

# Violation List – Month of September 2025

## **Andrew Security**

|        |                                                                                                                                                                                                                                                                                                         |
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| 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. |
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## **Aspen**

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| 859509 | Technician provided free camera service. Was not requested and no payment was taken |
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## **Chad Nichols**

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| 757896 | Technician serviced cameras for free. No payment collected. |
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## **Erik Carr**

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| 1025382 | Contract for renewal and smoke is off - by at least \$1.50. Service writer did catch this and resent agreement with fixed RMR - however, that new contract is signed by wrong person. Technician should've reviewed closer and contacted FM or FD to help review. |
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## **Frankie Husky**

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| 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 Castro**

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| 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 Darden**

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| 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 |
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## **Scott Brown**

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| 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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