

Raker

Appliance Repair Professionals, Inc.

Flat Rate Pricing

&

Inventory Guidebook

Manual 20

Foreword

Nationally, the hourly rate for professional service work is between \$50.00 and 60.00 per hour. Some rural areas may be slightly below average and large metropolitan areas like New York City and Boston are higher. The average rate around New York is about \$65.00 per hour. A few phone calls will quickly determine the rates in your area.

Use the national service companies, such as General Electric, Whirlpool, Montgomery Wards and Amana, for comparison. (Sears tends to use lower service charges in some areas.) Don't use small local companies as a guide, their rates are seldom well thought out and a bad example. You are a professional competing with other professionals.

The flat rates presented in this guide are based on a service charge of \$48.00 per hour and a 100% markup on parts. This pricing should put you slightly below the national competition and still very profitable. The prices can be adjusted to your locale.

A minimum service charge only covers the trip time and diagnosis. It covers no repair work at all. Only the simplest repair, like resetting a breaker, should be billed at 1/4 hour. Most jobs should be billed at 1 hour and a few in between at 1/2 hour. In the guide all but the simplest jobs flat rate the labor time at one hour. Therefore the labor charge is frequently \$96.00 plus parts. This often brings the total to between \$100.00 and \$175.00. In some customer's minds, there is a mental price threshold at \$100.00 and another at \$200.00. Some pricing is artificially held below those thresholds to help in getting the jobs. Jobs over \$200.00 are much less frequently performed. Above \$200.00, a customer will tend to replace rather than repair.

Develop the habit of using this guide to present charges to your customers and it will help you operate a profitable service business.

The inventory section includes only fast moving parts that need to be inventoried for efficient completion of jobs. All of the parts marked with an asterisk (*) are the most popular of all and should be purchased first. The really fast movers are marked with a double ** and are essential to every inventory. Your particular area may have a concentration of one particular brand that may require a deeper inventory of that brand. The extra spaces are for your own notes and records of your inventory usage and investment. Reference is made to an after market company GEM that for many decades supplied universal parts. Unfortunately GEM has closed, but many of the part numbers are still used as a cross-reference by some wholesalers.

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Whirlpool Belt-Driven Washers (Kenmore, KitchenAid, Roper & In-Sink-Erator)

Description of the Job	Price
1) Replace and adjust belt (95405)	\$95.00
2) Replace pump (two hose, 35065)	135.00
3) Replace pump (three hose, 285317)	140.00
4) Replace pump (four hose, 350367)	140.00
5) Pumps and belt together	160.00
6) Replace wig-wag assembly (84867)	125.00
7) Reseal outer tub (with donut seal, 93553 and oversize washer kit, 76673)	165.00
8) Replace fill valve (CW151)	98.00
9) Replace timer knob (355519 or 3362624)	78.00
10) Install two speed motor	230.00
11) Install timer	190.00
12) Spin drive assembly	240.00
13) Replace bearings, seals and clutch	295.00
14) Repair hose or drain fitting leaks (285743)	95.00
15) Replace sheared drive block (389140 or 96384)	145.00
16) Replace lid safety switch	120.00
17) Replace off-balance switch (350780)	125.00
18)	
19)	
20)	

Whirlpool Direct-Drive Washers
 (Kenmore, KitchenAid, Roper & In-Sink-Erator)

Description of the Job	Price
1) Replace pump (3363394)	\$135.00
2) Replace fill valve (CW151, for most)	108.00
3) Replace timer knob (see belt drive)	78.00
4) Install two speed motor (389248)	230.00
5) Install timer	190.00
6) Spin drive assembly (9285761 and others)	240.00
7) Repair hose or drain fitting leaks	95.00
8) Replace sheared drive block	145.00
9) Replace lid safety switch (285671)	128.00
10) Replace sheared motor coupling (285743)	125.00
11) Replace transmission	265.00
12) Repair bleach dispenser hose	95.00
13)	
14)	
15)	
16)	

General Electric Washers (GE & Hotpoint)

Description of the Job	Price
1) Unjam pump (from inside tub)	\$79.00
2) Unjam pump (by opening up pump)	98.00
3) Replace pump (WH23X42)	148.00
4) Replace belt (WH1X2026)	95.00
5) Replace drive web	95.00
6) Replace tub boot (WH8X246)	145.00
7) Repair outer tub leak	135.00
8) Replace timer	195.00
9) Replace two-speed clutch with a single speed (WH49X231)	189.00
10) Install a two-speed clutch (WH49X265)	240.00
11) Install a new motor and switch (WH20X52 and others)	235.00
12) Replace water valve (CW151)	98.00
13) Replace agitator drive spline (WH1X1944)	98.00
14) Replace upper tub gasket (WH8X305)	130.00
15)	
16)	
17)	
18)	
19)	

Maytag Washers

Description of the Job	Price
1) Replace set of belts (211124 & 211125)	\$98.00
2) Replace pump (202203)	140.00
3) Replace injector hose or nozzle (206145)	115.00
4) Replace motor pulley (200816)	115.00
5) Rebuild motor carriage (205999)	128.00
6) Replace set of lid balls (211726)	65.00
7) Replace main seal (204012)	189.00
8) Replace main seal and bearing kit (204013)	250.00
9) Replace snubber pads (203956)	165.00
10) Replace hose from tub to pump (212989)	98.00
11) Replace drive motor (1-sp-201805 & 2-sp-201807)	225.00
12) Replace lid safety switch (205415)	115.00
13) Replace timer	189.00
14) Replace console switches or water level control	135.00
15) Replace water valve (CW151)	105.00
16)	
17)	
18)	
19)	

