

AI for HVAC companies: a one-page quick-start

Start with follow-ups, not a chatbot. The first build only writes and saves; a person decides what is sent.

Where to start, in order

1. **Prompt Writing 101:** the Role, Context, Task, Format pattern behind every HVAC prompt.
2. **Reply Faster: Customer Emails:** give ChatGPT the thread and your facts, then check every promise.
3. **AI Service Follow-Up Agent:** writes a follow-up with a job tip for each finished call and saves it to a sheet.
4. **AI Service Request Form:** sorts each web request into Repair, Maintenance, Install or Emergency and emails a confirmation.
5. **AI Email Responder:** saves a reply draft under each new Gmail message.
6. **Daily Job Alerts:** each tech gets a 7 a.m. email with their jobs. No AI.

A prompt to copy: the missed-call text

Role: You write the automatic text **[BUSINESS]** sends when we miss a call. It should sound like a person at our office, not a robot.
Context: Our hours: **[HOURS]**. Our callback promise: **[CALLBACK TIME]**. For urgent problems: **[URGENT OPTION]**. Ask the caller to text us: **[WHAT TO ASK]**. Don't quote prices, diagnose problems, promise a visit time or ask for payment details.
Task: Write two versions: one for calls missed during business hours and one for after hours. Each says who we are, that we missed their call, when we'll call back, what to text us, and the urgent option.
Format: Each under 300 characters, plain text, no emoji. Label them Business hours and After hours.

From the free prompt library. Read both versions before it goes live.

What AI must not decide

Gas smell

Fixed wording: leave the house and call the gas company from outside. A carbon monoxide alarm means leave and call 911.

Prices

Only prices you already publish. No guesses for an install.

Arrival times

Dispatch promises those. Confirmations say the office will call.

Code and refrigerant

Questions go to a licensed technician.

Remember: AI drafts and sorts; a person decides what goes out. Never let it write repair steps, guess a price or promise an arrival time.

Practice it free: Build an AI Follow-Up Agent for HVAC Service Calls at learn.ynteractive.com/modules/n8n-ai-agent-hvac. This sheet: learn.ynteractive.com/content/cheat-sheets/ai-quick-start-hvac. Cedar Ridge Heating & Air is a made-up business from the lesson. By Robert Breen, October 1, 2026.