

2-10 Home Buyers Warranty Homeowner Portal

Front Line Warranty Requests

How to Register:

- 1) Visit [2-10.com/Homeowner](https://www.2-10.com/Homeowner)
 - a. To Register: Select Not yet registered? Sign up [here.](#). Be sure to enter your address exactly the way it's printed on your Certificate of Warranty.
 - b. To Sign-in: Select "Sign In" and use the email address and password used to register your warranty.

Screenshot for your reference

2-10 HOME BUYERS WARRANTY
LONG LIVE HAPPY HOMES™

SYSTEMS & APPLIANCES SERVICE AGREEMENTS
STRUCTURAL WARRANTIES

HOMEOWNERS
BUILDERS
BROKERS/AGENTS
SERVICE CONTRACTORS
KNOWLEDGE CENTER

ABOUT US | BLOG
CONTACT US

Homeowner Portal

REGISTER → REVIEW → REQUEST → RENEW

When you register an account, you can view the coverage provided on your home from 2-10 Home Buyers Warranty.

Your personal information

First Name

Last Name

Contact Phone Number Choose

I am the...

Your new login

Email Address

Password

Confirm Password

Your property information

Street Address

Zip Code

Yes Send updates about my Home Warranty Service Agreement

Yes Send a newsletter with home maintenance tips for a happy home

No I have read and accept the [Terms and Conditions](#)

SIGN IN

Not yet registered? Sign up [here.](#)

Forget your password? Reset it [here.](#)

CHECK OUT THE NEW HOMEOWNER PORTAL LOOK & FEATURES

Service Agreement Details

Understanding Your Portal Dashboard:

Once logged in, you will be able to download your warranty booklet, submit a Warranty Service Request, add Systems and Appliance extended coverage, chat with a Front Line Rep and more.

4371 WATCH HILL ST

New Home Warranty Service Requests

New Home Warranty

Your new home warranty provides coverage for qualified structural defects. Your warranty may also provide coverage for defects in materials and workmanship, and for the distribution systems for electrical, plumbing and mechanical. For available warranty coverage, reference your warranty document.

DRYWALL FOUNDATION PLUMBING CARPENTRY DEFECTS SIDING AND STUCCO
ELECTRICAL SYSTEMS ROOF FRAMING

Builder's Name: **The Villages of Lake-Sumter, Inc.**

Coverage Effective: **6/29/2016**

Structural Coverage Expires: **6/29/2026**

Remaining Coverage: **Systems / Structural**

Warranty Number: **FL364326**

Systems Coverage Expires: **6/29/2018**

Add Systems and Appliances Coverage Now

PRIMARY CONTACT [EDIT]
NAME: WILLIAM HUNT
PHONE: (630) 640-7275
EMAIL: [EMAIL]

SECONDARY CONTACT [EDIT]
NAME: CAROLYN HUNT
PHONE: [PHONE]
EMAIL: [EMAIL]

*When your builder's 1-year workmanship coverage expires, you can add additional Systems and Appliances Coverage.

Tips: *Need to reference your Warranty Booklet, Certificate of Warranty or Maintenance Manual?

Select **MY ACCOUNT** located on the on the left side of the dashboard then select **My Documents**

Account Settings My Documents

My Warranty Documents

Your warranty document(s) from 2-10 Home Buyers Warranty are below. Your available warranty coverage is thoroughly explained in each document and should be referenced prior to placing a Service Request.

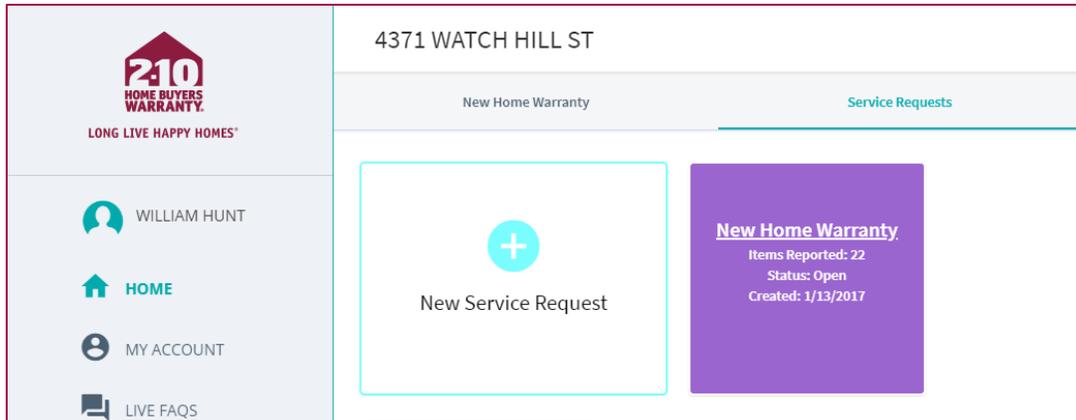
New Home Warranty Documents

Your New Home Warranty protects your home against physical damage to designated load-bearing elements including but not limited to:
Roof Framing • Load-Bearing Walls • Beams • Columns • Foundation • Floor Framing

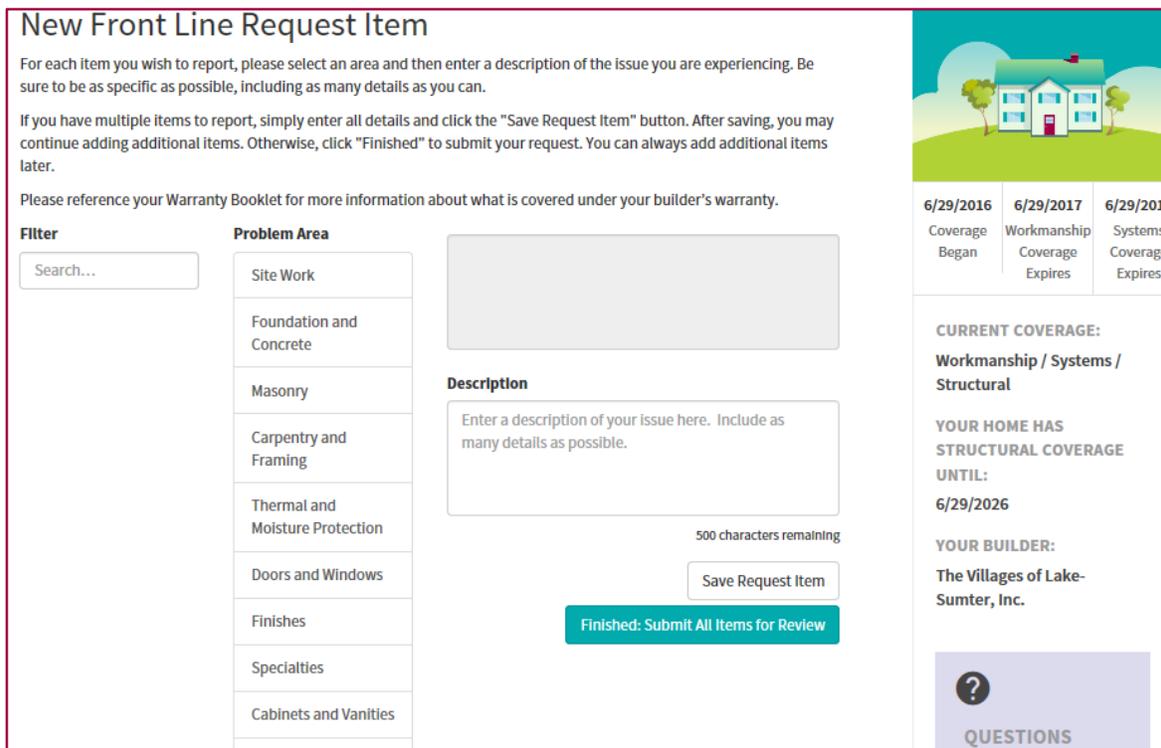
Document Type	Document Name	Action
	New Home Warranty Booklet for 4371 WATCH HILL ST	Download
	Certificate Of Warranty for 4371 WATCH HILL ST	Download
	Maintenance Guide	Download

How to Submit Warranty Requests:

- 1) If you have warranty items that you would like to report, follow these steps:
 - a. Select **Service Requests** located on the top task bar of your homeowner portal
 - b. Then select New Service Request



- c. Select a **“Problem Area”** and in the **“Description”** box provide a detailed description of the issue you are having. After entering the description, click on **“Save Request Item”** and continue adding items until you are ready to click **Finished: Submit All Items for Review**



New Front Line Request Item

For each item you wish to report, please select an area and then enter a description of the issue you are experiencing. Be sure to be as specific as possible, including as many details as you can.

If you have multiple items to report, simply enter all details and click the "Save Request Item" button. After saving, you may continue adding additional items. Otherwise, click "Finished" to submit your request. You can always add additional items later.

Please reference your Warranty Booklet for more information about what is covered under your builder's warranty.

Filter	Problem Area	Description
<input type="text" value="Search..."/>	Site Work	<input type="text"/> Description Enter a description of your issue here. Include as many details as possible. <small>500 characters remaining</small> <input type="button" value="Save Request Item"/> <input type="button" value="Finished: Submit All Items for Review"/>
	Foundation and Concrete	
	Masonry	
	Carpentry and Framing	
	Thermal and Moisture Protection	
	Doors and Windows	
	Finishes	
	Specialties	
	Cabinets and Vanities	

6/29/2016 Coverage Began

6/29/2017 Workmanship Coverage Expires

6/29/2018 Systems Coverage Expires

CURRENT COVERAGE:
Workmanship / Systems / Structural

YOUR HOME HAS STRUCTURAL COVERAGE UNTIL:
6/29/2026

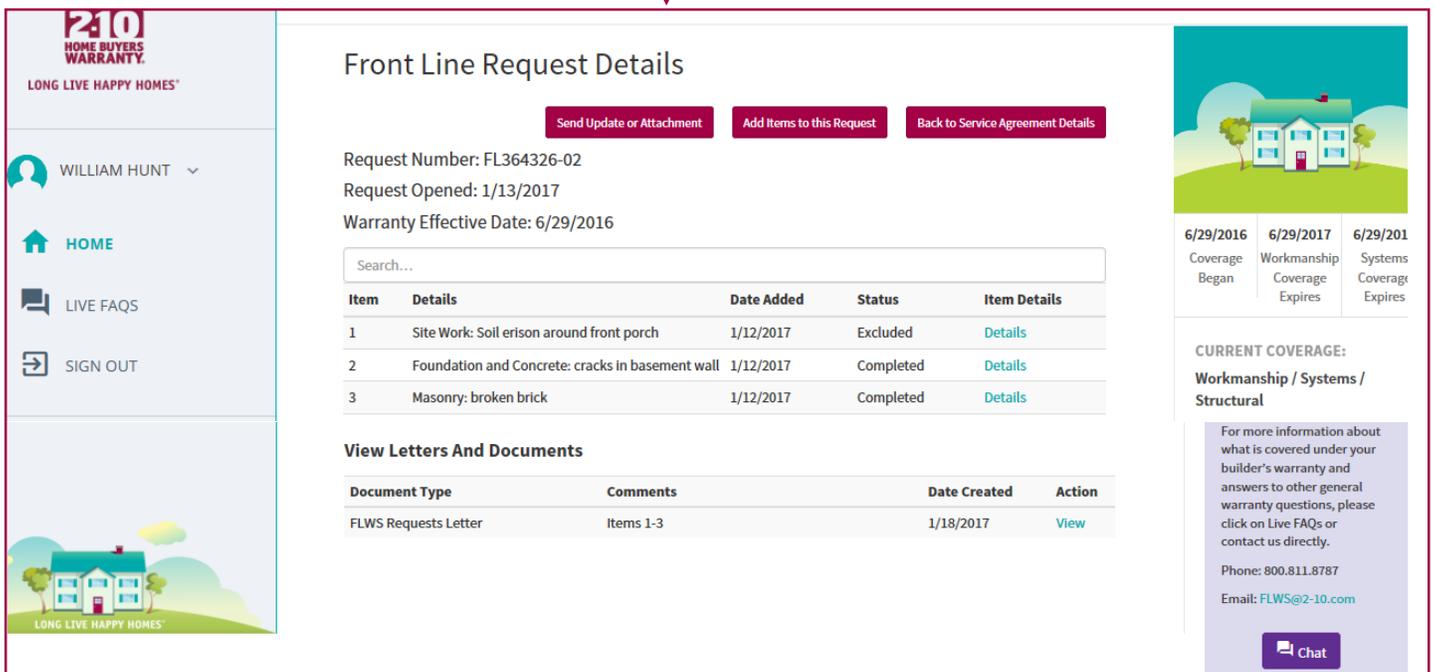
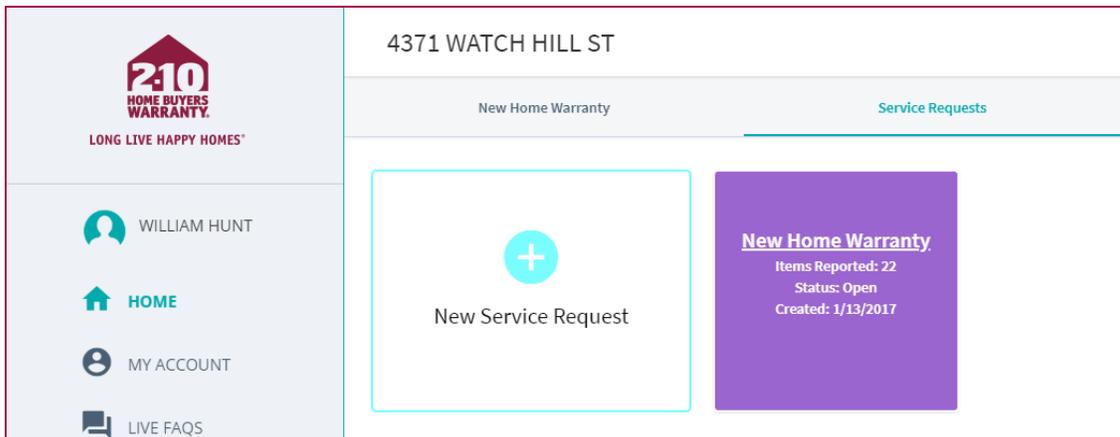
YOUR BUILDER:
The Villages of Lake-Sumter, Inc.

QUESTIONS

*After you select **Finished: Submit All Items for Review** the Front Line request is then submitted to the Front Line Warranty Service Department for review.

How to check on the status of your Front Line Warranty Request(s):

- 2) If you have open warranty items that you would like to view, follow these steps:
 - a. Select "Service Request" located on the top of your homeowner portal
 - b. Select "New Home Warranty" to view the status of your warranty items



Tips: On this page, you are able to view your warranty details, effective date, reported items, date items were reported, submit an [Send Update or Attachment](#) OR [Add Items to this Request](#) .

You can also click on [Details](#) to view the applicable construction performance guideline or click on [View](#) under Action to see any letters related to their file.