

Brinks Home

Brinks Home

My pleasure! Currently I am showing the smoke detector is programmed to sensor group 26 which is the correct group. To change the batteries in an active smoke detector, certain security setups require that the system be put into "TEST" mode. More information on putting your system in test mode may be found at <https://help.brinkshome.com/hc/en-us/articles/360020174511-Perform-Your-Monthly-System-Test>. Perform the following procedures on the smoke detector after disarming the security system and setting it to "TEST" mode to check it is working properly:

1. Remove the smoke detector from the mounting plate by unscrewing it.
2. Take the batteries out.
3. Press the "TEST" button 15 times.
4. Make sure the new batteries are oriented correctly and place them into the device.
5. Replace the smoke detector and tighten it until it clicks.

-Neil J.

Mar 27, 2022 12:43:23pm

Doc Fortin

Yesterday, your case manager Delilah, accessed my shop system without my permission after I clearly and bluntly made sure they knew we were not working on my shop system at all or any shape or form. The shop was not having any malfunction at all and I need to know what was changed or changed back on that system.

They also accessed my home system without my permission, changed the sensor group for the malfunctioning SENSOR (singular, one) that has been continuing to malfunction and then causing it to malfunction after they changed it, incorrectly, again for like the fifth time.. or sixth time.. kind of losing track here. What sensor group is it programmed as now? 28, 40? Does my smoke detector identify as a smoke detector or a light switch? Maybe it identifies as a thermostat today.

Regardless, thank you for verifying that you accessed my alarm systems without my permission

Mar 27, 2022 11:15:12am

Brinks Home

While reviewing the account, I see yesterday 3/26 case manager Dahlia, and her assigned team lead, remotely troubleshot the alarm system and was able to change the sensor group for the sensors causing a malfunction so that the system properly recognizes the sensors. The agent made those changes to the account since the sensors were malfunctioning. -Neil J.

Mar 27, 2022 11:05:15am

Doc Fortin

Well Neil, maybe you guys should work on less multiple customers at once so you don't make such wonderful massive mistakes as what's going on with my account. And it's always promising when you reply to a customer with your immediate inability to assist and then pawn me off on some phone numbers.

But I'm feeling generous this morning, I'll give you a chance to help by answering this question for me:

Why did you guys remotely adjust my sensors on my home and my shop yesterday without my permission or knowledge?

Mar 27, 2022 9:37:17am

Brinks Home

Good morning. I understand your case manager Dahlia, was able to make the necessary corrections to the account. We apologize for any delays in assistance as we assist multiple customers at once via this platform. If you need to discuss anything else regarding the account, I recommend contact our Technical Support Department: 800-835-5378 extension 24708 Mon-Fri 6am to 5:30pm CST. (Level II) Technical Support Department: 800-835-5378 extension 24736 Mon -Fri 7am to 7pm CST. Please call tomorrow as they are closed today for the weekend. -Neil J.

Mar 27, 2022 9:21:14am

Doc Fortin

Are you seriously kidding me? The response I almost gave to you for that post you just sent me would have made you scramble for Google translate to try to figure out exactly what I call you and your company.

Are you seriously kidding me?

Did I not mention the house alarm three times in a row, perfectly clear, in the first reply I sent to you when you asked for my address and code?

So now you're blowing me off so I can sleep overnight in a house with no active fire detection at all?

Not only that, but you're telling me that you screwed with both of my systems so now I have to go and verify if my shop system is working properly in addition to my house 🤔

Whoever is reading this might want to go and get a United states-based supervisor to contact me, today. Because this is going to look really good on social media in about 5 minutes

Mar 26, 2022 6:12:50pm

Brinks Home

Thank you for your patience. I did reach out to my team lead earlier, and we noticed that the system in your shop was showing a smoke detector, and after reading the information you provided Neil, you mentioned there was no smoke detector at the shop. We did make those corrections on our end, since the smoke detector should be listed and programmed at the house system.

Is the panel displaying any problem messages when the smoke detector is enabled if you have to disable it?

Our Sunday team will be able to continue assist you once we receive your response.

Currently, the quickest way to reach a live agent is by chatting on our website at www.Brinkshome.com or texting 469-513-8685 8am-8pm CST; available daily. (Keyword: "LIVE").

We greatly appreciate your patience. -Dahlia A.

-  Doc Fortin

Mar 26, 2022 5:46:14pm

Doc Fortin

Because now I have to disable the smoke detector, so now I definitely do not have any way to tell if my house is on fire.

I mean unless I'm on fire, or smell something burning, hopefully I have my cell phone on me

Mar 26, 2022 5:05:40pm

Doc Fortin

And now your system wants to think that the smoke detector is a smoke detector instead of thinking that it was a door or a window like it was this morning? Have you guys been remotely changing stuff today? You might want to answer that honestly. Because this morning the smoke detector went off and it did not set off the alarm

Mar 26, 2022 5:01:52pm

Doc Fortin

Mar 26, 2022 5:00:19pm

Brinks Home

Thank you for your patience, and please accept my apologies for any misunderstandings or grammatical errors. I realize that there should be no excuse for my errors, and that I should proofread my message before sending it to you, but because I am also assisting other clients at the same time, I neglected it before sending it to you; please accept my apologies.

A member of my management team went over the information I gave you and pointed out my mistake.

As previously stated, a technician can be dispatched to your site at no cost to confirm that your smoke detector is programmed and functioning properly. Would you like me to schedule a technician?

Also, after you've reviewed the options presented to you, please let me know if you're interested in replacing the smoke detector if it's necessary. -Dahlia A.

Mar 26, 2022 4:40:28pm

Doc Fortin

Did you actually, honestly, proofread that paragraph before you sent it to me? 🤔 And I mean after researching exactly the problems associated with this SPECIFIC issue and how your company has handled it?

Are you sure that you want that reply to be your response to all of this? You sure you don't want to get one of your supervisors or managers to read what you wrote or get in contact with me directly or anything like that?

You might want to take a few minutes on that

Mar 26, 2022 4:10:00pm

Brinks Home

Thank you so much for your patience. To properly address you and note the account could you provide your name?

Regarding the smoke detector we do have it listed on the panel for the house under customer # XXXXXX but is showing that is turn off. I can request to send a technician to make sure is programmed correctly if the smoke detector is in a working condition. Normally, there is a trip fee of \$50 to have a technician sent and check the system but I will waive this fee because of the escalation of the account. Now, if the smoke detector is faulty or needs to be replace, because the equipment is own by the customer, the cost to replace it is \$125, but I can have it replace for you at no cost with a monitoring agreement of 24-months. Would you like to have this extension applied to your house location agreement?

Mar 26, 2022 4:04:29pm

Brinks Home

I appreciate your patience, and I apologize for the delay in responding to your message. I am researching the account as to why the smoke detector in the house didn't sound for you. As soon as I found the issue, I will let you know immediately. -Dahlia A.

Mar 26, 2022 3:11:58pm

Doc Fortin

Is there a reason why you have not replied to this in over an hour?

Mar 26, 2022 2:58:34pm

Doc Fortin

XXXXXXX. You are looking at the house alarm system not the shop alarm system, the house alarm system. The reason why I'm stating this very obviously is because every single one of your technicians seems to be confused as to exactly what we're talking about. We're talking about the house.

The code is XXXXX I'm not going to be assisting you with this current time what you're going to be doing is documenting that again this alarm went off and you were going to reply back with why It did not register as an alarm event.

Later on in this evening when I'm back at the control panel I'll be able to get more in-depth

Mar 26, 2022 1:49:36pm

Brinks Home

Good afternoon. We apologize for the technical issues with your 24-hour alarm system and your smoke detector. Neil is not in the office now, but I have sent your message to him, so he is aware of your concern. I will be happy to review the account and see why the alarm system didn't sound when the smoke detector came on. Could you provide your name, address and the code word on the account, please? -Dahlia A.

Mar 26, 2022 1:46:22pm

Doc Fortin

Now that I actually might have the time today to go through this fun process, I find it hilarious that my smoke detector went off again, with the front door just being open, yet for some amazing reason my alarm system did not go off sensing a fire...

Mar 26, 2022 12:55:06pm

Brinks Home

I completely understand where you are coming from. We apologize for the inconveniences as the two locations are duplicates when search for your account, however, we have notated the distinction of the two systems at the same location when search for the account. We apologize for any inconveniences with this as I would feel just as livid as you've expressed. Allow us to offer troubleshooting assistance. From the home screen, could you please press the bottom right GEAR icon then press HEAR button by Panel Status to hear alarm status and let me know what it says? - Neil J.

Mar 21, 2022 11:42:58am

Doc Fortin

Again, nobody paying attention to any sort of details or any sort of notes.

There are two systems: 1 the house, 2 the shop. Same address, same name, same pass code.

I required two systems because your systems will not talk to each other at the distance between the two buildings. I am talking about the house, the shop does not even have a smoke detector because it is a workshop, it has a rate of rise indicator so that I don't get faults alarms from welding or anything like that.

It's also the only system on my account that should have had any sort of fire related alarms, technical support, or any other hands on manipulation or reference in the last two weeks.

Mar 21, 2022 7:54:34am

Brinks Home

We apologize for any misinformation given on our part. I can understand if you have another active Brinks Home alarm system which is a different control panel. I was reviewing the account associated with address XXXXXXXX as this is the address that was provided. In order to properly gain access to the "home" system, may I have your full name, the address where the home system is currently being monitored, and verbal code word on the account for verification purposes? -Neil J.

Mar 20, 2022 12:43:22pm

Doc Fortin

Mar 20, 2022 12:35:55pm

Doc Fortin

The next picture is my control panel of my alarm system that totally is not that system that you linked me to. Seeing as you have my address and you know who I am and you know that this is the "home" system and not the "shop" system, you should know exactly what system I'm running

Mar 20, 2022 12:35:51pm

Doc Fortin

Mar 20, 2022 12:34:53pm

Doc Fortin

But before we do that, maybe you should actually pay attention to your customer. This right now is another one of those pristine examples of no matter how much you apologize, it doesn't quite make up for the level of trash. Let me show you:

The first image is a screenshot of that website

Mar 20, 2022 12:34:47pm

Doc Fortin

Yes, when I'm able to.

Mar 20, 2022 12:28:13pm

Brinks Home

We apologize for any dissatisfaction. I completely understand if the alarm is experiencing an issue. Could you please check the status of the panel by following this guide and let me know the status of each sensor: <https://help.brinkshome.com/hc/en-us/articles/115005701187-IQ-Panel-2-System-Sensor-Status> -Neil J.

Mar 20, 2022 12:19:37pm

Doc Fortin

I'm sorry, why are you mentioning late fees or payments in general? What does that have to do with anything related to my current alarm issue?

It would also do you well to be aware of exactly what wording you are using as there's a big difference between what you said with "require" monthly testing and your website saying "recommend"

Mar 20, 2022 12:03:29pm

Brinks Home

I understand where you are coming from. We require our customers to perform system tests every 30 days to ensure a properly working system. This is to account for any defects or malfunctions discovered by the customer, to which one of our reps can gladly troubleshoot the issue, or even send free equipment if troubleshooting does not work. You can learn more about performing your monthly test here: <https://help.brinkshome.com/hc/en-us/articles/360020174511-Perform-Your-Monthly-System-Test> Also, we do not want to overload you with calls to collect late fees or certain technical problems involving the security system. That is why I highly recommend using

our help.brinkshome.com website if you do experience an issue. We would however issue a call if the system were to become unusable due to non-payment, or in the event of an alarm. -Neil J.

Mar 20, 2022 10:45:08am

Doc Fortin

And I need both of my accounts, the shop and the house tied together again so that I can view both of them in the app, once more. Because that stopped working. That is also fun because even though in detail I tell your technician we are working on the house alarm not the shop alarm, they still screw it up. 🤔 "Sir I see no smoke detector installed All I see is shop front door, shop back door, shop.."

Mar 20, 2022 10:27:21am

Doc Fortin

I don't need credit, I need a system I can trust and right now that is not there.

Right now the precedents that has been set is pretty ridiculous.

My smoke detector thought it was a door.

My smoke detector, while the house is burning down around it, is telling my alarm that I left the front door open. And it had been like that for how long? A year?

Just let that sink in.

And then your technician has me go through an entire convoluted process a week ago and then tells me "everything's all good" only for your other technician to tell me this week "nope still screwed up" The technician after that to try to pawn off their inadequacies onto me and then the next level technician after that to tell me that both of the previous ones didn't know what they were doing.

Mar 20, 2022 10:24:37am

Brinks Home

We sincerely apologize for the experience and I would definitely feel just as livid as you've expressed regarding this matter. I know how frustrating a poor customer service experience can be so we sincerely apologize for any dishonesty, miscommunication, or inconveniences regarding receiving support for the security system. Please note that Brinks Home solely strives to provide reliable 24-hour monitoring services for more than 1 million customer nationally and we appreciate you for bringing this to our attention so that we can find the best resolution. I see your 6+ years of dedication to Brinks Home, so I went ahead and placed a credit in the account to cover 1 month of monitoring in the amount of 36.35

Current balance: 0.00 (Viewable on your online Brinks Home customer portal.) Please let us know if you have anything else you may need to discuss regarding the account. -Neil J.

Mar 20, 2022 10:09:49am

Doc Fortin

What I have an issue with is that you had multiple technicians lie to me, not be misinformed, not be mistaken, lie.

"Yes it's programmed correctly" "Yes everything is working fine" "Yes we resolve the issue" only for me to find out that it wasn't fixed, that you had my smoke detector programmed as a door, had me reprogram and reset everything you can think of multiple times and then have your next level technician tell me that the previous person had me install it incorrectly.

All on a piece of equipment that I trusted to wake me up and alert first responders in the middle of the night in case of a fire.

Mar 20, 2022 10:00:30am

Doc Fortin

Thanks, but I can wait to have more of my time wasted by the people you consider "technical support", seeing as literally the first person I talked to had me do exactly what you just posted and then the alarm went off while I was on the phone with customer service. 😊

Mar 20, 2022 9:56:38am

Doc Fortin

Mar 20, 2022 9:52:38am

Brinks Home

I understand. And we sincerely apologize for any dissatisfaction in our support services. For your convenience, here's a direct line to our Technical Support Department: 800-835-5378 extension 24708 Mon -Fri 6am to 5:30pm CST or our (Level II) Technical Support Department: 800-835-5378 extension 24736 Mon -Fri 7am to 7pm CST. Please call tomorrow as they are closed today for the weekend. While reviewing the alarm.com account, I see a Dual-Path Comm. Failure error on the panel. Go ahead and ensure the panel is connected to the home WiFi by following this guide: <https://help.brinkshome.com/hc/en-us/articles/360018409831-IQ-Panel-2-Program-WiFi> Also, I understand you experienced issues regarding the smoke detector (zone 7). Some security systems require the system to be placed in a "TEST" mode in order to replace the batteries in an active smoke detector. You can learn more about placing your system on test mode here: <https://help.brinkshome.com/hc/en-us/articles/360020174511-Perform-Your-Monthly-System-Test> We sincerely apologize for this process. Currently I see this is programmed as a smoke detector in the [Alarm.com](https://alarm.com) account. After disarming the security system and placing the system on "TEST" mode, go ahead and perform these steps on the smoke detector to ensure it is functioning properly:

1. Unscrew the smoke detector from the mounting plate.
2. Remove the batteries.
3. Press the "TEST" button 15 times.
4. Place new batteries in the correct orientation.
5. Screw the smoke detector back into place until it clicks.

If you need to discuss anything else regarding the account, please let us know. -Neil J.

Mar 20, 2022 9:52:14am

Doc Fortin

Or Neil, here is something different: YOU could do it.

Mar 20, 2022 9:37:44am

Brinks Home

Good morning! Dahlia your case manager, is currently out of office and is expected to arrive Tuesday. I went ahead and relayed your verification information to her, so she's aware, and can follow up with you upon her arrival. Thank you for your patience. -Neil J.

Mar 20, 2022 9:10:50am

Doc Fortin

XXXXXX

Mar 19, 2022 5:41:01pm

Doc Fortin

XXXXXXX

Mar 19, 2022 5:40:59pm

Brinks Home

Hello and thank you for contacting Brinks Home. We apologize for the technical issues with your smoke detector but thank you for letting us know about this and for the opportunity to assist you.

My name is Dahlia A. I will be your case manager. If you could please let me know your name, the full address your alarm system is currently located at and the verbal code word for verification. Thank you for allowing us the opportunity to assist you! -Dahlia A.

Mar 19, 2022 4:44:03pm

Brinks Home

Brinks Home is responding to a comment you made on their Page. View

comment. (https://facebook.com/278899228808801/posts/4865076230191055/?comment_id=5526740444024627)

Mar 19, 2022 4:44:02pm

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