

Violation List – Month of February & March 2026

Alberto Zelaya

1038591	Technician replaced missing sensor. Not covered under warranty.
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Alex Roman

323321	Replaced a motion detector. No warranty, no payment, no contract.
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707445	Technician replaced contact. No warranty - no payment collected, no new contract.
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Art Bernier

402935	Technician created an escalation by telling the customer that " <i>Attention DSC system is DEAD and has been since 2021.</i> " This is simply not true - in fact we were receiving signals on this panel, regularly every month and the most recent signal was just a couple weeks before technician showed up. If he was unable to fix system, he should have been able to reach out to his field manager or myself to offer solutions or a new panel. Customer is also eligible for a renewal and I am SURE we would be able to provide a new panel, for free with renewal. Instead - technician created a situation where the customer is upset and has sent in a cancellation demanding their money back from the last few years. Very irresponsible and against tech guidelines.
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Aspen Alert

754561	Technician installed new keyfob per request. I cannot see any payment for it. No contract and it doesn't seem like this was replaced under any warranty. It was just... added. Probably a SW violation as well.
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Ben Camarillo

346912	Technician installed new 4G CBU. No increase - no payment, no renewal. He also replaced a keypad later on - same thing. No payment, no renewal. This customer is rolling - is not eligible for panels, keypads or new CBUS without payments.
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Bishop Russell

256184	Name change deal. Technician stated he reviewed agreement and stated it was good. It isn't. It's missing the zip code. New agreement is required. Also, did not create a charge for contacts (just took payment).
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Erik Carr

778956	Technician serviced cameras for free. No warranty, no payment.
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Isaac Estrada

556663	Technician provided free camera service. Was not requested - no payment and customer has no camera warranty. Is eligible for renewal and camera service could have been covered for free if new deal was worked out - but it was not.
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Lindsey Communication

379769	Technician was asked to replace panel (which they did). There is no new agreement and no payment. Customer ended up cancelling service a few days later. Need to collect new keypad installed or charge for it.
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Noah Vanzee

528003	Technician installed translator for free. SW sold new panel into rate - unaware that a translator was needed. Technician needed to work out that payment or details directly with customer, but did not.
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766492	Technician provided free camera service. No warranty, no payment collected.
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Pelican

778164	Tech replaced bad smoke detector. No warranty - no payment, no new contract.
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SHS Direct

509214 Technician installed 3 sensors to replace ones that were thrown away during renovation. Not covered under warranty. Customer must pay for contacts.

Terrell Gholson

1020537 Technician replaced panel from IQ2 to IQ4. Did not confirm agreement was completed. It isn't. No payment and panel was not approved by myself or another director head. SW sort of set up Terrell for violation based on notes as well, but tech needed to review.

Alex Roman

303555 Technician installed new RF keypad for a new wireless smoke. Customer is not warrantied and new keypad would have been a charged item anyway. No payment was collected for it. Keypad IS required for wireless smoke, so even though there was no choice, customer would still be responsible for charges.

Art Bernier

774404 Technician replaced doorbell camera. Not warrantied. No payment collected.

Aspen Alert

495241 Technician installed a replacement contact for one that went missing. Warranty does not cover missing items. Contractor is to be deducted the cost of the sensor. \$99.

Chad Nichols

1021411 Technician provided free camera service. Ticket stated \$99 was collected. It wasn't. Did not review. There was also a renewal being worked, but wasn't completed.
Could have been worked and camera service could be covered with new agreement.

Christopher Cordova

1029262 Technician installed new sensor because customer threw theirs away. Warranty does not cover MISSING OR DISCARDED contacts.

Cyrus Security

706518 Tech installed new contact due to missing from break in. Is not covered under any SHS Warranty. Subcontractor is to be charged for sensor.

Hector Gallardo

890405 Technician provided free camera service. No warranty - no payment collected.

Randy Thomas

776232 Technician provided free camera service. No warranty - no payment collected.

855833 Technician provided free camera service. No warranty - no payment collected.

Service Writers

133705 SW requested free service and parts with new agreement. There is no new agreement. Stated it was mailed - but I cannot see it being returned.

1008129 SW stated customer had paid \$99 for camera service. Did not. No warranty.