ASSESSMENT QUESTIONNAIRE
(Maintenance Personnel)

INSTRUCTIONS

Most questions contained herein are simple multiple choice, true/false or require a limited response. Some questions are more open and require an objective response. These are the, “What would you do...” questions.

Do Not Make Your Responses Too Short Or Simple.
Give A Complete And Concise Response.
Keep Your Responses Focused.

Applicant Name: ________________________________ Date: __________________

Property Name: ________________________________ City: ________________

FOR MANAGEMENT USE ONLY

Score: HVAC: ________________ Appliance Repair: ________________

Score: Electrical: ________________ Plumbing: ________________

Score: Water Heaters/Boilers: ________________

Was this applicant hired? □ Yes □ No

If yes, indicate the position: ____________________________________________
HVAC SECTION:

1. Overcharging a system with refrigerant (freon) will cause the head pressure to be:
   A. Higher than normal
   B. Lower than normal

2. A sign of a low refrigerant charge in a refrigerator is:
   A. Premature frost build-up with hot spots on the evaporator.
   B. Compressor runs quieter than usual and overheats.
   C. Both of the above.
   D. None of the above.

3. If a compressor has faulty valves, the head pressure would be:
   A. Lower than normal
   B. Higher than normal

4. All air conditioning units must be grounded electrically to:
   A. Complete the control circuit
   B. Prevent electrical shock
   C. Provide a source of low voltage
   D. Improve operating efficiency

5. To locate leaks, build up _________ in all parts of the system.
   A. Heat
   B. Pressure
   C. Oil pressure

6. If the condenser fan motor goes out and the unit continues to run, it will cause:
   A. The low pressure safety switch to open
   B. High head pressures
   C. Sweating of the liquid line
   D. The evaporator to frost over
HVAC SECTION:

7. If the fan motor fails to start on a gas heater, the fan limit switch will:
   
   A. Adjust the fan speed to changing room temperature
   B. Stop the fan motor from blowing out the pilot light
   C. Shut off the gas

8. If the evaporator coil is clogged so almost no air passes through, what may happen?
   
   A. The condenser will freeze up.
   B. The evaporator will freeze up.
   C. The liquid line will be blocked.

9. A vacuum pump:
   
   A. Is used to change refrigerant oil.
   B. Removes moisture from the refrigerant system.
   C. Is used to unstop condensate drain lines.

10. There are two types of compressors in popular use. They are:

    A. Open/Shut Compressors
    B. Moving Compressors and Still Compressors
    C. Reciprocating Compressors and Rotary Compressors

11. A zero reading on a Freon gauge manifold equals:

    A. Zero vacuum
    B. Zero atmospheric pressure
    C. 14.7 atmospheric pressure

12. What metering device is most common on apartment air conditioners?

    A. Thermostatic expansion valve
    B. Accumulator
    C. Capillary Tube
HVAC SECTION:

13. A low Freon charge is likely due to a _______________ in the system.
   A. Restriction
   B. Bypass
   C. Leak

14. You have just replaced a compressor which failed mechanically. What else would you do before you start the unit again?
   A. Replace the liquid line filter dryer.
   B. Leak test the entire system.
   C. Evacuate and charge the system.
   D. All of the above.

15. If the condenser coil is dirty, the head pressure will:
   A. Go down
   B. Go up
   C. Stay the same

APPLIANCE REPAIR SECTION:

1. If no elements are working on an electrical stove, one of the first things to check would be:
   A. The circuit breaker or fuse
   B. The bake element
   C. The thermostat

2. Electrically operated water heaters usually have two heating elements. They normally operate as follows:
   A. If one element burns out, the other takes over to heat water.
   B. When rapid hot water recovery is required, both heating elements will operate.
   C. Normally the lower element does all the heating, but when large quantities of water are used, the upper heating element turns on and the lower element shuts off. The result is rapid recovery of the hot water supply.
APPLIANCE REPAIR SECTION:

3. How can you tell if a door gasket on a refrigerator is leaking?
   A. Condensation on outside of refrigerator around the gasket.
   B. Food spoiling
   C. Excessive Amp draw on the compressor

4. Why do some dishwashers reverse the rotation of the motor?
   A. Motor is stuck
   B. Needs to be cleaned out
   C. Needs water pumped out

5. What temperature should the freezer section of a refrigerator be?
   A. 0 to –20 degrees
   B. 0 to 20 degrees
   C. 20 to 30 degrees
   D. 30 to 40 degrees

6. A yellow flame in the burner of a gas stove or furnace usually indicates the proper amount of combustion is present.
   □ True □ False

7. If a hold is poked into the freezer compartment evaporator, the best thing to do would be to condemn the refrigerator.
   □ True □ False

8. The electrical ground for a dishwasher is made when the water line is connected.
   □ True □ False

9. If there is a loose wiring connection at a duplex receptacle (outlet plug), the lights may flicker in the apartment.
   □ True □ False

10. The dishwasher door switch will stop the machine with the door is opened.
    □ True □ False
ELECTRICAL SECTION:

1. A ground fault indicator outlet is normally installed at the breaker box.
   - True   - False

2. It is permissible to replace a breaker with one of higher amperage rating if the original trips regularly.
   - True   - False

3. No. 14 wire is smaller than No. 8 wire.
   - True   - False

4. Electrical resistance can be measured by:
   A. An Amp meter
   B. A Voltmeter
   C. An Ohmmeter
   D. A Wattmeter

5. To test an electrical motor to see if it is electrically faulty, you should:
   A. Use an Amp probe/Ohmmeter device.
   B. Check for grounds at each lead.
   C. Disconnect the power source and disconnect the motor leads.
   D. All of the above.

6. An Amp meter is a device used for measuring the:
   A. Current in an electrical circuit.
   B. Dimensions of small mechanical parts.
   C. Voltage in an electric circuit.
   D. Depth of holes.

7. A three-way switch is used when:
   A. A three-way bulb is used in a fixture controlled by this switch.
   B. The fixtures in that circuit pull more than 10 amps.
   C. More than one switch is wired into that circuit.
   D. None of the above.
ELECTRICAL SECTION:

8. The fuse of a certain circuit has blown and is replaced with a fuse of the same rating which also blows when the switch is closed. In this case:

   A. A fuse of higher current rating should be used.
   B. A fuse of higher voltage rating should be used.
   C. The fuse should be temporarily replaced by a heavy piece of wire.
   D. The circuit should be checked.

9. In a 110 – 120 Volt three-way circuit, the neutral wire is usually:

   A. Black
   B. Red
   C. White
   D. Green

PLUMBING SECTION:

1. Most ballcock assemblies can be repaired with a ballcock repair kit.
   □ True □ False

2. Faucet valve seats that are made of brass never wear out.
   □ True □ False

3. A loose faucet washer may cause a faucet to vibrate and make noise.
   □ True □ False

4. To repair a leak in a joint of a plastic pipe, you should add glue to the joint.
   □ True □ False

5. One probable cause of the water in a flush tank of a toilet continuing to flow after the flushing has stopped is that the flapper ball fails to seat properly.
   □ True □ False
PLUMBING SECTION:

6. List two things that you can do to prevent water pipes from freezing inside the building when temperatures go extremely low.

________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

7. What is the purpose of a vent pipe in your plumbing system?
   A. To allow gas to escape.
   B. To let excess water escape.
   C. To let air in.

8. What safety precaution should be taken when using a torch inside or near a building?
   A. Have a bucket of water handy.
   B. Have a fire extinguisher handy.
   C. Use the proper tools.

9. The most common wrench used in the removal of a sink deck set is
   A. Basin
   B. Monkey
   C. Flat
   D. Combination

10. Where is a wax ring used?
    ____________________________________________________________________________
    ____________________________________________________________________________
    ____________________________________________________________________________
    ____________________________________________________________________________
WATER HEATERS/BOILERS SECTION:

1. In general, water heaters should be set to deliver hot water at what degree Fahrenheit?
   
   A. 140  
   B. 160  
   C. 180  
   D. Other: ____________

2. Electrically operated water heaters usually have two heating elements. They normally operate as follows:
   
   A. If one element burns out, the other takes over to heat water.  
   B. When rapid hot water recovery is required, both heating elements will operate.  
   C. Normally, the lower element does all the heating. But when large quantities of water are used, the upper heating element turns on and the lower element shuts off. The result is rapid recovery of the hot water supply.

3. What is the purpose of a circulating pump in a “loop” water heating system?
   
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

4. The flame of the main burner should be:
   
   A. All blue  
   B. Mostly blue  
   C. All orange  
   D. Mostly orange  
   E. Color does not matter

5. Which of the following should NOT be done if you suspect a gas leak?
   
   A. Open all doors and windows.  
   B. Turn on the lights so you can locate the leak.  
   C. Turn off the gas at the main valve.