



PSI Services LLC  
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[www.psiexams.com](http://www.psiexams.com)

## TEXAS DEPARTMENT OF LICENSING AND REGULATION

# AIR CONDITIONING AND REFRIGERATION CONTRACTOR CANDIDATE INFORMATION BULLETIN



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Please refer to our website to check for the most updated information at [www.psiexams.com](http://www.psiexams.com)

## EXAMINATION SCHEDULING PROCEDURES

The Texas Department of Licensing & Regulation (TDLR) has contracted with PSI Services LLC (PSI) to deliver its examinations.

Upon TDLR approval of eligibility, you will receive an email confirmation with instructions for scheduling an appointment to take the examination. (If you have not provided an email address, you will receive a postcard via U.S. Mail with this information). You are allowed to test unlimited through your eligibility period.

### INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their examinations using the Internet. In order to register over the Internet, candidates will need to have a valid credit card (Visa, MasterCard, American Express or Discover). Candidates register online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com). Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below. See the following page for detailed instructions.

1. Log onto PSI's website and create an account. Please enter your email address and first and last name. This information must match exactly with the information TDLR has on file. Be sure to check the box next to "*Check here to attempt to locate existing records for you in the system*"
2. You will be asked to select the examination and enter the ID# that TDLR provided to you. Your record will be found and you will now be ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear. If you have problems contact PSI at (800) 733-9267 for help.

### TELEPHONE REGISTRATION

For telephone registration, you will need a valid credit card (Visa, MasterCard, American Express or Discover).

PSI registrars are available at (800) 733-9267, Monday through Friday between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time, to receive your payment and schedule your appointment for the examination.

### CANCEL OR RESCHEDULE AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (800) 733-9267 or use the PSI website.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly to a Customer Service Representative.

## MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

### EXAM ACCOMMODATIONS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination must fill out the form at the end of this Candidate Information Bulletin and fax to PSI (702) 932-2666. This form also includes out-of-state testing requests.

### FOREIGN LANGUAGES

Environmental examinations are available in English and Spanish for no additional cost. To take one of these examinations you must indicate your language preference when you schedule your examination.

For languages other than English or Spanish, you may request to have the examination translated by contacting PSI and paying an additional cost for each translation. You will be advised of the cost once PSI receives the quote for the translation. This fee will be paid by the candidate. Please fill out the form at the end of this Candidate Information Bulletin.

Candidates may also bring a bound Word-to-Word translation dictionary. The dictionary cannot contain pictures or definitions. Candidates are not permitted to bring in any additional papers (loose or attached) with their dictionary. Highlighting, underlining, indexing or marking in the dictionary prior to or during the examination is prohibited. Any candidate caught writing, highlighting, underlining, and or indexing in the dictionary during the examination will be subject to forfeiting their dictionary, termination of their examination and reporting the incident to the Texas Department of Licensing and Regulation.

### EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible.



# Internet Registration: instructions for scheduling an examination online at [www.psiexams.com](http://www.psiexams.com)

1. Go to [www.psiexams.com](http://www.psiexams.com) and select "Create an Account".

If you have already registered and created an account, type in your email address and password.

### New Users

You can:

- >> [Create an account](#)
- >> [Register for an examination](#)
- >> [Schedule an examination](#)

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### Returning Users

**Sign in**

Email Address:

Password:

Start in:

Remember me

[\[ Forgot Password? \]](#)

[\[ Update email address \]](#)

If you do not have an account, please click the below link.

[\[ Create an Account \]](#)

2. **VERY IMPORTANT STEP.** You must put in your email address and the spelling of your name EXACTLY as it was submitted to TDLR.

3. Be sure to check the box "Check here to attempt to locate existing records for you in the system" and select *Submit*.

Fields indicated with an asterisk (\*) are mandatory.

**Step 1**

**Your Details**

Email Address:\*

First Name:\*  Last Name:\*

If you have previously contacted a PSI Customer Support representative and paid for an e you believe that your licensing or certification agency has provided PSI with eligibility info Please check the box below:

Check here to attempt to locate existing records for you in the system.

**Step 2**

**Enter a password for your account and select your security question and answer.**

Create a password:\*  (The password must contain at least five characters. It is case sensitive and can contain letters and numbers only. Spaces are not allowed.)

Retype your password :\*  Retype to confirm your password.

Choose a Security Question : \*

Security Answer : \*

4. Select the organization, state, account, and classification (as seen below). Enter your TDLR ID # and select *Submit*.

### Find Record

**Select Organization**

**Select Jurisdiction**

**Select Account**

**Enter your TDLR\_ID\_Number**

5. The system will find your imported record. You are now ready to pay and schedule for the examination. Select "Pay for a test."

If there are no activities displayed on this page, please click the button below to provide additional information so that we can locate your records:

Registered records

Test Name	Portion Name(s)	Sponsor	Eligibility Expires	Tasks Due
TX Operator Written English	TX Operator Written English	TDLR		<input type="button" value="Pay for a test"/>

6. Type in your credit card information and select *Submit*.

Registration Fee	Cost (\$)
Examination Fee	47.00
Total	47.00

**Payment**

You will be charged **47.00**.

**Credit Card**

Card Type: \*

Card Number: \*

Expiration Date: \*

Name on Card: \*

ZIP Code: \*  Card ID Number: \*  [What is Card ID no?](#)

I accept PSI's Payment terms & conditions.  
[Click here to read terms & conditions.](#)

Fields indicated with an asterisk (\*) are mandatory.

7. Enter your zip code or the city where you live and select *Search*. You will get a list of the testing sites closest to you. Select the desired *Test center* and select *Continue*.

**Test Center Selection**

Country:  Zip or City:

**Choose one or more test centers to view available dates for scheduling:**

Distance	Testcenter Name	Address
<input type="checkbox"/> 17.5 miles	HOUSTON EAST	11811 I-10 East Fwy, Suite 260, Houston, Texas, 77029
<input type="checkbox"/> 28.7 miles	HOUSTON NORTH (GREENBRIAR PLACE)	650 North Sam Houston Pkwy, East, Suite 535, Houston, Texas, 77060
<input type="checkbox"/> 30.7 miles	HOUSTON - NORTHWEST FREEWAY	9800 Northwest Freeway, Suite 200, Houston, Texas, 77092
<input type="checkbox"/> 36.8 miles	HOUSTON SW	9555 W. Sam Houston Pkwy South, Suite 140, Houston, Texas, 77099
<input type="checkbox"/> 170.4 miles	AUSTIN - ANDERSON SQUARE	8000 Anderson Square, Suite 301B, Austin, Texas, 78757

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8. You will now see the availability. Click on the date and time of your choice and select *Schedule*.

Please choose the date and month (or date range) to check the available sessions.

From:   To:

Test Center	Available Date	Available Session
<input checked="" type="radio"/> HOUSTON EAST, Texas	05/15/2012	9:00 AM - 2:00 PM
<input type="radio"/> HOUSTON EAST, Texas	05/17/2012	9:00 AM - 2:00 PM
<input type="radio"/> HOUSTON EAST, Texas	05/18/2012	9:00 AM - 2:00 PM
<input type="radio"/> HOUSTON EAST, Texas	05/19/2012	9:00 AM - 2:00 PM

9. A confirmation will appear that you can print out, and you will receive an email confirmation.

**Your Schedule Details**

Exam: TX Cosmetology Instructor Written English  
 Sponsor: TDLR  
 Confirmation Number: C4803175  
 Test Center: HOUSTON EAST  
 Address: 11811 I-10 East Fwy Suite 260, Houston, Texas  
 Test Schedule Date: 05/15/2012  
 Test Schedule Time: 9:00 AM

**You must arrive at the test center 30 minutes before the start of your schedule time or you forfeit your examination fees and will not be allowed to take your scheduled examination.**

Directions to Test Center: From I-10 EASTBOUND, take the Federal Rd exit #778A. U-turn under the freeway and come back on the feeder road going West. Building is on the right hand side, next to Papacitas. From I-10 East, take the Holland Rd exit. Stay on the feeder road, building is on the right hand side, next to Papacitas.

## REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes prior to your scheduled appointment time. This allows time for sign-in and identification verification. NO conversing or any other form of communication among candidates is permitted once you enter the [examination area](#).

If you arrive late, you will NOT be admitted to the examination site and you will forfeit your examination registration fee.

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

*You must provide 1 form of identification.* The identification must be a VALID form of government-issued identification for example, driver's license\*, state ID, or passport, which bears your printed name, photograph, signature, date of birth, and expiration date. Identification provided must match all information provided by TDLR to PSI upon eligibility. If your ID does not contain the required information, you may be asked to provide other forms of valid identification to confirm your identity. A digital copy of your identification documentation will be taken upon check in, and stored with your personal data.

\*An expired driver's license will be accepted only if accompanied by a VALID Texas Department of Public Safety temporary permit. Likewise, the temporary permits must be accompanied by the expired DPS driver's license.

If you cannot provide the required identification, you must call (800) 733-9267 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination and will forfeit your examination fee.*

### SECURITY PROCEDURES

The following security procedures will apply during the examination:

- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
  - **Electronic devices of any type**, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.

- **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
- **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

## TAKING THE EXAM BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

### IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.



## TUTORIAL

Before you start your examination, an introductory tutorial is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice answering questions, and reviewing your answers.

The "Function Bar" at the top of the test question provides mouse-click access to the features available while taking the examination.

3. What do the stars on the United States of America's flag represent?

(Choose from the following options)

- 1. Presidents
- 2. Colonies
- 3. States
- 4. Wars

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

**IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

## EXAMINATION REVIEW

PSI, in cooperation with TDLR, will be regularly evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions. Comments may be entered by clicking the Comments link on the function bar of the test question screen.

These comments will be analyzed by PSI examination development staff. Although PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the department may re-evaluate candidate results and adjust them accordingly. **This is the only review of the written examination available to candidates.**

## **EXAMINATION SITE LOCATIONS**

### **Abilene**

Commerce Plaza  
1290 S. Willis, Suite 109  
Abilene, TX 79605

*The test site is on the corner of South 14<sup>th</sup> Street and Willis. The site is behind the First Financial Bank.*

### **Amarillo**

4312 Teckla, Suite 500  
Amarillo, TX 79109

*Exit off I-40 to Western and go South one street passed the 7th traffic light to Ridgecrest and turn right. Stay on Ridgecrest until you come to the red brick office complex on the left side corner of Ridgecrest and Teckla. 4312 is the 3<sup>rd</sup> building facing Teckla. Ste 500 is the end suite on the North side of the building.*

*From Canyon, take Bell St exit and go North to traffic light at 45<sup>th</sup> St and turn right. Turn left at the 2<sup>nd</sup> traffic light to Teckla.*

### **Arlington**

2008 E. Randol Mill Road, Suite 102  
Arlington, TX 76011

*From Hwy 183, take Industrial South. Turn left on Lamar Blvd. Turn right on Ball Park. Turn left on Randol Mill Road, to 2008 Randol Mill Road. The site is one block east of the ballpark.*

*From I-30, take Collins (Hwy 157) exit South. Turn left on Randol Mill Road.*

### **Austin**

LaCosta Corporate Park  
6448 Hwy 290 East, Suite F111  
Austin, TX 78723

*If Southbound on IH 35, exit at 238A and take the right off-ramp following West 2222 (238-A). Stay on the I-35 service road to the second light. Take a left at the traffic light at Hwy. 290 E. and stay on the Hwy. 290 E. service road. Take a left at the traffic light onto Cameron Road, go through the light and the examination site is in the business park on the left, Ste. F-111.*

*If Northbound on IH 35 exit at Hwy 2222 and stay on the I-35 service road to the light at Hwy. 290 E. Take a right at the traffic light onto the 290 E. service road. Take a left at the first traffic light onto Cameron Road. Go through the light and the examination site is in the business park on the left, Ste. F-111.*

*PSI is located in NORTH Austin at the North West corner of Cameron Road and the West bound access road to Hwy 290 E. La Costa Business Park, Ste F-111.*

### **Austin**

8000 Anderson Square, Ste 301B  
Austin, Texas 78757

*If Northbound on Hwy 183 -take the Peyton Gin/Ohlen Road exit and stay in the left hand lane so you can turn left onto Anderson Square. Turn right into 8000 Anderson Square and immediately turn left, then right at the first chance. 301B is the end building on your right.*

*If Southbound on Hwy 183- take the Peyton Gin/Ohlen Road exit and turn right onto Anderson Square. Turn right into 8000 Anderson Square and immediately turn left then right at the first chance. 301B is the end building on your right.*



### Corpus Christi

2820 S Padre Island Dr, Suite 105  
Corpus Christi, TX 78415

*From So. Padre Island Drive East, exit at Kostoryz. Loop back under the Kostoryz light, travel west on the access road to the 2820 building. The examination site is located between Kostoryz and Ayers at the 2820 Building on the North site of the SPID access road.*

### Dallas

One Empire, 1140 Empire Central Dr, Suite 610  
Dallas, TX 75247

*From I-35E Southbound (Stemmons Fwy), exit Empire Central (#434A), turn right on Empire Central Dr. ONE EMPIRE BLDG is on the left.*

*From I-35E Northbound, exit Empire Central and turn Left on Empire Central. ONE EMPIRE is on the Left.*

*From Hwy 183 Eastbound (John carpenter Fwy), exit left on Regal row, turn right on Governors row, and turn left on Empire central. ONE EMPIRE is on the right.*

*From Hwy 183 Westbound - Exit Mockingbird LN turn right on Empire Central. ONE EMPIRE is on the right.*

### Dallas (Richardson)

300 N Coit, Suite 172  
Richardson, TX 75080

*From 75 South, take the Belt Line Road exit and turn right on Belt Line Road. Stay on Belt Line Road until you reach Coit. Turn right onto N Coit. The building is on the right hand side.*

*If you are coming in from LBJ (1635) and going north on 75, you will turn left onto Belt Line and turn right onto Coit.*

### El Paso

The Atrium  
1155 Westmoreland, Suite 110  
El Paso, TX 79925

*From I-10 W, take the Airways exit North. Turn right at the first light (Viscount). Turn right on Westmoreland Dr.*

### Fort Worth

6801 McCart Avenue, Suite B-1  
Fort Worth, TX 76133

*From I-20 take the McCart Ave exit #435. Go South on McCart Ave passing Altamesa Blvd. You will turn left at the next light which would be Southpark Lane. To the right you may enter the 1st immediate parking entrance or the 2nd parking entrance on your right at 6801 McCart Ave Professional Building. Our office suite is B1 which is located on the Northside of the building facing Southpark Lane.*

### Harlingen

Executive Central  
722 Morgan Blvd, Suite C  
Harlingen, TX 78550

*From Expressway 83, exit on Ed Carey Drive. Go North on Ed Carey Drive. At intersection of Ed Carey Drive and 77 Sunshine Strip, turn left onto 77 Sunshine Strip. Stay on 77 until it joins Morgan Blvd (Morgan Blvd is also road #507). Where 77 joins Morgan Blvd is like a "Y", stay to the right. Stay in the right lane and turn into the parking lot of 722 Morgan Blvd.*

### Houston North (Greenbriar Place)

Greenbriar Place  
650 North Sam Houston Pkwy E, Suite 535  
Houston, TX 77060

*From the Beltway 8 going West, exit Imperial Valley Drive. U-turn under the belt. Go East on the Service Road (N Sam Houston Pkwy E). The site is just before the Hardy Toll Road Exit.*

*From I-610, take 45-North toward Dallas, exit Beltway 8 - East. Go East on the Service Road of Beltway 8 (N Sam Houston Pkwy E).*

### Houston (East)

Atrium Building  
11811 I-10 East Freeway, Suite 260  
Houston, TX 77029

*From I-10 EASTBOUND, take the Federal Rd exit #778A. U-turn under the freeway and come back on the feeder road going West. Building is on the right hand side, next to Papacitas. From I-10 East, take the Holland Rd exit. Stay on the feeder road, building is on the right hand side, next to Papacitas.*

### Houston (Southwest)

One West Belt  
9555 W. Sam Houston Pkwy South, Suite 140  
Houston, TX 77099

*The street address is on the marquee in front of the building (9555 West Sam Houston Parkway South). On a smaller sign, sitting down in the grass next to the entry on Bissonnet, is the notation, "One West Belt". The Sam Houston Pkwy is also known as Beltway 8.*

*From US 59, heading South: Take the Bissonnet exit and turn right onto Bissonnet. Go about one mile - the building is on the right just before you reach the West Sam Houston Pkwy. You can turn right from Bissonnet into the parking lot, or, if you come to the Beltway, turn right onto the feeder road and then an immediate right into the parking lot.*

*From US 59, heading North: Take the Bissonnet exit and turn left (under the freeway) onto Bissonnet. Go about one mile - the building is on the right just before you reach the West Sam Houston Pkwy. You can turn right from Bissonnet into the parking lot, or, if you come to the Beltway, turn right onto the feeder road and then an immediate right into the parking lot.*

*From the West Sam Houston Pkwy South (also known as Beltway 8), heading South: Take the Bissonnet exit and turn left (under the freeway) onto Bissonnet. Turn left into the parking lot of the first building on the left.*

*From the West Sam Houston Pkwy South (also known as Beltway 8), heading North: Take the West Bellfort exit and travel about two miles on the feeder road to Bissonnet. Turn right on Bissonnet and then left into the parking lot of the first building on the left, OR do not turn on Bissonnet but drive through the intersection and then make an immediate right into the parking lot.*

### Houston (Northwest)

9800 Northwest Freeway  
Suite 200  
Houston, TX 77092



From Hwy 290 EASTBOUND take Exit 13C toward West T C Jester Blvd. Stay Straight to go onto N Loop Fwy W. Make a u-turn onto N Loop Fwy W. Stay on the feeder road, Sheraton Hotel is on the right as the road curves right. Turn into the parking lot immediately after the Sheraton Hotel and before the office building. Site is on the 2nd floor.  
Driving north on Loop 610 West exit at T.C.Jester and then u-turn under Loop 610. Stay on the feeder road, Sheraton Hotel is on the right as the road curves right. Turn into the parking lot immediately after the Sheraton Hotel and before the office building. Site is on the 2nd floor.  
Driving west on Loop 610 North, exit at T.C.Jester and then u-turn under Loop 610. Stay on the feeder road, Sheraton Hotel is on the right as the road curves right. Turn into the parking lot immediately after the Sheraton Hotel and before the office building. Site is on the 2nd floor.

#### Lubbock

The Center  
4413 82nd St., Suite 210  
Lubbock, TX 79424  
From S Loop 289, take the Quaker Ave exit and go South. Turn right on 82<sup>nd</sup> St.

#### McAllen

7000 N. 10th Street Suite C-4  
McAllen, TX 78504  
From S Expressway 281/S US-281, turn right onto E Trenton Rd. Turn left onto N 10th St/TX-336. The test site is on the left.

#### Midland

Westwood Village Shopping Center  
4200 West Illinois Avenue, Suite 200  
Midland, TX 79703  
From I-20, take Midkiff Road exit. Go North on Midkiff Road. Take a left on Illinois Ave. Go .8 miles and turn right into Chinese Kitchen's parking lot at 4200 W Illinois. Suite is at the end of the left Strip.  
From Business 20 (Old Hwy 80) going West, follow Front Street until Wall St Traffic light. Go 2 blocks and turn right on Midkiff. Turn left on Illinois. Go .8 miles and turn right into Chinese Kitchen's parking lot at 4200 W Illinois. Suite is at the end of the left Strip.  
From North Hwy 349, Look for Loop 250 West (just before overpass). Turn right at Loop and go 2 miles to Exit Midkiff. Turn left at traffic light. Turn right at Illinois traffic signal. Turn right onto Chinese Kitchen's parking Lot at 4200 W Illinois. Suite is at the end of the left Strip.

#### San Antonio

One Park Ten  
6800 Park Ten Blvd, Suite 174-W  
San Antonio, TX 78213  
From Loop 410 West (near Crossroads Mall), take IH 10 East. Exit on Vance Jackson. Use the turnaround to get on the IH10West access road. Stay on the access road until the One Park Ten building.  
From IH 10 West, exit on Vance Jackson. Stay on the access road.  
The building is off of IH10/US87 approximately one mile inside Loop 410. The One Park Ten building is on the right, immediately after Park Ten Blvd. Suite 174-W is located on the first floor to the right of the main entrance.

#### San Antonio

9502 Computer Drive, Ste 105  
San Antonio, TX 78229  
From I-10 West, take exit 561 for Wurzbach and Medical Drive. Stay on the access road passed Medical Drive, then turn left on Wurzbach (going under the freeway). Proceed one block on Wurzbach, then turn left on Bluemel. Proceed one block on Bluemel, turn left on Computer Drive, then turn right into the parking lot for the Neuromuscular Institute of Texas at 9502 Computer Drive. PSI is in suite 105.  
From I-10 East, take the Wurzbach exit and turn right on Wurzbach (going under the freeway), then follow the directions above.

#### Tyler

3800 Paluxy Dr, Suite 310  
Tyler, TX 75703  
From 1-20 turn south on Hwy 69 and go to Loop 323. Turn right on 323 and follow 323 to the intersection of Paluxy Dr. Turn right on Paluxy Drive. The Paluxy Square Complex will be immediately on the left. Go to Building 3 which is in the back.

#### Waco

345 Owen Lane, Suite 124  
Waco, TX 76710  
From TX-6, take the Waco Drive exit, loop under the bridge where you will be on Sanger Ave, turn right on Owen Lane. The examination site is behind the Richland Mall and directly across the street from the City of Waco water tower.  
If you are coming in on the South Hwy 6, take the South Loop 340, then take Sanger Ave Exit.

## SCORE REPORTING

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- **On screen** - your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination;
  - If you **pass**, you will immediately receive a successful notification.
  - If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report.
- **On paper** - an official score report will be printed at the examination site.

### DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com) or by calling 800-733-9267.

### NON-SCORED ITEMS

Your examination may contain a few non-scored questions. The use of such questions is an essential step in developing accurate future examinations. These questions will NOT be scored and the time taken to answer them will NOT count against your examination time.





## EXAMINATION REFERENCE MATERIAL LIST

The reference materials listed below were used to prepare the questions for the examinations. When responding to the test questions, do not consider code exceptions unless the test question specifically directs you to consider them.

Except for Code books, you can base your answers on later editions of references as they become available. For Code questions, the examinations will be based only on the edition of the Code book that is listed.

The examinations are OPEN BOOK. The following reference materials are allowed in the examination site and may be purchased directly from the publisher or from a bookstore. Use the most recent edition unless otherwise specified below.

### BUSINESS AND LAW REFERENCE LIST

- [Texas Air Conditioning and Refrigeration Contractors License Law](#), Texas Occupations Code, Chapter 1302
- [Texas Air Conditioning and Refrigeration Contractors License Rules](#), Texas Administrative Code, Chapter 75
- [OSHA CFR 29 Part 1904 Recording and Reporting Occupational Injuries and Illnesses](#), OSHA Washington, DC

### TECHNICAL REFERENCE LIST

- [Modern Refrigeration and Air Conditioning](#), Althouse, Turnquist and others, Goodheart-Willcox Publishers, 20th Edition, 2017
- [ADI Duct Size Calculator - Air Distribution Institute](#), [www.steelduct.org](http://www.steelduct.org)

Also use the following two references for **Environmental Class A and Class B** examinations only:

- [Manual D - Residential Duct Systems](#), 2009 or 2014 Edition, Air Conditioning Contractors of America (ACCA), [www.acca.org](http://www.acca.org)
- [Manual J - Residential Load Calculation](#), 2006 or 2011 Edition, Air Conditioning Contractors of America (ACCA), [www.acca.org](http://www.acca.org)

### CODE REFERENCES

- [Uniform Mechanical Code](#), 2012 Edition\*, International Association of Plumbing and Mechanical Officials
- [International Mechanical Code](#), 2012 Edition\*, International Code Council, Inc.
- [International Fuel Gas Code](#), 2012 Edition\*, International Code Council, Inc.

*\*Note: Although it is not recommended, the 2006 or 2009 Code books will be allowed in the Examination room in lieu of the 2012. The examination questions are based on the 2012 code.*

## YOU MAY BRING IN ALL APPROVED REFERENCES

Candidates are responsible for bringing their own reference materials to the examination site. Electronic notepads will be provided.

### What is allowed:

- References from the Examination Reference Material list, purchased directly from the publisher, a bookstore, or online distributor may be used for the examination.
- Texas Business and Law references downloaded from the internet and spiral-bound or 3-hole-punched and placed in a binder may be used for the examination.
- Candidate's reference materials may be highlighted, underlined, and/or contain notes prior to the examination session.
- Reference materials may be tabbed with permanent index tabs.

### What is not allowed:

- Candidates may NOT write, highlight, underline, index, or mark their reference materials during the examination session.
- Candidates are NOT permitted to have their reference materials tabbed with permanent tab holders, temporary tabs, or post-it note tabs.
- Any additional paper (loose, taped, adhered, stapled, etc.) will NOT be allowed in the examination room.

### Consequences:

- Candidates arriving with non-compliant reference materials will be given the option to test without their non-compliant reference, test with their temporary tabs and permanent tab holders removed by the candidate, or forfeit their exam fee and test on another day with reference materials in compliance with CIB requirements at the candidate's expense.
- Violations occurring during the exam session will be reported to the Texas Department of Licensing and Regulation and can result in candidates surrendering all exam materials including their code books, invalidation of their test score, and severe civil and/or criminal penalties.



## EXAMINATION CONTENT OUTLINES

Environmental Air - Class A  
120 Items - 230 Minutes - 70%  
5 Non-Scored Items - 10 Minutes  
Examination Fee \$74

### CONTENT OUTLINE

Subject Area	# of Questions
Air Distribution	18
Basic Refrigeration Components	6
Combustion Air	6
Controls	6
Equipment Requirements	12
HVACR Systems and Design	12
Piping	6
Refrigeration Principles	6
Safety	6
Service	12
Testing	12
Laws and Rules	6
Ventilation	6
Venting	6

Environmental Air - Class B  
100 Scored Items - 170 Minutes - 70%  
5 Non-Scored Items - 10 Minutes  
Examination Fee \$60

### CONTENT OUTLINE

Subject Area	# of Questions
Air Distribution	15
Basic Refrigeration Components	5
Combustion Air	5
Controls	5
Equipment Requirements	10
HVACR Systems and Design	10
Piping	5
Refrigeration Principles	5
Safety	5
Service	10
Testing	10
Laws and Rules	5
Ventilation	5
Venting	5

Commercial Refrigeration - Class A  
120 Scored Items - 230 Minutes - 70%  
5 Non-Scored Items - 10 Minutes  
Examination Fee \$74

### CONTENT OUTLINE

Subject Area	# of Questions
Air Distribution	6
Basic Refrigeration Components	10
Combustion Air	5
Controls	12
Equipment Requirements	12
HVACR Systems and Design	20
Piping	11
Refrigeration Principles	10
Safety	7
Service	11
Testing	6
Laws and Rules	6
Ventilation	2
Venting	2

Commercial Refrigeration - Class B  
100 Scored Items - 170 Minutes - 70%  
5 Non-Scored Items - 10 Minutes  
Examination Fee \$60

### CONTENT OUTLINE

Subject Area	# of Questions
Air Distribution	5
Basic Refrigeration Components	8
Combustion Air	4
Controls	10
Equipment Requirements	10
HVACR Systems and Design	17
Piping	9
Refrigeration Principles	8
Safety	6
Service	9
Testing	5
Laws and Rules	5
Ventilation	2
Venting	2





## EXAM ACCOMMODATIONS OR OUT-OF-STATE TESTING REQUEST

All examination sites are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Applicants with disabilities or those who would otherwise have difficulty taking the examination may request special examination arrangements.

Candidates who wish to request special arrangements because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666.

### Requirements for special arrangement requests

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- ✎ Description of the disability and limitations related to testing
- ✎ Recommended accommodation/modification
- ✎ Name, title and telephone number of the medical authority or specialist
- ✎ Original signature of the medical authority or specialist

Date: \_\_\_\_\_ ID#: \_\_\_\_\_

Legal Name: \_\_\_\_\_  
Last Name First Name

Address: \_\_\_\_\_  
Street City, State, Zip Code

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Home Work

Email Address: \_\_\_\_\_

Check any special arrangements you require (requests must concur with documentation submitted):

- |  |  |
|--|--|
| <input type="checkbox"/> Reader (as accommodation for visual impairment or learning disability)                | <input type="checkbox"/> Extended time<br>(Additional time requested: _____)   |
| <input type="checkbox"/> Large-print written examination   | <input type="checkbox"/> Request for a translated examination (this request does not require additional documentation)<br>You will be advised of the cost once PSI receives the quote for the translation. This fee will be paid by the candidate. |
| <input type="checkbox"/> Out-of-State Testing Request (this request does not require additional documentation) |  |

Site requested: \_\_\_\_\_

- ✎ You must be approved by TDLR to test.
- ✎ Complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to examaccommodations@psionline.com.
- ✎ After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.

DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN  
RECEIVED AND PROCESSED BY PSI EXAM ACCOMMODATIONS.

PSI Services LLC  
3210 E Tropicana  
Las Vegas, NV 89121