



# State of Utah HVAC Examination Handbook

## FREQUENTLY ASKED QUESTIONS

1. **HOW DO I REGISTER TO TEST?** To register and schedule for testing, go to:  
<https://www.provexam.com/scheduler>.  
  
You may also call or text 801-733-4455 or toll free at 801-733-4455. [Click here](#) for more information about registering.
2. **WHERE CAN I TEST?** You may test at any one of Prov’s testing centers. [Click here](#) for a current list and directions to each of our Utah testing centers.
3. **HOW MUCH DOES IT COST?** Each written exam has a fee of **\$85**. This fee is the same whether you are testing for the first time or are retaking an exam.
4. **WHEN DO I GET MY TEST RESULTS?** The results of your written exam will be provided to you at the exam site.
5. **WHAT IS ON THE TEST?** [Click here](#) for information about the available exams.

## MORE QUESTIONS

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

For Licensing Questions -  
**UT DOPL**  
160 E 300 S, 4<sup>th</sup> Floor  
Salt Lake City, UT 84114  
Ph: (801) 530-6628  
(866) 275-3675 toll-free in  
UT  
<https://commerce.utah.gov/dopl/contracting>  
Hours: 8 a.m. to 5 p.m.

For Testing Questions -  
**Prov**  
200 W Civic Center Drive,  
Suite 160  
Sandy, Utah 84070  
Call or Text: 801-733-4455  
Toll Free: 801-733-4455  
[www.provexam.com](http://www.provexam.com)  
Hours: 6 a.m. to 10 p.m.

## GENERAL TESTING INFORMATION

The Division has contracted with Prov, Inc. to administer the following HVAC exams:

- Utah HVAC Written Exam

The purpose of this handbook is to provide information about taking licensing exam(s) for the State of Utah. Candidates are required to pass the Utah HVAC Written Exam as part of the licensing process.

## EXAM CATEGORIES & FEES

State regulations require that candidates for a HVAC license need to take a Utah HVAC Written Exam.

The written theory exam covers minimum competency in general HVAC knowledge. This includes: The International HVAC Code (IPC), the general principles of HVAC, and HVAC-related calculations.

The written exam has a fee of **\$85**. These fees are the same whether you are testing for the first time or for a retake.

Candidates are responsible for bringing approved reference materials as listed in this handbook.

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**TESTING WITH PROV**

The written exam is a computer-based exam that will be administered at one of Prov’s testing centers. Prov’s 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/h3T9svnlDY>.

**WHERE TO TAKE YOUR EXAM IN UTAH**

The **written** exam is available at **twenty-one (21) testing centers** located from Logan to St. George. You may also have the option to take the written exam remotely using Prov’s **Examroom®** service, if available.

**HOW TO REGISTER ONLINE**

- To schedule online, go to:  
<https://www.provexam.com/register>
- Use the Dropdown menu under “Select Certifying Body”, and select:

**UT HVAC**

- Under “Select a License/certificate”, choose the license (and language) you are seeking (**choose one of the following**):
  - **Utah HVAC Written Exam**

Then press: **NEXT**

- Enter the following information into the fields that Enter your information **exactly** as it appears on your government issued ID.
  - Name (**First, Middle and Last**)
  - Social Security Number
  - Street Address
  - City, State, ZIP Code
  - Email Address
  - Telephone Number

Then select: **SAVE CHANGES**

- Select a date, time and location for your exam by using the link labeled:

 **Find suitable time and venue**

Note: Although you will register for each exam separately, you may schedule all exams at one time. When selecting the specific exam, you will be presented with either a list of written testing centers or practical testing centers.

- Prov’s scheduling system will search for the closest testing centers to the address you entered. Select the **SCHEDULE** link to check the calendar for a specific testing center.
- Select a test **date** and **time** from the calendar that matches your schedule. Confirm your selected date and time, and select **Add to Cart**.
- If you want to schedule a **second exam**, use the **Schedule Another Test** button and follow steps 5-7 as shown above; otherwise move to step 9 below.

**SCHEDULE ANOTHER TEST**

- Proceed to payment. Please enter your form of electronic payment (e.g. MasterCard, Visa, AMEX). If you have provided an email address, the invoice for your exam payment will be automatically emailed to you. This invoice will include information regarding your scheduled date/time.

If you have any problems with online scheduling, you may contact us at (877) 228-3926.

**SCHEDULING BY PHONE**

To schedule for an exam by phone, candidates should contact Prov toll free at (877) 228-3926. Prov

scheduling staff is available 6:00 a.m. to 10:00 p.m. MT, Monday through Friday.

Candidates should be prepared to provide the Prov scheduling staff with their full name (first, middle, last), social security number and their address. Once registered in the database, Prov staff will search for the next available testing session at the candidate’s preferred testing location and will provide candidates with alternate locations that may be near their address. Once candidates are scheduled, Prov staff will email confirmation.

**CANCEL/RESCHEDULING POLICY**

If you need to change or cancel your scheduled exam 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.

If you fail to reschedule or cancel your testing session by the close of business three (3) days prior to your scheduled test date, you will forfeit your exam fees. Any no-show to a scheduled exam will also forfeit exam fees.

**PREPARING FOR YOUR EXAMS**

The licensing exams that you will take have been designed to test minimum competency in the HVAC field. The test questions and projects have been prepared and reviewed by subject matter experts in collaboration with the HVAC Licensing Board, the Division, and the Provider.

Prov recommends that you prepare for your exam by familiarizing yourself with the subject areas listed in each exam description along with the associated reference materials. You are encouraged to prepare your test materials by highlighting text or placing permanent tabs on important pages.

**PURCHASING REFERENCE MATERIALS & STUDY GUIDES**

Reference materials for the exam is available from Prov at:

- **Prov Bookstore**  
 200 W Civic Center Drive  
 Suite 160  
 Sandy, Utah 84070  
<https://www.provexam.com/shop/>  
 Toll Free: 877-228-3926

**WRITTEN EXAM DESCRIPTION**

The examination contains 110 items, of which 100 items are weighted and contribute to the candidate’s final score.

Utah HVAC Written Exam		
Passing Score	Time Allowed (hours)	# of Questions
70%	2	110
General Knowledge	Understand and apply International Mechanical Code	17
	Exhibit understanding of NEC for HVAC equipment installation	
	Identify factors affecting heat gains/losses	
	Demonstrate heat pump installation and service procedures	
Systems and Sizing	Explain terms/concepts in hot-water and chilled-water systems	16
	Interpret codes/specs for fume or exhaust systems	
	Identify accessories for indoor air quality & energy savings	
	Recognize types of humidifiers and explain their uses	
	Identify single, multiple, & satellite compressor systems	
Maintenance	State basic requirements for pressure testing a system	7
	Follow design principles for HVAC systems	
	Identify purposes and uses of solder and solder fluxes	
	Isolate and correct malfunctions in a heat pump	
	Isolate and correct malfunctions in gas heating systems	
Plan Reading	Read blueprints and architectural plans	8
	Understand how NEC applies to HVAC equipment installation	
	Obtain heating info from drawings or job site	
Refrigeration Systems	Identify refrigerants and their applications	7
	Determine hangers and supports for refrigerant piping	
	Describe refrigeration cycle components in retail systems	

	Explain refrigerant classification by chemical composition	
Piping	Select and install vent systems	7
	Use friction loss chart and duct sizing table	
	Design refrigerant and condensate piping	
	Cut, ream, and thread ferrous metal pipe	
	Join tubing using flare and compression fittings	
	Identify inert gases for purging tubing when brazing	
	Considerations when installing pipe runs	
Electrical	Isolate electrical problems in power/load/control circuits	6
	Understand and apply Energy Conservation Code	
	Describe electrical components in HVAC equipment	
Math and Calculations	Make basic measurements in air distribution systems	7
Rules and Law		25
Pilot Items		10

**References**

The following reference material is allowed to be used during the examination:

- **International Mechanical Code 2024.** International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at <https://www.iccsafe.org/>.
- **Utah Amendments to International Mechanical Code, 2015.** International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.
- **International Fuel Gas Code 2024.** International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at <https://www.iccsafe.org/>.
- **Utah Amendments to International Fuel Gas Code, 2015.** International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478.
- **International Residential Code, 2024.** International Code Council, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Available at <https://shop.iccsafe.org/2021-international-residential-coder.html> OR at <https://provexam.com/bookstore/>
- **Residential Load Calculation - Manual J,** 8th, Version 2.5. ISBN: 9781892765253. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at [www.acca.org](http://www.acca.org).
- **Manual D: Residential Duct Systems,** Third, Version 2.5. ISBN: 9781892765437. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at [www.amazon.com](http://www.amazon.com).
- **ACCA Duct Slide Rule.** Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at [www.acca.org](http://www.acca.org).
- **Modern Refrigeration and Air Conditioning, 22nd 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](http://www.g-w.com).

- **Manual S - Residential Equipment Selection,** 3rd. Air Conditioning Contractors of America, 2800 Shirlington Road, Suite 300, Arlington, VA 22206. Available at [www.acca.org](http://www.acca.org).
- **General Rules of the Division of Occupational and Professional Licensing, Utah Administrative Code, R156-1. Sections 102, 307, 308, 309, 501.** Department of Commerce | Division of Professional Licensing | Utah Office of Administrative Rules, Home - Utah Office of Administrative Rules, Salt Lake City, UT 84114. Direct link: <https://adminrules.utah.gov/public/rule/R156-1/Current%20Rules>
- **Utah Construction Trades Licensing Act Rule, , R156-55. Sections 301, 302, 303, 304, 308, 501, 502, 503, 602.** Department of Commerce | Division of Professional Licensing | Utah Office of Administrative Rules, Home - Utah Office of Administrative Rules, Salt Lake City, UT 84114. Direct link: <https://adminrules.utah.gov/public/rule/R156-55a/Current%20Rules>
- **Division of Occupational and Professional Licensing Act, Utah Code Title 58, Chapter 1, 58-1. Sections 103, 301, 302, 305, 401, 501.** UT - Utah DOPL, 160 E 300 S, Salt Lake City, UT 84114, Salt Lake City, UT 84114. <https://le.utah.gov/>.

**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 testing begins. Exam instructions will begin 5 (five) minutes before the scheduled test time. 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.

**Permitted Items**

Candidates are permitted to use the following items during their written examinations:

- **Reference Books.** Please refer to the reference list beneath each examination description for the books or materials that may be used during the test. Both current and previous year code books are permitted for use during the exam.
- **Calculator.** You will be provided with a simple calculator on-screen that you can use during testing. The calculator has the add, subtract, multiply, divide, and square root functions.

**Proof of Identity**

Upon arriving at the testing center, you will be required to show government-issued photo identification. The photo ID must be current and valid. Additionally, the name on your ID must match exactly with the name you provided to Prov at time of scheduling. Please make

any corrections to your name prior to your scheduled testing appointment.

Forms of valid photo-bearing ID are a driver's license card, passport, military ID, or permanent resident card. A temporary Utah Driver's License (paper copy) by itself is not sufficient proof of identity. If you currently have a temporary driver's license, you will ALSO need to bring in your recently EXPIRED original driver's license. Together your new temporary driver's license and your expired original license can be used to verify your identity. If you only have the temporary copy or the expired license, you will be refused entry. 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 or a State ID card without a photo that is issued by the DMV.

You will be refused to test by the testing center staff if:

- your name on the testing roster and name on ID do not match exactly
- you do not produce a valid government-issued photo ID
- you refuse to sign the test center log
- you refuse to be photographed

If refused at the testing center, you will be dismissed and forfeit all testing fees for that testing session.

### **Prohibited Items**

No cameras, recorders, cell phones, computers, pagers, tablet computers, music players, smart watches, radios, electronic games, speed square, or any other electronic devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Additionally, other personal items such as purses, notebooks, references or study materials, briefcases, backpacks, wallets, pens, pencils, other writing devices, food or any other items should be placed in secure storage at the testing facility.

For exam security you may also be **asked to remove** articles of clothing that may pose a security risk such as the following:

- Bulky clothing, scarves, hoodies, shawls, vests, jackets, coats, and so forth.
- Hats or headgear not associated with religious reasons.
- Any other clothing or device that may be interpreted as having the potential to compromise the testing process.

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 Division will be notified of your dismissal from the exam.

### **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 candidate's test.

### **Unethical Conduct Policy**

Any individual caught giving or receiving assistance during or after the exam or caught using unauthorized materials during the exam will be reported directly to the Division. Those caught in the act of cheating will be dismissed from the exam and their testing results will be frozen. Furthermore, the candidate will forfeit the exam fees paid. Anyone caught with test questions in their possession, either during or following the exam, 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 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 the written exam, you will be provided with results while at the testing center.

The written exam is scored and graded against a cut-score of 70%.

### RETESTING POLICY

If you fail one or more of the exams, you must wait **thirty (30)** days before retaking the failed exam. However, after **three (3)** failed attempts, you must wait **180** days (i.e., 5 months) before each subsequent attempt.

### 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 877-228-3926 or write to: Prov, Inc., 200 W Civic Center Drive, Suite 160, 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 (877) 228-3926. 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 work directly with the candidates to make the accommodations they will need to complete their exam.

### WRITTEN EXAM TEST SITE AVAILABILITY

You may take your written exam at any one of Prov's testing centers located from Logan to St. George. You can also take your written exam at home using Prov's Examroom® service.

### What is Examroom?

Examroom is a remote test monitoring service that allows you to take your test on your own computer at 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, will 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 to meet to qualify to take your 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** browser (Chrome works best)
- Need a functioning computer web-camera and microphone
- Need a good consistent Internet connection capable of **uploading** files in more than 3 Mbps
- Ability to install the ProvLock extension for Chrome (<https://chromewebstore.google.com/search/ProvLock>) Note: If you are using a company computer, you will need to have administrator rights to be able to install this extension and to turn off other extensions. If you cannot do that, you will not be able to use that computer.
- Clean table or desk, free of clutter
- Quiet, private space where you can test without interruption

Please use the following links to do a system check **before you schedule** your exam to make sure your computer system will allow you to take a test using this system.

<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.

**Fixed Testing Locations**

The sites shown below are fixed locations where you may take your **written** exam. The asterisk (\*) on the chart shows which days of the week the exams are available for scheduling. Note that sites may change as needed. Please refer to the current online scheduling system to find available testing times for each location.

Location	Monday	Tuesday	Wednesday	Thursday	Friday
Cedar City – STC	*	*	*	*	*
Cedar City - SUU	*	*	*	*	
Ephraim - USUE	*	*	*	*	*
Herriman - SLCC/H	*	*	*	*	*
Kanab - USUK	*	*		*	
Layton – PTCL	*	*	*	*	*
Logan – BTC	*	*	*	*	*
Logan – USUL					*
Nephi - USUN	*	*	*	*	*
Ogden – OWTC	*	*	*	*	*
Ogden – WSU	*	*	*	*	*
Orem – UVU	*	*	*	*	
Price – USUP	*	*			
Provo – PTCP	*	*	*	*	*
Richfield – SC/R	*	*	*	*	*
Salt Lake City – SLCC/SC	*	*			
Sandy - PTCS	*	*	*	*	*
St. George - PTCSG	*	*	*	*	*
St. George – UTU	*	*	*	*	*
Taylorsville – SLCC/RW	*	*	*	*	*
West Jordan – SLCC/WJC	*	*	*	*	

**FIXED TEST SITE LOCATIONS**

**Northern Utah**

- Prov Testing Center - Layton**  
Testing Services  
1776 N. Hill Field Road, Suite 1  
Layton, UT 84041  
*(Written)*
- Bridgerland Technical College - Logan**  
Assessment Center  
1301 N 600 W  
Logan, UT 84321  
*(Written)*
- Utah State University - Logan**  
Professional Testing Center  
0118 Old Main Hill, Room 115  
Logan, UT 84322  
*(Written)*
- Ogden Weber Technical College - Ogden**  
Business & Information Technology, Room  
200 N Washington Blvd,  
Ogden, UT 84404  
*(Written)*
- Weber State University - Ogden**  
Testing Services - Stewart Library Testing  
Center  
3921 Central Campus Drive, Room 110  
Ogden, UT 84408  
*(Written)*
- Utah State University - Nephi**  
Testing Center  
346 East 600 North, Basement  
Nephi, UT 84648
- Prov Testing Center - Provo**  
Testing Services  
2255 N. University Parkway, Suite 11  
Provo, UT 84604  
*(Written)*
- Salt Lake City Community College - South**  
South City Testing Services  
1575 State St, Room 2-187  
Salt Lake City, UT 84115  
*(Written)*

9. **Prov Testing Center – Sandy**  
10645 S. State Street  
Sandy, UT 84070  
(Written)
10. **Salt Lake Community College - West Jordan**  
West Jordan Testing Services  
3491 W. Wights Ft Rd, Health Science, 054  
West Jordan, UT 84088  
(Written)
11. **Salt Lake Community College - Taylorsville/  
Redwood**  
Testing Services – LIB 017  
4600 South Redwood Road  
Taylorsville, UT 84130  
(Written)
12. **Salt Lake Community College - Herriman**  
Testing Center  
14551 S Sentinel Ridge Boulevard  
Herriman, UT 84096  
(Written)
13. **Utah Valley University - Orem**  
UVU Testing Services  
1165 West 800 South, Room 114  
Orem, UT 84058  
(Written)

## Central Utah

14. **Utah State University - Ephraim**  
Testing Services  
325 West 100 North  
Ephraim, UT 84627  
(Written)
15. **Utah State University Eastern - Price**  
Testing Services  
451 East 400 North  
Reeves Building #114  
Price, UT 84501  
(Written)
16. **Snow College - Richfield**  
Testing Center  
200 South 800 West, Room 130 (Washburn)  
Richfield, UT 84701  
(Written)

## Southern Utah

17. **Utah State University - Kanab**  
Testing Center  
733 South Cowboy Way  
Kanab, UT 84741  
(Written)
18. **Southern Utah University - Cedar City**  
Testing Services  
351 W University Blvd, Room 211  
Cedar City, UT 84720  
(Written)
19. **Southwest Technical College**  
Testing Services  
757 West 800 South  
Cedar City, UT 84720  
(Written)
20. **Prov Testing Center - St. George**  
Testing Services  
2654 E. Redcliffs Drive, Suite G  
St. George, UT 84790  
(Written)
21. **Utah Tech University**  
Testing Center  
46 South 1000 East  
St. George, UT 84770  
(Written)

### TEST SITE INSTRUCTIONS

Written test site instructions are attached to this document that outline testing rules and computer testing navigation information that is very important. Please thoroughly review prior to your scheduled test date.