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 (my.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 may test out of training. See the CST accelerated path information on the Accelerated Pathways page of the WQA website.

*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.