Violation List – Month of September 2025

Andrew S	ecurity	
	580618	Technician installed keyfob for free. In fact, technician stated customer wanted 2. Regardless - keyfob(s) have not been paid for. Unsure why they were sent. They are not replacements. May not be a tech violation – but whoever authorized sending the fobs may need to be charged back. Don't know.
Aspen		
•	859509	Technician provided free camera service. Was not requested and no payment was taken
Chad Nici	hols	
	757896	Technician serviced cameras for free. No payment collected.
Erik Carr		
	1025382	Contract for renewal and smoke is off - by at least \$1.50. Service writer did catch this an resent agreement with fixed RMR - however, that new contract is signed by wrong perso Technician should've reviewed closer and contacted FM or FD to help review.
Frankie H	uskv	
	881747	Technician installed 2 new motions. Was not requested and payment was not taken. On the ticket it states he installed new motion in front - but zone list states zone 9 and zone 10 - one labeled Motion Detector and one labeled Bedroom Motion. These were not part of zone list before technician arrival, but they are now. It would seem technician just installed them for free.
	763551	Technician serviced cameras for free. No camera warranty. Also added, that customer wanted to purchase more cameras and add to rate. Not possible, not an option - & once again, he had not called to verify the policies with me.
Josh Cas	tro	
	1011392	Technician serviced cameras for free. No payment, not requested on ticket either. No camera warranty.
	1016566	Technician replaced 2 contacts and a motion. This customer has no warranty even with new agreement. Only the service was free, but replacement equipment would require a payment.
Olando D	arden	
	442179	Contract was not secured for the 4G FLip that technician performed. Was to increase by \$8. Contract was eventually uploaded into CRM, but is missing initials and rep signature Technician should have made sure the contract was secured and valid before completing
Scott Bro	wn	
	765320	Technician replaced panel for free. No warranty - no agreement, no payment. Something was being worked, but was never concluded. Customer is also month to month. new agreement. Only the service was free, but replacement equipment would require a payment.

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	499365	Technician installed new panel with new agreement. Agreement has not been completed Still not collected as of review.
Scott B	rown	
	199608	Technician installed new panel and translator. Translator was paid for and panel was built into rate. Unfortunately, the contract collected for the \$10 increase does not have the required CA BSIS license number in the rep signature. Contract needs re-collected.
SW Vio	lations	
	769953	Technician serviced cameras for free. Was requested on ticket as a "first year guarantee." They've been install for almost 2 years - they do not meet that guarantee.
	768610	Technician serviced cameras for free. Was requested on ticket as a "first year guarantee. They've been install for almost 2 years - they do not meet that guarantee.

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