



Warranty Policy



COVERAGE AND LIMITATIONS

- All SilverbackHD OE-Grade products are warranted against defects in material and/or workmanship, for a period of up to 60 months from the date of purchase.
- All WisdomHD components are warranted against defects in material and/or workmanship, for a period of up to 12 months from the date of purchase.
- The actual coverage period is applicable according to product type as outlined in the table below. Warranty coverage does not apply to misuse or abuse, including but not limited to, overloading, overheating, over-torquing, road debris, vehicle accidents, improper installation and/or maintenance or service, or use in modified situations other than the original OEM vehicle designed application. The determination and approval or refusal of warranty coverage, will be at the sole discretion of SilverbackHD. Should any of the below products show signs of failure or premature wear as defined and limited above, SilverbackHD will replace said product at no cost to the distributor. This warranty is limited solely to the replacement of the product, subject to the limitations herein, and shall not cover any incidental or consequential costs, labor or progressive damages associated with the failure or replacement of the product.

ADDITIONAL COVERAGE DETAILS

*Air Disc Rotors, Calipers and Pads Types of Use:

Linehaul usage is covered for up to 5 years or 500,000 miles or 18,000 hours; Heavy Service Application is 1 year, unlimited miles or 3,600 hours.

**Air Springs are warranted for 3 years or 300,000 miles.

***Automatic Slack Adjuster Types of Use:

Linehaul usage is covered for up to 5 years or 1 million miles; General Service usage is covered for up to 3 years or 500,000 miles; and Bus, Coach, School Bus, Refuse, Dump Truck, Cement Truck, Other Severe Duty usage is covered for up to 2 years or 200,000 miles.

****Hydraulic Pads, Rotors and Calipers are warranted for up to 18 months, subject to the above-stated limitations, when installed in combination exclusively with other SBHD Hydraulic Pads, Rotors and Calipers and are warranted for up to 12 months when installed with any non-SBHD Hydraulic Pads, Rotors and Calipers.

WARRANTY CLAIM PROCESS

All SBHD warranty claims must be made by email to orderdesk@silverbackhd.com or in writing to SilverbackHD Products, 5600 Timberlea Blvd., Mississauga, ON, Canada, L4W 4M6, and must be accompanied with detailed photographs of the parts in question. An on-site inspection by a SilverbackHD representative and/or return of the product in question to SilverbackHD may be required for an assessment of a claim.

	Product	12 Months	18 Months	36 Months	60 Months	Life-time
SilverbackHD	Air Chambers			✓		
	Air Disc Calipers*				✓	
	Air Disc Pads*				✓	
	Air Disc Rotors*				✓	
	Air Springs**			✓		
	Automatic Slack Adjusters***				✓	
	Brake Drums	✓				
	Brake Foundation			✓		
	Brake Hardware Kits			✓		
	Brake Shoes			✓		
	Cam Repair Kits			✓		
	Camshafts			✓		
	Rust-Jack(Brake Shoes)					✓
	Hydraulic Calipers****		✓			
Hydraulic Pads****		✓				
Hydraulic Rotors****		✓				
WisdomHD	Air Chambers	✓				
	Air Disc Pads	✓				
	Brake Drums	✓				
	Brake Shoes	✓				
	Cam Repair Kits	✓				