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Welcome to AMZ Tech! We're thrilled to have you as part of our growing team. As a company, we specialize in providing high-quality home services across the Bay Area, California, helping clients bring comfort, functionality, and style to their homes.

This course will introduce you to all aspects of our company and prepare you to deliver exceptional service. You'll get a detailed overview of each of our services, learning both the technical details and the customer-focused approach that we take with the clients. We believe that understanding our services deeply helps build confidence and ensures a positive experience for every client.

Throughout this training, you'll also become familiar with the key platforms we use to operate smoothly and efficiently. We'll cover Thumbtack, where we connect with clients; Workiz, our tool for scheduling, tracking, and managing jobs; Google Maps, which helps us navigate and plan routes; and Google Sheets, for logging data and staying organized. Each of these tools plays a critical role in how we work, and by the end of this course, you'll be equipped with the skills to use them confidently.

We're here to support you as you begin this journey with us, and we're excited to help you grow into a successful member of our AMZ Tech team. Let's get started!

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In this section, we'll give you an overview of the services VR AMC Tech provides to clients. As a dispatcher, understanding these services will help you answer client questions, set clear expectations, and schedule appointments that align with our standards. The core services we offer include:

1. **TV Mounting**
2. **Wall Hanging**
3. **Furniture Assembly**
4. **Fitness Equipment Assembly**

Each of these services plays a unique role in helping clients set up their homes exactly as they envision. While you won't be performing these tasks, a solid understanding will enhance your communication with both clients and technicians.

TV Mounting

TV Mounting is one of our most frequently requested services, and it's essential to know how we help clients achieve their ideal setups. Clients may want their TVs mounted in various locations, and we use secure brackets designed for specific needs. Common options include:

- **Wall Mounts:** The standard option, where we secure the TV directly to a wall.
- **Above Fireplaces:** A popular request that requires careful planning to ensure both safety and aesthetic appeal.
- **Ceiling Mounts:** Ideal for certain layouts or creating a theater-like experience in the home.
- **Corner Mounts:** Space-efficient and allows clients to view from multiple angles.
- **Other Custom Locations:** We accommodate unique placements based on client preferences and room layout.

To help you understand the TV mounting process, please watch the video and read the article linked below. This will give you a visual of the steps involved, so you can better explain the service to clients and address any questions they may have about the setup.

<https://youtu.be/06b-W0nW2mA>

<https://www.cabletv.com/blog/how-to-mount-a-tv>

This knowledge will empower you to confidently discuss the mounting options we provide, guiding clients toward choices that suit their needs and spaces.

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In this section, we'll go over some common wall materials in California homes and apartments. As dispatchers, having a basic understanding of these materials will help you communicate effectively with clients about potential challenges or requirements for their installations.

Common Wall Materials

In most California homes, walls are typically made of either drywall or plaster. However, we also encounter walls made from other materials, including:

- Brick



- Concrete



- Tile



- Stone



Each material has specific properties that can affect the mounting or installation process, so knowing what to expect will help you answer client questions confidently.

A Closer Look at Drywall

Drywall is one of the most common wall materials we work with, and understanding its structure is key. Drywall consists of a gypsum board placed over a cavity, which often contains either metal or wooden studs for support. These studs play a crucial role in safely securing items, especially heavier objects like TVs or shelves. It's helpful to know about these components because they can impact the type of anchors and brackets our technicians use during installation.

Special Considerations for Heavy TVs on Non-Drywall Surfaces

When mounting a heavy TV on walls made of materials other than drywall (such as brick, concrete, tile, or stone), additional equipment considerations often come into play. For example, specific mounting brackets are required for these materials, and only certain types of brackets will work securely. In the next chapter, we'll introduce you to different types of brackets, which will give you a clearer picture of which options are suitable for each type of wall material.

For a more in-depth look at drywall and its structure, please watch the video linked below. This will give you a better sense of what's involved with installations on drywall, including the importance of locating studs for added stability.

https://youtu.be/j_GCHA0N5yg

By familiarizing yourself with these materials and the requirements for each, you'll be able to guide clients more effectively, providing accurate information and setting the right expectations for their installations.

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In this chapter, we'll explore the different types of TV mounts and brackets commonly used in our installations. Understanding these options will help you answer client questions, recommend suitable choices, and identify cases where further guidance from a technician may be needed. Let's go over each mount type and their typical applications:

1. Flat or Fixed Brackets

Flat or fixed brackets are the simplest type of mount, holding the TV securely against the wall without any angle adjustments. They're ideal for situations where the viewing angle is fixed, and they work well on any wall material. When dealing with non-drywall materials, especially for TVs larger than 60 inches, flat brackets are often the safest choice.

https://www.amazon.com/Amazon-Basics-Horizontal-Installation-Leveling/dp/B09JWQH8XG/ref=mp_s_a_1_6_ffob_ssapa?c=ts&keywords=TV+Wall+%26+Ceiling+Mounts&qid=1707013397&s=tv&sr=1-6-spons&ts_id=760796&sp_csd=d2lkZ2V0TmFtZT1zcF9waG9uZV9zZWZyY2hfbXRm&psc=1

2. Tilt Brackets

Tilt brackets allow the TV to be angled up or down, which can reduce glare and optimize viewing height. Tilt mounts are also suitable for a variety of wall materials, and like flat brackets, they're generally the best choice for heavier TVs when mounted on walls other than drywall.

https://www.amazon.com/Mounting-Dream-600x400mm-Capacity-MD2268-LK/dp/B00NKYYMAW/ref=mp_s_a_1_8?c=ts&keywords=TV+Wall+%26+Ceiling+Mounts&qid=1707013397&s=tv&sr=1-8&ts_id=760796

3. Full Motion or Articulating Brackets

Full motion or articulating brackets offer the most flexibility, allowing the TV to be adjusted in various directions. They're ideal for rooms where viewers may need to watch from multiple angles. However, full motion mounts require secure anchoring, so they're best suited for drywall installations. If a client

requests a full-motion bracket on a wall material like brick or concrete, it's essential to check with a technician, as extra precautions are necessary and not all brackets may be compatible.

https://www.amazon.com/Mounting-Dream-Bracket-Articulating-400x400mm/dp/B00SFSU53G/ref=mp_s_a_1_5?c=ts&keywords=TV+Wall+%26+Ceiling+Mounts&qid=1707013397&s=tv&sr=1-5&ts_id=760796

4. Specialty Mounts

These are mounts designed for unique placement needs. Each has specific installation requirements and may need additional checks to ensure compatibility.

- **Mantle Mounts or Pull-Down Mounts:** These mounts allow the TV to be positioned above a fireplace and then pulled down to a comfortable viewing level. They're among the most challenging to install due to the need for strong anchoring and smooth movement. As a result, they carry additional charges, which will be covered in the pricing section of this training.

You should also consider that this type of mount allows significant movement, so it can only be safely installed on drywall with wooden studs behind it. It is not suitable for other wall materials, drywall without studs, or drywall with metal studs.

<https://www.amazon.com/MantelMount-MM540-Above-Fireplace-Mount/dp/B01N5JMX8G>

- **Ceiling Mounts:** Ceiling mounts are often used in rooms with limited wall space. They provide an overhead setup and are suitable for lighter TVs or situations where visibility from various angles is desired.

https://www.amazon.com/Ceiling-Adjustable-400x400mm-CM2665-WALI/dp/B07K1L5N7H/ref=mp_s_a_1_1?keywords=ceiling+tv+mount&qid=1707013801&sr=8-1

- **Corner Mounts:** Designed for mounting TVs in room corners, these mounts maximize space usage and are adjustable to ensure visibility. They require careful consideration of stud placement and wall material.

https://www.amazon.com/Perlegear-TVs-Full-Extension-Articulating-600x400mm/dp/B0CMT6CL37/ref=mp_s_a_1_1?dib=eyJ2IjoiMSJ9.L5_UHf8qbcw3Gjm4hAOCpe9IRPnitIqQK5QJ-KF7wGaZ7n3OTn4h6xMWVWVerxnisQ-R38D6NBOAVayOwHD-2ziyMTg62WjAVuTUIPtmgNrlhgGneZLKr7JSmqnb4LetRXMrQw8QQMsFKz_EV2val6pclx9IAf6p_YQOVzrv

[NVJwiXDMRbuQPXBCY_8wADJzNRbJ-ieg2EF-Wnb9AtVfQ.14ytELcngc0fuY_sSNpkM3gtF1bjFVzWAYoPXE3BKO8&dib_tag=se&keywords=corner+tv+wall+mount&qid=1730749594&sr=8-1](https://www.amazon.com/dp/B07XJWJWJW?tag=se&keywords=corner+tv+wall+mount&qid=1730749594&sr=8-1)

Important Notes for Large TVs on Non-Drywall Surfaces

For TVs larger than 60 inches being mounted on walls other than drywall, we recommend using only flat or tilt mounts, as these offer greater stability. Full motion and specialty mounts often need additional assessment, so if a client insists on these, make sure to get the specific model details and consult with the technician to confirm compatibility.

For a closer look, please explore the links provided to each bracket type. This will familiarize you with the visual and technical differences between mounts, helping you discuss options more knowledgeably with clients.

By knowing these details, you'll be well-prepared to answer client inquiries about mount types and offer suitable recommendations based on TV size and wall material. We'll cover pricing for specialty installations like mantle mounts at the end of the TV mounting section.

Additional Note on Mounting Brackets

For clients who don't already have their own mounting brackets, we also offer mounting brackets as part of our service. We provide flat, tilt, and full-motion brackets, giving clients a range of options based on their TV size, wall type, and viewing needs.

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In this chapter, we'll cover an additional service we offer: cable concealment. This option is available to clients who want a cleaner, more organized look for their mounted TVs. As a dispatcher, understanding the options and limitations of cable concealment will help you advise clients about the best choice for their setup.

Cable Concealment Options

We offer two main types of cable concealment, each suited to specific wall types and installation conditions:

1. Behind-the-Wall Cable Concealment

- This method involves running cables through the wall to keep them completely hidden, providing a seamless look.

- **Suitable for Drywall Only:** This option can only be done on drywall, as drywall has a cavity behind it that allows for cable routing. Other materials, like brick or concrete, lack this cavity, making behind-the-wall concealment impractical.

- **Limitations Near Fireplaces:** When a TV is mounted above a fireplace, behind-the-wall concealment is not permitted due to fire hazards and insurance restrictions. The heat from the fireplace can pose risks, and the cables must remain outside the wall for safety reasons.

- For a closer look at this process, please watch the video linked below:

https://youtu.be/i186-pQ_Xm0

2. Cord Cover Concealment

- In this method, a cord cover is applied to the wall to hide cables while keeping them accessible and safe.

- **Suitable for Any Wall Material:** Cord covers can be used on any surface, including brick, stone, concrete, and tile. They're a flexible solution that allows for neat concealment without needing to alter the wall.

- **Preferred Option Above Fireplaces:** For TVs mounted above fireplaces, cord cover concealment is the only available option due to safety policies.

- To better understand how cord cover concealment works, please watch the video linked below:

<https://youtu.be/y2UFPknvWU>

By understanding these cable concealment options and their requirements, you'll be able to guide clients effectively, especially in cases where wall type or fireplace placement creates limitations. This knowledge will help you set the right expectations, ensuring clients are well-informed about the safest and most suitable options for their setups.

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In this chapter, we'll introduce soundbars and some key points to know when discussing soundbar installations with clients.

Understanding Soundbars

Soundbars are popular audio devices that enhance TV sound quality and provide a sleek, modern alternative to traditional speakers. Clients often choose to install soundbars to create a more immersive viewing experience, and there are a few options for how these can be positioned in their setup:

1. Wall-Mounted Soundbars:

Many soundbars are designed to be mounted on the wall, either directly below or above the TV. This option keeps the soundbar off furniture and provides a neat, elevated setup.

2. Soundbar Mounted to the TV Bracket:

Some clients prefer mounting the soundbar to the TV mount itself, allowing both devices to move together if using a tilt or full-motion mount. This setup is ideal for clients who want to maintain alignment between the TV and soundbar, especially if the mount allows adjustments.

3. Soundbar on Furniture:

Other clients opt to place their soundbar on a TV stand or other furniture below the TV. This choice is practical for those who don't want wall-mounted setups or prefer easy access for adjustments.

Soundbar Brackets and Recommendations

If a client needs a mounting bracket for their soundbar, we can provide it as part of our service. However, choosing the best bracket type depends on the specific model of soundbar they own, as soundbar designs and mounting requirements vary widely. We recommend that clients select a bracket compatible with their soundbar model, as we cannot make specific bracket recommendations.

To learn more about soundbar installations, please watch the linked videos below, which cover common mounting options and setup tips.

https://youtu.be/i91Po_2Zx98

<https://youtu.be/dDipmFaxlRo>

<https://youtu.be/3CyUSPle2pk>

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In this chapter, we'll go over the Samsung Frame TV, a unique model with specific installation requirements. Understanding the basics of this TV will help you communicate effectively with clients who own or are considering purchasing one.

About the Samsung Frame TV

The Samsung Frame TV is distinct from typical TVs due to its design and functionality. It's built to look like a picture frame, blending seamlessly with home decor, and it comes with special installation features that set it apart from standard TVs:

1. Custom Wall-Mount Bracket:

The Frame TV includes its own slim wall-mount bracket, designed to make the TV sit flush against the wall, enhancing its framed look. This custom bracket is essential for the Frame TV's unique aesthetic, so it doesn't require additional mounting brackets.

2. One Invisible Connection Cable:

Unlike most TVs, the Frame TV uses a single, thin cable called the One Invisible Connection cable, which connects to a separate device—the One Connect Box. This cable handles both power and data, allowing for a clean, minimalist look without visible wires.

3. One Connect Box:

The Frame TV connects to all external devices through the One Connect Box, which is a separate hub that can be placed out of sight. This feature adds flexibility to the setup, as the One Connect Box can be positioned away from the TV to minimize visible clutter around the screen.

For more information on the Samsung Frame TV and its unique setup, please check out the video link below.

<https://youtu.be/SbISUMzT1a4>

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Essential Questions to Ask Clients

When speaking with clients, be sure to confirm the following details to ensure we're fully prepared for their appointment. While some information may be available through Thumbtack, verifying these points will ensure we're addressing their specific needs.

1. TV Size

- Is the TV larger than 60 inches?
- If yes, ask if they can assist with lifting it briefly (about 30 seconds). If they cannot, we can arrange for an additional technician to help for an extra charge.

2. Mounting Bracket

- Do they have their own mounting bracket, or would they like us to provide one?
- We offer flat, tilt, and full-motion brackets if they need one.

3. Mounting Location

- Are they planning to mount the TV above a fireplace?
- If yes, ask if they plan to use a mantle mount (also called a pull-down mount). Installing mantle mounts requires additional time and skill, and there's an added charge.

4. Cable Concealment

- Is cable concealment needed?
- If yes, explain the two types:

- In-wall concealment: Only possible on regular drywall, not on fireplaces, plaster, brick, stone, concrete, or tile.

- On-wall cord cover: Suitable for all wall types, including above fireplaces.

- Confirm which method they prefer once they understand the options.

5. Wall Material

- What is the material of the wall where the TV will be mounted?

- This information helps determine the safest mounting method, especially for TVs over 60 inches.

- **Note:** We do not install TVs larger than 60 inches with full-motion mounts on brick, concrete, stone, or tile walls due to stability concerns.

6. Soundbar

- *Do they also need to mount a soundbar?*

- If yes, ask if they have a soundbar bracket or if they need us to provide one.

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Important Policies and Limitations

These policies outline what we do and don't provide as part of the TV mounting service. Make sure clients are aware of these limitations to avoid any misunderstandings.

- Electrical Work:

We do not provide electrical services, such as adding or moving outlets.

- Cutting Drywall:

We do not cut drywall or install recessed boxes as part of our service.

- TV Setup Beyond Mounting:

Our technicians will ensure the TV powers on, but we do not provide additional setup services.

- Standalone In-Wall Concealment Service:

We do not offer in-wall cable concealment as a standalone service—it must be part of a TV mounting package.

Last Chapter

To wrap up this section, let's move on to the pricing details. Now that you're familiar with the key aspects of our TV mounting service—including the important questions to ask clients, the options we provide, and our service policies—you're ready to review our pricing structure.

In the next chapter, you'll find an overview of our rates for TV mounting services, as well as additional charges for services like mounting soundbars, cable concealment, mantle mounts, and more. This information will give you a clear picture of our service offerings and ensure you can confidently discuss pricing with clients.

Take a look at the pricing breakdown, and if you have any questions about the rates or specific scenarios, don't hesitate to ask.

(prices):