



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 with an enhanced warranty service through NewHome Care that is administered by 2-10 Home Buyers Warranty. NewHome Care will be your dedicated team for all warranty-related service requests and questions.

Submitting Service Requests

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

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

1. Go to www.2-10.com/homeowner and enter your email and password. *If you are a first-time user, choose "Sign up now".*
2. Select the **Service Requests** tab, then **New Request**. When you have created your request, click **Submit Request** for processing.
3. Once all requests are submitted go to **Manage Requests** to review the coverage details and view real-time status updates.

If you cannot access the 2-10 homeowner portal or experience technical difficulties regarding your request, please contact the NewHome Care Team by phone, 720.531.6754.

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 submit your requests in the 2-10 Portal and then reach out directly to the appropriate contractor.

Plumber: Jenkins Plumbing | 912.33.8151

Electrician: C&A Electric | 912.665.4818

HVAC: Dean Custom Air | 912.450.2850

Appliances: Livingoods | 912.330.5505

Welcome Home,

Beacon New Homes



ADMINISTERED BY 2-10 HOME BUYERS WARRANTY
PHONE: 720.531.6754 | WEB: 2-10.COM/HOMEOWNER