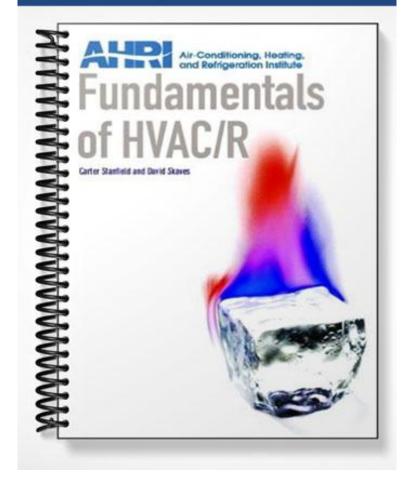
## TEST BANK



IPLE CHOICE. Choose the one alternative that best completes the statement or answers the statement of answers the statement of answers the statement of the sta	ne question.
1) List three industry organizations which offer student memberships or clubs	1)
A) ACCA, RSES, and ASHRAE	
B) AHRI, EPA, DOT	
C) EPA, DOT, UL	
D) No industry organizations offer student memberships or clubs	
2) RSES stands for	2)
A) Residential Sales Engineers Society	
B) Respond Simply, Eloquently, and Succinctly	
C) Residential Service Electrical Society	
D) Refrigeration Service Engineers Society	
3) ACCA stands for	3)
A) American Cooling Consortia Association	
B) Air Conditioning Contractors of America	
C) Amalgamated Cooling Contractors Association	
D) Applied Cooling Contractors of America	
4) AHRI stands for	4)
A) Air-Conditioning, Heating & Refrigeration Institute	-)
B) American Heating Resources Institute	
C) American Hypothermic Refrigeration Institute	
D) Air Heating Resources Institute	
5) ASHRAE stands for	5)
A) American System for Heating, Refrigeration, and Air Conditioning Excellence	- )
B) Air System Heating, Recycling, and Exporting	
C) American Society of Heating, Refrigerating and Air-Conditioning Engineers	
D) Amalgamated Society of Heating, Recycling, and Air Conditioning Engineers	
6) NATE stands for	6)
A) National Association for Technical Excellence	- /
B) North American Technical Excellence	
C) National Air Conditioning Trades Exam	
D) Northern Aligned Trades Excelsior	
7) Technicians must pass the section 608 EPA certification exam before they can	7)
A) Install ductwork B) Handle refrigerant	,
C) Wire units D) All of the above	
8) What is the purpose of the Industry Competency Exam (ICE)?	8)
A) To demonstrate the technical proficiency of seasoned service technicians	-)
B) Technicians must pass the ICE before they can handle refrigerant	
C) To demonstrate the students understand fundamental HVACR concepts	
D) To demonstrate technical proficiency of seasoned system installers	
9) What is the purpose of Skills USA competitions?	9)
A) Allow students to demonstrate their technical proficiency on real world problems	
B) Allow promising young technicians to enter HVACR free agency	
C) Allow service managers to bid for promising young talent in the Skills Draft	

D) Allow seasoned technicians to demonstrate their technical proficiency	
<ul> <li>10) What topics are covered by the NATE core exam?</li> <li>A) Gas furnaces, heat pumps, and chillers</li> <li>B) comfort, heat transfer, and fundamentals of electricity</li> <li>C) System application, System sizing, and duct design</li> <li>D) Brazing, refrigerant recovery, and direct digital controls</li> </ul>	10)
<ul> <li>11) Some of the NATE specialty areas include</li> <li>A) System application, System sizing, and duct design</li> <li>B) job estimation, service pricing, customer assurance</li> <li>C) air conditioning, gas heating, and heat pumps</li> <li>D) Brazing, refrigerant recovery, and direct digital controls</li> </ul>	11)
<ul><li>12) What is the difference between a code and a standard?</li><li>A) Standards often carry with them the force of law and codes do not.</li><li>B) They are really two names for the same thing.</li><li>C) Codes often carry with them the force of law and standards do not.</li><li>D) Standards are national laws and codes are state and local laws.</li></ul>	12)
<ul><li>13) A situation where a drop cloth could be necessary would be</li><li>A) When working somewhere you might fall</li><li>B) To prevent getting your clothes dirty when working in a crawlspace</li><li>C) When working somewhere you might drop your tools</li><li>D) Below a pull down stair casing leading to the attic</li></ul>	13)
<ul><li>14) What information should you relay to the customer when making a repair?</li><li>A) Tell the customer how much it will cost to fix the problem and avoid discussing technical issues that might confuse them.</li><li>B) Give the customer a detailed description of all the diagnostic measurements you performed and their results.</li><li>C) Tell the customer what failed, why it failed, and the options to fix the problem.</li><li>D) Tell the customer that it would be more cost effective to replace the unit.</li></ul>	14)
<ul><li>15) If you locate a problem with a customer's system and they choose not to have you provide that repair, what should you do?</li><li>A) Tell the customer that you are going to report them to the local inspector who can have them arrested for having a unit in their condition.</li><li>B) Note that on the customer's invoice as part of your service call record keeping.</li><li>C) Remove a critical part so that the unit cannot operate.</li><li>D) Explain to the customer that you work on commission and will not be able to pay your rent</li></ul>	15)

if they do not purchase the repair.

1) A 2) D 3) B 4) A 5) C 6) B 7) B 8) C 9) A 10) B 11) C 12) C 13) D 14) C 15) B