WRENCHER

Built for tradespeople.

Complete User Guide

Version 1.0 · 2026

Quotes · Jobs · Invoices · Mileage · Calendar · Reports

About This Guide

This guide covers everything you need to install, set up, and get the most out of Wrencher. It is written for people with no previous experience of business software — if this is your first time using an app like this, start from Chapter 1 and work through in order. If you are already familiar with the basics, use the table of contents to jump directly to the section you need.

Every feature, every screen, every edge case is documented here. If something in the app ever confuses you, the answer is in this guide.

- **Chapters 1–2:** Installation and initial setup — do these first.
- **Chapters 3–5:** Core modules — clients, jobs, and quotes.
- **Chapters 6–8:** Invoicing, change orders, and getting paid.
- **Chapters 9–11:** Calendar, mileage, and reports.
- **Chapter 12:** Settings — customise everything.
- **Chapter 13:** Email setup for Gmail, Outlook, Yahoo, and custom domains.
- **Chapter 14:** Licensing — trial, purchase, and activation.
- **Chapter 15:** Workflows — the typical day-to-day and common edge cases.
- **Chapter 16:** Troubleshooting and FAQ.

> ■ **Note:** Screenshots in this guide show sample data. Your screen will look identical but with your own clients, jobs, and figures.

Table of Contents

Chapter 1

Installation

Getting Wrencher onto your computer

System requirements

Operating system	Windows 10 (64-bit) or Windows 11
Processor	1 GHz or faster, x64
Memory	2 GB RAM minimum, 4 GB recommended
Storage	200 MB for the application; additional space for your data and photos
Display	1280 × 720 minimum resolution
Internet	Not required for normal use. Required only for email sending and license activation.

Downloading Wrencher

Download the installer from **wrencher.app**. Click the "Download free trial" button. Your browser will download a file called **WrencherSetup.exe** — this is the installer.

■ **Note:** The installer file is approximately 50 MB. Download time depends on your internet connection — typically under two minutes.

Running the installer

Once the download is complete, open the installer by double-clicking **WrencherSetup.exe** in your Downloads folder (or wherever your browser saves files).

Windows SmartScreen warning

Because Wrencher is new software, Windows may display a blue warning screen from Windows Defender SmartScreen saying *"Windows protected your PC"*. This is completely normal and does not mean the software is harmful. Here is how to proceed:

1. Click **More info** (the text link, not the X button).
2. The warning will expand to show the app name and publisher.
3. Click the **Run anyway** button that appears at the bottom.
4. The installer will open normally.

■■ **Important:** Only download Wrencher from wrencher.app. If you received a copy from another source, do not install it.

Installation steps

1. The installer opens with a welcome screen. Click **Next**.
2. Read the licence agreement and click **I Agree** to continue.
3. Choose the installation folder. The default (*C:\Program Files\Wrencher*) is recommended. Click **Next**.
4. Choose whether to create a Start Menu shortcut and desktop icon. Both are recommended. Click **Install**.
5. Wait for the installation to complete — this takes about 30 seconds.
6. Click **Finish**. Wrencher is now installed.

■ **Tip:** If you tick "Launch Wrencher" before clicking Finish, the app will open immediately after installation.

First launch

When Wrencher opens for the first time, it creates a new empty database on your computer. You will see the Dashboard with no data yet — this is expected. The very first thing to do is go to **Settings** (the gear icon at the bottom of the left sidebar) and fill in your business details. These appear on every PDF you send to clients, so it is important to do this before creating your first quote or invoice.

Where your data is stored

All your data — clients, jobs, quotes, invoices, photos, and settings — is stored in a single database file on your computer. The file is located at:

```
C:\Users\YourName\AppData\Roaming\Wrencher\wrencher.db
```

Nothing is stored online. Nothing is sent to our servers. Your data belongs entirely to you. To back up your data, simply copy this file to a USB drive, a network drive, or a cloud storage folder of your choice.

■ **Note:** You can reach the AppData folder quickly by pressing **Windows key + R**, typing **%APPDATA%\Wrencher**, and pressing Enter.

Uninstalling Wrencher

To remove Wrencher, go to Windows **Settings** → **Apps** → **Installed apps**, find Wrencher in the list, click the three dots menu, and select **Uninstall**. The uninstaller removes the application files but does **not** delete your data. Your database file at %APPDATA%\Wrencher\ remains untouched. If you want to remove your data too, delete that folder manually after uninstalling.

Chapter 2

Settings

Configuring Wrencher for your business

Before creating any quotes or invoices, spend a few minutes in Settings. Everything you enter here appears automatically on your documents. You can return to Settings at any time to make changes.

To open Settings, click the **gear icon** at the bottom of the left sidebar. Settings are organised into tabs at the top of the screen.

Business details

This is the information that appears on the header of every PDF quote and invoice you generate. Fill in everything that applies to your business.

Business name	Your trading name, e.g. "Smith Plumbing" or "J. Smith Electrical"
Business address	Your registered or trading address
Phone	Your main contact number
Email	The email address clients should use to contact you
Website	Optional — your website URL if you have one
Registration no.	Optional — your company or VAT registration number

Uploading your logo

Click the **Choose logo** button to upload your logo. Accepted formats are PNG and JPG. For best results, use a PNG file with a transparent background, ideally at least 400 × 400 pixels. The logo appears in the top-left corner of all your PDFs. If you do not have a logo yet, leave this blank — your business name will appear in its place.

Currency and tax

Currency symbol	The symbol that appears before amounts — $, £, €, etc.
Currency code	Three-letter code, e.g. USD, GBP, EUR — used in some displays
Tax name	What your tax is called — VAT, GST, Sales Tax, etc.
Tax rate	Your standard tax rate as a percentage, e.g. 20 for 20%
Tax enabled	Tick this to apply tax to new quotes and invoices by default. You can override per document.
Prices include tax	Tick if your prices already include tax (tax-inclusive pricing). Leave unticked for tax-exclusive (tax added on top).

■ **Note:** Tax settings apply to new documents only. Changing the tax rate does not update existing quotes or invoices.

Document numbering

Wrencher automatically numbers your quotes, invoices, jobs, and change orders. You can set the prefix and starting number for each.

Quote prefix	Default: QTE — produces numbers like QTE-2026-001
Invoice prefix	Default: INV — produces numbers like INV-2026-001
Job prefix	Default: JOB — produces numbers like JOB-2026-001
Change order prefix	Default: CO — produces numbers like CO-2026-001
Include year	When ticked, the current year is included in all numbers. Recommended.
Next number	The next number to use for each type. Normally leave at 1 unless you are continuing from another system.

Payment terms

Default payment terms	Number of days after invoice date that payment is due. 14 or 30 days is standard. This is used as the default when creating new invoices — you can always override it per invoice.
Default quote validity	Number of days a quote remains valid after issue. 30 days is typical.

Default notes and terms

You can set default text that automatically fills the Notes and Terms fields on new quotes and invoices. Typical content for Terms might be:

- Payment terms (e.g. "Payment due within 30 days of invoice date")
- Late payment charges

- Warranty or guarantee terms
- Work scope limitations

You can edit or delete these defaults on any individual document without affecting the saved defaults.

Price book

The price book stores your standard items and rates so you do not have to retype them every time. Add items like "Labour — £80/hr", "Call-out charge — £60", or "Part: Ball valve — £22".

For each item, set the description, type (Labour/Material/etc.), unit, and unit rate. When adding line items to a quote or invoice, start typing in the description field and matching price book items will appear as suggestions. You can also click the **Price book** button in the line items toolbar to browse and add multiple items at once.

Line item types and units

Wrencher comes with default item types (Labour, Material, Travel, Subcontract) and units (hr, each, m, m^2, load, day). You can add your own in Settings to match the way you work. For example, a landscaper might add "tonne" as a unit and "Plant hire" as a type.

Added types and units appear in all dropdowns across the app. Removing a type or unit does not affect existing documents.

Mileage settings

Mileage unit	Choose miles or kilometres. This affects all mileage display and calculations.
Rate per unit	Your approved mileage rate, e.g. 0.45 per mile (HMRC approved amount for UK) or 0.67 per km. This is used to calculate the monetary value of each trip.

Email (SMTP)

Wrencher can send emails directly from the app — quotes, invoices, and payment reminders — using your existing email account. To enable this, you need to enter your SMTP server details in Settings.

SMTP is the technical standard for sending email. Every major email provider (Gmail, Outlook, Yahoo, custom domains) supports SMTP. Detailed setup instructions for each provider are in **Chapter 13 — Email Setup**.

SMTP host	The address of your email provider's outgoing mail server
SMTP port	Usually 587 (TLS) or 465 (SSL)
Username	Your full email address
Password	An app-specific password (not your normal email password — see Chapter 13)
TLS	Leave ticked for port 587. Untick for port 465 (SSL).
From name	The name that appears in the "From" field on emails, e.g. "Smith Plumbing"

After entering your SMTP details, click **Send test email**. Wrencher will send a test message to your own address. If you receive it, email is working correctly.

■ **Note:** Email is optional. You can always generate a PDF and send it yourself from your normal email app if you prefer not to configure SMTP.

Chapter 3

Clients

Managing your client list

Every job, quote, and invoice in Wrencher is linked to a client. Setting up your clients first makes everything else faster. You do not need to add all your clients upfront — you can create a new client from inside any quote, invoice, or job form without leaving the screen you are on.

Adding a client

Go to **Clients** in the left sidebar and click **+ New Client**. Fill in as much or as little as you know:

Name	The client's full name or business name (required)
Client type	Residential (homeowner) or Commercial (business)
Company name	For commercial clients — the trading or registered company name
Phone	Primary phone number
Secondary phone	Mobile, office, or site number
Email	Used when sending quotes, invoices, and reminders
Billing address	The address that appears on invoice headers
Site address	The address where the work takes place, if different
Payment terms	Override the default payment terms for this client specifically
Notes	Anything else you want to remember about this client
Tags	Optional labels, e.g. "Regular", "Commercial", "Priority"
Subcontractor	Tick if this is a subcontractor rather than an end client

Client detail view

Click on any client in the list to open their detail view. This shows everything linked to that client in one place:

- All jobs (with status)
- All quotes (with status and total)
- All invoices (with status and balance due)
- Outstanding balance across all invoices

From the detail view you can also create a new job, quote, or invoice directly for that client.

Editing and deleting clients

To edit a client, click on them in the list and click the **Edit** button. All fields can be changed at any time. Changes to client details update the client record but do not retroactively change details already saved on existing PDFs.

To delete a client, click **Delete** from the client detail view. You will be asked to confirm. **Deleting a client also deletes all their linked jobs, quotes, and invoices.** This cannot be undone. Only delete clients if you are certain you no longer need their records.

> ■■ **Important:** Client deletion is permanent. If you just want to stop seeing a client in active lists, consider adding a "Inactive" tag instead of deleting.

Chapter 4

Jobs

Tracking your work from enquiry to complete

A Job in Wrencher represents a piece of work for a client — a bathroom renovation, a boiler service, a rewire, a landscaping project. Jobs are the central organising unit of the app. Quotes, invoices, change orders, mileage, and photos all link to jobs.

Creating a job

Click **Jobs** in the left sidebar, then click **+ New Job**. Alternatively, open a client's detail view and click **New job** there — the client will be pre-filled.

Client	Select from your client list (required)
Job title	A short name for this job, e.g. "Kitchen extension" (required)
Status	See status descriptions below
Priority	Normal, High, or Urgent — affects dashboard ordering
Job type	Residential, Commercial, or Emergency
Description	Detailed description of the work — what was agreed, scope, any special requirements
Site address	Where the work takes place (pre-filled from client if set)
Start date	Planned start date — appears on the calendar
End date	Planned completion date — appears on the calendar
Actual start	Fill in when work actually begins
Actual end	Fill in when work is complete
Internal notes	Notes only you can see — not shared with client

Job statuses

Enquiry	Initial contact or lead — no commitment yet
Quoted	A quote has been sent — awaiting client decision
Accepted	Client has accepted the quote — work is confirmed
In Progress	Work has started on site
Complete	Work is done — ready to invoice if not already done
Invoiced	Invoice has been raised — awaiting payment
On Hold	Work temporarily paused
Cancelled	Job will not proceed

■ **Note:** Job status is independent from quote and invoice status. Wrencher does not automatically change job status when you create a quote or invoice — you control it manually. This is intentional: you know when work actually starts and finishes.

Dashboard alerts for jobs

The Dashboard shows attention cards for jobs that need action. These are designed so you see problems before they become forgotten. The cards include:

- **No quote:** A job has been open for several days with no quote attached.
- **Quote expired:** A quote linked to a job has passed its expiry date.
- **Start date passed:** The planned start date has passed but the job is not marked In Progress.
- **End date passed:** The planned end date has passed but the job is not marked Complete.
- **Not invoiced:** A job is marked Complete but no invoice has been raised.
- **No reply:** A quote was sent but no response received — time to follow up.

Job photos

From any job detail view, click the **Photos** tab to attach photos. You can add multiple photos and label each one. Photos are stored locally in the Wrencher data folder alongside your database.

Typical uses for job photos:

- Before photos — document the condition of the site before starting
- During photos — evidence of work in progress
- After photos — completed work for your own records
- Problem photos — document issues discovered that may result in a change order
- Defect photos — record existing defects that are not your responsibility

Date filter on the jobs list

The Jobs page has a date filter at the top. Set a From and To date to see only jobs with a start date in that range. Click the ✕ button to clear the filter and see all jobs again.

Chapter 5

Quotes

Creating and sending professional quotes

Quotes are how you tell a client what you will do and what it will cost. Wrencher lets you create professional PDF quotes in minutes. There are two types: single-option quotes (one price) and multi-option quotes (A/B/C pricing for the client to choose from).

Creating a quote

Click **Quotes** in the left sidebar, then click **+ New Quote**. You can also create a quote from inside a job's detail view.

Client	Select the client (required)
Linked job	Optionally link to a job. If no job is linked, fill in the Subject/title field.
Subject / title	A short description of the work — only shown when no job is linked. Appears in the quote list and carries to the invoice.
Quote date	Defaults to today. Change if needed.
Expiry date	How long the quote is valid. Defaults to today + your default validity period.
Status	Start as Draft. Change to Sent when you email it to the client.
Tax name / rate	Pre-filled from your Settings. Override here if this job has a different rate.
Deposit	Optional. Set a required deposit as a percentage of the total or a fixed amount.
Discount	Optional. Apply a percentage or fixed discount to the entire quote.
Notes	Anything you want the client to see below the line items.
Terms	Your terms and conditions. Pre-filled from Settings defaults.

Adding line items

Line items are the individual items that make up the quote price. Click **+ Add line** to add a row. For each line item:

Description	What this item is — be specific. Clients read this carefully.
Type	Labour, Material, Travel, Subcontract, or your custom types
Quantity	How many units. For hourly labour, this is the number of hours.
Unit	hr, each, m², etc.
Rate	Price per unit. For labour, this is your hourly rate.

Total	Calculated automatically: Quantity × Rate

■ **Tip:** Start typing in the Description field to see suggestions from your Price book. Select a suggestion to fill in the type, unit, and rate automatically.

■ **Note:** Use the scroll wheel carefully when editing line items. To change a value in the Quantity or Rate field, click on it first to select it, then type or scroll. If the field is not selected, scrolling will scroll the page instead of changing the value.

See all line items

If you have 4 or more line items, a **See all items** button appears on the right side of the line items toolbar. Click it to open a read-only popup showing all items with their subtotal. Useful for reviewing a long quote without scrolling.

Multi-option quotes (A/B/C pricing)

Sometimes you want to offer a client a choice — for example, a standard repair versus a full replacement, or a basic finish versus a premium finish. Multi-option quotes let you present up to three options (A, B, C) in a single document. The client sees all options and picks one.

To create a multi-option quote, click **+ New Quote**, then click **+ Add option** in the quote editor. This creates Option B alongside Option A. You can add a third option if needed.

■ **Note:** Option A appears first and carries the quote title and overall notes. Options B and C have their own line items and notes but share the client, dates, and tax settings.

Quote statuses

Draft	You are still working on it — not sent to client yet
Sent	Emailed or handed to the client — awaiting decision
Accepted	Client agreed — proceed with the work
Declined	Client chose not to proceed

For multi-option quotes, when one option is accepted the others are automatically set to Declined. The parent quote shows the overall status based on its options.

Generating and sending the PDF

From the quote detail view, click **Print / PDF** to generate the quote as a PDF. A preview opens. You can print it or save it to your computer from the preview.

To send the quote by email directly from Wrencher, click **Send** from the quote detail view. A dialog asks you to confirm the recipient email address and allows you to add a short message. The PDF is attached automatically. This requires email to be configured in Settings.

■ **Tip:** Even if you send the quote by email from within Wrencher, it is worth following up with a phone call to make sure the client received it and has had a chance to review it.

Duplicating a quote

To create a new quote based on an existing one, select the quote in the list and click **Duplicate**. A copy is created with all the same line items, terms, and settings. The new quote is in Draft status and gets a new quote number. Useful for similar jobs or regular clients.

Converting an accepted quote to an invoice

Once a quote is accepted, you can create an invoice from it in one click. See **Chapter 6 — Invoices** for full details. All line items, the deposit amount, terms, and the subject/title are copied automatically.

Chapter 6

Invoices

Billing your clients and tracking payments

Invoice types

- **From accepted quote:** The most common type. Line items, deposit, tax, and terms are copied from the accepted quote automatically.
- **Blank invoice:** Build from scratch. Use this for small jobs where no formal quote was needed.
- **Recurring invoice:** For regular clients billed on a schedule — monthly maintenance, quarterly service contracts, etc.

Creating an invoice from a quote

1. Go to **Invoices** and click **+ New Invoice**.
2. A dialog asks whether to create from an accepted quote or a blank invoice. Choose **From accepted quote**.
3. A list of accepted quotes appears. Select the correct one.
4. Wrencher creates the invoice pre-filled with all the quote's line items, deposit credited, tax, and terms.
5. Review the invoice — change the due date or add notes if needed.
6. Click **Save**.

■ **Note:** For multi-option quotes, the invoice is created from the accepted option's line items. If approved change orders exist for the linked job, they are automatically added to the invoice as additional line items.

Creating a blank invoice

1. Click **+ New Invoice** and choose **Blank invoice**.
2. Select the client.
3. Optionally link to a job.
4. Add a subject/title if no job is linked (e.g. "Annual boiler service").
5. Add line items, set dates and tax, add notes and terms.
6. Click **Save**.

Creating a recurring invoice

1. Click **+ New Invoice** and choose **Recurring invoice**.
2. Select the client and fill in the details as for a blank invoice.
3. Set the recurrence frequency: Monthly, Quarterly, or Annually.

4. Set the first due date.
5. Click **Save**.

The Dashboard shows a reminder card when a recurring invoice is due. The detail view shows the next due date. After recording a full payment, the next due date advances automatically by the frequency period.

Invoice fields

Invoice date	The date the invoice is issued. Defaults to today.
Due date	When payment is due. Calculated from invoice date + your default payment terms.
Subject / title	Shown on blank and recurring invoices when no job is linked.
Deposit credited	If the client paid a deposit when accepting the quote, this is deducted from the balance due automatically.
Tax name / rate	Pre-filled from Settings or from the linked quote.
Discount	Optional percentage or fixed discount on the total.
Notes	Visible to the client on the invoice PDF.
Terms	Payment terms and conditions — visible on the PDF.

Invoice statuses

Draft	Not yet sent to the client
Sent	Emailed or given to the client
Partially paid	Some payment received, balance still outstanding
Paid	Fully settled — balance due is zero
Overdue	Due date has passed and balance is still outstanding. Wrencher sets this automatically.
Disputed	Client has raised a query or dispute about the invoice

Recording payments

When a client pays, open the invoice detail view and click **Record Payment**. Enter the amount received and click confirm.

- The amount paid is added to the invoice record.
- The balance due is recalculated and updated.
- If the balance reaches zero, the status changes to Paid automatically.
- If partial payment is received, the status changes to Partially Paid.
- You can record multiple payments against the same invoice for staged payments.

■ **Tip:** Record payments as soon as you receive them. This keeps your outstanding balance figures accurate on the Dashboard.

Discounts on invoices

To add a discount to an invoice, click Edit and look for the Discount section. Choose between:

- **Percentage:** e.g. 10% off the subtotal
- **Fixed amount:** e.g. $50 off the total

The discount appears as a line in the invoice detail and on the PDF, between the Subtotal and Tax lines, so the client can see clearly what discount they received.

■ **Note:** If you switch between percentage and fixed discount types, the value resets to zero. Enter the new amount after switching.

Sending invoices and reminders

From the invoice detail view, click **Send** to email the invoice as a PDF attachment. Click **Remind** to send a payment reminder email for overdue invoices. Both require email to be configured in Settings.

The reminder email contains the invoice number, amount due, and due date. You can preview and edit the email before sending.

Chapter 7

Change Orders

Handling scope changes and additional work

A change order is a formal record of extra work agreed after the original quote. It protects you by getting client approval in writing before you do the additional work. Approved change orders are automatically included when you create an invoice from the original quote.

When to use a change order

- You discover additional work that was not in the original quote (e.g. rotten timber found during a renovation)
- The client asks for extras or upgrades mid-job
- The scope increases for any reason
- You need to charge for unforeseen complications

■■ **Important:** Never do extra work without a signed or approved change order. Without written approval, collecting payment for extra work is difficult if the client disputes it.

Creating a change order

1. Open the job the change order applies to.
2. Click the **Change orders** tab in the job detail view.
3. Click **+ New change order**.
4. Add line items for the extra work.
5. Set status to **Pending** (awaiting client approval).
6. Generate the PDF and send to the client for approval.
7. When the client approves, set status to **Approved**.

Change order statuses

Pending	Submitted to client — awaiting approval
Approved	Client has agreed — work can proceed and will be invoiced
Declined	Client did not approve the extra work

How change orders appear on invoices

When you create an invoice from an accepted quote, Wrencher automatically checks for approved change orders linked to the same job. All approved change orders are added as additional line items on the invoice, with a reference note (e.g. [CO-2026-001]) in the description so the client can see exactly what each extra charge relates to.

■ **Note:** Only Approved change orders are included on the invoice. Pending or Declined change orders are not included.

Chapter 8

Calendar

Scheduling and viewing your workload

The Calendar shows all your jobs visually so you can plan your schedule at a glance. Jobs with start and end dates appear as coloured bars spanning those dates. Jobs without dates appear in the undated strip above the calendar.

Week view

The Week view shows a seven-day grid (Monday to Sunday) with jobs displayed as bars. Each bar shows the job title and client name. Navigate between weeks using the ← **Prev week** and **Next week** → buttons, or click **Today** to jump back to the current week.

Month view

The Month view shows a full calendar month with jobs as shorter bars in each day column. Useful for getting an overview of a busy month or planning ahead.

Rescheduling jobs

To reschedule a job from the calendar, click the calendar icon on the job bar. A small dialog lets you set a new start date and end date. You can also click the arrow icons on the job bar to shift it forward or backward by one day at a time.

Undated jobs

Jobs with no start date appear in the grey strip above the calendar grid. These are jobs you have created but not yet scheduled. To schedule one, click the calendar icon on its bar and set a start date.

Job colours

Blue	Enquiry or Quoted
Yellow	Accepted or In Progress
Green	Complete
Grey	On Hold or Cancelled

Chapter 9

Mileage Tracking

Recording and calculating travel costs

Wrencher includes a simple mileage log. Record every trip to a client site and Wrencher calculates the value at your configured rate. At the end of the tax year, export a clean CSV file and hand it to your accountant.

Logging a trip

Go to **Mileage** in the left sidebar and click **+ Log trip**. Fill in:

Date	The date of the trip
From	Starting point, e.g. "Home" or your office address
To	Destination, e.g. "12 Oak Street, Springfield"
Distance	Distance in miles or km (whichever you set in Settings)
Purpose	Reason for the trip, e.g. "Site visit — bathroom renovation quote"
Job	Optionally link to a specific job

The amount is calculated automatically using your configured rate. You can review and edit any logged trip at any time.

Summary figures

At the top of the Mileage page, Wrencher shows:

- **This month:** distance and value for the current calendar month
- **This year:** distance and value for the current tax year
- **All time:** total distance and value across all records

Filtering by date

Use the From/To date filter to view trips in a specific period — for example, a particular tax quarter. Click ✕ to clear the filter and see all trips.

Exporting to CSV

Click **Export CSV** to save all your mileage records as a spreadsheet file. The export includes date, from, to, distance, purpose, job reference, rate, and amount for every trip. Your accountant can open this in Excel or any other spreadsheet app.

■ **Tip:** Do a CSV export at the end of each tax year and file it with your other tax records. It is also worth exporting quarterly so you have a regular backup.

Chapter 10

Reports & Dashboard

Understanding your business numbers

The Dashboard

The Dashboard is the first screen you see when Wrencher opens. It gives you an at-a-glance view of your business health and highlights anything that needs your attention today.

Summary cards

Unpaid invoices	Total outstanding balance across all sent and overdue invoices
Pending quotes	Number of quotes in Sent status awaiting client decision
Active jobs	Number of jobs currently In Progress
Overdue	Total value of invoices past their due date

Attention cards

Below the summary cards, a row of orange and red attention cards highlights specific items that need action — expiring quotes, uninvoiced jobs, overdue invoices, and jobs with start or end dates that have passed. Click any card to go directly to that item.

Recent jobs

The lower half of the Dashboard shows your most recent jobs with their status, and a mini calendar for today's jobs.

Reports

The Reports section (accessible from the left sidebar) gives you deeper business insights:

Revenue by month	Bar chart of total invoiced revenue for each month of the year
Outstanding by client	Which clients owe you the most money
Job profitability	For jobs with both a quote and an invoice, shows the margin
Quote conversion	Percentage of sent quotes that were accepted
Top clients by revenue	Ranking of clients by total invoiced value

Chapter 11

Price Book & Item Types

Speeding up your quoting

The price book and item type settings save you time by pre-filling common details when building quotes and invoices. Set these up once and benefit every time you quote.

Using the price book

When adding a line item to a quote or invoice, start typing in the **Description** field. If the text matches any price book item, a dropdown suggestion appears. Click a suggestion to fill in the description, type, unit, and rate automatically.

Alternatively, click the **Price book** button in the line items toolbar to open a search-and-select picker. Search for items, tick the ones you want, and click **Add selected** to add them all at once.

Managing price book items

Go to **Settings → Price book**. Click **+ Add item** to create a new entry. For each item:

Description	The name that appears in autocomplete suggestions
Type	Labour, Material, etc.
Unit	hr, each, m^2, etc.
Rate	Your standard price for this item

You can edit or delete price book items at any time. Changes to price book items do not affect existing quotes or invoices — only new items added after the change.

■ **Tip:** Add your most commonly quoted items first — call-out charge, hourly rate, common materials. This alone can cut quoting time in half.

Chapter 12

Email Setup

Configuring email to send from Wrencher

Wrencher can send quotes, invoices, and payment reminders directly from the app. To do this, it needs the SMTP details for your email account. SMTP is the technical method email apps use to send messages.

Most email providers require you to create an **app password** — a separate password just for Wrencher — because they will not allow your normal password to be used by third-party apps for security reasons. This is a security feature, not a problem.

■ **Note:** Setting up email is optional. You can always generate a PDF and send it yourself from your normal email app if you prefer.

Gmail setup

1. Sign in to your Google account at **myaccount.google.com**.

2. Click **Security** in the left menu.

3. Scroll down to **How you sign in to Google**.

4. Click **2-Step Verification** and follow the steps to enable it. (App passwords require 2-Step Verification to be turned on.)

5. Once 2-Step Verification is on, search for **App passwords** in the search bar at the top of your Google Account settings.

6. Click **App passwords**.

7. In the "App name" field, type **Wrencher**.

8. Click **Create**. Google shows a 16-character password.

9. Copy this password (you only see it once).

10. Open Wrencher → Settings → Email. Enter:
SMTP host: smtp.gmail.com
Port: 587
Username: your full Gmail address
Password: the 16-character app password
TLS: enabled

11. Click **Send test email**. Check your inbox.

■ **Tip:** The 16-character app password from Google contains spaces when shown on screen, but spaces do not matter — paste it exactly as shown.

Outlook / Hotmail / Microsoft setup

1. Sign in to your Microsoft account at **account.microsoft.com**.

2. Click **Security** in the top navigation.
3. Click **Advanced security options**.
4. Under **Additional security**, click **Turn on** next to Two-step verification if it is not already enabled.
5. Scroll down to **App passwords** and click **Create a new app password**.
6. Microsoft generates a password. Copy it.
7. In Wrencher → Settings → Email, enter:
   SMTP host: smtp.office365.com
   Port: 587
   Username: your full email address (e.g. yourname@outlook.com)
   Password: the app password
   TLS: enabled
8. Click **Send test email**.

> ■ **Note:** The same steps apply for @hotmail.com, @live.com, and @msn.com accounts. All Microsoft personal email accounts use the same SMTP server.

Yahoo Mail setup

1. Sign in to Yahoo Mail at **mail.yahoo.com**.
2. Click your profile icon in the top right and choose **Account Security**.
3. Enable **Two-step verification** if not already on.
4. Scroll to **Generate app password**.
5. Choose **Other app** from the dropdown and type **Wrencher**.
6. Click **Generate**. Copy the password shown.
7. In Wrencher → Settings → Email, enter:
   SMTP host: smtp.mail.yahoo.com
   Port: 587
   Username: your full Yahoo email address
   Password: the app password
   TLS: enabled
8. Click **Send test email**.

Custom domain email (e.g. hello@yourcompany.com)

If your email address uses your own domain name, the SMTP details come from whoever hosts your email. Common hosts and their settings:

Namecheap Private Email	Host: mail.privateemail.com · Port: 587 · TLS: on · Username: your full email
Zoho Mail	Host: smtp.zoho.com · Port: 587 · TLS: on · Username: your full email
Google Workspace (G Suite)	Same as Gmail above — use app passwords
Microsoft 365 (Business)	Host: smtp.office365.com · Port: 587 · TLS: on · Username: your full email

cPanel hosting	Host: mail.yourdomain.com · Port: 587 · TLS: on · Username: your full email · Password: your email account password

If your host is not listed above, log in to your email hosting control panel and look for **SMTP settings** or **Outgoing mail server** in the Email Accounts section. The details you need are: SMTP server address, port, and whether to use TLS.

■ **Note:** For custom domain email, you typically use your normal email password (not an app password) unless your host specifically requires one.

Troubleshooting email

Authentication failed	Double-check your username and password. For Gmail and Yahoo, make sure you are using an app password, not your regular login password.
Connection timed out	Check the SMTP host address and port number. Try port 465 instead of 587 (and disable TLS for port 465).
Test email not received	Check your spam/junk folder. Also check that the From email address in Wrencher Settings matches your username exactly.
SSL/TLS error	Toggle the TLS setting — try with TLS on and off. Port 587 uses TLS; port 465 uses SSL (TLS off in Wrencher).
Still not working	Email hello@wrencher.app with your email provider name and the exact error message shown in Wrencher.

Chapter 13

Licensing

Trial, purchase, and activation

The free trial

Wrencher runs as a fully-featured free trial for **30 days** from the first time you launch it. Every feature is available during the trial with no restrictions. No credit card is required.

When the trial period ends, you will be prompted to purchase a license to continue using the app. Your data is never deleted — it remains on your computer regardless of license status.

Purchasing a license

Purchase is completed inside the app. Go to **Settings→ License**. You will see the two available license options:

Annual license	Pay yearly. All features and updates included during the subscription period.
Lifetime license	Pay once. All features and all future updates, forever.

Click **Buy now** next to your chosen option. Your browser will open the Wrencher checkout page. Complete the payment using a credit card, debit card, or PayPal. Payment is handled securely by Paddle — Wrencher never sees your card details.

After payment, you will receive a confirmation email containing your 16-character license key.

Activating your license

1. Open your email and find the Wrencher order confirmation.
2. Copy the license key from the email.
3. Open Wrencher → Settings → License.
4. Paste the license key into the activation field.
5. Click **Activate**.
6. Wrencher connects to verify the key. If valid, the app is fully unlocked.

■ **Note:** Activation requires an internet connection for the initial verification. After activation, Wrencher runs fully offline.

Using on two computers

Each license allows activation on up to 2 computers. For example, your office desktop and your laptop. Simply install Wrencher on the second computer and activate with the same license key.

If you need to move your license to a new computer (e.g. you got a new laptop), email **hello@wrencher.app** and we will reset one of your activations.

Annual license renewal

Annual licenses renew automatically each year at the then-current price. You will receive an email reminder before renewal. If you choose not to renew, the app continues to work in read-only mode — you can view your existing data but cannot create new records until you renew or upgrade to a lifetime license.

Refund policy

If you are not satisfied with Wrencher for any reason, email **hello@wrencher.app** within 30 days of purchase with your order number and we will process a full refund. No questions asked.

Chapter 14

Workflows

Common scenarios step by step

This chapter shows how the different parts of Wrencher work together in real-world situations. Use these as templates for your own work.

Standard workflow: client enquiry to paid invoice

THE MOST COMMON FLOW

1. **New enquiry:** A client calls about a job. Create a new client record (if they are new) and a new job with status Enquiry.
2. **Site visit:** Log the mileage trip. Take before-photos and attach them to the job.
3. **Create quote:** From the job, click New Quote. Add line items from your price book. Set expiry date. Save as Draft.
4. **Send quote:** Review the PDF. Click Send. Change quote status to Sent.
5. **Client accepts:** When the client confirms, open the quote and click Accept. Status changes to Accepted. Job status changes to Accepted.
6. **Work begins:** Update job status to In Progress. Log mileage for each site visit.
7. **Extra work discovered:** Create a change order. Send to client for approval. When approved, set to Approved.
8. **Work complete:** Update job status to Complete. Attach after-photos.
9. **Create invoice:** Go to Invoices → New Invoice → From accepted quote. Select the quote. All line items and approved change orders are included. Review and save.
10. **Send invoice:** Click Send. Update invoice status to Sent.
11. **Payment received:** Click Record Payment. Enter the amount. If full, status changes to Paid. Job can be archived.

Workflow: quick job, no formal quote

For small jobs where a formal quote is not needed — a quick repair, an emergency call-out, a small service:

1. Create a client (or select existing).
2. Create a job. Set status directly to In Progress.
3. Do the work. Log mileage.
4. Go to Invoices → New Invoice → Blank invoice.
5. Select the client and optionally link the job.
6. Add line items. Set a subject if no job linked.
7. Save, send, and record payment when received.

Workflow: multi-option quote

1. Create the client and job as normal.
2. Create a new quote. Fill in Option A (the basic or standard option).
3. Click **+ Add option** to create Option B. Add different line items.
4. Optionally add Option C for a premium or alternative.
5. Send the PDF to the client — all options appear on the document.
6. When the client decides, open the quote detail. On the chosen option tab, click **Accept Option X**.
7. The other options are automatically set to Declined.
8. Create the invoice from the accepted option as normal.

Workflow: recurring client (maintenance contract)

1. Set up the client and an ongoing job (or use a blank invoice with a subject).
2. Create a Recurring invoice. Set frequency (monthly/quarterly/annually) and first due date.
3. The Dashboard shows a reminder card when each period comes due.
4. When the Dashboard shows the recurring invoice is due, open it, generate PDF, send to client.
5. When payment is received, record it. The next due date advances automatically.

Edge case: client partially pays a quote deposit

1. When creating the quote, set a deposit amount (percentage or fixed) in the Deposit field.
2. When the client pays the deposit, go to Invoices and create a deposit invoice OR note the payment separately.
3. When creating the final invoice from the accepted quote, the deposit is credited automatically — the invoice will show Deposit credited and deduct it from the balance due.

Edge case: sending a second invoice for the same job

Sometimes a job requires two invoices — for example, 50% upfront and 50% on completion. Wrencher will warn you if you try to create a second invoice from the same quote. To do this correctly:

1. Create the first invoice from the quote as normal. Adjust line items to show only the first-stage items or adjust the amount manually.
2. Record payment for the first invoice.
3. When the second stage is due, create a blank invoice for the remaining amount. Link to the same job.
4. Note in the invoice description that this is the second and final payment.

> ■ **Tip:** For staged payment jobs, it is cleaner to include all line items on the final invoice and use the Record Payment function to record the stage payments as they arrive. The invoice will show Partially Paid until the final payment, then automatically move to Paid.

Edge case: client disputes an invoice

1. Open the invoice and change the status to **Disputed**.

2. Add a note to the invoice recording the nature of the dispute and the date.
3. Resolve the dispute with the client.
4. If agreeing a reduced amount, edit the invoice to reflect the agreed amount, then record payment.
5. If the dispute is resolved in your favour, simply record the full payment when received.

Edge case: client cancels after accepting quote

1. Set the quote status to **Declined**.
2. Set the job status to **Cancelled**.
3. If any deposit was paid, you may need to create a credit note or invoice for any costs already incurred — this is handled outside Wrencher (e.g. in a simple email or letter).

Edge case: quote expires before client responds

The Dashboard will show a **Quote expired** card. You have two options:

- **Re-issue the quote:** Edit the quote, update the expiry date, and send again. Change status back to Sent.
- **Duplicate the quote:** Use Duplicate to create a fresh copy with an updated date and any revised pricing.

Chapter 15

Troubleshooting & FAQ

Solving common problems

Common problems

The app will not start

- Check that you are running Windows 10 or 11 (64-bit). Wrencher does not support 32-bit Windows.
- Try right-clicking the Wrencher icon and selecting "Run as administrator".
- If antivirus software blocked the install, add the Wrencher installation folder to your antivirus exclusion list.
- Try uninstalling and reinstalling — your data is not affected.

SmartScreen warning on install

This is normal for new software. Click **More info** then **Run anyway**. See Chapter 1 for full instructions.

PDF not generating

- Make sure you have added at least one line item to the quote or invoice.
- If your logo file is corrupt or too large, try removing the logo from Settings and generating again.
- Try saving the document first, then generating the PDF.

Email not sending

See Chapter 12 — Email Setup for full troubleshooting. Common causes:

- Wrong SMTP host or port
- Using normal email password instead of an app password
- Two-step verification not enabled on Gmail or Yahoo (required for app passwords)
- Firewall or antivirus blocking outgoing connections on port 587

Data appears missing after an update

Wrencher updates are designed to preserve all existing data. If data appears missing, check that you are looking at the correct database location (%APPDATA%\Wrencher\wrencher.db). If you installed on a different drive or user account, the database may be in a different location.

Numbers look wrong — tax seems double-applied

Check your Settings → Tax settings. If "Prices include tax" is ticked, your line item rates are treated as tax-inclusive and tax is extracted from them rather than added on top. Switch this to match how you enter your prices.

Frequently asked questions

Can I use Wrencher on a Mac?	Not yet. Windows only (10 and 11). Mac and Linux versions are planned.
Can I share data between two computers?	Not automatically — Wrencher is local-first and has no sync feature. To transfer data between machines, copy the wrencher.db file from %APPDATA%\Wrencher\ on one machine to the same location on the other.
Can multiple people use the same Wrencher?	One license covers one user on up to 2 computers. Multi-user / team features are on the roadmap.
How do I back up my data?	Copy the file at %APPDATA%\Wrencher\wrencher.db to a USB drive, external hard drive, or cloud storage folder. Do this regularly.
Can I import data from my old invoicing software?	Not currently. Manual entry is required for existing clients. Historical invoices and quotes do not need to be entered — start fresh in Wrencher.
What happens to my data if I stop using Wrencher?	Your data remains on your computer indefinitely. The database file is a standard SQLite file that can be read by various tools. We will never delete your data.
Can I change the currency mid-way?	Yes — change the currency symbol and code in Settings. This affects display only; existing records store the numeric values and will show the new symbol going forward.
Can I send quotes and invoices with my own email address?	Yes — configure SMTP in Settings using your own email account. See Chapter 12.
What if I forget to record a payment?	Open the invoice at any time and click Record Payment. You can add payments retroactively.
Can I delete a line item after saving?	Yes — edit the quote or invoice and delete the line item. The totals recalculate automatically.

Getting more help

If you cannot find the answer here or in this guide, email us at **hello@wrencher.app**. Describe your problem in as much detail as possible, including what you were trying to do and what happened instead. We respond within one business day.

The online version of this guide at **wrencher.app/docs** is updated with new features and tips as Wrencher evolves.

Thank you for using Wrencher.

We built it for tradespeople who are tired of paperwork getting in the way of their work.
We hope it earns its place in your business.

hello@wrencher.app · wrencher.app