VyRal

A LeakReceipts Field Guide

# LeakReceipts for Appliance Repair

The Field Guide: where the money leaks, how to prove it, and how to close it

For: Appliance Repair — Diagnostic and Warranty

by VyRal Dynasty

**LeakReceipts for Appliance Repair** The Field Guide: where the money leaks, how to prove it, and how to close it

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**How every number in this book is labeled.**

- **VERIFIED** means the figure comes from a named, dated source, and the source is printed next to it.
- **CALCULATED** means it is arithmetic on verified numbers or on your own numbers, and the math is shown.
- **ESTIMATE** means a reasoned range, and it is always called one.
- **STRUCTURAL** marks a standing rule of the trade (a law, a contract term, how the paperwork works), not a market figure.
- **STILL BEING MEASURED** means VyRal has not verified a figure yet, so no number is printed.

If a number is not labeled, it is a blank for you to fill from your own paper.

**What this book is not.** This is education, not legal, tax, accounting or financial advice. Where a fix says a professional decides, a professional decides. Nothing here says that any company, customer or person did anything wrong. The fixes show you how to check your own paper and ask in writing.

**About how this book was made.** This book was assembled with AI from VyRal's sourced research on this trade and checked against those sources. AI can make mistakes. Before you act on a figure, check it against the source printed beside it. Rules and rates change, and every figure carries its date for that reason.

**Before you share any document with anyone, Vera included,** black out account numbers, Social Security numbers and anything else you would not hand a stranger.

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# The short answer for your trade

Every dollar you give away in your work comes from being caught between two rate sheets that both underpay the hard job: the retail rate sheet, which assumes you'll collect the diagnostic fee you actually waive the moment a repair gets approved — and the manufacturer's warranty schedule, which pays a flat labor allowance per repair code built for the average job, not the one that took you an extra hour. Neither leak shows up in your books until you build one job record that captures diagnostic time, actual labor against the code, parts, and trips — on every call, retail or warranty.

## Your leak map

Every leak this book covers, biggest first. The size grade is VyRal's research grade for how much money a leak tends to move in this trade. It is a grade, not a dollar figure. Your own paper sets the dollars.

| # | Leak | Size grade | Evidence | Fixes |
|---|---|---|---|---|
| 1 | Home Appliance Repairer Wage Benchmark (BLS SOC 49-9031) | Moderate | VERIFIED | 1 |
| 2 | State Written-Estimate Law (Michigan Joe Gagnon Act) | Moderate | VERIFIED | 1 |
| 3 | EPA Section 608 Refrigerant Recovery Certification | Moderate | STRUCTURAL | 1 |
| 4 | Self-Employment Tax Boundary (SECA) | Moderate | STRUCTURAL | 1 |
| 5 | Pride Economy — Diagnostic Tools and Service Van | Small but common | STRUCTURAL | 1 |
| 6 | Warranty Flat-Rate Code Allowance Gap | Major | STILL BEING MEASURED | 1 |
| 7 | Retail Diagnostic-Fee Waiver | Significant | STILL BEING MEASURED | 1 |
| 8 | State Right-to-Repair Law Covering Digital Electronic Equipment (Minnesota) | Small but common | STILL BEING MEASURED | 1 |

Then there are 4 more leaks to check, each with its own fixes, in the chapter called More leaks to check.

# What people in your trade say hurts

Before we built a single fix, we went and read what people in this trade say out loud: forums, trade press, regulators' complaint files and court records. These are the pains that kept coming up, the ones with the most sources first. If one of them is yours, you're not imagining it.

## Parts keep going up from tariffs but warranty rates and caps stay frozen

Boards, compressors and motors cost more every few months. On retail I can raise my price if I remember to; on warranty work the rate and the coverage cap don't move, so I eat the difference.

*Found in 6 public sources; newest dated 2026-06-16. VERIFIED count from VyRal's public research log; the sources are listed at the back.*

## Home warranty jobs pay me a fraction of what the same job pays retail

The warranty company sends me the call, but the approved rate is way under what I'd bill a regular customer. I collect the homeowner's service fee at the door and the rest comes later at their number, not mine. To stay on the panel I have to take it.

*Found in 5 public sources; newest dated 2026-09-02. VERIFIED count from VyRal's public research log; the sources are listed at the back.*

## Wrong or backordered parts mean a second trip nobody pays me for

I diagnose, order the part, and come back — sometimes weeks later. On flat-rate and warranty jobs that second drive is on me, and the customer blames me for the wait.

*Found in 5 public sources; newest dated 2025-11-05. VERIFIED count from VyRal's public research log; the sources are listed at the back.*

## One wrong code or missing photo and the warranty claim is dead — work done for free

Factory and home warranty claims get kicked back for a wrong fault code, no serial photo, or filing late. Until I win the appeal, that repair is unpaid. If I start before authorization or find 'no problem,' it's not covered at all.

*Found in 4 public sources; newest dated 2026-06-16. VERIFIED count from VyRal's public research log; the sources are listed at the back.*

## The warranty company scores me on average cost per claim — honest replacements cost me calls

If I tell them a unit is shot and needs replacing, that big number goes on my average and the calls start going to someone else. So the system pays me to patch, not to tell the truth.

*Found in 4 public sources; newest dated 2026-05-01. VERIFIED count from VyRal's public research log; the sources are listed at the back.*

## Manufacturer warranty pays one flat amount no matter how many trips it takes

On factory warranty jobs the brand pays a set number per repair type. If it takes three visits because the first part was wrong or backordered, I still get paid once. When my costs go up, their rate doesn't.

*Found in 3 public sources; newest dated 2026-09-02. VERIFIED count from VyRal's public research log; the sources are listed at the back.*

# Get your paper together

Every fix in this book starts with paper, not memory. Memory rounds in the other side's favor. Paper doesn't.

Pull the last 90 days. Put it all in one folder, paper or phone, and label each piece with its date. Black out account numbers and Social Security numbers before you share anything with anyone.

**The paper that proves each leak:**

- Your contracts, invoices, statements, pay records and the messages around them.

**My folder checklist**

Last 90 days of statements or pay records _____

Every contract or agreement I work under _____

Every invoice, ticket or settlement for the same 90 days _____

The messages that changed a price, a scope or a date _____

# Leak 1: Home Appliance Repairer Wage Benchmark (BLS SOC 49-9031)

Size grade: Moderate · Evidence: VERIFIED

**What it is.** What a qualified appliance repair technician's labor actually costs nationally — $50,990/year median, $24.51/hour median (BLS OEWS, May 2025 release; O*NET summary), with 3-4% ('average') projected employment growth 2024-2034.

**Why it leaks.** This is a labor-cost input, not a billing rate — it never appears on an invoice. It matters because every dollar the retail habit gives away (a waived diagnostic, an unbilled return trip) and every dollar the warranty flat-rate allowance underpays comes straight out of a technician's time priced at roughly this rate. Without knowing what an hour of your own labor actually costs, neither give-away is visible as a loss.

**The number to hold it against.** $50,990/yr median ($24.51/hr) — wage of employed home appliance repairers, May 2025. Excludes the self-employed; it is what a hired technician's hour costs in wages, not an owner's earnings. Source: BLS OEWS, May 2025 (SOC 49-9031).

*VERIFIED · Primary — government or regulator*

> **Ask yourself:** What does an hour of your own (or your technician's) time actually cost you, fully loaded — and how does that compare to what a waived diagnostic or an underpaid warranty code just gave away?

## 1. Not knowing what an hour of your own labor really costs, so give-aways stay invisible

Fix approved · leak evidence: Verified

**Fix 1 — Do it yourself (free).**

1. Add up a month of what it costs to put you or your tech on the road: pay, payroll taxes if you have employees, insurance, van payment, fuel, phone, software, tools.
2. Count the hours you could actually bill that month (not hours on the clock).
3. Cost / billable hours = your loaded hourly cost. CALCULATED from your own records.
4. Set your labor rate and diagnostic fee above that number.
5. Use it to price give-aways: a waived diagnostic or an underpaid warranty code costs you your loaded rate times the time it took. The federal median

wage for appliance repairers (BLS) is context only - your own number is the one that counts.

**Fix 2 — The words to send, under your own name.** Fill in the brackets, keep a copy, and send it from your own email or by mail. Nobody sends it for you.

> Price change notice - to repeat customers or property managers:
> Subject: Updated service rates from [EFFECTIVE DATE]
> Hello [CUSTOMER NAME],
> Thank you for trusting [Your business name] with your appliances. Starting [EFFECTIVE DATE], my rates will be:
> - Service call and diagnosis: $[New diagnostic fee]
> - Labor: $[New hourly rate]/hour (or flat-rate pricing by repair)
> Any job already scheduled before that date stays at the current rate. Questions? Call me at [PHONE].
> Thanks,
> [YOUR NAME]

**Fix 3 — Done for you.** **LeakReceipts · Rate & Price Builder**

WE DO: build your loaded hourly cost from your own expenses and billable hours, show your current rates against it, and draft the rate notice. YOU DO: set your rates and send the notice.

**Keep it closed.** Re-run your loaded hourly cost whenever pay, insurance or van costs change, and before you sign any warranty or network agreement.

**What this fix can't decide for you.** Rates are your decision.

| My receipt for this leak | | | |
|---|---|---|---|
| Owed by my paper | Paid or billed | Gap (CALCULATED: owed − paid) | Fix 2 sent · answer |
| | | | |

FREE FIRST CHAPTER

# That's Leak 1 of 8.

The full Field Guide for Appliance Repair walks through every leak on the map you just read: why it happens, the paper that proves it, and three fixes for each one — one you do yourself for free, the words to send under your own name, and what LeakReceipts can do for you while the decision stays yours.

**Get the full guide:**
leakreceipts.com/ebooks/appliance-repair

**Run it on your own numbers:**
leakreceipts.com

**WE WALK BY FAITH NOT BY SIGHT — 2 Corinthians 5:7**