

CONSUMER ALERT

A law exists that requires ALL security and fire alarm installation, service and maintenance companies to be licensed.

Provisions of this law require education, fingerprinting and background checks to protect you, the consumer, from fraud and criminal deception.

Department of State Division of Licensing Services

Main Office

Albany: (518) 474-4429
Fax: (518) 473-2730

Regional Offices

Binghamton: (607) 721-8757
Buffalo: (716) 847-7110
Hauppauge: (631) 952-6579
New York: (212) 417-5747
Syracuse: (315) 428-4258
Utica: (315) 793-2533
Watertown: (315) 785-2371

Web site:

www.dos.state.ny.us

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New York State
Department of State
Division of Licensing Services
Alfred E. Smith State Office Building
80 South Swan Street
P.O. Box 22001
Albany, NY 12201-2001

New York State Department of State

Business of Installing, Servicing or Maintaining Security or Fire Alarm Systems (General Business Law, Article 6D)



Division of Licensing Services

David A. Paterson
Governor

Lorraine A. Cortés-Vázquez
Secretary of State

CONSUMER ADVISORY ON SYSTEM LOCK OUT CODES

Lock out code technology protects the alarm system and the consumer from fraudulent entry to the system's electronic composition.

Consumers who own alarm systems that are free of financial obligation should have access to the system's electronic composition.

An alarm-system agreement should provide that lock out codes (also referred to as source codes) are to be defaulted or released to the consumer for their access to the security system's program levels.

Please be sure to review the alarm system agreement carefully with regard to lock out \ source code access.

For information about the
Security or Fire Alarm
License go to
www.dos.state.ny.us
or call the
Department of State
Division of
Licensing Services at
(518) 474-4429

Article 6D General Business Law

The law administered by the NYS Department of State, Division of Licensing Services is Article 6D of the General Business Law, Business of Installing, Servicing or Maintaining Security or Fire Alarm Systems. The general qualifications for an individual to obtain a license is completion of an education program approved by the Department of State and passing a written exam. Once you have met these qualifications, a criminal fingerprint check is done through the NYS Division of Criminal Justice Services.

License and Identification Requirement

Any licensed company that operates in your neighborhood is required by the Department of State to prominently display their license number in their place of business. In addition, all installers, technicians and alarm maintenance personnel must carry an identification card at all times. You have the right, and we encourage you, to ask to see their license. You can also verify a license by contacting the Department of State, Division of Licensing Services.

How to Verify a License with New York State

There are two ways to verify the license of an individual or company through the Department of State, Division of Licensing Services.

Phone: (518) 474-4429

Web site: www.dos.state.ny.us

How to Handle Violations of the Law

Installing, servicing or maintaining a security or fire alarm system without a New York State license is a violation of the law. Convicted persons can receive up to one year in jail and a \$1,000 fine. Contact the Attorney General, your local district attorney or police department to file a complaint. Complaints against *licensed* alarm installers should be filed with the Department of State, Division of Licensing Services. You can obtain a complaint form by utilizing the telephone number or web site address listed above.

Avoid False Alarms

To ensure proper use and avoid false alarms, be sure you can operate your system properly before the installer leaves your home.
