

Violation List – Month of October 2023

Account	Technician	Manager	Notes
4746	Alex Roman	Paul Moran	Tech installed 3 waterbug sensors. No payment was collected for them.
392165	Aspen	Sub	Tech installed new 4G CBU. Agreement that was collected was not signed by account holder.
88536	Art Bernier	Paul Moran	Tech replaced missing smoke. Warranty does not cover missing parts.
573292	Erik Carr	Rodney Mays	Tech installed 3 contacts per ticket request. Did not review agreement. The amount increased is not enough to cover 3 contacts.
531476	Frankie Brown	Paul Moran	Tech replaced Image sensors. Image sensors are not covered under warranty, except if they have camera warranty. This customer does not.
559840	Jimmy Gonzalez	Matt Foster	Tech replaced missing contact. Not covered under any warranty.
530484	Jimmy Gonzalez	Matt Foster	Tech installed new CBU. No agreement was secured before, during or after service.
327417	Joe Castiglia	Paul Moran	Tech installed new 2GIG panel and CBU. Contract reflects an \$11 increase (\$1 for renewal and \$10 for warranty). It does not include the \$10 needed from landline to CBU communications.
222645	Kurt Sheltra	Paul Moran	Tech installed new panel and CBU without reviewing deal. Only \$10 was added to new agreement for CBU rate and no panel was calculated into that. I was forced to approve panel because work had already been performed w/out review. \$10 add is for CBU.
881898	Lindsey Auto	Sub	Tech got approval to swap panel. Agreement expires in 5 months and is over \$250 past due. There is no new agreement, no payment and no save being worked. I never approved panel. Should not have been approved.
873497	MDI	Sub	Tech installed new ADC CBU. \$99 was collected, but radio for Neo panels are quite pricey (\$299). There was even a note saying this in account before job was scheduled.
352361	Noah Vanzee	Albert Zelaya	Tech replaced panel. Agreement was not secured for newer panel (\$10 increase) before, during or after service.
575832	Noah Vanzee	Albert Zelaya	Tech installed new 4G CBU. Agreement collected before arrival is too old and also has no warranty marked (customer has \$15 warranty).
505094	Prestige Sec.	Sub	Serious violation. Tech installed new panel sent to customer. Agreement expires in less than a year and account is over \$100 past due.
356176	Terrel Gholson	Matt Foster	Tech installed carbon. Payment was not secured before installation.
270856	Terrel Gholson	Matt Foster	Tech installed new 4g CBU. Contract collected before arrival is too old and is \$1 off.