



# CUSTOMER ALERT PROTOCOL

New Account

Change Request

## BUSINESS INFORMATION

BUSINESS NAME:		
STREET ADDRESS:		
CITY:	STATE:	ZIP:
PHONE:	FAX:	

## PRIMARY CONTACT INFORMATION

CONTACT NAME:	
TITLE:	
PHONE:	CELL:
EMAIL:	

## ALERT PROTOCOL

Alert Levels:

Green



Low

Yellow



Moderate

Orange



High

Red



Urgent

<b>Low</b>  Starting at _____	Primary Contact:	Secondary Contact:
	Phone:	Phone:
	Cell:	Cell:
	Email:	Email:
	Preferred Method:	Preferred Method:
<b>Moderate</b>  Starting at _____	Primary Contact:	Secondary Contact:
	Phone:	Phone:
	Cell:	Cell:
	Email:	Email:
	Preferred Method:	Preferred Method:
<b>High</b>  Starting at _____	Primary Contact:	Secondary Contact:
	Phone:	Phone:
	Cell:	Cell:
	Email:	Email:
	Preferred Method:	Preferred Method:
<b>Urgent</b>  Starting at _____	Primary Contact:	Secondary Contact:
	Phone:	Phone:
	Cell:	Cell:
	Email:	Email:
	Preferred Method:	Preferred Method:

Contact Area Dealer for Alert Level(s):    ALL    Green    Yellow    Orange    Red    None

## SENSOR BATTERY ALERT PROTOCOL

Low Battery Alert

INSTRUCTIONS: Select the amount of battery life remaining for a Sensor before the customer is alerted of the low battery level.

Select the amount of Battery Remaining before Alerted	Primary Contact:	Secondary Contact:
	Phone:	Phone:
	Cell:	Cell:
	Email:	Email:
	Preferred Method:	Preferred Method:

I acknowledge that Roof Monitor and/or Dealers or other authorized representative or subcontractor of Roof Monitor may call at any hour of the day or night when a sensor reaches a new alert level based on the setup in this Alert Protocol. Roof Monitor will only provide notice or contact me for Load changes which trigger a new alert level, low battery alerts, unusual sensor readings, or when contacting/dispatching Dealers or other authorized representative or subcontractor of Roof Monitor to the Facility per this Alert Protocol setup. There is no guarantee a contact will in fact be reached or that action will be taken by the contact to address/fix the issue. This form must be typed and completed in PDF format and only the signature may be handwritten. Submit completed form by email to [change@roofmonitor.com](mailto:change@roofmonitor.com) or by clicking the SUBMIT button on this form.

Owner or Authorized Representative Signature

Date

Print Name, Title