



TV Mounting

Technician Service & Installation Guide

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Introduction



Television mounting is one of HelloTech's most in-demand services!

As technology continues to evolve, manufacturers are releasing new and upgraded television models that improve both the picture and the components within the television all for a reasonable cost. The combination of upgrades and decreased cost has translated to an increased demand for TV mounting services. With HelloTech's nationwide footprint and strategic partnerships, we have been able to offer our customer easy bookings, short turnaround times, 5-star customer service, and expert technicians from coast to coast.

At HelloTech, we believe that a well informed and prepared technician is the key to successful installations and happy clients. Upon booking, our customer service agents work with clients to collect relevant information so technicians can walk into each job informed and prepared for the task at hand.

TV installation services can be complex and will require a complete tool and skill set. Mounting services are not for every tech and we continue to encourage techs to review each request prior to accepting the job. Techs must have prior experience mounting TVs prior to accepting a mounting service job.

Technicians on the HelloTech platform are responsible for the quality of the experience and final workmanship of each installation. Any damages incurred during or as a result of an installation (TV breaks, falls off a wall, etc.) are the responsibility of the technician.

Service Overview

Every TV mounting job is different so it is important to review the expected scope of the job on the HelloTech platform to ensure you are ready and able to leave every job complete and the customer satisfied.

The goal of the service is simple; successfully and safely mount the customer's television in the desired location. We understand that each location and surface condition is different so we try to help prepare you by collecting some helpful information up front allowing you to adequately prepare for each job. Make sure to review all of the details on each service request to ensure that you have all the required tools for service and are able to bring parts, if requested, that are required to complete the request successfully and safely.

When customers call into HelloTech to place an order, we collect all the information bulleted below. In some cases, customers will book themselves via our website and the information may not be accurate. It is best to be prepared for any surface or scenario you may encounter.

- ✓ TV Size
- ✓ Type of surface it will be mounted to (drywall, brick, wood studs, metal studs, above a fireplace)
- ✓ Type of mount needed (if the customer will supply or if the tech will need to supply)
- ✓ Size of mount needed
- ✓ If the customer can help lift the TV
- ✓ If they want any add-on services
 - In-wall cord concealment (customer supplied powerbridge)
 - External cord masking (tech supplied cover - included in the tech payout)
 - Mounting a soundbar (customer supplied mounting hardware)
 - Shelf mounting for AV components (customer supplied shelf and hardware)
 - Dismount an existing TV
- ✓ Additional Details
- ✓ Photo of the location of the install

All these answers factor into the final price of the installation. More services and larger TV? The higher your payout!

Additionally, based on the information and services requested, as the technician you should be prepared to meet the needs of the customer. This will allow you to get in and out of the service call quickly and efficiently while still receiving high customer service feedback scores.

Tools Required

It is very important all techs have the correct tools on hand for every TV mounting job. Without having a complete tool set you may not be able to complete a service call. Should you not be able to complete the job due to missing tools or failure to bring the necessary tools to a job, you will not receive full compensation.

It is always necessary to **double check you have all your tools in your bag and your drill batteries are charged**. These are the most common tech failures. If you make sure to double check prior to leaving for a job, you can ensure you will always be set up to be successful!



Power Drill

- a. We recommend an 18v cordless drill.
- b. Recommendations
 - Preferred: Dewalt 18V - <https://amzn.to/2E8pNBn>
 - Runner Up: Makita 18V, 2 piece set - <https://amzn.to/2UXqMdg>

Extra Drill Batteries

- a. If you end up taking multiple jobs a day, it will benefit you to have multiple batteries which will allow you to complete all your jobs without having to stop and recharge the battery mid job.



Socket Wrench Kit

- a. We recommend a 20 piece kit to provide you the versatility needed for all TV mount kits.
- b. Recommendations
 - Preferred: Dewalt 23 pcs set - <https://amzn.to/2lfgFiu>
 - Runner Up: Amazon Basic 123 Mechanic set (includes Allen Key set) - <https://amzn.to/2E7wyDn>



Drill Bits

- a. Both Wood and Metal bits in varying sizes from 1/16 inch to 1/2 inch are suggested for both types of bits.
- b. Recommendations
 - Preferred: Dewalt Titanium (Metal and Wood bits) - <https://amzn.to/2GDjnMm>
 - Runner Up: Makita Titanium (Metal and Wood bits) - <https://amzn.to/2GoX3GO>



Screwdriver Set

- a. You should never use a wrench or drill when tightening a brace to a TV, so it is always handy to have a versatile screwdriver set on hand for securing the brace to the TV.
- b. Recommendations
 - Preferred: Bratsk Ratcheting Screwdriver - <https://amzn.to/2lepPM7>
 - Runner Up: Generic 6 piece set - <https://amzn.to/2TNpZLT>



Hand Vacuum

- a. You always want to leave the customer with a clean and complete job. Carrying a small hand vacuum will save you time and energy when cleaning up your installation site of dust or drywall debris.
- b. Recommendations
 - Preferred: Black and Decker - <https://amzn.to/2lc6llb>
 - Runner Up: Black and Decker - <https://amzn.to/2SPVWWx>

Carpenter Pencil

- a. You always want to measure twice and cut/drill once!! Also allows you to erase any marks you make on the wall.



Level

- a. You always want to make sure the mount is level throughout the entire process. NEVER use the levels provided in the mount, get a quality level you can trust!
- b. Recommendations
 - Preferred: Multipurpose Level - <https://amzn.to/2N90HW8>
 - Runner Up: Stanley Level - <https://amzn.to/2ldOtfT>

Painter's Tape

- a. Use Painter's tape, NOT DUCT TAPE to outline where you will be mounting the TV to allow the customer to see a visual representation of where their TV will sit on the wall. This will avoid any after mounting concerns of where the TV is placed on the wall.



Stud Finder

- a.** Stud finders will help ensure you have a solid stud to secure the mount to! We have seen our fair share of attempts at finding a stud without a stud finder and it's not pretty. Make sure that is never you by getting your own quality stud finder.
- b.** Recommendations
 - Preferred: Franklin Sensors - <https://amzn.to/2SPLiPF>
 - Runner Up: VivReal - <https://amzn.to/2tk77Z5>



Hex Key/Allen Wrench Set

- a.** These are typically included with the mount but sometimes they are missing. By carrying your own, you can guarantee you will be able to secure any mount at any time.
- b.** Recommendations
 - Preferred: Amazon Basics - <https://amzn.to/2tkltaR>



Additional Hardware

- a.** Should the customer need toggle bolts, additional washers, nuts, etc., you should carry them on you. If purchased in bulk they will cost a few cents each to have on hand. This is a power move and shows the customer you are prepared for any situation and can provide superior service.
- b.** Recommendations
 - Toggle Bolts - <https://amzn.to/2N6KhgB>
 - MISC Hardware - <https://amzn.to/2TMgLzj>



Additional AV Cables

- a.** Customers may forget to they need certain AV cables. Carrying spare HDMI, optical, ethernet, and auxiliary cables will be very beneficial to you upselling customers and increasing your job completion percentage. If you use these cables during an install, just call into HelloTech support and we will reimburse you for the cost after confirming with the customer.
- b.** Recommendations
- HDMI Cables (10 ft 3 pack) - <https://amzn.to/2ld3rD3>
 - Optical Cables (6ft cable) - <https://amzn.to/2leuHRp>
 - Ethernet Cables (10ft 5 pack) - <https://amzn.to/2E80TSI>
 - Auxiliary Cables (8ft 10 pack) - <https://amzn.to/2X20GaU>



Cord Concealment

- a.** Customers may ask for their cords to be concealed during the appointment. In those cases, as a tech you should be prepared to help meet the customers' requests. Carrying zip ties (plastic or velcro), cord masking kits, and powerbridges are easy ways to upsell the customer while providing better service.
- b.** Recommendations
- Zip Ties: 1000 pack - <https://amzn.to/2EauzhP>
 - Cord Masking: Multipack - <https://amzn.to/2E9bJHZ>
 - In-wall Concealment Kits (Preferred: <https://amzn.to/2E8L26c>, Runner Up: <https://amzn.to/2UYmv9y>)

Scope of Work

Pre-Service Checklist

Call the customer at least 1-2 days prior to service, to confirm (not to reschedule):

- ✓ Service date and time
- ✓ Service location
- ✓ Scope of work in your work order
- ✓ If the customer would like to add additional parts or service
- ✓ If the customer would like for you to provide a mount, additional A/V cables, concealment kits, additional services, etc
- ✓ If they can help lift the TV or if you will need to bring an assistant to help aid you (remember: **kids aren't allowed to be brought on-site to help**).

Please Note

This is not an opportunity for the tech to reschedule the appointment -- only confirm job details.

All rescheduled appointments must go through HelloTech support.

Generally speaking, the customer is responsible for providing all of the necessary materials that are required for the television mounting service. However, customers can request our techs to bring certain parts. If you are requested to bring additional parts, you will need to contact HelloTech's support team to have them add the parts to the order so you can be reimbursed for your cost of providing the part for the customer, assuming this part is not already included in the order. This helps ensure the least number of visits are needed to get the customer up and running ASAP, while securing your full payment for a completed job.

Customers can also request TV mounts to be provided for their service when booking their order. This will be shown in your service ticket under the "What kind of mount do you need provided?" section. The selection will show mount specification that the customer is requesting (tilting/full motion and size required). If you accept the service order you will be expected to provide the mount that fits the size and weight load requirement for the customer's TV. The additional cost of the mount will also be built into your payout for this order.

We HIGHLY suggest buying some mounts ahead of time via Amazon or Monoprice and holding onto them until you need them for a service request. You will save a lot of time and money buying ahead of time vs having to run to the store to purchase a mount on your way to the appointment. This will also allow you to leverage the higher payouts for services where the customer requests you to bring parts to the job.

The customers can also request other parts like [power bridge for in-wall cord concealment](#), extra HDMI cables, [cord cover for external cord masking](#), etc. In these cases, technicians are expected to provide the parts from their inventory or purchase the items. We strongly encourage you to carry spare parts for the ability to provide these parts to customers and make some extra money for each job. **Once an order is marked complete you will not be able to add additional parts to the order. In the event you are not able to reach support, *do not close out the ticket!* Leave it open and continue to try contacting support later in the day or the following day to get the order updated.**

Appointment Workflow

Nearly every TV Mounting job you accept on the HelloTech platform will follow the same workflow.

1 Review job in Technician App

- a. Review scope of work
- b. Review time of the appointment
- c. Review service location

2 Tech is En Route

- a. Tech initiates the “En Route” button in the app which informs the customer you are on your way giving the customer time to prepare for your arrival.

3 Tech arrives on-site

- a. Greet the customer
- b. Identify yourself as a HelloTech technician

4 Tech reviews the work order with the customer PRIOR to starting any work

- a. Discuss the work order with the customer to confirm their expectations
- b. Make sure you and the customer are on the same page about the work you are about to perform
- c. If the information you have does not match the customer’s request, please reach out to HelloTech support to get the order updated immediately. Some changes to the order, such as add-ons can be made in the app. If you need to remove a service, you will need to contact support to assist with the changes.

5 Tech evaluates the location of installation per guidance from the customer

- a. Customer shows you the installation site
- b. Evaluate the location where the customer would like the TV mounted:
 - Check for studs, fire blocks and other obstacles in the wall
 - Confirm the height of the TV with the customer - DO NOT PROCEED WITH MOUNTING UNTIL THIS HAS BEEN CONFIRMED BY THE CUSTOMER
 - Confirm placement on the wall (horizontally) with the customer
 - Check for nearby power sources
 - Check what is on the other side of the wall (this prevents drilling into pipes or mounting to a hidden door)
 - Confirm which side of the tv the ports are on to match up with the cord concealment
 - Should they want in-wall concealment - CHECK FOR FIRE BLOCKS!! Some techs forget to check for fire blocks before cutting into the wall and leave the customer with a hole in the wall due to not being able to fish the wires through.

6 Tech then confirms TV is working prior to performing any work (this is to avoid liability)

- a. Document state of TV prior to mounting -- even if it is brand new/in a box. Many times TVs are damaged and the damage is not recognized until after the TV is mounted.
- b. To avoid any liability take photos of the TV before, after and during the installation. If there is any damage contact HelloTech support prior to mounting any TV, no matter how minor the damage is. This is a way to protect yourself from any claims from a customer.

7 Tech takes photo of area of install prior to starting work

- a. This allows us to see and confirm where the work is taking place and pre-mounting conditions.

8 Tech mounts the TV on the wall

- a. Proceed with the proper steps to mount the TV to the wall. ALWAYS MEASURE TWICE AND DRILL ONCE!!!
- b. For detailed steps on how to mount a TV please visit the HelloTech wiki at: https://wiki.hellotech.com/TV_Mounting
- c. You will need to sign up to use the wiki but it is full of detailed information on how to properly mount a TV as well as other additional tips for other types of services HelloTech provides.

9 Tech hooks up power and TV components

- a. Confirm with the customer you have connected all the devices they would like to use.

10 Tech tests TV and components

- a. If the customer requests, please help them program their smart TV or streaming devices. Confirm sound is working and the TV is connected to their home network (should they ask).

11 Clean up workspace (vacuum and debris)

- a. Use your handheld vacuum or broom/dustpan to clean up any dust or debris. The job is not complete until your work area is cleaned.

12 Tech and customer review work together

- a. Customer must be present to review installation work
- b. Answer any questions they have
- c. Show them the TV is leveled
- d. Show them how to operate their mount should they need to connect more devices or change the viewing angle.

13

Tech takes photo of completed work

- a. This photo confirms you have completed the work order and the customer is satisfied with the work performed.

14

Customer signs off on service in the Technician App

- a. This can not be done after the fact unless additional parts need to be added.
- b. All orders should be closed out while on-site unless there is some reason the order was not completed or additional parts need to be added to the order.
- c. If the order has not been completed, add a note in the tech app for service order, so HelloTech agents can be up to date and follow up quickly with your needs.

Wrapping Up

While wrapping up your appointment with the customer, make sure you have taken the time to show them how to use their TV (if it is a new TV), the remote has been programmed correctly, you have answered all their questions and they are happy with their service.

Remember the HelloTech wiki is a great resource for you to double check your skills and the proper ways to affix a TV to the wall in all the different scenarios (Drywall, concrete, bricks, metal studs, etc).

Need help? Contact HelloTech Support.

For any onsite questions or issues about the service, you can reach us via the **Help section** in the **HelloTech App**.



Resources

HelloTech Wiki: https://wiki.hellotech.com/TV_Mounting

Home Depot Guide to Mounting a TV - [Guide](#)

Digital Trends Guide - [Guide](#)