



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. Front Line Warranty Service is a third party administration program for all of your warranty service requests.

As the nation's leader of home warranty administration, 2-10 HBW will respond to all of your inquiries about your warranty coverage and will be the point of contact for submission of warranty service requests.

To submit your warranty service requests online, go to 2-10.com 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 DHFHwarranty@2-10.com

It is normal within the first year of homeownership that your home will experience changes in moisture equilibrium in wood and other construction materials. Therefore, when you submit routine workmanship service requests, which includes cosmetic items such as paint, trim work and caulk, we recommend doing so 30 days prior to your one year anniversary.

If you experience an emergency warranty service situation, please notify 2-10 HBW and contact the appropriate contractor below:

Plumber: J&S Plumbing 972.288.9238

Electrician: C R Electric 817.706.9735

HVAC: Thermal Services DFW 817.993.0313

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,

Dallas Area Habitat for Humanity