

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

Tips:

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

BLOG
View thousands of articles about our industry.

CHECK OUT THE NEW HOMEOWNER PORTAL LOOK & FEATURES



Front Line Warranty Service
800.811.8787

Understanding Your Portal Dashboard:

- Once logged in, you will be able to view your specific warranty number, 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 Mobile

EMAIL: [REDACTED]

SECONDARY CONTACT [\[EDIT\]](#)

NAME: CAROLLYN HUNT

PHONE: [REDACTED]

EMAIL: [REDACTED]

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

Tips:

*Need to reference your Warranty Booklet or Certificate of Warranty? Select [MY ACCOUNT](#) located on the on the left side of the dashboard then select [My Documents](#)

Account Settings | **My Documents**

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

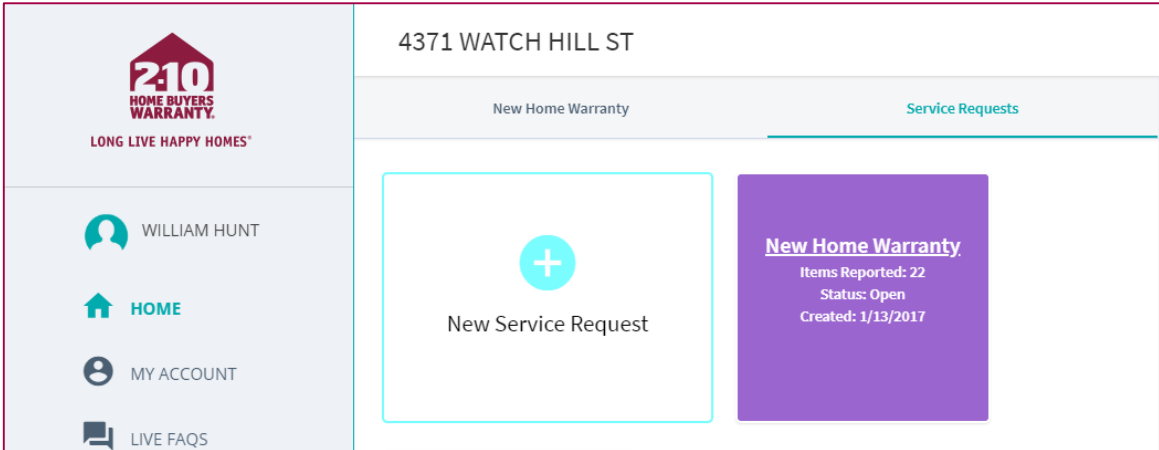
Document Type	Document Name	Action
	New Home Warranty Booklet for 4371 WATCH HILL ST	Download
	Certificate Of Warranty for 4371 WATCH HILL ST	Download



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How to Submit Warranty Requests:

- 3) 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**

The screenshot shows the 'New Front Line Request Item' form. At the top, it says '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.' Below this, it says '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.' A note at the bottom left says 'Please reference your Warranty Booklet for more information about what is covered under your builder's warranty.'

The form includes a 'Filter' section with a search box. The 'Problem Area' section is a list of categories: Site Work, Foundation and Concrete, Masonry, Carpentry and Framing, Thermal and Moisture Protection, Doors and Windows, Finishes, Specialties, and Cabinets and Vanities. A large text box for 'Description' is present, with a '500 characters remaining' indicator and a 'Save Request Item' button. A cyan button at the bottom reads 'Finished: Submit All Items for Review'.

On the right side, there is a table showing coverage dates:

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

Below the table, it states: 'CURRENT COVERAGE: Workmanship / Systems / Structural'. Further down, it says: 'YOUR HOME HAS STRUCTURAL COVERAGE UNTIL: 6/29/2026'. At the bottom, it identifies the builder: 'YOUR BUILDER: The Villages of Lake-Sumter, Inc.' and a 'QUESTIONS' button with a question mark icon.

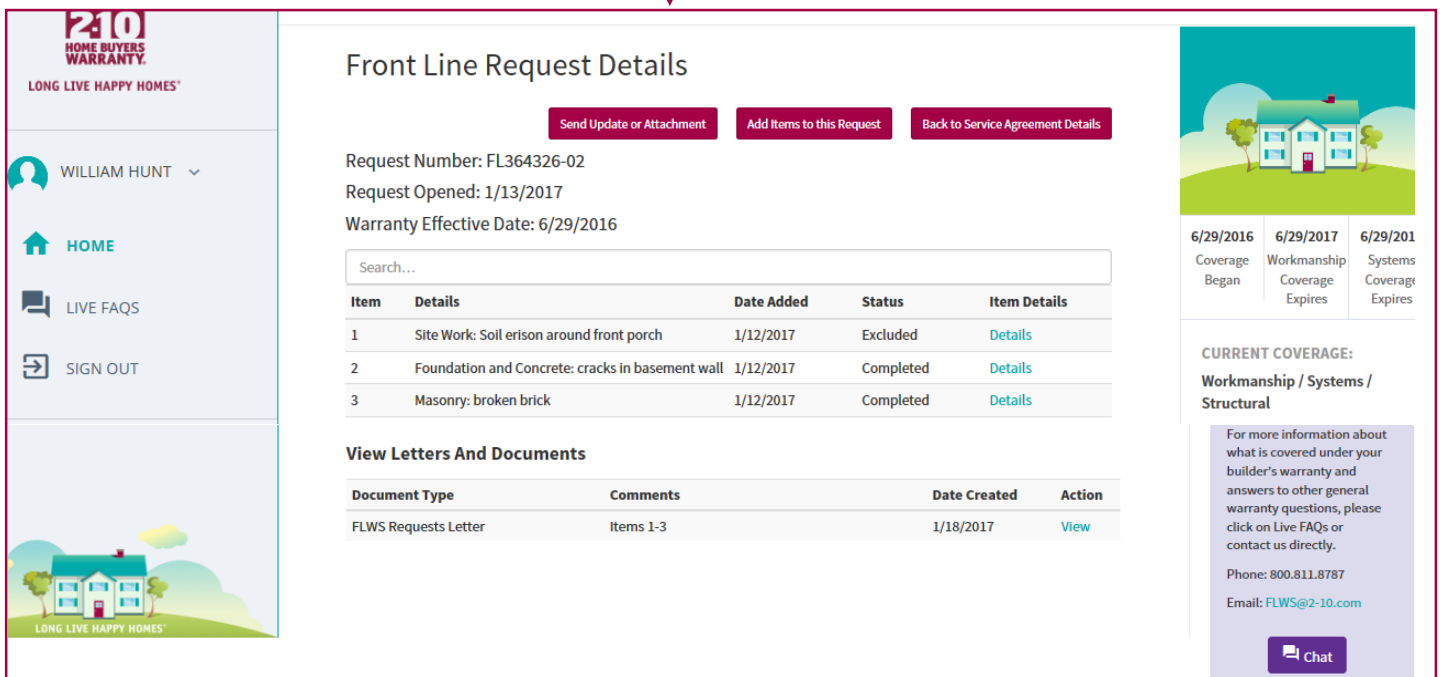
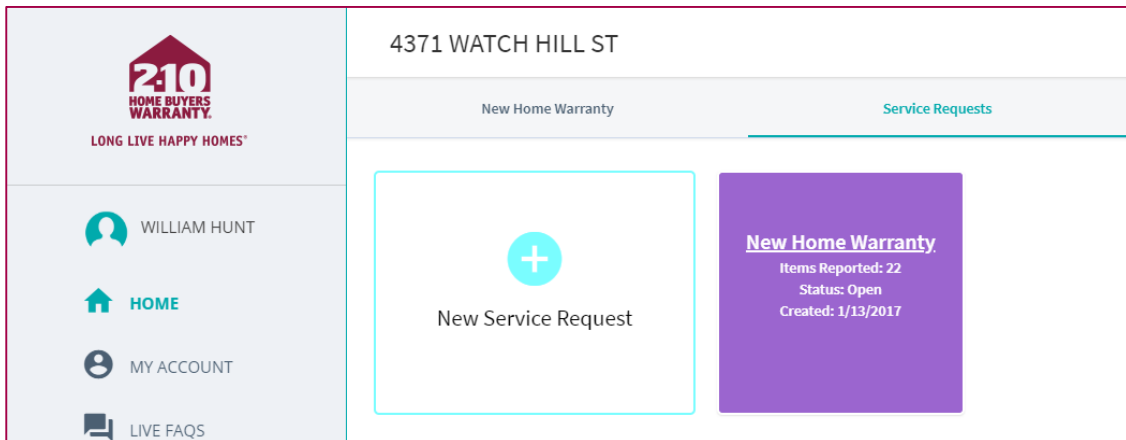
*The Front Line request is then submitted to the Front Line Warranty Service Department for review.



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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 "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.



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