

THE EVERYTHING · FIELD GUIDES FOR TRADE BUSINESSES

The **AI** Air-Conditioning Playbook

How to run an air-conditioning business in the age of AI —
and stop the season deciding how much you earn.

THE COMPLETE SYSTEM · NO FLUFF · FREE TO SHARE

THE EVERYTHING

Read this first

Ten years ago, running a proper air-conditioning business meant hiring someone to sit on the phone through summer, paying a bookkeeper, and still pricing a ducted changeover at the kitchen table at 10pm with a torch-lit photo of a switchboard.

Today, a two-van outfit with the right setup answers every call in the first 38° week, quotes the ducted job the same afternoon, and gets paid before the invoice is a fortnight old — while a bigger mob across town is still ringing people back on Monday.

He's not a better tech than you. He's not faster on a brazing torch. And he's definitely not a computer person — one of the best we've seen was still writing service dockets in a carbon book two years ago. He just worked out one thing before everyone else: **the boring half of the business — the calls, the quotes, the invoices, the chasing, the warranty claims, the filing — can now do itself.** So he put his energy where the money is: on the tools, and on the customer.

This is the playbook for how he does it. No "50 prompts to copy". No tech-bro nonsense. The actual system — how to think about it, what to set up, in what order, and the mistakes that make good techs quit before it clicks. The stories in here are real trades and real small businesses we work with — names left out, numbers left in. Read it start to finish and you'll run a tighter, more profitable air-conditioning business than you do right now, even if you never spend a cent on software.

A STRAIGHT WORD ON YOUR LICENCE

Nothing in here handles refrigerant, signs off an electrical connection, or replaces a licensed tech's judgement. It carries the *admin*. The decommissioning and charging, the electrical work, the manufacturer's warranty conditions — and the responsibility for all of it being right — stay yours, start to finish.

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01

CHAPTER ONE

The New Playing Field

A homeowner sweating in a 38° lounge room can't tell if you're a good tech. Not standing there. They judge you on what they can see — and that's where most air-con businesses quietly lose work they'd have walked.

When the heat hits and the old unit finally gives up, they don't ring one air-con mob. They ring five, straight off the top of the Google list, and the job goes to whoever gets three things right first:

- 1 Did you actually pick up — or call straight back?**
The ducted changeover goes to the first outfit who answers, not the best one. Ring out to voicemail on the hottest week of the year and it's lost before you've seen the roof space.
- 2 Did the quote turn up fast, and look the part?**
A tidy, itemised quote — unit, zoning, install, make-good — inside a day beats a number texted next week. Every single time.
- 3 Was dealing with you easy?**
Clear updates, no chasing, no "sorry mate, forgot to send that". Easy-to-deal-with wins the whole-house ducted job after the little service call.

Notice what none of those are about? How good a tech you are. Not your brazing, not your vacuum, not the fact you actually pull the filters and clean the condenser instead of hitting it with a hose. All three are about **admin and communication** — the exact stuff you hate and never have time for in the middle of a heatwave.

And here's the bit nobody's telling you: the other side of the table already runs on AI. The big national installers route and dispatch with it. The online sellers quote a supply-and-install in ninety seconds from a form. The builder's contracts admin checks every line of your variation against the schedule the second you upload it. The question isn't whether AI comes into air-conditioning — it's already in. The question is whether it's working *for* you or *against* you.

The good news? This is the first time in history the technology favours the small operator. The national mobs have to run committees, rollouts and training programs. You can decide on a Tuesday and be running by Friday. The playing field just flipped: the small, fast, well-organised air-con business can now look and perform like the big installer — without the big installer's overheads.

"But I'm not a computer person"

Neither are the trades doing this best. One of the fastest adopters we've seen is an owner with 26 years on the tools who only picked up a computer three years ago. His words: *"Don't worry about spelling. Don't worry about grammar."* If you can send a text or leave a voice message from the roof, you can run everything in this playbook. Being good at typing was the old requirement. Being able to say what you want is the new one — and air-con techs, who explain zoning to confused homeowners all day, are already good at that.

\$300–1,000
+ per month

What most trade job-management and scheduling software charges — and it *still* makes you do the typing, the quote and the follow-up. One owner we know was paying a grand a month, some months three, for software his techs barely opened. Keep that number in mind: everything in this playbook either replaces that spend or makes it earn its keep.

The mobs three times your size are slow because they're big. That's your opening. This playbook is about walking through it.

02

CHAPTER TWO

Think AI-First

Before we touch a single tool, we need to fix how you think about this — because the biggest mistake isn't buying the wrong software. It's bolting AI onto your old way of working and wondering why nothing changed.

Every process in your business was built on one assumption: a human has to do each step. Someone answers the phone. Someone types the quote. Someone chases the deposit. Someone lodges the warranty claim and files the commissioning sheet. Your whole day is shaped around that assumption — and that assumption just died.

Don't automate your old process. **Re-draw it** — with the AI touching everything first, and you supervising. Three mental shifts, every one of them learned by a real trade business we work with:

Shift one — delegate outcomes, not steps

Stop thinking "which buttons do I click". You now talk to your business the way you'd talk to a good second-year: say the outcome, let it work out the steps. One owner cancelled an invoice, re-issued it pro-rata and emailed the customer by saying exactly that, in one sentence. Another buys gear by sending one message from the wholesaler counter — *"I'm at the supplier grabbing the 7kW split, a roll of two-and-a-half pair and brackets for the Nguyen job"* — and the purchase order, the expense and the books sort themselves. His words: *"It's one text message that just does heaps of data."*

Shift two — AI first, you second

Old way: you do the work, maybe a tool helps. New way: the AI does the first pass of everything, and you approve, tweak or overrule. The quote is drafted before you sit down. The reply is written before you open the email. The call is answered before you're out of the roof space. One customer described the routine: *"Nine times out of ten it's perfect. Just go — yep, send."* Your job shrinks to ten seconds of judgment, not forty minutes of typing. (And no — you don't hand over the keys on day one. It asks permission for everything at the start, especially money. You loosen the leash as it earns it — Chapter 9.)

Shift three — corrections are investments

With normal software, you fix the same mistake forever. With AI, you fix it once. A tech tells it a standard back-to-back split install includes the bracket, the drain run, the conduit and the make-good — it answers, *"I'll remember that from now on."* And it does. Tell it a particular builder's jobs always get the slimline ducted unit, not the standard box, and it never gets it wrong again. Every correction compounds. Six months in, it quotes like you, writes like you and knows your rules — because you taught it, once.

The re-imagining exercise

Walk your business and ask one question about every interaction: *"What would this look like if the AI touched it first?"*

INTERACTION	THE OLD WAY	AI-FIRST
Customer rings on a 38° day, no cooling	Voicemail. Job lost to whoever answered.	Answered, triaged, booked — dead unit sorted today, ducted quote booked for a site look.
Wholesaler delivers the wrong outdoor unit	You notice Thursday, chase Friday, forget Monday.	Flagged the day it lands, chased automatically — you hear only if they don't fix it.
Warranty claim lodged with the manufacturer	Sits in limbo. You eat the labour and never chase it.	Tracked, chased weekly, escalated — the credit actually lands.
Install finishes	Invoice "tonight". Service plan never offered.	Invoice sent from the driveway. Review asked while it's blowing cold. Maintenance plan offered.

Every chapter from here is just this exercise applied to one part of your business. You don't become an office worker. You become the owner of a business that runs itself around you.

03

CHAPTER THREE

Never Miss a Job Again

Let's start with the leak that costs you the most and hurts the least — because you never see the bill.

Air-con businesses are shocking for this, and you know it. It's the first proper hot week. You're in a 55° roof space dragging flexible duct to a bedroom outlet, or you've got the gauges on and the vac pump running. The phone's buzzing somewhere in the van. It rings out. That caller — a dead unit, a full ducted system, a strata block after a service contract — rings the next mob on the list. Gone. And on that week, they're all ringing at once.

26 jobs
a year, unseen

Say you miss four calls a week averaged across the year — through a heatwave you'd miss that before smoko, and in July you'd barely miss one. Most of them are the wholesaler, a tech, or a manufacturer chasing a warranty claim — not a buyer. Say one a week is someone actually wanting a system. Air-con in a heatwave is urgent and gets shopped by phone, and whoever answers usually wins — so say one in two of those would have booked. That's 52 enquiries a year, 26 jobs, about one a fortnight walking straight to whoever picked up next. You never feel it, because you never knew the phone rang. (Illustrative — but run your own numbers and it'll sting.)

And the kicker: nobody sitting in a hot house leaves a voicemail. They ring the next bloke.

Voicemail is where jobs go to die. The old fix was "answer more calls". The AI-first fix is bigger — because a call is really two problems, and most techs only ever think about the first.

Problem one — the call you couldn't take

You're on a roof, in a ceiling, or brazing with both hands. An AI receptionist answers in your business's name, 24/7, sounds normal on the phone, gets the job details — *what* (no cooling, water dripping through the ceiling, a new split, a ducted quote), *where*, *what's fitted now*, and *how urgent* — books the site look into your calendar, pushes the no-cooling-with-a-newborn job to the top, and texts you a summary before you're down the ladder. It doesn't take smoko, doesn't get sick, doesn't quit in February, and costs a fraction of a person — which matters, because the only week you'd need to hire one is the week nobody's available.

Problem two — the call you took, and half-forgot

Be honest: how many times have you said *"yeah mate, I'll get you a price for the ducted by Thursday"* from the driver's seat between jobs — and by the next call-out it's gone? You're not disorganised. You're flat out in the only ten weeks that pay for your year, and your head is your filing system. This is where AI-first changes what a phone even *is*:

- **Every call is captured.** Recorded, transcribed, filed against the job. Six weeks later, when the customer says "but you said the extra head in the study was included", you can check what was actually said.
- **The promises come out automatically.** "Ducted quote by Thursday." "Ring the wholesaler about the lead time on the 14kW." Pulled out of the conversation — you don't write anything down, because you were driving.
- **The promises chase you.** Thursday morning: "You told Dave he'd have his ducted price today — want me to get it moving?" The follow-up your competitors never send now happens every time.
- **And if it has what it needs, the work starts itself.** The call captured the job, the address, the existing unit — so the quote isn't a reminder on a list, it's a draft waiting when you pull over.

What to insist on — however you solve it

- ✓ Every call answered in your business's name — including 7pm on the hottest Sunday of the year.
- ✓ A searchable transcript of every call — "what did we agree about the second zone?"
- ✓ Promises land somewhere that chases you — not a docket book, not your memory.
- ✓ Job details from the call flow into the job — not re-typed three times.

THE DIY VERSION

Forward your number to a call-answering service with a tight script — name, suburb, what's fitted, is it cooling at all, "he'll call back this arvo". And voice-memo your promises before you drive off. That alone wins jobs.

THE DONE-FOR-YOU VERSION

An all-in-one AI phone system (the sort of thing The Everything does) covers the whole standard — answered, transcribed, promises chased, quote drafted from the call. Either way: never let a call — or a promise — hit the floor.

04

CHAPTER FOUR

Quote Before You Leave the Driveway

Second-biggest leak: the quote that goes out "tonight".

Here's what actually happens. You do the site look — where the outdoor unit goes, how you'll get the pipe run across, whether the switchboard's got a spare pole, whether there's height in the roof space for the fan coil — you say "I'll get that over to you tonight", then you get home cooked, the kids need feeding, and the quote gets typed at 9:30pm. Or tomorrow. Or Thursday. Meanwhile the customer had two other techs through the same day.

Speed

wins quotes

Not price. Speed. The outfit whose quote lands while the customer's still standing in the hot lounge room wins a shocking amount of the time — even when they're dearer. A fast, professional quote signals the one thing the customer wants: this bloke's got his act together and he'll actually turn up.

The old advice was "use templates, quote from your phone". Forget that. AI-first quoting means **the AI builds the quote. You check it.** Here's what that looks like in a real air-conditioning business today.

- **You talk, it builds.** Walk the job, dictate what you see — *"single-storey brick, four zones, 14kW ducted, fan coil in the roof space over the hallway with enough height, outdoor unit on the north side on a slab, about eight metres of pipe run, switchboard's got a spare pole, one day plus a second for the zoning and commissioning"* — and it turns that into a priced, itemised, professional quote on your template.
- **It prices from YOUR history.** Feed it your past quotes and it learns your rates, your margins, your per-head and per-outlet pricing, what you charge for a difficult roof space. Different rates for a builder you sub to vs a one-off homeowner? It keeps them straight.
- **It knows your rules — because you taught it once.** What "supply and install" includes on your jobs, your standard split-system inclusions, when you add a condensate pump, what you allow for make-good. Teach it like a second-year; unlike a second-year, it never forgets.
- **It catches what you forgot.** A real trade business fed a job report in, and the AI's quote came back including the travel a paid estimator had left off the same job. It doesn't get tired at 9:30pm and forget the brackets, the electrical connection or the tip run on the old unit. That's the point.
- **It can even go get prices.** Not sure what the wholesaler's at today on a particular multi-head outdoor unit? It checks and slots it in — you correct it if it grabbed the wrong model, and it remembers forever.

2–3 days
→ half a day

An owner we work with — 26 years on the tools, barely touches a computer: *"Quotes that used to take me two or three days, my AI does in half a day. I did one yesterday that would've taken two days — sent it off the same day."* Pricing came in "pretty much on par" with his own numbers, because it learned from his past quotes.

Then the bit everyone skips — **the follow-up**. One message, two days later: *"Just checking you got the price for the ducted — happy to walk you through the zoning options."* That single message wins more jobs than dropping your price ever will, because most competitors never send it. On a ducted system the customer is weighing up real money against a summer of sweating, and a quiet nudge at the right moment is often all it takes to tip them your way. AI-first, the follow-up isn't a habit you build. It's a thing that just happens.

THE POINT ISN'T THE SOFTWARE

It's the standard: same-day, professional, priced from your own numbers, followed up. A tech with a notepad who hits that standard beats a tech with an app who doesn't. The AI just makes the standard effortless — including in the week you've got no time to hit it at all.

05

CHAPTER FIVE

Get Paid Without the Awkward Chase

You've done the work. Now you've got to get the money — which for most air-con businesses is a second unpaid job nobody warned them about.

7 days
not 47

The average trade invoice gets paid around six weeks after it's sent. Not because customers won't pay — most just forget, and you feel weird nagging them. Service invoices are the worst: small enough to ignore, and there's fifty of them. So the money sits out there while you've funded a van-load of units on the card in the one month you buy the most stock.

The chasing is a **system** problem, not a people problem. Fix the system and you never have the awkward conversation — or send that cringey "just following up on that invoice mate" text — again.

The system that gets you paid in a week

1

Take the deposit before you order the unit

The install deposit isn't rude, it's normal — and it stops you carrying the wholesaler's stock on your card. AI-first, the accepted quote triggers the deposit request automatically, with a pay link, before the gear's ordered. No unit sitting in your shed for a customer who's gone quiet.

2

Invoice the second the job's done

Every day you wait is a day added to when it's paid. AI-first, it's one sentence from the van: "invoice the Wilson ducted install, balance after deposit." Line items from the quote, your terms, their email. Service calls get invoiced from the driveway, not batched up on a Sunday when there's forty of them.

3

Automate the polite nudges

A friendly reminder at day 3, 7 and 14 — automatically, so you never send it. Then a monthly statement, and a flag to you only when someone's genuinely overdue. Worth thousands in cash flow, and it's the difference between a trickle and a stream.

4

Escalate the tone only if you have to

Most pay on nudge one or two. The rare straggler gets a firmer — still professional — message. You stay the good guy the whole way.

And because money is money: this is the one place you keep the AI on a short leash at the start. It drafts, you approve, every time — until you've watched it be right for a month and tell it to stop asking.

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CHAPTER SIX

The Inbox That Runs Itself

Your inbox is where quiet money leaks out and stress leaks in.

Wholesaler statements, customer questions, stock orders, price-list updates, the builder chasing a variation, a manufacturer's warranty claim that's been sitting three weeks, the technical bulletin on a model you've got twelve of in the field — all mixed in with junk, all landing while you're in someone's ceiling. One store manager we work with started with a backlog of 24,000 emails: *"I'd read one email, it'd get lost. I wouldn't even be able to find it again."*

The problem isn't too much email. It's that the important stuff and the noise look identical until you stop and read it all — and in December you don't have time to. AI-first, the inbox becomes something that's already handled by the time you look:

- **Triaged.** The three emails that matter today float to the top, flagged with why — "this one's the variation the builder needs signed before Friday." The tyre-kickers get filtered before they cost you a thought.
- **Drafted.** Routine replies — "yes we do ducted", "we're booked out for installs till the end of the month but we can look at it Tuesday", "here's rough pricing on a 7kW split" — written and waiting. You glance, tweak, send.
- **Chased.** The warranty claim you lodged and forgot. The credit the wholesaler owes you on the returned unit. It knows what's outstanding and follows up weekly without you asking — that's money you'd otherwise write off.
- **Answered on demand.** That same manager now just asks, "what's the current price update from the supplier?" — and it finds the latest instantly, even joining a manufacturer to the distributor who replies under a different name.

THE PART NOBODY EXPECTS — IT GUARDS YOUR MONEY

Because the AI reads everything, it catches things. One business: *"It's already saved me thousands in mis-ordered products — it said, hold on, based on your past jobs you probably want this one."* Order the wrong capacity or the single-phase version of a three-phase unit and it's your money and a day of your life. Another had a supplier accidentally invoice at a 50% discrepancy — flagged automatically before it was paid.

The point isn't a cleverer inbox. It's that a live ducted enquiry never again dies at the bottom of a pile of wholesaler statements.

07

CHAPTER SEVEN

Your Digital Office Manager

Every air-conditioning business has an office manager. In most, it's you — doing it badly at 10pm in January, because there's no one else.

+20 jobs
in one week

One trade business's admin person went on leave for a week. The owner: "We haven't had her in the office for a week, and it's helped us do her job — and we've had probably an extra 20 jobs come in through this week." Not survive the week. Their biggest week.

The office manager's job is the connective tissue: what's on today, which van's where, did the 14kW unit land at the wholesaler, is the crane booked for the rooftop condenser, where are the photos of the switchboard from the Henderson quote, has the sparky been booked for the isolator, did that warranty claim ever get paid. You don't need to hire that person — and in your trade you couldn't afford them eight months of the year anyway. You need the system that person would run.

The morning brief

Before you turn the key: today's jobs in order, who to chase for payment, what's waiting on stock or a delivery, which install needs the sparky on site, and the one thing that'll bite you if you forget it. Two minutes with a coffee — and your techs know too.

Job files that build themselves

Every photo, quote, invoice and service note attaches itself to the right job — so when the customer rings in eight months about the same unit, the whole history's there: model, serial, what you did, what you told them. Not scattered across your camera roll and three text threads. That's also what makes a warranty claim take four minutes instead of forty.

The paperwork without the dread

The paperwork that comes with the trade — the commissioning sheets, the electrical connection details for your sparky, the model and serial records, the manufacturer's warranty conditions and registration, the refrigerant records you're required to keep — gets prompted, captured against the job, and kept where you can actually find them when the manufacturer asks. Never invented for you, and never a substitute for your own licensed handling and sign-off — just stopped from going missing.

If it's not in the system, it doesn't exist — so your head can hold the install instead of the paperwork.

08

CHAPTER EIGHT

Look Twice as Big as You Are

Here's a secret the big installers rely on you not knowing: most of "looking professional" is presentation — and presentation is now nearly free.

A one-van tech and a fifty-tech national installer can send the identical, spotless, branded quote. The customer can't tell which is which — so the small operator who bothers gets treated like the big one, and can charge like it. First presentation is where the price objection is won or lost, especially against an online supply-and-install price the customer's already got up on their phone.

The maintenance plan you've never had time to sell

You know the recurring revenue is sitting there. Every unit you've ever installed wants a filter and coil clean before summer. You'd smooth out the season, keep your techs busy in the shoulder months, and get first call on every one of those customers when their unit dies. And every year, you don't sell it — because the only time you think about it is the week you're too flat out to breathe, and the time to sell it is the quiet month when you've moved on. AI-first, the offer goes out in October to everyone you installed for, from your own job records, without you doing a thing.

The referral flywheel — on purpose, not by accident

- R Retain** — make the whole job easy and clear, so they'd have you back without thinking twice.
- R Review** — ask for the Google review at the moment they're happiest, standing under a vent on the first cold air they've felt all week, automatically, with the link. Reviews win you the next ten jobs while you sleep.
- R Refer** — happy customers refer if you make it easy and remind them. "Know anyone else sweating it out? We'd look after them like we looked after you."
- R Resell** — the second head for the study they mentioned; the maintenance plan; the ageing unit at their rental — it's in the call transcript, remember. A reminder in the right month turns one job into three.

START TODAY — EVEN WITH ZERO TECH

Ask every happy customer for a review before you pack up the van, and send tidy photos of the finished install — the neat pipe run, the level bracket, the tidy penetration — with every invoice. Your competitors' work photographs like a dog's breakfast. Use it. The flywheel doesn't care how it's turned. It just needs turning.

09

CHAPTER NINE

The 30-Day Switch

Everything above works. The reason most air-con businesses don't get it working is they try to do it all at once, get overwhelmed mid-install, and go back to the old way. So: one thing at a time, without stopping work. And do it in the off-season — the whole point is to have it running before the first 38° week, not to be setting it up during one.

1

Week 1 — Stop the biggest leak: the phone

Every call answered, every call captured, promises pulled out automatically. This one starts paying for the whole exercise immediately, and it's the one that saves you when the heat hits.

2

Week 2 — Fix quoting

The AI drafts the quote from your site walk and your past pricing; you correct it — and every correction is a lesson it keeps. Same-day quotes, with the two-day follow-up. Watch your win-rate move.

3

Week 3 — Fix getting paid

Deposits on accepted quotes, invoice-on-job-done, easy payment, automatic reminders — with you approving everything money-related until it's earned the leash. The week your bank balance starts looking different.

4

Week 4 — Hand over the back office

Inbox triaged and drafted, warranty claims chased, morning brief running, job files building themselves, reviews and maintenance plans offered automatically.

Why all four? Because one process never feels like much. One automated process gets a shrug. Three is where the "holy hell" moment happens — because that's when the pieces start talking to each other. The call becomes the quote. The quote becomes the deposit. The install becomes the review, and the review's customer becomes next October's maintenance plan. That's when it stops being a tool and starts being a system.

The trust dial — how to hand over without losing sleep

You don't hand a new second-year the gauges and the recovery unit on day one. Same here:

1

Weeks 1–2: it asks about everything

Every email draft, every invoice — "here's what I'd send, OK?" You approve, correct, teach.

2

Weeks 3–4: it asks about the important stuff

Routine replies just go; money and new customers still get your nod.

3

Month two onward: it asks about exceptions

You've watched it be right for weeks. Now it runs, and you get the morning brief and the flags. You're still the boss — you've just stopped being the bottleneck.

The mistakes that make good techs quit before it clicks

- **Doing all four weeks at once.** Don't. One a week. Each banks a win before you add the next.
- **Starting it in January.** The one time you desperately need it is the worst time to set it up. Do it in the quiet months so it's already running when the phone goes off.
- **Bolting AI onto the old process.** If you're still typing every quote into the same old software and asking AI to "help", you've missed the point. Re-draw the process (Chapter 2).
- **Treating it like software instead of staff.** Software you configure once and curse forever. This, you teach — and it gets better every week. The trades getting the most out of it talk to it all day, like their best second-year.
- **Waiting for perfect.** A rough system running today beats a perfect one you'll set up "when things quiet down". And in this trade, when things quiet down you'd rather be fishing.



BEFORE YOU PUT THIS DOWN

The 2-Minute Leak Audit

Be honest. Tick the ones that are true right now.

- ☐ I regularly miss calls while I'm in a roof space or on the gauges — and I don't know how many jobs it's cost me.
- ☐ In the first hot week, calls ring out and I never find out who they were.
- ☐ I've promised someone a quote or a callback this month — and forgotten until they chased me.
- ☐ My quotes go out "tonight" more often than "on the spot".
- ☐ I don't always follow up after sending a quote.
- ☐ My service invoices take longer than two weeks to get paid.
- ☐ I've got a warranty claim with a manufacturer that I've lost track of.
- ☐ My inbox stresses me out, and important stuff gets buried.
- ☐ If a customer rang about a unit I installed two years ago, it'd take me a while to find the model and what I did.
- ☐ I know maintenance plans would smooth out my year — and I've never got around to selling them.

0–2

Tight ship. A few tweaks and you're flying.

3–6

You're leaking real money in the boring half — and it's all fixable. Start with Week 1.

7+

Mate, you're doing a second job for free every week — and the season's doing your budgeting for you. Good news: it's exactly the stuff that's now easiest to fix.

Whatever your number — your biggest tick is your biggest opportunity. Start there, and start before summer.

Want it set up for you?

Everything in this playbook, you can build yourself — and you should, if you've got the time and the patience. Plenty do. If you'd rather it was just done — the AI that answers your phone through the heatwave, captures every promise, builds your quotes, takes your deposits, chases your invoices and warranty claims and runs your back office, all in one, working in your air-conditioning business this week — that's what we build. It's called The Everything.

- ✓ 14-day free trial. Cancel anytime. No lock-in, no contracts.
- ✓ Nothing important — a quote, an invoice, a customer message — ever goes out without you seeing it first.
- ✓ It lives in Microsoft Teams and the tools you already use.

See it working on your own jobs at the-everything-app.com — no credit card to look.

Honest note: this won't fix a broken business, and it won't handle refrigerant, do the electrical connection or sign off the install — that's still you and your licence. What it fixes is the office job you've been doing for free after dark.