



West Virginia Division of Labor

Elevator Mechanic, HVAC Technician and Plumber Exams

Candidate Information Bulletin



FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to <https://www.provexam.com/register>. You may also call us at 866-720-7768. [Click here](#) for more information about registering.
 2. **WHERE CAN I TEST?** You may test at any one of Prov's testing centers throughout the United States. [Click here](#) for a current list of our West Virginia based testing centers. You may also test using **Examroom**, which is a "test at home" service. You can test Monday through Friday, 8 am until 10 pm using your own computer. To learn more, [click here](#).
 3. **HOW MUCH DOES IT COST?** Exams costs **\$59.95** whether testing for the first time or retaking an exam.
 4. **WHAT SHOULD I HAVE WITH ME ON TEST DAY?** Make sure you have your valid **Photo ID** and any permitted **reference manuals** to use during testing.
 5. **WHEN DO I GET MY TEST RESULTS?** Exam results are available at the testing center once you complete your exam.
 6. **ARE THERE ANY STUDY AIDS?** Yes, in our [bookstore](#) we sell practice examinations to help you prepare for your test.
- Note:** The ONLY books you can use while taking your test(s) are those books shown in this bulletin. Older books, such as those allowed by the State's prior testing vendor (i.e. those used before September 2024), are **no longer** allowed. If you appear for testing with the older books you will not be allowed to use them.
7. **WHAT IS ON THE TEST?** [Click here](#) for information about the available examinations.

Please read through this bulletin completely for answers to your questions. If you still have unanswered questions, you may contact us at the following:

For Licensing Questions -
WV Division of Labor
1900 Kanawha Blvd East
State Capitol Complex
Building 3, Room 200
Charleston, WV 25305
Phone: **304-558-7890**
Fax: **304-558-5174 Office**
www.labor.wv.gov

For Testing Questions -
Prov
200 W Civic Center Drive
Suite 160
Sandy, Utah 84070
(866) 720-7768
www.provexam.com
Call Center Hours: M-F
8 a.m. – Midnight ET

GENERAL TESTING INFORMATION

The West Virginia Division of Labor oversees the licensing process for all Elevator Mechanics, HVAC Technicians, and Plumbers. The Division has contracted with Prov, Inc. to develop and administer its licensing examination program. This bulletin has been developed to help explain the rules and processes candidates will need to undertake to complete the testing requirement for their license.

West Virginia law requires that each Technician operating in the industry be licensed. To become licensed, the Technician must demonstrate competency by passing the required exam in their field for which licensure is being sought.

Prov is not authorized to make the determination of which examination candidates must take. If a candidate is unsure which exam is needed for the license being sought, resolve this question before registering. If candidates have questions regarding which exam to take, they must call the Division at (304) 558-7890. If candidates take the wrong exam, the exam fee will not be refunded.

EXAMS AND FEES

All examinations for the State of West Virginia Division of Labor's Elevator Mechanics, HVAC Technicians and Plumbers are available in computer format. All

examinations cost **\$59.95** each, whether taking for the first time or retaking.

The following are available exams:

- **HVAC Technician**
- **HVAC Residential Technician**
- **Journeyman Plumber**
- **Master Plumber**
- **Accessibility Technician**
- **Elevator Mechanic**

TABLE OF CONTENTS

Frequently asked questions.....	1
General Testing Information	1
Exams and Fees.....	1
Table of Contents	2
Testing with Prov	2
Where to take your exam.....	2
How to Schedule Online	2
Scheduling by Phone	3
Cancel/Rescheduling Policy	3
Preparing for Your Exams	3
Purchasing Reference Materials & Study Guides	3
Test Day Rules and Procedures	4
Check-in Deadline	4
Proof of Identity	4
Prohibited Items	4
Approved Items	4
Reference Material Rules	4
Visitor Policy	5
Unethical Conduct Policy	5
Results Reporting.....	5
Retesting Policy	5
Reviews.....	5
Exam Challenge Process	6
Hand Score Request	6
Prov's Non-Discrimination Statement.....	6
Special Accommodations.....	6
Sample Test Questions	7
Answers to Sample Questions	7
Exam Test Site Availability	7
What is Examroom?	7
Exam Descriptions	8
Test Site Instructions	12

TESTING WITH PROV

Your exam will be administered by computer or paper/pencil at one of Prov's testing centers. Prov's computer testing system is easy to use and requires no specific computer experience to take the test.

The following link will take you to a short video that demonstrates Prov's testing system:

<https://youtu.be/h3T9svnIdLY>.

WHERE TO TAKE YOUR EXAM

You may take your examination at any of Prov's testing facilities throughout the United States. Prov has four (4) West Virginia-based testing centers where candidates can take their examinations. These testing centers are located in the following cities:

- [Charleston](#)
- [Martinsburg](#)
- [Morgantown](#)
- [Wheeling](#)

You may also schedule to take your test at home using the Examroom.ai remote proctoring service.

HOW TO SCHEDULE ONLINE

1. To schedule your test, navigate to the following URL:

<https://provexam.com/scheduler>
2. Select **SELF REGISTRATION**.
3. Use the Dropdown menu under "Select Certifying Body", and select:
West Virginia Division of Labor
4. Under "Select a License/certificate", choose the license you are seeking.
5. Enter the following information into the fields that are provided.
 - Name (First and Last)
 - Social Security Number (SSN)
 - Street address
 - City, State, Postal Code
 - Email Address
 - Telephone Number

Then select the button labeled:

Save Changes

6. Select a Date, Time, Location for your exam by selecting the link labeled:

 [Find suitable time and venue](#)

7. Select the SCHEDULE hyperlink to check the calendar for the testing center.
8. Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time, and select **Add to Cart**.
9. Proceed to payment. If you have provided an email address, the invoice for your exam payment will be automatically emailed to you.

If you have any problems with online scheduling, give us a call at (866) 720-7768.

SCHEDULING BY PHONE

To schedule for an examination by phone, candidates should contact Prov at [866-720-7768](tel:866-720-7768). Prov's office is available for scheduling from 8 a.m. through midnight, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name, driver's license number and their address. Once Prov confirms the candidate's identity, Prov staff will search the database for the next available testing session at the candidate's preferred testing location and will provide candidates with any alternate locations that may be in close proximity to their address. Once candidates are scheduled, Prov staff will email them information regarding their testing schedule.

CANCEL/RESCHEDULING POLICY

If you need to change or cancel their testing appointment, you must contact Prov at least **three (3) business days** prior to your scheduled test date. Rescheduling is free if Prov is notified by the deadline. You may change your testing appointment online or by contacting Prov by telephone.

If you fail to appear for their test or fail to cancel or reschedule your testing session by the close of business three days prior to their scheduled test date, you will forfeit your exam fees.

PREPARING FOR YOUR EXAMS

The licensing examination that you will take has been designed to test what qualified individuals technicians should know as they work in the technical field. The test questions used on the examinations have been prepared and reviewed by a panel of qualified individuals and cover the wide range of topics individuals would normally encounter as a technician during regular work operations.

Prov recommends that you prepare for your exam by familiarizing yourself with the subject areas listed in each exam description. Additionally, familiarize yourself with the reference materials that are allowed during the examination. The more time you spend outside of the testing room studying, the less time you will need to spend in the testing room trying to location information.

You are encouraged to prepare our test materials by highlighting text or placing permanent tabs on important pages.

PURCHASING REFERENCE MATERIALS & STUDY GUIDES

When preparing the exams for the State of West Virginia, Prov identified the appropriate reference sources where the answers were to be located. Prov does not require that you bring in the references, but, the examinations are delivered in an **Open Book** format. Below the description of each examination have listed the various reference book's including the ISBNs for each book so that you may purchase them in advance of the test. We have also provided the number or percent of questions found in each book so that you may determine whether the use of the book in the test justifies the associated cost.

Most reference books can be purchased by phone or online through the following companies. Shipping charges will apply. Brick and mortar locations are indicated, but candidates should call to verify that orders are ready for pickup. Many of the books for your examination are available from Prov using the following information.

- **Prov Bookstore**
150 West Civic Center Drive, Suite 601
Sandy, Utah 84070

<https://www.provexam.com/bookstore/>

Toll Free: 866-720-7768

Books also available from the following book vendors.

- **@ Home Prep, Inc.**
900 East Hill Ave., Ste. 380, Knoxville, TN 37915
www.contractor-licensing.com
800-952-0910
- **AAA Construction School, Inc.**
34 Arlington Road South, Jacksonville, FL 32216
www.aaaconstructionsschool.com
800-741-7277 or 904-722-9994
- **American Contractors Exam Services**
737 Southern Hwy., Mineral Wells, WV 26150
www.examprep.org
800-992-1910
- **Builder's Book Depot**
1001 East Jefferson Rd., Ste., 5, Phoenix, AZ 85034
www.buildersbookdepot.com
800-284-3434 or 602-252-4050
- **International Code Council**
900 Montclair Rd., Birmingham, AL 35213
4051 Flossmoor Rd., Country Club Hills, IL 60478
www.iccsafe.org
800-786-4452
- **My Pearson Bookstore**
<http://www.mypearsonstore.com>
800-947-7700 (Opt. 5)
- **North American Contractors Assoc.**
www.infonaca.com
336-540-0149

If candidates need assistance in ordering any study materials, they may contact Prov by phone at 866-720-7768.

TEST DAY RULES AND PROCEDURES

Check-in Deadline

The doors to each testing center will open at least 15 minutes before all scheduled testing appointments in order to check candidates into the testing center. You should plan to arrive early to make sure you are seated by the time the testing begins. If you arrive late, AND the testing session has already begun, YOU WILL BE

TURNED AWAY, will forfeit your exam fees, and will be required to reschedule for a future testing date.

Proof of Identity

Upon arriving at the testing center, you will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID.

You will also be required to sign a test center log and will be photographed by the test center staff. If you cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, or refuse to be photographed, you will be dismissed from the testing center and forfeit all testing fees for that testing session.

If you do not have a photo ID, you may still present a valid State driver's license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate.

Prohibited Items

No cameras, recorders, cell phones or other communication devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Approved Items

You may bring the following approved items into the testing center:

- **Pencils.** (Paper/pencil testing only)
- **Calculator.** Only simple 4-function calculators are permitted. PDAs, tablets, cell phones or other special calculators are NOT permitted.
- **Approved References.** (Refer to the exam information for the specific references permitted for the exams)

Reference Material Rules

All examinations are designed to allow you to use **authorized** references while taking their exams. For a list of what reference materials are authorized for the exams, please refer to the exam description for the candidate's exam. All reference materials will be checked by the Prov test administrator prior to the candidates being permitted access to the testing room.

For all references, you are permitted to use any

version (older or newer) of the same code or reference. Please know that the test will be based on the reference version shown in this bulletin. If there are conflicts between the current version and the different version, the exam will be scored based on the current version.

You should prepare your reference materials using **ONLY** the following methods.

- Highlighting
- Attaching permanent tabs

Reference materials which do not meet the following guidelines will not be allowed in the testing room.

These guidelines are in place to ensure that every candidate is tested fairly, and that no candidate has access to unapproved resources.

- Handwritten notes are NOT allowed in any portion of a reference book and will need to be erased prior to using the materials.
- Moveable tabs are NEVER permitted in a reference book.
- A reference book CANNOT contain Post-it notes.
- Photocopied documents CANNOT be added to a reference book.
- Photocopied versions of a reference book are NEVER permitted.
- Test preparation study guides are NOT approved references and are NOT permitted in the testing center; this includes practice examinations.

We ask that you leave all unauthorized materials in your car or vehicle. If you are caught using unauthorized materials during testing, these materials will be confiscated, your testing will be terminated with fees forfeited, and the Department will be notified of your dismissal from the exam. During the testing process you MAY NOT:

- Share reference materials during testing.
- Highlight, underline, mark or write any kind of information in their reference materials during testing.

Visitor Policy

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

Unethical Conduct Policy

Any individual caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported directly to the Department. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

Candidate Civility Expectations

We understand that taking a test can be stressful. Sometimes this stress may cause someone to visibly show their frustration during or after the testing event. While we understand the sources of the stress, we find any action that threatens our proctors or examiners to be unacceptable. If a candidate verbally or physically threatens or assaults any of our proctors or examiners, that candidate may be banned from testing for a time. The candidate's actions will be reported to the licensing board or agency. If any physical harm occurs, civil action may also be taken against the candidate.

RESULTS REPORTING

Upon completion of an examination, your test will be scored, and you will be provided with a score result while at the testing center. There is no charge for the on-site scoring. The State will be notified of your results automatically. All exams will be scored and graded against a cut-score of 70%. Those achieving a score of 70% or higher will receive a passing grade on that exam.

RETESTING POLICY

You may retake a failed examination as often as is necessary. There is no waiting period between testing attempts; you can schedule a new testing session for the first available testing date. You may not, however, retake an exam once you have received a passing score unless required by the State of West Virginia. Retake fees are the same as the original exam fees.

REVIEWS

Reviews are intended to help candidates audit their testing results by allowing them to see which questions were missed during testing.

You may request a review of your exam only after failing an exam category a minimum of two (2) times. To be eligible for a review, you must score within 10 points of the required 70% passing score. The review for all tests is 1-1/2 hours in length. The review will be conducted under the same testing conditions as the exam using the same test security rules. During the review candidates will be shown the questions they missed and will see the answer they gave during testing for each question. Candidates are allowed to use their review time to research the questions they missed to help them better understand the concepts.

The cost of the review is the same as the exam fees and based on when you wish to review your test. Candidates will request or schedule a review using the same methods described earlier for scheduling.

EXAM CHALLENGE PROCESS

If during an exam or review, candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to submit an Exam Comment form to Prov detailing why they feel the question is in error.

Candidates testing on computer may make their comments in the testing system, while those taking a paper/pencil format exam may submit comments on a comment form that can be obtained from the test proctor at the testing center.

Candidates who are reviewing an exam will automatically be provided with an Exam Comment form.

Prov staff will review each comment within two weeks of receipt by Prov and will make scoring adjustments should any comment result in a change to a test question.

HAND SCORE REQUEST

Prov ensures the accuracy of our exam results. Our computer system, is designed to identify and report any potential error in data collected from an exam session. If you would like to have your score

reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

A Hand Score Request form requires a signature and must be mailed to Prov. Forms must be received by Prov no later than ninety (90) days after your examination administration date and must be accompanied by a copy of your original score letter.

Once a Hand Score is received, Prov Staff will process the request within seven (7) to ten (10) business days. During the Hand Score process a staff member will ensure that your answers were properly recorded and scored by comparing the captured answers to the exam key. Upon completion of the Hand Score we will provide a letter by mail to report the outcome of the reassessment.

The cost of the hand score is \$25.00 (includes tax).

PROV'S NON-DISCRIMINATION STATEMENT

Prov provides equal access to its exams and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status. Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they should contact Prov at 866-720-7768 or write to: Prov, Inc., 150 W Civic Center Drive, Suite 601, Sandy, Utah 84070.

SPECIAL ACCOMMODATIONS

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for a special accommodation during testing, they should contact Prov at (866) 720-7768. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the

candidates to make the accommodations they will need in order to complete their examination.

SAMPLE TEST QUESTIONS

The following are sample questions that reflect the format and style of the questions found on exams.

1. Employers are required to notify employees of changes in policies affecting all of the following EXCEPT:
 - a. Pay schedules.
 - b. Vacation allowance.
 - c. Health benefits.
 - d. Promotion opportunities.
2. The accounting method that recognizes income and expenses only when money is received or paid is called:
 - a. PCM Method.
 - b. Accrual Method.
 - c. Cash Method.
 - d. Cost-Comparison Method.
3. If 15 amp circuits were used, the NEC would require a 2000 square foot house to have a MINIMUM of how many branch circuits?
 - a. 2
 - b. 3
 - c. 4
 - d. 5
4. Equipment that is electrically connected to a telecommunications network is required to be listed in accordance with section _____ of the NEC.
 - a. 110.16
 - b. 240.6
 - c. 800.18
 - d. Chapter 9, Table 5(A)
5. Duct systems installed in single family dwellings must be sized per
 - a. ACCA Manual D.
 - b. ACCA Manual J.
 - c. SMACNA Manual R.
 - d. SMACNA Manual N.
6. What is the recommended MAXIMUM spacing of nails when installing drywall on a ceiling?
 - a. 6" o.c.
 - b. 7" o.c.
 - c. 8" o.c.
 - d. 12" o.c.

7. Which of the following types of joint reinforcement is NOT used to tie connecting cavity walls and intersecting walls?
 - a. Z-tie
 - b. Box tie
 - c. Hardware cloth
 - d. Ladder type joint reinforcement
8. What is the recommended concrete cover over #6 steel reinforcing in areas exposed to the weather?
 - a. 3"
 - b. 2"
 - c. 1.5"
 - d. 1"

ANSWERS TO SAMPLE QUESTIONS

1. D - Promotion opportunities.
2. C - Cash Method.
3. C - 4
4. C - 800.18
5. A - ACCA Manual D.
6. B - 7" o.c.
7. D - Ladder type joint reinforcement
8. B - 2"

EXAM TEST SITE AVAILABILITY

You may take the exams at any one of Prov's testing centers located in the United States including any of the four (4) testing locations within West Virginia. You can also take the exams at home using Prov's Examroom® service.

What is Examroom?

Examroom is a remote test monitoring service that allows you to take the test on your own computer at your home. You schedule the test the same way you would an in-person testing site; by selecting your preferred test date and time. Then, on test day, you log into the Examroom website and request to start your exam. A test proctor will greet you over your computer, verify your identity, take your picture, and observe you throughout the testing process.

How to decide whether to use Examroom? **Not every computer system is capable of taking a test on Examroom.** The following are the **MINIMUM**

requirements that your computer system would need in order to qualify to take the test using the Examroom service:

- Operating system on computer needs to be recent (less than 3-4 years old)
- Works on a MAC, PC, or Chromebook
- Need either a Chrome or Firefox browser (Chrome works best)
- Need a functioning computer web-camera and microphone
- Need a good consistent Internet connection capable of **uploading** files in excess of 3 Mbps

Please use the following link to do a system check **before you schedule** the exam to make sure your computer system will support testing using the Examroom Service.

<https://examroom.ai/systemtest/>

When prompted “Permission to access camera and microphone”, you must click “Allow”.

If your system does not allow you to test at home, don’t worry, we have some great testing locations that are not too far away.

Remote testing is offered as a convenience to you to help you take your test without having to travel. However, by choosing to test remotely, you are agreeing to abide by the following conditions:

1. You will need to be in a quiet, distraction free environment.
2. You need to be sitting at a table, desk, or counter.
3. Your table or desk needs to be completely clear of anything you are not permitted to use during testing; no papers, notes, non-testing books, practice exams, water bottles, drinks, food, etc.
4. All non-testing electronic equipment needs to be removed from the room; 2nd monitors, calculators, additional cell phones, etc.
5. Your area under your table, desk, or chair needs to be clear of everything; blankets, pillows, papers, backpacks, boxes, etc.

6. Your work area needs to be obstruction free so that we can see you, your arms and hands, throughout the entire testing process.
7. You are not permitted to have anyone in the room with you, nor can you receive any aid from anyone during the test.
8. You are not permitted to access any other website during testing unless directed by the system to do so.
9. If requested to download a special extension on your computer, you will not tamper with the extension or try to disable it while testing.

If you are unable to have a testing environment that meets these conditions, we may deny you the ability to test remotely, and we will reschedule you at one of our in-person testing center.

EXAM DESCRIPTIONS

The State of West Virginia requires its prospective licensees to take and pass the following examinations depending on the license being sought. Please contact the Division of Labor for any question you might have regarding the examination required for your specific license.

Each description includes the number of questions per test, the time allowed, as well as a detailed description of the topics and numbers of questions per topic that will be included on your test. Following each description will be a list of the references used to create each examination. You are permitted to bring in each of the listed references for your specific examination. Additionally, you are permitted to bring in older versions of each reference OR you may bring in the references related to the same examinations when provided by the prior testing vendor (until spring 2025). Please see the Alternate Book List at the end of this Candidate Bulletin for the list of additional books.

ACCESSIBILITY TECHNICIAN

The scope of work shall include and be limited to the installation, maintenance, repair, alteration, and extension of private residence elevators, private residence inclined stairway chairlifts and inclined and vertical wheelchair lifts in order to be eligible to be licensed as Accessibility Technician by the Commissioner, the

applicant shall have at least 18 months of experience in the category and 1 year of documented vocational training and/or an Associate degree in a related field.

Number of Questions	100
Time allowed (hours)	3
Subject Area	# Quest.
Code	14
General Knowledge	44
Safety	42

References

ASME A17.1-2016 Safety Code for Elevators and Escalators, 2016. ISBN: 9780791871096. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at <http://www.asme.org/shop/>. **5% of the questions come from this book**

ASME A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts, 2017. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. Available at <http://www.asme.org/shop/>. **8% of the questions come from this book**

Elevator Field Safety Handbook. ISBN: 978-1886536555. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at <http://www.elevatorbooks.com/Products/2014INSTML/2014-installation-manual.aspx> **42% of the questions come from this book**

NFPA 70 - National Electrical Code 2020, 2020. ISBN: 9781455922970. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.nfpa.org. **2% of the questions come from this book**

ELEVATOR MECHANIC

The scope of work shall include and be limited to the maintenance, repair, alteration and extension of elevators, escalators, dumbwaiters, moving walks, material lifts, and dumbwaiters with automatic transfer devices. In order to be eligible to be licensed as Elevator Mechanic by the Commissioner, the applicant shall have at least four (4) years of recent and active experience in the category

Number of Questions	120
Time allowed (hours)	3
Subject Area	# Quest.
Installation	25
Maintenance	37
Safety	30
Code	28

References

2014 Installation Manual, 2014. ISBN: 2014InSTML. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at

<https://www.elevatorbooks.com/shop/construction-design/2014-installation-manual/> **25% of the questions come from this book**

ASME A17.1-2019 Safety Code for Elevators and Escalators, 2019. American Society of Mechanical Engineers, Three Park Avenue, New York, NY 10016-5990. **23% of the questions come from this book**

Elevator Field Safety Handbook, 2020. Elevator World, 356 Morgan Ave, Mobile, AL 36606. **25% of the questions come from this book**

Elevator Maintenance Manual 2nd edition (MCCain). ISBN: MAINML2. Elevator World, 356 Morgan Ave, Mobile, AL 36606. Available at <http://www.elevatorbooks.com/Products/MAINL2/elevator-maintenance-manual-2nd-ed.aspx> **31% of the questions come from this book**

JOURNEYMAN PLUMBER

Number of Questions	80
Time allowed (hours)	3
Subject Area	# Quest.
General Knowledge	8
Fixtures & Fittings	5
Storm Drainage	5
Fuel Gas Systems	8
Safety	6
Isometrics	7
Water Supply and Distribution	11
Water Heaters	6
Drain, Waste and Vent Systems	11
Plumbing Math	8
Plumbing Tools	5

References

International Fuel Gas Code, 2018. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org **10% of the questions come from this book**

International Plumbing Code, 2018. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org **58% of the questions come from this book**

Plumbing Basics for Contractors, 4th Edition, 2024. ISBN: 9780137783229. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at www.provbookstore.com **30% of the questions come from this book**

MASTER PLUMBER

Master Plumber means a person whose principal business is the installation, maintenance, extension and alteration of piping, plumbing fixtures, plumbing appliances and plumbing appurtenances, venting systems and public or private water supply systems within or adjacent to any building or structure; including the installation of gas piping, chilled water piping in connection with refrigeration processes and comfort cooling, hot water piping in connection with building heating, piping for stand pipes or work incidental to the installation

Number of Questions	100
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Time allowed (hours)	3
Subject Area	# Quest.
General Knowledge	10
Fixtures & Fittings	6
Storm Drainage	5
Fuel Gas Systems	10
Safety	7
Isometrics	13
Water Supply and Distribution	14
Water Heaters	7
Drain, Waste and Vent Systems	14
Plumbing Math	9
Plumbing Tools	5

References

International Fuel Gas Code - 2018, 2018. ISBN: 978-1-60983-741-9. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org OR at <https://provexam.com/bookstore/> **10% of the questions come from this book**

International Plumbing Code 2018, 2018. ISBN: 978-1-60983-745-7. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org OR at <https://provexam.com/bookstore/> **58% of the questions come from this book**

Plumbing Basics for Contractors, 4th Edition, 2024. ISBN: 9780137783229. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. Available at www.provbookstore.com **30% of the questions come from this book**

HVAC RESIDENTIAL TECHNICIAN

Residential HVAC Technician means a person who installs, erects, repairs, services or alters heating, ventilating and air conditioning equipment or systems to heat, cool or ventilate residential structures or work incidental to the installation or repair without supervision

Number of Questions	60
Time allowed (hours)	3
Subject Area	# Quest.
General Knowledge	9
Refrigerants and Oils	5
Controls	4
Air Distribution and Venting	47
Piping	5
Equipment	5
Installation and Maintenance Practices	5

References

International Mechanical Code 2018, 2018. ISBN: 978-1-60983-743-3. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org OR at <https://provexam.com/bookstore/> **5% of the questions come from this book**

Modern Refrigeration and Air Conditioning, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com **41% of the questions come from this book**

Refrigeration and Air Conditioning Technology, 9th Edition. ISBN: 978-0-3571-2227-3. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. <http://www.cengage.com> **35% of the questions come from this book**

Residential Comfort System Installation Standards Manual, 8th. Sheet Metal and Air Conditioning Contractors National Association, 4201 Lafayette Center Drive, Chantilly, VA 20151-1209. <https://www.smacna.org> **3% of the questions come from this book**

Sheet Metal Level 2, 2019. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. **11% of the questions come from this book**

Sheet Metal Level 3, 2019. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. **24% of the questions come from this book**

HVAC TECHNICIAN

HVAC Technician means a person who installs, erects, repairs, services or alters heating, ventilating and air conditioning equipment or systems to heat, cool or ventilate residential and commercial structures or work incidental to the installation or repair without supervision

Number of Questions	80
Time allowed (hours)	3
Subject Area	# Quest.
General Knowledge	8
Refrigerants and Oils	5
Controls	5
Air Distribution and Venting	47
Piping	5
Equipment	5
Installation and Maintenance Practices	5

References

International Mechanical Code 2018, 2018. ISBN: 978-1-60983-743-3. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org OR at <https://provexam.com/bookstore/> **13% of the questions come from this book**

Modern Refrigeration and Air Conditioning, 21st Edition. ISBN: 978-1-63563-877-6. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com **44% of the questions come from this book**

Refrigeration and Air Conditioning Technology, 9th Edition. ISBN: 978-0-3571-2227-3. Cengage Learning, PO Box 6904, Florence, KY 41022-6904. <http://www.cengage.com> **36% of the questions come from this book**

Sheet Metal Level 2, 2019. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. **9% of the questions come from this book**

Sheet Metal Level 3, 2019. Pearson, 501 Boylston Street, Suite 900, Boston, MA 02116. **15% of the questions come from this book**

Prov✓Candidate Instructions Handout

Please take a moment to read the following information (front and back). If you have any questions then please let your proctor know. Failure to follow these testing rules can have serious consequences.

Be advised, the testing center and testing room may be under video surveillance.

Testing Rules

- Be courteous and do not disturb others.
- After you are seated, follow all the instructions given and verify the information presented to you. This information will include your name, candidate ID, exam name, and occasionally additional testing Materials such as graphics.
- If you leave the testing room during the test, you must notify your proctor and turn in all your testing materials.
- If you take a restroom break the test time will continue to countdown and the lost time cannot be recovered.
- If your computer freezes, shuts down, or will not move to the next question notify your proctor immediately and they will be able to restart your exam without loss of available testing time.
- At the end of your test, remain seated, raise your hand and wait for the proctor to start the check-out process with you. Once all testing materials have been accounted for by your proctor, you may collect your belongings and leave the testing center.
- If permitted by your jurisdiction, you will receive your testing results today; otherwise, you'll be notified of your testing results by either Prov or your jurisdiction.



Reference Rules for Open Book Exams

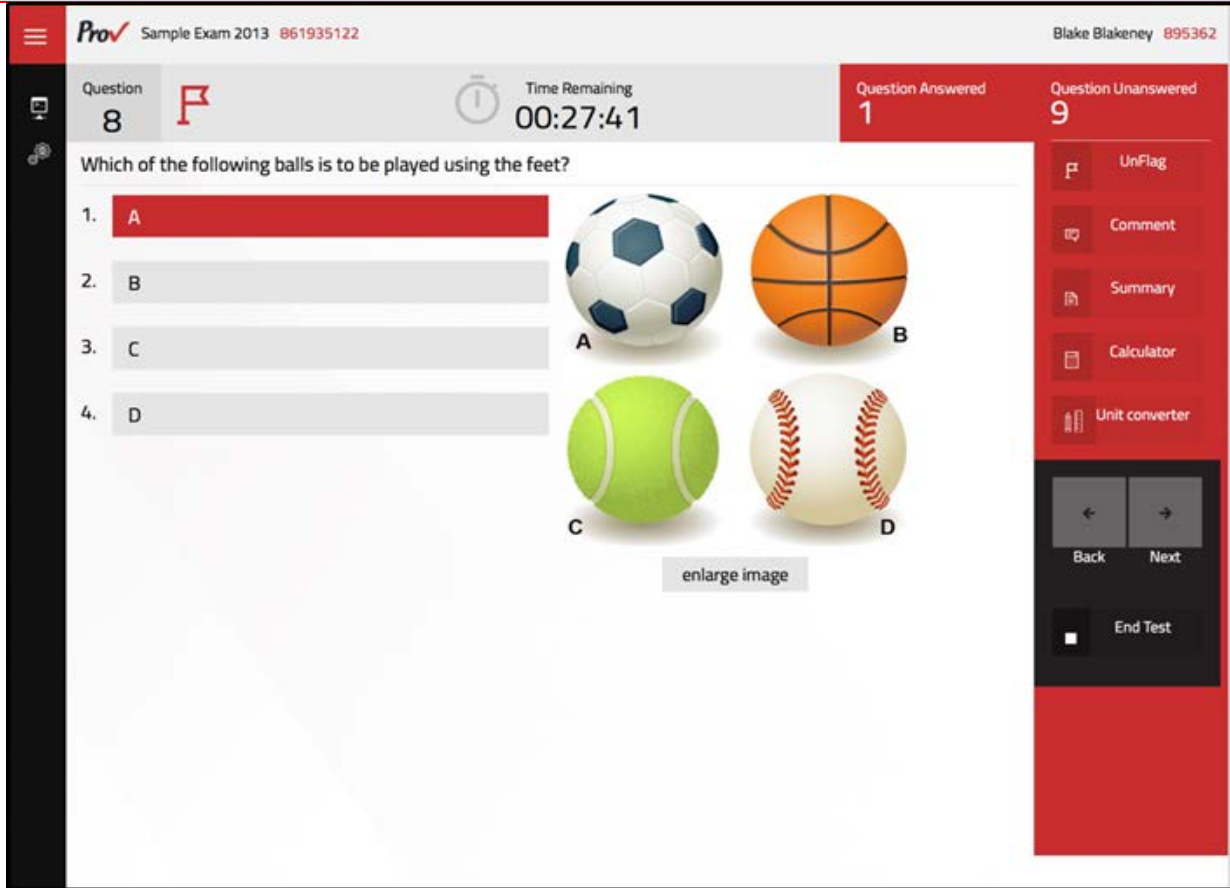
- Book title must be exact. *Exceptions:* Older/new editions are always permitted. Substitutes are allowed if listed in the Exam Details.
- Photocopied versions of a reference book are ONLY permitted when stated in the Exam Details.
- Permanent tabs such as gummed tabs, self-adhesive tabs with printable inserts, or insertable tab dividers (for three ring binders only) are permitted.
- Moveable items such as repositionable tabs or Post-it notes are NOT permitted in a reference book.
- Books can have highlighting and underlining in pen only, however you cannot mark in your books during the test.
- Handwritten notes are NOT allowed in any portion of a reference book unless authorized by your licensing or certifying jurisdiction.
- Other documents (such as formula sheets or the Tom Henry and Kelly Indexes) or stickers (such as Ohm's Law) CANNOT be added, glued or taped to a reference book.

Unethical behavior

Individuals caught giving or receiving assistance during or after the examination, or caught using unauthorized materials during the examination will be reported to the Board. Those caught in the act of cheating will be dismissed from the examination and their testing results will be frozen. Furthermore, the candidate will forfeit the examination fees paid. Finally, anyone caught with test questions in their possession, either during or following the examination will be prosecuted by Prov for theft of copyrighted testing materials.

In the next few days, Prov will email you a link to our candidate experience survey, please let us know how we did!

Computer Testing Navigation



Total number of questions	Indicated in the upper right-hand corner of the screen.
Available time	Posted in hours and minutes. The test will end automatically when Time Remaining reaches 0:00.
Selecting your answer	Use your mouse to select a number (1 , 2 , 3 , or 4). The answer is highlighted (or checked) when selected. You may change your selected answer for any question until the test is over. If you do not know the answer to a question, it is to your advantage to guess, since there is no penalty for a wrong answer.
Tracking difficult questions	Press the Flag Button to help you keep track of questions you wish to return to at a later time. Flagging questions has no impact in scoring. Press the button again to Unflag the question. You may see which questions have been flagged by clicking Summary .
Question comments	During the assessment, you may find that you have a question or concern about a particular test question. The proctor cannot answer questions about test content at any time; however, you can send a comment to Prov's Test Development Department by clicking the Comment button. Please leave a specific description. Staff will process your comments/questions within two weeks. You can refer to your examination handbook for more information on how comments are processed.
Moving to a different question	Use your mouse to select the Next or Back buttons. Press Next to move forward. Press Back to move backward. You may also use your arrow keys (← →) to move forward and backward through the test.
Reviewing your progress	Press the Summary button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press End Test button when you are ready to leave the test. It is recommended that you review your exam and verify there are no unanswered questions prior to ending the test.