



Congratulations on the purchase of your new home!

We have enrolled your home in the 2-10 Home Buyers Warranty® (2-10 HBW) structural warranty program, which includes: 1 Year Workmanship, 2 Year Systems and 10 Year Structural coverage. As an enhancement to your warranty program, we have registered you in the **2-10 HBW Front Line Warranty Service Program**, complimentary of Gulfwind Homes. Front Line Warranty Service is a third-party administration program for all your Warranty Service Requests. As the nation’s leader of Home Warranty Administration, 2-10 HBW will respond to all your inquiries about your warranty coverage and will be the point of contact for all submission of warranty service requests.

When you are ready to submit your 30-day warranty service request form and/or your 11-month warranty service request form, please submit it VIA your homeowner portal, (email address below), or by calling 800-811-8787. A representative from the 2-10 HBW Front Line program will contact you within 24 hours acknowledging receipt of your request. The representative from Front Line will have up to 5 business days to contact you about your reported items. Gulfwind Homes then has 60 business days to complete all warrantable service request items that fall under the 2-10 coverage.

To submit your warranty service requests online, go to 2-10.com, click the homeowners tab on the left and select ‘Sign In’. If you are a first-time user, choose ‘Register/Create Account’, under ‘Homeowner’ choose ‘Register my Service Agreement’ to register your warranty. Once you have signed in, click “Front Line Requests” to submit your warranty service requests. You may also choose to submit these by email at gulfwindhomeswarranty@2-10.com

The Front Line Warranty Service hours of operation are: Monday- Friday 9:00 a.m. – 7:00 p.m. EST

If you experience an **Emergency Warranty Service situation**, please notify 2-10 HBW after you have contacted the appropriate contractor below:

Plumber:	A-1 Southern Plumbing	727-845-8090
Electrician:	Robertson Electrical	813-571-9001
HVAC:	Simpson Mechanical	813-558-0858
Appliances:	General Electric (GE)	800-428-2088

If you need to speak with someone directly regarding warranty issues, please call the Front Line Warranty Service Department at 800.811.8787 to speak with a 2-10 HBW representative.

Thank you,
Gulfwind Contracting, LLC dba Gulfwind Homes