



TURNING SERVICE TICKETS INTO THE RECORD A CUSTOMER HAS TO KEEP

WF-11

Fifteen Pounds and Counting

Your techs already write the pounds on the ticket. Now every pound counts itself against the unit it went into, and the shop hears about it the day a unit crosses fifteen.

FIG. 1 — THE WORKFLOW

TODAY VS WITH THE FIX

EVERY TICKET YOUR TECHS ALREADY WRITE > A COUNT THAT KEEPS ITSELF

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| [1] A TICKET CLOSES|

| refrigerant added |

+-----+

v

+-----+

| [2] THE POUNDS |

| attach to the box |

+-----+

v

+-----+

| [3] IS IT COVERED |

| fifteen lb and up |

+-----+

v

+-----+

| [4] IT WATCHES |

| and tells you |

+-----+

v

+=====+

| [!] A PERSON |

| DECIDES WHO HEARS |

+=====+

.... the tech already writes the pounds

nothing new to type, nothing new to learn

.... they attach to ONE machine, not a pile

a twelve-month running total, per unit

x no capacity on file

'--> prints CANNOT CALCULATE

never a guess, never an estimate

.... the day a unit crosses the line

while the leak is still cheap to chase

.... the machine counts

a person decides who hears about it

nobody in the office opens a ticket

WHAT CHANGES

- ◆ The February phone call takes a minute instead of a day
- ◆ The customer gets a record they can hand to an inspector, not a spreadsheet
- ◆ Every pound a tech writes down turns into something the shop can hand over
- ◆ A cooler with no capacity on file gets found in week one, not next February
- ◆ The shop is the only one in the region handing this over

ONE AUDIT • ONE FIX • ONE MR. WILSON PER SHOP

MODEL NO.	THE ARTIFACT	CADENCE	AUDIT	BIG FIX	TUNE-UP
WF-11	THE UNIT'S OWN RUNNING TOTAL	runs per ticket	\$100	\$500	\$150/mo

PART FITTED

Phase one runs today off their own service system. Phase two waits on one question the audit answers.

The \$100 audit credits toward the fix. A price before anything starts.

ADDITIONAL INFO	BEFORE & AFTER	THE STACK
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THE PAIN

what we found, and where

A customer calls in February and asks for a year of refrigerant records. Somebody in the office starts opening tickets one at a time. The numbers are all there — they are just scattered across two hundred jobs, and nobody has ever added them up. So it takes a day, it is done from memory where a ticket is thin, and the customer gets a spreadsheet nobody would want to hand an inspector.

THE ARTIFACT

what you actually get

THE UNIT’S OWN RUNNING TOTAL — evidence that the counting happened, not the thing being sold. What went into this cooler, when, by whom, and how close it now sits to the fifteen-pound line.

The promise: It never counts a pound it cannot point at a ticket for. If a unit's capacity was never recorded, it says so and stops. It does not estimate its way to a number.

THE HUMAN GATE

where it stops and asks

The count runs on its own. What a customer is told about it, and when, is still decided by somebody here who has read it.

What that feels like: An inspector may read what you hand over. That is a good reason for somebody here to have read it first.

BEFORE & AFTER

step by step, keyed to Fig. 1

TODAY AT THEIR DESK	AFTER THE FIX
1 The customer asks for a year of records and somebody opens tickets one at a time.	The customer already has it, because it went out in January with the last one.

THE STACK

what does the work

Their own service system, read straight out of it: the tickets and the equipment list

The federal rule text, saved with the date it was checked

Plain code for every calculation, never the model

A printed page, and an email

INTEGRATIONS & DELIVERY

what it touches

ServiceTrade · email · a printed page

SPECIFICATIONS

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AVAILABILITY

PART FITTED

Phase one runs today off their own service system. Phase two waits on one question the audit answers.

WHO IT’S FOR

The owner, or whoever answers when a customer asks for their service records

ALSO SEE

and...

WF-05 The Claim File Completeness Gate — the same machine, pointed at a different reviewer.

ORIGIN

Prospect Run #6, the commercial HVACR sweep, 2026-08-19. Six research lanes, then a slate. The trade told us plainly that paperwork is not their problem — so this is not a paperwork fix. It is a record their customer is required to keep and cannot produce.

Start with the audit.

One pass through how these papers actually move in your office. A price before anything starts, and the \$100 comes off the fix.

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