

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

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 reach out 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: Silverline Electric and Plumbing | 509.544.8840

Electrical: Silverline Electric and Plumbing | 509.544.8840

HVAC: Air Tech Services and Filters | 509.392.2021

Welcome Home,

Sandhollow Homes