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### EXAMINATION BOARD OF PROFESSIONAL HOME INSPECTORS®, INC.

The Examination Board of Professional Home Inspectors (EBPHI) is an independent, not-for-profit corporation founded in 1999. EBPHI's mission is "to establish the standard of competence for home inspectors and to enhance consumer confidence in home inspection professionals." The National Home Inspector Examination (NHIE) addresses this mission by encouraging regulatory bodies in state and local governments, as well as professional membership organizations, to adopt the National Home Inspector Examination for competency assessment.

EXAMINATION BOARD OF PROFESSIONAL HOME INSPECTORS  
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[www.homeinspectionexam.org](http://www.homeinspectionexam.org)

### HOME INSPECTOR REGULATION

Administration of the NHIE ensures that home inspection professionals meet basic knowledge and practice requirements for purposes of regulation. Successful completion of the examination answers the needs of the public, government and home inspectors.

For information about home inspection laws and regulations, see EBPHI's website at [www.homeinspectionexam.org](http://www.homeinspectionexam.org).

### THE NATIONAL HOME INSPECTOR EXAMINATION®

The NHIE has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers throughout the United States and Canada.

The NHIE is based on a formal role delineation study that defines the profession as practiced in the field. Home inspector subject matter experts from a variety of practice specialties and geographic areas contribute to the study, and home inspectors from throughout the nation then review the study via a statistically valid survey. The resulting content areas and their associated knowledge and skill requirements serve as the

"blueprint" for the National Home Inspector Examination.

This examination development methodology is in accordance with accepted psychometric standards for a "high stakes" public protection examination. These standards are promulgated by organizations such as the American Education Research Association (AERA), the National Council for Certifying Agencies (NCCA), the American Psychological Association (APA) and the Equal Employment Opportunity Commission (EEOC).

### EXAMINATION PREPARATION

To assist you in preparing for the National Home Inspector Examination, this Handbook provides details about the exam, the Content Outline for the test, and sample questions and answers. A fifty-item sample test is also available online at [www.homeinspectionexam.org](http://www.homeinspectionexam.org) (\$50.00).

There are 200 multiple choice questions on the NHIE. Four hours are allowed to complete the test.

Each question offers a choice of four answers. There is a single correct answer for each question, although some questions have options which may be partially correct. Examinees are to select the BEST answer to each question.

Now you can take the practice exam online at [www.psiexams.com](http://www.psiexams.com) to prepare for your Home Inspector Examination.

Please note that the practice exam is intended only to help testing candidates become familiar with the general types of questions that will appear on a licensing examination. It is NOT a substitute for proper education and study. Furthermore, scoring well on the practice exam does not guarantee a positive outcome on an actual licensing examination.

Note: You may take the practice exams an unlimited number of times; however, you will need to pay each time. The practice examination fee is \$50.





## CONTENT OUTLINE

This content outline based on the role delineation study, is intended to provide candidates with topics for study that may appear on the National Home Inspector Examination. The percentage of questions on the examination for each content area is indicated below. The contents of this document are neither a complete listing of all topics covered by the examination nor all skills necessary to perform a competent inspection.

### PERFORMANCE DOMAIN I: BUILDING SCIENCE (37%)

**Task 1:** Identify and inspect **site conditions** using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that can affect the building or people.

- a. Vegetation, Grading, Drainage, and Retaining Walls
  - i. Common retaining wall types, materials, applications, installation methods, construction techniques, and clearance requirements
  - ii. Common grading and drainage system types, materials, applications, installation methods, and construction techniques
  - iii. Typical defects (e.g., negative grade, vegetation affecting building)
  - iv. Typical vegetation, landscape conditions, maintenance practices, and how they affect the building
  - v. Maintenance concerns and procedures
  - vi. Safety issues, applicable standards, and appropriate terminology
- b. Driveways, Patios, and Walkways
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., root damage, trip hazards)
  - iii. Maintenance concerns and procedures
  - iv. Safety issues, applicable standards, and appropriate terminology
- c. Decks, Balconies, Stoops, Stairs, Steps, Porches, and Applicable Railings
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., flashing, attachment issues, railings, decayed wood)
  - iii. Appropriate tools and their uses (e.g., probe, awl, moisture meter)
  - iv. Maintenance concerns and procedures
  - v. Safety issues, applicable standards, and appropriate terminology

**Task 2:** Identify and inspect **building exterior** components using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that can affect the performance of the building.

- a. Wall Cladding, Flashing, Trim, Eaves, Soffits, and Fascia
  - i. Common types (e.g., plywood, aluminum cladding, step flashing, composite siding, SIPs, EIFS)
  - ii. Typical defects (e.g., nailing, water infiltration, decayed wood)
  - iii. Appropriate tools and their uses (e.g., probe, awl, moisture meter)
  - iv. Maintenance concerns and procedures
  - v. Safety issues, applicable standards, and appropriate terminology
- b. Exterior Doors and Windows
  - i. Common door and window types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., delaminating, decayed wood, thermal seal failure, cracked glass)
  - iii. Appropriate tools and their uses (e.g., probe, awl, moisture meter)
  - iv. Maintenance concerns and procedures
  - v. Safety issues, applicable standards, appropriate terminology, and glazing requirements (e.g., egress requirements)
- c. Roof Coverings
  - i. Common roof-covering types, materials, applications, installation methods, construction techniques, and manufacturing requirements
  - ii. Typical roof covering repair methods and materials
  - iii. Typical defects (e.g., cracking, curling, deterioration, miscellaneous damage)
  - iv. Characteristics of different roofing materials
  - v. Deck and sheathing requirements for different types of roof coverings
  - vi. Maintenance concerns and procedures
  - vii. Safety issues, applicable standards, and appropriate terminology
- d. Roof Drainage Systems
  - i. Common drainage system types, materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., ponding, improper slopes, disposal of water runoff)
  - iv. Maintenance concerns and procedures
  - v. Safety issues, applicable standards, and appropriate terminology
- e. Flashings
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., separation, corrosion, exposed nailing)
  - iii. Purpose of roof flashing
  - iv. Maintenance concerns and procedures
  - v. Safety issues, applicable standards, and appropriate terminology

- f. Skylights and Other Roof Penetrations
  - i. Common skylight and other roof penetration types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., cracked glazing, faulty flashing)
  - iii. Maintenance concerns and procedures
  - iv. Safety issues, applicable standards, and appropriate terminology

**Task 3:** Identify and inspect **structural system** elements using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that may affect the structural stability of the building.

- a. Foundation
  - i. Common foundation types, materials, applications, installation methods, and construction techniques
  - ii. Typical foundation system modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Common foundation conditions and defects (e.g., cracks, settlement, decomposition) and their common causes and effects
  - iv. Soil types and conditions and how they affect foundation types
  - v. Applied forces and how they affect foundation systems (e.g., wind, seismic, loads)
  - vi. Safety issues, applicable standards, and appropriate terminology
- b. Floor Structure
  - i. Common floor system types (e.g., trusses, concrete slabs), materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., improper cuts and notches in structural members)
  - iv. Limitations of framing materials (e.g., span)
  - v. Applied forces and how they affect floor systems (e.g., wind, seismic, loads)
  - vi. Safety issues, applicable standards, and appropriate terminology
- c. Walls and Vertical Support Structures
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., decayed wood, earth to wood contact)
  - iv. Seismic and wind-resistant construction methods and hardware
  - v. Fire blocking
  - vi. Safety issues, applicable standards, and appropriate terminology
- d. Roof and Ceiling Structures
  - i. Common roof and ceiling structure types, materials, applications, installation methods, and construction techniques
  - ii. Typical roof structure modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Acceptable truss and ceiling structural-member modifications, repairs, upgrades, and retrofits methods and materials
  - iv. Typical defects (e.g., moisture stains, sagging rafters, cut trusses, decayed framing)

- v. Limitations of framing materials (e.g., span)
- vi. Applied forces and how they affect ceiling structures (e.g., wind, seismic, loads)
- vii. Safety issues, applicable standards, and appropriate terminology
- viii. Seismic and wind-resistant construction and hardware
- ix. Applied forces and how they affect roof structures (e.g., wind, seismic, loads)
- x. Maintenance concerns and procedures

**Task 4:** Identify and inspect **electrical system** elements using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues.

- a. Service Drop of Service Lateral, Service Equipment, and Service Grounding
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., water and rust in panel equipment, height)
  - iv. Electrical service capacity
  - v. Service grounding and bonding
  - vi. Maintenance concerns and procedures
  - vii. Safety issues, applicable standards, and appropriate terminology
- b. Interior Components of Service Panels and Subpanels
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., floating subpanels, double-tapping, over-fusing)
  - iv. Main disconnects
  - v. Panel grounding and subpanel neutral isolation
  - vi. Panel wiring
  - vii. Overcurrent protection devices
  - viii. Function of circuit breakers and fuses
  - ix. Maintenance concerns and procedures
  - x. Inspection safety procedures
  - xi. Safety issues, applicable standards, and appropriate terminology
- c. Wiring Systems
  - i. Common types, materials, applications, and installation methods
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., open splices, exposed romex)
  - iv. Problems with aluminum wire
  - v. Obsolete electrical wiring system
  - vi. Maintenance concerns and procedures
  - vii. Safety issues, applicable standards, and appropriate terminology
- d. Devices, Equipment, and Fixtures (e.g., switches, receptacles, lights)
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., reverse polarity, open grounds, faulty GFCIs)
  - iv. Equipment grounding
  - v. Wiring, operation, location of typical devices and equipment (e.g., air conditioners, GFCI, arc fault)

- vi. Maintenance concerns and procedures
- vii. Safety issues, applicable standards, and appropriate terminology

**Task 5:** Identify and inspect **cooling systems** using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that may affect the performance of the building.

- a. Cooling
  - i. Typical defects (e.g., cracked heat exchanger, low delta T)
  - ii. Theory of refrigerant cycle (latent and sensible heat)
  - iii. Theory of heat transfer
  - iv. Theory of equipment sizing
  - v. Methods of testing the systems
  - vi. Performance parameters
  - vii. Condensate control and disposal
  - viii. Maintenance concerns and procedures
  - ix. Safety issues, applicable standards, and appropriate terminology
- b. Distribution Systems
  - i. Common distribution system types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., damaged ducts, insufficient air flow)
  - iii. Methods of testing the system
  - iv. Maintenance concerns and procedures (e.g., filter, humidifier)
  - v. Safety issues, applicable standards, and appropriate terminology
- c. Venting Systems
  - i. Common venting system types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects
  - iii. Theory of venting
  - iv. Equipment sizing
  - v. Safety issues, applicable standards, and appropriate terminology

**Task 6:** Identify and inspect **heating systems** using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that may affect the performance of the building.

- a. Heating
  - i. Typical defects (e.g., cracked heat exchanger, low delta T)
  - ii. Theory of refrigerant cycle (latent and sensible heat)
  - iii. Theory of heat transfer and how it takes place in different heating system types
  - iv. Theory of equipment sizing
  - v. Methods of testing the systems
  - vi. Performance parameters
  - vii. Condensate control and disposal
  - viii. Byproducts of combustion, their generation, and how and when they become a safety hazard
  - ix. Maintenance concerns and procedures
  - x. Safety issues, applicable standards, and appropriate terminology
- b. Distribution Systems
  - i. Common distribution system types, materials, applications, installation methods, and construction techniques

- ii. Typical defects (e.g., damaged ducts, insufficient air flow)
- iii. Methods of testing the system
- iv. Maintenance concerns and procedures (e.g., filter, humidifier)
- v. Safety issues, applicable standards, and appropriate terminology

- c. Combustion Venting Systems
  - i. Common venting system types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., separated flue, back-drafting, clearance to combustible materials)
  - iii. Theory of venting
  - iv. Equipment sizing
  - v. Safety issues, applicable standards, and appropriate terminology

**Task 7:** Identify and inspect **insulation and attic/crawl space ventilation systems** using applicable standards for material selection and installation procedures to assess immediate condition and long-term safety and maintenance issues that may affect the performance of the building.

- a. Thermal Insulation
  - i. Common thermal insulation types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., lack of insulation, uneven insulation)
  - iii. Theory of heat transfer and energy conservation
  - iv. Performance parameters (e.g., R-value)
  - v. Maintenance concerns and procedures
  - vi. Safety issues, applicable standards, and appropriate terminology
- b. Moisture Management
  - i. Common vapor retarder types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., inadequate ventilation, evidence of condensation)
  - iii. Theory of moisture generation and movement
  - iv. Performance parameters
  - v. Vapor pressure and its effects
  - vi. Theory of relative humidity
  - vii. Effects of moisture on building components, occupants, and indoor air quality
  - viii. Moisture control systems
  - ix. Appearance or indications of excessive moisture
  - x. Likely locations for condensation to occur
  - xi. Maintenance concerns and procedures
  - xii. Safety issues, applicable standards, and appropriate terminology
- c. Ventilation Systems of Attics, Crawl Spaces, Roof Assemblies, and Interior Spaces
  - i. Common types, materials, applications, installation methods and construction techniques
  - ii. Typical ventilation defects and how they affect buildings and people
  - iii. Theory of air movement
  - iv. Theory of relative humidity
  - v. Air movement in building assemblies
  - vi. Interdependence of mechanical systems and ventilation systems
  - vii. Appliance vent systems requirements (e.g., clothes dryers, range hoods, bathroom exhausts)
  - viii. Screening, sizing, and location requirements for vent openings



- ix. Maintenance concerns and procedures
- x. Safety issues, applicable standards, and appropriate terminology

**Task 8:** Identify and inspect **plumbing systems** using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that may affect the performance of the building.

- a. Water Supply Distribution System
  - i. Common water distribution types, materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., cross-connection, back flow)
  - iv. Common water pressure/flow problems and how they affect the water distribution system (e.g., softeners, private well equipment, hard water build-up, old galvanized piping).
  - v. Pipe deterioration issues (e.g., PVC, galvanized, brass)
  - vi. Maintenance concerns and procedures
  - vii. Safety issues, applicable standards, and appropriate terminology
- b. Fixtures and Faucets
  - i. Common fixture and faucet types, materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., cross-connection, back flow)
  - iv. Maintenance concerns and procedures
  - v. Safety issues, applicable standards, and appropriate terminology
- c. Drain, Waste, and Vent Systems
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical modifications, repairs, upgrades, and retrofits methods and materials
  - iii. Typical defects (e.g., faulty installation, deterioration, leakage)
  - iv. Theory and usage of traps and vents
  - v. Acceptable piping, materials, and applications
  - vi. Indications of defective venting or drain slope
  - vii. Identification of public or private disposal (when possible)
  - viii. Joining dissimilar pipe materials
  - ix. Proper support spacing
  - x. Maintenance concerns and procedures
  - xi. Safety issues, applicable standards, and appropriate terminology
- d. Water Heating Systems
  - i. Common types, materials, applications, installation methods, and construction techniques (e.g., instant, tankless, indirectly heated)
  - ii. Typical water heater defects (e.g., improper vent/flue materials, condition, unsafe locations, connections)
  - iii. Accessory items (e.g., drain pans, seismic restraints)
  - iv. Connections to and controls for energy source
  - v. Combustion air requirements
  - vi. Maintenance concerns and procedures
  - vii. Safety issues, applicable standards, and appropriate terminology

- e. Fuel Storage and Fuel Distribution Systems
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., unprotected fuel lines, leaking fuel fittings)
  - iii. Defects in above-ground oil/gas storage tanks
  - iv. Fuel leak indications, repairs, and remediation methods
  - v. Basic components of gas appliance valves and their functions
  - vi. Tank restraints and supports
  - vii. Underground storage tank indicators and reporting requirements
  - viii. Maintenance concerns and procedures
- f. Safety issues, applicable standards, and appropriate terminology Drainage Sumps, Sump Pumps, Sewage Ejection Pumps, and Related Piping
  - i. Common types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects (e.g., inoperative sump pumps, improperly installed equipment)
  - iii. Sump pump location significance
  - iv. Pump discharge location significance
  - v. Wiring installation methods
  - vi. Maintenance concerns and procedures
  - vii. Safety issues, applicable standards, and appropriate terminology

**Task 9:** Identify and inspect **interior components** using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that may affect the performance of the building.

- a. Walls, Ceiling, Floors, Doors, and Windows
  - i. Types of defects in interior surfaces not caused by defects in other systems
  - ii. Typical defects in interior surfaces caused by defects in other systems
  - iii. Safety issues, applicable standards, and appropriate terminology
- b. Walls, Ceiling, Floors, Doors, Windows, and Related Fire/Life Safety Equipment
  - i. Common wall, ceiling, floor, door, and window types, materials, applications, installation methods and construction techniques
  - ii. Typical defects (e.g., physical damage, water damage)
  - iii. Egress requirements
  - iv. Applicable fire/safety and occupancy separation requirements (e.g., smoke detectors, window bars, ladders, firewalls, fire doors, and penetrations)
  - v. Operation of windows, doors, window bars, and other fire/life safety equipment and components
  - vi. Maintenance concerns and procedures
  - vii. Safety issues, applicable standards, and appropriate terminology
- c. Steps, Stairways, Landings, and Railings
  - i. Common step, stairway, landing, and railing types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects
  - iii. Maintenance concerns and procedures
  - iv. Safety issues, applicable standards, and appropriate terminology

- d. Installed Countertops and Cabinets
  - i. Common cabinet and countertop types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects
  - iii. Maintenance concerns and procedures
  - iv. Safety issues, applicable standards, and appropriate terminology
- e. Garage Doors and Operators
  - i. Common garage door and door operator types, materials, applications, installation methods, and construction techniques
  - ii. Typical defects
  - iii. Maintenance concerns and procedures
  - iv. Safety issues, applicable standards, and appropriate terminology

**Task 10:** Identify and inspect **fireplace and chimney systems** using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that may affect performance of the building.

- a. Fireplaces, Solid-Fuel Burning Appliances, Chimneys, and Vents
  - i. Common manufactured fireplaces and solid-fuel burning appliance types, materials, applications, installation methods, and construction techniques
  - ii. Common manufactured fireplaces and solid-fuel burning appliance chimney, vent connector, and vent types, materials, applications, installation methods and construction techniques of direct-vent and non-vented fireplaces
  - iii. Common masonry fireplace types, materials, applications, installation methods, and construction techniques
  - iv. Common direct-vent fireplace vent types, materials, applications, installation methods, and construction techniques
  - v. Chimney terminations (e.g., spark arrestors)
  - vi. Chimney height and clearance requirements
  - vii. Theory of heat transfer and fire safety fundamentals
  - viii. Effects of moisture and excessive heat on fireplaces
  - ix. Fuel types and combustion characteristics
  - x. Typical defects
  - xi. Combustion air supply requirements
  - xii. Operation of equipment, components, and accessories
  - xiii. Maintenance concerns and procedures
  - xiv. Safety issues, applicable standards, and appropriate terminology

**Task 11:** Identify and inspect **common permanently installed kitchen appliances** to determine if the on-off controls operate.

- a. Installation methods
- b. Operating using normal controls
- c. Typical defects
- d. Maintenance concerns and procedures
- e. Safety issues, applicable standards, and appropriate terminology

**Task 12:** Identify and inspect **pool and spa systems** using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues.

- a. Identify type of construction
- b. Mechanical systems
- c. Electrical systems
- d. Typical defects
- e. Maintenance concerns and procedures
- f. Safety issues, applicable standards, and appropriate terminology

**Task 13:** Identify and inspect **lawn irrigation systems** using applicable standards for material selection and installation procedures to assess immediate and long-term safety and maintenance issues that may affect the performance of the system and building.

- a. Common water distribution types, materials, applications, installation methods, and construction techniques
- b. Typical modifications, repairs, upgrades, and retrofits methods and materials
- c. Typical defects (e.g., cross-connection, back flow)
- d. Common water pressure/flow problems and how they affect the water distribution system
- e. Pipe deterioration issues (e.g., PVC, galvanized, brass)
- f. Maintenance concerns and procedures
- g. Safety issues, applicable standards, and appropriate terminology

## PERFORMANCE DOMAIN II: ANALYSIS AND REPORTING (41%)

**Task 1:** In the inspection report, identify building systems and components by their distinguishing characteristics (e.g., type, size, location) to inform the client what was inspected.

- a. Minimum information required in an inspection report (e.g., property data, construction materials, installation techniques, locations of main system shut-offs)
- b. Describing the type of systems and the location of system components
- c. Correct technical terms to describe systems and components of the building

**Task 2:** Describe inspection methods and limitations in the inspection report to inform the client what was not inspected.

- a. Minimum and critical information required in an inspection report (e.g., weather conditions, inspection safety limitations, components not accessible)
- b. Common methods used to inspect particular components (e.g., roofs, attics, sub-floor crawl spaces, mechanical components)

**Task 3:** Describe systems and components inspected that are not functioning properly or are otherwise defective in comparison to the accepted norm.

- a. Common expected service life of building and mechanical components
- b. Common safety hazards
- c. Common test instruments and their proper use for qualitative analysis (e.g., moisture meters, CO meters, probes)

**Task 4:** List recommendations to correct deficiencies or items needing further evaluation.

- a. Correct professional or tradesperson required to effect repairs or perform further evaluations
- b. Common remedies for correction
- c. Relationships between components in the building

- d. When to immediately inform building occupants of a life-threatening safety hazard (e.g., gas leak, carbon monoxide accumulation)

### PERFORMANCE DOMAIN III: BUSINESS OPERATIONS (21%)

**Task 1:** Identify the elements of the written inspection contract (e.g., scope, limitations, terms of services) to establish the rights and responsibilities of the inspector and client.

- a. Purpose of a contract
- b. Elements of a contract
- c. Timing
- d. Accepted standards of practice
- e. Dispute resolution options

**Task 2:** Identify conflicts of interest to the client (e.g., inspector interest in the property, third-party stakeholders with financial interest in the outcome of the inspection).

- a. Potential conflicts of interest involving parties other than the client
- b. Potential conflicts between client and inspector
- c. Relationships with other business professionals (e.g., engineers, contractors, building officials, realty agents, appraisers, lenders)

**Task 3:** Identify responsibilities to the client in order to maintain the quality, integrity, reputation, and objectivity of the inspection process while protecting the client's interests

- a. Fundamental legal concepts (e.g., fiduciary responsibility, contractual responsibility, liability, negligence, due diligence, consumer fraud)
- b. Boundaries of personal expertise and professional scope of practice
- c. Types of financial protection (e.g., general liability and riders, professional, E&O, automobile, bonding, warranties)
- d. Accepted ethical and professional standards

### REFERENCES

This is a list of published sources used in generating the questions on the National Home Inspector Examination. However, EBPHI does not imply that study of all or only these materials will ensure a passing score on the examination. There are many training providers and other valuable publications relevant to home inspection that can be helpful to candidates who are studying for the examination. Additionally, the value of field experience cannot be discounted.

#### A NOTE ABOUT BUILDING CODES

It is generally accepted that home inspectors are not expected to report code violations in inspected properties. However, the role delineation study on which the National Home Inspector Examination is based reflects the actual practice of the profession as defined by surveys of home inspectors throughout the nation.

These "subject matter experts" believe that knowledge of basic code parameters is vital to adequate practice of home inspection. Thus, code references are included in this list.

Dearborn Publishing, *Essentials of Home Inspection series*, [www.dearbornhomeinspection.com](http://www.dearbornhomeinspection.com).

International Code Council. (2003). *International residential code for one- and two-family dwellings, 2003*. Falls Church, VA: International Code Council.

Journal of Light Construction. *Field Guide to Residential Construction, 2003*, [www.jlconline.com](http://www.jlconline.com).

Taunton Press, 2000, [www.taunton.com](http://www.taunton.com). *Code Check series*:

*CodeCheck Complete*

*CodeCheck: A field guide to building a safe house*

*CodeCheck: Plumbing*

*CodeCheck: Electrical: A field guide to wiring a safe house*

*CodeCheck: HVAC*

*CodeCheck: A Field guide to building, plumbing, mechanical and electrical codes*

Yanev, P. (1991). *Peace of mind in earthquake country*. San Francisco, CA: Chronicle Books.

### NHIE SAMPLE QUESTIONS

Following are samples of the types of questions used in the National Home Inspector Examination. These samples do not represent the full range of content or difficulty levels contained in the examination, but they will help you become familiar with the format and style of questions on the test. Select the BEST answer to each question and then check your responses with the key that follows.

1. A gas-fired clothes dryer exhaust vent
  - A. must be at least a class B type vent.
  - B. may vent into a vent or chimney used by a gas furnace.
  - C. must be screened at the duct termination.
  - D. must be vented to the outdoors.
2. When a central air conditioning compressor is operating properly,
  - A. the low pressure line is warm and the high pressure line is cold.
  - B. the low pressure line is cold and the high pressure line is warm.
  - C. cold air will be exhausted from the condensing unit.
  - D. condensation will form on the high pressure line.
3. Most problems with concrete are caused at the time of installation. What single factor causes most of these?
  - A. The concrete has insufficient thickness.
  - B. Too much water is added.
  - C. Too much portland cement is added.
  - D. Too little portland cement is used.

4. Which of the following BEST describes this report statement? "The gutters are pitted and it would be foolish to repair them. Replacement with copper gutters would be more prudent."
- disclaimer of potential failing system
  - appropriate recommendation
  - implication of condition
  - overstepping of inspector's role
5. Metallic-sheathed cable, commonly called BX/Armored Cable,
- may be used beneath covered decks and under exterior eaves.
  - is the preferred wiring system for kitchen disposers.
  - does not require a third copper grounding conductor.
  - requires a bare copper grounding conductor.
6. Which of the following is NOT a function of roof expansion joints in low slope roofing?
- accommodate roof movement from thermal expansion
  - help prevent membrane splits
  - help prevent loss of mineral granules or gravel
  - reduce ridging in roof membrane

#### ANSWER KEY

- |      |      |
|------|------|
| 1. D | 4. D |
| 2. B | 5. C |
| 3. B | 6. C |

### EXAMINATION SCHEDULING PROCEDURES

Examination Fee: \$325 US Dollars

**NOTE:**  
REGISTRATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE.

The fee is for each registration, whether you are taking the examination for the first time or repeating. You may re-take the National Home Inspector Examination as many times as you need. You must wait 30 days between retakes.

#### INTERNET REGISTRATION

You may schedule for your test by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may schedule for a test via the Internet 24 hours a day.

- Complete the registration form online and submit your information to PSI via the Internet.
- Upon completion of the online registration form, you will be given the available dates for scheduling your test.

#### TELEPHONE REGISTRATION

For telephone registration, you will need a valid VISA or MasterCard. Complete the Examination Registration Form, including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.

Call (800) 733-9267, 24 hours a day to register using the Automated Registration System. The hours of operation for live operators are as follows:

|              | Monday thru Friday | Saturday         |
|--------------|--------------------|------------------|
| Eastern Time | 7:30am - 8:00pm    | 11:00am - 5:00pm |
| Central Time | 6:30am - 7:00pm    | 10:00am - 4:00pm |
| Pacific Time | 4:30am - 5:00pm    | 8:00am - 2:00pm  |

#### FAX REGISTRATION

For Fax registration, you will need a valid VISA or MasterCard.

Complete the Examination Registration Form, including your credit card number and expiration date.

- Fax the completed form to PSI at (702) 932-2666. Fax registrations are accepted 24 hours a day.
- If your information is incomplete or incorrect, it will be returned for correction.

Please allow 4 business days to process your Registration. After 4 business days, you may call PSI to schedule the examination, (800) 733-9267.

#### STANDARD MAIL REGISTRATION

Complete the Examination Registration Form found in this Candidate Information Bulletin. **BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORM. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.**

Return the completed original form to PSI with the appropriate examination fee. Payment of fees can be made by money order or cashier's check. Money orders or cashier's checks should be made payable to PSI. Print your driver's license number on your check or money order to ensure that your fees are properly assigned. **CASH, COMPANY CHECKS, PERSONAL CHECKS, MASTERCARD, AND VISA ARE NOT ACCEPTED.**

Please allow 2 weeks to process your Registration before scheduling for your examination.

#### CANCELING 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 Wednesday appointment, the cancellation notice would need to be received on the previous Monday. You may call PSI at (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the Internet, automated telephone system (IVR), or call PSI and speak 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 scheduled 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.

#### SPECIAL EXAMINATION ARRANGEMENTS

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Applicants with disabilities or those who would otherwise have difficulty taking the examination should request for alternative arrangements with PSI. Requests for any special accommodations should be made in writing, describing the specific accommodations that will be needed, and must include supporting documentation on official letterhead from a licensed professional.

#### 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.

### EXAMINATION SITE LOCATIONS

There are nationwide examination centers. You will be provided with the locations upon scheduling for your examination.

### REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

#### REQUIRED IDENTIFICATION AT EXAMINATION SITE

*You must provide 2 forms of identification.* One must be a VALID form of government issued identification (driver's license, state ID, passport, military ID), which bears your signature and has your photograph or a complete physical description. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the Examination Registration Form.

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 all of 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.*

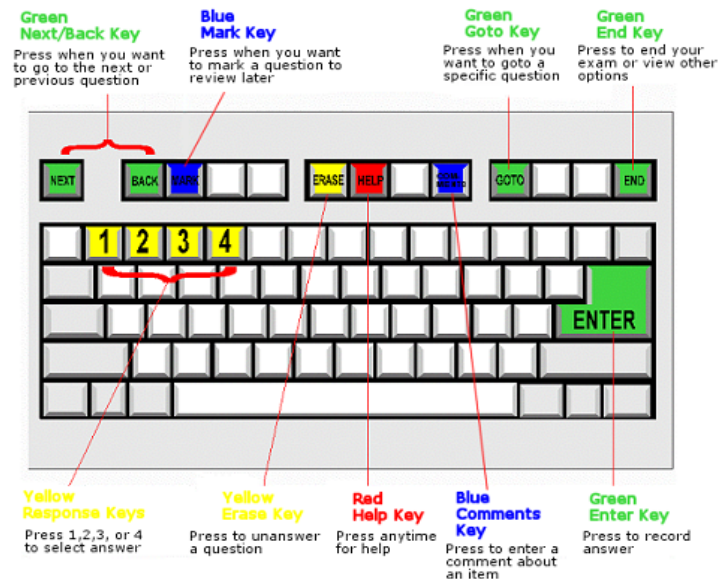
#### SECURITY PROCEDURES

The following security procedures will apply during the examination:

- While at an examination site, you are considered to be a professional and shall be treated as such. In turn, you must conduct yourself in a professional manner at all times. While at the site, you shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Cell phones, pagers, and children are not allowed in the examination center. **NO personal items** are to enter the testing center. Candidates are encouraged to leave all personal belongings except their keys in their car.
- No smoking, eating, or drinking will be allowed at the examination site.
- Copying or communicating examination content is a violation of security policy. Either one may result in the disqualification of examination results and may lead to legal action.

### TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here. You may also use a mouse.



#### 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 to the computer and keyboard 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 using the keys, answering questions, and reviewing your answers.

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.

j

#### EXAMINATION QUESTION EXAMPLE

During the examination, you should press 1, 2, 3, or 4 to select your answer or press "MARK" to mark it for later review. You should then press "ENTER" to record your answer and you will automatically move on to the next question. A sample question display follows:

The screenshot displays the examination interface. At the top, a navigation bar includes icons for Mark, Comments, Goto, Help, and End. Below this, a status bar shows: Question: 3 of 40, Answered: 2, Unanswered: 1, Marked: 0, View: All, and Time Left(Min): 359. The main question area displays: "3. What do the stars on the United States of America's flag represent?". Below the question, it says "(Choose from the following options)". There are four radio button options: "1. Presidents", "2. Colonies", "3. States", and "4. Wars". At the bottom of the question area are two buttons: "<< Back" and "Next >>".

**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.

#### PRETEST ITEMS

In addition to the number of questions per examination, up to 25 "pretest" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

#### EXAMINATION REVIEW

Comments on questions on the National Home Inspector Examination are reviewed by the Examination Board of Professional Home Inspectors with the advice of its test development contractor. Should a question require modification or elimination such that failing scores might be changed, affected candidates will be rescored. In no case will resolution of candidate comments result in modification of individual candidate scores. Comment determinations that do not affect passing scores will not be applied, but may affect future versions of the exam.

## 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 unofficial score report will be printed at the examination site.

To become licensed, it is your responsibility to follow through with the appropriate authority in your state.

#### HOW THE TEST IS SCORED

Your pass/fail status is determined by whether you answered enough questions correctly to meet or exceed the pass point of the examination. This pass point, or cut score, is established by a criterion-referenced methodology suggested in accepted standards for public protection examinations. This methodology ensures that home inspectors who pass the test are competent to practice in the public arena.

The National Home Inspector Examination is "scale scored" from 200 to 800, with 500 as the pass point.

It is important to keep in mind that your total score on the examination is not the average of the subscores in each of the content areas on a failing score sheet. Some content areas contain more questions than others. Also, the number of available "points" is not related to the number of questions, because items vary in difficulty, criticality, and importance to competent practice.

#### USING YOUR SCORE REPORT

If you took this examination to qualify for licensing or other regulation in your state, contact the regulating agency to determine how to submit your passing score report. You will find links to regulatory bodies at [www.homeinspectionexam.org](http://www.homeinspectionexam.org).

If you took this examination to qualify for a professional membership organization, contact that organization for instructions.

#### DUPLICATE SCORE REPORTS

You can write to PSI to request a duplicate of your score report for up to 1 year after your examination.

## A FINAL WORD

Home inspection professionals offer a vital service to the public in evaluating the condition of a prospective home. The Examination Board of Professional Home Inspectors believes that all home inspectors should meet minimum knowledge and practice standards. The National Home Inspector Examination is designed to assess these qualities in order to meet regulatory or membership organization requirements. **GOOD LUCK!**



*Read the Candidate Information Bulletin before filling out this registration form. You must provide all information requested and submit the appropriate fee. PLEASE TYPE OR PRINT LEGIBLY. Registration forms that are incomplete, illegible, or not accompanied by the proper fee will be returned unprocessed. Registration fees are not refundable.*

- |  |   |            |          |             |
|--|---|------------|----------|-------------|
| 1. Legal Name:   |   |            |          |             |
|  | Last Name   | First Name | M.I.     |             |
| 2. Drivers License #:  |   |            |          |             |
| 3. Mailing Address:  |   |            |          |             |
|  | Number, Street  |            |          | Apt/Ste     |
|  |   |            |          |             |
|  | City  | State      | Zip Code | -           |
| 4. Telephone: Home   |   |            |          |             |
|  | Office  | -          | -        | -           |
| 5. Birth Date:   |   |            |          |             |
|  | M M   | D D        | Y Y      | Birth Place |
|  | City  | State      |          |             |
| 6. Email:  |   |            |          |             |
| 7. Examination: (Check one)  | <input type="checkbox"/> Home Inspector \$325 US Dollars<br><input type="checkbox"/> FIRST TIME<br><input type="checkbox"/> RETAKE  |            |          |             |
| 8. Total Fee \$_____ (Money Order or Cashier's Check only. Personal and company checks are not accepted.)  |   |            |          |             |
| Credit card (MasterCard or VISA) payment accepted for phone or fax registrations only.<br>(Check One):   | <input type="checkbox"/> MC <input type="checkbox"/> VISA   |            |          |             |
| Card No: _____   | Exp. Date: _____  |            |          |             |
| Card Verification No: _____  | <i>For your security, PSI requires you to enter the card identification number located on your credit card. The card identification number is located on the back of the card and consists of the last three digits on the signature strip.</i> |            |          |             |
| Cardholder Name (Print): _____   | Signature: _____  |            |          |             |
| 9. I am enclosing a Special Arrangement Request letter and required documentation.   | <input type="checkbox"/> Yes <input type="checkbox"/> No  |            |          |             |
| <input type="checkbox"/> Check this box if you do not want PSI to share your information with third parties.   |   |            |          |             |
| 10. Affidavit: I certify that the information provided on this registration form (and/or telephonically to PSI) is correct. I understand that any falsification of information may result in denial of licensure. I have read and understand the Candidate Information Bulletin. |   |            |          |             |
| Signature: _____   | Date: _____   |            |          |             |

IF YOU ARE REGISTERING BY MAIL OR FAX, SIGN AND DATE THIS REGISTRATION FORM ON THE LINES PROVIDED. Complete and forward this registration form with the applicable examination fee to:  
PSI licensure:certification \* ATTN: Examination Registration Home Inspector  
3210 E Tropicana Ave \* Las Vegas, NV\* 89121  
Fax (702) 932-2666 \* (800) 733-9267 \* TTY (800) 735-2929 \* [www.psiexams.com](http://www.psiexams.com)



All examination centers 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 stationary 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 \_\_\_\_\_

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"/> Other _____   |

- Complete and fax this form, along with supporting documentation, to (702) 932-2666.
- After 4 business days, please call 800-733-9267 x6750 and leave a voice message.
- PSI Special Accommodations will call you back to schedule the examination within 48 hours.

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



PSI licensure:certification  
3210 E Tropicana  
Las Vegas, NV 89121