Home Comfort Certified System®



User Guide

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Ready-BuiltHVAC.com
Division of Building Services Institute

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WHAT IS FLAT RATE EQUIPMENT INSTALLATION PRICING?

Flat rate equipment installation pricing is the term retail residential HVAC contractors use to describe providing a fixed upfront price to the customer for a specific equipment installation. To the customer it is an "upfront price" because the price that is quoted before the work begins is the price the customer will pay. The customer always knows the total investment for the work before any work is done. Naturally, customers love this type of pricing because they can budget the work to a fixed dollar amount without any surprises.

Many residential HVAC contractors still quote a single price by the job without itemization. Unfortunately, most customers do not fully understand what is included in the quoted price. This may cause them to suspect that the price is higher than necessary or, even worse, to feel that they are getting ripped-off.

The "open book" approach used in our *Home Comfort Certified System* flat rate process helps eliminate objections. While reviewing with the customer the *Investment Options Worksheet* objections are easily handled, and their unique equipment and installation options can be explored. This process handles most objections to equipment, installation, or pricing before they are even raised. Due to this open book approach, typically the only issues that will have to be dealt with are installation timing issues.

WHY IS "FLAT RATE" PRICING BETTER THAN "QUOTED-BY-THE-JOB" PRICING?

1. It enables your company to open up the hiring field to non-technical sales people who are often better suited to selling to consumers.
2. It allows your retail residential HVAC installation business to charge a rate that recovers installation department overhead in order to be profitable but without alienating your customer.
3. It improves the professional appearance of your company's sales people and/or selling technicians.
4. It helps demonstrate that you and your company have the experience with the type of problem your customer has, since the installation they need is described and already priced in a flat rate price book.
5. When you quote out of the flat rate price book, the math is already done, the proper spelling is right in front of you, and the customer is assured that they are paying the same price as everyone else.
6. It improves customer satisfaction. Why?
    - Customers are happier due to the high level of professionalism during the sales call.
    - The upfront approval they give improves the collections process later.
    - It helps eliminate the complaint *"the price is too high"*.

WHY DO YOU NEED A FLAT RATE INSTALLATION PRESENTATION PRICE BOOK?

The truth is 7 out of 10 contractors do not use proper equipment installation upfront pricing due to:

- The high administrative cost of maintaining and updating costs in their price book for each of the thousands of equipment installation tasks or system enhancement installation types.
- Not being able to afford the high cost that can typically run from $1500 - $3500 upfront with an additional $65+/month per book.
- Poor business/pricing understanding.
- Not feeling comfortable or proficient enough with computers to install software, or to navigate or modify databases to meet the ever changing pricing requirements.

The only way customers can protect themselves is through careful evaluation of the contractor that responds to their call. One way you help your customers come to the conclusion that you are such a viable option is to meet their unique installation requirements. This is easily communicated through our *Home Comfort Certified System* branded installation solution. The *Home Comfort Certified System* flat rate pricing and selling approach has proven to have the added benefits of improving your professional image while increasing profit margins by:

- Making it easy for the customer to understand your unique solution for them.
- Setting your offer apart from those of the competition.
- Showing that your company has a standardized business delivery process.
- Having an associated higher professional and quality image.
- Having the ability to yield higher margins over the competition.
- Making it easier to communicate a common purpose to protect the customer's investment.
- Systematically communicating your entire value proposition leaving no unanswered questions.
- Minimizing any objections by addressing all pre- and post-installation items.
- Exploring all financing options or addressing any concerns of which most customers aren't even aware.
- Assisting the customer in advance of the purchase decision.
- Raising the benchmark for which all your competitors will be compared.
- Closing the sales on the first call more often.

WHY IS OUR SYSTEM THE LOWEST COST OPTION IN TIME AND MONEY?

Most other flat rate programs:

1. Are too complex for the user requiring computer skills and business sophistication.
2. Have to be maintained by the contractor at a high administrative time cost.
3. Tend to be very pricey, at up to 35 times higher than our flat rate option.
4. Have monthly fees that tend to be much higher than our flat rate option.

However, our flat rate price book requires:

1. A simple 1-page set-up sheet.

2. Simple system configuration set-up using a spreadsheet or other convenient methods.
3. No database maintenance; we maintain the book for you.
4. A small investment which is typically recovered on your very first sales call.
5. No software aside from any PDF document reader. (See “Important Notice” on page 14.)

HOW IS THE *HOME COMFORT CERTIFIED SYSTEM* PRICE BOOK MADE?

The *Home Comfort Certified System* installation presentation price book uses industry average tasking labor time for each system installation type. Then it uses the costs from your wholesale HVAC distributor partner for equipment and installation materials. The cost databases from your distributor are updated continuously on your behalf. It also uses your labor rates and profit margins which can be customized based on your own actual financial performance requirements.

In order to quickly obtain a price book for your company, all we need are your: company name and address and phone number, actual labor cost rates, equipment costs, state sales tax rate, and (optional) local utility energy rates and financing rates. (For details please see the section Filling out the “Home Comfort Set-up and Order Entry Form” on page 11.)

Included is an introductory section to be used by your Comfort Advisor or selling technician to review with the customer. This section helps professionalize the sales call by explaining to your customer:

a. Your company’s mission statement and how it relates to their best interests.
b. What makes you different and why you are the preferred HVAC Company in the area.
c. The process you will use to find the best solution for them.
d. Why your company has to set the standards of performance in your area.
e. The quality they can expect before, during, and after the installation.
f. How you will be sitting down with customer after the installation survey to explore their purchase options.

The *Home Comfort Certified System* price book is presently being used by hundreds of retail residential HVAC companies all across the US and Canada. In addition to using your company’s own costs, we can customize the labor hours built into each system installation type. Please see “Appendix B – Installation Costing for each System Configuration” on page 16. Furthermore, we can also include your company logo on the cover page and customize wording for you in any section of your price book. Any customizations we make for you will be saved for future updates to your price book.

We allow up to 20 text changes or global word/phrase replacements or any combination thereof. If you require changes beyond the initial 20, then prior to proceeding with any work we will provide you a quote based on a $75 fee for each hour required to customize your price book. This quote and a credit card authorization form will be sent to your email address for approval.

You will be asked to specify the equipment you offer in the good-better-best-premium system configurations. We can change these for you at no additional cost. Please see “Appendix A –

Selecting the Good-Better-Best-Premium System Configurations" on page 15. Any changes we make for you to your system configurations will be saved for future updates to your price book.

The only caution we give to new clients who want to make changes is to not try to 'reinvent the wheel'. However, once you have decided what changes and customizations are needed for your company then simply print out the pages that need changes and clearly write your changes on these pages. Then fax these marked up pages to us at 603-386-6036.

If you wish, we can provide the additional service of printing your *Home Comfort Certified System* price books for you and assembling them with tabbed sections into ½" 3-ring white binders. We will provide a quote for this, along with US Postal standard shipping costs, prior to performing any work. This quote and a credit card authorization form will be sent to your email address for approval.

If no price book customizations are required then we can have your completed price book to you in PDF format within 3 to 5 business days from receipt of your order entry form and your equipment configuration set-up worksheet. If there will be customizations then please allow up to 5 business days from receipt of your marked up page edits.

If you are seeking to professionalize your selling process then please visit our website at www.GrowMyHVAC.com and check out our Ready-Built HVAC Contracting Systems training center. Our flat rate installation and service repair price books are integrated into our complete "A through Z" best-practice training tracks and associated forms for your retail residential service and installation departments. Our training tracks are sold separately. The "Residential Installation" training tracks include the 'Professional One-Call Sales Call Handling Process', scripts, and associated customer and installation scope survey forms, as well as complete written best-practice installation delivery standards from the initial lead to job close-out.

HOW DO YOU USE THE *HOME COMFORT CERTIFIED SYSTEM* PRICE BOOK?

We recommend using a proven, best-practice, step-by-step, 'Professional One-Call Sales Call Handling Process' that the Comfort Advisor or selling technician would use on an installation sales call. The steps below that are **in bold** indicate where and how our *Home Comfort Certified System* price book is used during the sales call. You can find more detailed information on the non-bolded steps below in the "Ready-Built HVAC Residential Installation Department" training track located at www.GrowMyHVAC.com. Steps 1–14, 23 and 24 are directed toward your Comfort Advisor or selling technician. Other company departments will be involved in the remaining steps.

1. Prepare for the call – This involves making the right impression by taking pride in your personal appearance, having the "do the right thing" attitude, having a set of "Install-Right Survey" open ended sales advancement questions, and identifying the customer's buying preferences from evidence around them.
2. Arrive at the call – This involves parking the company's vehicle properly and double-checking personal appearance, using breath mints, and properly approaching the customer's home.
3. Greet the customer – This includes knocking on door properly, offering a proper handshake, verifying the purpose of the visit, and presenting a business card.

4. **Introduce your company** – Open the Home Comfort presentation price book to the introduction section and explain to the customer:
    a. The process you will be using to find the best solution for them.
    b. Why your company has to set the standards of performance in your area.
    c. What the customer can expect before, during, and after the installation.
5. Set the customer's expectation – Explain why you need to fill out the *Home Use and Livability Survey* and perform a 'Manual J' heat gain/loss measurement instead of simply relying on the capacity of their existing system. Then explain how you will analyze the gathered data to ensure proper equipment sizing and the inclusion of any accessories and what system modifications may be warranted, if any, to meet the customer's requirements. Then explain how you will be sitting down with them after the survey and calculations to explore their purchase options. Finally, invite the customer to join you.
6. Conduct the *Home Use and Livability Survey* – Conduct the survey by first obtaining a blank *Home Use and Livability Survey* form and then interviewing the customer. Fill in all information including the customer's unique requirements regarding home use, comfort, health, safety, property, and finances. Complete the survey by taking measurements, identifying existing system layout, discussing with the customer the existing installation and issues you may have uncovered, and qualifying who in the family is really the decision maker. Use company approved guidelines to complete the survey.
7. Review the survey with the customer – Review with the customer the completed *Home Use and Livability Survey*, and also the present situation versus their needs/wants per page 2 of the *Installed Right Solutions Survey* form. Get the customer's agreement on the survey's findings and solutions. Then ask permission to proceed with a system load analysis.
8. Perform "Manual J" load calculation – While performing the load calculation, you hand your company's Installation Photo Book to the customer to review the company's past installations.
9. **Select a system from your presentation price book** – While selecting the equipment and accessories, explain the scope of work and your company's guarantees and assurances, verifying final option(s) choice of equipment and accessories with customer
10. **Fill out the *Investment Option Worksheet*** – Using a blank copy of the *Investment Option Worksheet* which is provided with your price book, enter the following:
    a. The customer's selected equipment and associated prices.
    b. The customer's selected accessories and associated prices.
    c. Any required system modifications and associated prices.
    d. Add up these prices up and enter the customer's total investment.
    e. Write the customer's estimated monthly payment using the *Finance Tables*.
    f. Write the customer's estimated monthly savings using the *Energy Savings* tables.
    g. Calculate and enter the customer's net monthly investment.
11. **Review the recommended investment with the customer** – Review each investment line-item and associated benefits, as well as any added changes necessitated per "Manual J". Then obtain permission (your first trial close) to proceed with preparing a proposal.
12. Present the replacement proposal – To help the customer get what they want, you prepare an *Installed-Right Proposal Agreement* with the customer present. You will then:
    a. Explain the entire proposal including terms and conditions.
    b. Explain the installation implementation process the company will use.
    c. Handle any objections the customer may have.

13. Close the Sale – The customer makes the minimum deposit at time of signing to secure the installation.
14. Job turnover to operations – Turn the job over to the Installation Manager for execution.
15. Equipment Ordered and Installation Scheduled – The Installation Manager orders equipment, materials and supplies and schedules installation.
16. Installation coordinated with the customer – The Installation Coordinator calls the customer to set up a time.
17. Job staging and mobilization – The Installation Manager stages all equipment and materials and makes them ready to the Installation Crew prior to arrival at the customer's home, minimizing any comfort or use disruptions.
18. Field Communication Documentation created – The Installation Manager creates the field communication and installation instructions.
19. Installation Crew arrival – The customer is notified by the Installation Coordinator of the expected arrival time of the installation crew and the expected completion time of the job.
20. Payment – If final payment will be by cash, then the Installation Manager, Installation Coordinator, Comfort Advisor or selling technician requests that the check be made ready and given to the Crew Chief upon job completion.
21. Installation completion – We can provide a "Start-up, Test and Verification" form for the Installation Crew to present to the customer for customer sign-off and final invoicing.
22. Final payment – The final payment is due upon the signing of the final invoice and prior to the departure of the Installation Crew. If the customer cannot be present upon completion, they must sign the final invoice and provide payment before departing.
23. Post-installation completion – The Comfort Advisor or selling technician verifies that there are no further questions or concerns that need to be discussed. If not then he/she proceeds to close out the job. The company will be able to obtain additional high-margin business through referrals simply by following through on the promises made to the customer during the approach portion of the sales process.
24. Happy Follow-up Call with the customer – The Comfort Advisor's or selling technician's post-installation follow-up tasking should include a scheduled visit with the customer to:
    a. Review equipment and accessory operation
    b. Answer any customer questions
    c. Present warranty management process
    d. Present service agreement
    e. Present 'Friends & Family Program'
    f. Ask for referrals
    g. Update customer direct mail list

WHAT IS THE LAYOUT OF THE *HOME COMFORT CERTIFIED SYSTEM* PRICE BOOK?

The sections include in the price book we prepare are shown **in bold** below. We highly recommended that you also add the information described in the non-bold sections. These are included in our "Ready-Built HVAC Residential Installation Department" training track located on our website at www.GrowMyHVAC.com.

1. **Cover Page** – Presents your company's name and address, and will display the logo of the equipment brand used in your price book.
2. **License Agreement** – A necessary document of legal terms and conditions explaining your right to use the *Home Comfort Certified System* price book. NOTE: THIS PAGE SHOULD NOT BE PUT IN THE PRESENTATION PRICE BOOKS USED IN THE FIELD.
3. **Mission Statement** – A message from the company president that demonstrates your company's commitment to be the best-in-class in residential HVAC equipment replacement services.
4. **Your Company's Experience and Expertise** – An outline of who you are and what makes your company different.
5. ***Home Comfort Certified System* 7-Step Approach** - Explains your company's industry best-practice DOE endorsed 7-step installation approach that you will use to guarantee the customer reaches their unique objectives regarding home comfort, health, safety, property and financial goals.
6. **Why You Set the Standards of Performance** – A brief description of the evidence of the 90% of poor installations in the industry and how your customer will be in the top 10% from the installation process you will be using.
7. **Quality Installations by Design** – Explains how your company's work methods ensure that the customer will receive timely communication from your company to provide them the ability to control key installation decisions. It also shows that you understand and deliver best-in-class performance standards.
8. Installed-Right Guarantees, Warranties, and Assurances – Demonstrates that your company can be trusted by backing up its work with the industries best guarantees, warranties, and assurances. We can help you estimate low-cost differentiators with a high-perceived value, such as our:
    - Lifetime Ductwork Warranty
    - Lifetime Cabinetry and Piping Warranty
    - Lifetime Air Balance Guarantee
    - 24-Hour Livability Guarantee
    - 10-Year Equipment Replacement Warranty
    - Energy Savings Guarantee
    - Quiet Guarantee
9. Company Licenses, Awards, and Professional Affiliations – Provides your customer a degree of assurance that your company is qualified and legally able to do their type of work. Upon completion and implementation of our residential installation department training track we will provide you with a "Best-Practice Installation Certificate" award to include in this section.
10. Professional Training and Education Certifications – Outlines your company's personnel training and education programs, and certifies and gives evidence of your company's capability to do all proposed work or services.

11. Customer Testimonials - Demonstrates what others say about the delivery of your services. This could include a brief set of quotes or actual copies of letters received from happy customers.

12. **Price Book** – Presented here are the flat rate prices of your company's complete line of products and services. The offerings are customer-benefits-based and include the following presentation sections:

    - Any of the system configuration types that you have selected to offer. (For details please see "Appendix A – Selecting the Good-Better-Best-Premium System Configurations" on page 15.
    - System Enhancements & IAQ Accessories. (For details please see "Appendix C – Enhancements & IAQ Accessories" on page 24.)
    - Investment Option Worksheet. This worksheet enables you to present the recommended options that best meet the customer's requirements and contains the following three sections:
      1) Line-item add-on tasks that may be needed for a specific customer, such as replacing the supply plenum box, or re-using the existing line-set.
      2) The System Enhancements & IAQ Accessories and their prices as described in the previous point.
      3) A place to provide an analysis of various finance options, energy savings, and net costs.

13. **Financing Tables** – These Monthly Finance Rate Calculator® tables help you to determine the maximum monthly payments the customer can expect. The figures are used with the *Investment Option Worksheet* to illustrate how affordable your system installation will be for the customer by breaking down their total investment into easy monthly payments.

14. **Energy Savings** – These Home Comfort Energy Savings Calculator® tables illustrate how much savings the customer can expect on their energy bills when they replace old inefficient equipment with a newer and more efficient system. They calculate the savings for equipment using Natural Gas, Liquid Propane or Fuel Oil, based on the local fuel rates that you will provide to us. The figures are used with the *Investment Option Worksheet* to show your customer what their net monthly payment will be since they will also be saving money every month.

15. Importance of Equipment Maintenance – A graphic analysis comparing equipment efficiencies where no maintenance is performed versus the improved efficiencies of using our Protect Plus Program™.

16. **Company Set-up information** – The set-up data that we receive will be shown on the final page as a way to verify that your company specific data has been used throughout your price book. **NOTE:** THIS PAGE CONTAINS YOUR COMPANY'S CONFIDENTIAL INFORMATION AND SHOULD BE REMOVED FROM THE FIELD COPIES OF YOUR PRICE BOOKS.

FILLING OUT THE "HOME COMFORT SET-UP AND ORDER ENTRY FORM"

Below are instructions for filling out the order form. The only items which we absolutely need from you to obtain your price book are the five items below **in bold**: 1, 2, 3, 30 & 31. You can of course customize any or all of the remaining data entry points, but if you don't then we will default to the industry standard shown, or determine the value based on your region of the country. The financing rates and utility costs are optional and do not affect pricing. However, they are great selling enhancement tools.

Installation Labor

1. **Crew Chief Labor Rate:** Write the actual hourly dollar rate of your highest paid installation department Crew Chief without benefits for non-union workers. (If you are a union company, then write the hourly rate paid including benefits. Benefits for non-union workers are included in department overhead on Line 27.)
2. **Helper Labor Rate:** Write the actual hourly dollar rate of your highest paid installation department Helper without benefits for non-union workers. (If you are a union company, then write the hourly rate paid including benefits. Benefits for non-union workers are included in department overhead' on Line 27.)

Vehicle/Miscellaneous

3. **Material Sales Tax %:** This is the state sales tax rate paid by your company for the purchase of equipment and materials. Your wholesale HVAC distributor partner provides your unique pricing without the sales tax added. We will adjust the costs of all equipment, materials and supplies by adding this tax percentage.
4. Average Miles Round Trip (Default – 15): This is the round trip in miles from your shop to the customer's location, on average. This value is used together with Line 5 below to calculate the travel expense for each installation.
5. Travel Cost per Mile $ (Default – $0.50): This rate should combine the cost of truck depreciation per mile (as obtained from leasing companies, on average $0.22) with the cost per mile for fuel. To calculate this: take the dollars per gallon for fuel and divide it by your fleet's average fuel economy (on average 12 mpg).
   Example: If you pay $3.00 per gallon of gas, then divide it by 12 mpg to obtain a $0.25 per mile fuel rate. Then add the depreciation per mile of $0.22 and that adds up to your Travel Cost per Mile of $0.47.
6. Hourly Truck Charge $ (Default – $4.80): This value is your cost per working hour for the vehicle lease or mortgage and the vehicle maintenance costs. To calculate this: Find the annual cost for lease payments and maintenance, then divide this by the number of billable weeks in a year (typically 48 due to vacations and holidays), then dividing this by the number of billable hours in a week (typically 30, or a 75% work efficiency factor).
   Example: Installer's truck lease of $6,500 per year plus annual maintenance costs of $400 equals $6,900. This annual cost is divided by the number of weeks available or $6,900/48 weeks which equals $144 per week. Next you divide this weekly cost by the average billable hours per week, or $144/30 hours which equals a $4.80 hourly truck charge. It is recommended that you obtain this value from your comptroller, if possible.

7. Risk & Proficiency & Warranty % (Default – 4.00%): Not all jobs run smoothly due to equipment or material purchase errors or failures, and also not all jobs are installed efficiently depending on the competencies and work efficiencies of the Installation Crew. The average risk loss due to errors is about 2% of job costs and the average labor proficiency loss is also 2%. This adds up to a "stuff happens" total adjustment of 4%. This will also cover the cost of labor should there be warranty service calls within the first year. You should provide a risk and proficiency adjustment percentage, if known.

Geothermal Well Subcontractor

If you will be offering Geothermal systems, then items 8 to 15 below are required. Otherwise they can be left blank. (For details on what should be included in your subcontractor's service, please see the geothermal system details described in the appendix on pages 20 and 20.)

8. Geothermal Well Subcontract 1.5 ton: Enter the subcontractor fee for loop installation.
9. Geothermal Well Subcontract 2 ton: Enter the subcontractor fee for loop installation.
10. Geothermal Well Subcontract 2.5 ton: Enter the subcontractor fee for loop installation.
11. Geothermal Well Subcontract 3 ton: Enter the subcontractor fee for loop installation.
12. Geothermal Well Subcontract 3.5 ton: Enter the subcontractor fee for loop installation.
13. Geothermal Well Subcontract 4 ton: Enter the subcontractor fee for loop installation.
14. Geothermal Well Subcontract 5 ton: Enter the subcontractor fee for loop installation.

Geothermal Electrical Subcontractor

15. Geothermal Elect Subcontract: Enter the subcontractor fee for installing electrical upgrades and power connects.

Utility Rates

16. Electric Utility Rate KWH: Enter the local utility rate for electricity in dollars per KWH.
17. Gas Utility Rate per Therm: Enter the local utility rate for natural gas in dollars per Therm.
18. Propane per Gallon: If you install equipment for customers who use LP Gas then enter the local rate in dollars per gallon.
19. Oil per Gallon: If you are offering fuel oil-fired equipment in your price book then enter the local rate in dollars per gallon.

Operating Hours

20. Annual Heating Operating Hours: Enter your local heating **load** hours (not heating degree days). If unknown we will look up the value for your general region of the country.
21. Annual Cooling Operating Hours: Enter your local cooling **load** hours (not cooling degree days). If unknown we will look up the value for your general region of the country.

Finance Rates

22. Home Equity Loan Rate % (Default – 2.99%): Enter the average local home equity loan rate. This can be obtained from your local bank.
23. Local Bank Loan Rate % (Default – 3.13%): Enter the average standard bank loan rate here. This can be obtained from your local bank.
24. 6 Months Same as Cash Rate % (Default – 4.20%): Enter the 6 Months Same as Cash rate here. This can be obtained from your vendor partner or third party financing partner.
25. 12 Months Same as Cash Rate % (Default – 6.80%): Enter the 12 Months Same as Cash rate here. This can be obtained from your vendor partner or third party financing partner.
26. 18 Months Same as Cash Rate % (Default – 10.65%): Enter the 18 Months Same as Cash rate here. This can be obtained from your vendor partner or third party financing partner.

Gross Profit Margin

27. Installation Dept. Overhead % (Default – 25%): Enter the overhead cost percentage for benefits, insurance and direct & indirect departmental costs. To calculate this, divide hourly labor rate by overhead cost per hour. Example $24/hr divided by $6 overhead equals 25%. The typical range is 20-30%. (Please note: If you use an installation sub-contractor then this value will be much lower, typically from 10-20%.)
28. Sales Commission % of Sales (Default – 8%): Enter the percent of the total gross revenue for each system sold that you will pay as commission. The typical range is 8-10%.
29. Net Profit Before Taxes % (Default – 12%): Enter the percentage of profit you desire to achieve prior to paying company revenue taxes. The typical range is 10-15%.
30. **Total Gross Profit Margin %** (Default 45%): This will be the total of items 27 to 29 above. However instead of filling out those individual values, you may simply tell us the gross profit margin you desire in order to recover overhead, pay commissions and achieve net profits before taxes. The typical range, when not using an installation sub-contractor, is 40%-50%.

Company Information

31. **Price Book Front Cover Information**: Fill in the complete name, address, and phone number of your company, as you want it to appear on the cover page of your *Home Comfort Certified System* presentation price book. Also enter the email address where you wish to receive your completed price book; it will not be displayed anywhere in your price book.

IMPORTANT NOTICE:

Building Services Institute produces the *Home Comfort Certified System* Installation Presentation Price Book in a PDF file format. We will send the completed price book to the email address you provide as a PDF document for you to download. You simply click the document name within the body of your email and select OPEN or SAVE. Then save the PDF file to your computer. Once downloaded, you can print as many copies as needed.

If you are experiencing problems opening your price book file, it may be that you do not have a PDF document reader installed on your computer. To download a free reader, open your internet browser and go to www.acrobat.com.

APPENDICES

Appendix A – Selecting the Good-Better-Best-Premium System Configurations

The price book is designed to present up to four grades, Good-Better-Best-Premium, for each system configuration. We will provide you with a Microsoft Excel worksheet for you to indicate your Good, Better, Best, and Premium system equipment choices and costs. The completed worksheet can then emailed to us at CustomerCare@growmyhvac.com.

There are 14 system configuration types in the worksheet, each with its own set-up tab:

1. Split Air Conditioning with Furnace
2. Split Air Conditioning with Electric Heat
3. Split Air Conditioning Only (Add-on/Replacement)
4. R22 Dry-Charged Air Conditioning Condenser or Heat Pump Only
5. Split Heat Pump
6. Split Dual Fuel (or 'Hybrid System')
7. Geothermal Packaged Heat Pump
8. Geothermal Split System Heat Pump
9. Packaged AC / Gas Heat
10. Packaged AC / Electric Heat
11. Packaged Heat Pump
12. Packaged Dual Fuel
13. Furnace Only (Gas and/or Oil)
14. Boiler Only (Gas and/or Oil)

Fill in the data for each configuration that you wish to offer in your price book. For configurations you do not want to offer, simply write "remove" on the first tab in the worksheet next to any system you do not sell. Most of our clients spend less than an hour setting up the system configurations for their price book. (For details on the materials and labor that are built into each of these configurations, please see "Appendix B – Installation Costing for each System Configuration" on page 16.)

Here is an example of how companies in two different general climate zones might select equipment for the Split Air Conditioning with Furnace configuration.

1. Typical southern geographic configuration:
   - Good: 13 SEER, 80% AFUE, Non-Programmable Tstat
   - Better: 15 SEER, 80% AFUE, Programmable Tstat
   - Best: 16 SEER 2-Stage, 80% 2-Stage or 90% AFUE, Deluxe Prog Tstat
   - Premium: 18 or 20 SEER 2-Stage, 90% AFUE 2-Stage, Communicating Controller
2. Typical northern geographic configuration:
   - Good: 13 SEER, 80% AFUE, Non-Programmable Tstat
   - Better: 14 SEER, 90% AFUE, Programmable Tstat
   - Best: 16 SEER, 95% AFUE 2-Stage, Deluxe Prog Tstat
   - Premium: 18 SEER, 95+% AFUE Modulating, Communicating Controller

Below is an example of one of our client's Good-Better-Best-Premium configuration worksheets that they set up based on their unique needs, preferred equipment line and geographic region.

SPLIT AIR CONDITIONING WITH FURNACE

		COIL MODEL #	WHAT YOU PAY COIL	T-STAT MODEL #	WHAT YOU PAY T-STAT	CONDENSER MODEL #	WHAT YOU PAY CONDENSER	FURNACE MODEL #	WHAT YOU PAY FURNACE
GOOD	1.5	4TXCB025BC3HCA	$ 281.81	ACONT600AF11MA	$ 71.24	4A7B3018D1000A	$ 1,002.46	AUH1B040A9241A	$ 1,230.95
	2	4TXCB025BC3HCA	$ 281.81	ACONT600AF11MA	$ 71.24	4A7B3024D1000A	$ 1,069.00	AUH1B060A9361A	$ 1,256.02
	2.5	4TXCB031BC3HCA	$ 308.91	ACONT600AF11MA	$ 71.24	4A7B3030D1000A	$ 1,184.17	AUH1B080A9421A	$ 1,286.64
	3	4TXCB036BC3HCA	$ 335.07	ACONT600AF11MA	$ 71.24	4A7B3036D1000A	$ 1,311.52	AUH1B080A9421A	$ 1,286.64
	3.5	4TXCC043BC3HCA	$ 396.86	ACONT600AF11MA	$ 71.24	4A7B3042D1000A	$ 1,446.00	AUH1C100A9481A	$ 1,360.44
	4	4TXCC049BC3HCA	$ 460.03	ACONT600AF11MA	$ 71.24	4A7B3048D1000A	$ 1,580.58	AUH1C100A9481A	$ 1,360.44
	5	4TXCD061BC3HCA	$ 558.38	ACONT600AF11MA	$ 71.24	4A7B3060D1000A	$ 1,879.84	AUH1D120A9601A	$ 1,510.83

		COIL MODEL #	WHAT YOU PAY COIL	T-STAT MODEL #	WHAT YOU PAY T-STAT	CONDENSER MODEL #	WHAT YOU PAY CONDENSER	FURNACE MODEL #	WHAT YOU PAY FURNACE
BETTER	1.5	4TXCB025BC3HCA	$ 281.81	ACONT602AF22MA	$ 85.56	4A7A5018E1000A	$ 1,385.58	AUH2B060A9V3VA	$ 1,724.76
	2	4TXCB025BC3HCA	$ 281.81	ACONT602AF22MA	$ 85.56	4A7A5024E1000A	$ 1,466.60	AUH2B060A9V3VA	$ 1,724.76
	2.5	4TXCC005CC3HCA	$ 480.99	ACONT602AF22MA	$ 85.56	4A7A5030E1000A	$ 1,466.60	AUH2B060A9V3VA	$ 1,788.44
	3	4TXCB004CC3HCA	$ 387.50	ACONT602AF22MA	$ 85.56	4A7A5036E1000A	$ 1,709.66	AUH2B080A9V3VA	$ 1,788.44
	3.5	4TXCC049BC3HCA	$ 460.03	ACONT602AF22MA	$ 85.56	4A7A5042E1000A	$ 1,825.01	AUH2C100A9V4VA	$ 1,940.19
	4	4TXCC049BC3HCA	$ 460.03	ACONT602AF22MA	$ 85.56	4A7A5049E1000A	$ 2,213.64	AUH2C100A9V4VA	$ 1,940.19
	5	4TXCD063BC3HCA	$ 601.55	ACONT602AF22MA	$ 85.56	4A7A5061E1000A	$ 2,485.54	AUH2D120A9V5VA	$ 2,138.01

		COIL MODEL #	WHAT YOU PAY COIL	T-STAT MODEL #	WHAT YOU PAY T-STAT	CONDENSER MODEL #	WHAT YOU PAY CONDENSER	FURNACE MODEL #	WHAT YOU PAY FURNACE
BEST	1.5								
	2	4TXCB025BC3HCA	$ 281.81	AZEMT500BB32MA	$ 127.40	4A7A6024E1000A	$ 1,940.19	AUH2B060A9V3VA	$ 1,724.76
	2.5								
	3	4TXCB036BC3HCA	$ 335.07	AZEMT500BB32MA	$ 127.40	4A7A6036E1000A	$ 2,104.12	AUH2B080A9V3VA	$ 1,788.44
	3.5								
	4	4TXCC049BC3HCA	$ 460.03	AZEMT500BB32MA	$ 127.40	4A7A6048E1000A	$ 2,316.85	AUH2C100A9V4VA	$ 1,940.19
	5	4TXCD063BC3HCA	$ 601.55	AZEMT500BB32MA	$ 127.40	4A7A6060E1000A	$ 2,594.60	AUH2D120A9V5VA	$ 2,138.01

		COIL MODEL #	WHAT YOU PAY COIL	T-STAT MODEL #	WHAT YOU PAY T-STAT	CONDENSER MODEL #	WHAT YOU PAY CONDENSER	FURNACE MODEL #	WHAT YOU PAY FURNACE
PREMIUM	1.5								
	2	4TXCB003CC3HCA	$ 345.50	AZONE950AC522ZA	$ 414.63	4A7Z0024A1000B	$ 2,791.30	AUHMB080ACV3VA	$ 2,153.99
	2.5								
	3	4TXCB004CC3HCA	$ 387.50	AZONE950AC522ZA	$ 414.63	4A7Z0036A1000B	$ 2,882.96	AUHMB080ACV3VA	$ 2,153.99
	3.5								
	4	4TXCD010CC3HCA	$ 585.31	AZONE950AC522ZA	$ 414.63	4A7Z0048A1000B	$ 3,087.76	AUHMD120ACV5VA	$ 2,522.05
	5	4TXCD061BC3HCA	$ 558.38	AZONE950AC522ZA	$ 414.63	4A7Z0060A1000B	$ 3,379.92	AUHMD120ACV5VA	$ 2,522.05

Appendix B – Installation Costing for each System Configuration

The presentation price for each configuration is calculated using four components (or six for geothermal systems) as shown below. Although we use industry standard installation hours, you can adjust these hours for your price book. To do so simply print out the appropriate page(s) from the sections below and write the actual crew-hours you want us to use next to the tasks you need to have changed. Then fax these marked up pages to us at 603-386-6036.

If you would like to see the current industry standard costs we use for miscellaneous supplies and tasks used for installations (and listed in point #2 for each configuration below), please send your request to CustomerCare@growmyhvac.com with subject line to read: "*Please send current miscellaneous installation materials and supplies costs.*"

SPLIT AIR CONDITIONING WITH FURNACE

1. Your cost for the equipment (Evaporator, Thermostat, Condenser, Furnace), the cost of the optional extended labor warranty coverage as provided by your distributor, and your installation sub-contractor's fee, if applicable.

2. Industry standard costs for the following materials, supplies and tasks:

   a. New equipment mounting pad, leveled
   b. New condensate drain line
   c. New electrical disconnect
   d. New power wire, disconnect to equipment
   e. New PVC venting (only for 90%+ furnaces) up to 30ft
   f. New valve & fittings to connect to gas line
   g. New transitions to existing plenums
   h. New refrigerant line-set up to 30ft
   i. Refrigerant recovery
   j. Gases for soldering and pressure testing
   k. Various copper fittings
   l. Vacuum pump usage & maintenance
   m. Refrigerant to top off the system

3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

b.	Remove old equipment	1 hour
c.	Set Condensing Unit	1-4 hours *(1.5 to 3.5 ton: 1 hour; 4 & 5 ton: 4 hours)*
d.	Set Evaporator Coil	2 hours
e.	Set Furnace, install Tstat	3.5 hours
f.	Install and connect line-set	1.5 hours
g.	Start-up, Test and Verify	1 hour
h.	TOTAL CREW-HOURS	10 - 13 hours *(plus an additional 2 hours for 90%+ furnaces)*

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

SPLIT AIR CONDITIONING WITH ELECTRIC HEAT

1. Your cost for the equipment (Fan Coil, Thermostat, Condenser, Electric Heat Kit), the cost of the optional extended labor warranty coverage as provided by your distributor, and your installation sub-contractor's fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:

   a. New equipment mounting pad, leveled
   b. New condensate drain line
   c. New electrical disconnect
   d. New power wire, disconnect to equipment
   e. New transitions to existing plenums
   f. New refrigerant line-set up to 30ft
   g. Refrigerant recovery
   h. Gases for soldering and pressure testing
   i. Various copper fittings
   j. Vacuum pump usage & maintenance
   k. Refrigerant to top off the system

3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set Condensing Unit	1-4 hours *(1.5 to 3.5 ton: 1 hour; 4 & 5 ton: 4 hours)*
c.	Set Fan Coil, install Tstat	1.5 hours
d.	Install and connect line-set	1.5 hours
e.	Start-up, Test and Verify	1 hour
f.	TOTAL CREW-HOURS	6 - 9 hours

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form.*

SPLIT AIR CONDITIONING ONLY (ADD-ON/REPLACEMENT)

1. Your cost for the equipment (Evaporator Coil, Thermostat, Condenser), the cost of the optional extended labor warranty coverage as provided by your distributor, and your installation sub-contractor's fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New condensate drain line
   c. New electrical disconnect
   d. New power wire, disconnect to equipment
   e. New refrigerant line-set up to 30ft
   f. Refrigerant recovery
   g. Gases for soldering and pressure testing
   h. Various copper fittings
   i. Vacuum pump usage & maintenance
   j. Refrigerant to top off the system
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set Condensing Unit	1-4 hours *(1.5 to 3.5 ton: 1 hour; 4 & 5 ton: 4 hours)*
c.	Set Evap Coil, install Tstat	1 hour
d.	Install and connect line-set	1.5 hours
e.	Start-up, Test and Verify	1 hour
f.	TOTAL CREW-HOURS	5.5 - 8.5 hours

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

R22 DRY-CHARGED AIR CONDITIONING CONDENSER OR HEAT PUMP ONLY

1. Your cost for the equipment (Thermostat, Condenser or Heat Pump), the cost of the optional extended labor warranty coverage as provided by your distributor, and your installation sub-contractor's fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New snow riser pump-ups (for HPs)
   c. New electrical disconnect
   d. New power wire, disconnect to equipment
   e. Refrigerant recovery
   f. Soldering and pressure testing gases
   g. Various copper fittings
   h. Vacuum pump usage & maintenance
   i. R22 refrigerant to charge the system
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set Outdoor Unit	2-4 hours *(1.5 to 3.5 ton: 2 hours; 4 & 5 ton: 4 hours)*
c.	Install Tstat	0.5 hours
d.	Start-up, Test and Verify	1 hour
e.	TOTAL CREW-HOURS	4.5 - 6.5 hours

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

SPLIT HEAT PUMP

1. Your cost for the equipment (Fan Coil, Thermostat, Heat Pump, Electric Heat Kit), the cost of the optional extended labor warranty coverage as provided by your distributor, and your installation sub-contractor's fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New snow riser pump-ups
   c. New condensate drain line
   d. New electrical disconnect
   e. New power wire, disconnect to equipment
   f. New transitions to existing plenums
   g. New refrigerant line-set up to 30ft
   h. Refrigerant recovery
   i. Gases for soldering and pressure testing
   j. Various copper fittings
   k. Vacuum pump usage & maintenance
   l. Refrigerant to top off the system
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set Heat Pump	1-4 hours *(1.5 to 3.5 ton: 1 hour; 4 & 5 ton: 4 hours)*
c.	Set Evap Coil, Install Tstat	1.5 hours
d.	Install and connect line-set	1.5 hours
e.	Start-up, Test and Verify	1 hour
f.	TOTAL CREW-HOURS	6 - 9 hours

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

SPLIT DUAL FUEL (OR 'HYBRID SYSTEM')

1. Your cost for the equipment (Evaporator, Thermostat, Heat Pump, Furnace), the cost of the optional extended labor warranty coverage as provided by your distributor, and your installation sub-contractor's fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New snow riser pump-ups
   c. New condensate drain line
   d. New electrical disconnect
   e. New power wire, disconnect to equipment
   f. New PVC venting (only for 90%+ furnaces) up to 30ft
   g. New valve & fittings to connect to gas line
   h. New transitions to existing plenums
   i. New refrigerant line-set up to 30ft
   j. Refrigerant recovery
   k. Gases for soldering and pressure testing
   l. Various copper fittings
   m. Vacuum pump usage & maintenance
   n. Refrigerant to top off the system
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set Condensing Unit	2-4 hours *(1.5 to 3.5 ton: 2 hours; 4 & 5 ton: 4 hours)*
c.	Set Evaporator Coil	2 hours
d.	Set Furnace, install Tstat	4.5 hours

e. Install and connect line-set 1.5 hours
f. Start-up, Test and Verify 1 hour
g. TOTAL CREW-HOURS 12 - 14 hours *(plus an additional 2 hours for 90%+ furnaces)*

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

GEOTHERMAL PACKAGED HEAT PUMP

1. Your cost for the equipment (Thermostat, Geothermal Packaged Heat Pump, Loop Pump Pack), the cost of the optional extended labor warranty coverage as provided by your distributor, and your installation sub-contractor's fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New condensate drain line
   c. New electrical disconnect
   d. New power wire, disconnect to equipment
   e. New transitions to existing plenums
   f. Various water line fittings
   g. Refrigerant recovery
3. The well subcontractor fee, as entered by you on Lines 8 to 14 of the *Home Comfort Order Entry and Set-up Form*, for installing the well loop which should include:
   - Drilling or trenching for the well
   - Installing water loop
   - Filling water loop with environmentally friendly antifreeze/water solution
   - Connecting water loop to pump pack
   - Backfilling the trench
4. The electrical subcontractor fee, as entered by you on Line 15 of the *Home Comfort Order Entry and Set-up Form*, for installing power lines and low-voltage wiring to the loop pump pack.
5. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:
   a. Remove old equipment 2 hours
   b. Seal well loop wall penetration 1 hour
   c. Set Geo Unit, install Tstat 5-7 hours *(1.5 to 3.5 ton: 4 hours; 4 to 6 ton: 6 hours)*
   d. Tie Geo Unit to loop pump pack 1 hour
   e. Tie Geo Unit to hot water supply 1 hour
   f. Start-up, Test and Verify 2 hours
   g. TOTAL CREW-HOURS 12 - 14 hours
6. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

GEOTHERMAL SPLIT SYSTEM HEAT PUMP

1. Your cost for the equipment (Furnace or Air Handler & Heat Kit, Thermostat, Geothermal Heat Pump, Loop Pump Pack), the cost of the optional extended labor warranty coverage as provided by your distributor, and your installation sub-contractor's fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New condensate drain line

c. New electrical disconnect
d. New power wire, disconnect to equipment
e. New transitions to existing plenums
f. New valve & fittings to connect to gas line
g. New refrigerant line-set up to 30ft
h. Refrigerant recovery
i. Gases for soldering and pressure testing
j. Various water line fittings
k. Various copper fittings
l. Vacuum pump usage & maintenance
m. Refrigerant to top off the system

3. The well subcontractor fee, as entered by you on Lines 8 to 14 of the *Home Comfort Order Entry and Set-up Form*, for installing the well loop which should include:
   - Drilling or trenching for the well
   - Installing water loop
   - Filling water loop with environmentally friendly antifreeze/water solution
   - Connecting water loop to pump pack
   - Backfilling the trench
4. The electrical subcontractor fee for installing power lines and low-voltage wiring to the loop pump pack, as entered by you on Line 15 of the *Home Comfort Order Entry and Set-up Form*.
5. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	2 hours
b.	Seal well loop wall penetration	1 hour
c.	Set Geo Unit, install Tstat	3-5 hours *(1.5 to 3.5 ton: 3 hours; 4 to 6 ton: 5 hours)*
d.	Set Indoor Unit	3 hours
e.	Install and connect line-set	1.5 hours
f.	Tie Geo Unit to loop pump pack	1 hour
g.	Tie Geo Unit to hot water supply	1 hour
h.	Start-up, Test and Verify	2 hours
i.	TOTAL CREW-HOURS	14.5 - 16.5 hours

6. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

PACKAGED AC / GAS HEAT

1. Your cost for the equipment (Thermostat, Packaged Unit), and for optional extended labor warranty coverage as provided by your distributor. Also, your installation sub-contractor fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New electrical disconnect
   c. New power wire, disconnect to equipment
   d. New valve & fittings to connect to gas line
   e. New transitions to existing plenums
   f. Refrigerant recovery
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set Package Unit	3.5-5.5 hours *(1.5 to 3.5 ton: 3.5 hours; 4 & 5 ton: 5.5 hours)*
c.	Install Tstat	0.5 hours

d. Start-up, Test and Verify 1 hour
e. TOTAL CREW-HOURS 6 - 8 hours

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

PACKAGED AC / ELECTRIC HEAT

1. Your cost for the equipment (Thermostat, Packaged Unit, Electric Heat Kit), and for optional extended labor warranty coverage as provided by your distributor. Also, your installation sub-contractor fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New electrical disconnect
   c. New power wire, disconnect to equipment
   d. New transitions to existing plenums
   e. Refrigerant recovery
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:
   a. Remove old equipment 1 hour
   b. Set Package Unit 3.5-5.5 hours *(1.5 to 3.5 ton: 3.5 hours; 4 & 5 ton: 5.5 hours)*
   c. Install Tstat 0.5 hours
   d. Start-up, Test and Verify 1 hour
   e. TOTAL CREW-HOURS 6 - 8 hours
4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

PACKAGED HEAT PUMP

1. Your cost for the equipment (Thermostat, Packaged Unit, Electric Heat Kit), and for optional extended labor warranty coverage as provided by your distributor. Also, your installation sub-contractor fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New electrical disconnect
   c. New power wire, disconnect to equipment
   d. New transitions to existing plenums
   e. Refrigerant recovery
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:
   a. Remove old equipment 1 hour
   b. Set Package Unit 3.5-5.5 hours *(1.5 to 3.5 ton: 3.5 hours; 4 & 5 ton: 5.5 hours)*
   c. Install Tstat 0.5 hours
   d. Start-up, Test and Verify 1 hour
   e. TOTAL CREW-HOURS 6 - 8 hours
4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

PACKAGED DUAL FUEL

1. Your cost for the equipment (Thermostat, Package Unit), and for optional extended labor warranty coverage as provided by your distributor. Also, your installation sub-contractor fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New equipment mounting pad, leveled
   b. New electrical disconnect
   c. New power wire, disconnect to equipment
   d. New valve & fittings to connect to gas line
   e. New transitions to existing plenums
   f. Refrigerant recovery
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set Package Unit	3.5-5.5 hours *(1.5 to 3.5 ton: 3.5 hours; 4 & 5 ton: 5.5 hours)*
c.	Install Tstat	0.5 hours
d.	Start-up, Test and Verify	1 hour
e.	TOTAL CREW-HOURS	6 - 8 hours

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

FURNACE ONLY (GAS AND/OR OIL)

1. Your cost for the equipment (Thermostat, Furnace), and for optional extended labor warranty coverage as provided by your distributor. Also, your installation sub-contractor fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New electrical disconnect
   b. New power wire, disconnect to equipment
   c. New PVC venting (only for 90%+ furnaces) up to 30ft
   d. New valve & fittings to connect to gas line
   e. New transitions to existing plenums
   f. New transitions to existing vent piping
3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set Furnace, install Tstat	4 hours
c.	Start-up, Test and Verify	1 hour
d.	TOTAL CREW-HOURS	6 hours *(plus an additional 2 hours for 90%+ furnaces)*

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

BOILER ONLY (GAS AND/OR OIL)

1. Your cost for the equipment (Thermostat-optional, Boiler), and for optional extended labor warranty coverage as provided by your distributor. Also, your installation sub-contractor fee, if applicable.
2. Industry standard costs for the following materials, supplies and tasks:
   a. New electrical disconnect
   b. New power wire, disconnect to equipment

c. New PVC venting (only for 90%+ boilers) up to 30ft
d. New valve & fittings to connect to fuel line
e. New water fill and backflow preventer
f. New expansion tank and air separator
g. Various fittings to connect to existing hydronic system
h. New transitions to existing vent piping

3. Industry standard Labor Crew-Hours as shown below for one Crew Chief and one Helper *(unless you are using an installation sub-contractor)*:

a.	Remove old equipment	1 hour
b.	Set and connect Boiler	4 hours
c.	Start-up, Test and Verify	1 hour
d.	TOTAL CREW-HOURS	6 hours *(plus an additional 2 hours for 90%+ boilers)*

4. Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*.

Appendix C – Enhancements & IAQ Accessories

In addition to offering HVAC system installations, your price book will also present system enhancements to offer to your customer. The following is a brief description of the eight accessories that your price book is ready to display with just a little information from you. For each of the following items we need you to tell us which unit you want to offer (brand & model number) and your cost. The presentation prices will include Material state sales tax, Vehicle costs and the Risk, warranty and proficiency percentage as entered by you on Lines 3 to 7 of the *Home Comfort Order Entry and Set-up Form*. The crew-hours shown can be adjusted at your request.

1. Touchscreen Programmable Thermostat – The presentation price includes installation time of 0.5 crew-hours and materials for wiring.
2. HEPA Air Cleaner System – The presentation price includes installation time of 3.5 crew-hours and materials of sheet metal and wiring.
3. Whole-House Air Cleaner System – The presentation price includes installation time of 2.5 crew-hours and materials of sheet metal and wiring.
4. Ultraviolet Air Purifier System – The presentation price includes installation time of 2 crew-hours and materials for wiring.
5. Energy (or Heat) Recovery Ventilator – The presentation price includes installation time of 3.5 crew-hours and materials of sheet metal, flex duct and wiring.
6. Fan Powered Humidifier – The presentation price includes installation time of 1.5 crew-hours and materials of piping & fittings for water supply & drain, wiring and a humidistat. (If your humidifier comes with a humidistat, please tell us.)
7. Bypass Humidifier – The presentation price includes installation time of 1.5 crew-hours and materials of sheet metal/flex duct, piping & fittings for water supply & drain, wiring and a humidistat. (If your humidifier comes with a humidistat, please tell us.)
8. High-Efficiency Media Air Cleaner – The presentation price includes installation time of 1 crew-hour and materials of sheet metal.

In addition to these eight items, we can include up to 10 additional accessories in your price book. These could be other sizes of an item above (e.g. Single-lamp UV and Dual-lamp UV). If you want

to offer an item that is not mentioned above then please provide the following information for each additional accessory that you want in your price book:

- Brand and model number of the item
- Your cost of the item
- The total of miscellaneous materials that will be needed to install the item
- The total crew-hours to install the item and verify operations.

Appendix D – Determining your Job Costs from the Presentation Price

Below is an easy 3-step calculation for you to quickly identify your job costs for any system installation based on the presentation price in your price book.

Step #1: Find the *Total System Installation Costs*.
You will need the system installation presentation price in your price book and your Total GPM rate found on Line 30 in the last page of your price book.
To calculate: Multiply the presentation price by 1 minus your Total GPM Rate.

TOTAL COSTS = PRICE x (1-GPM)

Step #2: Find the *Installation Labor Cost*.
You will need the *Total System Installation Crew-Hours* (found in the details in the appendix on page 16) and the hourly rates you pay your Crew Chief and Helper found on Lines 1 and 2 in the last page of your price book.
To calculate: Multiply the *Crew-Hours* by the combined total of your *Crew Chief Labor Rate* and your *Helper Labor Rate*.

LABOR COST = HOURS x (Crew Chief RATE + Helper RATE)

Step #3: Find the *Total System Equipment, Materials, Supplies, Extended labor warranty fee and Sub-contractor fee Cost*.
To calculate: Take the results of Step #1 and subtract the results of Step #2.

MAT'L/EQUIP/FEES COST = TOTAL COSTS – LABOR COST