

# 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

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## 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

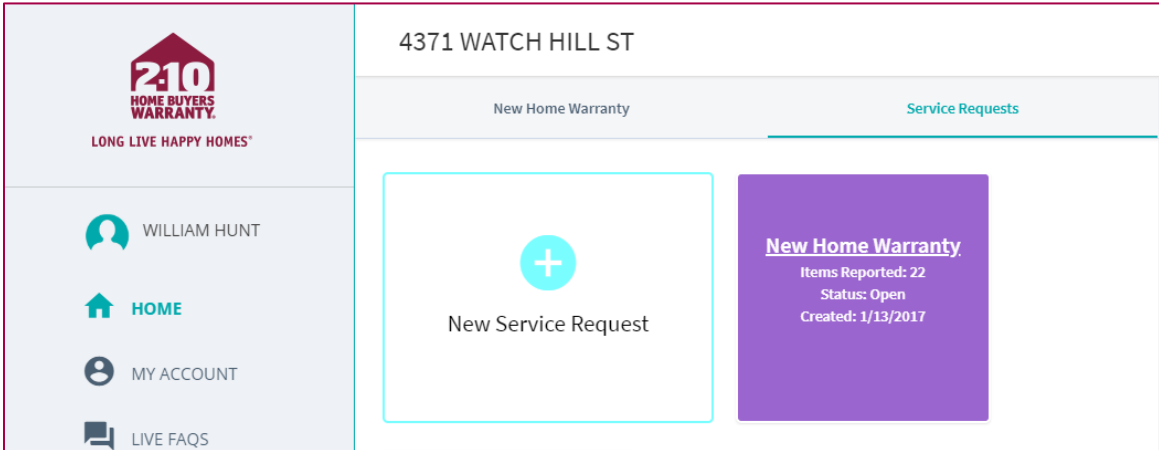
Your New Home Warranty protects your home against physical damage to designated load-bearing elements including but not limited to:  
Roof Framing • Load-Bearing Walls • Beams • Columns • Foundation • Floor Framing

Document Type	Document Name	Action
	New Home Warranty Booklet for 4371 WATCH HILL ST	<a href="#">Download</a>
	Certificate Of Warranty for 4371 WATCH HILL ST	<a href="#">Download</a>



## 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**

### 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	6/29/2016 Coverage Began	6/29/2017 Workmanship Coverage Expires	6/29/2018 Systems Coverage Expires
<input type="text" value="Search..."/>	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**

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

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

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

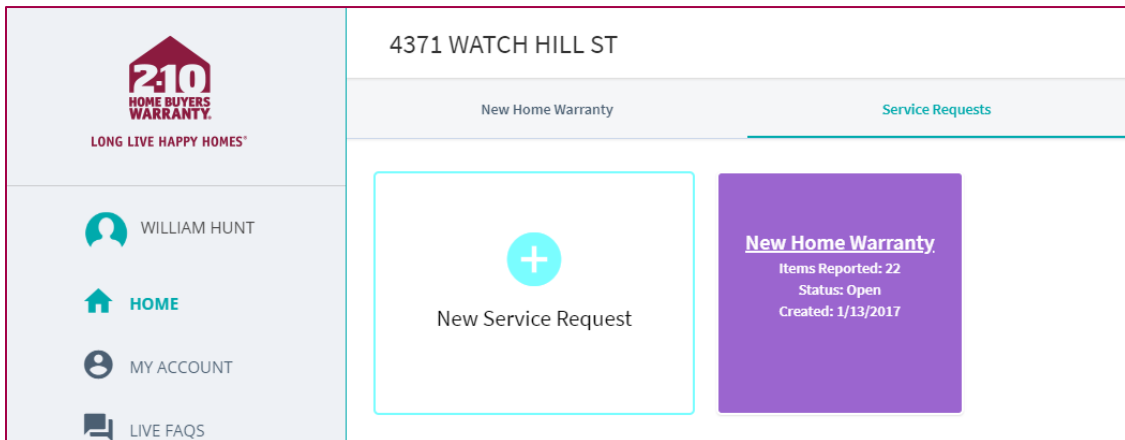
**QUESTIONS**

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



## 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



### Front Line Request Details

[Send Update or Attachment](#) [Add Items to this Request](#) [Back to Service Agreement Details](#)

Request Number: FL364326-02  
Request Opened: 1/13/2017  
Warranty Effective Date: 6/29/2016

Search...

Item	Details	Date Added	Status	Item Details
1	Site Work: Soil erosion around front porch	1/12/2017	Excluded	<a href="#">Details</a>
2	Foundation and Concrete: cracks in basement wall	1/12/2017	Completed	<a href="#">Details</a>
3	Masonry: broken brick	1/12/2017	Completed	<a href="#">Details</a>

#### View Letters And Documents

Document Type	Comments	Date Created	Action
FLWS Requests Letter	Items 1-3	1/18/2017	<a href="#">View</a>

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

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](#)

**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.

