

Armadillo

Member Benefit FAQs

We are for homeowners.
It's as simple as that.

We believe members shouldn't have to sweat it when stuff breaks in their homes. Providing an unmatched technology-driven customer experience is what we're all about.

Our Values



Radical customer centricity

Armadillo customer-centric culture adapts, responds, and meets the expectations of our customers.



Keep it Simple

We like to keep things simple and straightforward. It's a new age of home warranty. It doesn't get easier than this.



Tech-forward

We are a tech-forward company. We are tech-driven at the service of our customers.



Support local businesses

We are for the empowerment of local businesses.

Q: What is Armadillo?

Armadillo's mission is to eliminate the headache that comes with home ownership. We've built Armadillo from the ground up to ensure that repairing or replacing major appliances or systems in your home is uncomplicated and hassle-free. It's as simple as that.

Armadillo is a subscription-based home services plan for when a covered item breaks. We schedule and coordinate service appointments and manage the logistics to repair or replace it. We sweat the small stuff and the big stuff so you don't have to.

Q: Why do I need an Armadillo plan?

Homeownership is awesome. But it also means you have to deal with the breakdowns in your home: from disgruntled dishwashers to tuckered out HVAC systems. Armadillo is there to repair and replace swiftly.

Q: Who is Armadillo for?

Homeowners, landlords, and anyone with secondary or seasonal homes.

Q: What's covered with an Armadillo plan?

Depending on your level of protection your plan covers different items/systems. Most plans cover the following items:

- Central A/C System
- Central Heating System
- Electrical
- Plumbing
- Water Heater
- Central Humidifier
- Refrigerator
- Dishwasher
- Oven
- Range
- Microwave
- Kitchen Exhaust
- Washer
- Dryer
- Ceiling Fans

- Garage Door Opener
- Garbage Disposal
- Trash Compactor

Consult your Armadillo Benefits Guide or reach out to us directly for information on specific coverage levels and maximum coverage amounts for each item listed above.

Q: How do I request service?

Easy – go to our website and request service in less than 2 minutes. Or, call our Home Pros at (844) 871-1800. If you want to talk to a home expert who can help you troubleshoot any issue or service request. You can get in touch with us, 24/7/365!

Q: How do you choose the repair professional?

We only work with the highest quality service professionals in the biz. We're constantly tracking and evaluating performance to ensure our customers receive the best home service experience. We ensure that service technicians are experienced, properly licensed, insured, and ready to take on whatever service you may need.

PS, we appreciate your feedback after service is complete, allowing us to continuously improve and deliver exceptional service to you and your neighbors.

Q: Can I use my own service professional or handyman?

We get it, you love your people. If you have someone you like working with then no problemo. Just make sure to let us know before any work is done so that we can provide you with simple instructions for approving any service costs from your preferred service pro.

Q: What types of breakdowns or failures are covered?

Armadillo covers normal wear and tear of major appliances (refrigerators, dishwashers, washer/dryers), HVAC, plumbing and electrical systems. This includes the cost of parts and labor to repair or replace the appliances and systems.

Q: Armadillo versus manufacturer's warranty - what's the difference?

While individual appliances may initially be covered under manufacturers' warranties, these only last a predetermined period of time – usually a year. You know what we're talking about, we've all been there.

Armadillo's plans provide protection regardless of the age of the appliance or system. You'll never have to turn your house upside down digging up your manufacturer's warranty ever again.

Q: What is not covered by an Armadillo plan?

We do not cover known pre-existing conditions. That is, we do not cover items that were previously known to have been damaged – those are your responsibility. We also do not cover intentional damage and suggest you read our (insanely short and to-the-point*) service contract to review all applicable exclusions.

*as a matter of fact, we have the shortest, most transparent and digestible service contract in the industry. So go ahead, read it...it'll only take a few minutes.

Q: When does my coverage start?

Let's say you select your Armadillo plan before July 5th. In this example, the "Effective Date" would be August 1st.

Q: What happens to my plan if I sell my home?

Congrats! If you're moving you can purchase a new Armadillo plan through our portal or call us at (844) 584-1008 and we'll help you transfer the same convenient, easy protection you've come to love to your new digs.

And if you would like to include an Armadillo plan on the home you are selling so that buyers feel confident moving forward, let us know. We'll work with your real estate agent to make your property listing that much more attractive to prospective buyers!

Q: What if my appliance or system cannot be fixed?

If your appliance or system cannot be fixed then Armadillo will provide you with cash for a replacement. If you have a preference for brand, please make sure you choose the optional Brand-for-Brand add-on with your plan for additional coverage. It doesn't cost much, and it is awesome! Especially if you love your current appliance brands.

Q: What is a deductible?

For your covered breakdowns, we charge a deductible to your account at the time of your service appointment – not beforehand. The deductible amount is the same regardless of how much time a service technician spends at your house and is only charged one time per incident (even if the repair or replacement takes more than one service visit).

Q: Is there a limit to the number of service visits I can request?

There is no limit to the number of service visits you can request. You will be responsible for a single deductible for each covered breakdown, no matter how many times a service technician has to come back to your house. Just keep in mind that your plan has coverage limits that vary depending on the plan tier you select.

Q: Can I sign up multiple properties for an Armadillo plan?

Absofrickinlutely. Through your Armadillo account, you can enroll additional properties by entering personal payment information. If you have a rental property, you'll be improving your tenants' experience when important things break down, stabilizing your monthly expenses, and reducing overall landlord-stress. Happy tenant, happy landlord.