

# 2-10 Home Buyers Warranty Homeowner Portal

The 2-10 Homeowner Portal is an excellent resource for you!

It is the fastest and easiest way to submit your service requests 24/7 and check the status of your request.

With the Homeowner Portal you can:

- Submit a Service Request
- Check the status of your request
- Chat with an Agent
- Get copies of your Warranty Documents
- Review your Warranty Coverages
- Extend your Warranty Coverage

The screenshot shows the 2-10 Home Buyers Warranty Homeowner Portal. The header includes the 2-10 logo, navigation links for Homeowners, Real Estate Pros, Builders, and Service Contractors, and buttons for 'Request Service' and 'Sign In'. A secondary navigation bar lists 'Home Warranty', 'Systems and Appliances', 'Reviews', 'Blog', 'FAQs', and 'Get a Quote'. A banner at the top reads 'How 2-10 HBW is addressing coronavirus. Your safety is our priority. Learn more.' The main content area is titled 'Home Warranties' and explains that a home warranty from 2-10 HBW is the perfect way to protect finances by avoiding the unmanageable costs of systems and appliances repairs. A 'Get a Quote' button is present. Below this, an illustration of a stove with money falling out of it is accompanied by the statistic '68% of homes will experience a breakdown each year.' To the right, the text 'Unexpected is Expensive.®' is followed by a quote: 'When something goes wrong with a home, it can be expensive and inconvenient.' and a fact: 'FACT: 1 in 5 new appliances will break down within the first four years of ownership. Fortunately, comprehensive coverage is now available at your fingertips.' The footer states 'Know what to expect when the unexpected happens with 2-10 HBW.'

**2-10**  
HOME BUYERS  
WARRANTY

Homeowners Real Estate Pros Builders Service Contractors

Request Service Sign In

Home Warranty Systems and Appliances Reviews Blog FAQs Get a Quote

How 2-10 HBW is addressing coronavirus.  
Your safety is our priority. [Learn more.](#)

## Home Warranties

Whether you've been living in the same home for years or have recently purchased the home of your dreams, a home warranty from 2-10 Home Buyers Warranty (2-10 HBW) is the perfect way to protect your finances by avoiding the unmanageable costs of systems and appliances repairs.

[Get a Quote](#)

**68%**  
of homes will experience a  
breakdown each year.

**Unexpected is Expensive.®**  
When something goes wrong with a home, it can be expensive and inconvenient.  
**FACT:** 1 in 5 new appliances will break down within the first four years of ownership. Fortunately, comprehensive coverage is now available at your fingertips.

Know what to expect when the unexpected happens with 2-10 HBW.

[www.2-10.com/Homeowner](http://www.2-10.com/Homeowner)

# 2-10 Home Buyers Warranty Homeowner Portal User Guide

## Front Line Warranty Service Requests

### How to Register/Sign-in:

1. Visit **2-10.com** and select **Sign-In** or use this link <https://secure.2-10.com/Homeowner/>
  - I. *First time user-* Under the **Homeowner tab**, choose **Not Registered? SIGN-UP HERE**
  - II. *Once registered-* Select **Service Requests** to create your warranty service request. When you have created your complete list, click **Submit** to send your request for processing.
  - III. If you are already registered click on “Sign In” and enter the email address and password used to register your warranty.

The screenshot shows the 'Sign In' page of the 2-10 Home Buyers Warranty Homeowner Portal. The page has a teal header with the 2-10 logo and navigation links: Homeowners, Real Estate Pros, Builders, and Service Contractors. In the top right corner, there are buttons for 'Request Service' and 'Sign In'. The main content area is titled 'Sign In' and features a dropdown menu set to 'I am Homeowner'. Below this are input fields for 'Email address' and 'Password', followed by a 'Sign In' button with a lock icon. To the right of the sign-in form, there is a section titled 'Request Service' with text explaining how to request service or review status, and a 'Renew Your Home Warranty' section with text explaining how to renew. Callouts with red boxes and arrows point to specific elements: 'Already Registered? Login in Here' points to the 'Sign In' button; 'New User Click Here' points to the 'SIGN UP HERE' link; and another callout points to the 'SIGN UP HERE' link. At the bottom of the page, there is a dark blue footer with links for '2-10 HBW' (About Us, Careers, Contact Us), 'FAQs' (Homeowners FAQs, Real Estate Pros FAQs, Builders FAQs), 'BLOG' (Homeowners Blog, Real Estate Pros Blog, Builders Blog), and 'Suggest a Builder / Suggest an Agent'. Social media icons for Facebook, LinkedIn, and YouTube are also present. The footer also includes links for 'Anti-Spam Policy', 'Privacy Policy', 'Terms', and 'Site-Map', and a copyright notice for 2020.

**Sign In**

I am Homeowner

**Already Registered? Login in Here**

**Homeowner Portal**

Email address

Password

**Sign In**

**New User Click Here**

Not yet registered? **SIGN UP HERE.**

Forgot your password? **RESET PASSWORD.**

**Request Service**

Sign in to Homeowner Portal to request service or review the status of your service request. You can also call Customer Service at **800.775.4736.**

**Renew Your Home Warranty**

Sign in to Homeowner Portal to renew your home warranty. You can also call Warranty Renewals at **800.743.4210.**

**2-10 HBW**

About Us  
Careers  
Contact Us

**FAQs**

Homeowners FAQs  
Real Estate Pros FAQs  
Builders FAQs

**BLOG**

Homeowners Blog  
Real Estate Pros Blog  
Builders Blog

**Suggest a Builder**  
**Suggest an Agent**

Anti-Spam Policy Privacy Policy Terms Site-Map

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# Complete the Registration Form



LONG LIVE HAPPY HOMES®

Enter your information

## Register Your Account

When you register an account, you can view the coverage provided on your home from 2-10 Home Buyers Warranty.

### Your personal information

Choose



### Your new login



This address must match the information in our system. If you receive an error. Please call 1.800.488.8844.

### Your property information

Yes

☐ Send email updates about my Home Warranty Service Agreement

Includes a monthly newsletter, homeownership tips, renewal offers, access to appliance discounts, giveaways, and promotions.

By clicking Create My Account, I agree that I have read and accept the full [Terms and Conditions](#) and [Privacy Policy](#)

Create My Account

Click Here to Create Account



## Understanding Your Portal Dashboard:

Once your account is created and you are logged in, you will be able to download your warranty booklet, submit a Warranty Service Request, add Systems and Appliance extended coverage, chat with a Front Line Rep and more.

This is the page that you will see when you log in:

The dashboard is divided into three main sections. On the left is a sidebar with the 210 Home Buyers Warranty logo and tagline 'LONG LIVE HAPPY HOMES'. Below the logo are navigation links: a user profile icon for 'WILLIAM HUNT', a 'HOME' icon, 'MY ACCOUNT', 'LIVE FAQS', and 'SIGN OUT'. At the bottom of the sidebar is a section for '2-10 HOME BUYERS WARRANTY' with links for 'ABOUT US', 'CONTACT US', and '2-10 HBW BLOG'. The main content area at the top shows the address '4371 WATCH HILL ST' and two tabs: 'New Home Warranty' (active) and 'Service Requests'. The 'New Home Warranty' section features a house icon, the title 'New Home Warranty', and a paragraph explaining coverage for structural defects, materials, workmanship, and distribution systems. Below this are several category buttons: DRYWALL, FOUNDATION, PLUMBING, CARPENTRY DEFECTS, SIDING AND STUCCO, ELECTRICAL SYSTEMS, and ROOF FRAMING. The section displays the Builder's Name as 'The Villages of Lake-Sumter, Inc.', Coverage Effective date as '6/29/2016', and Structural Coverage Expires as '6/29/2026'. On the right side of the main content, it shows 'Remaining Coverage Systems / Structural', Warranty Number 'FL364326', and Systems Coverage Expires '6/29/2018'. A red button labeled 'Add Systems and Appliances Coverage Now' is positioned below the coverage information. On the far right is a 'Your Contact Info' section with a house icon, divided into 'PRIMARY CONTACT' (William Hunt) and 'SECONDARY CONTACT' (Carollyn Hunt), each with fields for Name, Phone, and Email. An 'EDIT' link is provided for each contact.

## Page Overview:

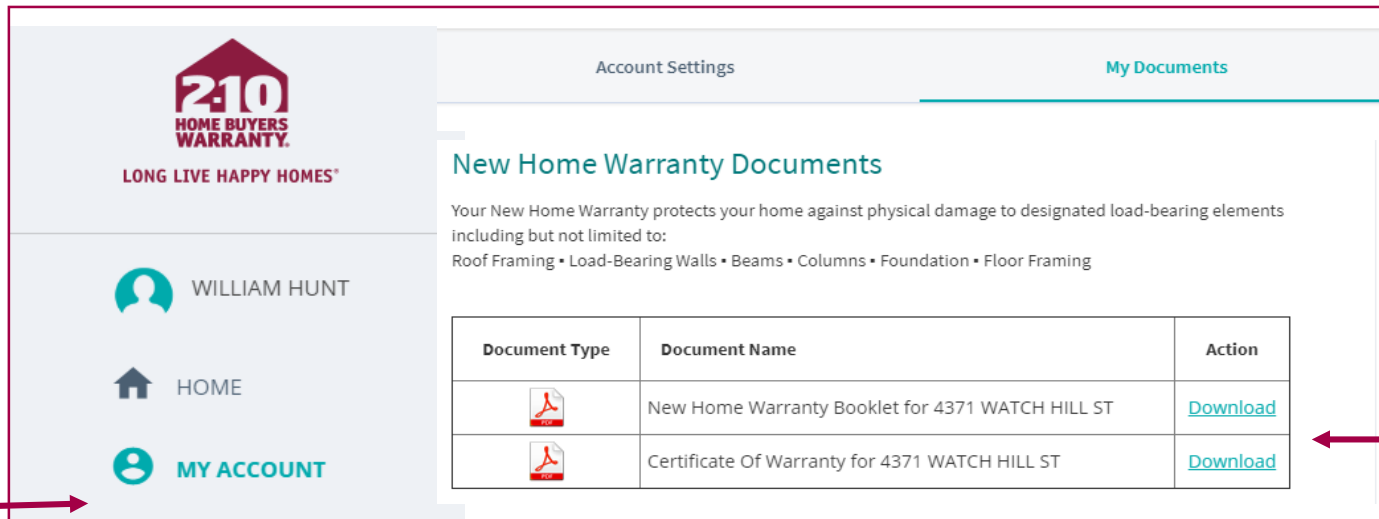
This version of the dashboard includes callout boxes with labels pointing to specific features: 'Address' points to '4371 WATCH HILL ST'; 'New Home Warranty Section' points to the 'New Home Warranty' tab; 'Your Contact Info' points to the contact information section on the right; 'Account Info' points to the user profile 'WILLIAM HUNT'; 'Builder' points to 'The Villages of Lake-Sumter, Inc.'; 'Coverage Type' points to 'Systems / Structural'; 'Coverage Effective Date' points to '6/29/2016'; 'Structural Expiration Date' points to '6/29/2026'; and 'Systems Expiration Date' points to '6/29/2018'. A red arrow points from the 'Add Systems and Appliances Coverage Now' button to the bottom of the page.

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

## How to View Warranty Documents:

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

 **MY ACCOUNT**





**210 HOME BUYERS WARRANTY**  
LONG LIVE HAPPY HOMES®

Account Settings **My Documents**

### New Home Warranty Documents

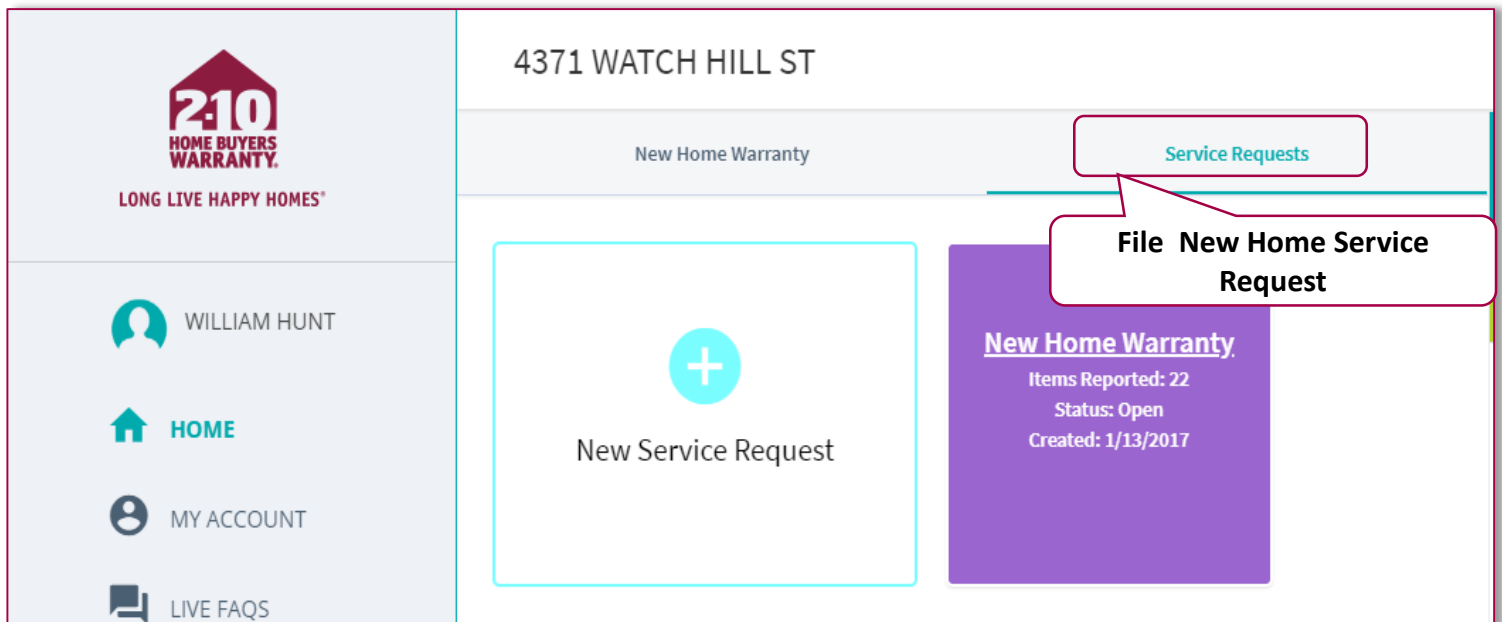
Your New Home Warranty protects your home against physical damage to designated load-bearing elements including but not limited to:  
Roof Framing • Load-Bearing Walls • Beams • Columns • Foundation • Floor Framing

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 Service Requests:

If you have warranty items that you would like to report, follow these steps:

- Select [Service Request](#) located on the top task bar of your homeowner portal.
- Select [New Service Request](#).



**210 HOME BUYERS WARRANTY**  
LONG LIVE HAPPY HOMES®

4371 WATCH HILL ST

New Home Warranty

[Service Requests](#)

**File New Home Service Request**

**New Service Request**

**New Home Warranty**  
Items Reported: 22  
Status: Open  
Created: 1/13/2017

*\*If you are using a cell phone or tablet you will need to scroll to the very far right to see the service request link*



After you click on “Add New Service Request”, you will be prompted to create the new request and add any items that need to be addressed.

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**


- 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**



<b>6/29/2016</b> Coverage Began	<b>6/29/2017</b> Workmanship Coverage Expires	<b>6/29/2018</b> Systems Coverage Expires
------------------------------------	--	--

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

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

**BUILDER:**  
[Name] of Lake-nc.

**Save Each Item**

**Click Here to Submit Service Request after ALL items are entered**

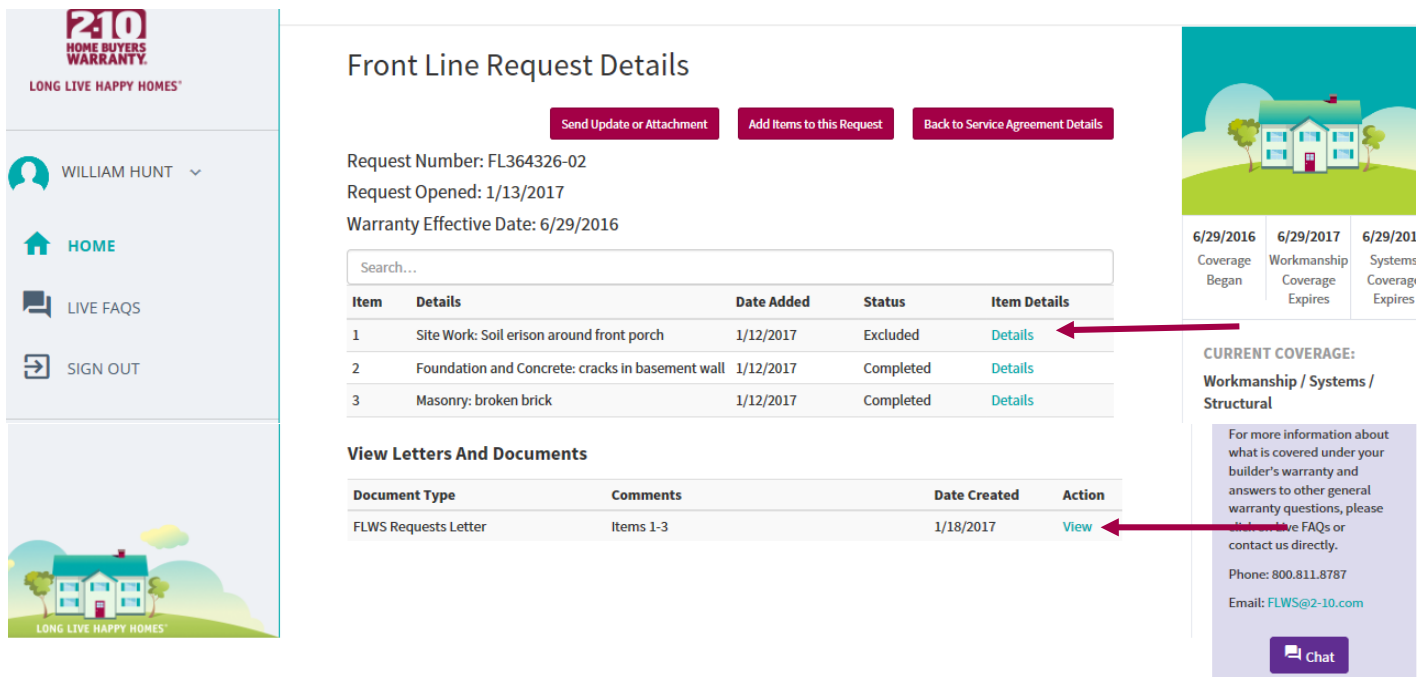
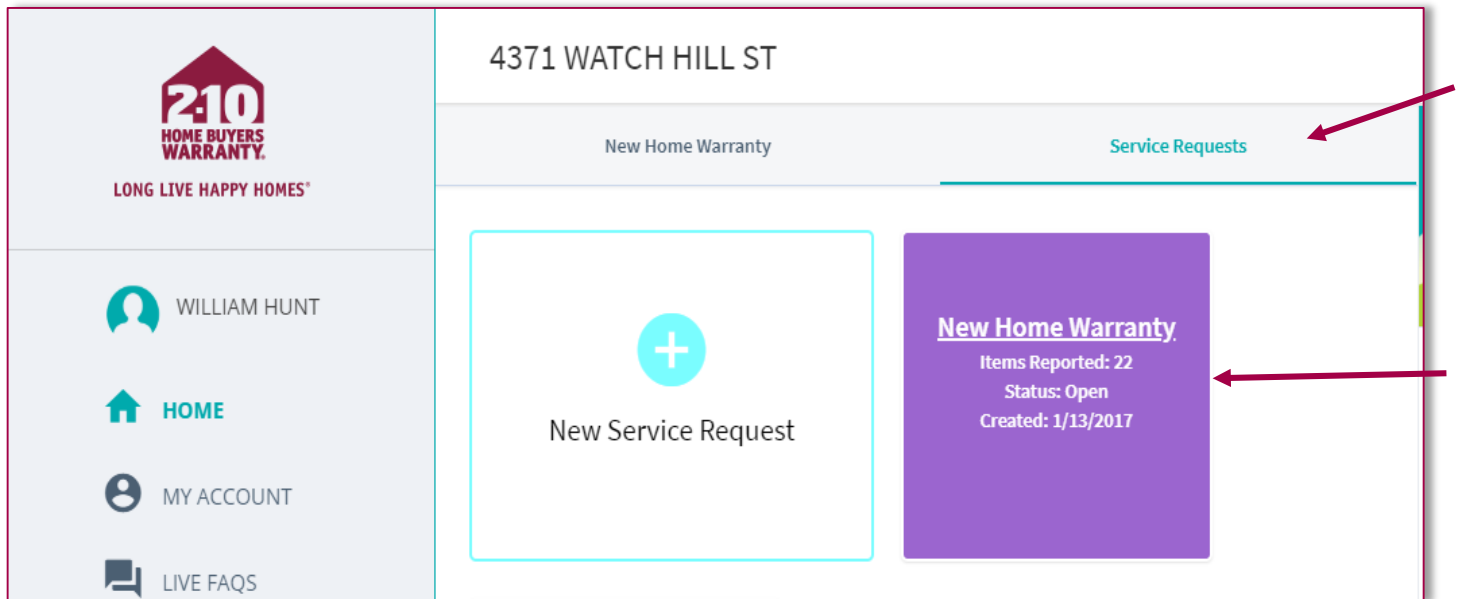
**\*\*You must select **Finished: Submit All Items for Review** to submit your request to the Front Line Warranty Service Department for review and processing. \*\* If you do not submit the request, it will not be processed.**



## How to Check on the Status of Front Line Warranty Requests:

If you have an open warranty item that you would like to view, follow these steps:

- Select [Service Request](#) located on the top of your homeowner portal.
- Select [New Home Warranty](#) to view the status of your warranty items.




**Tip:** 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.



## Extended Warranty Coverage with 2-10:

If you also see the “Warranty Coverage” Tab, you have an extended warranty with 2-10 that may cover your appliances and other systems within your home. To file a claim on your extended warranty, use the Warranty Coverage Section.



LONG LIVE HAPPY HOMES®

3126 Ruckle St

Warranty Coverage

New Home Warranty

Service Requests

Billing

CSR VIEW

CGUSS

BACK TO HOMEOWNER LOOKUP

BRIAN COLLINS

HOME

MY ACCOUNT

LIVE FAQS

SIGN OUT

### Warranty Coverage

Your home warranty service agreement provides coverage for the repair of eligible systems and/or appliances when failures occur as the result of normal wear and tear, subject to service agreement limitations. Your available warranty cover is thoroughly explained within the service agreement and should be referenced prior to placing a service request. Download your service agreement below.

REFRIGERATOR WASHER/DRYER MICROWAVE AIR CONDITIONER GARBAGE DISPOSAL FURNACE OVEN

Download Service Agreement

Renew Now

Service Agreement

**GLNCHWSAv1H-Builder**

Service Agreement (Contract) Number

**10131955**

Status

**ACTIVE**

Effective Date

**7/19/2019**


Expiration Date

**7/19/2020**

Coverage Details

+ Air Conditioning and Heat Pump

Appliances



**PRIMARY CONTACT** [\[EDIT\]](#)

NAME

Brian Collins

PHONE

(636) 399-4431

Mobile

EMAIL


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

NAME

Molly Szilard

When your builder’s 1-year workmanship coverage expires, you can extend your warranty by adding Systems and Appliances Coverage.

Add Systems and Appliances Coverage Now



LONG LIVE HAPPY HOMES®

4371 WATCH HILL ST

New Home Warranty

Service Requests

WILLIAM HUNT

HOME

MY ACCOUNT

LIVE FAQS

SIGN OUT

### 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 SINKING AND STUCCO

ELECTRICAL SYSTEMS ROOF FRAMING

Builder's Name

**The Villages of Lake-Sumter, Inc.**

Remaining Coverage

**Systems / Structural**

Coverage Effective

**6/29/2016**

Warranty Number

**FL364326**


Systems Coverage Expires

**6/29/2018**

Structural Coverage Expires

**6/29/2026**

Coverage Details



**PRIMARY CONTACT** [\[EDIT\]](#)

NAME

WILLIAM HUNT

PHONE

(630) 640-7275

Mobile

EMAIL

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

NAME

CAROLLYN HUNT

PHONE



EMAIL

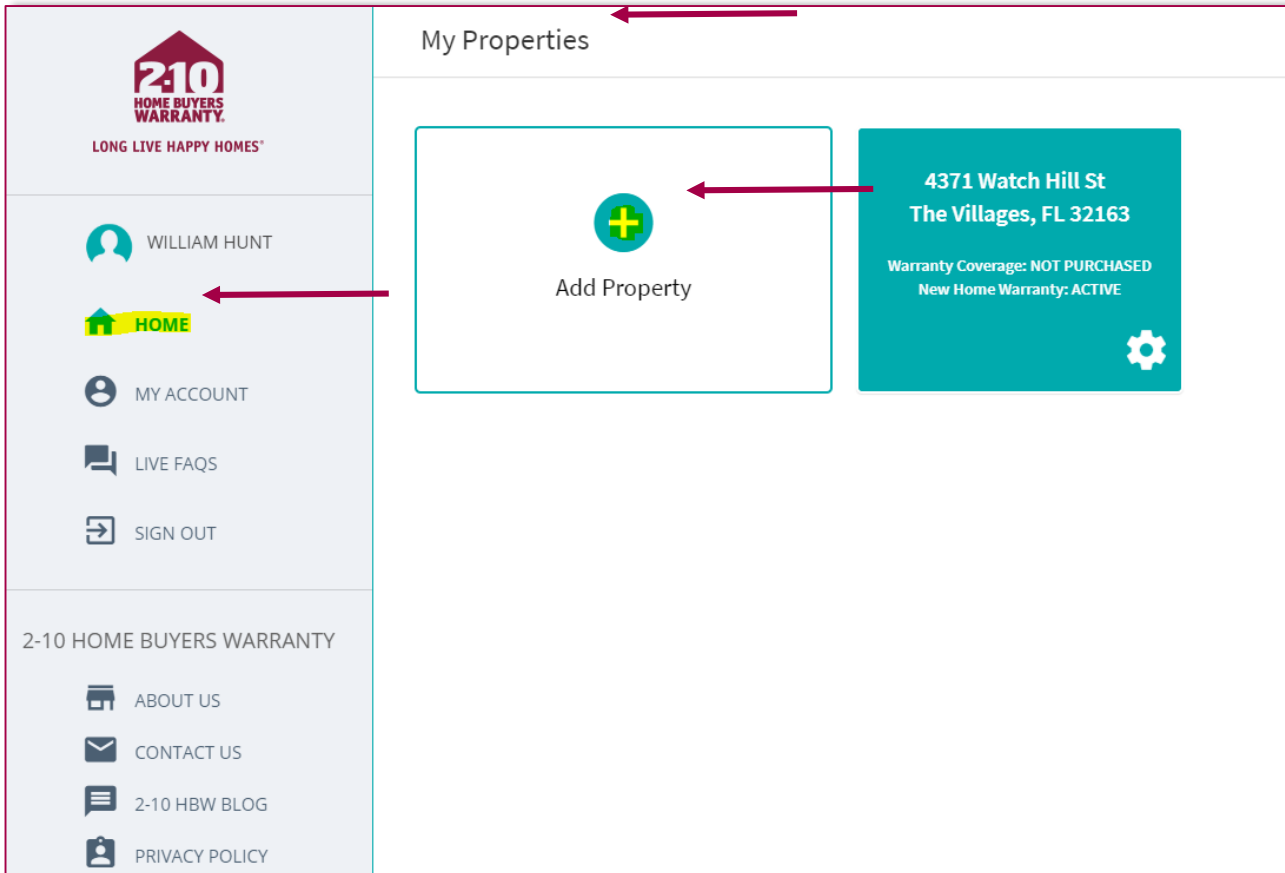





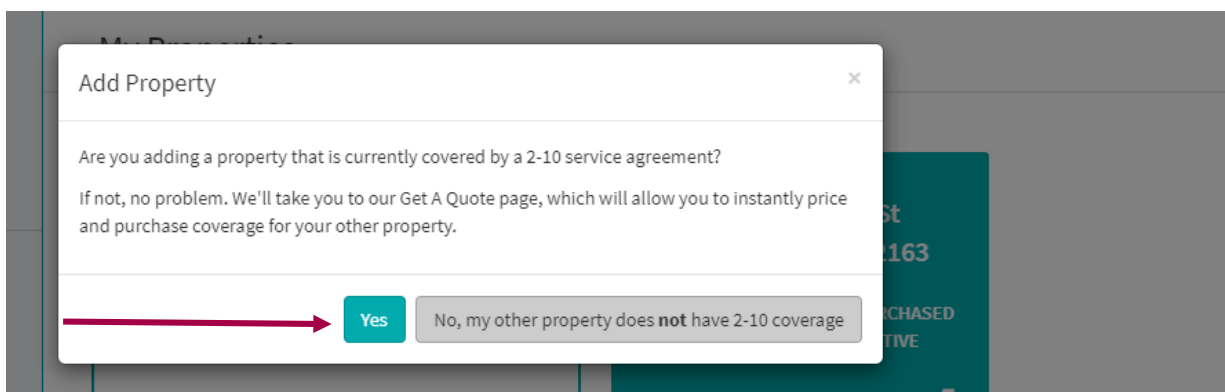
# Adding multiple properties under the same user account

## How to add multiple properties

1. Visit <https://secure.2-10.com/Homeowner/>
  - a. To Register? Select Not yet registered? Sign up [here](#).
  - b. Be sure to enter your address exactly the way the United States Postal Office has it on file.
  - c. To Sign-in: Select "Sign In" and enter the email address and password used to register your warranty.
2. Once logged in to the homeowner portal, select  on the side menu bar
3. Under **My Properties** select    
Add Property



4. Select  to adding a property that is currently covered by a 2-10 service agreement.



5. Add Existing Covered Property Information:

- ✓ Homeowner Last Name
- ✓ Covered Property Street Address
- ✓ Covered Property Zip Code

**\*\*Be sure to enter your address exactly the way the United States Postal Office has it on file.**

6. Once the information has been added, select “Add Property”, then select “finished.”

**\*\*Please note, if the “finished” button is not selected, the property will not be added.**

The screenshot shows the 'My Properties' section of the 2-10 Home Buyers Warranty Homeowner Portal. On the left is a sidebar with the company logo, the slogan 'LONG LIVE HAPPY HOMES', and navigation links for 'WILLIAM HUNT', 'HOME', 'MY ACCOUNT', 'LIVE FAQs', and 'SIGN OUT'. The main content area is titled 'Add Existing Covered Property' and includes a brief instruction. Below this are three input fields: 'Homeowner Last Name' (containing 'Hunt'), 'Covered Property Street Address', and 'Covered Property Zip Code'. At the bottom of the form are two buttons: 'Add Property' (highlighted with a red arrow from the sidebar) and 'Finished'.

7. You can now submit warranty service request to Front Line Warranty Service for the additional property/properties added.

The screenshot shows the 'My Properties' dashboard. The sidebar is identical to the previous screenshot but includes additional links at the bottom: 'ABOUT US' and 'CONTACT US'. The main content area displays three property cards. The first card is a large teal box with a white plus icon and the text 'Add Property'. The second card is for '4371 Watch Hill St, The Villages, FL 32163' and shows 'Warranty Coverage: NOT PURCHASED' and 'New Home Warranty: ACTIVE' with a gear icon. The third card is for '444 Fifty Caliber Dr, Broadway, NC 27505' and also shows 'Warranty Coverage: NOT PURCHASED' and 'New Home Warranty: ACTIVE' with a gear icon.

