



Alarm21 Corp Armguard

CUSTOMER SERVICE UPDATE

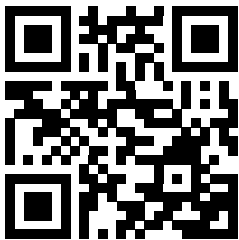
State License ACO4251

Your Alarm21 Assistant is ready to help

Find manuals, send customer-service requests and ask alarm questions from your phone, tablet or computer.

Get started in three steps

1. Open **alarm21.com**.
2. Tap **Chat with Alarm21**.
3. Choose a button or type a question in your preferred language.



Scan to open Alarm21

No app download is needed to use the website chatbot.

Prefer a person? Call **1-800-654-7797**.

What you can do

Open user manuals (PDF). Request updates to emergency contacts, authorized persons, telephone numbers and email. Ask about troubleshooting, monitoring and pricing. Request proof of monitoring or an alarm/camera quote. Find local resources and Zelle payment instructions.

Keep codes private. Never enter your keypad code, monitoring passcode, full card number or CVV. The assistant is not an emergency-dispatch service. In danger, leave the area and call **911**.



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MANUALS AND KEYPAD PHOTOS

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Find the right manual

Tap **User manuals (PDF)**. Current links include Alula, Napco Gemini, Honeywell/Ademco VISTA, DSC PowerSeries and DSC PowerSeries Neo. Choose the exact matching model and version.

User manuals (PDF)

Close

Choose the exact matching model. These public manuals open on another website. If unsure, close this window and upload a keypad photo in chat. Never enter your codes in chat.

- [Alula Security app / touchscreen — Open PDF](#)
- [Napco Gemini GEM-RP1CAe2 — Open PDF](#)
- [Napco Gemini GEM-RP2ASe2 — Open PDF](#)
- [Honeywell / Ademco VISTA-15P / 20P / SIA — Open PDF](#)
- [DSC PowerSeries PC1616 / PC1832 / PC1864 v4.6 — Open PDF](#)
- [DSC PowerSeries Neo HS2016 / HS2032 / HS2064 / HS2128 v1.35 — Open PDF](#)

Other model? Call Alarm21 at 1-800-654-7797. A keypad photo alone may not identify the control panel.

A sample from the live manual library

Manuals open on the manufacturer or another public website. Review that website's terms and privacy notice.

Not sure which system?

Use Upload keypad photo, or the camera attachment button. Send a clear keypad photo without personal documents or visible codes.

A keypad photo may not identify the control panel. Ask Alarm21 to help confirm the model.

Sample screen captured October 24, 2026. Available manuals and screens may change.



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CONTACTS AND AUTHORIZED PERSONS

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Keep your call list current

Choose **Update contacts / authorized persons** to request additions, changes or removals. Use it when a contact moves, changes a number, leaves a business or should no longer be authorized.

Update contacts / authorized persons

Close

Submit a request for Alarm21 staff review. No changes take effect here. For urgent access removal, call 1-800-654-7797. For an emergency, call 911.

Never enter keypad codes, monitoring passcodes, full card numbers or payment details. Staff can verify your monitoring passcode separately. Removing a monitoring contact does not remove their keypad or app access.

Your full name

Alarm service address, unit, city and ZIP

Your callback telephone

Your email (does not replace the email on file automatically)

What to include

Your name, alarm service address, callback telephone and email. Add the people to change, their telephone numbers, requested permissions and preferred emergency-call order.

Review, then send

Check your request before confirming. Alarm21 staff must verify authority and review the request. No account or monitoring records change automatically.

Last four card digits may be provided in the dedicated form as an optional reference. They do not verify identity on their own. Never provide the full card number.

Urgent removal? Call 1-800-654-7797. Removing a person from the monitoring call list does not remove their keypad code, app account or physical access. Arrange those changes separately. Staff can verify your monitoring passcode separately; do not type it into chat.

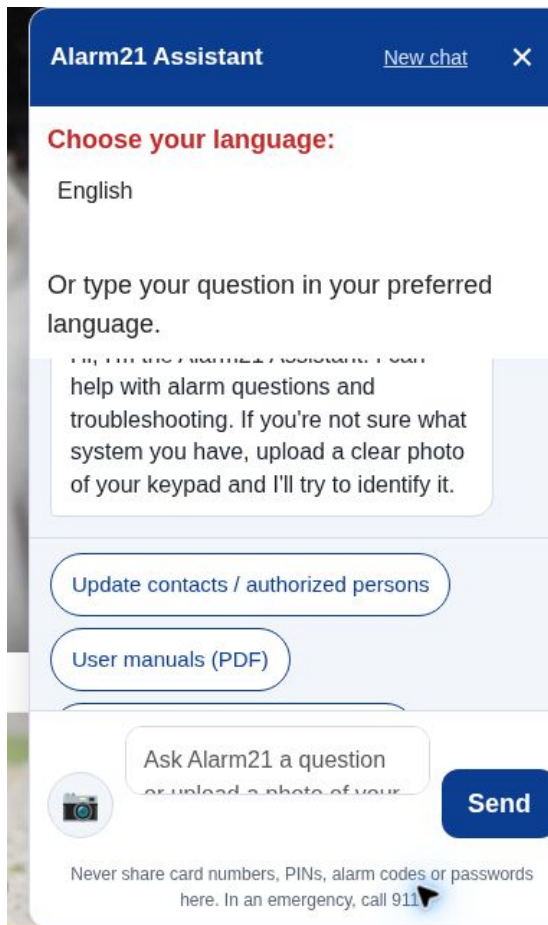


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REQUESTS, INFORMATION AND PAYMENTS

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More help in one place



Choose a shortcut

Existing Customer - Update Email

Send your preferred email for staff review.

Request proof of monitoring

Ask for documentation for your records or insurer.

Request alarm or camera quote

Describe your property and the work you need.

Monitoring & pricing

Ask about plans and available services.

Crime information for my city

Ask for city/state information and official sources.

Payments, local resources and technician applications

Ask for the **Pay By Zelle** page and follow your bank's payment instructions. Find local home-security guides and official public-registry links. Technicians can apply for per-job work; Alula experience is preferred, and other common systems are welcome.

The chatbot does not confirm bank receipt, guarantee a callback, activate service, cancel alarms or place an alarm system on test. For monitoring actions, contact Alarm21.



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CUSTOMER PRIVACY NOTICE

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Privacy and safe use

Information and its use

When you contact us, you may provide your name, address, telephone, email and service details. Website use may generate device, browser, IP-address, cookie and page-visit information. Alarm21 uses this information to answer requests, provide services, process orders and improve the website.

Sharing and your choices

The website policy says Alarm21 does not sell personal information. It describes sharing with service providers, for legal reasons or during business changes. Payment providers handle payment credentials. Depending on your location, you may request access, correction or deletion, subject to verification and applicable requirements. Cookie choices are available on the website.

Read the full privacy policy

This is a brief summary of the website policy dated October 20, 2026. Read the full current notice at alarm21.com/privacy-policy/.

Privacy requests: securitydia@gmail.com or **866-212-5276**.

Protect your alarm and personal information

Do not enter keypad codes, monitoring passcodes, passwords, full payment-card numbers or CVV into chat. Do not upload private documents or photos showing these details. Staff can arrange separate verification. Public manual and payment links may lead to other websites; review their privacy notices.

Use official public-registry information responsibly. Public registry information may be limited or change. Verify details directly with the official registry. This information must not be used to threaten, harass, or discriminate unlawfully.



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AUTOMATIC RENEWAL AND YOUR AGREEMENT

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Monitoring & renewal

Your signed monitoring agreement controls whether service renews automatically, the renewal period, price and cancellation requirements. This mailing does not change your agreement or authorize a new charge.

Know your renewal terms

If your agreement automatically renews, check its renewal date, rate, renewal length, notice deadline and cancellation method. Ask Alarm21 for a copy or account-specific details. A contact-update request is not a monitoring cancellation or nonrenewal notice.

Prepaid packages and other arrangements

Not every arrangement automatically renews. Follow the terms actually accepted for your account. Contact Alarm21 before your expiry or notice deadline if you want to review options. Do not assume silence, this mailing or a chatbot conversation creates a renewal.

Questions: 1-800-654-7797 | alarm21.com

Mail: ALARM21, 1009 N Pacific Ave STOP 4754, Glendale CA 91202