

FIX-RIGHT™

Heating • Ventilating • Air Conditioning Repair
Upfront Flat-Rate Pricing Guide

USER GUIDE

For Authorized HVAC Contractors

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1. Introduction

The FIX-RIGHT™ Upfront Flat-Rate Pricing Guide is a comprehensive pricing reference system designed for HVAC service technicians. It provides pre-calculated, all-inclusive flat-rate prices for heating, ventilating, and air conditioning repairs, eliminating on-the-fly pricing calculations and ensuring consistent, transparent pricing for every customer.

This User Guide explains how to navigate the printed price guide, understand the pricing structure, select the correct repair codes, and present pricing to customers in a professional manner.

Purpose of the Price Guide

- To help your company and your technicians appear more professional.
- Provides upfront, transparent pricing before work begins
- Eliminates customer surprises with flat-rate, all-inclusive prices
- Covers over 800 individual repair tasks across 54 categories
- Supports four pricing tiers: Standard, After Hours, Member, and Member After Hours
- Includes pre-built common repair bundles on the last pages for fast quoting

Who Should Use This Guide

This guide is intended for use by:

- Authorized field service technicians performing HVAC repairs
- Service managers reviewing and approving repair quotes
- Dispatchers assisting customers with preliminary cost estimates

Important Notice

This price guide is for Authorized Contractor Use Only. Pricing is proprietary and confidential.

Do not reproduce, share, or distribute outside of your authorized service organization.

Pricing is reviewed periodically. Always confirm you are using the current edition.

2. Price Guide Layout

The printed price guide is organized into numbered categories. Each category covers a specific type of HVAC failure or repair. Understanding the layout is essential to quickly locating the correct price in the field.

Cover Page

The cover page displays the FIX-RIGHT™ branding, the name of your company (The Best Service Company), and the guide subtitle: Upfront Flat-Rate Pricing Guide. This is the customer-visible face of the book.

Table of Contents (Pages 3–4)

The table of contents lists all 55 repair categories and their corresponding page numbers. Categories are numbered 1 through 55 and grouped logically, from cooling system failures through heating, boiler components, and system enhancements. Use the table of contents to jump directly to the correct section for any given repair.

Repair Pricing Tables (Pages 5–81)

Each repair category occupies one or more pages. Every page follows the same layout:

Column	Description	Example	
Code	Two-line identifier: repair code on top, time units below (e.g., 0050 = 0.50 hours)	0101 / 0050 (00.50h)	
Repair Description	Plain-language description of the exact repair task performed	Replace fuseable link	
Standard	Base price for standard (business hours) calls	\$249.74	
After Hours	Premium price for calls outside normal business hours	\$318.92	
Member	Discounted price for enrolled service plan members	\$213.22	
Member After Hours	Member pricing for calls outside normal business hours	\$272.02	

Section Header

Each section begins with a bold category title printed in blue above the pricing table (e.g., "1. Burnt, Loose Wiring"). The copyright line at the bottom of every page confirms the edition year and publisher contact information.

3. The 55 Repair Categories

The guide is organized into the following major categories. Categories 1–18 cover cooling system components. Categories 19–52 cover heating and furnace systems. Categories 53–55 cover enhancements and miscellaneous repairs.

#	Category	#	Category	#	Category
1	Burnt/Loose Wiring	20	Failed Relay	39	Failed Flue Intake Pipe
2	Failed Contactor	21	Failed Furnace Capacitor	40	Failed Gas Valve
3	Failed Capacitor	22	Failed Circuit Board	41	Failed Circulator Pump
4	Defrost Control	23	Failed Fan Limit Switch	42	Failed Zone Valve

5	Start Kit	24	Failed Safety Press Switch	43	Failed Aquastat
6	Failed Transformer	25	Failed Igniter Probe	44	Failed Extrol Expansion Tank
7	Failed Breaker/Fuse	26	Failed Transformer Ignition	45	Pressure Reducing Relief Valve
8	Failed Condenser Fan Motor	27	Dangerous Delayed Ignition	46	Failed Oil Pump
9	Failed Compressor	28	Failed Pilot Glow Coil	47	Restricted Drain & Leaks
10	Failed Expansion & Metering	29	Failed Thermocouple	48	Failed Heat Exchanger
11	Failed Liquid-Suction Dryer	30	Failed Electric Heat Module	49	Failed Humidifier
12	Refrigerant Leak Test	31	Failed Thermostat	50	Geothermal Heat Pumps
13	Failed Reversing Valve	32	Failed Burners	51	Water Heaters
14	Failed Suction Accumulator	33	Failed Fan Belt	52	Recommissioning Safety Check
15	Evaporator Coil Leak	34	Failed Blower Wheel	53	System Enhancements
16	Condenser Coil Leak	35	Failed Blower Motor	54	Miscellaneous Unclassified
17	Restricted Evaporator Drain	36	Restricted Air Filter		
18	Restricted Condenser Coil	37	Zoning		
19	Burnt Loose Wiring (Furnace)	38	Failed Inducer Fan Motor		

4. Understanding the Four Pricing Tiers

Every repair line in the guide shows four prices. Selecting the correct pricing tier is critical to presenting the right price to the customer.

Pricing Tier	When to Use
Standard	Use for non-member customers calling during normal business hours. This is the default pricing for the majority of service calls.
After Hours	Use for non-member customers calling outside normal business hours, including evenings, weekends, and holidays. This tier carries a premium over Standard pricing.
Member	Use for customers enrolled in your service plan or maintenance agreement. Members receive a discounted rate compared to Standard pricing.
Member After Hours	Use for enrolled service plan members who call outside normal business hours. This is the discounted member rate with the after-hours premium applied.

i Tip: Identifying Member Status

Always confirm membership status before quoting. Ask the customer for their account number or check the work order prior to the service call.

Never retroactively change pricing tiers after work is completed without manager approval.

5. Reading a Repair Code

Each line item in the pricing tables contains two identifiers stacked in the left “Code” column. Understanding both numbers is essential for accurate record-keeping and invoicing.

Code Format Example

<p style="font-size: 24pt; margin: 0;">0101</p> <p style="margin: 0;">0050 (00.50h)</p>	<p>0101 — Repair Code</p> <p>This is the unique identifier for this specific repair task. It is used on invoices and work orders to reference the exact service performed. Record this code whenever documenting a completed repair.</p> <p>0050 / (00.50h) — Time Units</p> <p>This represents the standard labor time allocated for this repair, expressed as time units (1 unit = 0.01 hours). In this example, 0050 = 0.50 hours (30 minutes). This information is used for scheduling, warranty labor claims, and dispatching.</p>
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Time Unit Reference

Hours	Code Value	Hours
0.05 hrs	0005	5 minutes
0.25 hrs	0025	15 minutes
0.50 hrs	0050	30 minutes
0.75 hrs	0075	45 minutes
1.0 hrs	0100	60 minutes
2.5 hrs	0250	150 minutes

6. Step-by-Step: Using the Guide in the Field

Follow these steps every time you use the price guide to present a repair quote to a customer.

Step 1 — Diagnose the Problem

Complete your diagnostic assessment before opening the price guide. Identify the failed component or required repair so you know exactly which category and line item to look up.

Step 2 — Determine Customer Type

Before quoting a price, determine whether the customer is:

- A standard (non-member) customer
- An enrolled service plan member

Also note whether the call is during or outside normal business hours. This determines which of the four pricing columns to use.

Step 3 — Navigate to the Correct Section

Use the Table of Contents on pages 3–4 to find the category number and page for the type of repair needed. Flip to that page in the guide.

Step 4 — Find the Correct Line Item(s)

Scan the Repair Description column to find the exact task that matches the required repair. For example, if replacing a failed condenser fan motor, turn to Section 8 (pages 10–11) and select the appropriate motor type from the list.

The repair ticket should be accurate, itemized, and presented in a logical and easily understood sequence. It should not need an explanation—it should be self-explanatory. (See section 55. Common Repair Pricing)

Your flat rate pricing to the customer is for either work performed during regular hours or work performed after hours and include a minimum of these four self-explanatory pricing items.

1. Diagnostic/Service Charge Fee
2. Repair Description & Fee(s).
3. Recommissioning & Safety Test Fee (repairs only).
4. Service Agreement Option Fee Discount Amount

A Recommissioning & Safety Test Fee is a flat-rate charge applied after a repair is completed to verify that the HVAC system is operating safely, correctly, and in accordance with manufacturer specifications before it is returned to service. This prevents:

1. Missing other repair opportunities
2. Unnecessary call-backs
3. Standardizing proof of proper startup for liability protection purposes from exposure to both technician and the company from a real potential of customer damage or injury due to improper startup.
4. Billable hours on the average repair ticket of about 58%.

Step 5 — Read the Price

Once you have found the correct row, read the price from the column that matches the customer's pricing tier. Present this price to the customer before beginning any work.

Step 6 — Document the Repair Code

Record the four-digit repair code from the Code column on the work order or invoice or handheld device. This code is required for invoicing, warranty claims, and internal reporting.

Step 7 — Obtain Customer Approval

Present the price to the customer and obtain written authorization before performing the repair. The guide should be shown to the customer to demonstrate that pricing is standardized and fair.

 **Best Practice**

For multi-part repairs (e.g., replacing both a capacitor and a contactor), look up each item separately and present the combined total.

Consider using the pre-bundled Common Repair Pricing in Section 55 for the most frequent repair scenarios — these bundles already include the diagnostic charge and recommissioning safety check.

7. Example Common Repair Pricing

Below are common pre-assembled repair bundles that cover the most frequently performed service tasks. Each bundle is ready to present to a customer without any additional calculation.

What Is Included in Each Itemized Bundle

Each pre-built repair includes three components:

1. Diagnostic/Service Charge — The base call charge for the technician's visit and diagnosis (\$100.00)
2. Primary Repair Code — The specific repair task (e.g., Replace run capacitor, Replace compressor)
3. Recommissioning & Safety Check — A post-repair system test and safety verification

Each bundle shows the Total Repair Price, a line discount, and the final Net Repair Price After Discount. Always quote the Net Repair Price to the customer.

Available Pre-Built Itemized Bundles in Section 55 (Pricing illustrative purposes only.)

55. Common Repair Pricing					
Itemized Repair description				Price	
AC/HP Replace Run Capacitor			Replace Condensate Pump		
0001	Diagnostic/Service Charge	\$100.00	0001	Diagnostic/Service Charge	\$100.00
0050			0050		
0301	Replace run 5-7.5 MFD capacitor	\$115.70	1716	Replace condensate removal pump	\$441.16
0050	Voltage Regulating Device		0050		
5204	Recommissioning & Safety Check -	\$252.19	5204	Recommissioning & Safety Check -	\$252.19
0075	AC - With brush coil cleaning		0075	AC - With brush coil cleaning	
	Total Repair Price	\$467.89		Total Repair Price	\$793.36
	Discount	\$70.18		Discount	\$119.00
	Net Repair Price After Discount	\$397.71		Net Repair Price After Discount	\$674.35
Clean Drain Line			Replace Motor & Cap		
0001	Diagnostic/Service Charge	\$100.00	0001	Diagnostic/Service Charge	\$100.00
0050			0050		
1706	Clean drain pan/line	\$188.82	0301	Replace run 5-7.5 MFD capacitor	\$115.70
0050			0050	Voltage Regulating Device	
5204	Recommissioning & Safety Check -	\$252.19	0801	Replace Cond Motor #1 - 1/6 to 1/3	\$558.67
0075	AC - With brush coil cleaning		0100	universal 1075 RPM Outdoor	
	Total Repair Price	\$541.01	5204	Recommissioning & Safety Check -	\$252.19
	Discount	\$81.15	0075	AC - With brush coil cleaning	
	Net Repair Price After Discount	\$459.86		Total Repair Price	\$1,026.56
				Discount	\$153.98
				Net Repair Price After Discount	\$872.58
Replace Compressor			Replace Reversing Valve w/coil		
0001	Diagnostic/Service Charge	\$100.00	0001	Diagnostic/Service Charge	\$100.00
0050			0050		
1219	Leak test-accessible fittings	\$119.65	1235	Recover evac drier recharge 1.5-3 ton	\$1,101.92
0025			0225	R-410	
0901	Replace compressor scroll 1.5-3*	\$2,232.62	1301	Replace reversing valve w/coil only	\$785.05
0250			0100	1.5-3T- see notes	
1721	Shipping & Handling/Restocking	\$0.00	5204	Recommissioning & Safety Check -	\$252.19
0050			0075	AC - With brush coil cleaning	
5204	Recommissioning & Safety Check -	\$252.19		Total Repair Price	\$2,239.17
0075	AC - With brush coil cleaning			Discount	\$335.87
	Total Repair Price	\$2,704.46		Net Repair Price After Discount	\$1,903.29
	Discount	\$405.67			
	Net Repair Price After Discount	\$2,298.79			

Replace hot surface igniter		
0001	Diagnostic/Service Charge	\$100.00
0050		
2505	Replace hot surface igniter - Easy	\$584.82
0050	Access	
5204	Recommissioning & Safety Check -	\$252.19
0075	AC - With brush coil cleaning	
	Total Repair Price	\$937.01
	Discount	\$140.55
	Net Repair Price After Discount	\$796.46

Replace Circuit Board OEM		
0001	Diagnostic/Service Charge	\$100.00
0050		
2207	Circuit board OEM Labor Only	\$276.71
0100		
5422	Miscellaneous unclassified	\$419.42
0000	parts/materials PM0200 (\$193.46)	
	Total Repair Price	\$796.12
	Discount	\$119.42
	Net Repair Price After Discount	\$676.70

Quoted Job = 2-hours repair tasking + \$123.23 Materials		
5404	Miscellaneous unclassified labor	\$553.41
0200		
5420	Miscellaneous unclassified	\$394.74
0000	parts/materials PM0100	
5204	Recommissioning & Safety Check -	\$252.19
0075	AC - With brush coil cleaning	
	Total Repair Price	\$1,200.35
	Discount	\$180.05
	Net Repair Price After Discount	\$1,020.30

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8. Key Policies & Guidelines

8.1 Always Quote Before You Work

The flat-rate pricing system is built on transparency. Present the price to the customer and obtain approval before beginning any repair. This is the foundation of the FIX-RIGHT™ promise: Clear Pricing. Trusted Repairs. No Surprises.

8.2 Do Not Modify Prices

Prices in this guide are pre-calculated and standardized. Field technicians are not authorized to modify, discount, or adjust prices without written manager approval. Unauthorized price changes undermine the integrity of the flat-rate system.

8.3 Using the Miscellaneous Unclassified Labor Section (Section 54)

Section 54 provides labor codes for repairs that do not fit neatly into the other 53 categories. Use these codes only when no specific category code is applicable or when adjusting prices on commercial repairs.

This section provides labor hour codes in time increments from 15 minutes (5401 0025) up to 8 hours (5410 0800). Simply combined labor codes or multiply a labor code to obtain total job hours. Note: Don't forget parts acquisition hours or a service vehicle parts restocking charge.

For parts pricing, these codes provide material codes going from \$10 (PM 0010) cost to \$400 (PM 0400) cost. Simply combined material codes or multiply material codes to obtain total job hours. Note: .

8.4 Recommissioning and Safety Checks

A Recommissioning & Safety Check (Section 52) must be performed and documented after every repair. This check verifies that the repaired system has clean heat transfer surfaces, properly charge, calibrated and operating safely and correctly to turn on and leave on for the customer. This is to simply adhere to the manufacturers' published startup instructions that was provided with equipment for the manufacturer's liability protection purposes.

Starting equipment, particularly in a home setting, involves significant personal liability, especially if you are starting up equipment not in compliance with the equipment's startup instructions and you leave turned on. This could be found negligent and find you can be personally liable for accidents, bodily injuries, or property damage, meaning your personal assets—such as your home or savings—are at risk if you are sued.

Logically, why would I want to give up the Recommissioning and Safety Check fee to get it done right. Plus, doing this service, on average, typically finds 65% more service opportunities and less than 1% for callbacks.

The cost of the recommissioning check is included in all Common Repair bundles in Section 55. When building a custom quote from individual codes, always add the appropriate recommissioning code from Section 52.

8.5 Parts Pricing (PM Codes)

Section 54 also includes miscellaneous parts and materials codes (PM0010 through PM0400). These are used when parts are required but not already bundled into a specific repair code. Parts codes carry the same price for both Standard and After Hours calls.

8.6 OEM vs. Universal Parts

Some repair codes specify OEM (Original Equipment Manufacturer) parts while others specify universal replacement parts. OEM parts codes typically have a lower price shown in the guide because they represent labor-only charges (the OEM part is provided under a warranty claim). Universal parts codes include the cost of the replacement part in the flat rate.

⚠ Warranty Labor Jobs

When performing warranty repairs, look for codes labeled 'Labor Only' or 'OEM Labor Only'.

These codes represent the labor charge only. The warranted part is supplied separately through the manufacturer warranty process.

Always document the warranty claim number on the work order alongside the repair code.

9. Quick Reference Card

Use this summary as a fast field reference when you need to locate a category or remember a process step.

Field Process Summary

1	Diagnose — Identify the failed component before opening the guide
2	Customer Type — Confirm: Member or Non-Member? Business Hours or After Hours?
3	Navigate — Use Table of Contents (pp. 3–4) to find the correct section
4	Match the Repair Description to the exact task required
5	Recommission — Add Section 52 code; verify system operation and safety
6	Subtotal the Ticket
7	Provide Service Agreement Discount Option
8	Total the After Discount Price
9	Read the Price — Use the customer's pricing tier, standard, member, normal hours, overtime

11	Get Approval — Present price and obtain written customer authorization
11	Perform the Repair — Complete work per the documented repair code
12	Debrief Customer – Use the System Condition Report to Post call Follow Up Opportunities

Contact for Questions

Join HVAC Success, LLC — Pricing Guide Support

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