

## Violation List – Month of January 2024

Account	Technician	Manager	Notes
287565	Alex Roman	Paul Moran	Tech installed new 4G CBU. Paper agreement collected is missing RMR, initials and warranty. Customer is in a SERIOUS collections status. Technician, as usual, did not review agreement before rendering service.
408640	Art Bernier	Paul Moran	Tech performed 4G FLIP. \$5 increase was worked out, but agreement has not been signed. Another technician who regularly violates technician guidelines.
335553	Art Bernier	Paul Moran	Tech installed new sensor. Sensor went missing when door was replaced. Not covered under warranty.
6973	Art Bernier	Paul Moran	Tech installed new panel, CBU. Rate on contract is wrong. Is off by \$10 for CBU upgrade. Paper agreement secured and it needed to be reviewed.
396017	Art Bernier	Paul Moran	Technician installed new sensors on newly installed doors. Warranty does not cover that.
703532	Art Bernier	Paul Moran	Technician installed new sensors on newly installed doors. Warranty does not cover that.
8940	Art Bernier	Paul Moran	Technician replaced missing sensor. Warranty does not cover that.
347429	Erik Carr	Rodney Mays	Tech upgraded CBU to a 4G. Save agreement collected is wrong - off by \$10. SW is attempting to secure a fixed agreement still- because technician did not.
273567	Jimmy Gonzalez	Matt Foster	Technician installed new sensors on newly installed doors. Warranty does not cover that.
196157	Jimmy Gonzalez	Matt Foster	Tech upgraded panel – not approved. No contract was secured before, during or after service. Still pending.
524118	Nathan Whitehead	Paul Moran	Tech installed new panel - I approved with contract only. However, there was no secured agreement collected. Tech did not review that before he rendered service.
213514	Nathan Whitehead	Paul Moran	Tech replaced panel and installed new CBU. Agreement(paper) collected is missing initials. Technician did not review.
344454	Noah Vanzee	Alberto Zelaya	Tech replaced panel and CBU. No new contract was secured or payment collected & customer is in no current contract. SW needs flagged for neglect as well.
755134	Prestige	Sub	Tech was asked to replace camera under new, complete warranty from SW. Cameras are not covered under this warranty. SW needs flagged for mistake.
558371	Tech Support	None	Helped walked customer through 4G flip. Contract is too old (from July 2023). Service writer is attempting to secure an updated agreement it seems.