



## The Ninja Guarantee (Printed on Every Invoice)

If we break **any** rule in  
The Ninja Code:

- Service fee WAIVED
- 5% Discount
- \$50 Ninja Bucks for next visit.



**No fine print. Just honor.**

Download, print, or screenshot  
this playbook.

Hold us to it. Share it.

Tag us @NinjaHVAC.

We wrote it because we live it—  
every day, every call, every strike.



## The Ninja Code

Official Playbook of Ninja  
Plumbing, Heating and Air

*We don't just fix problems. We  
strike fast, leave no trace, and  
vanish with your home better  
than we found it.*



801-997-8909



[www.ninjahvac.com](http://www.ninjahvac.com)



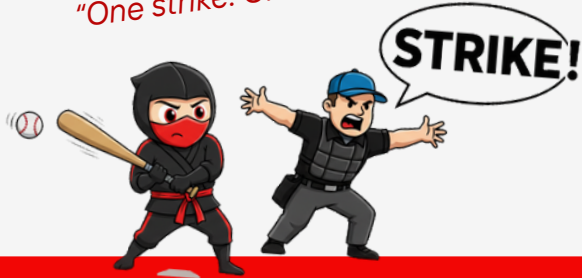
[support@ninjahvac.com](mailto:support@ninjahvac.com)

Parts on Truck Stock

## The 92% Strike

- Every van carries 92% of common emergency parts.
- Inventory replenished daily.
- Part not stocked on repeat visit within 30 days → repair is FREE.

*"One strike. One fix. One invoice."*



## Emergency Dispatch Time Goal



### The 120 Rule

We arrive in under 120 minutes. No exceptions. No surcharges.



Safety &

Cleanliness Protocols

## The Silent Ninja Rule

*Your home stays cleaner than we found it.*

- Red booties worn at all times indoors.
- Drop cloths under every work area.
- All tools wiped down and floors vacuumed before we leave.
- Violation caught by customer w/photo → \$100 credit.



*"We move like shadows. We leave like we were never there."*

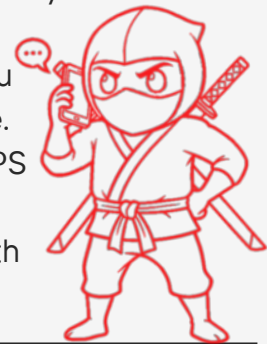
- GPS-tracked arrival logged automatically in ServiceTitan.
- If we miss 120 minutes, the dispatch fee is waived.
- Covers our entire mapped service area (680,000+ homes).



Post-Service Follow-Up

## The Honor Check

- Within 30 minutes: Automated text survey
- Within 24 hours: Personal thank-you call from our office.
- Within 7 days: If NPS score <9, manager calls personally with \$50 credit.



**"Your peace of mind is our final bow."**

