

12 Done-For-You Scripts

HVAC After-Hours Call Handling — Copy, Paste, Customize

How to Use These Scripts

1. **Copy** the script text exactly
2. **Replace** items in **[BRACKETS]** with your info
3. **Paste** into your answering service or record as voicemail
4. **Test** by calling your own number

Pro Tip: Print this document and keep it by your phone. When reviewing call recordings, compare against these scripts to identify improvement opportunities.

Emergency Handling Scripts (1-7)

1 Initial Greeting

The first thing callers hear. Sets the tone and captures attention.

SCRIPT:

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"Hi, thanks for calling [COMPANY NAME]. This is [AI NAME or "our after-hours assistant" ]. How can I help you today?"
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Why it works: Short, warm, professional. Immediately signals someone is "there" even after hours.

2 Emergency Qualifier

Determines if this is an emergency requiring immediate dispatch or a routine call.

SCRIPT:

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"Is this an emergency situation? For example: no heat, no air conditioning, a gas smell, or a carbon monoxide alarm?"
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IF CALLER SAYS YES:

```
"Okay, I understand this is urgent. I'm going to collect some quick information so we can get a technician to help you right away."
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IF CALLER SAYS NO:

```
"No problem! I'd be happy to help you schedule a service appointment. What days work best for you?"
```

3 Emergency Information Collection

Gathers essential details for dispatch.

SCRIPT:

"Let me get a few details: • What's the name for the account? [Wait for response] • And the best phone number to reach you? [Wait for response] • What's the service address? [Wait for response] • Can you briefly describe what's happening?" [Wait for response] "Got it. I have all the information I need."

4 Dispatch Confirmation

Sets expectations and provides reassurance.

SCRIPT:

"A technician will call you back within [15/30] minutes to discuss your situation and schedule a visit. Is [PHONE NUMBER THEY GAVE] the best number to reach you? If you don't hear from us within [TIMEFRAME], please call back. Is there anything else I can help you with right now?"

5 Gas Emergency Protocol

CRITICAL: Gas emergencies require safety-first handling. This script prioritizes caller safety.

SCRIPT:

"If you smell gas, your safety is the top priority. Please listen carefully:
1. Do NOT turn on or off any lights or electrical switches 2. Do NOT use your phone inside the building 3. Leave the building immediately and take everyone with you 4. Once you're safely outside, call your gas company's emergency line
If you're already outside and safe, I can collect your information and have a technician contact you. Are you in a safe location right now?"

IF SAFE:

[Proceed with Script #3 – Emergency Information Collection]

IF NOT SAFE:

"Please get to safety first. Call us back once you're outside, or call 911 if you need immediate help."

6 No-Heat Emergency (Winter)

SCRIPT:

"I understand – no heat is serious, especially in cold weather. Let me get your information so we can help. [Collect information using Script #3] While you wait for our technician to call back, here are a few things that might help: • Check your thermostat batteries if it's battery-powered • Make sure the thermostat is set to HEAT, not COOL or OFF • Check if your furnace filter is clogged – a dirty filter can cause shutdowns • Look for a reset button on your furnace and try pressing it once A technician will call you within **[TIMEFRAME]**."

7 No-AC Emergency (Summer)

SCRIPT:

"I understand – no air conditioning in this heat is miserable. Let me get your information so we can help. [Collect information using Script #3] While you wait for our technician to call back, a few things to check: • Make sure your thermostat is set to COOL and the temperature is set below the current room temperature • Check if the outdoor unit is running – you should hear the fan • Check your air filter – a clogged filter can freeze the system • Make sure all supply vents are open A technician will call you within **[TIMEFRAME]**."

Non-Emergency Scripts (8-12)

8 Appointment Booking

SCRIPT:

"I'd be happy to schedule a service appointment for you. We have availability on **[DAY/DATE]**. Would morning or afternoon work better for you? [Wait for response] Great, I have you down for **[DAY]** between **[TIME WINDOW]**. Can I get your name, phone number, and address for the appointment? [Collect info] You're all set! You'll receive a confirmation **[text/email]**, and our technician will call about 30 minutes before arriving. Is there anything else I can help with?"

9 Callback Scheduling

When you can't book directly into the calendar.

SCRIPT:

"I don't have access to our full scheduling system right now, but I can make sure someone calls you back first thing tomorrow morning to get you scheduled. Can I get your name and the best phone number to reach you? [Collect info] What time works best for us to call you back? [Note preference] Perfect. **[NAME]** from our office will call you at **[TIME]** tomorrow. Is there anything else I can help with tonight?"

10 Service Area Check

SCRIPT:

"I'd be happy to check if we service your area. What's your zip code? [Wait for response]

IF IN SERVICE AREA:

"Great news – we do service **[ZIP/CITY]**! How can I help you today?"

IF OUTSIDE SERVICE AREA:

"Unfortunately, we don't currently service that area. I'd recommend searching for 'HVAC contractor near **[THEIR ZIP]**' to find someone closer. Sorry we couldn't help this time!"

11 Pricing Question Deflection

Why deflect pricing? Giving prices over the phone often leads to price shopping. Better to book the call, have your tech diagnose in person, and provide an accurate quote.

SCRIPT:

"Great question! Our pricing depends on a few factors – the specific issue, parts needed, and sometimes what we find during the inspection. What I can tell you is that we don't charge for showing up – there's no trip charge. Once our technician diagnoses the issue, they'll give you an exact quote before doing any work. You're never surprised by the bill. Would you like to schedule a time for us to come take a look?"

IF THEY PUSH FOR A PRICE:

"I understand wanting a ballpark. For **[COMMON SERVICE – e.g., "a standard AC tune-up"]**, most customers pay around **[\$X-\$Y]**. But I'd hate to quote you something inaccurate. Let's get a tech out there to give you the real number – does **[DAY]** work?"

12 Follow-Up/Confirmation Call

For outbound calls confirming appointments.

SCRIPT:

"Hi, this is **[NAME]** calling from **[COMPANY NAME]**. I'm calling to confirm your service appointment scheduled for **[DAY]** between **[TIME WINDOW]**. Does that still work for you?"

IF YES:

"Great! Our technician will call you about 30 minutes before arriving. If anything changes, just give us a call at **[PHONE NUMBER]**. See you then!"

IF NEED TO RESCHEDULE:

"No problem! What day works better for you?" [Reschedule and confirm new time]

Script Customization Tips

Replace These Placeholders

Placeholder	Replace With
[COMPANY NAME]	Your business name exactly as customers know it
[AI NAME]	A friendly name like "Alex" or just "our assistant"
[15/30] minutes	Your realistic callback time for emergencies
[TIME WINDOW]	Your appointment windows (e.g., "8am-12pm")
[PHONE NUMBER]	Your main business number

Tone Adjustments

More Formal: Use "Good evening" instead of "Hi." Say "May I" instead of "Can I."

More Casual: Add "no worries" and "sounds good!" Keep the friendly energy.

What NOT to Say

- ❌ "Our technicians are sleeping right now" — unprofessional
- ❌ "I don't know" — say "Let me find that out for you" instead
- ❌ "That's not my job" — say "I'll make sure the right person helps you"
- ❌ "You should have called during business hours" — never blame the customer
- ❌ Specific prices unless you're 100% sure — under-quoting = angry customer