



**Commonwealth of  
Kentucky  
Division of HVAC  
Candidate Information Bulletin**



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**General Testing Information**

The mission of the Division of Heating, Ventilation and Air Conditioning (HVAC) is to protect the lives and property of the citizens of the Commonwealth of Kentucky through regulation and licensing of the industry and to ensure the skills and knowledge of HVAC contractors and journeymen by means of continuing education. The division also is charged with administering and enforcing the Kentucky Revised Statutes 198B.650 to 198B.689. These statutes have required heating and air conditioning contractors in Kentucky to be licensed by the Division of HVAC.

The Department has contracted with Prov, Inc. to develop, and administer their licensing examination program. This bulletin has been developed to help explain the rules and processes you will need to undertake to complete the testing requirement for your license.

Prov is not authorized to make the determination of which examination(s) candidates must take. If you are unsure which exam is needed for the license being sought, resolve this question before scheduling. If you have questions regarding which exam(s) to take, you must call the Department at **502-573-0395**.

**Contact Information**

For questions not addressed in this bulletin contact:

For Licensing Questions -  
**Commonwealth of  
Kentucky  
Division of HVAC**  
 101 Sea Hero Road, Suite 100  
 Frankfort, Kentucky 40601  
 Phone: **502-573-0395**  
 Fax: **502-573-1401**  
<http://dhbc.ky.gov/hvac>  
 Hours: 8 a.m. to 4:30 p.m.

For Testing Questions -  
**Prov**  
 5200 NW 43rd Street,  
 Suite 102-167  
 Gainesville, FL 32606  
 Phone: (866) 720-7768  
 Fax: (386) 518-6419  
[www.provexam.com](http://www.provexam.com)  
 Hours: 8 a.m. to 6 p.m.

## Examination Categories & Cost

The following is a list of the examinations administered by Prov for licensing through the Commonwealth of Kentucky Division of HVAC. All exams are open book and are timed. Detailed information about exam content, duration and reference materials can be found in the Exam Descriptions section of this document.

- Journeyman HVAC
- Master HVAC

Examinations are Computer-based and cost is \$80.00.

## Exam Administration Methods

### Computer-Based Testing

Prov has taken every effort to make its computer testing system as easy to use as possible. No specific computer experience or typing skills are needed to take the test. Candidates who take a computer-based test will be given verbal and written instructions and will complete an interactive tutorial prior to testing.

The written instructions for computerized exams are included in this bulletin. Please refer to the Candidate Instruction Handout for these instructions and a visual of the screen layout.

For an opportunity to preview Prov's computer-based testing system before arriving at the test center, candidates can watch a demonstration video by visiting <https://youtu.be/h3T9svnIdLY>. This short movie provides a basic demonstration of how to take a test on Prov's computer system.

## Accepted Methods of Payment

Candidates paying for their examinations or any other Services provided by Prov can use the following methods of payment:

- Money Orders
- Cashier's Checks
- Certified Checks
- Credit Cards (American Express, Discover, Master Card, Visa)

No personal or company checks will be accepted and all registrations that include personal or company checks will be returned without processing.

## Test Center Locations and Availability

Prov has established eleven (12) testing centers within Kentucky where candidates can take their examinations. These testing centers are located in Ashland, Bowling Green, Florence, Frankfort, Highland Heights, Lexington, Louisville, Murray, Owensboro, Paducah and Somerset. Please refer to the individual list for each site for its testing availability and directions.

1. **Ashland Community and Technical College**  
**Computer Access Center**  
**1400 College Drive**  
**Ashland, Kentucky 41101**

Availability: Computer tests are administered on Mondays, Wednesday & Fridays at 9:00 a.m. & 2:00 p.m.

Directions: -From U.S. 52: Cross the bridge to Ashland, follow 13th Street West approximately 1 mile. Turn left onto Ramey Street, and left again onto College Drive.  
 Directions:-From I-64: From Exit 185, turn North (towards Ashland) onto KY 180. Go straight approximately 9 miles. Turn right onto Ramey Street, then left onto College Drive. (KY 180 becomes US 60, then 13th Street). For Map, Please visit [https://ashland.kctcs.edu/about\\_actc/our\\_campuses/college\\_drive\\_campus/index.aspx](https://ashland.kctcs.edu/about_actc/our_campuses/college_drive_campus/index.aspx)

2. **Western Kentucky University**  
**Counseling and Testing Center**  
**1906 College Height Blvd # 11024, Potter Hall 409**  
**Bowling Green, Kentucky 42101**

Availability: Computer Tests are administered on Mondays, Wednesday & Fridays at 9:00 a.m. & 2:00 p.m.

Directions: For Campus Maps, please visit: <https://www.wku.edu/campusmap>. FROM NORTH AND SOUTH I-65: #Take Exit 26 off of Interstate 65. Turn toward Bowling Green onto Cemetery Road. Continue straight for three miles. Cemetery Road becomes Fairview Avenue. Continue going straight across 31-W Bypass. You will pass a fire station on your left. After passing the fire station, go through one traffic light and a stop sign, then turn left at the second stop sign onto College Street (this is a one-way street). Stay on College Street through downtown Bowling Green and continue until you reach the top of the hill.

College Street will dead-end at College Heights Boulevard at a statue of Henry Hardin Cherry. Turn right onto College Heights Boulevard at the stop sign and stay in the right-hand lane. The next stop sign is College Heights Blvd. Turn right. Turn right at the traffic light onto University Blvd. which becomes Kentucky Street. Turn right onto Alumni Avenue. Welcome Center guests may park inside the Alumni Square Parking Garage.\*The Welcome Center is located next door inside the Augenstein Alumni Center.

IF YOU ARE TRAVELING ON THE WILLIAM NATCHER PARKWAY (from Owensboro): Take Exit 7 (previously Exit 5) off the William Natcher Parkway for US-68. Turn left off the exit ramp. You will travel approximately 2 miles, go under a train trestle, and come to a stop light at University Boulevard. Turn left on University Boulevard. University Boulevard is a 4-lane road; get in the right-hand lane on the right side. You will pass the baseball field, the football stadium, and the basketball arena (all on your right). Just past the basketball arena is a parking structure with a stop light next to it; go straight at this stop light. This is University Blvd. which becomes Kentucky Street. Turn right onto Alumni Avenue. Welcome Center guests may park inside the Alumni Square Parking Garage.\* The Welcome Center is located next door inside the Augenstein Alumni Center. \*Buses may park in the Adams Street Lot, accessible from Kentucky Street.

**3. Gateway Community and Technical College  
Center for Adv. Manufacturing- Assessment Center  
500 Technology Way, Room B02  
Florence, Kentucky 41042**

Availability: Computer tests are administered on Monday, Tuesday, Thursday & Friday at 9:00am and 2:00pm.

Directions: From the North: Take I-71/I-75 South to Exit 178, Mount Zion Rd. / KY 536 .Turn left onto Mount Zion Road / KY 536. Turn left onto Sam Neace Blvd. (third traffic light) .Turn left onto Technology Way (just north of Grainger’s). For the Bank of Kentucky Classroom and Training Center, turn left and park at the south end of the building. For the Center for Advanced Manufacturing, go straight and park in the lots at the north side of the building.

Directions from the South: Take I-71/I-75 North to Exit 178, Mount Zion Road / KY 536 .Turn right onto Mount Zion Road / KY 536. Turn left onto Sam Neace Blvd. (second traffic light). Turn left onto Technology Way (just north of Grainger’s). For the Bank of Kentucky Classroom and Training Center, turn left and park at the south end of the building. For the Center for Advanced Manufacturing, go straight and park in the lots at the north side of the building.

**4. Thorn Hill Education Center  
700 Leslie Ave  
Frankfort, Kentucky 40601**

Availability: Computer tests are administered on Tuesday & Thursday at 11:00 am.

Directions: Please visit this link for directions <http://thornhilleducation.org/directions.html>

Directions coming from I-64 East

Stay straight to go onto I-64 E. Then 48.16 miles Take the US-127 N exit, EXIT 53B, toward Frankfort. Then 0.37 miles Merge onto Lawrenceburg Rd. Then 0.20 miles Stay straight to go onto US Highway 127 S. Then 1.52 miles US Highway 127 S becomes US-127 N. Then 2.85 miles Stay straight to go onto Clinton St/KY-420. Continue to follow Clinton St. Then 0.36 miles Turn left onto High St/KY-420. Then 0.09 miles Turn right onto Holmes St. Then 1.25 miles Turn left onto Henry St. Then 0.18 miles Take the 3rd right onto Leslie Ave. Then 0.02 miles 700 Leslie Avenue is on the left.

Directions coming from I-75 N / I-64

Merge onto I-75 N/I-64 W toward Louisville/Cincinnati. Then 2.55 miles Keep left to take I-64 W via EXIT 118toward Frankfort/Louisville. Then 16.62 miles Take the US-60 exit, EXIT 58, toward Frankfort/Versailles. Then 0.27 miles Merge onto US-60 W toward Frankfort/Kentucky State University. Then 2.57 miles Stay straight to go onto US-421 N/Wilkinson Blvd. Then 1.49 miles Take the ramp toward Frankfort. Then 0.24 miles Merge onto Owenton Rd. Then 0.10 miles Stay straight to go onto Holmes St. Then 0.35 miles Turn right onto Henry St. Then 0.18 miles Take the 3rd right onto Leslie Ave. Then 0.02 miles 700 Leslie Ave, Frankfort, KY 40601-1238, 700 Leslie Avenue is on the left.

**5. Northern Kentucky University  
101 University Center  
1 Nunn Drive  
Highland Heights, Kentucky 41099**

Computer Tests are administered Monday through Friday at 8:30 a.m. and 12:30 p.m.

Directions: For a campus map please visit: [http://inside.nku.edu/content/dam/testing-services/docs/TestingServ\\_GoogleMap2.pdf](http://inside.nku.edu/content/dam/testing-services/docs/TestingServ_GoogleMap2.pdf) and [https://map.nku.edu/#!/UMAP\\_2016042711391](https://map.nku.edu/#!/UMAP_2016042711391)

Parking: All examinees testing with NKU Testing Services who do not have a valid NKU parking pass must park in either the Welcome Center (Visitor) Garage, University Drive Garage or Kenton Drive Garage. The garages accept both cash and credit cards.

**6. Bluegrass Community and Technical College  
Leestown Campus - 164 Opportunity Way  
North Building, Suite 110  
Lexington, Kentucky 40511**

Availability: Computer tests are administered on Mondays through Friday at 9:00 a.m. & 2:00p.m.

Directions: For a campus map please visit: [https://bluegrass.kctcs.edu/about/our\\_campuses/leestown.aspx](https://bluegrass.kctcs.edu/about/our_campuses/leestown.aspx)

PARKING: Parking is FREE at the Leestown campus. Candidates are encouraged to park in either Lot F or Lot C. BCTC Campus Security regularly patrols the campus and will issue warnings for violations of parking regulations.

**7. University of Louisville  
Testing Services, Davidson Hall, Room 310  
106 E. Brandeis Street  
Louisville, Kentucky 40208**

DIRECTIONS: Please note that the site address cannot be located by GPS. For a campus map and parking directions please visit <http://louisville.edu/testing/parking-and-directions>. For questions regarding these directions please call 502-852-6606.

Availability: Computer tests are administered on Tuesday, Wednesday, Thursday at 9:30 a.m. & 1:30p.m.

**8. Madisonville Community College Assessment Ctr.  
Adult Education Center - ACE2 , RM – 106  
100 School Avenue  
Madisonville, Kentucky 42431**

Availability: Computer tests are administered Tuesday, Wednesday & Friday at 8:30am and 12:30pm

PLEASE NOTE: The Madisonville Community College Assessment Center is NOT located on the main campus of the college. We recommend you use these directions because of confusion with GPS systems and our address.

From I-69 South (Heading south from Henderson/Evansville): Take the KY-70 (Exit 114) for Madisonville/Central City • At the ramp, keep right to go toward Madisonville. At the end of the ramp, turn right onto KY-70/East Center Street. Continue to follow KY-70/East Center Street for about 1 mile until you reach North Main Street. (East Center Street becomes a one way street called Arch Street) • Turn Left onto North Main Street. At the next traffic light, turn right onto West Center Street. Drive approximately 0.6 miles until you see a football field. Turn right onto School Avenue immediately after the football field. MCC Assessment Center is located in the first building on your left at 100 School Avenue. o The building is called ACE2 Adult Education Center o Room Number 106 o You may park in anywhere in front of the building. #From I-69 North (heading north from Crofton, Hopkinsville, Pembroke): Take the KY-70 (Exit 114) for Madisonville/Central City • At the ramp, keep left to go toward Madisonville. At the end of the ramp, turn left onto KY-70/East Center Street. Continue to follow KY-70/East Center Street for about 1 mile until you reach North Main

Street. (East Center Street becomes a one way street called Arch Street) • Turn Left onto North Main Street. At the next traffic light, turn right onto West Center Street. Drive approximately 0.6 miles until you see a football field. Turn right onto School Avenue immediately after the football field. MCC Assessment Center is located in the first building on your left at 100 School Avenue. o The building is called ACE2 Adult Education Center o Room Number 106 o You may park anywhere in front of the building.

**9. Murray State University Testing Center  
University Counseling Services-Testing Center  
C105 Oakley Applied Science  
Murray, Kentucky 42071**

Availability: Computer tests are administered Monday through Friday at 9:00am and 1:30pm

DIRECTIONS: Please visit our campus map at <http://www.murraystate.edu/Info/CampusMap.aspx>  
We strongly suggest that examinees call the Testing Center at least two days prior to their appointment to obtain more specific instructions on directions/location and parking at 270-809-6848. Heading South on Hwy 641 turn right on Main Street/ Hwy 94 turn right again on N. 16th Street drive past Univ Drive to the next parking lot on the right hand side Enter the bldg directly east of the parking lot and find room C-105.

**10. Owensboro Community and Technical College  
Assessment Services  
1501 Frederica Street  
Owensboro, Kentucky 42301**

Availability: Computer tests are administered on Monday and Wednesday at 9:00 a.m. & 4:00 p.m. and Friday at 9:00 a.m. & 2:00 p.m.

DIRECTIONS: **From the East** (Lexington, Elizabethtown): Take the Martha Lane Collins/Bluegrass Pkwy to Elizabethtown for approximately 71 miles. Take exit #1B/I-65/Wendell H. Ford/Western Kentucky Pkwy/Nashville/Paducah to the left onto I-65. After 2.2 miles, take exit #91/US 31W/KY 61/Wendell H. Ford Western Kentucky Pkwy. Onto the west toward Paducah/Owensboro. Stay on the Wendell H. Ford/Western Kentucky Pkwy. West for approximately 60 miles. Take the William H. Natcher Pkwy. North (exit 77A), towards Owensboro. Follow the parkway for 30 miles to Owensboro. Take exit #72B/US 60/Audubon Parkway/Owensboro/Henderson to the left onto the Wendell Ford Expressway. /US 231/US 60 West. Exit at Frederica St. (exit 14), and turn right (heading north). Owensboro Community and Technical Colleges Downtown Campus is approximately three miles and is located on the right side of the road.

DIRECTIONS: **From the North** (Indiana or Louisville via Indiana) From Interstate 64, take exit 57A (left onto US-231 south). Approximately 35 miles later, turn left on Frederica St. Owensboro Community and Technical College Downtown Campus is approximately two miles and is located on the left side of the road.

DIRECTIONS: **From the West** (via Henderson) Take the Audubon Pkwy. East toward Owensboro. Approximately 23 miles later, the parkway will end. Take Exit 24A/US-60 east/William H. Natcher Pkwy. /Owensboro on to the Wendell H. Ford Expressway. /US 60 East. Take Exit 11/KY 81/West Parrish Ave. Turn left on Parrish Ave. After approximately 2.5 miles, turn right on Frederica St. Owensboro Community and Technical Colleges Downtown Campus is approximately 0.2 miles on the left side of the road.

DIRECTIONS: **From the South** (via the William H. Natcher Pkwy. North) Take the William H. Natcher Pkwy. North until it ends in Owensboro. Take US 60west to the left (exit 72B). Exit at Frederica St. (exit 14), and turn right on Frederica St. (heading north). Owensboro Community and Technical Colleges Downtown Campus is approximately three miles and is located on the right side of the road.

**11. West Kentucky Community and Technical College  
Emerging Technical Center, Room 133  
4810 Alben Barkley Drive  
Paducah, Kentucky 42001**

Availability: Computer tests are administered on Monday, Tuesday and Friday at 9:00 a.m. & 1:00 p.m.

DIRECTIONS: For a campus map please visit - <https://secure.westkentucky.kctcs.edu/wk-campusmaps/>

**12. Somerset Community College  
Assessment Center  
808 Monticello Street  
Somerset, Kentucky 42501**

Availability: Computer tests are administered on Mondays at 9:00 a.m. & 2:00 p.m.

DIRECTIONS: Turn East from HWY 27 at Stop Light #16. Continue straight through the four way stop. This is Monticello Street and UK Drive. Continue straight on UK Drive. Please park in the last parking lot on the left (Meece Strunk Lot). The Assessment Center is located in the Harold D. Strunk Learning Resources Building (The Learning Commons); this is the first building on the right side of the campus.



## Scheduling Process

Scheduling your examination is a two-step process; first, you must register for the exam, and then you must select a testing date and make payment for your exam.

Prov offers several convenient methods to allow candidates to schedule their examination(s) in advance. Candidates may use any of these methods to schedule their testing appointments. Note that there is no difference in fees for use of any of these methods.

The advance scheduling methods available are:

- Online
- Over the phone
- By Mail
- By Fax

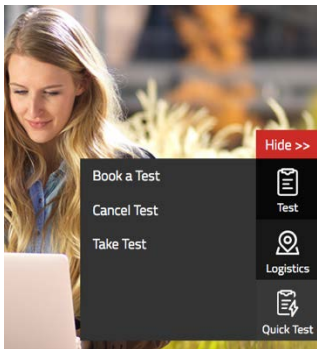
The deadline for scheduling your test will vary based on the testing center you select. The advance scheduling deadline ranges between one to six business days depending on the testing location.

### Advance Scheduling Methods

#### Online Scheduling

To schedule online, a candidate must go to Prov’s home page at [www.provexam.com](http://www.provexam.com).

#### Step 1:



On the right hand side of the homepage:

- **Locate** the Test icon
- **Press** the Test icon
- **Select** Book a Test

Next, select the **NEW EXAM REGISTRATION** link at the bottom of the next screen.

#### Step 2:

Use the Dropdown menu under “Select Certifying Body”, and select:

### Commonwealth of Kentucky Division of HVAC

#### Step 3:

Then under “Select a License/certificate”, choose the license you are seeking:

- Journeyman HVAC
- Master HVAC

#### Step 4:

Enter the following information into the fields that are provided.

- Name (First and Last)
- Address
- City
- State
- Postal Code
- Email Address
- Telephone Number

Then select the button labeled:

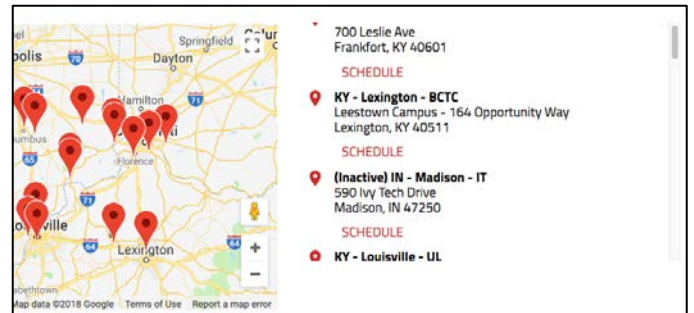


#### Step 5:

Schedule a Date, Time, Location for your exam by selecting the link labeled: [Find suitable time and venue](#)

#### Step 6:

The scheduling system will display a map to graphically show where the different testing centers are located. Select a testing center from the list of centers to the right of the map. Select the SCHEDULE link to check the calendar for the testing center.



#### Step 7:

Select a test **date** and **time** from the calendar that matches your schedule.

#### Step 8:

Confirm your selected date and time, and select **Add to Cart**.

**Step 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.

**Phone Scheduling**

To schedule for an examination by phone, candidates should contact Prov toll free at 866-720-7768. Prov scheduling staff is available 8:00 a.m. through 6:00 p.m. ET, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their name, Prov Candidate ID and their ZIP code. 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 candidates need to change or cancel their testing appointment, they must contact Prov at least three business days prior to their scheduled date. Changes will be made at no cost if candidates notify Prov by the deadline.

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

**Retesting Policy**

Failed examinations can be retaken as often as is necessary. There is no waiting period and candidates can schedule a new testing session for the first available testing date. Candidates cannot retake an exam once they have passed that exam unless required by the Commonwealth of Kentucky Division of HVAC.

**Results Reporting**

Upon completion of an examination, a candidate's test will be scored and he/she will be provided with a score result while at the testing center. There is no charge for the on-site scoring.

Candidates participating in this testing program can access their scores at any time (24/7) online by going to our website at [www.provexam.com](http://www.provexam.com), entering their Candidate ID and the password to access their candidate account. Upon reaching the candidate home page inside of Arkiv, candidates can select the MY ACCOUNT Tab and then the EXAM HISTORY button and see the results of all the exams they have taken with Prov.

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. Because the examination process is a requirement for licensure with the Commonwealth of Kentucky Division of HVAC, candidates automatically consent to permit Prov to share their test results with the State.

**Reviews**

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

Candidates may request a review of their exam after failing an exam category two (2) times. To be eligible for a review, candidates must score within 10 points of the required 70% passing score. The review for all tests is 1-1/2 hours in length. During the review candidates will be provided a printout of the questions they missed and the answers chosen in response to those questions. The review will be conducted under the same testing conditions as the exam using the same test security rules.

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. To verify the final status of comments submitted, candidates can check for a score change online through their candidate account. Candidates can log into Arkiv by going to our website at [www.provexam.com](http://www.provexam.com) and entering their Candidate ID and password. When candidates reach the candidate home page inside of Arkiv, they can select the MY ACCOUNT Tab and then the EXAM HISTORY button and see the results of all the exams they have taken with Prov. Any changes made to a grade will be reflected on the score result within two weeks of submitting the Exam Comment form. Detailed answers to questions or comments are not provided for security purposes.

### Hand Score Request

Prov ensures the accuracy of our exam results. Our computer system, Arkiv, 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).

### Test Day Rules and Procedures

#### Check-in Deadline

The doors to each testing center will open at least 30 minutes before all scheduled testing appointments in order to check candidates into the testing center. Candidates should plan to arrive early to make sure they are seated by the time the testing begins. If candidates are late in arriving, AND the testing session has already begun, CANDIDATES WILL BE TURNED AWAY and will forfeit their exam fees and will be required to reschedule for a future testing date.

#### Proof of Identity

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

There may be times for religious reasons, a candidate does not have a photo ID. In this situation, if they have a State driver's license without a photo, a State ID card without a photo that is issued by the DMV, or a birth certificate, we will accept these as valid identification.

#### 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

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

- **Pencils.** (Paper/pencil testing only)
- **Calculator.** Only simple 4-function calculators are permitted. PDAs, cell phones or other special calculators (i.e. ElectricCalc, etc.) are NOT permitted.
- **Approved References.** (See information below).



**Reference Material Rules**

All examinations are designed to allow candidates 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 candidates’ reference materials will be checked by the Prov test administrator prior to the candidates being permitted access to the testing room.

Candidates should prepare their reference materials using **ONLY** the following methods.

- Highlighting
- Handwritten notes must be written in pen (ink)
- 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 in pencil 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.
- Additional key word indexes (such as the Key Word Index by Tom Henry) CANNOT be included or added to any reference book.
- Photocopied documents CANNOT be added to a reference book.
- Photocopied versions of a reference book are NEVER permitted.
- Formula Sticks (such as the Ohm’s Law) CANNOT be included or added to any reference book.
- Test preparation study guides are NOT approved references and are NOT permitted in the testing center.

Prov asks that candidates leave all unauthorized materials in their vehicle. If candidates are caught using unauthorized materials during testing, these materials will be confiscated, their testing will be terminated with fees forfeited, and the Department will be notified of their actions. During the testing process candidates **MUST 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.

**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., 5200 NW 43<sup>rd</sup> St., Suite 102-167, Gainesville, FL 32606.

**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.

## Preparing for Your Exams

### Studying for your Exam

The contractor licensing examinations that candidates will take are designed to test what qualified contractors should know as they begin operations in the hvac field. The test questions used on the examinations have been prepared by contractors and cover the wide range of topics candidates would normally encounter as a contractor in their particular field. If candidates have worked in this field for some period of time in a variety of different settings, they likely have experienced much of what will be found on their examination. On the other hand, if the candidates' experience is limited (not only in years but in the variety of work performed) then it is likely they may want to spend time increasing their knowledge by studying areas in which they are less familiar. For all candidates, the reality is that people forget those things they don't use, and over time a candidate's knowledge in some areas may have decreased.

Prov recommends that candidates prepare for their tests by familiarizing themselves with the exam references with emphasis on the subject areas listed in each exam description. Candidates who are familiar with their reference materials will spend less time searching for answers during the exam. When preparing for the exam, remember that hand-written notes are not allowed in a reference book used for testing. Candidates are encouraged to prepare their test materials by highlighting text or placing permanent tabs on important pages.

It is NOT mandatory that candidates purchase any study materials in preparation for their examinations; however, all examinations permit the use of authorized study materials and candidates may be at a disadvantage if they do not bring those materials with them to their testing session. At a minimum Prov recommends that candidates have their own code books related to their exams which may be useful to candidates after their testing is complete.

## Purchasing Reference Materials & Study Guides

You will be provided with a list of reference books when you apply for your test. You can also go to our website for this info. In addition to publisher information, Prov has listed the reference book's ISBN and a website at which candidates can purchase the reference book. Most reference books can also 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**  
10234 South 2460 East  
Sandy, Utah 84092  
[www.provbookstore.com](http://www.provbookstore.com)  
Toll Free: 866-720-7768

Books also available from the following book vendors.

- **@ Home Prep, Inc.**  
900 East Hill Ave, Suite 380, Knoxville, TN 37915  
[www.contractor-licensing.com](http://www.contractor-licensing.com)  
800-952-0910
- **AAA Construction School, Inc.**  
34 Arlington Road South, Jacksonville, FL 32216  
[www.aaaconstructionschool.com](http://www.aaaconstructionschool.com)  
800-741-7277 or 904-722-9994
- **American Contractors Exam Services**  
737 Southern Hwy, Mineral Wells, WV 26150  
[www.examprep.org](http://www.examprep.org)  
800-992-1910
- **Builder's Book Depot**  
1001 East Jefferson Rd, Ste 5, Phoenix, AZ 85034  
[www.buildersbookdepot.com](http://www.buildersbookdepot.com)  
800-284-3434 or 602-252-4050
- **Florida Licenses and Corporations, Inc.**  
1150 NW 72nd Ave, #720, Miami, FL 33126  
[www.floridalicensesandcorporations.com](http://www.floridalicensesandcorporations.com)  
305-446-3442

- **International Code Council**  
900 Montclair Rd, Birmingham, AL 35213  
4051 Flossmoor Rd, Country Club Hills, IL 60478  
5360 Workman Mill Rd, Whittier, CA 90601  
11711 W 85th St, Lenexa, KS 66214  
[www.iccsafe.org](http://www.iccsafe.org)  
800-786-4452
- **My Pearson Store**  
<http://www.mypearsonstore.com>  
800-947-7700 (Opt. 5)
- **North American Contractors Association**  
[www.infonaca.com](http://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.

#### **Practice Exams Available from Prov**

Prov also offers practice examinations in several exam categories. Practice examinations cost \$25.00 each and may be ordered either by phone or online at [www.provbookstore.com](http://www.provbookstore.com). Practice examinations prices do not include tax nor shipping. Candidates must be sure to use the correct shipping option when ordering. Prov provides practice exams for the following tests:

- Kentucky Journeyman HVAC
- Kentucky Master HVAC

### Sample Test Questions

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

1. What is the flue gas temperature range of a natural draft furnace?
  - a. 100 to 125 degrees F
  - b. 275 to 400 degrees F
  - c. 350 to 600 degrees F
  - d. 500 to 900 degrees F
  
2. What is the air that is provided to replace air that is being exhausted?
  - a. Make-up air
  - b. Combustion air
  - c. Supply air
  - d. Return air
  
3. What is the MINIMUM room opening area required for ventilating an adjoining space?
  - a. 5 sq/ft
  - b. 10 sq/ft
  - c. 25 sq/ft
  - d. 50 sq/ft
  
4. 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
  
5. Where combustion air is communicating with the outdoors through horizontal ducts, what is the MINIMUM free area allowable through horizontal ducts for combustion air openings?
  - a. 1 sq inch per 1,000 Btu/h.
  - b. 2 sq inches per 1,000 Btu/h.
  - c. 1 sq inch per 2,000 Btu/h.
  - d. 2 sq inches per 2,000 Btu/h.
  
6. What is the MINIMUM rating for fire dampers penetrating a fire resistance rated assembly of less than three hours?
  - a. 1 hour
  - b. 1-1/2 hours
  - c. 2 hours
  - d. 2-1/2 hours

7. Which type of piping is rated for use in a water system operating at 80 psi and a temperature of 195 degrees F?
  - a. PEX
  - b. PVC
  - c. PE
  - d. ABS
  
8. Mechanical system piping capable of carrying fluids above 105 degrees F or below 55 degrees F shall be insulated to what MINIMUM R-Value?
  - a. R-2
  - b. R-3
  - c. R-4
  - d. R-5

### Answers to Sample Questions

1. C – 350 to 600 degrees F
2. A – Make-up air
3. C – 25 sq/ft
4. A – ACCA Manual D
5. C – 1 sq inch per 2,000 Btu/h
6. B – 1-1/2 hours
7. A - PEX
8. B – R-3

## Exam Descriptions

### Journeyman HVAC

License permits holder to install any system of air conditioning, warm-air heating, and ventilation, including start-up of equipment and any duct system necessary to make an air-conditioning system complete. Must be employed under the supervision of a Master HVAC Contractor.

<b>Number of Questions</b>	<b>60</b>
<b>Time allowed (hours)</b>	<b>3</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	14
Systems & Sizing	6
Equipment	6
Piping	6
Refrigeration Systems	9
Electrical	6
Maintenance	10
Plan Reading, Estimating & Math	3

**References**

**International Residential Code**, 2015. ISBN: Item # 3100S15. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available @iccsafe.org

**Modern Refrigeration and Air Conditioning**, 19th Edition. ISBN: 978-1-61960-199-4. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com.

### Master HVAC

Master heating, ventilation, and air conditioning contractor" means a heating, ventilation, and air conditioning contractor who is licensed by the Department to advertise and practice heating, ventilation, and air conditioning contracting in this Commonwealth. Practice of heating, ventilation, and air conditioning contracting" means the installation, maintenance, altering, remodeling, or repair of heating systems, ventilation systems, hydronic systems, burner service, or cooling systems.

<b>Number of Questions</b>	<b>100</b>
<b>Time allowed (hours)</b>	<b>4</b>
<b>Subject Area</b>	<b># Quest.</b>
General Knowledge	14
Systems & Sizing	13
Equipment	7
Piping	5
Refrigeration Systems	7
Electrical	6
Maintenance	6
Plan Reading, Estimating & Math	19
Law and Administration	23

**References**

**International Mechanical Code**, 2015. ISBN: Item # 3300S15. International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. available @iccsafe.org

**Modern Refrigeration and Air Conditioning**, 19th Edition. ISBN: 978-1-61960-199-4. Goodheart-Wilcox Company, Inc., 18604 West Creek Dr., Tinley Park, IL 60477-6243. Available at www.g-w.com.

**NFPA 54 National Fuel Gas Code**, 2009. ISBN: 978-161665200-5. National Fire Protection Association, 1 Batterymarch Park, Quincy, MA 02169-7471. Available at www.amazon.com.



## 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 in your references must be written in PEN. Any notes written in PENCIL will NOT be allowed in any portion of a reference book.
- 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 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.

- 
- **NO TALKING**
  - **NO EATING**
  - **NO DRINKING**
  - **NO TOBACCO USE**
  - **NO CELL PHONES**
  - **NO ELECTRONIC DEVICES**
  - **NO VISITORS**
  - **NO CHEATING**
  - **NO TAKING NOTES**
  - **NO MARKING IN BOOKS**

**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 left-hand corner of the screen.
Available time	Posted in hours and minutes. The test will end automatically when <b>Time Remaining</b> reaches 0:00.
Selecting your answer	Use your mouse to select a number ( <b>1, 2, 3, or 4</b> ). 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 <b>Flagged?</b> 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 <b>Summary</b> .
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 <b>Comment</b> button. Please leave a specific description. Staff will process your comments/questions within two weeks. You can refer to your candidate information bulletin for more information on how comments are processed.
Moving to a different question	Use your mouse to select the <b>Next</b> or <b>Back</b> 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 <b>Summary</b> button to see a table indicating which questions are unanswered or which you have flagged.
Ending the test early	Press <b>End Test</b> 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.