

# PumpAlarm.com Supports Smart Monitoring with Dedicated Support Infrastructure

*PumpAlarm.com offers a robust helpdesk and support system, featuring educational videos and guides for its cellular-based pump monitoring solutions.*

INDIANAPOLIS, IN, UNITED STATES,  
November 12, 2025 /

EINPresswire.com/ -- [Pumpalarm.com](https://Pumpalarm.com),

a provider of remote monitoring solutions for residential and commercial applications, offers extensive [customer support infrastructure](#) designed to help property owners protect their assets from water damage. The company provides cellular-based monitoring systems that address gaps in traditional Wi-Fi monitoring, particularly during power outages when conventional systems can fail.



Property owners face ongoing challenges with basement flooding and water damage, issues that can result in thousands of dollars in repair costs. According to the company's resources, sump pumps have limited lifespans, and failures often go undetected until a water event occurs. PumpAlarm.com addresses this concern by utilizing cellular technology that continues monitoring and sending alerts even when power is lost—a situation where Wi-Fi-dependent systems typically cease functioning.

"With the PumpAlarm, I can know immediately when a problem begins and initiate a response before things get out of hand," stated Thomas J, a customer using the monitoring system.

The company provides a structured support system through multiple video tutorials and guides covering sump pump functions, sewage ejector monitoring, sensor capabilities, and system activation procedures. These educational resources explain equipment functionality and help

users understand the role of monitoring in basement protection.

PumpAlarm.com's cellular-based approach stems from experience gained through its affiliate company, OmniSite, which has over two decades of designing monitors for municipalities nationwide. The company identified a void in residential monitoring solutions and developed systems specifically for homeowners and businesses needing reliable property protection.

The monitoring solutions include various sensors that connect to the PumpAlarm unit, allowing users to monitor basements and other valuable property. The company offers sewage ejector float switches for monitoring sewer ejector pumps and has introduced the TextLight Cellular Alarm Beacon for visual and text-based alerts.

"PumpAlarm.com is very responsive to their customers and they put out a quality product with easy-to-understand instructions and installation procedures," noted John K, a customer who has installed the system.

PumpAlarm.com was established in 2013 and has evolved into a comprehensive solution for pump monitoring requirements. The company focuses on providing reliable, easy-to-use monitoring solutions that ensure safety, efficiency, and peace of mind for customers. In 2024, the company was acquired by DriBot, LLC, expanding the range of monitoring options available to customers.

"The PumpAlarm is just what I was looking for to protect our just finished basement from potential water damage. With two sensors, power outage detection, and battery back up it gives you a sense of security. Easy install, setup, and clear text messages," explained Sal G, a customer using the system for basement protection.

The company's mission centers on delivering high-quality products that safeguard homes, businesses, and communities from risks associated with pump failures and water damage. Through innovation and customer service, the company provides users with tools to protect valuable assets and maintain secure environments.

As a family-owned manufacturing company based in the United States, PumpAlarm.com designs, builds, and tests products in the Midwest. The company maintains operations domestically to ensure quality standards and product dependability. The company prioritizes customer needs, provides support, and focuses on creating products customers can depend on through consistent and accurate performance.

DriBot, LLC, which acquired PumpAlarm.com, was formed in 2018 to develop home flood prevention technology. Company founder Tom Ward has spent approximately 40 years in the cellular monitoring industry with a focus on water and wastewater monitoring. Ward founded two other companies in similar industries with separate focuses on residential and municipal applications, providing insight into the design and development of residential monitoring

products.

The company offers a one-year, bumper-to-bumper warranty on its 4G devices. Products are warranted to be free from defects in materials and workmanship under normal use and service for 12 months from the purchase date. The company provides support through its helpdesk and contact system, with customers able to reach support at 888-454-5051.

Service is provided across the United States, with the company offering a money-back guarantee on service in the lower 48 states and Hawaii. Cellular service must be renewed annually, with the company utilizing automatic billing as a convenience to ensure service continuity. Customers receive notification before renewal dates and before credit cards are charged.

"At PumpAlarm.com, our mission is to provide reliable, easy-to-use monitoring solutions that ensure the safety, efficiency, and peace of mind for our customers," stated Mr. Tom Ward, President and CEO. "We are dedicated to delivering high-quality products that safeguard homes, businesses, and communities from the risks associated with pump failures and water damage."

The company's values emphasize customer priority, reliability, and community contribution. Products and services are designed to help protect businesses, homes, and the environment. The company listens to customer needs, provides support, and focuses on exceeding expectations in customer interactions.

PumpAlarm.com accepts returns for exchange or refund within 30 calendar days after product delivery. Products must be in new, unaltered, and unused condition. The company provides a 100% money-back guarantee on products and cellular service if cellular reception is not present at the installation location, with customers required to contact the company within 30 calendar days after product delivery.

For more information about PumpAlarm.com's monitoring solutions and support resources, visit <https://www.pumpalarm.com/>, explore the company blog at <https://www.pumpalarm.com/blog/the-pumpalarm-blog-1>, or browse products at <https://www.pumpalarm.com/shop>. Contact the company at 888-454-5051.

###

## About PumpAlarm.com

PumpAlarm.com is a leading provider of remote monitoring solutions for residential and commercial applications. The company's mission is to empower users with the tools and technology they need to stay connected to their critical assets, prevent costly problems, and ensure peace of mind. PumpAlarm.com is committed to innovation and excellence, developing cutting-edge solutions that are reliable, affordable, and easy to use.

Contact:

203 West Morris St  
Indianapolis, IN 46225  
USA

Notes to Editors:

- To arrange an interview with Tom Ward, President and CEO of PumpAlarm.com, please contact the company directly at +1 888-454-5051.
- PumpAlarm.com offers a 1-year warranty on all its 4G devices.
- The company provides a money-back guarantee on its service within the lower 48 states and Hawaii.

End of Press Release.

Tom Ward  
PumpAlarm.com  
+1 317-694-0207

[email us here](#)

Visit us on social media:

[LinkedIn](#)

[Facebook](#)

[YouTube](#)

[X](#)

---

This press release can be viewed online at: <https://www.einpresswire.com/article/866534400>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2025 Newsmatics Inc. All Right Reserved.