Mobile Appliance Repair Business Complete Course

Work, Money & Place | Local review edition v2 | November 21, 2026

Begin with the five-step route and keep fictional examples separate from your own evidence.

Check the service boundary before starting

This is an experienced, qualified operator's business course for one accessible LG WM4000HWA original drain-filter task. It does not teach general internal washer or dryer repair.

Use the planning and external-screening exercises while arranging actual permission and qualified supervision. Perform the physical task only when your existing skill, legal authority, coverage, exact model and site controls support it.

Included task

- Permission-based external intake and model identification without panel removal, appliance movement or live internal testing.
- For an authorized competent operator: the matching manual's controlled residual-water drain, cleaning and refitting of the original accessible filter, and the bounded normal-function observation.
- A complete business cycle: permission, estimate, actual earning, dated visit evidence, handoff, cash and customer obligations.

Excluded work

- Internal pump, motor, control, wiring, washer or dryer repair; unsupported replacement-part fitting.
- Gas, refrigerant, building electrical or plumbing alteration, unsafe movement, blocked access and unsupported models or procedures.

Before physical practice

- Verify the actual appliance label against the current LG WM4000HWA procedure and identify both separate closures.
- Obtain actual owner/site permission and suitable qualified supervision; establish competence for the exact task.
- Confirm safe accessible unplugging and cord control, safely cooled water, containment and a dry suitable work area.

Stop conditions

- Unknown model or procedure, inaccessible plug, hot retained water, hazardous standing water or electrical condition, unsafe movement, damaged closures or unmanageable leakage.
- Persistent OE or an unsuccessful bounded check, an internal-pump request, missing authorization or a practical task beyond demonstrated competence.

Reading, a filled form, a positive financial result or a fictional case cannot supply qualification, legal authority or practical release.

Begin with one accessible original filter task

This course plans a mobile business around the supported LG WM4000HWA assessment and original drain-filter task. Start with its audience and scope preflight. Existing competence, exact-model support and actual authorization come before any physical work, equipment purchase or booking.

Begin with L01. Check conditions and demand in L02 and L03 before buying or accepting paid work.

Five steps to a readiness decision

1. Choose the service — L01 / F01. A bounded menu

2. Check conditions and demand — L02, L03, L04 / F02, F03, F04. A viability and authority decision

3. Rehearse with permission — L05, L06, L07, L10 / F05, F06, F07, F10. Observed practice evidence

4. Estimate and authorize — L08, L09 / F08, F09. A dated accepted plan

5. Close and decide readiness — L11, L12, L13, L14 / F11, F12, F13, F14. A complete evidence packet

Stop at missing conditions or evidence. The route is a study order, not permission to sell or perform unverified work.

Plan a narrowly bounded mobile assessment and accessible original drain-filter service for the LG WM4000HWA using its matching manufacturer procedure. External screening does not authorize internal washer, dryer, pump, control, gas, refrigeration or building work.

Study the written lessons in order, then use the blank forms and your own-business planner inputs. Exercises include reasoned worked answers. A paper course is not a credential or practical qualification.

Fourteen lessons at 35 minutes each total 490 minutes of study and written exercises. Actual agency research, market research, supervised practice and fieldwork require additional time that varies with the learner and task.

How to begin

Read the audience and service-boundary preflight. Planning and external intake are distinct from permission to perform the physical filter task.

Read L01 and complete the competence map before shopping.

Use the five-step route for orientation, then work through every task lesson and its linked form.

The written course, blank workbook, filled examples, case, planner and local website are independent learning tools.

Use only fictional data in the browser review.

First action: Write one exact supported task and its original model document; identify your real supervised training and authorization gaps.

Estimate before actual accounting

Use the independent Estimate sheet before setting a price or receiving money. Every required driver must be known, including confirmed numeric zero. Its conservative arithmetic floor includes a fee-rounding allowance; it is not a market price or readiness proof. Keep the accepted plan in a dated Baseline, then record Quantity, Stock, Your order and one-order Cash actuals separately. Your order C39 links the independent estimate and never requires actual price, receipts or refunds. Marketing ratios

require all three matching funnel counts. Earlier-order refunds need their own dated order record; never charge them to this order.

Stock scans all eight own-business slots, including opening units and rows after a gap. Confirm the number of filled rows in Stock C23. A mismatch or partial row withholds totals J34 and K34; zero is valid only when no rows are filled. Complete every required zero in a used row.

Your order C19 is only the actual fee withheld from service receipts. It cannot exceed those receipts. Record a genuine additional processor bank debit paid in C47 with its reason, date and statement reference in C48; confirm 0 when none. It is included once in management cost and linked Cash C49. Unknown or unreconciled fee data blocks a successful result.

L01 Choose a laundry service you can actually support

Choose and validate the offer. Study and exercise allowance 35 minutes.

Produce: A bounded menu and a training gap decision

Use forms F01.

Define the first offer

A mobile appliance business sells an assessment and, when supported, an authorized intervention at the customer’s home. Start with a particular machine family, a particular complaint and a result you can verify. This course’s technical rehearsal is accessible drain-pump-filter service on the LG WM4000HWA conventional front-load washer. It can resolve a filter obstruction; it does not establish that every no-drain complaint has the same cause. The example is deliberately smaller than a promise to repair all laundry equipment.

For an experienced technician, make a task matrix with model documentation, demonstrated skill, equipment, access conditions and release checks. For a learner without trade experience, the first practical route is supervised training and permission-based rehearsal, followed by a separately assessed competence decision. Reading these lessons grants neither competence nor a service-dealer registration. A customer’s willingness to pay does not fill a skill gap.

Handle electric dryer requests honestly

The screening menu can include conventional electric dryers only within existing demonstrated competence. Ask for full model and serial identity, supply type and symptoms. Owner-level lint-screen care and observation do not authorize opening a cabinet, resetting a failed protective device, changing supply wiring or diagnosing an energized heater. A no-heat call may involve the supply, airflow, controls or heating circuit. Refer it when the exact service procedure and competence are absent. This edition teaches no internal dryer replacement.

Gas appliances, sealed refrigeration circuits, building electrical or plumbing changes, unsupported heat-pump dryers and unsafe appliance movement remain outside this starter service. A model name that looks familiar does not override a changed suffix, stacked installation or damaged access. Write exclusions in the menu and keep them visible in the inquiry record.

Make a useful first decision

List five tasks you have actually performed with supervision or assessment, and five you cannot yet support. Beside each supported task, name the original document and observable result. If the only evidence is watching a video, mark training needed. Your first business action is to build this evidence

map before purchasing equipment or offering technical work. A declined inquiry is useful demand information, but is not a reason to expand scope immediately.



A conceptual closed washer highlights only the selected accessible original drain-filter service. Internal repair, gas, refrigeration, building alterations and unsafe access remain outside this teaching method.

Practice

A caller says an unfamiliar heat-pump dryer will not dry. You have serviced a conventional electric dryer. Accept or decline?

Worked answer

Decline the technical job and record the model and request as an unmet need. The different system is outside this edition and demonstrated competence. Offer only an appropriate referral, without a paid repair promise.

Sources: AP01, AP02. Full links and limits are in the source register.

L02 Test local demand before committing money

Choose and validate the offer. Study and exercise allowance 35 minutes.

Produce: A two-week evidence plan and acquisition economics

Use forms F02.

Research a service area you can reach

Choose a small route area around your base and count travel using realistic appointment windows. Make a research table of ten publicly described service businesses: supported laundry categories, diagnostic-charge disclosure, booking lead time if publicly stated, exclusions and service areas. Do not copy their claims or invent a competitor's availability. Then seek permission for five exploratory conversations with appliance owners or small property managers. Ask which machines they maintain, how they find help, what an authorized visit must include and which delays matter. Do not solicit tenant details or claim that a waiting list exists.

Set a purchase gate in advance. A useful learner criterion is five documented conversations, three relevant problems within your actual scope, two credible willingness-to-consider responses at a disclosed diagnostic approach, a permitted operational path and positive contribution under a conservative completed-job estimate. These are chosen decision criteria, not a statistical proof of market demand. If the gate fails, revise the service area or training plan before buying more tools.

Build a complete offer and unsent messages

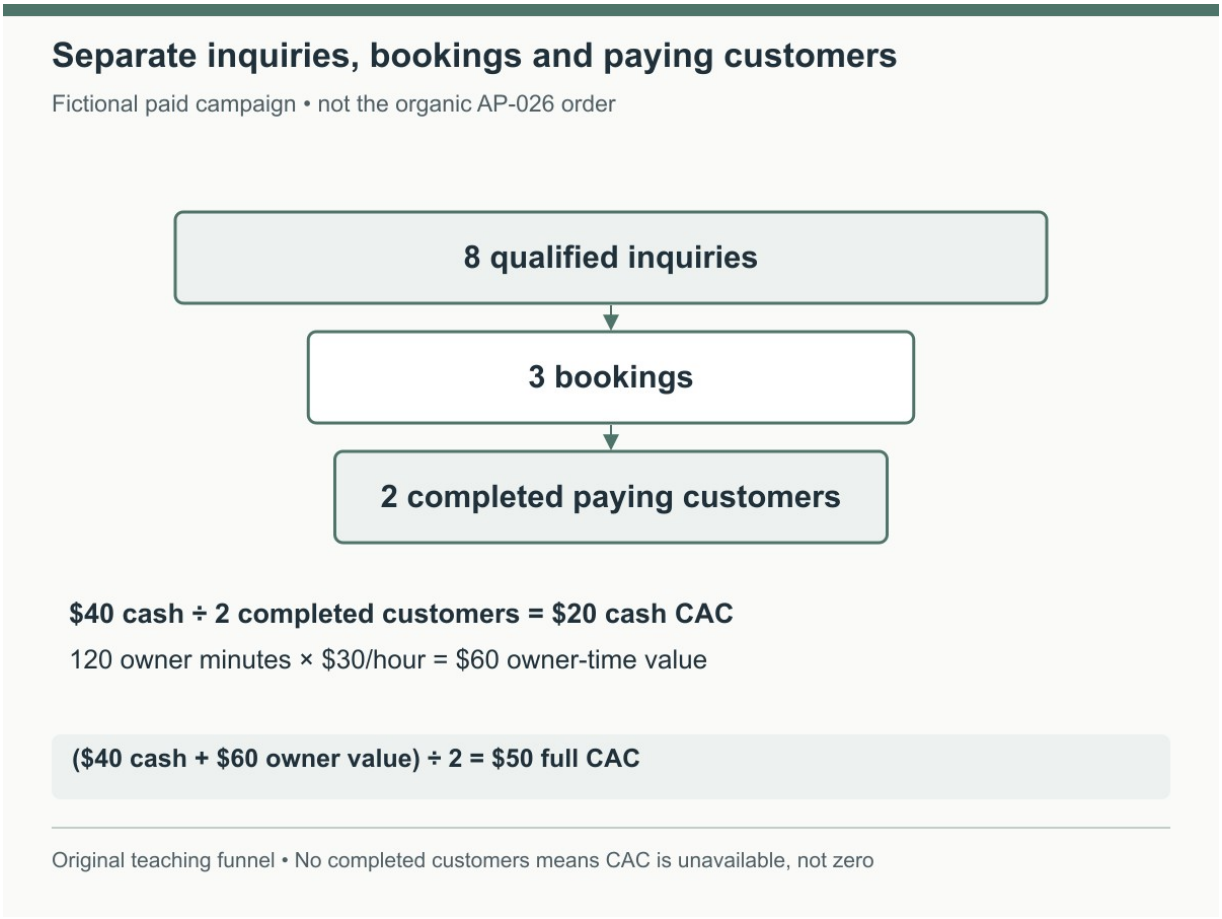
Sample fictional profile: "Clear Route Laundry Service provides scheduled assessment and supported conventional laundry-appliance service in a compact Sacramento service area. We confirm model and access first. The diagnostic appointment has a written charge and may end with a report rather than a repair. Additional work and parts require a written estimate and approval. Gas, refrigerant, building alterations and unsafe access are outside our offer." Use only credentials and address practices that are actually true.

Unsent permission inquiry: "Hello, I am researching a narrow local laundry service. May I ask two questions about how you arrange washer service? I am collecting planning information and am not booking repair work. No appliance or tenant details are needed." Unsent follow-up after consent: "Thank you for explaining your experience. Would a clearly priced diagnostic visit and a separate repair decision address the difficulty you described? A no is helpful too; I will not keep following up." These texts are practice artifacts, not sent messages.

Run and measure a small campaign

Days 1–3: desk research and route limits. Days 4–7: the five permission-based conversations and notes. Days 8–10: revise the profile and diagnostic explanation. Days 11–14: evaluate the purchase gate and, only after readiness, plan a limited campaign. An eligible service-area Google Business Profile must use accurate service areas and address settings; do not fabricate a storefront. Ask every completed customer neutrally for honest feedback without incentives or filtering for positive ratings.

The separate fictional campaign spends $40, uses 120 owner minutes at $30 per hour, produces eight qualified inquiries, three bookings and two completed paying customers. Cash cost per inquiry is $5; per booking $13.33; per paying customer $20. Economic acquisition cost is ($40+$60)/2=$50 per paying customer. Keep all counts in the same campaign and observation period. Zero customers means the ratio is not available, not free acquisition. The organic case order below is a different population and receives no automatic $50 charge.



The separate fictional campaign has eight qualified inquiries, three bookings and two completed paying customers. Cash CAC is $20 and full CAC is $50 per completed customer.

Practice

A campaign has $40 spend and eight inquiries but no measured completed customers. Can you report $5 customer acquisition cost?

Worked answer

No. $5 is the cost per qualified inquiry. Completed paying customers are unknown, so cash and economic customer-acquisition ratios stay unavailable.

Sources: AP07, AP08. Full links and limits are in the source register.

L03 Verify authority and customer paperwork

Choose and validate the offer. Study and exercise allowance 35 minutes.

Produce: A California example with open local questions

Use forms F03.

Use the actual jurisdiction

This course uses California as an explicit example. BHGS regulates major-home-appliance service dealers. Its application describes compensated repair, service or maintenance of listed household appliances; mobile work is not automatically exempt. Before advertising or accepting compensated

work, identify the exact activity, business identity, places advertised, service locations and registration category with BHGS. Use the current application and rules, and separately check city business permissions, tax registration, vehicle use and any employee obligations. The fictional case assumes these are valid; it does not create them.

Write the authority log as question, agency, source, date, answer and unresolved item. Ask an insurance adviser about operations in homes, water damage, customer property, completed operations, vehicle use and tools. Obtain the applicable policy wording and actual exclusions. Do not label a generic policy as comprehensive proof. Other states have different rules. Washington's electrical specialty example from the starting video is not transplanted into this California case.

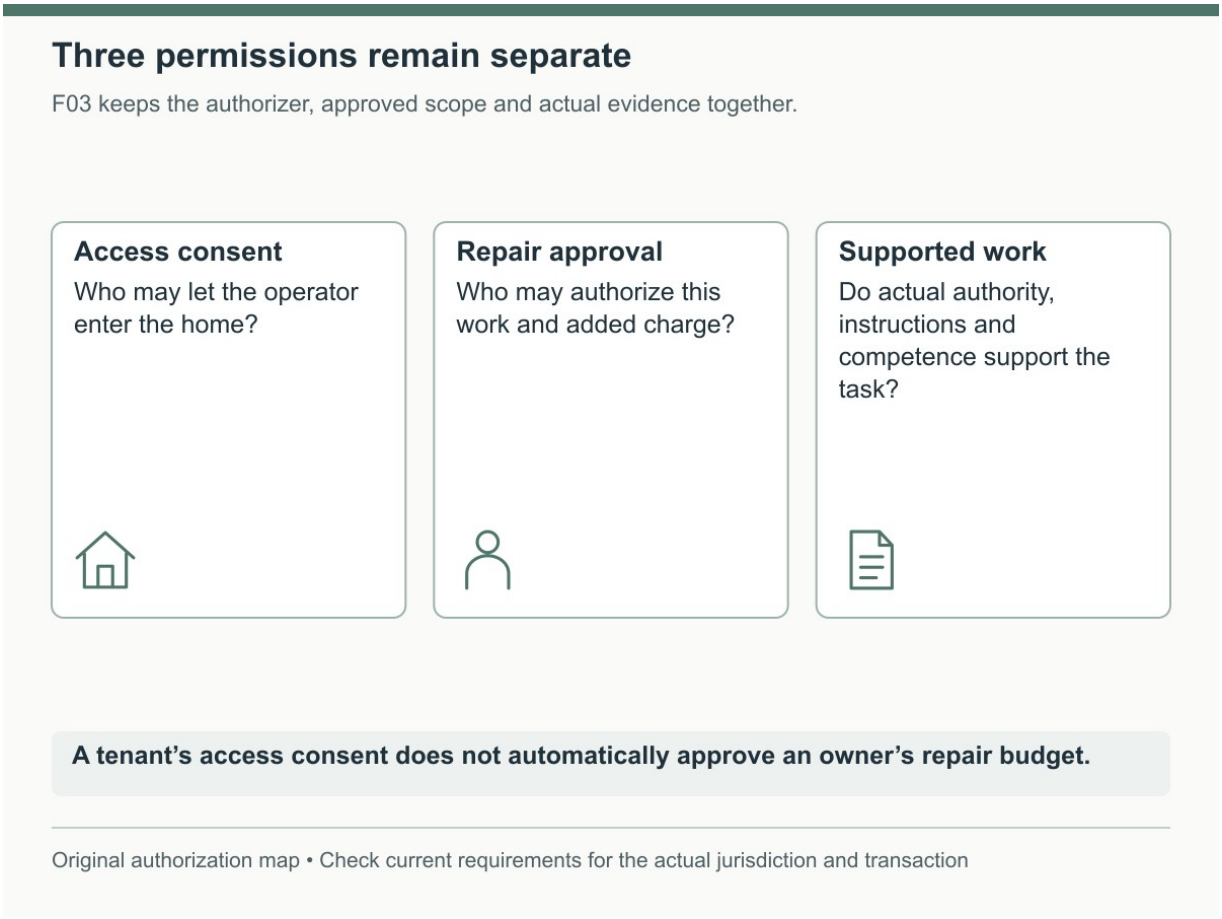
Separate diagnosis from repair permission

California BHGS guidance calls for written diagnosis-fee disclosure and a service-call quote before the visit. The repair estimate identifies expected parts, labor and applicable initial service or travel charges; extra charges need prior consent. In-home travel belongs within the stated labor treatment under section 2722. That section excludes applicable sales taxes from the written repair estimate. Keep the final invoice's tax disclosure distinct. Your actual form must satisfy current local rules, including required consumer statements and registration information.

If approval is oral, record the authorizer, date and time, telephone number if used, receiving employee, scope, conditions and added total, then place the record on the invoice as required. A landlord authorization and a tenant's access consent may be different permissions. A signed repair estimate authorizes only the listed work. It cannot make excluded technical work supported.

Create a real invoice process

Use an invoice even for a no-charge completed service. Include business and customer identity, registration, appliance identification, complaint, work performed, itemized parts and labor, total, responsible worker and current guarantee and consumer-protection wording. BHGS publishes example documentation; this workbook is a planning form, not a preapproved statutory template. The case's fictional contact and registration placeholder cannot be used for real business. Ask about parts-return preferences before disposing of any removed part, and preserve an accurate record of exceptions.



Three distinct records cover access to the home, authority to approve repair costs, and the operator’s supported scope. One permission cannot be substituted for another.

Practice

A tenant approves an extra part, but the named property owner controls the repair budget. Is tenant access consent sufficient?

Worked answer

No. Record access consent separately and obtain repair authorization from the person actually empowered to approve the charge. Stop added work while authority is unresolved.

Sources: AP03, AP04, AP05. Full links and limits are in the source register.

L04 Screen the machine and book a paid assessment

Screen prepare and assess. Study and exercise allowance 35 minutes.

Produce: A confirmed visit with a defined diagnostic limit

Use forms F04.

Collect useful observations without creating danger

Ask for a legible full identification-label photo, complete model suffix, serial number, approximate age if known, complaint in the customer’s words, displayed code and when it appeared. Do not ask a customer to remove panels, reach behind damaged wiring, repeatedly run a leaking appliance or extract hot

water. A code is an observation, not a component diagnosis. “OE after a hot cycle” can justify investigating drainage, but cannot prove that a new pump is needed.

Screen access before routing: floor level, stairs, stacked or built-in condition, room dimensions, accessible plug and shutoffs, standing water, pets, children, parking and who can authorize work. Photos are optional and require consent. Collect only information needed for the job. A blocked plug or unsafe floor may make even owner-level service unsuitable. Appliance movement is a separate assessed operation and is not assumed within a one-person visit.

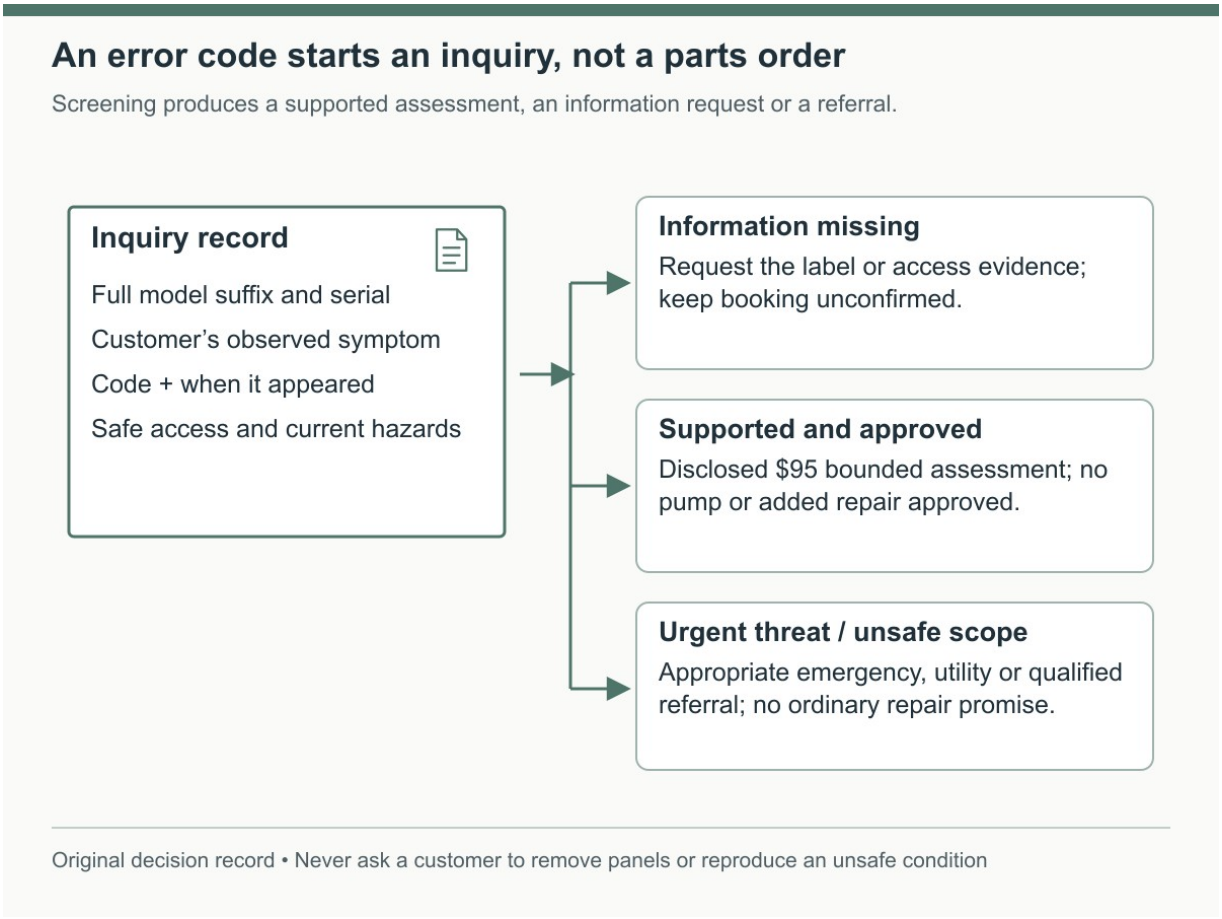
Quote what the first visit buys

A diagnostic appointment buys a bounded assessment, explanation and next decision. The fictional quote is $95 for one scheduled visit including the initial service call, travel within the stated area and up to 40 minutes of supported assessment and report. It is not credited against later work in this example. Explain the charge before dispatch, the limits, what happens if access differs, the cancellation terms and the possibility of no repair. Do not advertise a low trip price and reveal a mandatory diagnostic charge at the door.

Sample confirmation: “For AP-026, the first visit on November 17, 2026 between 9 and 11 a.m. is $95 under the written quote. We will assess the reported drainage complaint within the stated scope. No replacement part or added repair is approved. Please keep the washer unused until the visit and ensure the agreed safe access. If a new hazard is present, contact us to reassess the booking.” This is unsent fictional wording.

Sort urgent situations and preserve uncertainty

For smoke, fire, gas odor or an immediate threat, direct the person to the appropriate emergency or utility response and avoid treating it as an ordinary appointment. Do not give a remote electrical isolation tutorial for a hazardous installation. Record the referral and do not dispatch as though it were a supported repair. If the model photo is missing, retain the booking as unconfirmed. A useful screen ends in a decision: proceed to the approved assessment, request missing information, or decline with a clear reason.



The inquiry records model identity, observations and safe access. Missing evidence holds a booking; a supported $95 assessment does not preapprove a pump or added repair.

Practice

A customer reports OE and wants a pump ordered before your first visit. What do you confirm?

Worked answer

Confirm the model, observed symptom, access and diagnostic terms. Decline premature part selection; OE alone cannot establish pump failure. Obtain assessment permission only.

Sources: AP01, AP02, AP04. Full links and limits are in the source register.

L05 Prepare information tools and a controlled practice site

Screen prepare and assess. Study and exercise allowance 35 minutes.

Produce: A ready kit and rehearsal permission

Use forms F05.

Match the kit to the supported task

The drain-filter exercise needs the exact manual, lighting, shallow containment pans, a larger receiving container, towels or absorbent pads, a soft cleaning brush, appropriate personal protection and a safe way to document observations. These are categories for a trained task, not a shopping recommendation or an electrical test kit. Check container capacity and a nearby lawful disposal point before opening any

drain. Secure items in the vehicle, segregate clean supplies from used materials and protect the customer’s floor without obstructing the exit.

Access the manufacturer’s actual model document, not merely a manuals search portal. For this edition, LG’s official WM4000 manual PDF MFL71728908 Rev.00_070920 covers WM4000H*A and gives the drain-pump-filter procedure on printed page 38. It was read from the manufacturer-hosted document. The current support page may serve a newer revision; verify the exact machine and current applicable document before real work. Keep the document identifier, relevant page and any differences in the job record.

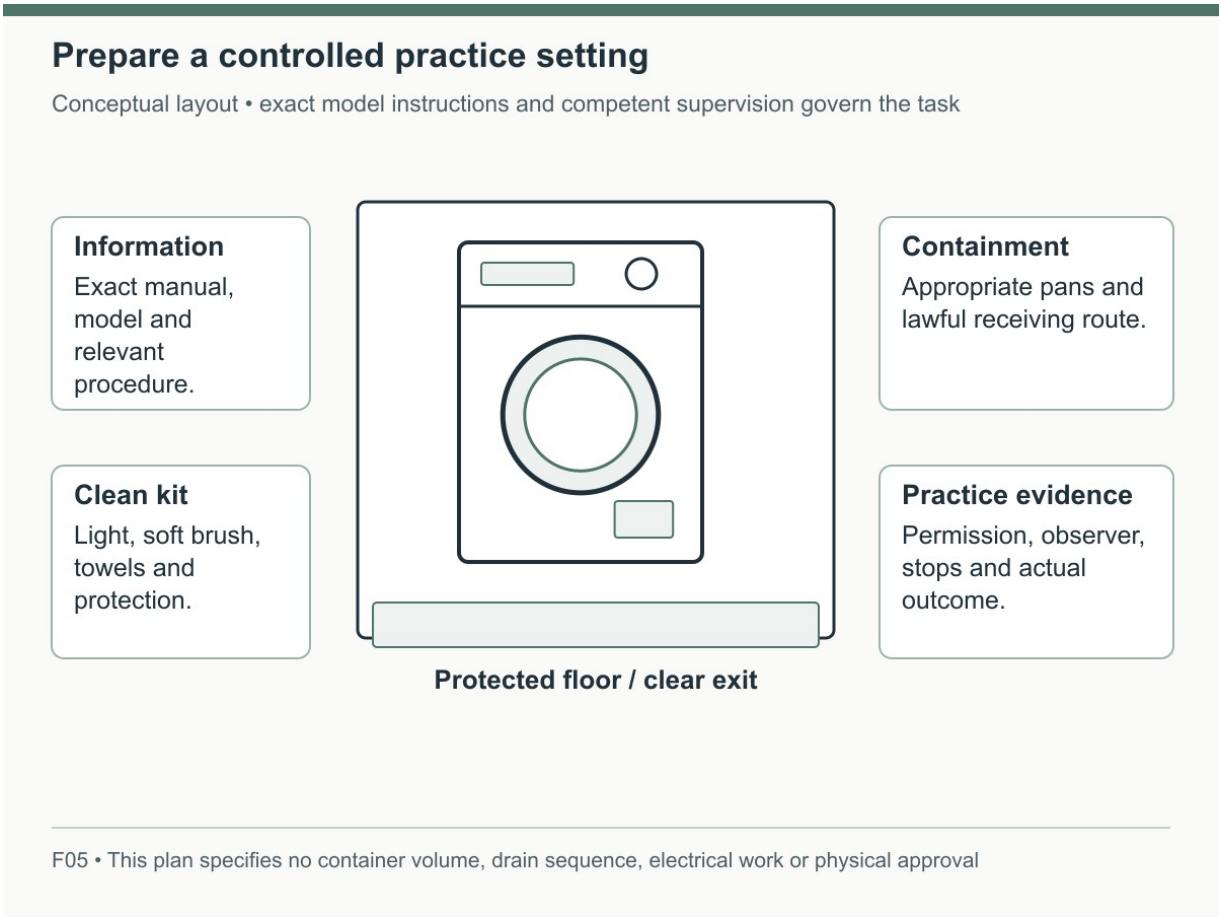
Get permission to rehearse

Use a training or personally owned supported washer with explicit owner permission, a competent supervisor and safe known access. Write who controls electrical and water conditions, which task is allowed, what the supervisor will observe and what stops the exercise. Do not create a fault with objects in the pump or deliberately damage a seal. A paper rehearsal can practice the decision sequence and records; a physical rehearsal must separately demonstrate controlled draining, correct refitting and observed checks.

For this limited procedure, follow the manufacturer’s power-off and unplug requirement and keep the unplugged cord under the worker’s control. If the plug cannot be safely accessed, another energy source exists, the floor is wet near power or the machine cannot be kept isolated, stop for a qualified site-specific plan. The OSHA hazardous-energy overview explains why stored thermal, mechanical and electrical energy matters; it does not replace a workplace control program or establish that one universal unplugging procedure covers all service.

Observe performance instead of self certifying

The supervisor should see the learner identify the correct appliance, explain the permitted task, select containment, wait for safe temperature, prevent unexpected startup, drain without flooding, remove and clean the correct filter, restore both closures and record a supported functional check. Record any intervention by the supervisor. A clean worksheet with no observed performance is incomplete practical evidence. An unsuccessful attempt should end in a new supervised practice plan, not a fabricated pass.



The original conceptual station separates exact-model information, clean supplies, containment and observed practice while preserving a clear exit. It does not establish a drain procedure or safe isolation.

Practice

You can reach the filter but cannot safely reach the plug. Does the front access alone make the task ready?

Worked answer

No. Safe energy control is a prerequisite. Stop and arrange an appropriate qualified site plan; do not treat a reachable filter as permission to work.

Sources: AP01, AP02, AP06. Full links and limits are in the source register.

L06 Assess drainage and decide what the evidence supports

Screen prepare and assess. Study and exercise allowance 35 minutes.

Produce: An assessment report with a reversible next step

Use forms F06.

Start with the reported complaint

On arrival, confirm the customer, appliance identity, agreed charge and permitted task before setting tools down. Inspect the agreed access and floor condition. Record the complaint as reported and then your own observations separately. Check external conditions that are safely visible without moving the

machine: obvious hose compression, accessible drain arrangement and any standing water. Do not change building plumbing or assume an inaccessible drain is clear. An external observation is not proof that a pump motor has failed.

The fictional AP-026 first visit finds retained water following a hot cycle. The technician cannot yet verify a safe drain-filter opening and does not force the cap or run another cycle. The customer receives the $95 assessment and a written explanation that obstruction remains a possibility. The washer is left unused under the communicated safe condition; no part is ordered. The return is planned because the present thermal condition prevents safe completion, not because a pump diagnosis has already been made.

Use a decision tree without guessing a part

If the exact model or access is unresolved, hold the task. If water temperature or energy control is unsafe, stop. If access and controls are suitable, use the model's supported drain-filter procedure only after authorization. Finding debris gives a plausible correctable cause; recording a subsequent successful drain observation gives stronger evidence. A clear filter with a persistent complaint leads to a new diagnostic question and referral or separately supported service, never an automatic pump sale.

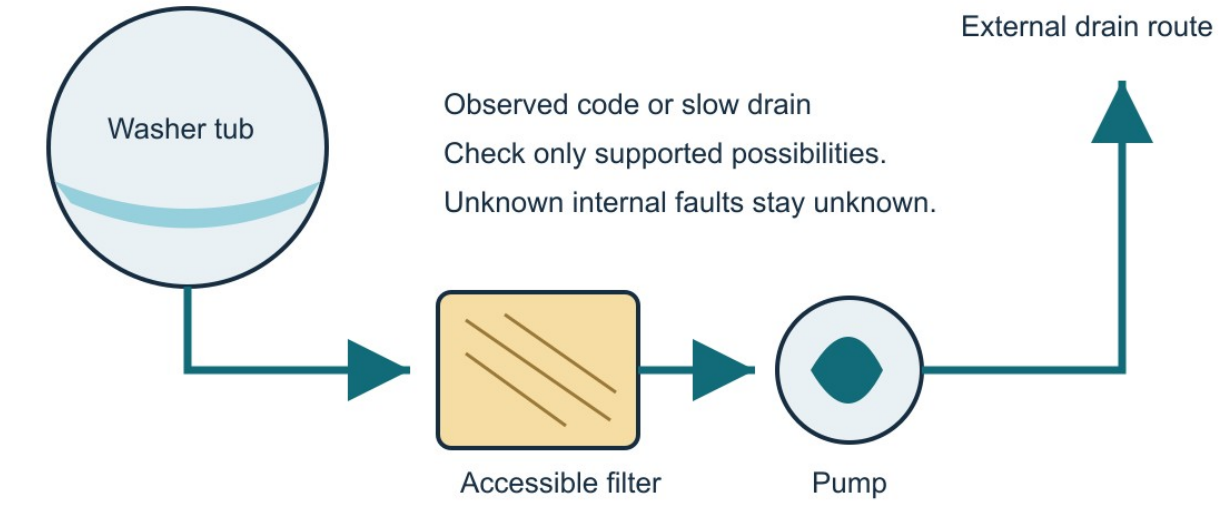
Write findings in three columns in your notes: observed, inferred and still unknown. "OE reported" is observed by the customer; "possible restriction" is a hypothesis; "pump winding failed" is unknown without the correct supported test. Do not fill an unknown measurement with zero. Scope your next offer around what can be done and checked, including the possibility that the work will end without restoring function.

Explain the options in plain language

Tell the customer what was established, what could not safely be attempted and what the next supported step costs. Offer stop-and-report, the narrowly authorized return or an appropriate referral. Record the choice. The assessment fee is earned only for the agreed assessment actually provided; a postponed repair is not earned revenue. If the appointment cannot provide the promised assessment at all, use the previously disclosed cancellation/access terms and applicable rules rather than inventing a fee at the door.

In Visit control, store the accepted diagnostic ceiling separately from the actual amount earned. The ceiling is not automatically earned. Enter the supported actual amount in row 11, with its real delivery status, date and evidence; a completed $60 assessment can be valid under a $95 ceiling. Started or Stopped is not Delivered. Keep an unknown amount blank, use numeric 0 only when confirmed, and investigate a figure above the ceiling before any closed total.

A drain complaint does not identify a failed pump



Functional path only: filter obstruction, hose condition and internal faults are different questions.

No internal pump work or building drain alteration is taught by this schematic.

A reported OE code is not proof of pump failure. Original functional schematic, not a component test procedure.

Practice

After safe filter cleaning, OE remains. May you declare pump failure and charge for replacement?

Worked answer

No. Preserve the actual failed outcome and stop within this scope. Refer or obtain separate support for additional diagnosis; do not convert an unverified hypothesis into a parts order.

Sources: AP01, AP02, AP04. Full links and limits are in the source register.

L07 Match a part and a procedure before making a commitment

Screen prepare and assess. Study and exercise allowance 35 minutes.

Produce: A supported parts decision with a visible hold when evidence is missing

Use forms F07.

Use identity and applicability as separate evidence

A service request contains two different questions: what failed, and what part or procedure applies to this exact machine? Neither can be answered by the customer’s error code alone. Record the complete model, suffix and serial from the appliance label. Find the manufacturer’s actual applicable document and read the relevant procedure, prerequisites and warnings. A manuals portal is only a route to that evidence. If the document is unavailable, stop that operation instead of filling the gap with a similar machine’s instructions.

For a possible part, record the exact manufacturer number, revision or serial applicability, supersession evidence, supplier condition, return policy, landed cost and expected delivery. Keep the fit evidence separate from a stock photograph. A part that can be physically inserted may still be wrong. A generic compatibility list is not an installation procedure. A procedure for cleaning a removable filter does not authorize an internal pump replacement.

Keep the current course boundary useful

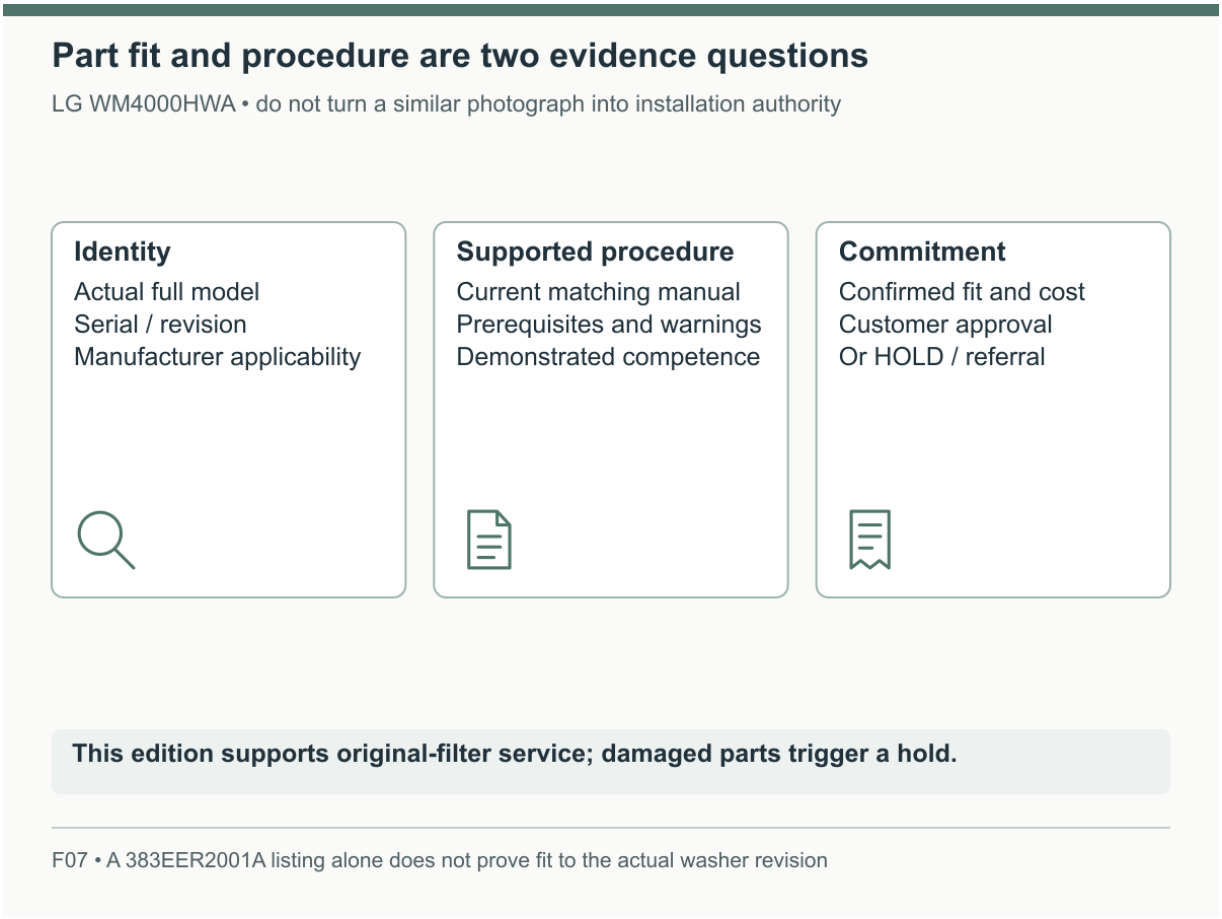
The reviewed LG WM4000H A manual supports removing, cleaning and correctly refitting the original accessible drain filter. The current LG product page identifies a 383EER2001A replacement pump filter and recommends authorized service, but the reviewed page does not establish exact fit to every WM4000HWA revision. This edition therefore teaches the original-filter service and a stop for damaged parts. It does not provide a replacement tutorial or pretend that a purchase was made.

In a real business, a qualified technician might obtain exact manufacturer or authorized service confirmation for a different supported task. That is a new evidence record with a new procedure and competence check. Add it to the menu only after the actual technical, legal and equipment conditions are met. A customer’s approval or a spreadsheet status cannot convert the excluded work into a permitted operation.

Price the commitment and explain the hold

Before ordering a verified part, obtain approval for the total supported repair, delivery assumptions, deposit treatment, returns, cancellation and any separate return visit. Make the initial diagnostic charge treatment explicit. A parts advance is customer money held against an obligation until earned or refunded according to actual facts and law. A supplier return authorization is not a posted bank credit. Keep these records linked without collapsing them into revenue.

Practice message, unsent: “I can document the accessible filter condition, but I cannot confirm this replacement part for your exact revision from the available source. I will not order or install it on that basis. We can stop with the assessment report or arrange an appropriately supported referral.” This gives the customer a useful decision while preserving the unresolved technical fact.



Model and serial evidence, a supported procedure and a commercial commitment are separate gates. The edition supports original-filter service and retains a hold on unverified replacement fit.

Practice

The model matches a broad product family, but the serial applicability of a replacement part is unknown. The customer agrees to pay. What do you do?

Worked answer

Hold the replacement commitment. Obtain exact applicability, a supported procedure and the necessary competence, or refer. Record the customer's request separately; it creates no earned repair revenue or technical authorization.

Sources: AP01, AP04, AP10. Full links and limits are in the source register.

L08 Estimate independently and freeze the accepted plan

Estimate approve and perform. Study and exercise allowance 35 minutes.

Produce: A cost build before selecting a customer price

Use forms F08.

Build resource cost without reverse engineering the price

Estimate the whole owner cycle before looking at a desired charge: inquiry, model research, kit preparation, both outbound and return travel legs, assessment, reporting and approval, second

preparation, service and observation, reset, invoice and follow-up. Count used labor time; unused scheduling cushion is separate capacity. For the AP-026 accepted plan, the total is 270 minutes at an invented management value of $30/hour, or $135. That value is not an additional bank wage payment or a claimed sole-proprietor tax deduction.

The planned build also includes $12 job fuel cash, $1.20 consumed absorbent stock, $10 nonfuel vehicle allocation, $8 reusable-equipment allocation and $15 overhead allocation. These sum with owner time to $181.20 before processing. With two receipts and the invented 3% plus $0.30 per receipt, a cost-covering price is approximately ($181.20+$0.60)/(1−0.03)=$187.42 before any desired contribution, market evidence or reserve. The planner uses a conservative rounding allowance. This is a management threshold, not a market quote or an earnings claim.

Choose and document a supported offer

The fictional customer price is $240 in total: the $95 assessment already provided plus $145 supported return service. At that price planned processing is $7.80, total planned management cost $189 and planned result $51 before a separate $20 reserve. State exactly whether the diagnostic fee is credited; here it is included as its own earned line and is not credited again. Do not count $240 plus $95 as the same order’s revenue.

The base case sells no part and uses consumables rather than separately resold merchandise. The California tax example treats this separately stated repair/service labor as non-taxable under the stated facts, with tax on business consumable purchases included in their planning cost. Actual classification depends on the real transaction. A new part sale needs its taxable base and current local rate checked. Do not apply a zero tax assumption to every future order.

Keep acceptance independent of actuals

Before booking the return, preserve a dated accepted baseline as values: November 17, 2026; AP-026 scope; $240 total price; 270 owner minutes; $189 management cost; and a separate $20 reserve. Retain the actual acceptance evidence. Later time entries, costs or quotations must not rewrite the baseline. Compare actual time, cost and price with these fixed values and explain each variance. If the customer declines the return, the unperformed service does not become earned revenue merely because an estimate exists.

Freeze the accepted plan before actual time changes

AP-026 • same fictional $240 price; actual work is recorded alongside the baseline

Measure	Accepted plan	Actual
Owner minutes	270	300
Owner-time value at $30/hour	$135	$150
Management cost	$189	$204
Result before reserve	$51	$36
After separate $20 reserve	$31	$16

F08 • The extra 30 minutes cost $15; actual entries do not rewrite the accepted baseline

With the same $240 fictional price, increasing owner time from 270 to 300 minutes raises management cost by $15, lowering the pre-reserve result from $51 to $36. The baseline remains fixed.

Practice

Actual time rises from 270 to 300 minutes at a planning value of $30 per hour. What changes if the agreed price stays $240?

Worked answer

Owner-time value rises by $15. Actual management cost becomes $204, leaving $36 before the separate $20 reserve designation and $16 afterward. The accepted baseline remains 270 minutes and $189 cost.

Sources: AP04, AP09, AP11. Full links and limits are in the source register.

L09 Control repair permission parts and the second visit

Estimate approve and perform. Study and exercise allowance 35 minutes.

Produce: A full confirmation and a parts hold

Use forms F09.

Send one complete commercial confirmation

Fictional sender: Clear Route Laundry Service, Alex Rivera, service@clearroute.example.invalid, 555-0106, 100 Example Lane, Sacramento CA. Registration is marked DEMO ONLY; no real registration is

claimed. Customer: Maya Chen, 200 Example Way, Sacramento CA. These are fictional training addresses, not verified service locations. AP-026 is issued November 17, 2026, valid through November 18, with the return planned for November 19 between 10 a.m. and noon. Included work: the prior supported assessment for $95 and one accessible drain-filter service with a documented limited observation for $145. Total estimate is $240 before applicable tax. No part is sold; tax is $0 under the defined labor-only facts and the final invoice is $240.

Internal pump, motor and control work, gas, refrigeration, building alterations, unsafe movement and every unsupported task are excluded. No promise to diagnose every fault is made. The customer pays $95 after the first delivered assessment and $145 after the authorized service and handoff. No parts deposit is taken. Added work needs a new specific description, price and prior approval within actual supported scope. Canceling the return before dispatch does not earn the unperformed $145. If work stops, charge only for authorized work actually delivered under disclosed terms and applicable law.

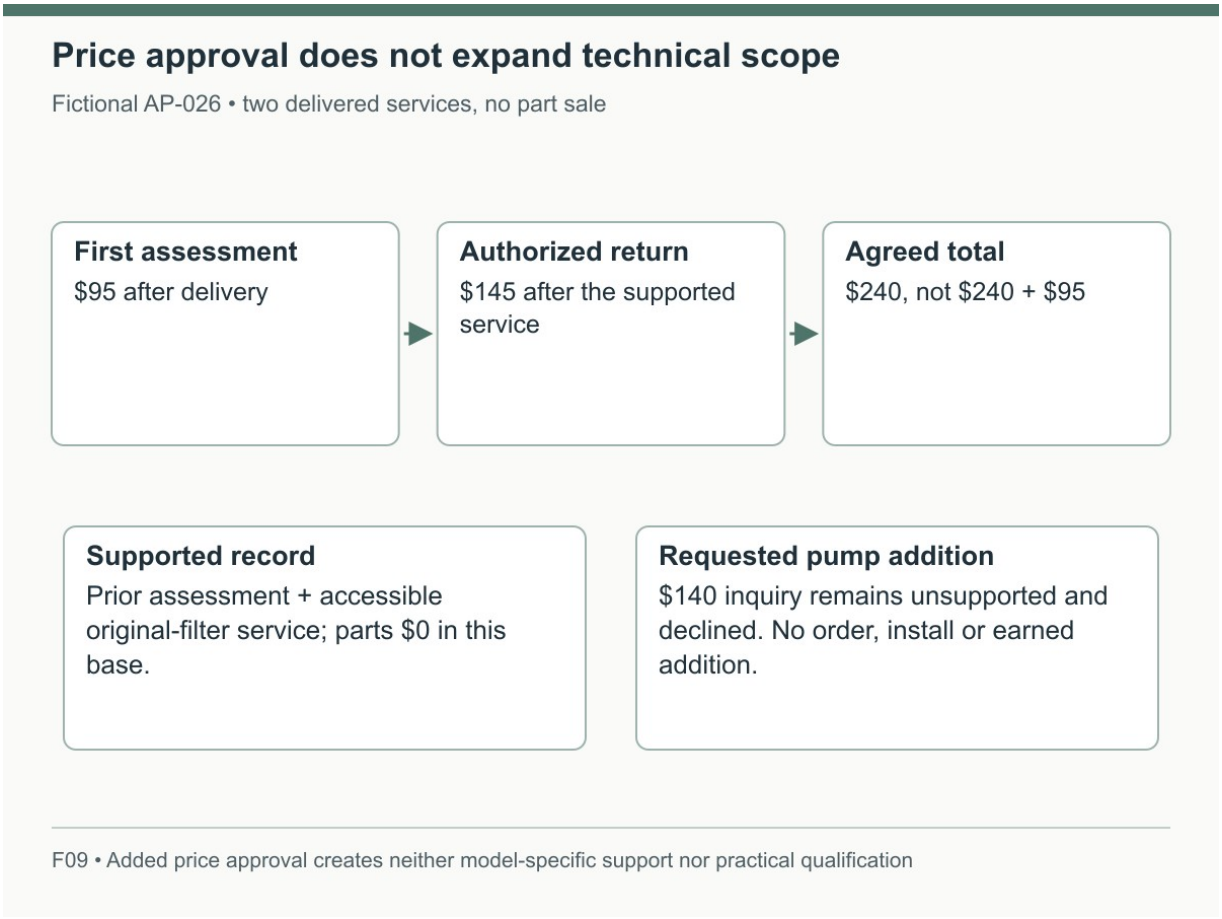
Set correction and follow up terms carefully

The fictional terms offer a 30-day correction visit for the listed labor if the same serviced opening was incorrectly reassembled, without restricting statutory rights. They do not cover unrelated failures or establish a universal warranty. No new part is installed in the base case. Use current required guarantee and consumer-protection wording on a real invoice. Ask the customer to report leakage or recurrence promptly, stop using a leaking appliance and arrange reassessment. Fictional approval is Maya’s email on November 17 at 3:30 p.m.; it is neither real permission nor evidence that work was safely performed.

Before ordering any part, establish exact model and serial applicability, a supported manufacturer procedure, condition, return terms, landed cost, tax, lead time and customer approval. Similar photographs are insufficient. LG identifies a 383EER2001A pump filter, but the reviewed product page alone does not prove fit to this exact washer revision. This edition does not instruct that replacement or claim that it was ordered. A damaged filter or seized cap causes a hold or referral; do not force removal or install an unverified substitute.

Keep deposits and changes from becoming earnings

For a separately supported future parts job, write the part and complete repair scope and distinguish a customer advance from earned assessment or service revenue. A $60 advance held before delivery remains a $60 customer liability until supported earning or a posted refund changes it. A refund request alone reduces neither bank cash nor that liability. A supplier credit for a returned part is a different transaction with its own posting evidence. AP-026 records a possible $140 pump inquiry as declined unsupported work: zero authorized addition, zero earned addition and no purchased pump.



AP-026 includes a $95 assessment and $145 supported return service totaling $240. The possible $140 pump request remains declined and creates no earned addition or part purchase.

Practice

A customer approves a $140 pump quote by text. Does that make unsupported pump replacement part of this course scope?

Worked answer

No. Commercial consent creates neither technical support nor qualification. Keep the request held or declined and refer it. Record no additional earned work.

Sources: AP04, AP05, AP10. Full links and limits are in the source register.

L10 Perform and verify the supported drain filter service

Estimate approve and perform. Study and exercise allowance 35 minutes.

Produce: A controlled model-specific practical sequence

Use forms F10.

Prepare and drain without opening the filter early

This sequence is a teaching paraphrase of the LG WM4000H*A manual on printed page 38 and LG's current drain-filter support article. Apply it only after the actual model, permission, competence, access and energy controls are established. Confirm that retained water is safe to handle and the appliance is

not in a hazardous electrical environment. Follow the manual's shutdown and unplugging requirement and maintain control of the cord. Put containment in place before opening the lower front service cover. Do not move or tilt the machine to improvise access.

Identify the small residual-water drain hose separately from the larger threaded filter. Carefully unclip the hose, place it over the shallow pan and remove its small plug. Allow residual water to drain in a controlled way. Avoid pulling the hose far enough to kink or detach it. Pause and recap it as necessary to empty containment safely; do not let the pan overflow. If the hose will not drain or water cannot be controlled, stop. The large filter opening is not a substitute for controlled draining of a full tub.

Clean and restore the correct closures

After controlled draining, turn the filter counterclockwise and remove it without force. Keep towels positioned for residual water. Remove loose debris and clean the filter and accessible opening with a soft brush or sponge and hand washing as LG describes. Do not probe internal parts, reach into moving mechanisms or use sharp tools on an unseen blockage. Inspect visible seating surfaces. Damaged threads or seals, or a seized filter, require a supported repair decision outside this cleaning task.

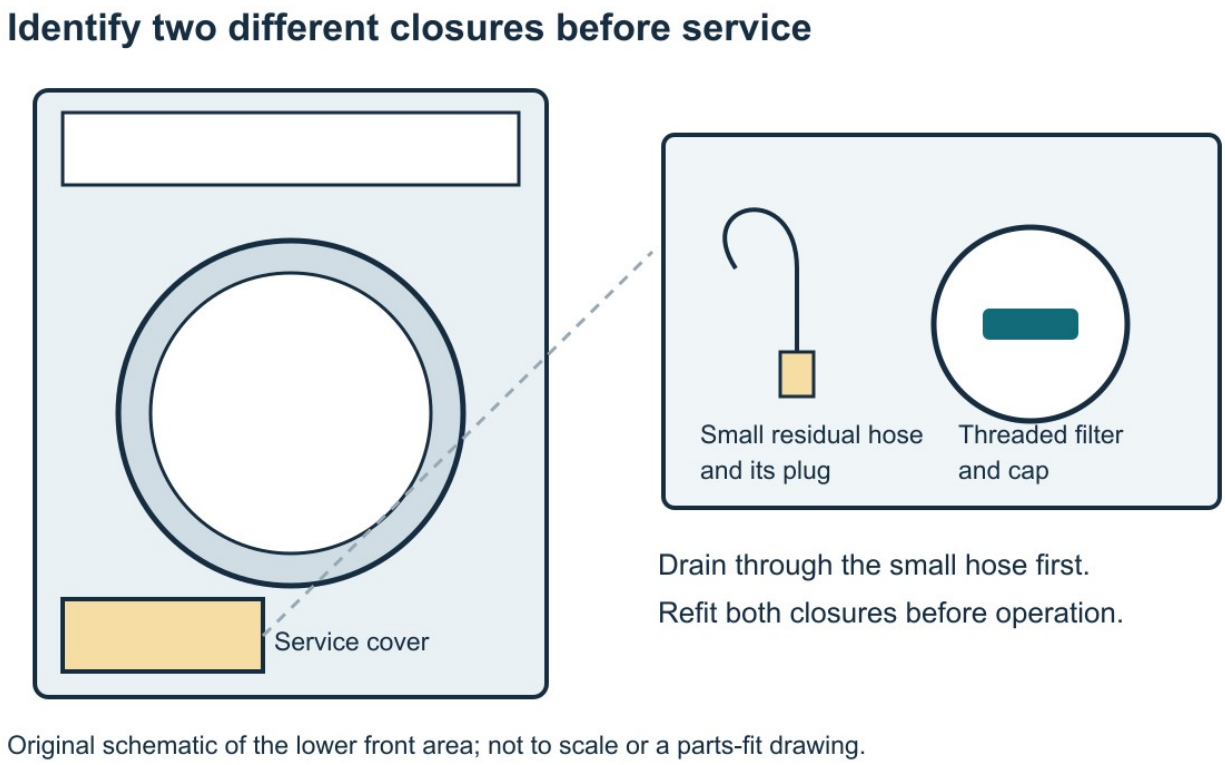
Securely refit the small drain-hose plug and return the hose to its clip. Insert the correct original filter and turn it clockwise into its intended seating, without force or an invented torque. Close the service cover. The hose plug and threaded filter are two different closures; omitting either can cause a leak. Do not operate with the filter removed or assembly uncertain. No sealant or substitute part is authorized.

Observe the result and classify the outcome

Restore normal operation only when closures, tools, people and power conditions are suitable. With the owner's permission, use the supported normal controls. The exact manual's printed page 30 gives the Rinse+Spin sequence: switch on with Power without selecting a regular cycle, select Rinse+Spin, then press Start/Pause. Its Spin button can change spin speed. Do not enter an undocumented service mode. Record the actual program, load condition, observations and any error recurrence.

The fictional case uses an empty normal Rinse+Spin cycle only as a limited drainage and serviced-opening leak observation. It is not LG's installation test. The separate installation test on printed page 16 specifies six thick bath towels, approximately six pounds, and additional installation observations. This course claims neither that installation test nor its loaded result. Record the empty observation honestly: draining occurred and no OE recurrence or visible leakage was observed at the serviced opening during this check.

That result supports only the statement that the authorized service was completed and the symptom did not recur during the stated observation. It does not certify every cycle or hidden component. If leakage, abnormal operation or the original fault returns, stop normal use as appropriate and record an unresolved result. Practical completion requires actual supervisor observation; the fictional case cannot supply it.



Original schematic of the lower front area; not to scale or a parts-fit drawing.

Conceptual LG-style lower front access. Match the actual model/manual; drawing is not to scale.

Practice

Which must be restored before operating: the threaded filter or the small drain-hose plug?

Worked answer

Both. Secure the small plug and clip, correctly seat the threaded filter and close the cover. If either closure is uncertain, stop before operation.

Sources: AP01, AP02. Full links and limits are in the source register.

L11 Close the work and collect only the agreed charge

Handoff records and readiness. Study and exercise allowance 35 minutes.

Produce: A handoff that preserves the actual outcome

Use forms F11.

Show what was completed

Review the original complaint, authorized action, observed result and remaining limits with the owner. Show the serviced opening and debris only when safe; do not restart unsafe equipment for a demonstration. Explain the normal maintenance reference and how to report recurrence. Record whether the owner observed the check or received the written record. Acceptance acknowledges the agreed handoff; it is not a rights waiver or proof that hidden components are sound.

AP-026's final invoice separately lists $95 first assessment and $145 return service, with parts $0 and tax $0 under the stated facts, total $240. Apply the first $95 receipt once, leaving $145 due. No pump is listed as installed. A real invoice needs the exact appliance, actual worker, dates, registration and current required statements. Payment and technical completion are different facts: an unpaid invoice can represent earned work, while an advance can exist before anything is earned.

The $95 and $145 AP-026 lines are the actual agreed delivered amounts in this fictional base, not amounts generated merely because the authorized ceilings are $95 and $145. A lower supported actual charge is recorded at its actual value. In Visit control, row 11 is the actual diagnostic input and row 17 is the actual linked-return input; row 19 is a validated sum, not a price or collection forecast.

Record payment and settlement evidence

Use unique invoice and receipt IDs and distinguish authorization from bank evidence. Fictional R01 is $95 on November 17; R02 is $145 on November 19. Assumed fees are $3.15 and $4.65; net settlements are $91.85 and $140.35, total $232.20. These are invented teaching inputs, not processor terms. Actual statements override forecasts. A failed payment or pending transfer is not posted bank cash.

If the customer disputes the result, record the request, observations, agreed correction path and applicable rights. Do not silently mark the order refunded. Capture request, decision, initiation, posting date and actual posted amount separately. Keep the original invoice and link each credit or refund. Do not retain card details or unrelated personal information in course forms.

Reset and follow up

Count cleanup, used-material handling, restocking, travel, invoicing and follow-up as owner time. AP-026 includes 15 minutes of reset, ten of invoice and records, five of follow-up and all four travel legs. Unsent follow-up: "For AP-026, the drain-filter service was completed on November 19. Did the reported drainage problem recur? If you notice leakage, stop using the machine and contact us so we can reassess. Please share honest feedback about the service." Do not pressure for a favorable review or offer an incentive.

A receipt and bank settlement are different records

Fictional AP-026 • agreed delivered service, separate processing expense

Receipt	Gross	Fee	Net bank
R01 • assessment	$95.00	$3.15	$91.85
R02 • return service	$145.00	$4.65	$140.35
Confirmed total	$240.00	$7.80	$232.20

Apply the first $95 receipt once; no pump is shown as installed.

F11 • Pending transfers are not posted bank cash; the fee assumptions are fictional

The fictional $95 and $145 receipts incur $3.15 and $4.65 fees, leaving $232.20 confirmed settlement. Gross service revenue and processing expense remain separate records.

Practice

A $60 refund is requested but nothing has posted. What changes in the bank ledger?

Worked answer

No bank change is recorded yet. Preserve the request and any unresolved obligation separately. A cash refund requires actual posting evidence.

Sources: AP04, AP05, AP08, AP09. Full links and limits are in the source register.

L12 Reconcile time stock cash and economic result

Handoff records and readiness. Study and exercise allowance 35 minutes.

Produce: A complete order record with a fixed plan

Use forms F12.

Separate the four different pictures

Earned revenue records delivered authorized work. Bank cash records posted transactions. Inventory records what was bought, used, lost and left. Management economics values the whole owner cycle and resources consumed. None substitutes for another. In AP-026, $240 is earned and received, and

$232.20 settles after fees. Purchases and other cash costs use some of it. Owner-time value and resource allocations reduce the management result without creating additional bank payments.

The actual timeline totals 300 minutes at $30 per hour, or $150 owner value. Fuel paid is $12; stock consumed $1.20; nonfuel vehicle use $10; equipment use $8; overhead $15; fees $7.80. Total management cost is $204 and result before reserve is $36. Designating $20 within business cash leaves a $16 management remainder. This is neither take-home pay nor accounting or tax profit. Household reserves and income and self-employment tax planning remain separate.

Reconcile purchases and bank

One whole 100-pad pack costs $24. Five pads cost $1.20 to use; zero loss is confirmed; 95 remain at $22.80. The $24 purchase is one cash outflow, while $1.20 is consumption. Do not subtract both as economic use. No reusable equipment is purchased for this order. The $8 allocation values use of existing equipment, not a new bank payment. Overhead cash paid in this simplified order period is confirmed zero; the separate $15 allocation remains a management cost.

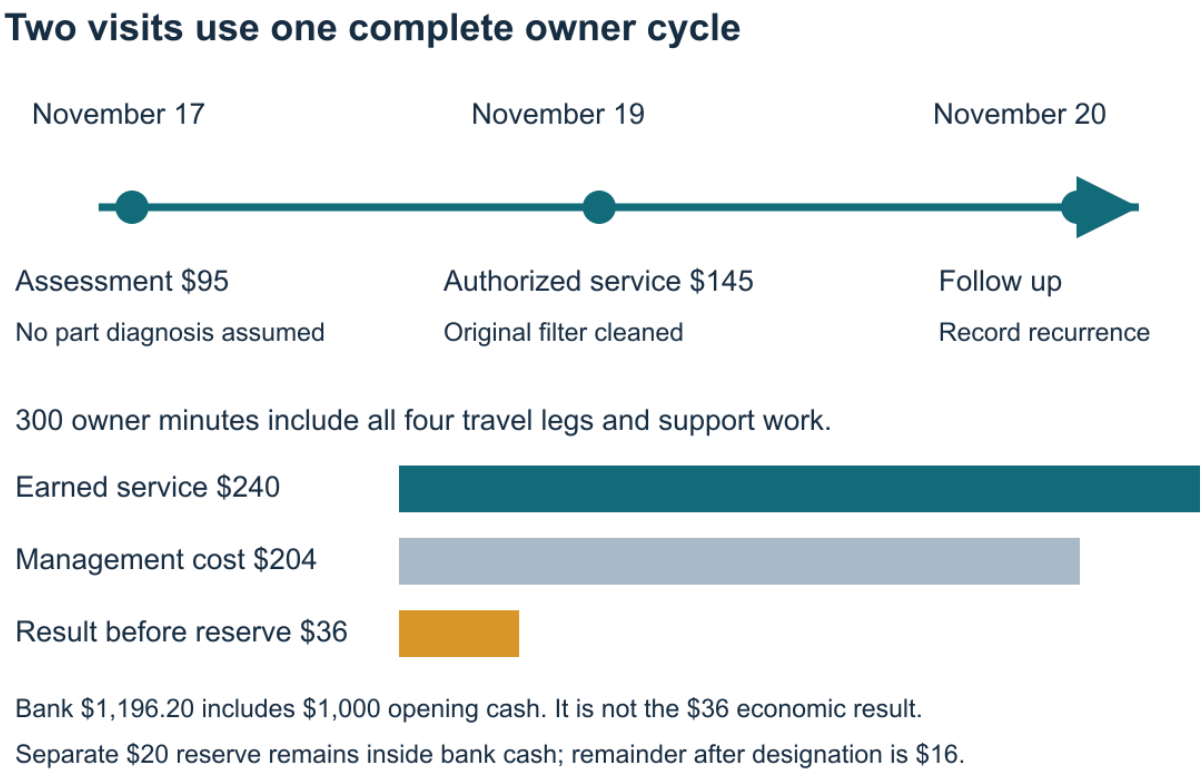
Opening bank $1,000 + gross receipts $240 − fees $7.80 − fuel $12 − supply purchase $24 = $1,196.20. Tax collected, tax remitted, owner draws and equipment purchases are confirmed zero in this case. The $20 reserve remains in the bank, leaving $1,176.20 after that designation. Other actual obligations are not estimated here, so this is not a personal spending allowance. Bank and economics answer different questions about opening funds, remaining resources and noncash use.

Use the workbook without losing unknowns

Keep the filled case and complete the neutral Estimate with your own evidence before selecting a price. Freeze a dated accepted Baseline as values. Enter actual Quantity, Stock, Your order and Cash evidence separately. Blank means unknown; numeric zero means confirmed none. Marketing is a separate matching campaign. Comparing actual 300 minutes and $204 cost with the accepted 270 minutes and $189 explains a $15 unfavorable variance from 30 more owner minutes, not an unexplained bank loss.

In a copy, test partial receipts, extra time, stock loss and a posted refund before relying on the planner. The general order model is for one fully earned service order. Unearned advances and requested refunds need the separate Visit control schedule and dated evidence. Potential changes remain outside revenue. If the actual tax base or refund composition differs, use correctly itemized records rather than forcing a blended ratio.

Use Visit control rows 7 and 13 for the separately stored accepted ceilings; rows 11 and 17 for actual earned amounts; rows 12 and 18 for the evidence decisions; and rows 19 and 20 for the validated linked total and record status. Its return date in row 16 cannot precede a delivered diagnostic in row 10. A proposed appointment is not a completion date. This sheet models one linked job only; keep a standalone visit in a separate record rather than bypassing chronology with a changed status.



Fictional AP-026: $240 earned, $204 management cost, $36 before reserve. All owner time is included.

Practice

Why is bank cash $1,196.20 when the management result before reserve is only $36?

Worked answer

Bank includes $1,000 opening cash and subtracts $24 of purchases. Economics includes only $1.20 of stock use, plus $150 owner value and $33 resource allocations. The two views record different facts and are not interchangeable.

Sources: AP09. Full links and limits are in the source register.

L13 Handle no repair returns and a failed third visit

Handoff records and readiness. Study and exercise allowance 35 minutes.

Produce: An adverse outcome that keeps the original case intact

Use forms F13.

A no repair assessment can be a valid delivered service

If the agreed assessment is delivered but repair is unsupported or declined, the diagnostic report may still be the contracted output. State what was observed and what remains unresolved. Do not call it repaired merely because a fee was paid. If unsafe access prevented the promised assessment, apply disclosed access and cancellation terms and the actual law; calling a visit diagnostic does not automatically earn its fee.

Separate adverse case AP-027 ends with an authorized $95 assessment. Whole owner time is 180 minutes at $30 per hour, or $90. Fuel is $10; stock use $0.48; vehicle allocation $8; equipment $4; overhead $8; fee $3.15. Total management cost is $123.63, leaving −$28.63 before reserve. The customer declines unsupported internal work. This invented loss does not replace AP-026 or establish that every assessment is profitable.

Returns and refunds need evidence

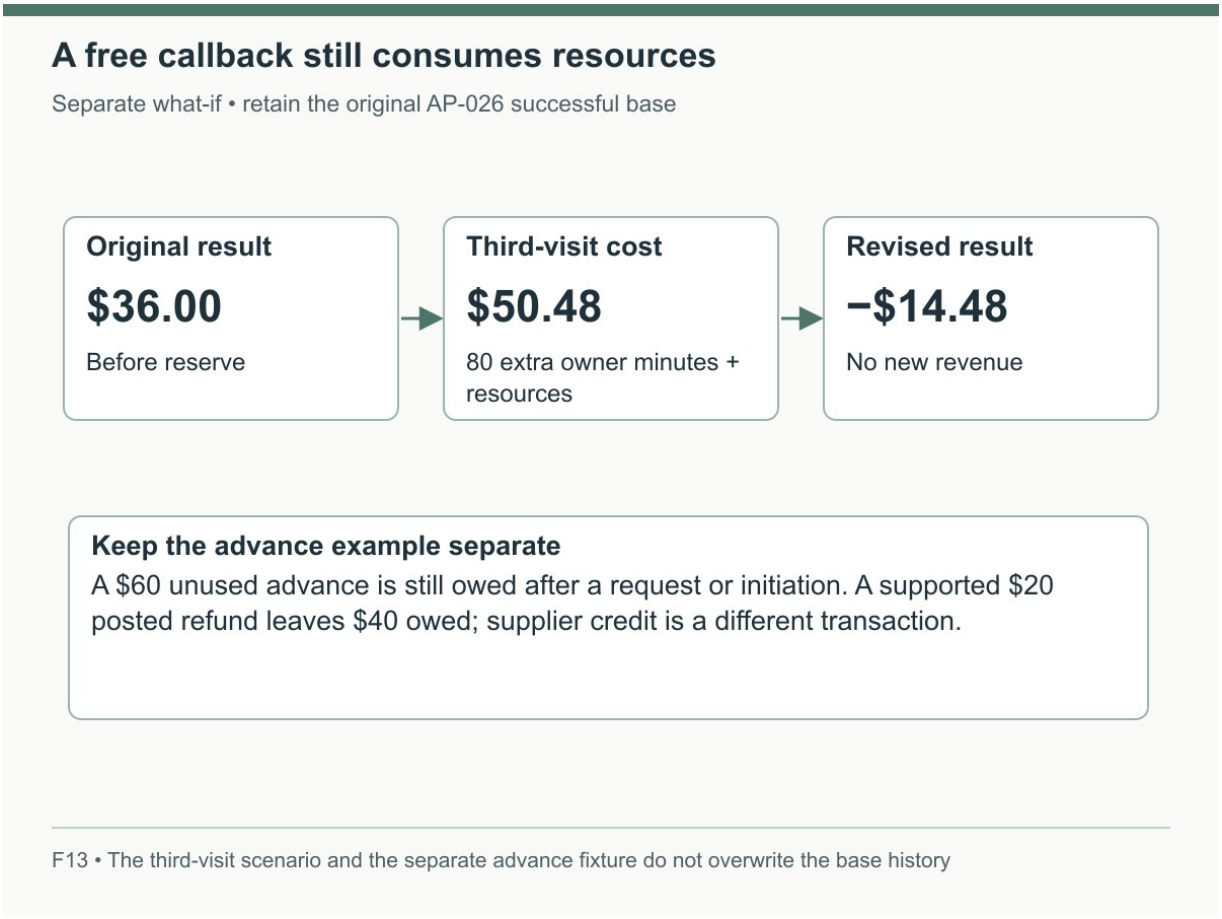
If a verified part was purchased for a separately supported future job and the customer cancels, stop further commitment. Record supplier return eligibility, shipping or restocking charges, authorization, physical dispatch and posted credit separately. A return request does not restore bank cash. Customer refund liability and supplier credit are independent; the customer may be owed money before the supplier reimburses you. Apply lawful disclosed terms instead of an improvised deduction.

The separate advance fixture records $60 received November 18 for a hypothetical supported part not yet delivered. Earned allocation is zero. A refund is requested November 20 but has not posted: the customer liability and advance bank contribution both remain $60. A valid posted $60 refund on November 21 reduces both to zero. This fixture is outside AP-026’s base revenue and bank roll-forward. Missing dates or amounts withhold a completed result; a confirmed zero must be explicit.

For the same advance operation, preserve the actual request date in row 30 and request amount in row 31. Initiation in row 32 requires that request and cannot precede it. Positive posted refunds need the actual initiation, later or same-day bank date in row 33, confirmed amount in row 34 and distinct posting source in row 36. A partial $20 posting against a $60 unused advance leaves $40 owed; a request or valid initiation without a bank debit leaves the full $60 owed. Enter confirmed 0 for no posted amount and clear the posted date/source; leave an unknown amount blank. Contradictory or missing evidence holds the calculated totals. It never erases the underlying obligation. Row 42 names the event state.

Learn from an avoidable extra visit

In a separate what-if, an uncharged third visit uses 80 more owner minutes, $6 fuel, $4 nonfuel vehicle use and $0.48 stock. Owner value rises $40, so total incremental cost is $50.48. The original $36 result becomes −$14.48 before reserve. Preserve the base case and label this as an alternative. Investigate whether wrong parts, unverified fit, incomplete testing or missing authorization caused the repeat. A free callback consumes real resources even when the invoice is unchanged.



An uncharged third visit adds $50.48 of cost, turning the fictional $36 result into a $14.48 loss before reserve. A separate unused-advance fixture keeps its own liability and posting evidence.

Practice

The supplier approves a return but no credit has posted. Can you erase the purchase cash payment?

Worked answer

No. Retain the original purchase and dated return evidence. A later posted supplier credit is its own transaction; do not invent cash or assume it resolves the customer obligation.

Sources: AP04, AP05, AP09. Full links and limits are in the source register.

L14 Run a complete readiness rehearsal

Handoff records and readiness. Study and exercise allowance 35 minutes.

Produce: An evidence based go hold or decline decision

Use forms F14.

Rehearse the whole customer cycle

Use a fictional inquiry and blank forms to build an independent packet. Screen the actual machine and authorizer, describe the paid assessment, read the applicable original model procedure, estimate resources before selecting price, freeze acceptance, record the supported outcome, prepare the invoice and reconcile time, stock and cash. Ask another person to trace invoice lines to authorization and

posted transactions to evidence. Include at least one unknown and one refused request; finishing must require decisions beyond checking every box.

For physical practice, obtain actual owner and supervisor permission and use the bounded training conditions in L05. The observer assesses energy control, containment, component identification, cleaning, reassembly and the limited observation. Retain any intervention and repeat the affected skill. No physical exercise was performed while authoring this course, and no fictional case declares the learner competent.

Complete an unseen source packet

Open the separate AP-028 decision practice source packet before consulting its grading key. Complete the listed blank forms from the packet's dated records, distinguish verified facts from draft entries, and explain each proceed, hold or decline decision. Reconstruct the first reporting date, then apply the later evidence as a separate update. Do not copy AP-026's earning, dates or outcome into this new job.

Submit your reasoning and source references before opening the separate Answer Key file. The practice includes incomplete and inconsistent records; a tidy spreadsheet is not the objective. Retain the original draft and identify what must be verified or corrected without inventing permission, performance or a bank posting.

Decide from evidence

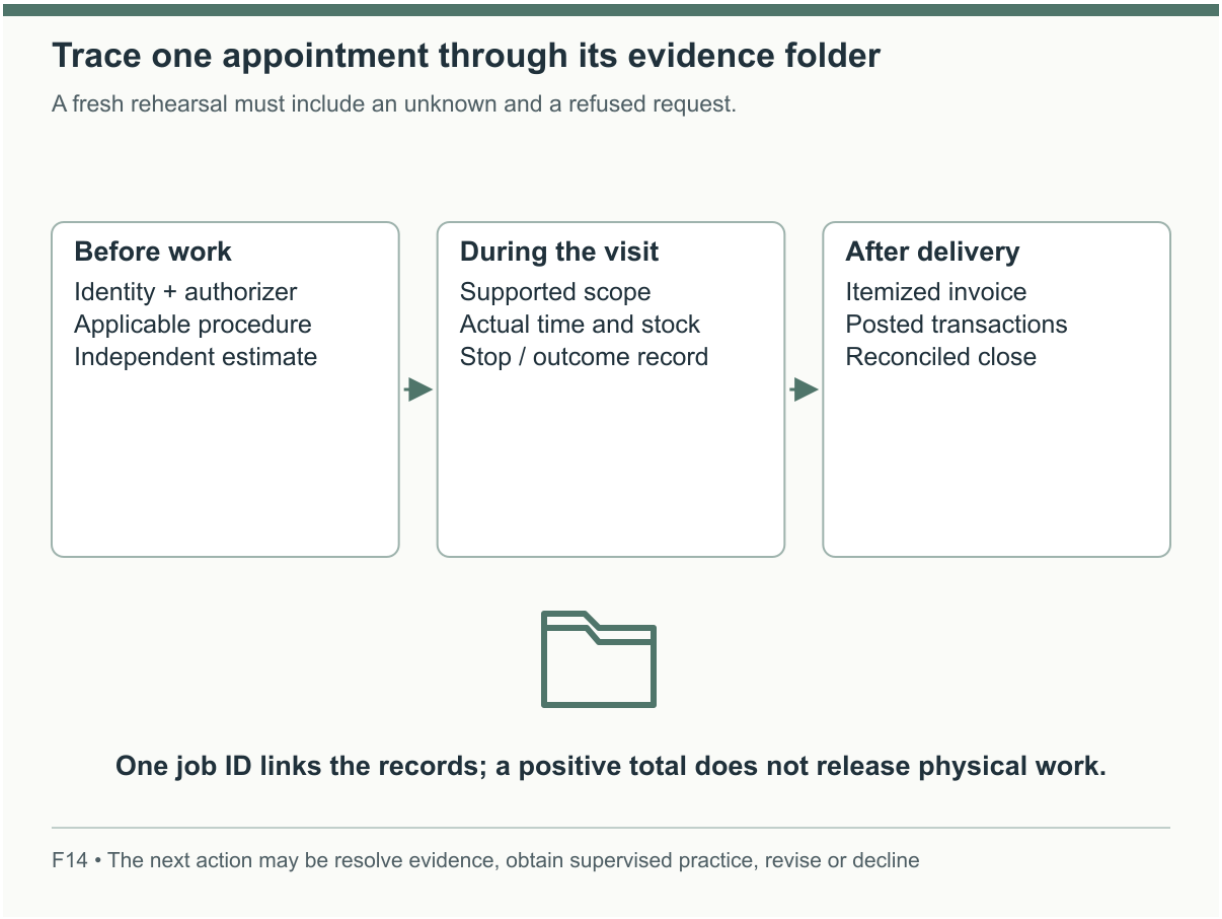
Proceed only with actual registration and local authority, suitable coverage, demonstrated competence, safe model-specific access, current information, real authorized terms, a viable resource estimate and a usable completion check. A hold names the missing evidence and who can resolve it. A decline names the exclusion or unsuitable site and an appropriate next step. Changing a status cannot change technical scope. A positive spreadsheet result is not a release for physical work.

Before a limited launch, review the demand record and household and business funding plan. Separate personal reserves, working capital, customer advances, taxes and business reserves. Buy only what demonstrated scope needs. Set a short review period and track supported inquiries, completed paying orders, callbacks, full owner minutes, cash and management results. These observations may support later changes. The video's hourly illustrations are not an income forecast.

Keep portable records and improve

Browser answers and progress live in this course's local storage; they do not synchronize with Word or Excel. Export a text backup, keep a dated copy, restore it to the same course and verify a known answer and progress mark. Use fictional data on the review site. Real customer records need separate appropriate access and retention controls. Downloads and the source register travel with the review bundle.

The final handoff states what was actually demonstrated, which documents were reviewed, which assumptions remain untested and the next action. A hold is appropriate when a critical prerequisite is unknown. Do not invent a performance test, license, customer response or bank posting to make a packet look complete.



A rehearsal links inquiry, model procedure, estimate, actual visit outcome, invoice and posted transactions under one job ID. Unknown and refused requests remain visible before a launch decision.

Practice

Complete the separate AP-028 decision practice source packet using the listed neutral forms. Make a documented decision for each reporting date, reconcile known resources and money, and identify what prevents a completed visit record. Consult the separate grading key only after your attempt.

Use the fresh decision packet and linked forms. Its solution is in the separate Answer Key DOCX/PDF; save your attempt first.

Sources: AP01, AP02, AP03, AP09. Full links and limits are in the source register.

Fresh independent decision packet

AP-028: a stopped visit and an unused advance

All records below are invented. First prepare the packet as of November 23, 2026. Preserve the questionable draft without treating it as verified evidence. Then apply the November 25 supplement as a separate dated update. Complete the required neutral forms, reconcile known amounts, and give a reasoned proceed, hold or decline decision. Do not open the separate grading key until your attempt is complete. No real outreach, refund, appliance work or qualification is authorized.

Business and client: fictional Clear Route Laundry Service, technician Alex Rivera, owner Devon Lake, job AP-028, LG WM4000HWA, fictional serial AP028SERIAL. The supported menu is external screening and, after all actual gates, the accessible original drain-filter task. Internal pump replacement is excluded. The owner asks whether an internal pump could be fitted for an extra $140; there is no supporting internal procedure or part-fit evidence.

Authority packet P028: the paper exercise assumes the business's registration and coverage have been checked for the narrow menu. It supplies no real learner qualification or actual supervised-performance observation. Customer consent covers external screening and the stated narrow task only; no appliance movement, panel opening or building alteration is authorized.

Accepted offer Q028 dated November 20: one diagnostic visit has a $95 authorization ceiling. A separately authorized linked original-filter return would have a $145 ceiling. The client has not authorized internal repair. These ceilings are not a promise that those amounts will be earned.

Visit note V028 dated November 21 at 10:10 a.m.: external identification is confirmed. The washer's accessible service-cover area can be seen, but the plug cannot be safely reached without moving a stacked appliance and retained water is still hot. The operator starts screening, stops, does not open the hose or filter, and gives a stop notice. The promised assessment is not delivered. Client and business confirm in memo Z028 that no assessment fee is earned or due. The proposed November 24 return has not occurred by November 23.

Questionable draft T028: diagnostic status Delivered, date November 21, earned $95; linked return status Delivered, date November 20, earned $145; total $240. The bookkeeper copied both ceilings into earning. No separate completed assessment report or return-performance record supports this draft. Keep it in the history rather than silently overwriting the evidence.

Actual resource log through November 23: 90 owner minutes at the chosen $30/hour management value; $8 fuel paid; $6 nonfuel vehicle allocation; $4 overhead allocation. Stock used and lost, equipment allocation, additional purchases and additional fees are each confirmed $0. Unused future appointment capacity is not additional performed labor.

Advance receipt ADV028: $60 bank transfer received November 20 for a possible later authorized original-filter return, still entirely unearned. Transfer fee is confirmed $0. This is a separate advance ledger population from service earning; no money was paid for the $140 internal-pump request.

Refund request RQ028: the owner requests the full unused $60 on November 22. The draft records initiation November 21, taken from an unsent transfer screen. No actual initiation has been verified by November 23. An unsupported draft says Refund paid $60 and shows liability $0.

Bank statement BANK028 through November 23: opening bank $500, advance credit $60 and fuel debit $8. There is no service payment, no refund debit, no supplier credit and no other movement. All other listed bank movements, tax, reserve designation and owner draw are confirmed $0.

Later supplement, available November 25: the transfer record INIT028 confirms that the first actual refund initiation occurred November 24. Bank debit RF028 for $20 posts November 25 against the same November 22 $60 request. ADV028 is the receipt source; RF028 is a distinct actual posting source. There is no later appliance visit or other bank movement. The unused balance has not been refunded or earned.

Complete forms F04, F06, F08, F10, F11, F12, F13, F14. Save your first attempt before opening the separate Answer Key file. No answer to this packet is printed in this course or workbook.

Your decision and evidence _____

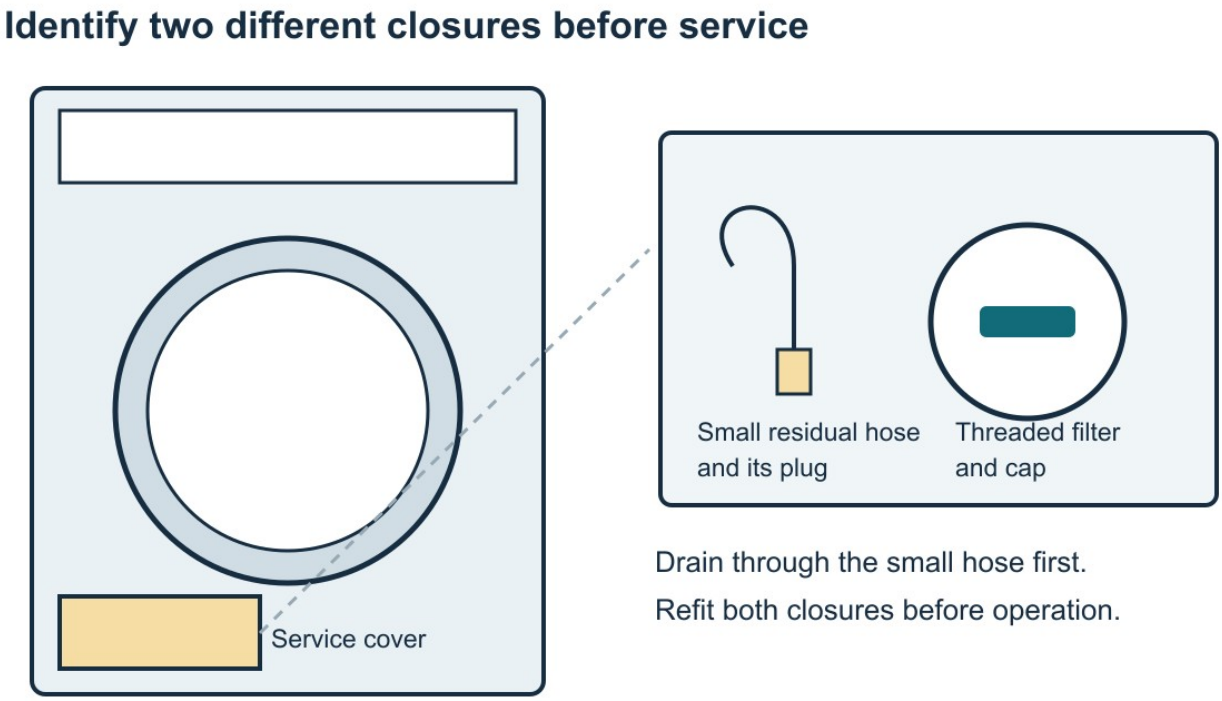
_____

One complete readiness decision

- Actual authority, suitable coverage and local requirements are verified for the selected service.
- The exact model and current manufacturer procedure match; unsupported requests remain excluded.
- Permission-based practice is actually observed by a suitable assessor, with interventions retained in the record.
- An independent estimate and dated accepted baseline are complete before the commercial commitment.
- Real customer authorization and suitable site controls are confirmed for each visit.
- The actual outcome, invoice, full owner time, stock, posted cash and liabilities reconcile to evidence.
- A backup restores answers and progress to the correct course. Private customer records are kept separately under appropriate controls.

Original visual reference

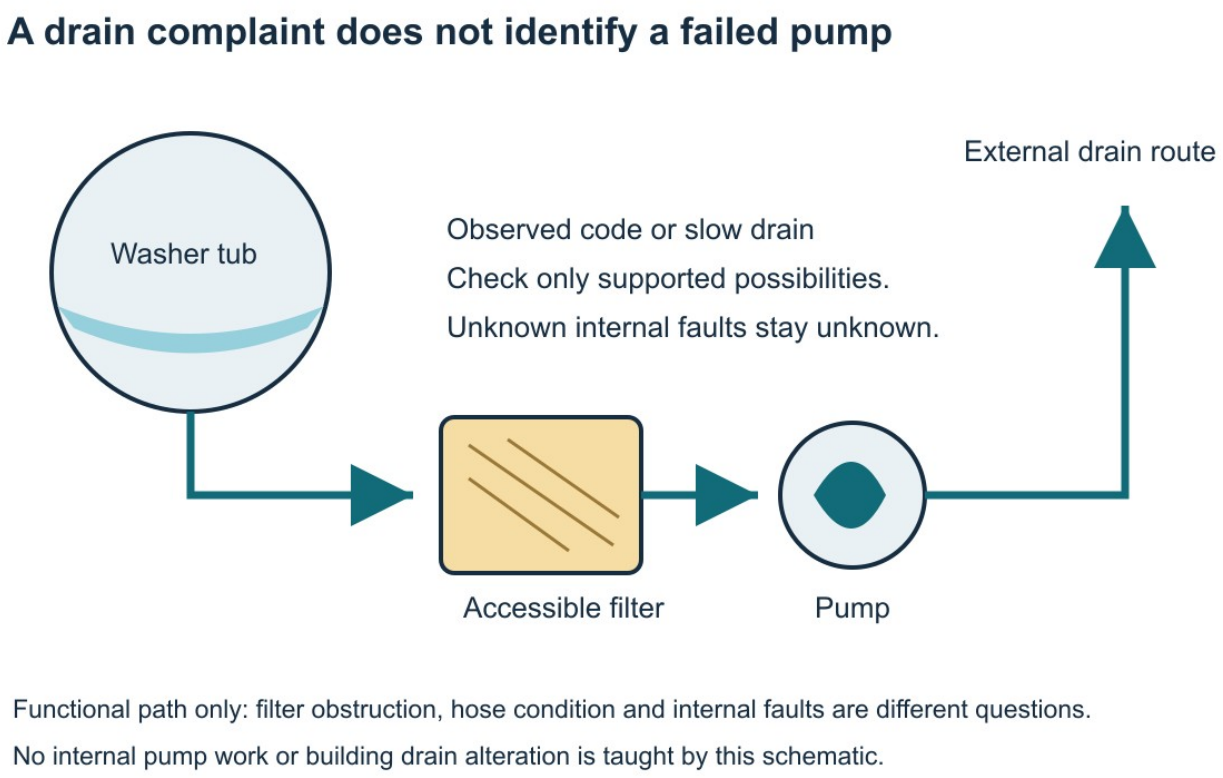
Two closures at the service opening



Original schematic of the lower front area; not to scale or a parts-fit drawing.

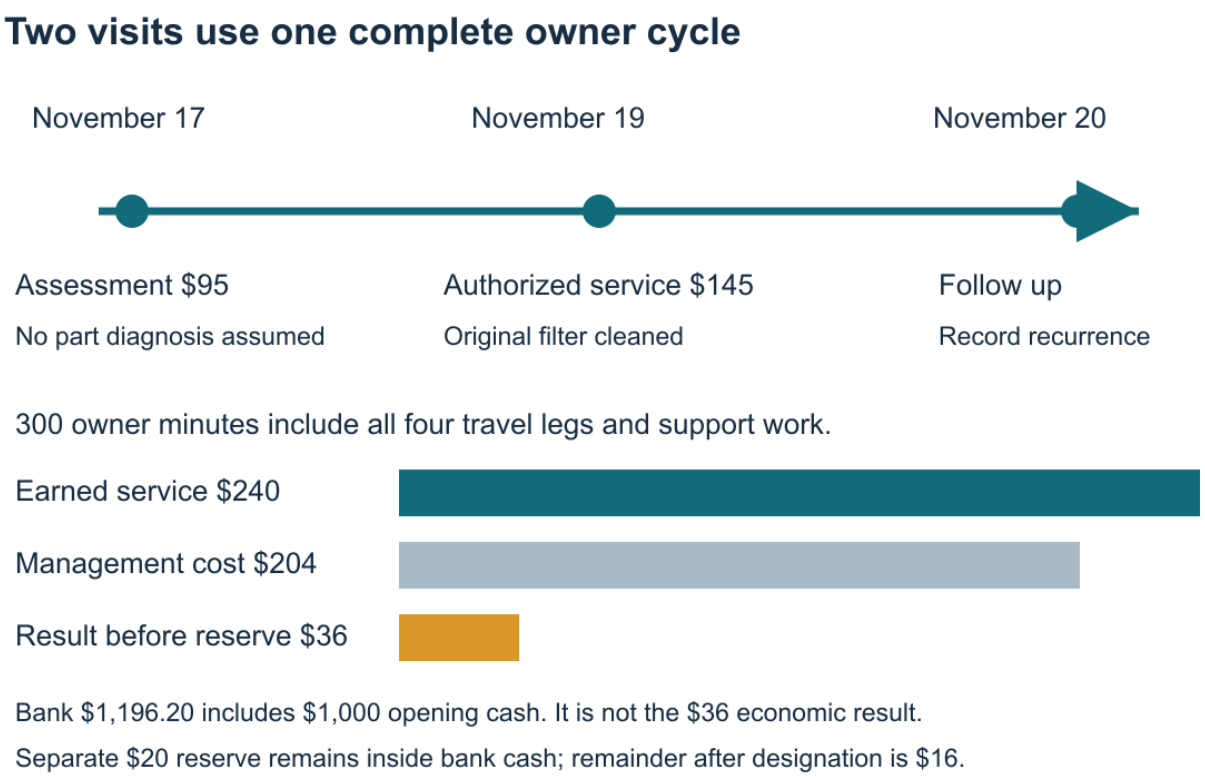
Conceptual LG-style lower front access. Match the actual model/manual; drawing is not to scale.

Functional drain path



A reported OE code is not proof of pump failure. Original functional schematic, not a component test procedure.

Complete two visit cycle



Fictional AP-026: $240 earned, $204 management cost, $36 before reserve. All owner time is included.

Discuss the supported service



Original generated conceptual scene; no repair procedure or exact product geometry is demonstrated.

Source register

These sources support the identified product, platform and jurisdiction only. Recheck changing rules and exact model instructions before work. Case evidence and illustrations are original fictional teaching material, not field validation.

AP01 WM4000H A owner manual

LG. Checked 2026-11-21. MFL71728908 Rev.00_070920, printed page 38: exact drain-pump-filter procedure. Page 30: normal Rinse+Spin controls. Page 16: a distinct installation test using six thick towels, approximately six pounds.

Manufacturer-hosted 2020 publication downloaded and read. Match the actual model suffix and current applicable revision. No internal pump repair is supported.

https://media.us.lg.com/m/6d5d734b0871fbdf/original/WM4000_Owners-Manual.pdf

AP02 Drain pump filter cleaning

LG. Checked 2026-11-21. Current June 1, 2026 cleaning sequence, containment, small-hose and filter distinction, and maintenance context.

Generic help article cross-checked with the exact model manual; no universal fit claim.

https://www.lg.com/us/support/help-library/lg-washer-how-to-clean-the-drain-pump-filter--20150206838321

AP03 Service dealer application

California BHGS. Checked 2026-11-21. Compensated major-home-appliance service and maintenance registration categories, including washers and dryers.

California example only. Verify the real business and locations; no fictional registration is valid.

https://bhgs.dca.ca.gov/forms_pubs/app_ear_sd.pdf

AP04 Write It Right

California BHGS. Checked 2026-11-21. Diagnosis disclosure, service-call quote, estimate, prior approval, invoice and guarantee documentation.

Use current law and required wording. These planning forms are not approved statutory templates.

https://www.bhgs.dca.ca.gov/licensee/write_it_right.html

AP05 Consumer guide to electronic and appliance repair

California BHGS. Checked 2026-11-21. Written estimate, travel, diagnosis and repair charges, parts return and additional authorization.

Consumer explanation grants no technical competence or authority.

https://www.bhgs.dca.ca.gov/consumers/ear.html

AP06 Control of hazardous energy

OSHA. Checked 2026-11-21. Stored thermal, electrical and mechanical energy hazards and appropriate controls.

Hazard rationale only. Employment-rule scope and the actual site control plan need separate assessment.

https://www.osha.gov/control-hazardous-energy

AP07 Manage service areas

Google. Checked 2026-11-21. Accurate service areas and address practices for an eligible visiting business.

No fabricated storefront, ranking or profile approval is claimed.

https://support.google.com/business/answer/9157481?hl=en

AP08 Prohibited and restricted content

Google. Checked 2026-11-21. Reviews based on actual experience, without incentives or selective requests for positive reviews.

No actual review request was sent.

https://support.google.com/contributionpolicy/answer/7400114

AP09 Recordkeeping

IRS. Checked 2026-11-21. Transaction records supporting business income and expense evidence.

Owner-time management value and reserve designations are not claimed as tax deductions.

https://www.irs.gov/businesses/small-businesses-self-employed/recordkeeping

AP10 Pump filter 383EER2001A

LG. Checked 2026-11-21. Manufacturer product identification of replacement pump filter 383EER2001A and authorized-service advice.

The reviewed page does not prove fit to this exact WM4000 revision. No replacement is instructed or performed.

https://www.lg.com/us/appliances-accessories/lg-383eer2001a-washer-filter-pump

AP11 Regulation 1546

California CDTFA. Checked 2026-11-21. Separately stated repair labor and parts and materials treatment under the actual transaction facts.

The zero-tax base case is not universal. Verify the actual taxable base and current local rate for a parts sale.

https://cdtfa.ca.gov/lawguides/vol1/sutr/1546.html

AP12 Electronic appliance repair rules

California BHGS. Checked 2026-11-21. Section 2722 estimate provisions, in-home charges and tax exclusion, plus documentation requirements.

The 2024 law book is cross-checked against current agency guidance. Verify any applicable amendments and required statements for actual 2026 use.

https://bhgs.dca.ca.gov/laws/ear_law_book-effective_1-1-24_with_links.pdf