	✓	✓
	Garage Door System	✓	✓	✓
	Built-in Microwave Oven	✓	✓	✓
	Dishwasher	✓	✓	✓
	Oven / Range / Cooktop	✓	✓	✓
	Smoke Detectors			✓
A LA CARTE	Refrigerator (per unit)	\$65	✓	✓
	Washer / Dryer	\$120		✓
	Prepaid Service Call Fee (\$75 value)	\$60		
	Stand Alone Freezer	\$65		
	Water Softener	\$85		
	Additional Water Heater	\$85		
	2nd Kitchen (per unit)	\$100		
	Basement Apartment / Mother-in-law Suite	\$240		
	Central Vacuum	\$65		
	Septic System and Pumping	\$150		
	Booster Pump / Sump Pump	\$115		
	Additional Sq Ft	\$85		
	No Fault Coverage	\$85		✓
	New Boiler System	\$250		
	New Water / Gas / Sewage Line Coverage	\$220		
	New Brand for Brand (Kitchen Appliances)	\$250		
	New Sprinkler System and Timer	\$95		✓
	AC Protection	\$185		

For more information, please call 833-750-6400



A LA CARTE OPTIONS (ADD TO ANY PLAN)

	OPTION	AMOUNT
	Pre-Paid Service Call Fee	\$60
	Additional Refrigerator (per unit)	\$65
	Washer and Dryer (per set)	\$120
	Stand Alone Freezer	\$65
	Water Softener	\$85
	Additional Water Heater	\$85
	2nd Kitchen (per unit)	\$100
	Basement Apartment / Mother-in-law suite	\$240
	Central Vacuum	\$65
	Swimming Pool and Hot Tub	\$180
	Septic System and Pumping	\$150
	Grinder Pump / Sewer Ejector	\$115
	Booster Pump / Sump Pump	\$115
	Well Pump	\$90
	Additional Sq Ft (per 1,000 sq ft)	\$85
	No Fault Coverage	\$85
New	Boiler System	\$250
New	Sprinkler Coverage	\$95
New	Water / Gas / Sewage Line	\$220
	AC Protection	\$185

If you have multi-unit properties, multiply price by number of units

COVERAGE PLANS & OPTIONS

SINGLE FAMILY HOME / CONDO / TOWNHOME:

- ☐ Blackback Plan \$450
- ☐ Silverback Plan \$600
- ☐ King Kong Plan \$700

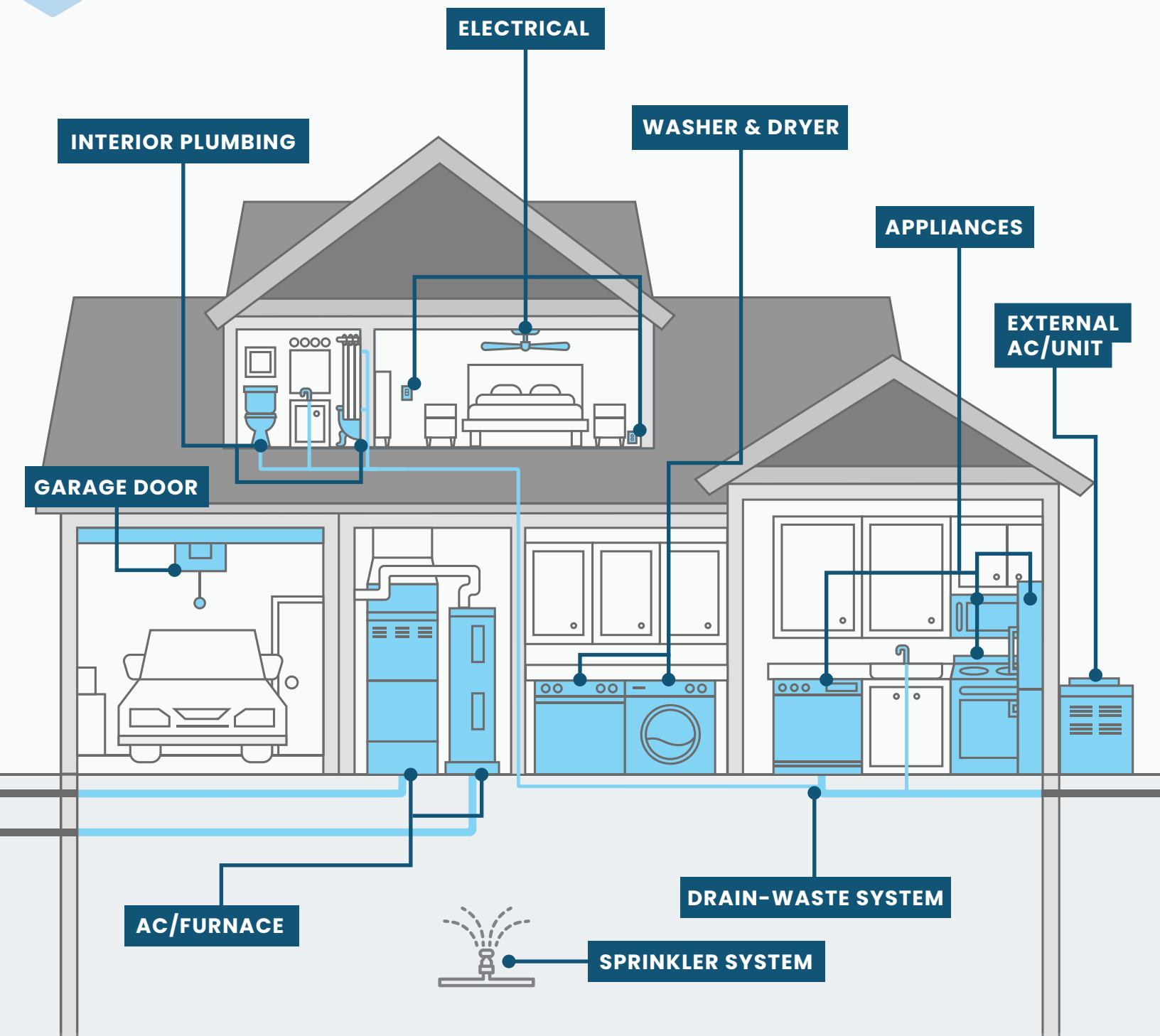
MULTI-FAMILY HOMES:

- ☐ Duplex \$795
- ☐ Triplex \$895
- ☐ Fourplex \$995

NEW CONSTRUCTION (YEARS 2-4):

- ☐ Single Family Home \$525
- ☐ Condo / Townhome / Mobile Home \$500

WE'VE GOT YOUR BACK





WHY CHOOSE

SILVERBACK HOME WARRANTY?



Peace Of Mind

Things break. And it's never convenient. Give yourself peace of mind knowing SilverBack has your back.



Fast & Responsive Service

When it breaks, you need it fixed, fast! ASAP is our specialty.



No Age Restrictions

Some appliances/systems are new, some are old. We cover them all.



Repair or Replace Policy

If we can't fix it, we'll replace it. (Details of coverage in service contract.)



Protection Against Unknown

Coverage for undetectable pre-existing conditions.



FREE Listing Coverage

Sellers need protection too. We offer free coverage during the listing period.



Top Notch Service

Our professional contractors are insured, licensed, and incredible at what they do.



Re-Key Service

We'll rekey up to 4 locks with a Coupon or applicable service call fee.

Unexpected break downs will happen...

We're here when they do



HOW TO REQUEST SILVERBACK SERVICE

01

☎ : 833-750-6400 OR
👉 : www.silverbackhw.com/claims
OR Scan 

02

SilverBack will respond quickly and get you the help you need. ASAP is our specialty.



03

A professional contractor will diagnose the problem.



04

Together, we'll assess the options and make a plan.

05

Problem solved. You're good to go. Completed work guaranteed for 30 days.



a. Service requests during normal business hours:

\$75 service fee

b. Service requests after-hours, on weekends and holidays:

\$150 service fee

CHOOSE YOUR OWN CONTRACTOR

We love supporting local contractors!

If you have a service professional you know and trust, call SilverBack to obtain [prior authorization](#).

Please provide the technician's name, company, and phone number. All contractors must be licensed and insured. Service work completed by an out-of-network contractor cannot be guaranteed.

FAQ

Q | What is a home warranty?

A home warranty is typically a one-year service contract designed to protect the family budget from unexpected, costly repairs on home systems and appliances.

Q | What is covered in the plans

We have several plans and options to choose from to best suit the home's specific requirements. Basic plans typically include coverage for: kitchen appliances, water heaters, plumbing, plumbing stoppages, electrical, AC and heating system. Optional covered items can range from pool/spa equipment, washer/dryer, kitchen refrigerator(s), well pump and more. Plans and optional covered items vary in geographic areas and are detailed in the SilverBack contract.

Q | What is a service call fee?

This is the fee paid at the time of the appointment. During regular business hours the service call fee is \$75. After-hours, weekends and holidays the service call fee is \$150.

Q | Who do I contact when a covered item fails?

Any time a covered item fails, contact SilverBack at silverbackhw.com or call 833-750-6400 to request service. We do not reimburse for services performed without approval.

Q | Is the service fee the only out of pocket expense when a covered item breaks?

Sometimes it is the only out of pocket expense on basic repairs. Costs could arise for the homeowner from modifications or code upgrades when a system or appliance is replaced. See contract for details.

Q | How does the Service Request process work?

Once SilverBack receives the request and coverage is confirmed, a local service technician will call the homeowner to arrange a mutually convenient day and time to go to the home and diagnose the failure.

Q | How quickly is service initiated?

Once coverage is confirmed, the contractor typically receives the service request dispatch within three hours during regular business hours. Normally, the services will be initiated by the technician within 48 hours after the request is made. Basic repairs are usually made on the first visit, however if additional parts are needed, they must be ordered and additional visit(s) may be needed to complete the repair or replacement.

Q | What is an emergency repair and how are these claims handled?

SilverBack considers an emergency when the failure of a covered item renders the home uninhabitable; in these circumstances, SilverBack will make all reasonable efforts to expedite emergency service.

Q | How is it determined if a failed item is covered or not?

In general, coverage is limited to failures caused by normal wear and tear and limited to the terms of the contract. For example, cosmetic defects are not covered. (See contract for further details)

Q | How are known pre-existing conditions determined versus unknown pre-existing conditions?

Unknown conditions are covered if, at the time coverage begins, the malfunction or defect is not known or could not have been reasonably observed by looking at or operating the system or appliance.