



## **IMPORTANT WARRANTY INFORMATION**

Congratulations on the purchase of your Beacon 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 deliver you the industry's most comprehensive protection available. Your warranty includes protections against workmanship, distribution systems, and structural defects throughout the warranty terms specified on your warranty coverage.

### **Warranty Service**

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

### **Submitting Warranty Requests**

Please submit all non-emergency warranty requests 10-11 months after the sale of your home.

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

1. Go to 2-10.com/homeowner and sign in. If you are a first-time user, click next to not yet registered and sign up here to get started.
2. Select Request Service to create your warranty service request. When you have created your complete list, click submit to send your request for processing. (Please be very specific in your requests as far as location, defect, etc.)
3. Once your request has been submitted, a FLWS team member will reach out to both you and the builder on what happens next. You can also check the status of your request through the portal.

\*If you cannot access the homeowner portal or experience technical difficulties, please contact 720-531-6717 or the FLWS by phone at 1-800-811-8787

### **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. Please refer to the sticker provided by your builder for the contracts assigned to your home. They are located on your electrical panel in the garage.

Welcome Home!

**Beacon New Homes**