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What Goes Into a Service Call?

People frequently question the charges for service calls. They may not realize the many factors involved in running a service business. Charges can never be determined solely by the time an employee spends in your backyard working. From the standpoint of a service company, the cost of repairing and getting to the job are far more costly than the time spent at the job even for a simple job such as cleaning skimmer baskets or backwashing a filter.

Here's what goes into the bill for the services of qualified technicians who perform a service at your home:

- Specialized Training
- Trucks
- Travel Time
- Costly Tools
- Accurate Test Apparatus
- Stock of Spare Parts
- Exchanging Parts
- Time on the Job
- Office & Warehouse Rent
- Office equipment
- Office and Warehouse Salaries
- Stationary and Supplies
- Light, Heat, and Power
- Warehouse and Shop Rent
- Truck Maintenance
- Garage Rent
- Insurance – Trucks, Liability
- Gasoline
- Employee Benefits
- Taxes

Good service doesn't "just happen!" Operating a dependable service business like ours requires organization, competent management and a substantial capital investment. So please don't judge service charges solely by the time spent in your backyard. When our technician knocks on your door, many costs have been incurred just to get him there, ready to do the job!