



IMPORTANT WARRANTY INFORMATION

Congratulations on the purchase of your new home! We are honored to be your builder and provide you with quality and excellence, even after closing.

Warranty Coverage

We have partnered with 2-10 Home Buyers Warranty, the nation's leading provider of structural warranties, to provide you the industry's most comprehensive protection available. Your warranty includes protection against workmanship and distribution systems defects, as well as structural defects throughout the warranty term specified on your Certificate of Warranty Coverage.

Warranty Service

In addition to the provided warranty coverage, we are providing you an enhanced warranty service, Front Line Warranty Service (FLWS), administered by 2-10 Home Buyers Warranty. Front Line Warranty Service will be your dedicated team for all warranty-related service requests and questions.

Submitting Warranty Requests

Please submit non-emergency warranty requests at the 11th month anniversary of your home.

To submit your warranty service request, follow the steps below:

1. Go to <https://secure.2-10.com/Homeowner/Account/Login> select *Sign-In*. If you are a first-time user, choose "**Sign Up here**".
2. Select *Service Requests* to create your warranty service request. When you have created your complete list, click **Submit** to send your request for processing.
3. Once your request is submitted, a FLWS team member will respond to both you and your builder

*If you cannot access the homeowner portal or experience technical difficulties regarding your request, please contact the Front Line Team by phone, 1.800.811.8787 or email FLWS@2-10.com.

Emergency Warranty Requests

If you experience an emergency warranty-related situation such as no hot water, total loss of electricity or complete lack of heating or cooling, please notify the FLWS team and then reach out directly to the appropriate contractor.

Plumbing: Piedmont Plumbers of Columbia | 803-996-3154

Electrical: Apex Electric | 803-754-2263

HVAC: Long Heating & Air | 864-213-9899

Welcome Home,

Haven Homes, LLC

FRONT LINE WARRANTY SERVICE

ADMINISTERED BY 2-10 HOME BUYERS WARRANTY

PHONE: 1.800.811.8787 | FLWS@2-10.COM | [WEB: 2-10.COM/HOMEOWNER](http://WEB:2-10.COM/HOMEOWNER)

