



BECOME THE
BEST

WITH 1-800-PLUMBER +AIR

1-800-PLUMBER
+AIR

WELCOME



Thank you for taking the time to explore a truly unique, hyper-focused, and people-first franchise opportunity.

Read on to discover how 1-800-Plumber +Air redefines excellence in Plumbing and HVAC, offering unmatched support, training, and a recession-resistant business model.

Get ready to uncover how we deliver same-day receivables, and how our 4-step operations model empowers success.

Let's begin this journey into a brand built for the future...

The BEST in the industry.

Our Story

In 2010, Mark Collins' family-owned plumbing business became a 1-800-PLUMBER +AIR franchise.

They knew they needed a name behind the quality service they were already providing and the 1-800-PLUMBER +AIR brand was a perfect fit.

Then in 2015, Mark acquired the 1-800-Plumber +Air brand and started offering the franchising option in 2017.

Mark is a 5th generation master plumber whose plumbing roots date back to 1905. The Collins' history has given Mark the experience and understanding that customers want.

This experience and understanding have been the backbone of the 1-800-Plumber +Air success model that is being implemented throughout the country.

Transitioning from franchisee to franchisor has given Mark the unique perspective to ensure that the systems he has built are always in the best interest of the local franchise owner and the brand.



"We do not want to just be better than our competition, we want to deliver the BEST experience our customers have ever encountered, period."

Mark Collins
CEO

1-800-PLUMBER +AIR

Trusted Brand

Recognized, memorable name that builds immediate credibility in the plumbing & HVAC industries.

Values-Driven

Built on honesty, integrity, and doing what's right, every time.

One-of-a-Kind Franchise Model

The only combined plumbing and HVAC franchise available on the open market.

Focused on Owner Success

Proven systems, in-depth training, and ongoing support designed to empower franchisees to grow and scale.

Customer-First Approach

We tell the truth, do what we say we'll do, and never upsell customers on services they don't need.

Industry Transformation

Raising the standard in service and professionalism, one franchise at a time.

High-Demand, Recession-Resistant Services

Essential home services that people need year-round, no matter the economy.

**ONE BRAND.
TWO ESSENTIAL SERVICES.**

1-800-PLUMBER

WE'RE NOT JUST ANOTHER PLUMBING + HVAC COMPANY

Our brand stands on three simple but powerful truths:

- 1. People deserve better service.
- 2. Technicians deserve a path to real success.
- 3. Owners deserve a model that works.

We're building something bigger than a business; we're building trust in an industry where trust is too often missing.

This isn't just about pipes, parts, and repairs.

It's about **people**, **purpose**, and **pride** in the work.



Franchise Opportunities Network

PEOPLE FIRST

What Makes Us Different

At 1-800-Plumber+Air, we are a people-first and service-driven organization. Our success comes from going into homes and businesses, diagnosing the issue, building trust, and providing real solutions, rooted in **honesty, professionalism, and integrity.**

Stay Focused on Our Core

The model works best when we stick to **in-home service.** Tempted by new construction or industrial work? That's not where we thrive. Our essential status and **strong cash flow** come from consistently delivering great residential and light commercial service.



Living the B.E.S.T. Culture

Culture is the Backbone. Everything connects through a shared mindset: **People First.** When people come first, results follow. It's not about being better than others: It's about delivering an experience customers genuinely value and remember.

B **Becoming Better**
Always learning, always improving.

E **Exceeding Expectations**
Go Beyond the minimum.

S **Superior Service**
Quality matters. Our work changes lives

T **Teamwork**
We're stronger together.

The Power of Alignment

Consistency Builds Trust

- Every 1-800-Plumber+Air location shares the same mission
- Following the model ensures brand consistency and customer confidence
- Our reputation grows when every franchise delivers the same high standards

This Is Bigger Than Business

- We don't just fix problems—we restore comfort, safety, and peace of mind
- Franchise owners take pride in serving people with honesty and care
- This is about raising the bar in the service industry, one call at a time

Stick With a Formula That Works

- Learn the model. Live the culture. Lead your market.
- Growth happens naturally when you put people first, follow the plan, and deliver the BEST

ALIGNMENT = LONG TERM SUCCESS

MEET OUR FRANCHISE LEADERSHIP TEAM



Mark Collins
Chief Executive
Officer



Mike Collins
VP Franchise
Operations



Kyle Smith
Chief Marketing
Officer



Peter Kourounis
Chief Growth
Officer



Alina Vazquez
Executive Assistant
to the CEO



Nick Bouza
Director of
Training



Ralph Bratton
Director Franchise
Support



Taylor Cegielski
Onboarding Specialist

START SMALL, GROW SMART

Our Starter Model

- 2 Technicians + 1 Helper (2-Truck Startup)
- **Goal:** Learn the system, manage lead volume, and understand day-to-day operations



Meet Your Team

Owner/GM

- Leadership, operations, recruiting, customer service
- Manages marketing, finances, compliance, and community involvement

B.E.S.T. Representative

- Customer communication & scheduling
- Dispatch, route optimization, and emergency handling
- Maintains brand professionalism

B.E.S.T. Technician

- Skilled plumbing/HVAC service
- Diagnoses, repairs, educates, and upsells
- Balances tech service with sales and customer care

B.E.S.T. Apprentice (Helper)

- Assists techs onsite
- Tool management, job prep, safety support
- Gains on-the-job experience for future technician roles

What's Required?

- Master Plumber's License
- HVAC License
- Registered to your business name

Don't Have One? We've Got Options:

1. Licensed Qualifier Program

- Hire a qualified, licensed individual for a fee

2. Franchise Network Support

- Access to existing license holders already familiar with the system

3. Premium Partners

- National sourcing via verified third-party networks



LICENSING SIMPLIFIED

RECRUITING + STAFFING THAT WORKS

We don't just help you hire, we help you build a team.

Recruiting may be one of the most common concerns, but at 1-800-Plumber+Air, it's a solved problem. Every location opens with qualified staff. Why? Because we empower our franchisees with the tools, tech, and team to do it right.

1 Recruitment Tech Stack

Our streamlined hiring platform gathers all applicants into a single system.

From job post to interview to background checks & drug tests, you're guided step-by-step, professionally and efficiently.

We give you the tools to stay in control.

2 Interview Support

Never interviewed a technician before? We've got your back.

Our onboarding team participates in interviews and offers professional observations to help you confidently hire candidates who fit the culture.

You're not hiring alone.

3 Attracting Top Talent

Don't just hire the unemployed—recruit from the competition.

We teach you how to sell your business to top-tier techs by offering what they truly want:

Professional, comfortable work environments

Better compensation

Growth opportunities

A team they actually enjoy working with

Great teams don't happen by accident. We help you build them.

4 Seamless Onboarding

Hiring's just the start.

We provide the tech, training, and playbooks to onboard every new hire: CSR, GM, HVAC tech, or plumber, with clarity and speed.

That investment in your team is what sets us apart.

NATIONAL BRAND. LOCAL POWER

Brand Development Fund

- 2% of gross sales goes toward system-wide marketing efforts
- Funds support brand awareness, PR, marketing & research
- Promotes consistency, professionalism, and national recognition

Market Penetration Fund

- \$15,000 allocated exclusively to your new territory
- Used in the first 6 months for establishing the brand
- Marketing Start-Up Kit & Materials
- All spent within your service zone

Tapping Into Your Market

Local Marketing

- You're in control, but we give you the plan
- Proven budgets, tools, and metrics provided
- Expect to spend 8–10% of your revenue locally
- Results grow with your involvement & networking

Local Networking

- Community presence is key to organic growth
- Sponsor events, join local groups, and make the brand visible
- Your face and name build trust before a service call is ever made

HomeGuard Membership

- Preventative maintenance plan = recurring revenue
- Annual visits keep your team top-of-mind and in the home
- Boosts service revenue while increasing customer loyalty

Built-In Brand Equity

"Our Name is Our Number"

- Instantly recognizable & easy to remember
- Built-in call-to-action on every marketing piece
- Adds credibility and simplifies customer interaction
- Encourages referrals & trust

Unforgettable Brand

- Customers never forget "1-800-Plumber+Air"
- Strengthens local efforts with national consistency
- Gives you a competitive edge from day one

Authoritative URL

- You're backed by 1800Plumber.com + a 30-page local site
- Keyword-optimized, market-specific pages
- Builds SEO, trust, and leads right out of the gate

With brand power, digital infrastructure, and local strategies—you're never starting from scratch.



COMMUNITY MATTERS

INDUSTRY LEADING SUPPORT + TRAINING

We don't just train you once and wish you luck.

At 1-800-Plumber+Air, we offer structured, ongoing support so you're always growing—never guessing. From day one, we're by your side to guide you through every phase of business ownership.

Our team provides hands-on help across operations, marketing, customer service, and more. You'll have direct access to experts who are invested in your long-term success.

With weekly check-ins and proven training programs, we make sure you're informed, empowered, and equipped to run a successful business—week after week, year after year.



SUPPORT

Dedicated Weekly Support

- Access to experienced franchise professionals
- One-on-one help with operations, sales, marketing & more
- Weekly consultations and problem-solving sessions
- Best practices and industry updates shared regularly



TRAINING

Training That Evolves With You

- Initial Training: Covers systems, software, customer service, and marketing
- Ongoing Learning: Weekly virtual sessions to sharpen your skills
- Sales & Marketing Guidance: Proven strategies to help you grow
- Flexible Delivery: Live, virtual, and on-demand training options

POWERING PERFORMANCE



ServiceTitan

Why ServiceTitan?

- All-in-one software for plumbing & HVAC
- Trusted partner in franchise operations
- Streamlines every step from booking to billing

Smarter Operations

- Automated appointment booking
- Smart routing to reduce travel time
- Real-time job progress tracking

Marketing Integration

- Track campaign performance
- Optimize ROI with better data
- Seamless lead-to-job conversion

Personalized Service at Scale

- Centralized customer profiles
- Service history & preferences stored
- Delivers consistent, tailored experiences

Mobile Empowerment for Techs

- Job details in the palm of their hand
- Upload photos, notes, and signatures
- On-site invoicing and payments

Analytics & Reporting

- Visual dashboards to track KPIs
- Identify trends and areas to improve
- Make smarter business decisions



THE NUMBERS

Item	Low	High
Initial Franchise Fee	44500	54500
Real Property/Site Lease	1000	5000
Leasehold Improvements	1000	20000
Vans & Signage (2 Vans)	10000	24500
Tools & Equipment	15000	26200
Office Furniture	500	5000
Computers/Office Equipment	0	5000
Global Positioning System	350	500
CRM Platform Costs	1170	2340
Insurance	2000	30000
Plumbing Inventory	3000	10000
HVAC Inventory	2500	5000
Start-Up Supplies	1000	2000
Training Costs	1000	3000
Security & Utility Deposits	500	6000
1-800-Plumber Business Licenses	10	10000
Market Penetration Strategy (Per Service)	15000	15000
Professional Fees	500	3000
Working Capital	50000	100000
Estimated Startup Cost	153580	327040

Earning Claim

\$1,517.97
Average
Sales Price
Per Job

\$30,656
Average
Monthly Revenue
Per Tech

\$2,169,822
Top Tier
Yearly
Revenue

Royalty Minimum Structure

No Minimums
0-6 Months
after date of
franchise agreement

\$80/1K People
7-12 Months
after date of
franchise agreement

\$150/1K People
13-24 Months
after date of
franchise agreement

\$250/1K People
25+ months
after date of
franchise agreement



STEP 1: DISCOVER

Discover if the 1-800-Plumber +Air franchise is the right opportunity for you.



STEP 2: DETERMINE

After your initial call with your 1-800-PLUMBER + Air Developer, you will enter into the Determination phase.



STEP 3: DEVELOPMENT

The third phase is where we really begin to paint a picture of what your potential 1-800-PLUMBER® + Air franchise could look like.



STEP 4: DECISION

Once your territory and agreements have been clearly defined, we will invite you to come to our corporate office in Pearland, TX, to meet the team.



STEP 5: DEPLOYMENT

The Deployment phase starts immediately after signing.

NEXT STEPS...

1-800-PLUMBER +AIR is building the industry's leading brand by partnering with driven franchisees who can grow it in their markets. We're looking for the B.E.S.T....and becoming a franchisee takes just 5 simple steps. **Throughout the process, we're focused on two things:**

- 1. Is this the right fit for you?**
- 2. Are you the right fit for us?**

We'll make sure you have all the information you need, while our team evaluates whether you meet the standards to represent and grow the brand.



Contact Us Today
281-766-8535
franchiseinfo@1800plumber.com
1800plumberfranchise.com

1-800-PLUMBER
+AIR