2-10 Home Buyers Warranty Homeowner Portal

Front Line Warranty Requests

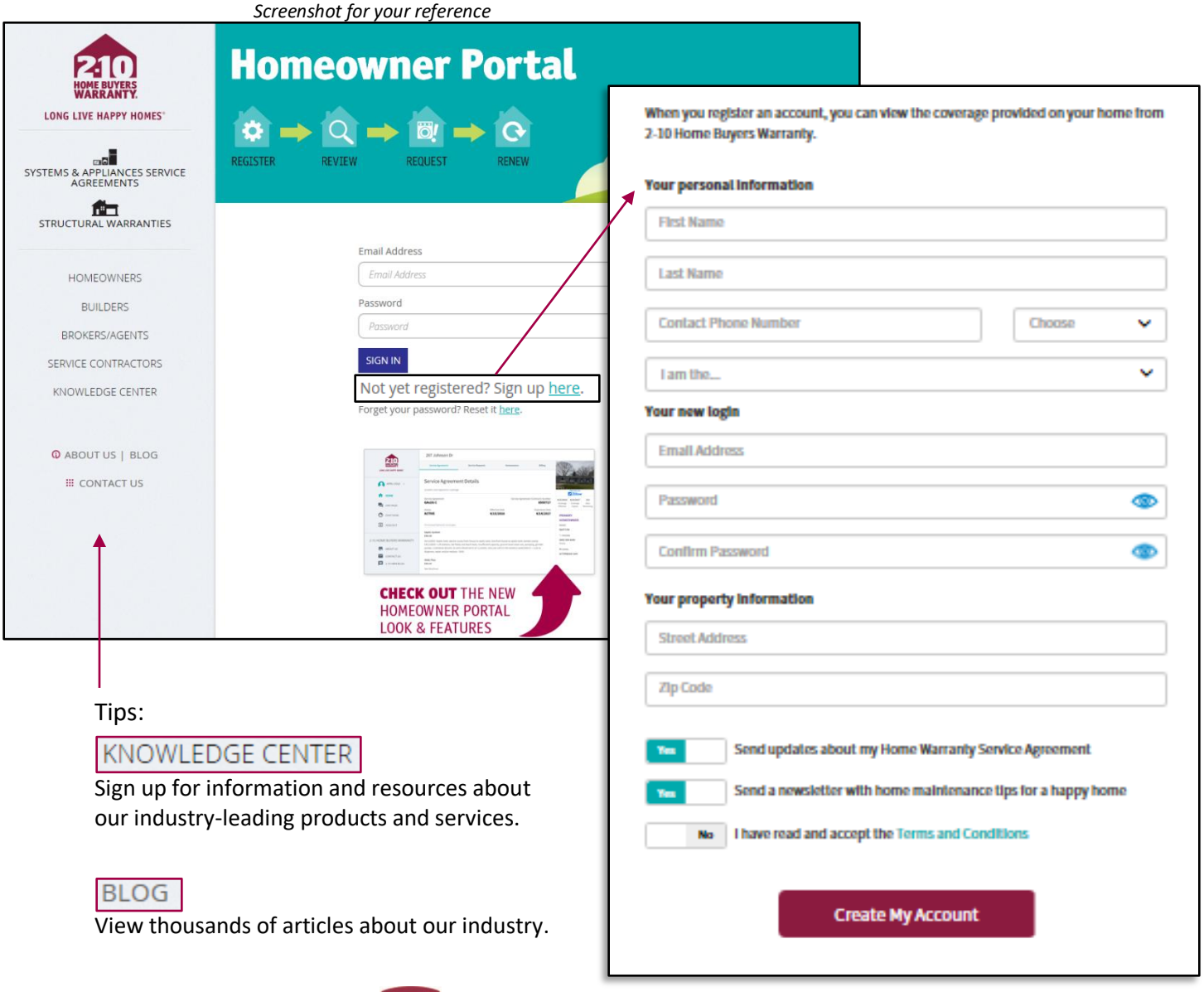
How to Register:

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



Tips:

KNOWLEDGE CENTER

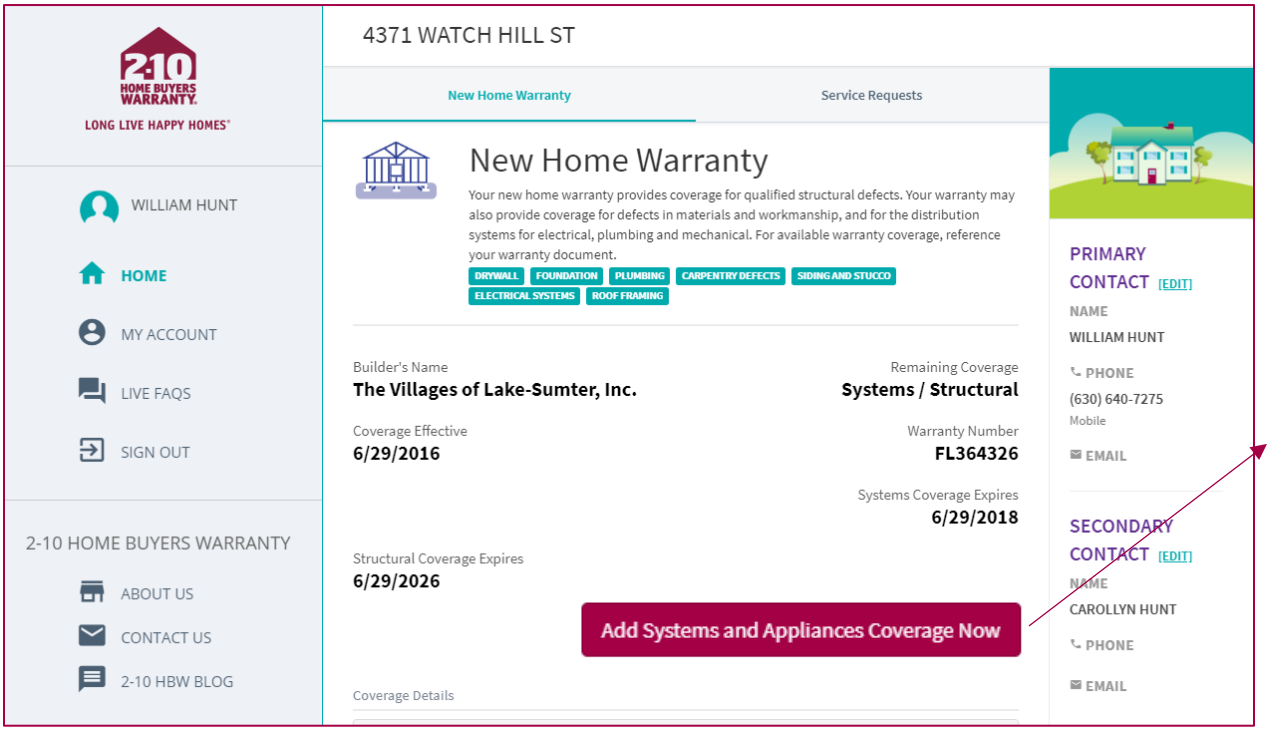
Sign up for information and resources about our industry-leading products and services.

BLOG

View thousands of articles about our industry.

Understanding Your Portal Dashboard:

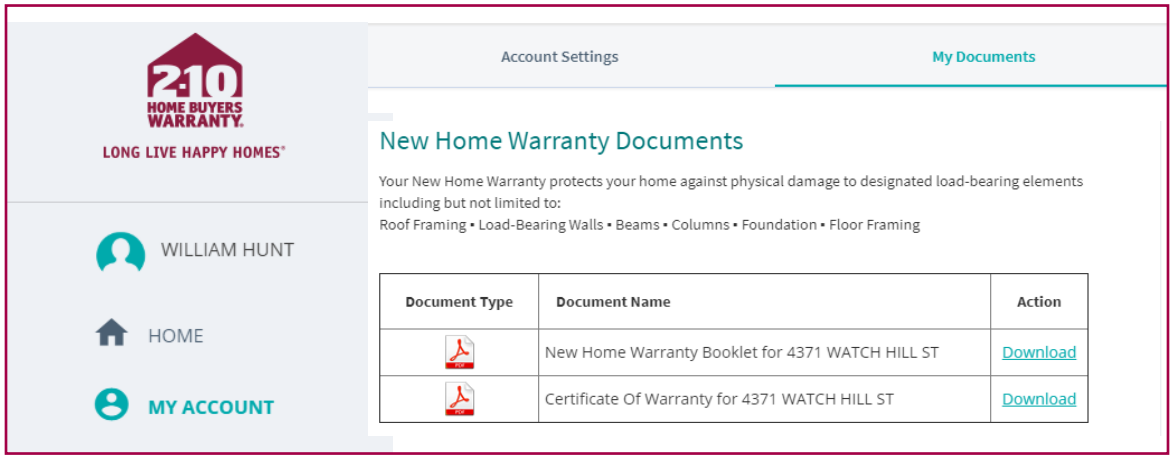
2) Once logged in, you will be able to view your specific warranty number, download your warranty booklet, submit a Warranty Service Request, add Systems and Appliance extended coverage, chat with a Front Line Rep and more.



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

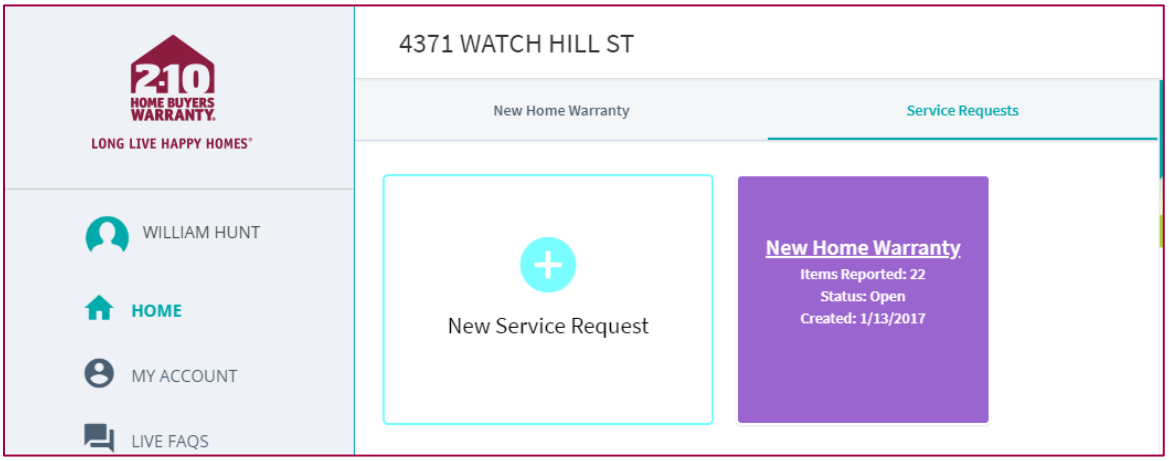
Tips:

*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

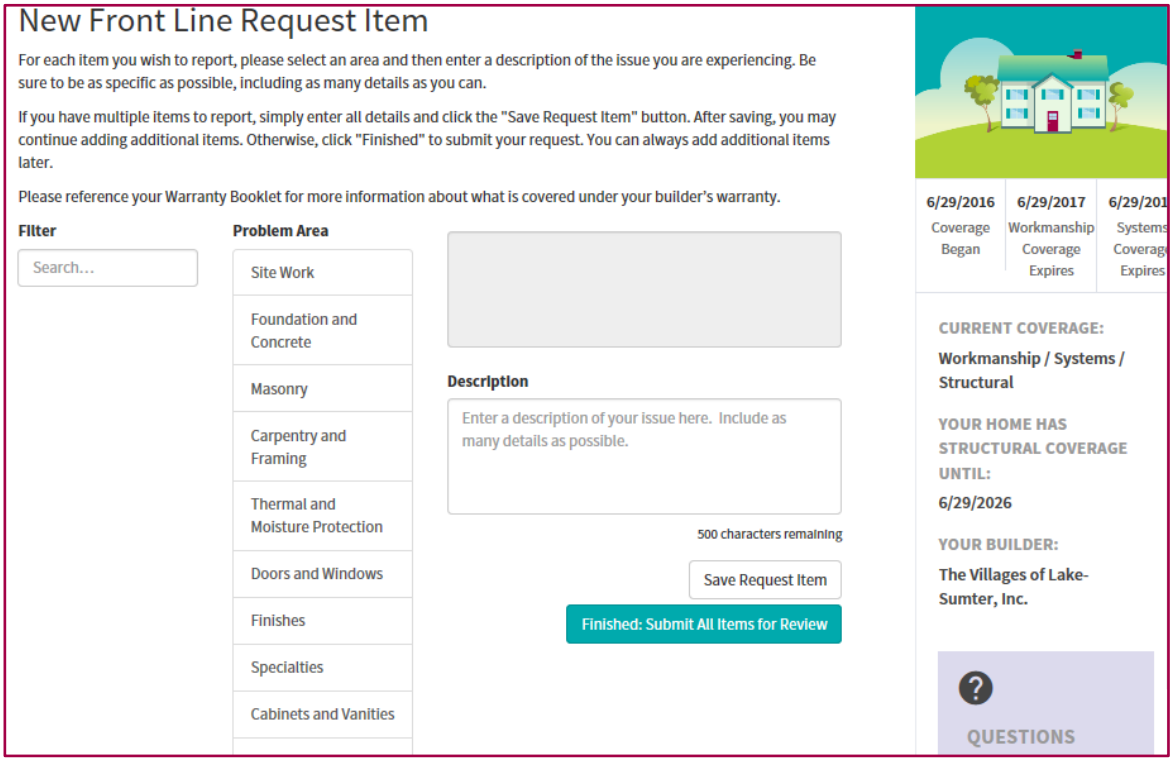


How to Submit Warranty Requests:

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



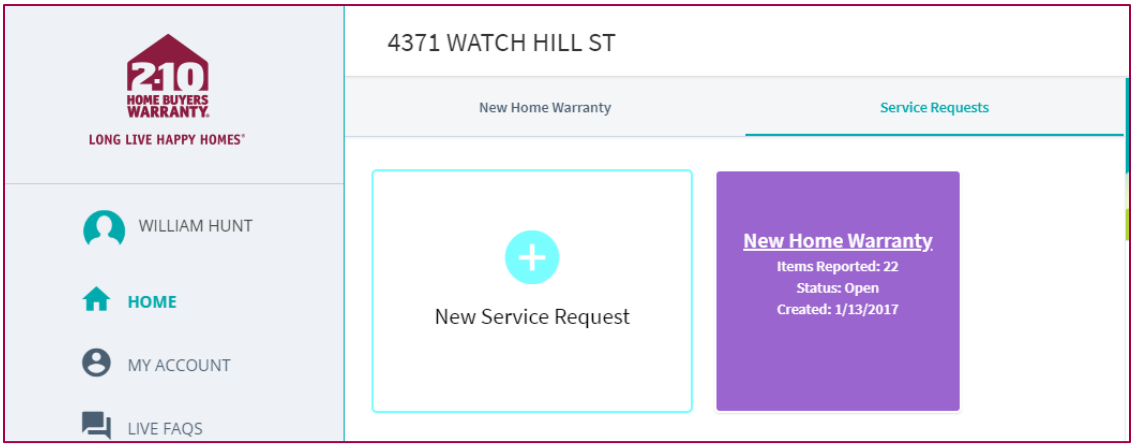
   c. Select a "**Problem Area**" and in the "**Description**" box provide a detailed description of the issue you are having. After entering the description, click on "**Save Request Item**" and continue adding items until you are ready to click **Finished: Submit All Items for Review**

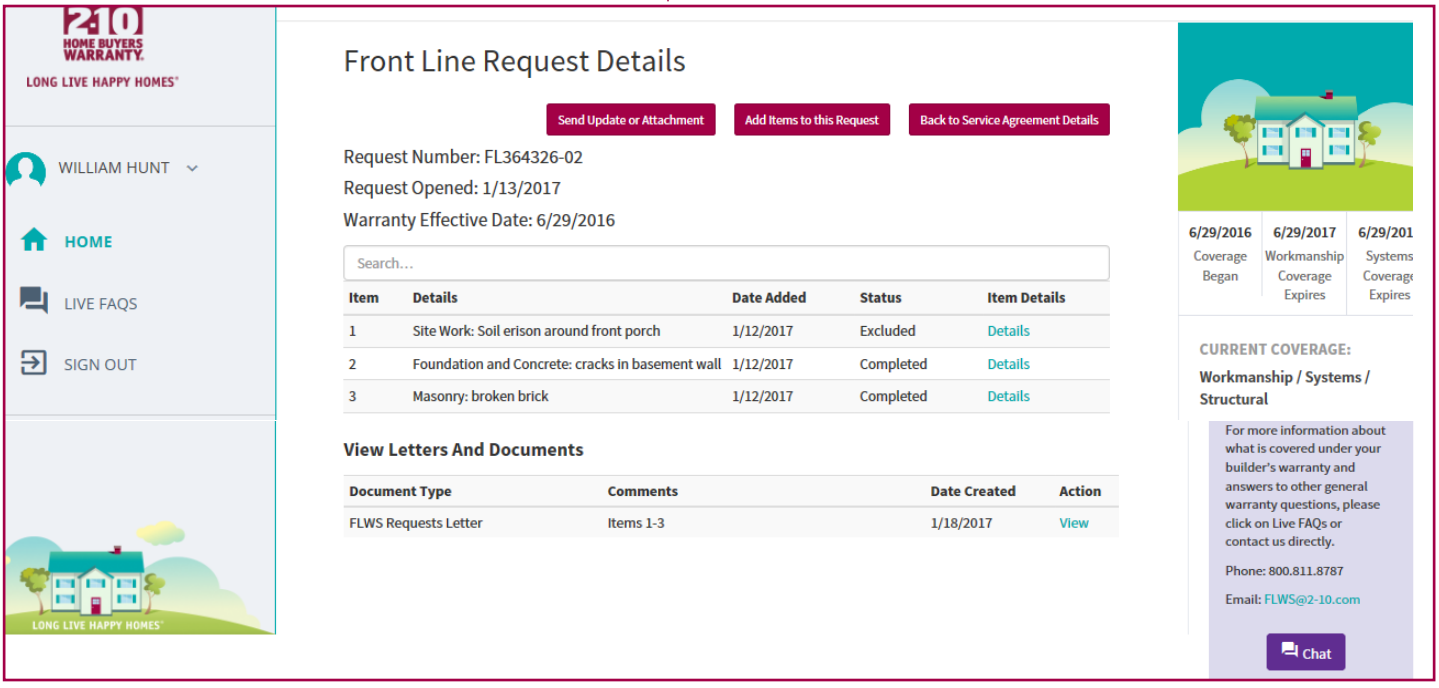


*The Front Line request is then submitted to the Front Line Warranty Service Department for review.

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





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.