

Chapter 01 - Service and Repair: Fixtures

True / False

1. Technicians only represent themselves when speaking with customers, not the company they work for.

a. True

b. False

ANSWER: False

2. Despite their sturdy design and construction, industrial fixtures and fittings may still require service and repair due to their heavy usage.

a. True

b. False

ANSWER: True

3. It is impossible for non-freezing ("frost-proof") wall hydrants to freeze.

a. True

b. False

ANSWER: False

Multiple Choice

What is the first step in solving any plumbing problem as a service technician?

4. New Question

a. order replacement parts

b. work up an invoice

c. gather all facts from all involved parties

d. inform customer how long the job will take

ANSWER: c

What would be a reason for suggesting the replacement of an entire system, rather than simply replacing a defective part?

5. New Question

a. system is old, with outdated, inefficient features

b. make the company more money

c. not worth your time to replace just one part

d. manufacturer incentives for company or technician

ANSWER: a

What is a probable cause for a leak on the floor at the base of a water closet?

6. New Question

- a. leaking flush valve
- b. bad seal from bowl to flange
- c. cracked overflow tube threads
- d. water rising above overflow level

ANSWER: b

Which of the following is NOT a type of residential lavatory faucet?

7. New Question

- a. single bibb
- b. combination two-handle
- c. quadruple bibb
- d. single lever

ANSWER: c

ASSE Code 1070 limits public hand-washing water temperature to:

8. New Question

- a. 110 degrees
- b. 85 degrees
- c. 135 degrees
- d. 140 degrees

ANSWER: a

Which of the following is a use for an industrial interceptor?

9. New Question

- a. precious metal recovery
- b. grease interception
- c. sand interception
- d. all of the above

ANSWER: d

What type of facility would typically employ a stainless steel water closet and lavatory?

10. New Question

- a. school
- b. factory
- c. penal institution
- d. church

ANSWER: c

Which of the following is NOT an example of a trap seal primer?

11. New Question

- a. water from waste discharges

- b. oil from solenoid timer valve
- c. water from differential pressure supply valves
- d. water from solenoid timer valve

ANSWER: b

What is a good strategy for dealing with a customer who is upset or frustrated?

12. New Question

- a. pass them on to a supervisor
- b. refuse to back down
- c. be a good listener
- d. direct them to another business

ANSWER: c

Typically, residential tub or shower valves are designed to be accessible from which side?

13. New Question

- a. front side
- b. top
- c. bottom
- d. back side

ANSWER: a

What is a commonly used term for a ballcock?

14. New Question

- a. siphon valve
- b. shelf valve
- c. cartridge valve
- d. fill valve

ANSWER: d

What is a benefit of using a commercial flushometer?

15. New Question

- a. water conservation
- b. hands-free flushing
- c. cleaner lavatory facilities
- d. all of the above

ANSWER: d