Mobile Outdoor Power Equipment Service Business Worked Case

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All people, identifiers, site permissions, measurements, evidence, approvals, work and outcomes are fictional teaching examples. No physical validation, actual practice, customer communication or live serial lookup occurred.

Fictional order P-001 — a bounded maintenance visit

Fictional order P 001 conditions and independent plan

All people, identifiers, site permissions, measurements, approvals, events and outcomes in this case are fictional. No actual mower inspection, recall lookup, physical practice, customer communication, approval or market test took place. The scenario assumes a competent operator who has independently demonstrated each operation and the missing emergency-response competence, an approved commercial base, lawful customer-site work and adequate coverage. Those assumptions are not established for a reader.

Mira Chen requests due oil, filter and plug maintenance on a normally operating HRN216VKA with original GCV170, fictional engine serial GJAUA-1500000, and a 2021 emission label. Frame MANA-1800000 and engine identity are teaching facts; the scenario assumes the applicable manufacturer recall checks are clear. Reported hours are unknown. There is no starting fault, leak, impact or hard pull in the scenario. The owner’s skill requirements and real permission gaps remain as described in L01, L03 and L12. P-001 is an organic referral outside the separately modeled campaign; no acquisition spend or campaign owner time is assigned to its base order.

Before stating a price of $260.00, Alex estimates all sixteen owner stages at 270 minutes and independent cost of $193.1317885835 before fees. A 45-minute unused capacity buffer remains outside actual owner time. At the selected $260.00 candidate price, one invented 2.9% plus $0.30 payment fee is $7.84. Total estimated economic cost is $200.97 before a $15.00 reserve designation.

Complete fictional customer estimate and confirmation

FICTIONAL ESTIMATE AND CONFIRMATION P-001, version 1. Sender: Alder Field Mobile Maintenance, fictional proprietor Alex Reed; administrative correspondence only: 100 Example Lane, Portland, OR (invented nonmailable teaching address); hello@alderfield.example.invalid; https://alderfield.example.invalid. Customer: Mira Chen, mira.chen@example.invalid; approved outdoor customer site P-001 in Portland, Oregon (fictional, no real parcel).

Issued November 20, 2026 at 8:30 a.m. Pacific; valid for acceptance through November 24, 2026 at 5 p.m. Pacific. Fictional approved appointment: November 20, 2026, arrival 10:00–10:30 a.m.; allow about 135 minutes onsite subject to actual conditions, with delay/rescheduling agreed if cooling, inspection or site conditions need more.

Machine: Honda HRN216VKA, frame MANA-1800000, original GCV170, fictional engine serial GJAUA-1500000, 2021 emission label; the scenario assumes documented clear applicable frame/engine recall review, not an actual lookup.

Requested result: routine maintenance on an otherwise normally operating mower: replace paper filter with Honda 17211-Z8B-901; change engine oil with verified SAE 10W-30 API SJ-or-later, amount

controlled by settled dipstick level; inspect and replace plug with NGK BPR5ES, measured gap and specified installation; stationary assembly checks and a limited safe outdoor running/normal-stop observation if all operating gates pass. Includes selected parts/materials, two travel legs within the agreed local area, setup, cleanup, lawful business waste handling and one next-day follow-up. No mower transport. Excludes nonstarting/running-fault diagnosis, blade sharpening/replacement/torque work, drive/cable adjustment, fuel-system work, internal engine repairs, battery equipment, recall/warranty repairs and whole-machine safety certification.

Fixed pretax price $260.00; Oregon general sales tax $0.00; gross total and maximum authorized charge $260.00. No deposit.

One payment is due after completed agreed service and handoff by the agreed electronic method; no customer surcharge is added. If a condition prevents completion, stop and propose a written reduced scope/total or cancel at no charge under this pilot policy; no automatic assessment/trip charge. Additional work, machines or parts require a new written scope and total accepted before action; unsupported tasks are referred even if the customer offers more. Customer may cancel or reschedule without fee, including a prework safety/site hold. No special-order purchase is authorized.

Workmanship concerns: contact the sender; stop use for leaks, abnormal vibration, hard/kicking recoil or control failure; the business offers a no-charge review and correction of an attributable maintenance error reported within 14 days, with appropriate referral for unrelated/unsupported faults. This policy does not limit legal rights or promise the cause of every later fault. Refunds, if agreed, are recorded against the original receipt; none is assumed.

Follow-up: one email November 21, 2026, with customer permission; no marketing enrollment.

Fictional approval record: Mira Chen approved P-001 version 1, the listed replacement/maintenance scope and $260.00 maximum by email November 20, 2026 at 8:45 a.m. Pacific; Alex Reed confirmed receipt at 8:50 a.m. This is invented approval for teaching, not an actual customer instruction.

Sales-origin record for fictional P-001: Mira initiated the email request on November 19, 2026 at 6:00 p.m. for the identified mower’s scheduled oil, filter and plug maintenance. Quote and approval were exchanged by email before the visit; Mira reviewed them at her fictional home. The later blade question was declined/referred, with no added sale or charge. An invitation and this fictional record do not themselves decide statutory treatment; preserve the facts and review any changed agreement under S16/S17.

Fictional execution and evidence

The modeled operator records a stable protected outdoor site, controlled bystander access, and all before-operation checks before any run. No guard, control, emissions part or safety device is bypassed. Recall, leak, blade, control or site uncertainty would stop the visit. The operator completes the supported isolation and warm-oil/cool-contact sequence, without a timer substituting for actual condition.

The oil-change record shows 380 mL of verified SAE 10W-30 API SJ-or-later oil entering the engine and 20 mL of controlled dispensing residue counted as stock loss. Repeat settled dipstick readings, without screwing it in, reach the upper mark. About 350 mL of used oil is contained for proper commercial collection. The filter housing and tabs are intact, the new 17211-Z8B-901 element seats correctly, and both tabs engage. The old plug shows ordinary wear without chipped debris. A new BPR5ES measures 0.75 mm, hand seats normally, and is installed by the selected 20 N·m torque method.

After stationary assembly checks, the fictional operator performs the supported limited outdoor run in 72°F conditions and observes quick normal stop on lever release. No cutting/load test or whole-machine safety certification is claimed. Mira receives the selected maintenance record and limits; the machine

remains at the site, stopped with fuel valve OFF. The fictional next-day permitted email reports no issue after ordinary use. This is not real test or feedback evidence.

Complete cost and stock record

Invented whole-pack purchases: $21.60 for two filters, $8.75 for 946 mL of oil, $5.40 for one plug, $13.75 for 25 cloths, $8.40 for 20 bags, and $15.30 for 50 glove pairs. Total cash purchase is $73.20. Consumption/loss: one filter; 380 mL of oil used plus 20 mL of controlled residue loss; one plug; three cloths used plus one lost; one bag; and two glove pairs. Total consumed/lost stock is $23.1317885835; remaining stock is $50.0682114165.

Job cash is $9.60 for vehicle fuel plus a $5.40 job-specific lawful commercial waste collection invoice, totaling $15.00. No parking fee, equipment purchase, tax remittance, refund or owner draw occurs. The $10.00 economic vehicle allocation excludes that fuel. Equipment at $7.00 and overhead at $12.00 are allocations, not new cash payments. Owner time of 270 minutes at $28 per hour is $126.00; one collection fee is $7.84. Total cost is $200.9717885835; before-reserve remainder is $59.0282114165; after designating $15.00 as a reserve, management remainder is $44.0282114165. Cent reporting uses explicit Decimal half-away rounding; full unit costs remain unrounded.

Bank cash: $600.00 opening, less $73.20 stock purchases, less $15.00 job cash, plus $260.00 collection, less $7.84 fee, equals $763.96. The $15.00 reserve stays inside that balance; $748.96 remains after that designation only. The stock purchase is not paid again when stock is consumed. Marketing spend of $60.00 and 180 marketing minutes belong to the separate campaign, not this one-order cash rollforward.

Alternative branches and readiness limit

If a cover latch breaks or plug threads resist before seating, stop rather than invent a fix. If recall status is unclear, do not run. If controls, blade condition, leaks or contamination are uncertain, hold and refer. Under P-001 terms the customer owes nothing if the package cannot be completed, unless a new reduced scope and total are approved before work. The business still records every actual cost.

If the owner adds blade sharpening, the operator refers the unsupported request without changing the original $260.00 scope. If an extra 30 owner minutes are actually required, owner expense increases by $14.00 and the after-reserve remainder becomes $30.03. An alternative $40.00 goodwill refund, with original fees retained, leaves bank cash of $723.96 and after-reserve remainder of $4.03. It does not rewrite the baseline or original work record.

The separate campaign example has two completed new customers and $72.00 all-in acquisition cost for each. A same-scope campaign-acquired order’s $59.03 before-reserve remainder becomes negative $12.97 after acquisition burden, or negative $27.97 after the $15.00 reserve. Organic P-001 remains unchanged; do not charge it this separate campaign cost or count acquisition twice. The fictional campaign calls for revising the acquisition cost, supported offer or route and gathering fresh evidence, or waiting before launch. This is not an earnings claim or permission for paid mechanical work.

Full owner cycle

Stage	Minutes	Evidence
Inquiry and eligibility screen	12	Customer request, ordinary running report, and authority/site questions logged.
Model/manual/recall research	20	Frame, engine and emission-label evidence matched to the correct manual; scenario recall clearance is explicitly fictional.
Independent estimate and written confirmation	15	Resource estimate completed before price; P-001 version 1 approval recorded as fiction.
Stock issue,tool check and loading	20	Compatible stock quantities and checked kit separated from dirty returns.
Outbound travel	20	Commercial base to fictional customer site; the entire outbound travel leg is included.
Site setup and isolation	20	Protected level area, controlled access, safe contact temperatures and isolation recorded.
Condition/preoperation assessment and reconfirmation	15	Task suitability and blade, guard, control, oil and area checks; no blade fastener work.
Oil warming/drain/refill/level operation	25	Fictional safe warm-oil procedure; 380 mL observed fill and repeat settled upper-mark reading; no fixed cooling permission.
Paper-filter inspection and replacement	15	Correct element, protected duct, sound housing and two engaged tabs.
Spark-plug inspection and replacement	20	Cool engine, 0.75 mm fictional gap, normal hand seating and the selected 20 N·m method.
Stationary and outdoor verification;handoff	15	Fictional stationary checks, limited outdoor run and quick stop; scope and limits explained.
Site cleanup and loading	15	All tools counted; separate contained waste; customer surface checked and site cleaned.
Return travel	20	Entire return leg from customer site to the authorized fictional commercial base.
Waste collection record and tool/stock reset	20	Fictional collector acceptance and invoice, separate waste streams, remaining stock and kit reset. Collector pickup at base; no hidden disposal trip.

Stage	Minutes	Evidence
Invoice/payment and order close	10	One $260.00 collection, $7.84 planning fee, receipt and actual order record linked.
Actual modeled follow-up and response	8	Fictional next-day permitted email and response recorded; no actual contact occurred.

Total owner minutes: 270. Contingency capacity is separate unless actually used.

Complete financial reconciliation

Measure	USD
Service price	$260.00
Gross invoice	$260.00
Assumed payment fees	$7.84
Owner time value	$126.00
Job cash excluding purchases	$15.00
Consumed and lost stock	$23.131789
Nonfuel vehicle use	$10.00
Equipment allocation	$7.00
Overhead allocation	$12.00
Total management cost	$200.971789
Result before reserve	$59.03
Separate business reserve	$15.00
Remainder after reserve	$44.03

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 Cash49. Unknown or unreconciled fee data blocks a successful result. Refundable-security fees remain separate in the rental workbook.

Changes and stop decisions

Broken cover latch damaged thread uncertain recall leak unsafe controls or unsuitable site

Stop, isolate appropriately and refer or propose a supported reduced scope; never invent a repair. No powered check with unresolved condition.

Under fictional P-001 terms: no package charge unless complete, or a written reduced scope/total approved before action. Actual business costs remain recorded.

Customer asks for blade sharpening

Decline/refer unsupported additional task; preserve original agreed scope if still suitable.

No extra work or charge; original approved maintenance package remains $260.00.

Thirty additional owner minutes

Record actual time; do not rewrite the baseline or rush safety conditions.

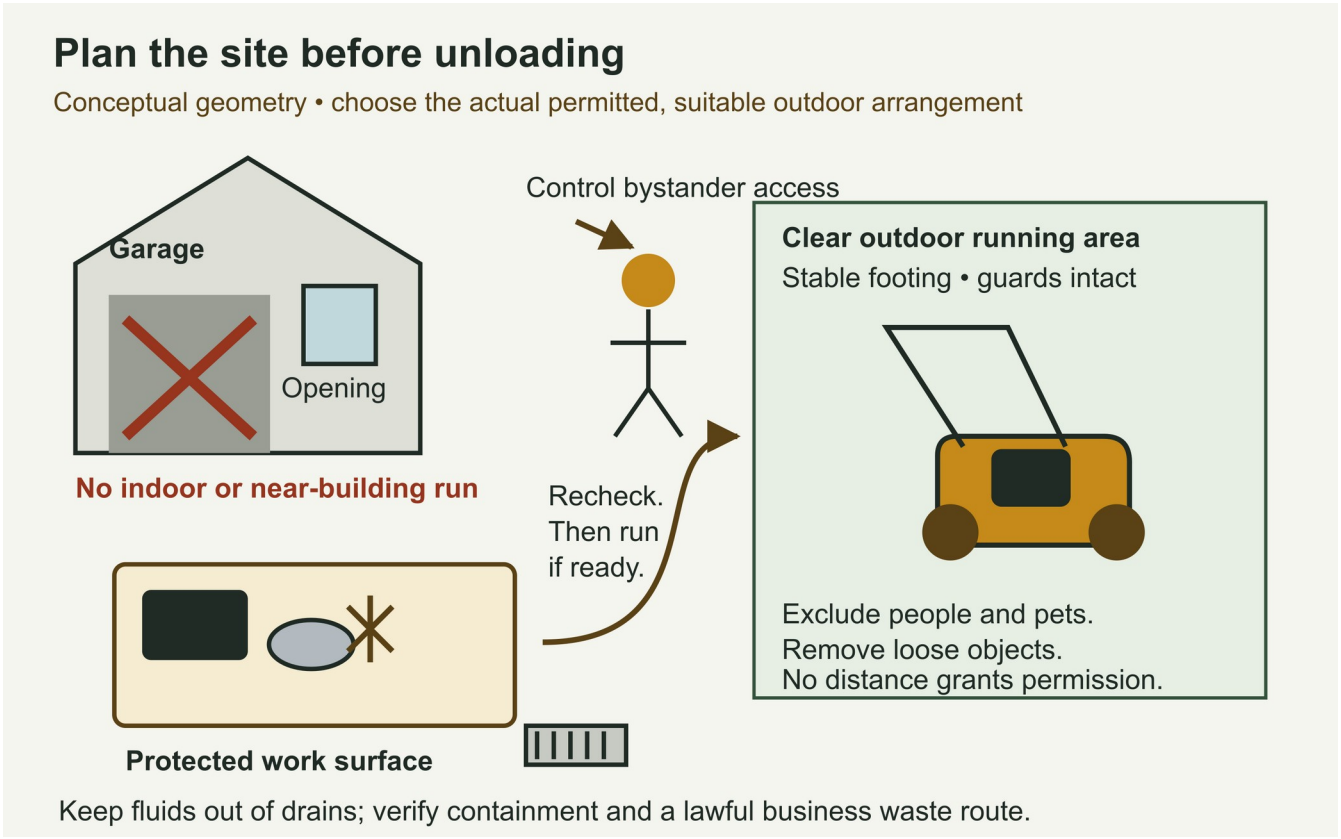
$14.00 additional owner value; after-reserve remainder $30.03 at unchanged price.

Alternative 40 dollars goodwill refund after collection

Link refund to original receipt, preserve work/cost record, retain original fee assumption.

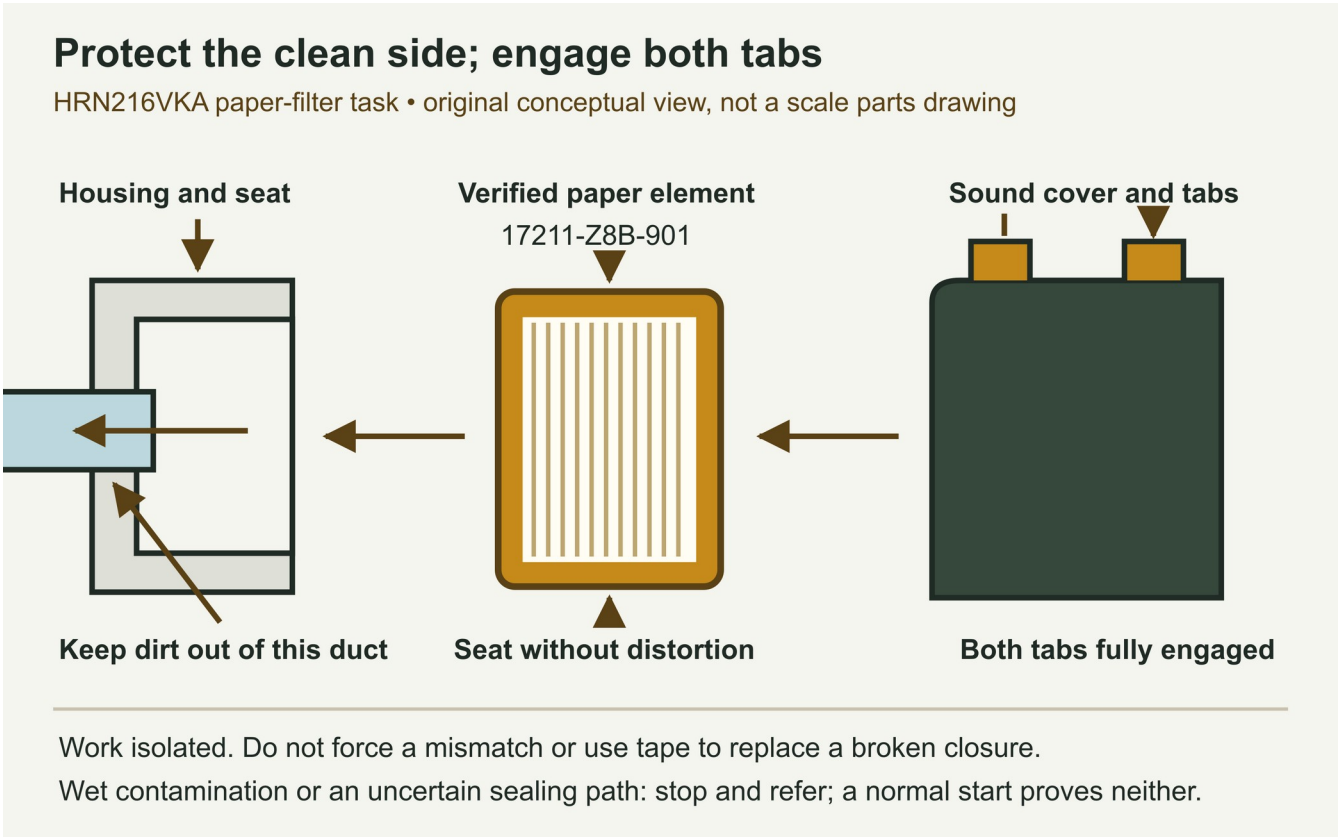
Revenue $220.00; fee $7.84; closing bank $723.96; after-reserve remainder $4.03. No such refund occurs in the base case.

Separate the work area from the running area



Original planning geometry. No universal clearance distance or actual site approval is established; exact conditions and current instructions govern.

Protect the clean side and close both tabs



Original conceptual sealing-path diagram for the selected paper-filter task. Not a scale drawing or replacement for identifying the actual HRN assembly.

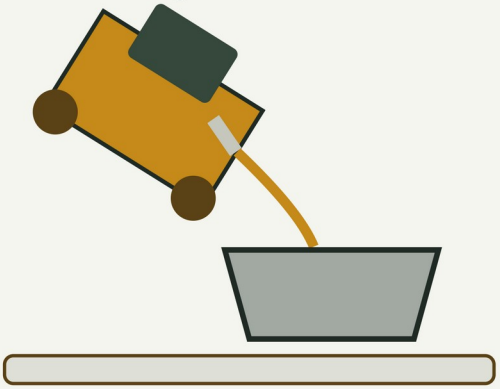
Level is the acceptance measurement

Drain by the selected method; verify the level

HRN216VKA • actual instructions and physical conditions govern

1. Warm oil, stopped and isolated

Right-side tip; fuel-cap side up
Catch oil through the filler neck.

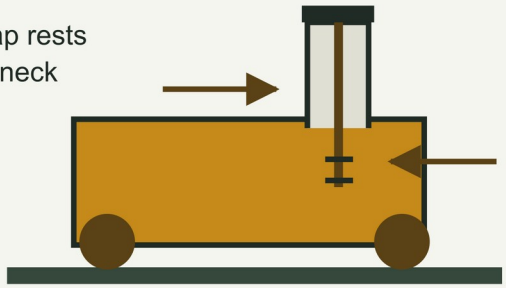


Safe handling and pan containment must be rehearsed before sale.

2. Return the mower to level

Wipe; insert without screwing in.
Allow oil to settle, then read.

Cap rests at neck

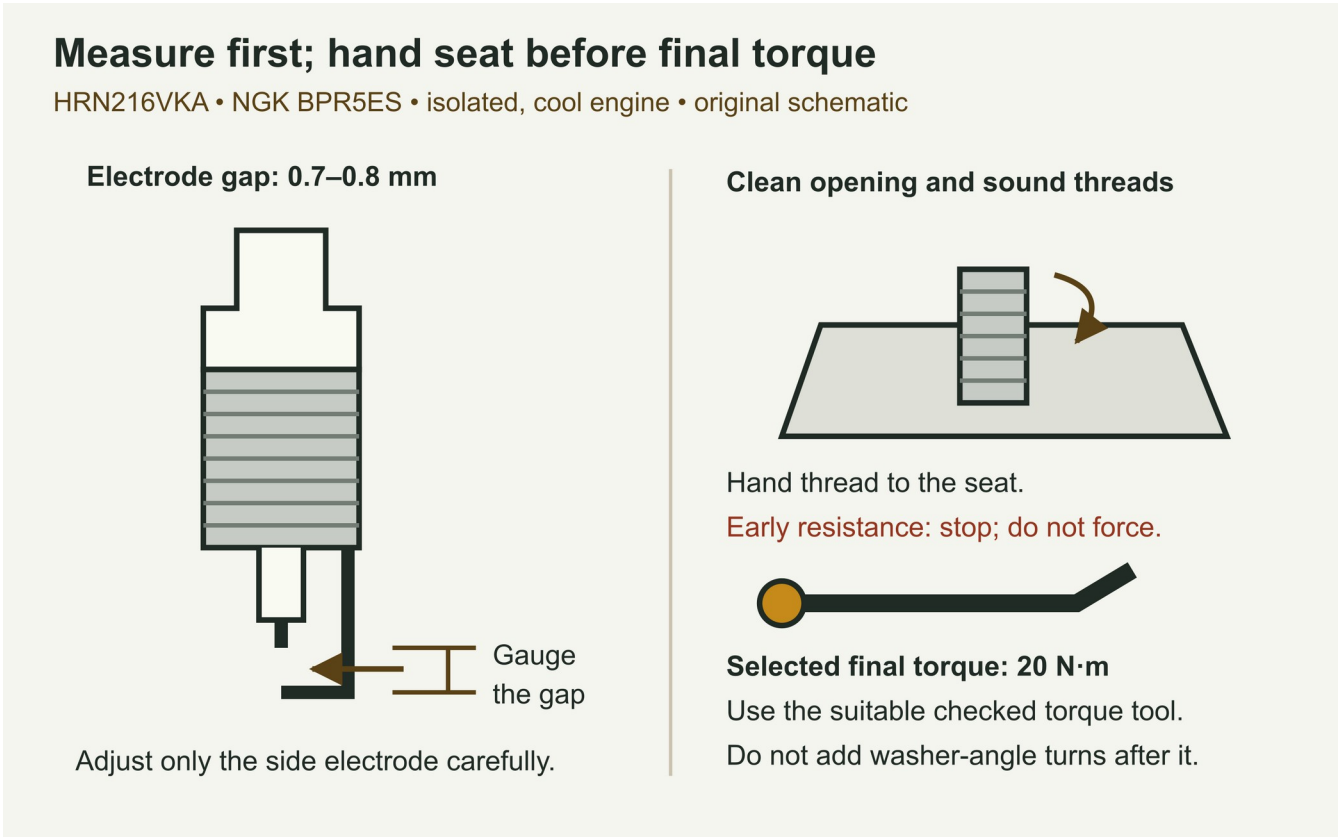


Upper mark controls the fill

0.35–0.40 L is refill guidance.
Do not pour a fixed dose blindly.

Use the exact mower orientation and measured settled level; the stock allowance is not a prescribed oil dose.

Measure the gap then hand seat before torque



Original schematic, not a scale thread or electrode drawing. The selected torque method is not combined with additional washer-angle turns.