



Congratulations on the purchase of your new home.

We have enrolled your home in the nation’s leading structural warranty program with 2-10 Home Buyers Warranty® (2-10 HBW), which includes 1 Year Workmanship, 2 Year Systems and 10 Year Structural coverage.

As an enhancement to your warranty program, we have also enrolled your home in Front Line Warranty Service (FLWS), administered by 2-10 HBW. FLWS will be the point of contact for all of your warranty service requests.

To submit warranty service requests online, go to 2-10.com and select ‘Sign In’. If you are a first time user, choose ‘Register/Create Account’, under ‘Homeowner’ choose ‘Register my Structural Warranty’. Once you have signed in, click “Service Requests” to submit your warranty requests.

You may also choose to submit these by email at flws@2-10.com.

Please submit your workmanship requests that are non-emergency on the 60 day and 11 month anniversary of your home. It is normal within the first year of your new construction home that it will experience changes in moisture equilibrium in wood and other construction materials. Therefore, when you submit routine workmanship service requests, which may include cosmetic items such as paint, trim work and caulk, we recommend doing so 30 days prior to your one year anniversary.

If you experience an emergency warranty service situation, please notify 2-10 HBW and contact the appropriate contractor below:

Plumber:	Piedmont Plumbing of Columbia	803-996-3154	piedmont@ppcllc.net
Electrician:	Apex Electric, Inc.	803-754-2263	Apexelectric2000@gmail.com
HVAC:	Long Heating and Air	864-213-9899	chrissy@longheatingandair.com
Appliances:	S&G Appliances	803-254-3800	TRIPP@SGBUILDER.COM

If you need to speak with someone directly regarding warranty issues, please call the Front Line Warranty Service Department at 800.811.8787 to speak with a 2-10 HBW representative.

Welcome home,

Southern Traditional Homes, Inc.