

Set up every QR service tag the right way.

Use this two-page guide when a technician places and links a Tech Was Here tag. The goal is simple: the physical tag, private equipment record, and homeowner scan page should all point to the same unit.

WHAT THE TAG DOES	WHAT THE HOMEOWNER DOES	WHAT YOUR TEAM RECEIVES
Connects one physical unit to its current service company and private service record.	Scans with the phone camera, recognizes the unit, and requests service without an app or login.	The claimed customer, site, equipment, reported issue, request time, and history.

Technician setup checklist

1

Choose a safe, scannable location
Use a clean, stable, visible surface. Do not cover a nameplate, warning, control, vent, fastener, or routine service panel.

2

Place the tag on the exact unit
Keep the tag with the equipment it identifies. On crowded pads or multi-unit sites, avoid any placement that could point to the wrong component.

3

Scan with the native phone camera
A signed-in technician scans the tag assigned to the company. There is no separate in-app QR scanner.

4

Link the customer, site, and unit
Use a plain-language equipment name and location, then add the manufacturer, model, serial, client number, and private notes available on site.

5

Review maintenance reminders
The company defaults are preloaded for the equipment category. Uncheck or adjust reminders that do not apply to this unit.

6

Complete a real scan test
Verify that the public page names the correct equipment and service company, then confirm the tag can be scanned from a normal, safe position.

FINISH CHECK

Correct unit · Correct company · Safe placement · Successful scan · Useful name and location

Physical size: The production QR service tag measures 3 × 1 inches. Website and guide illustrations may enlarge it so the code and wording remain visible.

One scan. Three answers.

The homeowner should understand which unit was scanned, which company receives the request, and what to do next. The request form is primary; the company phone number remains below it.

1 WHICH UNIT IS THIS?	2 WHO WILL RECEIVE THIS?	3 HOW DO I ASK FOR HELP?
Equipment name, category, manufacturer, model, and plain-language location help the homeowner recognize the unit.	The claimed page names the current service company and keeps its contact details tied to the equipment.	Choose a reason, add useful details, and send the request. No homeowner app, account, or login is required.

What reaches the private workspace

The service team sees the claimed customer, service address, exact equipment, reported issue, request time, and request history. Private customer and technician context stays behind sign-in.

Office follow-up

- Review the issue and exact unit before responding
- Contact the customer using the claimed record
- Continue follow-up in the team's normal workflow
- Update private notes and request status

Reminders and homeowner control

CONTRACTOR-MANAGED TIMING	EQUIPMENT-SPECIFIC ACTION	UNSUBSCRIBE
The service company sets default reminder timing by equipment category and can adjust it for a unit.	Every reminder includes a direct action to request the relevant maintenance service for that unit.	The first and every later reminder includes a unit-specific way to stop future reminder email for that equipment.

Damaged tag: Replacing a tag keeps the equipment record and service history connected while the damaged tag is retired. **Need help?** Visit techwashere.com/contact or read techwashere.com/guides/qr-service-tag-placement.