

# 2-10 Home Buyers Warranty Homeowner Portal

## Front Line Warranty Requests

### How to Register:

- 1) Visit <https://secure.2-10.com/Homeowner/>
  - a. Register or use the email address and password used to register your warranty.
  - b. If you do not know the email address or password that was used to register your warranty, select Not yet registered? Sign up [here.](#) Be sure to enter your address exactly the way the United States Postal Office has it on file.

*Screenshot for your reference*

**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](#)

**Create My Account**

**KNOWLEDGE CENTER**  
Sign up for information and resources about our industry-leading products and services.

**BLOG**  
View thousands of articles about our industry.



## Understanding Your Portal Dashboard:

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

Screenshot for your reference

The screenshot displays the user's portal dashboard. At the top, the address "4371 WATCH HILL ST" is shown. Below this are navigation tabs for "Service Agreement", "Service Requests", "Homeowners", and "Billing". The main content area is titled "Service Agreement Details" and includes a "Front Line Requests" button and an "Add Systems and Appliances Coverage Now" button. A section for "Systems and Appliance Coverage" states that systems are not currently covered and offers a "Click here" link to add coverage. Below this is a table for the "New Home Builder's Warranty":

Status	Warranty Number	Effective Date	Expiration Date
Final	FL364326	6/29/2016	6/29/2026

Below the table, there is a "Need to make a Front Line Request? Click here" link and another "Add Systems and Appliances Coverage Now" button. At the bottom of the main content area are three buttons: "Home Appliance Discounts", "Download Warranty Booklet", and "Download Certificate of Warranty", along with a "Close" button. On the right side, there is a profile section for the "PRIMARY HOMEOWNER" (William Hunt) and "SECONDARY HOMEOWNER" (Carollyn Hunt), including contact information for phone and email. A sidebar on the left contains navigation links for "HOME", "LIVE FAQS", "SIGN OUT", and "ABOUT US" / "CONTACT US".

Tips:

**Download Warranty Booklet**

Need to reference your warranty booklet? You can download it here.

**Download Certificate of Warranty**

Need to reference your Certificate of Warranty? You can download it here.

**Add Systems and Appliances Coverage Now**

Once your builder's one year workmanship coverage expires, you may choose optional coverage to protect additional systems and appliances in your home.

**Home Appliance Discounts**

As a 2-10 Home Buyers Warranty contract holder, you're eligible for special pricing on Whirlpool, Amana, KitchenAid, Jenn-Air and Maytag appliances.



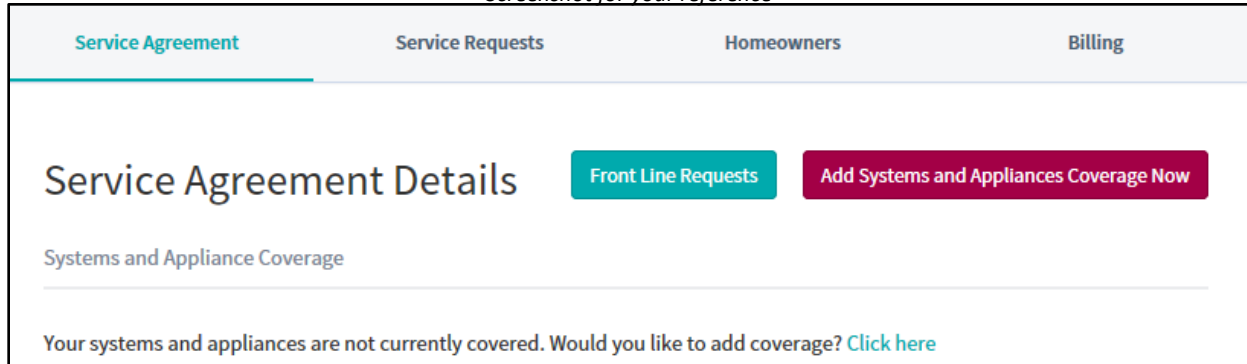
Front Line Warranty Service  
800.811.8787 | [FLWS@2-10.com](mailto:FLWS@2-10.com)

## How to Submit Warranty Requests:


3) If you have warranty items that you would like to report, follow these steps:

- a. Select 

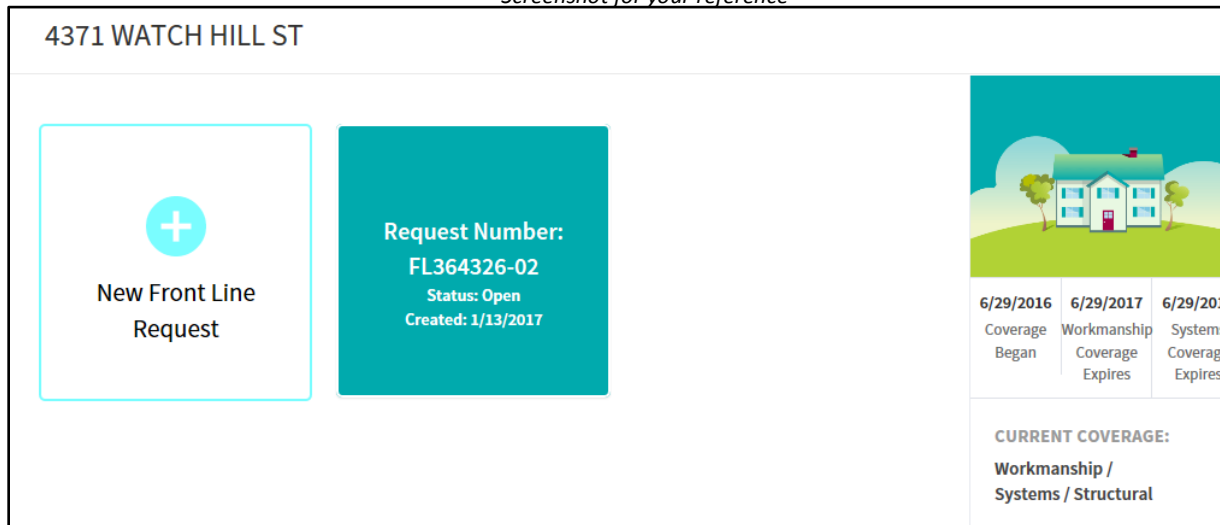
*Screenshot for your reference*



The screenshot shows a web interface with a navigation bar containing 'Service Agreement', 'Service Requests', 'Homeowners', and 'Billing'. The 'Service Agreement' tab is active. Below the navigation bar, the page title is 'Service Agreement Details'. There are two buttons: a teal 'Front Line Requests' button and a purple 'Add Systems and Appliances Coverage Now' button. Below the buttons, the text reads 'Systems and Appliance Coverage' followed by a horizontal line. At the bottom, a message states: 'Your systems and appliances are not currently covered. Would you like to add coverage? [Click here](#)'

- b. Select 

*Screenshot for your reference*



The screenshot shows a page for a new warranty request. At the top, the address '4371 WATCH HILL ST' is displayed. Below the address, there are three main components: a teal button with a white plus sign and the text 'New Front Line Request'; a teal box containing the text 'Request Number: FL364326-02', 'Status: Open', and 'Created: 1/13/2017'; and a house icon above a table of coverage information.

6/29/2016	6/29/2017	6/29/2017
Coverage Began	Workmanship Coverage Expires	Systems Coverage Expires

**CURRENT COVERAGE:**  
Workmanship / Systems / Structural



- 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**

\*The Front Line request is then submitted to the Front Line Warranty Service Department for review.

*Screenshot for your reference*

**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**

- Site Work
- Foundation and Concrete
- Masonry
- Carpentry and Framing
- Thermal and Moisture Protection
- Doors and Windows
- Finishes
- Specialties
- Cabinets and Vanities

**Description**

Enter a description of your issue here. Include as many details as possible.

500 characters remaining

**Save Request Item**

**Finished: Submit All Items for Review**

**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**

**Tips:**

**QUESTIONS**

For more information about what is covered under your builder's warranty and answers to other general warranty questions, please click on Live FAQs or contact us directly.

Phone: 800.811.8787  
Email: [FLWS@2-10.com](mailto:FLWS@2-10.com)

**Chat**

Chat instantly with a Front Line Warranty Rep during hours of operation:  
Monday-Friday, 8:00 am-5:00 pm MDT



## How to View Open Front Line Requests:

4) If you have open warranty items that you would like to view, follow these steps:

- a. Select **Front Line Requests**

*Screenshot for your reference*

Service Agreement    Service Requests    Homeowners    Billing

### Service Agreement Details

**Front Line Requests**    Add Systems and Appliances Coverage Now

Systems and Appliance Coverage

Your systems and appliances are not currently covered. Would you like to add coverage? [Click here](#)

- b. Select :

**Request Number:**

Status: Open  
Created: 1/13/2017

*Screenshot for your reference*

6/29/2016	6/29/2017	6/29/2018
Coverage Began	Workmanship Coverage Expires	System Coverage Expires

**CURRENT COVERAGE:**  
Workmanship / Systems / Structural



c. Front Line Request Details:

Screenshot for your reference

**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.

**Send Update or Attachment**

Homeowner Name:

Homeowner Email:

Message:

1000 characters remaining

File Attachments: (Size Limit: 4MB)

**Details**

Request Item Details

Label	Description
Item Number	1
Reported Issue	Site Work: Soil erision around front porch
Standard	Drainage
Deficiency	Soil Erosion
Construction Guideline	NONE. NO COVERAGE.
Responsibility	NONE. Builder/Seller is not responsible for soil erosion due to acts of God, weather conditions, property alterations by the homeowner, construction on adjacent properties, utility company's work or other conditions beyond the Builder/Seller's control.
Exclusions	Soil erosion and runoff caused by failure of You to maintain the properly established grades, drainage structures and swales; stabilized soil, sodded, seeded and landscaped areas; are excluded from Limited Warranty coverage.

