

Certified Service Technician Exam Blueprint

The Certified Service Technician (CST) Exam consists of 100 multiple choice questions related to the tasks needed to correctly troubleshoot and repair installed point-of-use and point-of-entry water treatment systems for residential applications. Three hours are allotted for the exam.

The tasks reflect the following domains and knowledge areas:

Preparation	8% of exam
Gather the necessary background information for troubleshooting	
Evaluate necessary parts and tools availability	

Onsite Review	12% of exam
Customer contact and work order confirmation	
Identification of water conditions and treatment components	

Diagnosis	46% of exam
Information gathering on problem	
Equipment inspection and troubleshooting	
Premise plumbing inspection	

Repairs	16% of exam
Plumbing-related repairs	
Tank/housing and media-related repairs	
System controls-related repairs	

Safety	18% of exam
Site-related hazard recognition and mitigation	
Tool-related hazard recognition and mitigation	
Fire and ventilation hazard recognition and mitigation	

The exam is available to CST candidates with a minimum of 2 years of continuous troubleshooting and repair experience of POU/POE water treatment systems are not currently eligible for the exam. All exam candidates must either complete the WQA Ethics course or hold a current WQA professional certification title.

Exam preparation materials for review and self-paced preparation are available through articles in the WQA Online Knowledge Base and as elearning courses. Instructor-led training for candidates with less than 2 years of experience will be available in 2024.



Certified Service Technician Study Materials

The exam assumes a level of proficiency that draws on both field troubleshooting and repair experience and basic knowledge of point-of-use/point-of-entry water treatment problems and equipment. Use of the recommended study materials or completion of WQA's training courses does not guarantee success on the exam.

The following options are available to help prepare for the exam.

1. WQA Online Knowledge Base

The articles found in the following WQA Online Knowledge Base categories are recommended.

[Glossary of Terms](#)

[Understanding Water](#)

[Water Contaminants](#)

[Treatment Methods & Technologies](#)

[Designing Treatment Systems](#)

[Sizing Water Treatment Devices](#) (all subcategories EXCEPT Hydrodynamic Design)

[Environmental Considerations](#)

[Installing Water Treatment Devices](#)

[Troubleshooting Water Treatment](#)

WQA members have complimentary access to the online Knowledge Base (wqa.org/kb) and may use that resource as study material for the exam.

2. WQA Service Technician Training Course

The Service Technician Training course is self-paced elearning. The course addresses the Knowledge Base topics indicated in item 1 above in a stepwise, interactive manner.

CST exam candidates with 2+ years of experience do not have to complete the course in full and may purchase a three-month access at a reduced fee for the purpose of review. Use the [CST Exam Registration](#) form to order review access.



Application for Certified Service Technician Exam – Experienced Professionals

This application is to be used by professionals with a minimum of two years’ experience servicing/troubleshooting POU/POE water treatment systems.

Note that applications submitted without payment and incomplete applications will not be processed.

SECTION I: APPLICANT INFORMATION

First Name: _____ Last Name: _____
 Company Name: _____
 Address: _____
 City: _____ State/Province: _____
 Country: _____ Zip Code/Postal Code: _____
 Email: _____ Phone: _____
 WQA Member Number (if applicable): _____

SECTION II: QUALIFICATIONS FULFILLMENT

To qualify for the Certified Service Technician exam without completing the Service Technician Training Pathway, applicants must have at least two years of continuous experience in servicing and troubleshooting POU and POE water treatment systems and must attach documentation verifying their experience.

Applicants must also complete WQA’s Ethics Training prior to sitting for the exam. Ethics training can be completed as a self-study course. Please contact the Education Department at education@wqa.org for the instructor-led ethics session schedule.

WQA membership is NOT required for certification.

SECTION III: REFERENCE

Experience documentation:

Please attach a current resume or a signed letter from employer as documentation of your years of experience in POU/POE water treatment equipment installation.

If you cannot provide a letter from your employer to document your experience, please provide a reference from a relevant person outside your organization who is familiar with your work and qualifications.

Name: _____ Relationship: _____
 Organization: _____ Title: _____
 Address: _____ Phone: _____
 _____ Email: _____





SECTION VI: STUDY MATERIALS

The Certified Service Technician exam study guide is available for review in the Study Guides section of wqa.org/exams. WQA members have complimentary access to the online Knowledge Base (wqa.org/kb) and may use that resource as study material for the exam.

Personnel with a minimum of two years of experience who are not required to complete the Certified Water Specialist Training Pathway may purchase a 90-day access to the content for review purposes. Access to the online Knowledge Base is included with the course.

SECTION VII: ORDER AND PAYMENT INFORMATION

	Non-Member Price	E-Member Price	Core/Premier Member Price
Application Review Fee*	\$50	\$30	\$30
Review Session & Ethics Course Fee** (See Section II)	\$665	\$365	\$300
Exam Registration Fee (See Section V)	\$490	\$270	\$220
Subtotal	\$1,205	\$665	\$550
Study Materials (90-day access Optional, See Section VI)	\$335	\$185	\$150
Total (with optional study material)	\$1,540	\$850	\$700

Credit card type: Visa Mastercard Discover Amex

Name on credit card: _____

Credit card number: _____

Expiration Date: _____ CVC: _____

Authorized signature: _____

Please email the completed application to education@wqa.org. For questions, assistance, or to provide payment over the phone, please contact WQA’s Training & Program Manager, John McCartan, at education@wqa.org or (630) 955-1589.



*The application review fee is only charged once.

**The exam assumes a level of proficiency that draws on both field experience and basic knowledge of servicing and troubleshooting point-of-use/point-of-entry water systems. Completion of WQA's training courses does not guarantee success on the exam.

EXAM RETAKE POLICY:

Exams with less than a passing score may be retaken after a 45 day waiting period. The candidate must submit the retake request form at wqa.org/exams and pay the full exam fee as well as any fees for re-accessing study materials.

EXAM RESCHEDULING AND CANCELLATION POLICY: The exam date and time may be rescheduled by notifying the WQA Professional Certification & Training department at education@wqa.org or by contacting the Professional Certification Coordinator, Daniel LeBlanc at 630 929 2508 or education@wqa.org at least twenty-four hours before the scheduled exam time.

Exam cancellations must be received at least twenty-four hours prior to the scheduled exam time. The exam registration fee will be refunded in full. The study materials access fee will be refunded at a prorated rate. The application review fee is nonrefundable.