

Customer Support Options

AmeriGuard understands the importance of keeping your alarm system working properly. At AmeriGuard we have several support options to help our customers trouble shoot their alarm system. Please refer to the following.

1. We always encourage our customers to read their user manuals please refer to them for helpful and basic alarm operation and trouble shooting. If you misplaced your original user manual simply log on to our website at ameriguardsystem.com and click on the contact us/support tab for quick troubleshooting questions and to download your systems user manual.
2. Our 24hr central station monitoring operators are ready to help with basic troubleshooting problems. Have your account number or address and password ready. Please call 1-800-458-4519. Alternative support numbers are 559-352-1220 or 559-352-1210.
3. In the event we cannot help solve your alarm system issues over the phone you may schedule a technician for a service call. Please call our Fresno office at 559-271-5984 during normal business hours between 9-5 Mon-Fri to schedule an appointment.
4. AmeriGuard now offers emergency protection. If your alarm is disabled and cannot be fixed using our phone support AmeriGuard security will provide your location with a standing guard to protect your business or home until we can schedule an alarm technician. A discounted hourly rate will apply at \$14.68 per hour for the first 3hrs. Please call our 24hr response team at 559-217-5756. You must provide your account number, name and address to our response team.

If you have any questions regarding our customer support procedures please call our office at 559-271-5984. Mon-Fri 9-5.