Mobile Appliance Repair Business Worked Case

Work, Money & Place | Local review edition v2 | November 21, 2026

All people, businesses, permissions, evidence, prices, measurements and outcomes are fictional teaching examples. No actual fieldwork or qualification is established.

AP-026 a bounded two-visit drainage service

Identity and assumptions

Every identity, permission, receipt, observation, price and outcome in AP-026 is invented. Clear Route Laundry Service is a fictional California operator assumed to have suitable competence, registration and coverage for this bounded service. Alex Rivera serves fictional customer Maya Chen at a ground-floor LG WM4000HWA with a safely accessible plug and lower service cover. No actual qualification, license, site permission, field test, customer job or market demand is established.

From inquiry to first assessment

On November 16, Maya reports OE after a hot wash. Alex collects model and access information, supplies the written $95 service-call, travel and assessment quote, and receives fictional approval. On November 17 the 40-minute assessment identifies retained water that is too warm for safe handling. Alex does not force the filter, run an unsafe check or declare pump failure. The report explains possible accessible obstruction and unknown internal condition. The $95 assessment is delivered and paid as R01; no additional work is earned.

Independent plan and complete confirmation

The independent plan uses 270 minutes at $30 per hour, or $135 owner value. Fuel $12, stock use $1.20, nonfuel vehicle use $10, equipment $8 and overhead $15 give cost before fees of $181.20. With two assumed receipts and fees of 3% plus $0.30 each, the approximate cost-cover threshold is $187.42 before contribution. This is a management threshold, not a market quote.

Fictional Clear Route Laundry Service; Alex Rivera; service@clearroute.example.invalid; 555-0106; 100 Example Lane, Sacramento CA; registration DEMO ONLY. Customer Maya Chen at fictional 200 Example Way. AP-026 issued November 17, 2026, valid through November 18; return November 19, 10 a.m.–noon. Prior assessment $95 plus supported drain-filter service and limited observation $145 = $240 pretax. No part sold; tax $0 on the defined labor-only facts; final invoice $240. Pay $95 after assessment and $145 after completed authorized service; no deposit or repeated credit. Gas, refrigeration, building alterations, unsafe movement, internal pump/control work and unsupported tasks excluded. No extras before specific prior approval. Cancel the return before dispatch without the unperformed $145 charge. A 30-day correction visit applies to incorrectly reassembled listed labor, preserving statutory rights and excluding unrelated failures. Report leakage or recurrence promptly and stop using a leaking washer. Follow-up planned November 20. Fictional email approval November 17 at 3:30 p.m.; no real permission exists.

The accepted November 17 baseline is saved as values: $240 price, 270 owner minutes, $189 management cost and a separate $20 reserve. Actual entries do not rewrite this record.

Parts and permission decision

No part is ordered or sold. LG's 383EER2001A page identifies a product but does not establish fit to this exact revision. The potential $140 pump request is declined as unsupported and earns $0. Any advance for a separately supported future parts job remains a customer liability until supported earning or refund. It is not added to AP-026.

Second visit and observed result

On November 19, after verifying cool water, model, safe access, actual scope and power control within the fictional story, Alex uses 45 minutes for controlled residual-hose draining, original-filter removal, soft cleaning, correct reassembly of both closures and the limited observation. A button and lint are removed; no hidden pump work occurs.

The normal Rinse+Spin controls are the sequence on printed page 30: Power without a regular cycle selection, then Rinse+Spin and Start/Pause. The fictional empty cycle drains without OE recurrence or visible leakage at the serviced opening. This limited empty observation is not the installation test on page 16, which specifies six thick bath towels weighing approximately six pounds and includes further installation checks. The owner receives a limited result report and correction terms, not a whole-machine certification.

Invoice payment and follow up

The invoice itemizes $95 assessment and $145 return service, total $240, with parts $0 and tax $0 on the defined labor-only facts. R01 on November 17 is $95 gross, $3.15 fee and $91.85 net; R02 on November 19 is $145 gross, $4.65 fee and $140.35 net. Net settlements total $232.20. A fictional five-minute follow-up on November 20 records no reported recurrence. No real payment, customer response or physical result was obtained.

Reconstructed records and variance

Complete owner labor is 300 minutes at $30 per hour, or $150. One 100-pad pack costs $24; five used pads cost $1.20; zero loss is confirmed; 95 remain at $22.80. Fuel $12 + nonfuel vehicle use $10 + equipment $8 + overhead $15 + fees $7.80 + stock use $1.20 + owner value $150 = $204 management cost. Revenue $240 less that cost leaves $36 before the $20 reserve designation and $16 afterward.

Opening bank $1,000 + receipts $240 − fees $7.80 − fuel $12 − supply purchase $24 = $1,196.20. After the $20 reserve designation, $1,176.20 remains before other obligations. The static plan was 270 minutes and $189 cost; actual is 300 minutes and $204. Thirty more owner minutes explain the $15 unfavorable cost variance. Neither bank cash nor management remainder is take-home pay.

Full owner cycle

Stage	Minutes	Evidence
Inquiry	15	I01
Model research	20	D01
Preparation first visit	20	K01
Outbound first visit	25	T01

Stage	Minutes	Evidence
Assessment	40	A01
Return first visit	25	T02
Report and approval	20	E01
Preparation second visit	10	K02
Outbound second visit	25	T03
Service and observation	45	W01
Return second visit	25	T04
Reset	15	K03
Invoice and records	10	INV01
Follow up	5	FU01

Total owner minutes: 300. Contingency capacity is separate unless actually used.

Complete financial reconciliation

Measure	USD
Service price	$240.00
Gross invoice	$240.00
Assumed payment fees	$7.80
Owner time value	$150.00
Job cash excluding purchases	$12.00
Consumed and lost stock	$1.2
Nonfuel vehicle use	$10.00
Equipment allocation	$8.00
Overhead allocation	$15.00
Total management cost	$204
Result before reserve	$36.00
Separate business reserve	$20.00

Measure	USD
Remainder after reserve	$16.00

Amounts are fictional teaching assumptions. Stock and total management cost show up to six decimals to expose allocation precision. Final results use full-precision costs and round half up to cents. Reserve is a cash designation, not an expense. Owner value and allocations are not bank payments. Other taxes and actual business-level overhead remain separate.

Stock scans all eight own-business slots, including opening units and rows after a gap. Confirm the number of filled rows in Stock C23. A mismatch or partial row withholds totals J34 and K34; zero is valid only when no rows are filled. Complete every required zero in a used row.

Your order C19 is only the actual fee withheld from service receipts. It cannot exceed those receipts. Record a genuine additional processor bank debit paid in C47 with its reason, date and statement reference in C48; confirm 0 when none. It is included once in management cost and linked Cash C49. Unknown or unreconciled fee data blocks a successful result.

Changes and stop decisions

Possible pump replacement

Declined as unsupported; exact fit and an applicable replacement procedure are not established.

Potential $140 request is neither approved work nor earned revenue; no part is purchased.

Separate assessment only AP 027

The authorized assessment is delivered; unsupported internal repair is declined.

$95 earned minus $123.63 management cost = −$28.63; 180 owner minutes.

Separate uncharged third visit alternative

Preserve the base case, identify the cause and improve the relevant control.

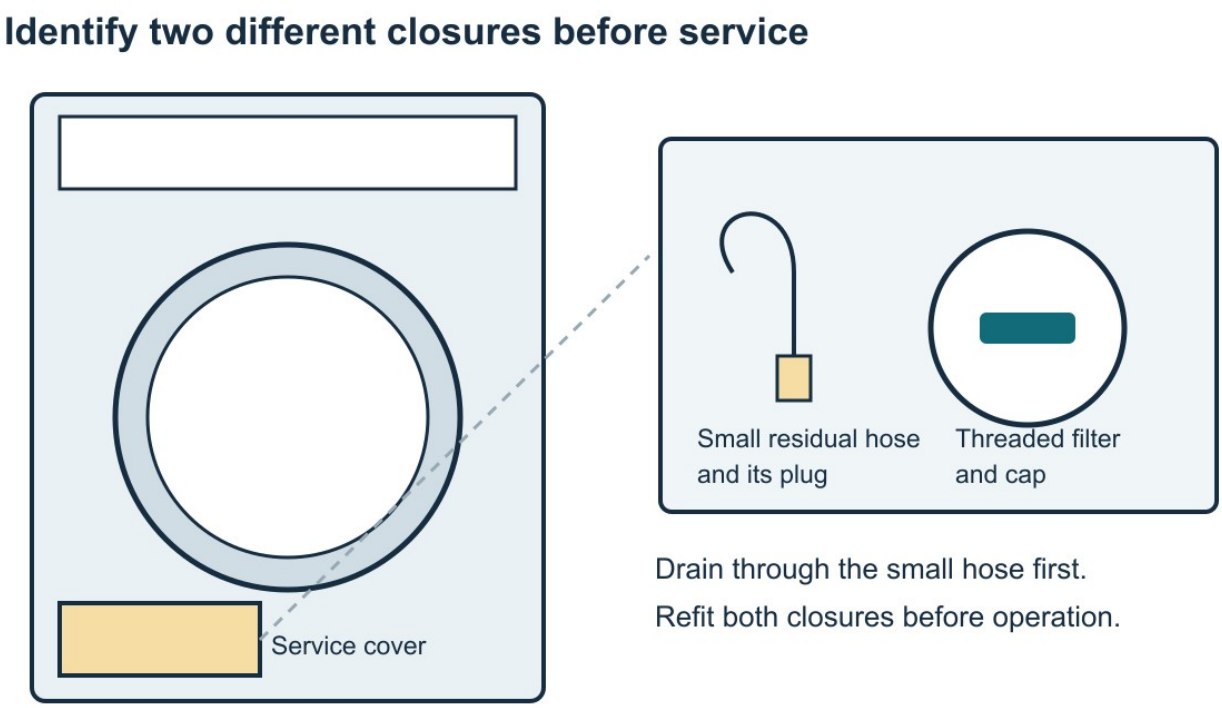
80 more minutes valued at $40 + fuel $6 + vehicle $4 + stock $0.48 = $50.48. The $36 base result becomes −$14.48 before reserve.

Separate 60 dollars customer advance fixture

Outside the base case. A refund request is not a posted refund.

Earned allocation $0. Bank contribution $60 and customer liability $60 until a valid posted $60 refund reduces both to zero.

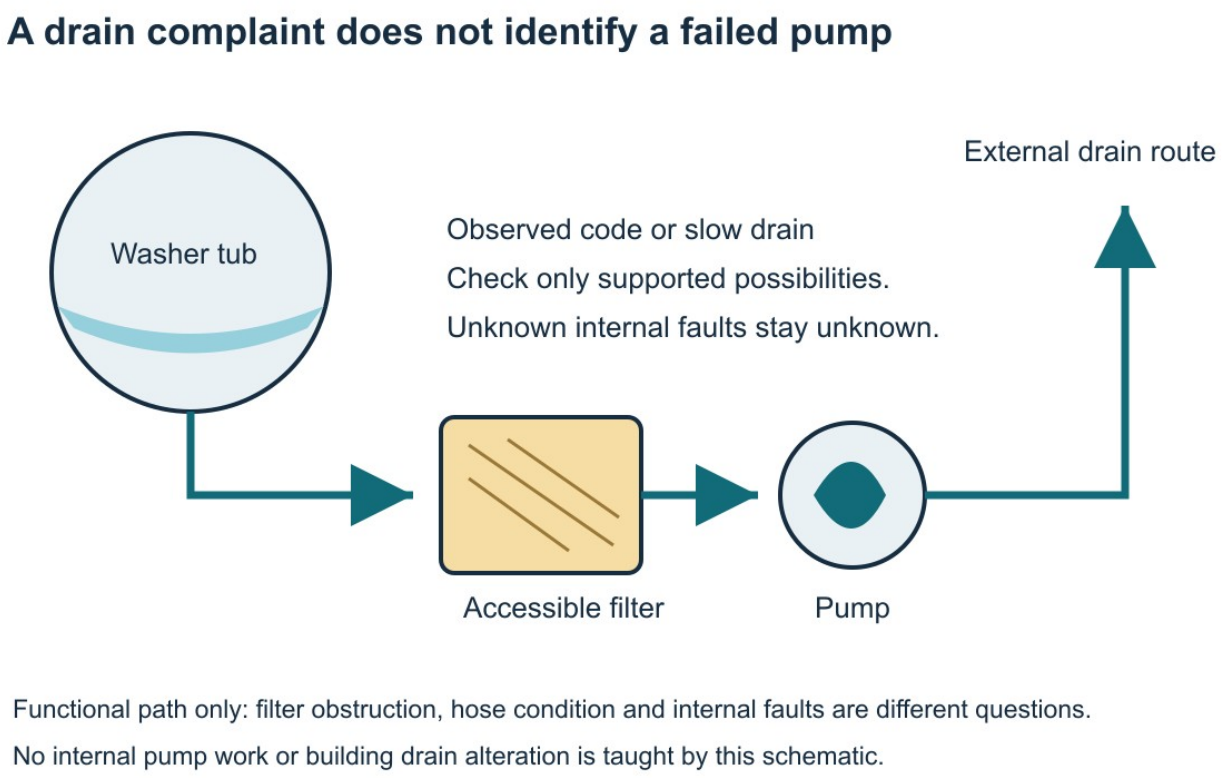
Two closures at the service opening



Original schematic of the lower front area; not to scale or a parts-fit drawing.

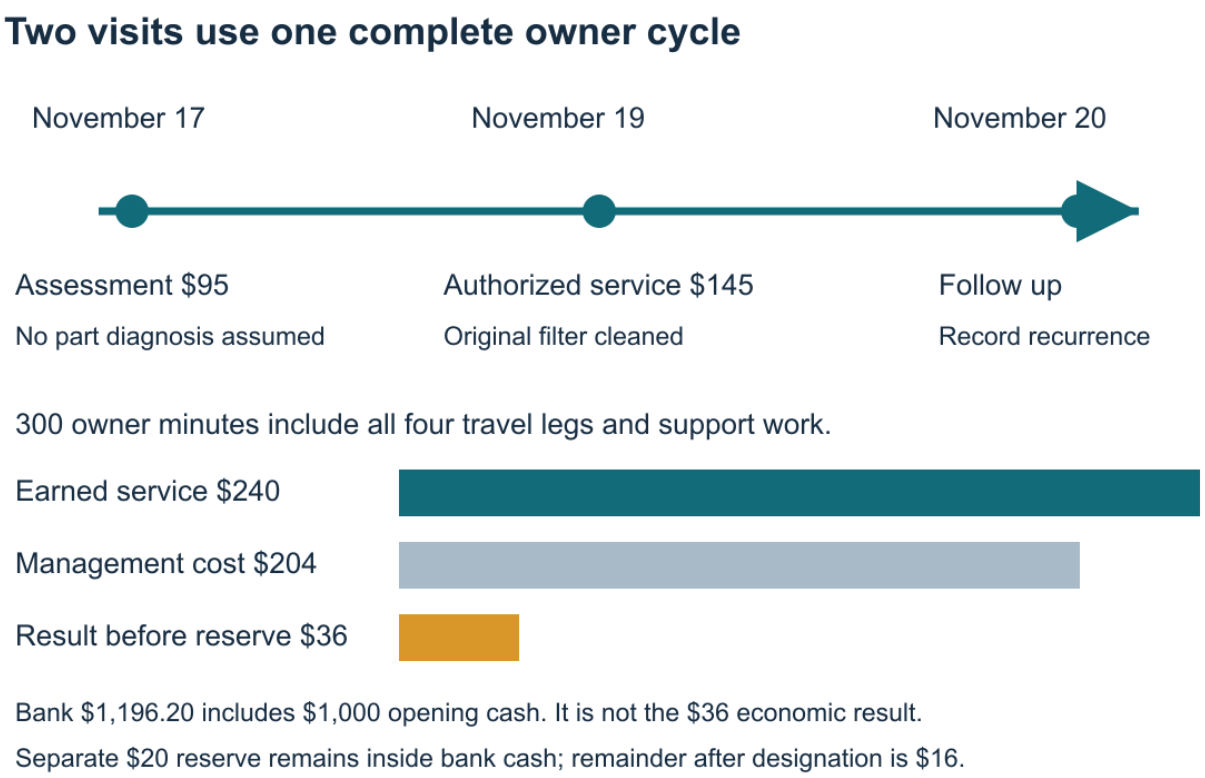
Conceptual LG-style lower front access. Match the actual model/manual; drawing is not to scale.

Functional drain path



A reported OE code is not proof of pump failure. Original functional schematic, not a component test procedure.

Complete two visit cycle



Fictional AP-026: $240 earned, $204 management cost, $36 before reserve. All owner time is included.