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**DIRECTOR'S ORDER UNDER SECTION 157  
OF THE *FAIR TRADING ACT*  
TO  
MR. MAXIM KLIAOUZOV  
AND MR. LEONID MAKARENKO,  
AND ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF  
MR. MAXIM KLIAOUZOV**

This Director's Order was issued under s. 157(1) of the *Fair Trading Act* in response to, in the opinion of the Director, contraventions of the Act. As mandated by s. 157.1(1) of the *Fair Trading Act*, this Director's Order is part of the public record.

Albertans who have questions or concerns about this business are encouraged to contact the Service Alberta Consumer Contact Centre at 1-877-427-4088.

For more information on the *Fair Trading Act*, business licensing in Alberta or to search for a licensed business, please click here:

[Search for a Licensed Business, Charity or Fundraiser](#)

To view a tipsheet on this business licence category, please click here:

[Tipsheets](#)

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**ISSUE**

The Consumer Investigations Unit of Service Alberta conducted a proactive investigative operation to determine whether specific locksmiths are engaging in unfair trading practices in the city of Edmonton. Investigators from the Law Enforcement & Oversight Branch of Justice and Solicitor General, the department responsible for the licensing of locksmiths in the province of Alberta, participated in the operation.

The same lock was used as a control during the operation so that contacted locksmiths would be attempting to open the same lock. The lock was installed by a licensed and experienced locksmith. This lock was also picked by the locksmith to show the speed and technique that would be used by locksmiths to gain entry into this lock.

A call was placed to a local locksmith number asking for a locksmith to attend the residential premises for a lock-out. The company that responded was operating under the name Door Max and the employee sent by the company was Mr. Leonid Makarenko. The individual listed on Alberta Corporate Registry documents for trade name Door Max is Mr. Maxim Kliaouзов. Mr. Makarenko told the investigator he was properly trained as a locksmith after taking courses in Alberta. He also stated he had been a locksmith in Israel. When asked by the investigator if that "automatically gives you certification here" (in Alberta) he replied no "because the locks are different in Canada". This statement to the investigator demonstrates that Mr. Makarenko knew he had to obtain additional certification to operate as a locksmith in Alberta. Further, this statement to the investigator would lead any reasonable consumer to believe that he is certified to be a locksmith in Alberta. Law Enforcement & Oversight Branch of Alberta Justice and Solicitor General confirm that Mr. Makarenko, Mr. Kliaouзов and Door Max have not obtained the required locksmith license and therefore did not have the authority to be providing locksmith services in the province of Alberta.

Mr. Makarenko told the investigator he worked for his friend "Max" and provided the investigator with a business card for the company "Door Max" during his locksmith service. Mr. Makarenko used a payment terminal in the company's name, and all invoices and receipts provided by Mr. Makarenko bear the name "Door Max". The invoice later provided to the investigator by email included the same address that is on file for Door Max with Alberta Corporate Registries.

Mr. Makarenko was unable to pick the lock to open the door and the airbag device he used was also unsuccessful. After 20 minutes, Mr. Makarenko resorted to more aggressive means and forcibly struck and twisted the knob and lock mechanism until it broke. Before his arrival, a licensed and experienced locksmith was able to pick that same lock in well under 30 seconds. It is the testimony of the licensed and experienced locksmith that any properly trained and licensed locksmith should be able to open that standard residential lock in a short period of time with lock picking tools used by anyone in the trade. It is also the testimony of the licensed and experienced locksmith that the lock on the home was a standard residential lock and knob and not a high security or complicated system that requires additional training, tools or effort.

After gaining access to the home by breaking the lock, Mr. Makarenko told the undercover investigator that he could install a new lock on the home. The investigator asked how much the lock would cost and Mr. Makarenko stated he would do her a "favour" and only charge a total of \$200.00 for his visit. Mr. Makarenko took a lock out of his vehicle and installed it on the home, stating that the lock was a good quality lock that could not be purchased at Home Depot. This statement to the investigator would lead any reasonable consumer to believe the lock was of particularly high quality if not available at a major retail store. Mr. Makarenko further stated the lock was worth \$100.00 but he would only charge \$70.00. However, testimony by the licensed and experience locksmith and online research into lock pricing demonstrate the lock that was installed is priced between \$28.00 and \$49.00.

Further, it is the licensed and experienced locksmith's testimony that if the locksmith had been properly trained and licensed then he would have been able to pick the lock. Therefore, installing a new lock would not have been necessary and the additional costs would have not been incurred.

Unlicensed locksmiths are a matter of public interest and safety. Individuals in this industry are required to help secure homes, businesses and belongings. They are entrusted to help keep homes, businesses and families safe with their workmanship. They are given access to tools that allow them to enter premises and vehicles legally, but to be authorized to do so they must meet certain requirements and obtain a license from the province of Alberta under the *Security Services and Investigators Act*. An unlicensed locksmith may not have undergone the proper criminal record check and may not have the training to install locks properly, thereby leaving a home or business vulnerable to theft or breach.

A business that employs an unlicensed locksmith and does not ensure that all staff has the required credentials is also putting the public at risk. A locksmith that is not properly trained may not be able to pick a lock, and instead will remove it and install a new one, which significantly increases the cost to consumers when it may be completely unnecessary.

Mr. Kliaouzov, operating as Door Max, has been in the locksmith industry in Alberta for several years and should be aware of the guidelines in place that govern the industry and its staff. Yet, the company itself does not have a license to provide locksmith services in the province. Mr. Makarenko was aware that he required special training and certification to operate as a locksmith in Alberta. He did not ensure that he obtained the required license, and continued to

perform locksmith services. He also provided inaccurate and misleading information on the price and quality of the product he was providing.

## **LEGISLATION**

The following sections are excerpts from the *Fair Trading Act*.

### ***Unfair Practices:***

*6(4) Without limiting subsections (2) and (3), the following are unfair practices if they are directed at one or more potential consumers:*

- (a) a supplier's doing or saying anything that might reasonably deceive or mislead a consumer*
- d) a supplier's representation that the supplier has a sponsorship, approval, status, qualification, affiliation, or connection that the supplier does not have*
- e) a supplier's representation that goods or services are of a particular standard, quality, grade, style, or model, if they are not*
- p) a supplier's representation that a part, replacement, repair or adjustment is needed or desirable if it is not*

## **ORDER**

- Maxim Kliaouzov, either in his own capacity or when acting on behalf of a business which he represents, or in which he has an interest must immediately:
  - cease from doing or saying anything that might reasonably deceive or mislead a consumer.
- Leonid Makarenko, either in his own capacity or when acting on behalf of a business which he represents, or in which he has an interest must immediately:
  - cease from doing or saying anything that might reasonably deceive or mislead a consumer;
  - cease from representing that he has a sponsorship, approval, status, qualification, affiliation, or connection that he does not have;
  - cease from representing that the goods or services he provides are of a particular standard, quality, grade, style, or model, if they are not;
  - cease from representing that a part, replacement, repair or adjustment is needed or desirable if it is not.
- Any employee, representative, agent or associate of Maxim Kliaouzov or Leonid Makarenko must immediately:
  - cease from doing or saying anything that might reasonably deceive or mislead a consumer;
  - cease from representing that he has a sponsorship, approval, status, qualification, affiliation, or connection that he does not have;
  - cease from representing that the goods or services he provides are of a particular standard, quality, grade, style, or model, if they are not;

- cease from representing that a part, replacement, repair or adjustment is needed or desirable if it is not.

**NON COMPLIANCE WITH ORDER**

- **ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE FAIR TRADING ACT CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE FAIR TRADING ACT.**



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Trevor Bergen  
Director of Fair Trading  
Dated January 20, 2017