



Vol. 6, No. 2

Inspector's Quarterly

VOICE OF THE INSPECTION INDUSTRY

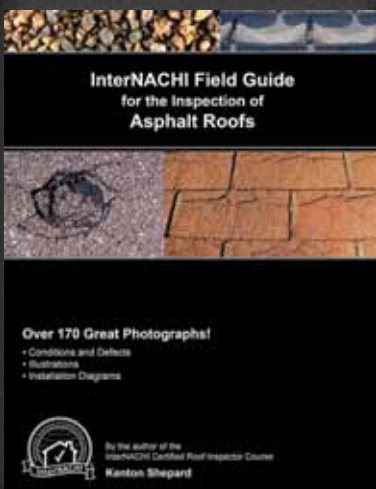
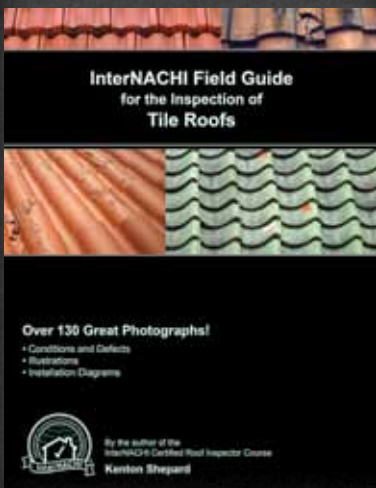
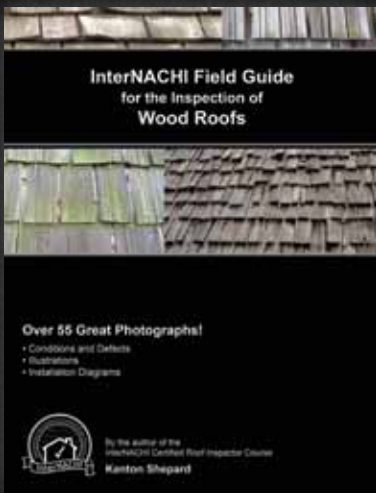


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- production and performance standards;
- manufacturing components and methods;
- flashing and fasteners; and
- recognizing signs of aging and failure.



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Inspector's Quarterly Magazine is a publication of InterNACHI, the International Association of Certified Home Inspectors, and is the best source for information on how to achieve business success in the home and commercial property inspection industry.

Inspector's Quarterly helps advance the inspection industry's best practices, brings expert insights to significant trends, and provides business owners with marketing strategies and discount purchases.

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Inspector Education, Part II

Why Inspectors Should Take Continuing Education, Even When It's Not Required

by Mark Cohen, InterNACHI General Counsel, and Nick Gromicko, InterNACHI Founder

Some states require home inspectors to meet minimum Continuing Education requirements each year. However, even if your state or province does not, there are still good reasons for taking such courses regularly.

1. First and most obviously is the fact that taking courses can help you become a better inspector. Smart inspectors who are serious about their business will stay on top of their game by continually learning. Furthermore, the growing innovations in the building industry mean that there's always something new for the inspector to know.

2. An inspector who keeps current with the industry will almost always have greater credibility with consumers. Taking Continuing Education courses strengthens an inspector's credentials, and the inspector's credentials are important in marketing his services. Many InterNACHI members now display their Certificates of Completion on their websites. Inspectors who have taken any of InterNACHI's courses can download and print off multiple copies of their Certificates of Completion.

3. An inspector who has completed many Continuing Education courses provides a measure of protection for the real estate

agent who referred the inspector. Often, when an inspector gets sued, the agent also gets sued for a negligent referral. It is difficult to succeed in such a claim if the inspector is able to produce a long list of robust courses that s/he has completed.

4. Attending or taking online Continuing Education classes can strengthen an inspector's credibility in court. In states where Continuing Education classes are manda-

Taking Continuing Education classes strengthens an inspector's credentials, and the inspector's credentials are important in marketing his services.

tory, an inspector's failure to meet the state's requirements could result not only in administrative action, but could also be considered evidence of negligence in a civil suit against the inspector. Even in states and provinces that have no mandatory education requirements, an inspector's failure to keep current in the field will diminish the inspector's credibility if he ever testifies in

court or at a deposition. A judge or jury is far more likely to find an inspector's testimony persuasive if the inspector regularly takes Continuing Education classes.

5. Finally, like it or not, inspectors must sometimes testify as experts. Failure to keep current in the field could result in a ruling that disqualifies the inspector as an expert altogether. An interesting case that illustrates this point is *Pettit v. Hampton and Beech, Inc.*, 922 A.2d 300 (Conn. App. 2007). In this case, the plaintiffs asked the court to disallow an inspector's testimony because they alleged he was not qualified to give an expert opinion on the cost of repairs. The court overruled the plaintiff's objection and qualified the inspector as an expert, in part, because of his Continuing Education activities. In another case, *GSB Contractors, Inc. v. Hess*, 179 S.W.3d 535 (Tenn. App. 2005), the court qualified the inspector as an expert, in part, because of his Continuing Education and teaching background.

To sum up, there are many good reasons for inspectors to take Continuing Education courses. InterNACHI's online inspection courses are approved, accredited and free. So, inspectors really have no excuse for failing to avail themselves of InterNACHI's educational offerings.



“How to Perform Energy Audits” Course

Developed by InterNACHI, this course is the largest, most in-depth energy audit course of its kind. After successful completion of the training, the student will be able to perform energy audits with visual inspection techniques, a blower door and an infrared camera. And, in keeping with InterNACHI’s commitment to Continuing Education, this online course is open and free to all members, and can be taken again and again, without limit.

Reminder to members: InterNACHI’s Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI’s courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The “How to Perform Energy Audits” Course includes:

- 22 sections;
- 78,000+ words;
- 325 pictures, illustrations and diagrams;
- 8 tables;
- 13 quizzes;
- 27-minute online training video;
- 75-question final exam (drawn from a larger 122-question pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following categories:

- What’s an Energy Audit?
- Professional Home Energy Auditor
- Energy Bills
- Safety
- Appliances and Electricity
- Types of Insulation
- Attic Knee Walls
- Exterior Walls and Insulation

- Basement Walls and Insulation
- Floors and Crawlspace
- Ductwork
- Air Leakage Basics
- Stack Effect
- Detecting Air Leaks
- Air Barriers
- Air Sealing
- Air Leakage and Major Moisture Problems
- Why Would an Inspector Recommend Controlling Air Leakage?
- Blower Doors
- Caulking
- Windows
- Condensation in Double-Paneled Windows
- Energy Performance Ratings for Windows
- Window Gas Fills
- Heat-Absorbing, Tinted Window Glazing or Glass
- Insulated Window Glazing or Glass
- Low-Emissivity Window Glazing or Glass
- Reflective Window Glazing or Glass
- Spectrally-Selective Window Glazing or Glass
- Daylighting
- Window Selection
- Window Installation
- Types of Window Frames
- Exterior Doors
- Weatherstripping
- Principles of Heating and Cooling
- Sizing Heating and Cooling Systems
- Cooling Systems
- Ventilation Systems
- Natural Ventilation
- Ceiling Fans and Other Circulating Fans
- Cooling Using a Whole House Fan
- Evaporative Coolers
- Air Conditioning
- Heating Systems
- Furnaces and Boilers
- Electric Resistance Heating
- Active Solar Heating
- Radiant Heating
- Heat Pump Systems
- Geothermal Heat Pumps
- Landscape Shading
- Landscape Windbreaks
- What Factors Affect the House?
- Basic Energy Principles
- How Moisture Moves
- Relative Humidity
- Vapor Barriers
- Sun and Heat Movement



- How a Blower Door Works
- Temperature and Humidity
- Blower Door for Depressurization Testing
- Finding Air Leaks
- Energy Inspections with Infrared Cameras
- Thermography
- Qualitative or Quantitative?
- Interpretation of Infrared Pictures
- Homeowner’s Checklist to Save Energy
- Commercial Office Checklist
- Terminology Related to Energy Audits
- 27-Minute Online Video Demonstrating an Inspection with an Infrared Camera

Upon completion of this course and passing of the 75-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student’s (InterNACHI member’s) information is recorded on InterNACHI’s servers for membership-compliance verification, and automatically logs completion into InterNACHI’s online Continuing Education log. It counts as 24 InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

Mold Inspection Course

This course teaches the student all about mold and how to perform a proper mold inspection. It includes a review of types of mold, health effects, sampling, lab reports, remediation, and preventing growth. This course is free to all InterNACHI members and can be taken again and again, without limit.

Reminder to members: InterNACHI’s Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI’s courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified

- Indoor Air Consultants; and
- many government agencies and licensing boards.

The Mold Inspection course includes:

- 30 sections;
- hundreds of photos and diagrams;
- 11 quizzes;
- a 120-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following categories:

- Types of Mold Inspections
- IAC2 Mold Inspection Standards
- What is Mold?
- Physical Characteristics of Mold
- Health Effects and Mold
- What Mold Needs to Grow
- Building Science and Mold
- Finding Mold in Buildings
- Inspection Tools and PPE
- Hypotheses
- Sampling Devices

- Air Sampling
- Procedures for Air Sampling
- Procedures for Surface Sampling
- When Not to Sample for Mold
- General Outline for Performing Tests
- Interpretation of Lab Results
- Threshold Limit Values
- Mold Inspection Reports
- Remediation
- Remediation of Large Areas
- Remediation in HVAC Equipment
- Remediation of Confined Spaces
- Containment
- Completing Mold Remediation
- Preventing Mold Growth
- Pollen and Mold Counts
- Vital Documents
- Glossary of Terms
- Resource List



Upon completion of this course and passing of the 120-question final exam, the student can download and print their own

Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as 12 InterNACHI Continuing Education hours and is approved by IAC2.

Non-members may view only the first page of the course.

"Energy Movement for Inspectors" Course

By completing "Energy Movement for Inspectors", students will:

- understand the principles of energy and energy movement;
- learn the three methods of heat transfer;
- understand the difference between



NACHI.TV is free for InterNACHI members! Just log in with your member-only username and password to access hundreds of hours of content. We add new videos nearly every month.

Take NACHI.TV's online video courses and watch NACHI.TV's instructional episodes. These video courses don't just tell inspectors how to do it -- these videos *show* inspectors how to do it!

NACHI.TV online video courses include:

- Home Inspection Fundamentals: The Exterior
- Performing a Roof Inspection
- Home Inspection Training
- Marketing and Sales
- Intro to Energy Audits
- Stucco/EIFS Inspection Tips
- Financial Success
- Performing a Garage Inspection
- Electrical Inspection Training
- Top 10 Success Tips
- Wind and Hail Property Damage Inspections

- Structural Inspection of a House
- How to Perform Deck Inspections
- Inspecting Chinese Drywall
- Inspecting Portable Fire Extinguishers
- Commercial Inspection Training
- Dentist Office Commercial Inspection
- Bakery Commercial Property Inspection
- Warehouse Commercial Electrical Inspection
- Understanding Modular Homes
- Well Meters
- Structural Solutions
- If a Home Has a Septic System
- Building Science and Thermography
- Performing Your Best Inspection
- HVAC Training for Inspectors
- Home Inspectors' Electrical Wall of Defects
- Mold Inspection Training
- Tankless Water Heaters
- IAC2 Mold Inspection Training and Certification
- Inspection with an IR Camera
- Inspection Tips and Techniques
- Advanced Inspection of Crawlspace
- How to Inspect Notches, Holes and Cuts in Solid Lumber
- Drain and Duct Inspections
- Introduction to Infrared Thermography Course
- A Consumer's Guide to Well and Water Quality

- LEED Green Building
- Inspecting Water Heater Tanks
- Inspecting Means of Egress
- Consumer's Guide to Infrared Thermography
- Fireplace and Chimney Inspections



- "Law and Disorder": Legal Issues for Inspectors
- Search-Engine Optimization Tutorial
- Inspecting a Stairway
- Straw Bale Home Inspection
- EPA Green Building Inspection
- Home Inspection Success
- Performing an Energy Audit

thermal and air barriers and the proper location of each;

- recognize the forces that cause air leakage;
- understand the connection between air leakage, energy waste, and moisture problems; and
- understand how air ducts affect the pressure balance within the home.

The U.S. Department of Energy and InterNACHI, the International Association of Certified Home Inspectors, Inc., are working in cooperation to develop and offer energy inspection courses to InterNACHI members.

In keeping with InterNACHI's commitment to Continuing Education, this course is open and free to all members, and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

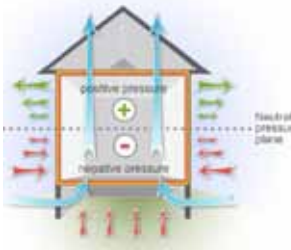
The Energy Movement course includes:

- 34 sections;
- over 50 photos and illustrations;
- 46-minute training video;
- 4 quizzes;
- 50-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

This course covers the following topics

- Learning Objectives
- Definitions
- What is Energy?
- Renewable or Not
- How Does Energy Move?
- Where Does Our Energy Come From?

- Heat Transfer
- Radiation
- Everything Radiates and/or Absorbs
- Conduction
- Convection
- Heat Transfer Mechanisms
- Comfort, Safety and Efficiency
- Thermal Boundary
- Insulated Attic
- Air Barrier
- Moisture
- Driving Forces of Air Movement
- Air Movement: Temperature
- Air Movement: Pressure
- Air Leakage 1
- Air Leakage 2
- Air Leakage 3
- Air Leakage Definitions
- Air Movement: Driving Forces
- Driving Forces: Wind Effect
- Driving Forces: Stack Effect
- Driving Forces: Combustion & Fans
- Driving Forces: Duct Leakage, Part 1
- Driving Forces: Duct Leakage, Part 2
- Driving Forces: Imbalances
- Controlled Driving Force: Blower Door
- Video: Performing a Home Energy Audit
- Summary



Upon completion of this course and passing of the 20-question final exam (drawn from a larger pool),

the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as two InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

Radon Measurement Service Provider Course

This is a very comprehensive radon assessment course. It teaches the student about radon, how to perform radon measurements, and how to inspect radon mitigation systems.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The Radon Measurement Service Provider course includes:

- 20 sections;
- 216 photos and diagrams;
- 7 quizzes;
- 100-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.



The course covers the following categories:

- Introduction
- What is Radon?
- Radiation and Radioactivity
- What is an Atom?
- Decay Chains
- Curies, Equations and ER
- Health Risks
- Radon in Water
- Curie and Becquerel
- Alpha, Beta and Gamma
- The Geology of Radon
- Radon Entry into a House

- Radon Measurement: General Discussion
- Protocols for Radon Measurements
- Indoor Radon and RDP Measurement Protocols
- EPA and ASTM Mitigation Standards
- EPA's Radon Mitigation Standards
- Model Standards
- Building Radon Out
- InterNACHI SOP for Inspecting Radon Systems
- Radon in Water & Removal Methods

Upon completion of this course and passing of the 100-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as 16 InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

Wood-Destroying Organism Inspection Course

This course teaches the inspector how to identify and report infestation of wood-destroying organisms that may exist in a building using visual examination. The inspector will also learn to recognize evidence of structural damage and previous treatment. And, in keeping with InterNACHI's commitment to Continuing Education, this WDO Inspection course is free to all InterNACHI members, and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified

- Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The Wood-Destroying Organism Inspection course includes:

- 30 sections;
- 131 photos and diagrams;
- 19 quizzes;
- 100-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following categories:

- Preface
- Introduction
- Biology
- Termites
- Subterranean Termite Treatment
- Pesticides for Termite Control
- Bait, Foam and Fumes
- Treatment of Crawlspace
- Treatment of Basements
- Other Treatments for Termites

Home Inspection Software

InterNACHI Member Special!

Get the InterNACHI Commercial Inspection Report Template, InterNACHI Green Inspection Report Template, InterNACHI Accessibility Inspection Report Template, InterNACHI Stairways Inspection Report Template, InterNACHI Residential Inspection Report Template, and all the standard HomeGauge Templates, all free for InterNACHI members with your software purchase!

Get a free 30-day trial at HomeGauge.com



COMING SOON

INTERNACHI ADVANCED ROOF INSPECTION VIDEO COURSES



GENERAL ROOF INSPECTION

This course covers conditions and subjects common to residential steep-slope roof-covering materials.

ASPHALT COMPOSITION SHINGLE INSPECTION

This course covers everything you need to know to become an expert on the inspection of asphalt composition shingles.

- Application Equipment
- Contamination of Drinking Water
- Sample Calibration Problems
- Other Wood-Destroying Insects
- Management Options for WDI
- Preventing Termite Damage
- Wood-Inhabiting Fungi
- Understanding Foundation Structure
- Inspecting Structures
- Inspection Checklist
- Basic Construction Terminology
- Laws Concerning WDI
- Training and Licensing
- The Real Estate Transaction
- Completing the NPMA-33 Form
- References and Study Material
- Glossary
- Bibliography

Upon completion of this course and passing of the 100-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as 12 InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

Moisture Intrusion Inspection Course

This course teaches the inspector how to identify and report on moisture intrusion in homes and commercial buildings. The inspector will learn the specific details of building that may cause moisture-related problems. It teaches the inspector about the design, construction, and maintenance of houses and buildings that manage moisture effectively.

This course also teaches the best building practices and standards that make a home moisture-resistant. Building practices and construction techniques are essential for an inspector to understand. Building components that are defective, incorrectly installed, or simply missing can produce moisture-related problems. Moisture intrusion of a building can cause major structural

damage and can threaten the safety of its occupants. Most E&O insurance claims in the inspection industry involve moisture intrusion. Once an inspector knows what properly installed building components look like, then recognizing installation defects becomes easy. Education and training on the best and most recent building practices for controlling moisture are essential for every property inspector. The inspector will also learn to recognize evidence of structural damage and previous repair.

This course is free to all InterNACHI members and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The Moisture Intrusion Inspection course includes:

- 43 sections (31,000 words);
- 140 photos and diagrams;
- 5 quizzes;
- 50-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following categories:

- Introduction and Scope
- Acknowledgments, Disclaimer and Foreword
- Scope and Approach
- Moisture Moves
- Inspecting for Moisture Intrusion
- Inspectors and Codes
- Moisture-Resistant Roof Systems
- Roof Flashing
- Roof Ventilation and Insulation
- Roof Overhangs and Projections

- Roof Drainage, Gutters and Downspouts
- Moisture-Resistant Wall System
- Checking Windows and Doors
- Flashing of Wall Components
- Check Caulks and Sealants
- Moisture-Resistant Foundations
- Inspecting the Basement Foundation
- Basement Wall Insulation
- Slab-on-Grade Construction
- Slab-on-Grade Insulation
- Crawlspace and Moisture
- Checking Ground Clearances
- Check Wood Preservative
- Alternative Foundations
- Moisture Vapor Control
- Climate Considerations
- Moisture Vapor Problems
- Indoor Humidity Problems
- Air Leakage and Major Moisture Problems
- Vapor Retarder Major Problems
- Mechanical Systems and Moisture
- Construction-Phase Inspections
- Water Management and Damage Prevention
- Moisture Control for Homeowners
- Where to Look for Problems
- Bathroom Problems
- Looking in the Utility Room
- Looking for Attic Problems
- Basement Moisture Problems
- Laundry Moisture Problems
- What to Look for Outside
- Checking Roof Moisture Problems
- Conclusion



Upon completion of this course and passing of the 50-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Edu-

cation log. It counts as eight InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

"25 Standards Every Inspector Should Know" Course

The purpose of this course is to teach 25 building standards and best practices related to inspecting systems and components in a residential dwelling. Learning and understanding these standards will allow the inspector to effectively recognize defects in condition and installation. And, in keeping with InterNACHI's commitment to Continuing Education, this course is open and free to all members, and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The "25 Standards Every Inspector Should Know" Course includes:

- 25 sections;
- many photos and diagrams;
- 75-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following categories:

- Electrical Panel
- Electrical Subpanel
- Roofing Underlayment
- Glazing
- Garage Firewall
- Garage Drywall

- Emergency Egress
- Drainage
- Anchorage
- Notches and Holes
- Masonry Chimney
- Attic Access
- Clothes Dryer
- Standpipes
- TPR Valve Discharge
- Expansion Tank
- Roof Vents
- Traps
- Panel Workspace
- Electrical Service Conductors
- Particleboard Sheathing
- TPR and Explosive Power
- FVIR
- Island Fixture Venting
- Shingle Roofs and High Winds

Upon completion of this course and passing of the 75-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as five InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

"Customer Service and Communication for Inspectors" Course

This course teaches the inspector how to better serve his/her clients by providing great customer service and using effective communication. In keeping with InterNACHI's commitment to Continuing Education, this course is open and free to all members, and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Stan-



dards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The "Customer Service and Communication for Inspectors" Course includes:

- 20,000 words;
- many photos and diagrams;
- 10 quizzes;
- 50-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following categories:

- Introduction
- Satisfied Clients Talk
- Social Proof
- The Cost
- Customer Service on the Decline
- Think Like a Customer
- First Impressions
- Common Courtesy Words
- Smile When You Say That
- Shake
- Smile Over the Phone
- What's in a Name?
- Scenario
- Mary's First Impressions
- Taking Clients for Granted
- Arriving at the Property

- Dress Chart
- Clothing Tips
- Personal Hygiene Tips
- Between Inspections Tips
- You Don't Get a Second Chance
- Ethics
- What You Can and Cannot Do
- Advertising
- Putting Clients First
- Identify Your Clients
- Real Estate Agents
- Feedback
- Everything Your Company Does
- Buying Decisions
- Communication
- Effective Communication
- Good Choice of Words
- Jargon
- Tone of Voice Exercise
- Nonverbal Communication
- Look 'Em in the Eye
- Nonverbal Exercise



- Scenario
- Asking Questions
- Scheduling
- Listening
- Slow
- Be Yourself
- Humor
- Building Relationships
- Rapport
- Sympathy vs. Empathy
- Common Ground
- My Promise
- Education
- Maintaining Relationships
- People with Disabilities
- Scenario
- Checklist
- Thank You
- Thank You Notes
- Maintenance Inspections
- Referrals
- Phone Talk
- Tone
- Saying No
- Ending the Phone Call
- Voice Mail
- Your Website
- Website Communication
- Test Your Site

- Keep in Contact
- Emails
- Handling Complaints
- Incident Report Form
- Leave-Behind Letter
- Keep Caller Informed
- General Release
- Statistics
- Inspection Reports: Present or Past Tense?

Upon completion of this course and passing of the 50-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as four InterNACHI Continuing Education hours.

"Comfort and Climate for Inspectors" Course

By completing "Comfort and Climate for Inspectors", students will:

- be exposed to the basic principles of human thermal comfort;
- gain a basic understanding of relative humidity; and
- learn how to use a psychrometric chart.

The U.S. Department of Energy and InterNACHI, the International Association of Certified Home Inspectors, Inc., are working in cooperation to develop and offer energy inspection courses to InterNACHI members.

In keeping with InterNACHI's commitment to Continuing Education, this course is open and free to all members, and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to

abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

"Comfort and Climate for Inspectors" Course includes:

- 18 sections;
- over 20 photos and illustrations;
- 3 quizzes;
- 20-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

This course covers the following topics

- Definitions
- Learning Objectives
- Comfort Defined
- Factors in Thermal Comfort
- Visualizing Thermal Comfort
- Air Temperature
- Relative Humidity
- Measuring Relative Humidity
- Psychrometric Chart #1
- Psychrometric Chart #2
- Psychrometric Chart #3
- Psychrometric Chart #4
- Psychrometric Chart #5
- RH: Things to Remember
- Summary



Upon completion of this course and passing of the 20-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as one InterNACHI Continuing Education hour.

Non-members may view only the first page of the course.

Commercial Property Inspection Prerequisite Course

This course teaches best practices and reasonable approaches for the performance of inspecting commercial properties through an examination of the International Standards of Practice for Inspecting Commercial Properties. Commercial inspection contracts, forms, addenda and other documents are reviewed. Understanding the Standards of Practice and required agreements and documents is the inspector's first and most important step toward offering commercial inspection services. The questions within the 49 quizzes highlight the important points and concepts in each section, while the instant grading system assures the student that he/she is on the right track. And, in keeping with InterNACHI's commitment to Continuing Education, this course is open and free to all members and can be taken again and again, without limit.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The Commercial Inspection Prerequisite course includes:

- 32 sections;
- 49 quizzes;
- 20-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course is broken down into sections mirroring the International Standards of Practice for Inspecting Commercial Properties and covers the following categories:

- Purpose
- Core Definitions
- Terminology
- Common Abbreviations and Acronyms
- Use
- Royalty-Free Use
- Conflicts
- Substantial Compliance
- Disclaimer of Liability
- Inspection
- Who May Perform the Inspection
- Varying Levels of Due Diligence
- Uncertainty
- Subjectivity
- Not an Architectural or Engineering Service
- Not a Warranty, Guarantee or Insurance
- Research
- Document Procurement
- Documents to Be Reviewed and Included
- Interviews
- Pre-Inspection Questionnaires
- Reliance
- Fraud
- Previously Generated Reports
- Walk-Through Survey
- Access Responsibility
- Revisits
- Inspector Safety
- Roof
- Exterior
- Wood Decks and Balconies
- Basement, Foundation and Crawlspace
- Heating and Ventilation
- Cooling
- Plumbing
- Electrical
- Fireplaces
- Attic Ventilation and Insulation
- Doors, Windows and Interior
- Life Safety
- Cooking Area
- Report
- Limitations, Exceptions and Exclusions
- Ethics
- Commercial Inspection Agreement
- Request for Documents and Person(s) with Knowledge
- Professional Services Contract
- Thermal Imaging Addendum to Commercial Inspection Agreement
- Accessibility Report
- Green Features Report
- Commercial Fire Doors



Upon completion of this course and passing of the 20-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as eight InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

"Introduction to InterNACHI's Residential Standards of Practice" Course

This course is designed to review InterNACHI's Standards of Practice as it relates to performing a home inspection. It covers the various components and systems that should be inspected. This course is free to everyone (InterNACHI members and non-members alike). And, in keeping with InterNACHI's commitment to Continuing Education, this course is open and free to all (even non-members), and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The Residential Standards of Practices course includes:

- 12 sections;
- many photos and diagrams;

- 12 quizzes;
- 100-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following categories:

- Introduction
- Definitions & Scope
- Limitations
- Roof
- Foundation
- Heating
- Cooling
- Plumbing
- Electrical
- Fireplace
- Attic, Insulation, Ventilation
- Doors, Windows, Interior
- Code of Ethics



Upon completion of this course and passing of the 100-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as three InterNACHI Continuing Education hours.

Non-members and consumers may take the course. It is open and free to all.

“Inspecting Foundation Walls and Piers” Course

Developed by InterNACHI's Russell Meyers, this advanced course prepares the inspector to evaluate foundation walls and piers. It also includes a review of new innovations in the foundation and concrete industries. And, in keeping with InterNACHI's commitment to Continuing Education, this course is open and free to all members and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The “Inspecting Foundation Walls and Piers” Course includes:

- 37 sections;
- 3 quizzes;
- many photos and original diagrams;
- a 25-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

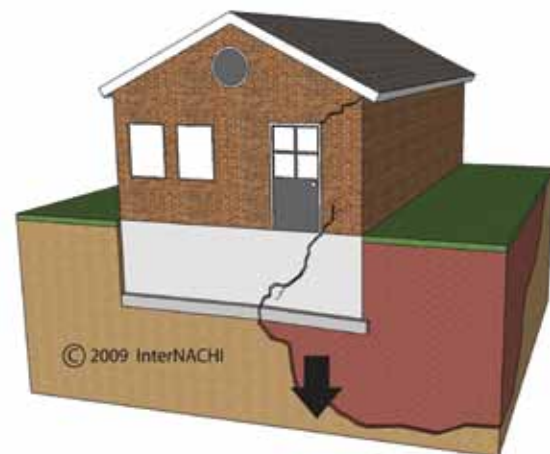
The course covers the following categories:

- Introduction
- Definition of Terms
- Masonry
- Masonry Cracks
- Bricks and Mortar
- Settlement
- Cracking
- Above-Ground Masonry Walls
- Structural Failure
- Brick Veneer Walls
- Fire Damage
- Vapor Barriers
- Innovations: Autoclaved Aerated Concrete (AAC)

- Innovations: Cement Substitutes
- Innovations: Cement Admixtures
- Innovations: Concrete Aggregate Substitutes
- Innovations: Concrete Footing and Pier Forms
- Innovations: Concrete Waterproofing Systems
- Innovations: Fibrous Concrete Reinforcement
- Flashing Products: Manufactured Roof and Pan
- Formwork for Ventilated Concrete Slabs
- Foundation Drainage Panels
- Foundation Flood Vents
- Frost-Protected Shallow Foundations (FPSF)
- ICF Walls: Wood Fiber Composite Forms
- Insulating Concrete Forms (ICF)
- Manufactured Housing Disaster-Resistant Pier
- Manufactured Housing Ground Anchor Systems
- Masonry and Concrete Adhesives
- Modular Block Retaining Wall Systems
- Plastic Ductwork Systems
- Precast Concrete Foundation and Wall Panels
- Pumice-Crete
- Steel Foundation Systems
- Wood Foundations
- Prefabricated Storm Shelter
- Water-Resistant Polyethylene Subfloor Systems

Upon completion of this course and passing of the 25-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log.



cation log. It counts as three InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

“How to Perform Wind Mitigation Inspections” Course

The purpose of this course is to provide accurate and useful information for performing a wind mitigation inspection. This is a training and certification course and a resource guide for individuals conducting wind mitigation inspections and learning to properly complete a Florida Office of Insurance Regulation OIR-B1-1802 Form (1802 Form or Wind Mitigation Form). This course is free to all InterNACHI members and can be taken again and again, without limit. It is the most comprehensive wind mitigation inspection course in existence.

This course will prepare the student to:

- properly perform wind mitigation inspections; and
- complete an Inspection Checklist used to develop wind mitigation forms for homeowners and insurers.

The student will learn:

- foundational information on wind and buildings and how the two react with one another;
- basic house characteristics and features;
- structural features of the building envelope;
- factors involved in reducing damage to existing buildings;
- systems and components related to wind mitigation techniques;
- building standards, codes and best practices; and
- how to properly complete a Wind Mitigation Inspection Checklist used to fill out an 1802 Form.

This course is based on generally accepted standards and practices. These may vary between companies. It is important to keep abreast of changes and trends in the industry. This course is not written with any one company in mind but to give the inspector knowledge of the wind mitigation survey process.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants;
- the Florida DBPR’s Contractor Industry Licensing Board; and

- many government agencies and licensing boards.

The “How to Perform Wind Mitigation Inspections” Course includes:

- 19 sections;
- 28,655 words;
- Over 100 photos, graphics, tables and diagrams;
- 11 quizzes;
- a 50-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following categories:

- Purpose
- Special Thanks
- Course Objectives
- Buildings and Wind
- Building Envelope Influences Damage
- Windows
- Doors
- Building Code
- Predominant Roof Covering
- Roof-Deck Attachment
- Roof-to-Wall Attachment
- Roof Geometry
- Gable End Bracing
- Wall Construction Type
- Secondary Water Resistance
- Opening Protection
- Product-Approval Websites
- Calculating Building Area
- Photographs Required
- Suggested Protocols for Inspectors
- Signatures & Documentation
- and more.

Upon completion of this course and passing of the 50-question final exam, the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student’s (InterNACHI member’s) information is recorded on InterNACHI’s servers for membership compliance verification, and automatically logs completion into InterNACHI’s online Continuing Education log. It counts as 16 InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.



Florida Adjusters Course

This course helps individuals in attaining the Florida Adjuster License by preparing them for Florida's state examination. It also assists individuals interested in obtaining a thorough knowledge of Florida's laws and rules and an accurate understanding of insurance and practice. There are mutual reciprocity agreements between states whereby an adjuster holding a license in one state can successfully apply for a license in another state and vice versa. You may be able to apply for an adjuster's license in another state without having to first pass that state's exam or pre-licensing course. And, in keeping with InterNACHI's commitment to Continuing Education, this course is open and free to all members, and can be taken again and again, without limit.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The Florida Adjusters course includes:

- 8 sections;
- 138,000 words;
- photos, graphics, tables and diagrams;
- 100-question practice exam;
- 100-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- accreditations and state approvals.

The course covers the following:

- Preparing for the State Licensing Exam
- Types of Adjuster Licenses and Required Exams
- Reserved for Future Reference
- Study Suggestions

- Property and Liability Insurance
- Contracts in General
- What is an Insurance Policy?
- Consideration
- Standard vs. Statutory Policies
- Binders
- Contract Elements
- Insurance Policy Conditions
- Risk
- Property Insurance Concepts
- Liability Insurance Concepts
- Insurance Contracts and the Law
- Insurance Contract Characteristics
- Doctrines of Waiver and Estoppel
- Basis for Insurer Avoidance of Performance
- Claims Adjusting Practices
- Duties and Functions of the Department of Financial Services
- Definitions
- Adjuster's Responsibilities
- Insurer's Claims-Handling Goals
- Basic Claims-Handling Activities
- Common Settlement and Release Options
- Property
- Liability Adjusting Practices
- Laws and Rules Affecting Adjusters
- Casualty
- Automobile Liability Insurance
- Function of Auto Liability Insurance
- Supplementary Payments
- Limits
- Personal Auto Policy
- PAP Declarations
- PAP Definitions
- Part A – Liability Coverage
- Part B – Medical Payments Coverage
- Part C – Uninsured Motorists Coverage
- Part D – Coverage for Damage to Your Auto
- PAP Conditions
- Personal Auto Endorsements
- No-Fault
- Florida Financial Responsibility Law
- Personal Auto Rating
- Business Auto Policy
- Business Auto Coverage Form
- Business Auto: Section I – Covered Autos
- Business Auto: Section II – Liability
- Business Auto: Section IV – Conditions
- Business Auto: Section V – Definitions
- Business Auto Endorsements
- Rating
- Truckers Coverage Form
- Garage Insurance
- Garage Coverage Form – Section I
- Garage Coverage Form – Section II
- Garage Coverage Form Endorsements
- Rating
- Miscellaneous Florida Laws
- General Liability Insurance
- The CGL Contract
- Declarations
- Common Policy Conditions
- Coverage A – Bodily Injury and Property Damage Insuring Agreement
- Personal and Advertising Injury
- Medical Payments
- Supplementary Payments
- Who is Insured?
- Limits of Insurance
- Conditions
- Miscellaneous Forms of General Liability Insurance
- Excess Liability/Umbrellas
- Professional Liability Insurance
- Physicians, Surgeons and Dentists (PS&D)
- Hospitals
- Miscellaneous Medical Professions
- Lawyers
- Personal Liability
- Homeowners Policy – Section II
- Farm Liability
- Employment-Related Practices Liability (EPL)
- Boiler and Machinery
- Boiler and Machinery Coverage
- Boiler and Machinery Coverage Form
- Objects Definitions Forms
- Indirect Loss Coverage Endorsements
- Miscellaneous Options
- Small Business Forms
- Crime and Surety
- Crime and Employee Dishonesty Insurance
- Commercial Crime Forms
- Primary Insuring Agreements
- Additional Insuring Agreements Available by Endorsement
- Discovery vs. Loss Sustained Coverage
- Other Crime Coverage
- Surety Bonds
- Suretyship vs. Insurance
- Parties to a Bond
- The Bonding Process
- Contract Bonds
- Fiduciary and Court Bonds
- License and Permit Bonds
- Miscellaneous Bonds
- Workers Compensation
- Introduction
- Summary of the WC Law
- Definitions
- Other Requirements
- Penalties for Non-Compliance
- Injuries Covered
- Benefits
- Rules for Payment
- Miscellaneous Law Provisions
- Workers Compensation and Employers Liability Insurance Policy
- Rating
- Property and Marine Insurance
- Property Coverage
- Dwelling Program
- Declarations
- Coverages



InterNACHI HOME INSPECTION NARRATIVES

\$99

Written by Certified Master Inspector, roof expert and inspection industry educator Kenton Shepard, the InterNACHI Library of Narratives is the largest in the industry, containing over 8,000 unique, editable home inspection narratives!

Typical narratives include:

- 1. Condition identification**
- 2. Description of the severity of the condition**
- 3. A recommendation**

Narratives are designed to provide the maximum protection from liability. In addition to 19 sections on the conventional home systems and components, the library includes narratives for the inspection of:

- **Pools & Spas (300+ narratives)**
- **Log Homes (400+ narratives)**
- **Green Building features (300+ narratives)**
- **Fire Doors (50+ narratives)**

Narratives can be used with any software and are supplied with an extensive, easy-to-use index that makes finding narratives fast!

See narrative samples at
[http://www.nachi.org/
sample-narratives.htm](http://www.nachi.org/sample-narratives.htm)

Order at www.inspectoroutlet.com

- Basic Form
- Broad Form
- Special Form
- Summary of Differences
- Endorsements
- Homeowners Insurance
- Section I – Property Coverage
- Coverages
- Limits
- Additional Coverages
- Perils Insured Against
- General Exclusions
- Conditions
- General Conditions
- Endorsements
- Rating
- Commercial Property Insurance
- Contract Conditions
- Coverage Forms – General
- Building and Personal Property Coverage Form
- Builders Risk Coverage Form
- Business Income Coverage Forms
- Extra Expense Coverage Form
- Legal Liability Coverage Form
- Condominium Coverage Forms
- Leasehold Interest Coverage Form
- Causes of Loss Forms – General
- Causes of Loss – Basic Form
- Causes of Loss – Broad Form
- Causes of Loss – Special Form
- Flood
- Farm Property
- Commercial Package Policies
- Business Owners Policy
- Inland and Ocean Marine
- Inland Marine Insurance
- Personal Inland Marine Policies
- Personal Articles Floater
- Commercial Inland Marine Policies
- Domestic Shipments
- Instrumentalities of Transportation and Communication
- Commercial Property Floater Risks – Bailees
- Commercial Property Floater Risks – Equipment Floaters
- Commercial Property Floater Risks – Business Floaters
- Commercial Property Floater Risks – Dealers Policies
- Ocean Marine Insurance
- Types of Coverage
- Ocean Marine Perils
- Other Ocean Marine Policy Clauses and Definitions
- Aviation
- Aircraft Hull Policies
- Aircraft Liability Coverages
- Admitted Aircraft Liability Coverage
- Medical Payments Coverage
- Special Aviation Insurance
- Coverages
- Exclusions
- Underwriting Considerations
- Motor Vehicle Physical Damage and Mechanical Breakdown
- Introduction
- Personal Auto Policy
- Declarations
- Definitions
- Endorsements
- Business Auto Policy
- Business Auto Coverage Form
- Section I – Covered Autos
- Section III – Physical Damage
- Section III – Garagekeepers
- Section IV – Physical Damage Coverage
- Truckers Insurance
- Other Provisions of Auto Policies
- Mechanical Breakdown Insurance
- Florida Law Relating To Physical Damage
- Health
- General Policy Provisions
- Application
- Types of Policies
- Disability Income Insurance
- Medicare Supplement Insurance
- Health Maintenance Organizations (HMO)
- Preferred Provider Organizations (PPO)
- Residual Markets
- Florida Automobile Joint Underwriting Association (FAJUA)
- Citizens Property Insurance Corporation (Citizens)
- Florida Workers Compensation Joint Underwriting Association (FWCJUA)
- Selected Florida Statutes and Rules
- Statutes:
 - §319.30
 - §624.01
 - §624.02
 - §624.03
 - §624.031
 - §624.04
 - §624.05
 - §624.06
 - §624.07
 - §624.075
 - §624.08
 - §624.08
 - §624.09
 - §624.10
 - §624.155
 - §624.401
 - §624.402
 - §626.015
 - §626.022
 - §626.025
 - §626.112
 - §626.175
 - §626.221
 - §626.2815
 - §626.431
 - §626.536
 - §626.551
- Rules:
 - §626.611
 - §626.621
 - §626.641
 - §626.854
 - §626.8541
 - §626.865
 - §626.8651
 - §626.866
 - §626.867
 - §626.869
 - §626.8695
 - §626.8697
 - §626.8698
 - §626.874
 - §626.878
 - §626.8795
 - §626.8796
 - §626.8797
 - §626.9541
 - §627.70131
 - §627.7288
 - §627.7403
 - §627.743
 - §627.745
 - 69-166.021
 - 69-166.024

- 69-166.025
- 69-220.201
- 69-220.051
- Glossary
- Practice Exam

Upon completion of this course and passing of the 100-question final exam (drawn from a larger pool), the student can download and print their own Certificate of Completion, which is auto-generated in their own name.

The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification, and automatically logs completion into InterNACHI's online Continuing Education log. It counts as 16 InterNACHI Continuing Education hours.

Non-members may view only the first page of the course.

EPA Lead-Safe Certified RRP Course for Contractors and Inspectors

This course was developed to train inspectors and contractors how to work safely in housing with lead-based paint and comply with the EPA's Renovation, Repair and Painting (RRP) Rule and HUD's Lead-Safe Housing Rule.

Federal law requires renovation firms (including sole proprietorships) to be certified and requires individuals to be trained in the use of lead-safe work practices. To become certified, renovation contractors must submit an application and fee payment to the EPA or to the state if you work in one of the states authorized to run their own RRP pro-

grams. Individuals wishing to become certified renovators must take training from an EPA-accredited training provider.

In addition, renovation firms must be certified by the EPA or by a state authorized by the EPA to administer its own program. Firm certification is easy. Firms need to send in a two-page application to the EPA and pay a fee of \$300. EPA certification is good for five years.

Federal law mandates that all contractors and maintenance workers (from plumbers to electricians to painters to handymen) performing renovation, repair and painting projects that disturb lead-based paint in any pre-1978 homes, buildings, child care facilities and schools be certified by the EPA. Firms are required to use Lead-Safe Certified Renovators who are trained by the EPA-approved training providers to follow lead-safe work practices.

Questions? Need help?

Address all inquiries about this training opportunity to Ben Gromicko, Director of Education, at ben@internachi.org.

To become Lead-Safe Certified:

1. Submit an application and fee payment to the EPA.
2. Take eight hours of training from an EPA-approved training provider, such as InterNACHI. InterNACHI's course is EPA approved.

Do the following 3 steps:

1. Complete the six-hour online portion of this course. InterNACHI membership is required. Purchase the course and receive a student membership free.
2. Attend the required two-hour hands-on class. (It's up to the student to find a trainer in their area. The trainer sets the fee and class schedule.)
3. Submit an application and fee payment to the EPA. (There may be a fee for this.)

Note: It's up to the student to find a trainer in their area to provide the required two-hour hands-on class. There is a fee associated with it, and it is set by individual training providers -- not by the EPA or InterNACHI. Once you finish the online portion of the course, InterNACHI can help you

find an EPA-approved instructor near your location. The training fee could vary (from \$200 to \$300) according to the student's location and the instructor's availability. We do not guarantee the instructor's availability, location or training fee.

Reminder to members: InterNACHI's Code of Ethics 1.10 requires that you comply with all government rules and licensing requirements of the jurisdiction where you conduct business. InterNACHI's courses and Standards generally exceed the Standards of Practice that you are required to abide by locally.

This course has been approved by:

- the U.S. Environmental Protection Agency;
- the International Association of Certified Home Inspectors;
- the Master Inspector Certification Board;
- the International Association of Certified Indoor Air Consultants; and
- many government agencies and licensing boards.

The online "Lead Safety for Renovation, Repair and Painting (RRP)" Course includes:

- 10 sections;
- 312-page student manual (downloadable PDF);
- 5 instructional videos;
- many pictures and graphics;
- 8 quizzes;
- a 45-question final exam (drawn from a larger pool);
- instant grading;
- a downloadable, printable Certificate of Completion; and
- EPA approval, accreditations and state approvals.

The online course covers the following categories:

- Introduction
- Welcome
- Course Agenda
- Training Manual Overview
- You Will Learn
- Module 1
- Why Be Concerned About Lead?
- What is Lead-Based Paint?
- Symptoms of Lead Poisoning
- Tiny Amounts of Lead
- Why are Dust and Debris a Problem?
- A Little Dust Goes a Long Way
- Sweetener Packet Math
- Contractor Discusses Lead
- Parent Discusses Child Poisoning



- Now You Know
- You Should Know
- Module 2
- Regulations
- EPA, HUD & OSHA
- The RRP Rule
- The RRP Rule: Exclusions
- Opt-Out Provision
- Firm Certification
- Firm Responsibilities
- Individual Certification
- Certified Renovator Responsibilities
- Work Practice Standards
- Enforcement
- HUD's Lead-Safe Housing Rule
- HUD's Work-Safe Practices
- HUD's Rule and Differences
- Know the EPA and HUD Rules
- State and Local Regulations
- Now You Know
- Module 3
- Before Beginning Work
- Educate Owners and Residents
- How Widespread is Lead-Based Paint?
- Determine if Lead-Based Paint is Present
- EPA-Recognized Test Kits
- Test Kits Video
- Testing and Lead-Safe Practices
- Hands-On: Test Kit
- Using Decision Logic Charts
- Now You Know
- Module 4
- Contain Dust During Work
- What is Containment?
- Keep Dust Within the Containment
- Limit Access and Post Signs
- Remove or Cover Belongings
- Cover Floors
- Close Windows, Doors & HVAC
- Work Area Entry Doorway
- Overview of Interior Containment Steps
- Exterior Containment
- Establish Work Area
- Close Windows and Doors

- Extra Precautions
- Overview of Exterior Containment Steps
- Prepare the Work Area Video
- Hands-On Exercises
- Skill Set #2 through #5
- Debrief of Hands-On Exercise
- Now You Know
- Module 5
- Overview
- During the Work
- Traditional Renovations Create Dust
- Prohibited Practices
- Specialized Tools
- Protect Yourself
- Control the Spread of Dust
- Cleaning During the Job
- Exercise: PPE
- Skill Set #6
- Now You Know
- Module 6
- Cleaning Activities and Checking Your Work
- Effective Cleanup
- Interior Cleaning Requirements
- Visual Inspection Procedure
- Cleaning Verification Procedure
- Dust Clearance Examination
- Exterior Cleanup Requirements
- Checking Effectiveness of Cleaning
- Disposal
- Disposal: Federal, State and Local
- Exercise: Cleaning
- Skill Set #7 through #11
- Now You Know
- You Should Know
- Module 7
- Recordkeeping
- On-the-Job Records
- Pre-Renovation Education Records
- Sample Confirmation of Receipt
- Non-Certified Worker Training
- Test Kit Reporting
- Post-Renovation Reporting
- Now You Know

- You Should Know
- Module 8
- Training Non-Certified Renovation Workers
- Training Responsibility
- Teaching Lead-Safe Practices
- The Role of the Certified
- The Role of the Non-Certified
- Teaching Lead Safety
- Use the "Steps" Guide
- Steps 1 through 7
- Training Documentation
- Now You Know
- You Should Know
- Appendices
- Appendix #1: RRP Rule
- Appendix #2: HUD Requirements
- Appendix #3: Renovate Right
- Appendix #4: Compliance Guide
- Appendix #5: Lead-Safe
- Appendix #6: Exercise
- Appendix #7: State and Local Regs
- Appendix #8: Waste Generated
- Appendix #9: More Information

Take the free, online Lead Safety for Renovation, Repair and Painting (RRP) course at <http://www.nachi.org/lead-safety-rrp-course.htm> (free to InterNACHI members).

If you are not a member, and you'd like to take this online course, contact ben@internachi.org.

Mountain Inspection Support Association is a non-profit organization of home inspectors whose charter is to educate inspectors, help them prepare for and limit complaints, and support them in the case where a complaint was unavoidable.

We Help Inspectors™.

There are many benefits, including:

- Membership benefit: FREE education and training. Members log in, then click "Education Courses," "Education Documents" and "Education Videos."
- Membership benefit: 100-day inspection certificate.
- Membership benefit: FREE inspection arbitration services (\$90 value).
- LIMITED TIME ONLY - Purchase 10 credits, get 5 free. Need assistance? Contact: office@mountainassociation.org

FREE

Monthly e-newsletter
subscription

"Home Maintenance Tips" for every home buyer (\$20/yr value).

Ask your home inspector about the 100-day home inspection certificate. Find a home inspector at www.inspectorseek.com.



Certificates and Education Transcript



Get your official Certificates of Completion when you complete InterNACHI's free, online courses.

There are several ways to print your course certificates:

You can download them at: <http://www.nachi.org/my-exam-sessions.htm>

Or, you can go to <http://www.nachi.org/credits> and download them all.

Or, you can:

1. Go to <http://www.nachi.org/education.htm>.
2. Choose the course.
3. Log in with your members-only username and password.
4. Click "Final Examination" on the left-hand side of the page (it's slightly larger, above "Questions/Comments").
5. If you haven't already passed the exam, take and pass it.
6. Once you've passed the exam, a link to "Download your certificate" will show up on the "Final Examination" page (you may need to refresh the page after passing the exam). You can also go here: <http://www.nachi.org/my-exam-sessions.htm>.
7. You can download and print your certificate whenever you want.

The image is a high-resolution JPEG image (at 300 px/inch) so it might take a while to download. Most browsers should prompt you automatically to download the file, but, if not, you can right-click the "Download your certificate" link and choose "Save Target As..." or "Save Link As..." to download it.

You can also transfer the educational credits you earned as a non-member to your InterNACHI education transcript.

You can also add your education transcript to your website.

Add your Education Transcript to your inspection website.

You can use special code to add your InterNACHI education transcript to your website. You will have to be able to edit the HTML code of each page you want to add it to. If you cannot edit the HTML yourself, send this code to your host/web designer -- he or she will know what to do with it.

As you complete more courses, your transcript will automatically update on your website.

Something missing from your transcript? This is probably because you took a course using your non-member username.

My InterNACHI Certificate

InterNACHI now permits you to print off an unlimited number of your certifications, each customized with your name. Many members include their certificates in their printed marketing materials. You will need your InterNACHI member username and password.

By printing off this certificate, you attest that you have fulfilled all the membership requirements at www.nachi.org/membership.htm.

Download a copy of your certificate now: <http://www.nachi.org/mycertificate.htm>

Download and print your IAC2 Membership Certificate.

<http://iac2.org/certificate>.

Download and print your Infrared Certified™ Certificate.

<http://www.nachi.org/ir-certificate.htm>.

Transfer the credits you earned as a non-member to your InterNACHI Education Transcript.

Transfer your non-member exam sessions to your members-only account. This will ensure that any exams you took before you joined InterNACHI are counted toward your membership requirements.

<http://www.nachi.org/transfer-account.htm>

Online and video courses are perfect for educating and improving the competence of home inspectors and providing options for their primary and Continuing Education. Advantages over classroom courses include:

Cost of Course: Online courses are inexpensive or free. Dollar for dollar, an inspector can complete many online courses for the same cost as a single classroom course. Compared to online courses, classroom courses exhaust the Continuing Education budgets of inspectors faster than online courses.

Cost of Travel: There are no travel or hotel costs associated with online courses.

Cost of Lost Work: An inspector need not take off work to complete online courses. Online courses can be taken at night, on the weekends, or whenever an inspector doesn't have any inspections scheduled. In contrast, classroom courses are often offered only during the day and require the inspector to suffer lost business income.

Cost Advantage to Consumers: Online inspection courses are simply more affordable for inspectors. With reduced course costs come an increase in the number of courses an inspector can afford to complete each year, with a corresponding rise in the level of inspector competence. Increasing the level of inspector competence is a direct benefit to consumers. Lower-cost education also gives inspectors the opportunity to pass on savings to consumers.

Accessibility: Online courses are available all the time, anytime, from anywhere. In contrast, classroom courses for the inspection industry are few and far between. Compared to online courses, classroom courses limit access to education for inspectors.

Collaboration in Development: Online course development often includes collaboration among many experts and inspectors from around the world. For example, it is not unusual for InterNACHI's online courses to be the product of dozens of contributors.

Expert Instruction: Online course developers can hire many experts to contribute to each course. Often, in online video courses, the instruction is presented by one or more renowned experts. In contrast, classroom instructors, though perhaps competent to teach a particular subject, are rarely international experts.

Number of Instructors: Online courses often utilize more than one instructor, with more than one area of expertise. In contrast, most classroom courses are taught by only one instructor.

Accuracy: Online courses are reviewed for accuracy before being released. Online courses are also subjected to industry-wide peer review forever. In contrast, course curriculum is rarely reviewed, once established.

Current Course Material: Downloadable, printable online course material is reviewed, edited and improved over time. In contrast, classroom texts are less frequently updated.

Pictures and Video: Online courses contain pictures and on-location video that permit the inspector to virtually accompany the instructors on inspections of many actual structures and components. In contrast, classroom courses can't take inspectors into crawlspaces or on roofs.

Pace: Online courses move at each inspector's desired pace. Online courses can be stopped and re-started. Online video can be paused. In contrast, classroom courses move at only the instructor's speed, or, worse, at the speed of the slowest student in the classroom.

Wasted Time: Classroom courses require set-up time, off-topic discussions, bathroom breaks, lunchtime, etc. Online courses contain no such wasted time.

Why Online Courses are Superior to Classroom Courses



Schedule: Classroom courses have inflexible schedules that require inspectors to attend when it is inconvenient, when the inspector is ill, when the inspector is tired, etc. Online courses are available when each inspector wants to take them.

Quizzes and Exams: Online courses contain numerous short quizzes that assure the inspector has learned each section before moving on to the next. These quizzes are graded instantly, and often alert the inspector to incorrect answers immediately. Some even have built-in intelligence, which recognizes each inspector's unique areas of weakness, and reviews those areas until the inspector grasps them. Classroom courses typically have fewer quizzes, without instant grading.

Review: Online courses permit inspectors to go back and review areas of weakness. For example, InterNACHI's online video courses available exclusively on NACHI.TV permit the inspector to rewind and replay them over and over. In contrast, classroom material is typically covered only once.

Repeat: Online courses permit inspectors to take the course over again. In contrast, class-

room courses are typically taken only once.

Instant Grading: Online courses contain quizzes and final exams that are graded instantly. Instant grading permits the inspector to be alerted to areas of weakness while still begin engaged in the course. In contrast, classroom courses typically don't grade instantly.

Consistent Grading: Online courses and quizzes are graded consistently over time and around the world. In contrast, classroom courses grade easier or harder, depending on where and when the inspector takes each course.

Advanced and Specialty Courses: It is financially feasible to offer advanced and specialty courses online. An online course is developed only once, yet can run for years. In contrast, classroom courses usually must be of an introductory nature to attract enough students to pay for an instructor each time it is offered.

Choice: Online courses offer inspectors a wide variety of choices in both level and subject matter. In contrast, classroom courses are fewer and farther between.

Communication: Online courses often provide an Internet forum for all current students, graduates, instructors, experts, developers and interested parties from around the world to interact with each other and discuss the course. These course-specific forums provide continuing education to inspectors long after completing the course. Classroom courses rarely provide such widespread, post-course interaction.

Home inspection licensing board members or government bureaucrats who steer inspectors away from online courses by rejecting their Continuing Education approval based solely on their method of Internet delivery create a disincentive to inspector skill-set improvement, which ultimately harms consumers. And because much of an inspection report includes safety issues, the harm may also be physical, instead of merely financial. In some cases, the harm may result in the actual death of either the inspector or the consumer.

In summary, online courses allow inspectors to study and learn at little or no cost, without having to travel or lose business, when and where they want, with well-developed, accurate courses taught by experts, using updated course material, pictures and video, at their own pace and schedule, with the ability to review and repeat, and with the assurance they'll end up with a thorough understanding of the chosen topic.

InterNACHI's online inspector education is a no-brainer. What are you waiting for? Join InterNACHI now!

INSPECTOR OUTLET

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Order online at www.InspectorOutlet.com

We are the official source for InterNACHI textbooks, products and publications. We strive to provide the best products for you at the lowest prices in the industry.

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is your source for
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home inspection-related.

Books, Articles & Education

Apparel & Safety Equipment

Marketing & Promotional Items

Software and Reporting

Tools and Meters



Inspector Outlet is here for all your inspection needs. We offer the best deals on some of the highest-quality products in the industry. We are continually expanding and adding new products, so check back often. If there is something you would like to see us offer, please feel free to email us. We appreciate your business and hope you find what you need.

Vendors: If you would like to have your product sold through InspectorOutlet.com, please contact us at Sales@InspectorOutlet.com.

InterNACHI Inspector Total Package* for inspectors who want it all...



- Membership in InterNACHI, with all the membership benefits, a \$50,000 value;
- "Now That You've Had a Home Inspection" home maintenance book (\$15 value);
- 100-Day Inspection Coverage Certificates from Mountain Inspection Support Association (\$90 value);
- Knee pads to protect your knees in those tight spaces (\$15 value);
- InterNACHI t-shirt, heavy-duty work shirt (\$10 value);
- Customized inspection business website, developed and hosted on InspectorPages.com (\$100 value);
- Subscription to NACHI.TV for premier home inspection training (\$100 value);
- InterNACHI 3-ring binder to hold everything together in a nice package (\$10 value);
- InterNACHI jacket to keep you covered (\$30 value);
- InterNACHI microwave leak detector (\$5 value);
- InterNACHI cloth patches to wear on your shirt (\$1 value);
- InterNACHI gold stickers to help promote yourself (\$1 value);
- InterNACHI Illustrated Graphics Library on CD (\$30 value);
- Safety glasses to protect your eyes (\$10 value);
- Shoe booties to keep the floors clean (\$5 value);
- InterNACHI INSPECTOR cap to protect your head (\$10 value);
- Respirator to protect your lungs (\$5 value);
- Breath mints for fresh breath (\$1 value);
- 9-volt batteries, as new smoke detector batteries to give away as marketing pieces (\$5 value);
- Infrared thermometer gun to measure surface temperatures (\$40 value);
- 6-in-1 screwdriver (1/4", 5/16" nut driver and #1, #2, 3/16, 1/4" Phillips and slotted screwdrivers; \$5 value);
- 25-foot measuring tape (\$10);
- Clip pocket to hold your digital camera (\$5 value);
- Steel wrench for those times when you need it (\$5 value);
- 10" heavy-duty torpedo level to check slope (\$15 value);
- Live-voltage detector, a non-contact method to check live AC voltage (\$10 value);
- GFCI tester to check for GFCI protection (\$10 value);
- Large flashlight, essential for any professional inspector (\$15 value);
- Small flashlight for your pocket (\$5 value);
- LED headlamp for lighting up your work space hands-free (\$15);
- 6" steel pliers, for those times when you need to grasp (\$5);
- Binoculars and carrying case for safely inspecting the roof (\$35);
- "3 Deadly Mistakes" brochures (\$5 value);
- "Inspection Business Success Strategies" by Nick Gromicko (\$50 value); and
- A tool box to hold it all (\$15 value).

* Please allow up to 3 weeks for delivery of the package.

InterNACHI Inspector Library



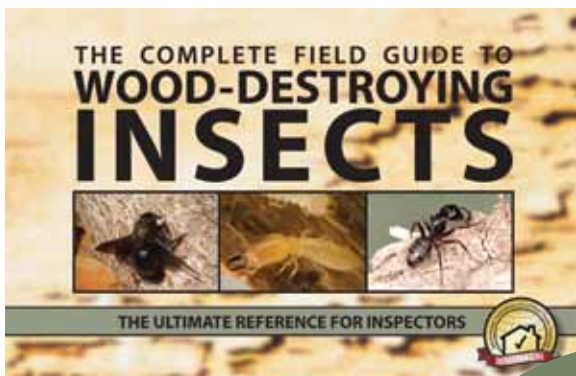
Whether you're new to the business, an inspector looking for more information, or a veteran of the industry trying to expand your knowledge, the InterNACHI

Inspector Library is a must.

You get each of the listed 16 books and the Graphics Library CD at a killer discount.

Don't pass this up. Now is your chance to become the best inspector you can be. Ordering all these books and the CD individually would cost you hundreds of dollars plus shipping. Get the entire package now and save hundreds of dollars! What are you waiting for?

- InterNACHI's Inspection Graphics Library CD
- Inspecting the Attic, Insulation, Ventilation and Interior
- How to Inspect the Exterior
- How to Inspect Pools and Spas
- How to Inspect for Moisture Intrusion
- Residential Plumbing Overview
- Structural Issues for Home Inspectors
- Inspecting HVAC Systems
- How to Perform Roof Inspections
- How to Perform Electrical Inspections
- How to Perform Radon Inspections
- How to Perform Mold Inspections
- How to Perform Deck Inspections
- "Now That You've Had a Home Inspection"
- International Standards of Practice for Inspecting Commercial Properties
- 25 Standards Every Inspector Should Know
- Safe Practices for the Home Inspector



InterNACHI's WDO Inspection Field Guide

InterNACHI's "Complete Field Guide to Wood-Destroying Insects" is the ultimate reference manual for inspectors who perform wood-destroying insect inspections. This guide contains many high-resolution photos, illustrations, comparative charts, diagrams of possible entry points, as well as information on habits, habitat, descriptions and prevention. Use the illustrations and photos to help accurately identify the insects. Use the pictures and charts of damage to assist in recognizing infestation. The high-resolution photos will help you communicate to your clients what you have observed. The illustrations will assist in determining where to look for insect infestation. The guide is meant to be taken with you on your inspections and is color-coded for easy flip-to reference. It's water-resistant, UV-coated, and spiral-bound for on-site field evaluations. The benefit of using the field guide is to increase your accuracy in identifying wood-destroying insects and the damage they cause, and to easily communicate your findings to your clients.

Limited Copies Available!
Get yours now!

Author: Ben Gromicko, Director of Education,
International Association of Certified Home Inspectors, Inc

Graphics and Illustrations: Wylie Robinson

This field guide includes:

- More than 80 high-resolution photos
- 25 diagrams
- Chart of termite activity in the U.S.
- 3 comparative charts of wood-boring insects and termite groups
- Tips on conditions that lead to termite infestation
- 108 sturdy, full-color pages

Now That You've Had a Home Inspection



InterNACHI's Award-Winning Ultimate Home Maintenance Manual

With the delivery of their inspection reports, many inspectors include a free copy of InterNACHI's ultimate home maintenance manual. This comprehensive guide takes homeowners through checklists and steps of the regular and seasonal maintenance of their greatest investment.

It explains how the home works, how to keep it maintained, and how to save energy.

Author: Ben Gromicko, Director of Education,
International Association of Certified Home Inspectors, Inc.



What other inspectors are saying...

"I have been using Ben's book (Now That You've Had A Home Inspection) for over a year. I give each client a book with their report. In the past, I have used other booklets with my reports. Not only are Ben's books less expensive but my clients like the information better. I have received very good feedback on the book, especially from my first-time home buyers. I perform 500 to 600 inspections a year and the price difference saves me thousands of dollars."

- Jim Krumm, Colorado's Best Home Inspections



Spanish version

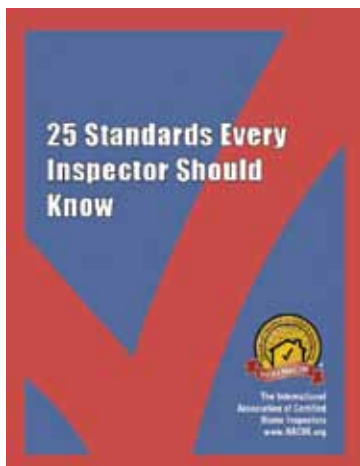
This exclusive Spanish-language digital version of InterNACHI's best-seller, "Now That You've Had a Home Inspection," is available to all InterNACHI members and their clients at no charge. This brand-new 5th Edition includes updated resources for homeowners, as well as an additional chapter on the importance of home maintenance and having a thorough home inspection. This free, 104-page PDF download will be updated soon to include captions in Spanish for all of the InterNACHI-copyrighted graphics found within.

25 Standards Every Inspector Should Know

The purpose of this publication is to teach 25 building standards and best practices related to inspecting systems and components in a residential dwelling. Learning and understanding these standards will allow the inspector to effectively recognize defects in condition and installation.

38 pages.

Authors: Ben Gromicko, Director of Education, International Association of Certified Home Inspectors, Inc., Nick Gromicko, Founder, International Association of Certified Home Inspectors, Inc.

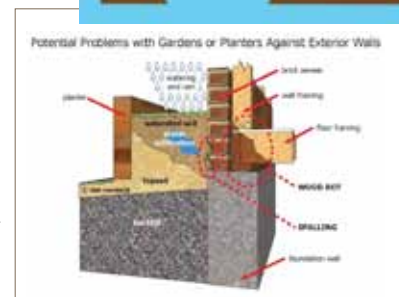
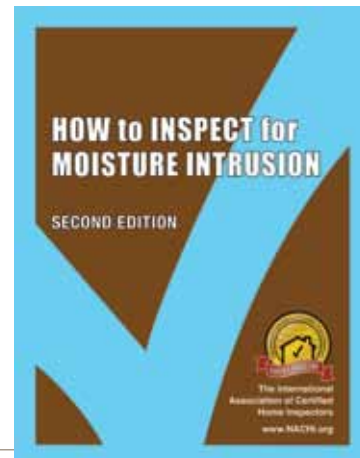


Editor & Layout: Kate Tarasenko / Crimea River

How to Inspect for Moisture Intrusion

This publication is designed primarily for residential and commercial property inspectors who will learn how to inspect for moisture intrusion in buildings, structures and homes. This publication discusses the design, construction, maintenance and other details of homes and buildings in order to look for defects that may cause moisture-related problems, and to help property owners manage moisture effectively.

Authors: Ben Gromicko, Director of Online Education, International Association of Certified Home Inspectors, Inc., and Executive Producer, NACHI.TV Nick Gromicko, Founder, International Association of Certified Home Inspectors

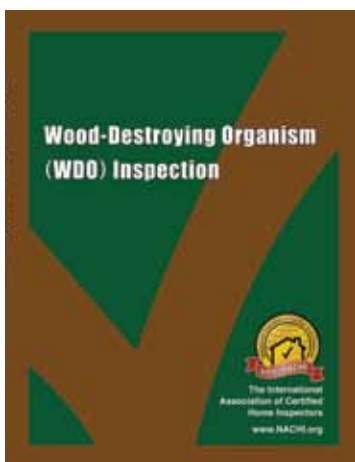


Editor & Layout: Kate Tarasenko / Crimea River

Wood-Destroying Organism (WDO) Inspection

This book provides a handy on-the-job reference and also serves as a useful study guide for InterNACHI's online "Wood-Destroying Organism Inspection" course. It is also a comprehensive companion to InterNACHI's full-color "Complete Field Guide for Wood-Destroying Insects."

Authors: Ben Gromicko, Director of Online Education, International Association of Certified Home Inspectors, Inc., and Executive Producer, NACHI.TV and Nick Gromicko, Founder, International Association of Certified Home Inspectors



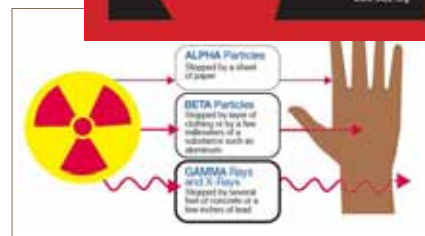
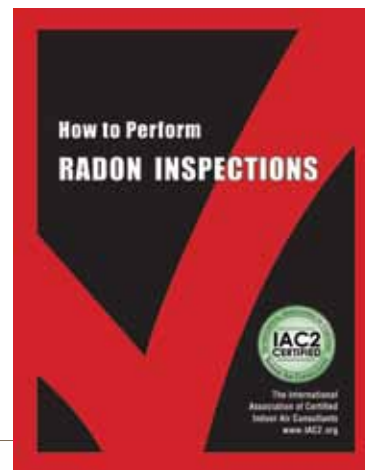
Editor & Layout: Kate Tarasenko / Crimea River

How to Perform Radon Inspections

This comprehensive book explains how to perform radon measurements and how to inspect radon mitigation systems.

312 pages.

Authors: Ben Gromicko, Director of Online Education, International Association of Certified Home Inspectors, Inc., and Executive Producer, NACHI.TV and Nick Gromicko, Founder, International Association of Certified Home Inspectors



Editor & Layout: Kate Tarasenko / Crimea River

Inspecting Foundation Walls and Piers

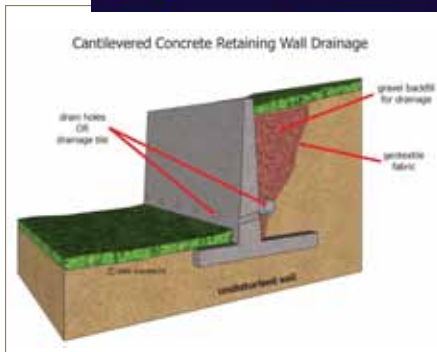
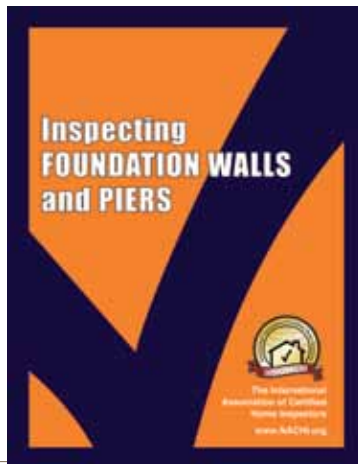
This is a PDF download.

This publication is designed to help the home inspector evaluate foundation walls and piers. Additionally, it provides insight into newer innovations pertaining to products and their usage. This book is offered as a learning tool to augment InterNACHI's Continuing Education online course in preparation for successful completion of the online course and final exam. This manual also provides a useful on-the-job guide for inspectors.

64 pages, 1.6 MB

Authors: Ben Gromicko, Director of Online Education, International Association of Certified Home Inspectors, Inc., and Executive Producer, NACHI.TV and Nick Gromicko, Founder, International Association of Certified Home Inspectors, Inc.

Graphics: Lisaira Vega, Director of Graphics / Architect
Editor & Layout: Kate Tarasenko / Crimea River



How to Perform Mold Inspections

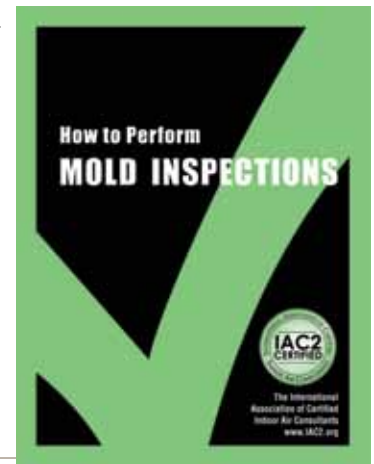
Mold inspection is a specialized type of inspection that goes beyond the scope of a general home inspection. The purpose of this publication is to provide accurate and useful information for performing mold inspections of residential buildings. This book covers the science, properties and causes of mold, as well as the potential hazards it presents to structures and to occupants' health. Inspectors will learn how to inspect and test for mold both before and after remediation. This text book is designed to augment the student's knowledge in preparation for InterNACHI's online Mold Inspection Course and Exam. This manual also provides a practical reference guide for use on-site at inspections.

This book is brought to you by InterNACHI and IAC2, International Association of Certified Indoor Air Consultants, and is based on the IAC2 Mold Inspection Standards of Practice.

164 pages.

Authors: Ben Gromicko, Director of Online Education, International Association of Certified Home Inspectors, Inc., and Executive Producer, NACHI.TV and Nick Gromicko, Founder, International Association of Certified Home Inspectors, Inc.

Editor & Layout: Kate Tarasenko / Crimea River



InterNACHI Residential Code Inspection Exam Prep Flash Cards

These flash cards are based on basic information found in the International Residential Code (IRC), which is a comprehensive code that provides minimum regulations of the major components and systems of one- and two-family dwellings of three stories or less. With daily drilling using these flash cards, your goal is to be able to answer most of the nearly 200 questions without difficulty. When you've reached that point, you're ready to ace your test!

The Advanced Residential Code Inspection Exam Prep Test is available online at <http://www.nachi.org/residential-code-inspection-exam-prep.htm>. This test is free to all InterNACHI members.



InterNACHI "INSPECTOR" T-Shirts

InterNACHI "INSPECTOR" T-Shirts are high-quality, heavy-duty Hanes® ComfortSoft cotton shirts that are perfect on the job or for everyday wear.

Comes in navy blue with the InterNACHI logo on the front left breast, and **"INSPECTOR"** on the back.

Available in men's M, L, XL, 2XL and 3XL.

(add \$1 S/H for 3XL)



InterNACHI T-Shirts

InterNACHI "INSPECTOR" T-Shirts are high-quality, heavy-duty Hanes® ComfortSoft cotton shirts that are perfect on the job or for everyday wear.

Available in white with navy lettering, and in navy with white lettering.

InterNACHI logo appears on the front left breast.

Choose your slogan for the back:

"Anyone else is just looking around"

or

"Inspected Once, Inspected Right"

Available in men's M, L, XL, 2XL and 3XL.

(add \$1 S/H for 3XL)

Women's sizes coming soon!

Order yours today!



◀ Women's sizes coming soon! ▶

InterNACHI "INSPECTOR" Jacket

InterNACHI's **"INSPECTOR"** Jacket is windproof and water-resistant. Wear your jacket proudly on your home inspection, and get one for everyone on your team!

Made of high-quality 100% polyester.

Available in men's M, L, XL, 2XL and 3XL.

(add \$1 S/H for 3XL)



InterNACHI Caps

Get your new InterNACHI caps to wear on your inspections!

This high-quality, sand-washed twill sandwich cap comes in five different colors: red, navy, tan, black, and royal blue. Available with two different slogans: **“InterNACHI Inspector”** or the **InterNACHI banner**. One size fits all.



InterNACHI's "Stay Back!" Stop Sign



InterNACHI's "Stay Back! STOP" sign is made of durable plastic and folds up flat. Stand it up near your work area or put it snugly over the rung of your inspection ladder to warn clients, real estate agents, and anyone else at the inspection to stay back from your work area.

Developed as the result of a lawsuit against an inspector

who was found liable for a client's injury, these signs will help keep people at your inspection safe, and will also protect you against liability.

Be sure you keep your purchase receipt to prove that you use this important consumer-safety product.

**Inspector Stop Signs...
Don't perform an
inspection without one!**



Tyvek® Coverall Protective Suit

Our one-piece Tyvek® protective coveralls come with a zipper front.

Protect your clothing on the job.

Available in M and L, with more sizes coming soon.



Shoe Covers/Shoe Booties

Perfect for keeping the interior of your client's home dirt-free on an inspection, these shoe booties have non-skid bottoms and are latex-free. Fits up to shoe size 12, with larger sizes coming soon.



**Show your
clients that you
respect their
homes!**

Are you a Certified Master Inspector?



Advertise the fact that you've earned the inspection industry's highest designation by using CMI promotional brochures and self-adhesive decals.

Let your prospective clients know that they can hire an inspector who has the most advanced training available.

No need to print new business cards -- stick a decal on your current cards. Include a brochure with each of your marketing packets.

Make the CMI designation work for you!

InterNACHI Dry-Erase Magnets

Get InterNACHI's new house-shaped dry-erase magnets to promote your inspection company! These 6x4.75-inch magnets are a great leave-behind for homeowners. Write in your contact info so that your clients will always have it on their fridge for years to come.

They work great when paired with our Inspector Marketing Lunchbox!

No minimum to buy.



The InterNACHI Binder

The InterNACHI Binder was designed by Founder Nick Gromicko. The binder features white screen-printing on light blue French suede vinyl, with a 1-inch capacity, chrome rings, black rivets, and one clear pocket on the inside front cover.

Use it for reports and marketing presentations, and to store your business' print materials.



"Inspecting the World" Report Presentation Kit

Includes:

- InterNACHI's "Inspecting the World" Binder
- "Now That You've Had a Home Inspection" by Benjamin Gromicko
- InterNACHI Inspection Agreement
- InterNACHI Standards of Practice
- InterNACHI Code of Ethics
- Pre-Closing Inspection Form
- Glossary of Terms (8 pages)
- 5-color Mylar® tab dividers



Commercial Property Inspection Marketing Pack

These are company-neutral and designed so that you can add your own inspection business logo and information. Include your inspection business card in the pre-cut slots. Print off the sample marketing letters (included) on your own letterhead and insert them in the folder.

Not a member of the ComInspect Network yet? Join now. Membership is free.

The Marketing Pack comes with:

- 33 folders
- 2 sample letters
- a hard copy of the *International Standards of Practice for Inspecting Commercial Properties*
- free shipping

The Marketing SUPER Pack comes with:

- 100 folders
- 2 sample letters
- 5 hard copies of the *International Standards of Practice for Inspecting Commercial Properties*
- free shipping



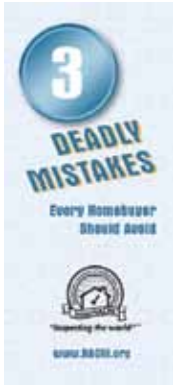
Move-In Certified™ Sign Riders

Get our new sign riders for the Move-In Certified™ yard signs. They say: "Ask for a copy of the inspection report," and easily attach to the top of the yard signs.

Great marketing for homes for sale!



InterNACHI "3 Deadly Mistakes" Brochures



This brochure explains the importance of having a home inspection in no-nonsense terms that will get your prospective clients to hire you!

Printed in four colors on heavy, 100# gloss paper, these brochures include the InterNACHI logo.

InterNACHI Marketing Flyer

Simply attach your business card to the space on the front and you've got a great flyer that explains everything you inspect based on InterNACHI's Residential Standards of Practice. This document shows agents and clients that you aren't there to just look around.



"Inspecting the World" Binder

The InterNACHI Binder was designed by Founder Nick Gromicko. The binder features the InterNACHI logo screen-printed on white vinyl. Comes with chrome rings and two pockets inside, with slots for your business card.



Use it for reports and marketing presentations, and to store your business' print materials.

InterNACHI Buying or Selling Brochure

Simply attach your business card to the space on the back and... *Shazaam!* You've got a professional-looking, well-written, all-purpose inspection brochure!



InterNACHI's Inspector Marketing Lunch Box

Get more inspections!

Leave this fold-up lunch box on the kitchen table of every home you inspect. Inside, put your business cards, brochures, InterNACHI's "Leave-Behind Letter" (which, among other things, asks the seller to hire you to inspect the home they're moving into), and maybe even some candy.

Use them to dress up your trade show booth and real estate office presentations. The possibilities are endless!

The InterNACHI Inspector Marketing Lunch Box works!



Move-In Certified™ Yard Sign

These full-color yard signs are printed on both sides. Made of corrugated plastic, they're weather-proof and reusable, and come with a metal stand. (18x24)

Be sure to get the new sign riders for your Move-In Certified™ yard signs!



InterNACHI Inspector Total Package



Order this kit now at www.InspectorOutlet.com!

Marketing & Promotional Items



Inspection Narratives

This library is the world's largest collection of dedicated, general home inspection report narratives. With just a click of your mouse, you can describe conditions and provide key component descriptions for all the home's systems.

Each home system has a comprehensive, user-friendly index, so finding narratives is fast and easy!

Written by Certified Master Inspector Kenton Shepard, these narratives are based on:

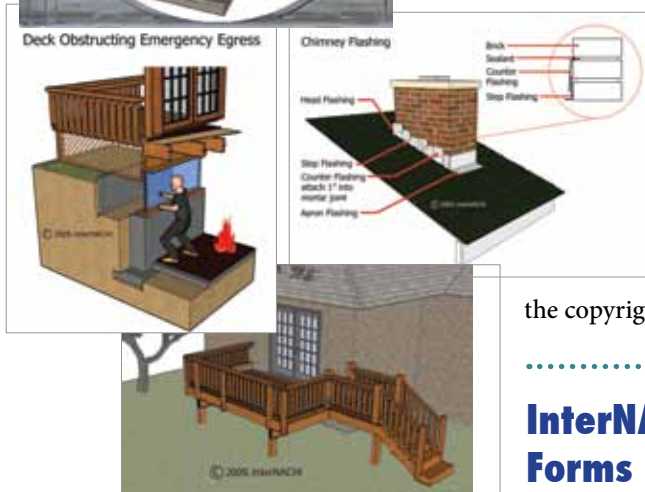
- Direct inspection experience
- International Residential Code (IRC)
- National Fire Protection Standards
- InterNACHI's Standards of Practice
- Existing narrative libraries
- Technical data sheets
- Manufacturers' specifications
- Building product installation manuals

These narratives are worded with safety and inspector liability in mind. Code is not quoted. Both long and short versions of common narratives give you a choice in designing your inspection report. Covers all the home systems plus Fire Door Inspections.

"These narratives give you a choice in how to say it while working to protect you. This is the best narrative library available anywhere. Many thanks to Kenton for his years of work."

*--Nick Gromicko, Founder
InterNACHI*

InterNACHI's Inspection Graphics Library



With more than 1,600 high-resolution, inspection-related graphics, these original images are great for consumer education and marketing. Use them for your newsletter, website, brochures, and inspection reports. Includes a gallery index. Visit InterNACHI's online Inspection Graphics Gallery to see a sample of the types of images you'll get with this library: www.nachi.org/gallery/

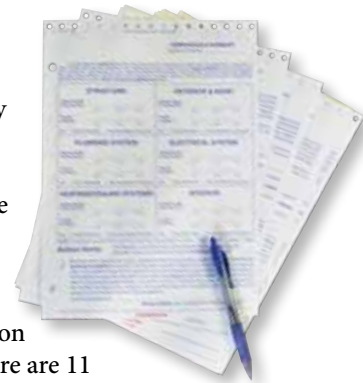
Purchasers are licensed to use this product and the images in it only in connection with their own inspection business. Purchasers may not re-sell this product or any of its images, and may not provide the CD or any of the images it contains to other parties. Purchaser may not remove the copyright notice from any image.

InterNACHI Inspection Forms

These professionally designed inspection forms provide the perfect system for you to use in your inspection business. There are 11 forms that facilitate an in-depth inspection. The forms are four-part, carbonless paper printed in an easy-to-read blue ink.

Your comments will stand out and be noticed, giving your clients immediate access to your professional opinion. The forms are three-hole punched, and ready to be inserted into the report binder. Separate forms cover Plumbing, Foundation & Structural, Electrical, Exterior, Roof, Interior & Major Appliances, and HVAC. Three other forms provide for Comparison & Summary, Action Items, and Recommendations.

These forms have been used for years by professional home inspectors and have been praised by both clients and real estate professionals.



InterNACHI Leather Binder

Special Edition Leather InterNACHI Folder

Make yourself look very professional and use our leather binder to carry your paperwork and reporting tools with you on the job.



The InterNACHI logo is embossed on the cover, and includes a calculator and notepad.



Home Inspector Pro Home Inspection Software for InterNACHI members only!

Home Inspector Pro has the best home inspection reporting software for Mac, Windows and Linux that allows you to quickly and efficiently write your reports. With this commercial and home inspection report software in hand, you will be able to compete with larger inspection companies. Designed in cooperation with home inspectors who were tired of other programs not living up to their expectations, Home Inspector Pro Inspection Software is currently used in more than 10 countries and five languages. View an animated tutorial overview of our inspection software at www.HomeInspectorPro.com. We offer templates for residential, commercial, mold, and more. Users can share their inspection templates with each other through Home Inspector Pro's message boards.



A few of the features:

- Easy-to-use commercial and home inspection software that runs on Windows, Mac and Linux!
- Easily create a template for every type of inspection you perform. For example, load one template for a commercial inspection, then switch to your residential home inspection template for your next job.
- Spell-check in five languages integrated into every portion of the program.
- Designed for a Tablet PC or UMPC, such as the Samsung Q1, to practically eliminate the need for a keyboard during an inspection, yet the program works great on a laptop.
- You can upload your inspection reports for real estate agents and home buyers/sellers to access for up to five years.
- You can also upload reports and email the link in one easy step.
- Reports are easy for the home buyers/sellers to read and include a table of contents integrated into the report summary for maximum clarity.
- Add unlimited photos anywhere in your report and edit them within the program. Add hundreds within seconds.
- Works great with thermal images.
- Re-order pages, control page breaks, and create borders in color.
- Specific template for Texas (TREC) inspectors is available.
- Runs on Windows '98 through Windows 7.
- Now used in Australia, Canada, England, France, Italy, New Zealand, Portugal, South Africa, Spain and the U.S.

XL Pro HomeTrex

XL Pro HOMETREX version 9.1 from BestInspectors.Net!
The Best Inspection Report and Business System Ever!



Overview:

- 28 minutes
- HomeTrex version 9.0 Flash format, high-speed Internet connection recommended
- Security Settings: Adjust the Office security settings for HOMETREX. (This video was recorded using HOMETREX version 9.0 and the instructions are the same for all versions of HOMETREX XL Pro running in MS Office 2007.)
- Unlimited use, lifetime license, free technical support and updates for two years
- Compatible with Microsoft Windows XP, Vista, Microsoft Office 2007 (system requirements: Intel Pentium 3, Pentium 4, Celeron, or AMD equivalent or better, 256 MB available RAM)



XL Pro Heritage

XL Pro Heritage from BestInspectors.Net has the tools for reporting that inspectors want and need most.

XL Pro Legacy

XL Pro Legacy is one of the fastest and easiest to use report-writing systems ever.

XL Pro Titanium Edition

Home and Commercial Inspection Report and Business System from BestInspectors



Powerful Ergonomic Magnet Handles

These magnets are designed for the safe removal of the dead front of the electrical service panel. With a durable red plastic shell and an easy-grip rubber handle, this magnet will reduce your exposure to electric shock and serious injury. Don't risk dropping a panel cover! Each handle has the capacity to hold 100 pounds. For best results, buy two! Great for retrieving and moving all metal items. Includes two Magnetic Shields™ to block magnetic strength, so when you're not using them, you can easily store them away in your tool box.

As featured in the Electrical Training Course on NACHI.TV with Paul Abernathy.



Well Meter

Say goodbye to that outdated 5-gallon bucket. This meter is simple to use and you will provide your client with valuable information he/she needs to know. This meter measures water pressure and flow rate and will save you time. It's durable, not spring-loaded, and guaranteed forever. It sets up in seconds and packs up neatly in its own lightweight, metal carrying case.

It permits connection of a discharge hose for outside drainage instead of taxing the septic system. The meter restricts the flow rate to minimize the chance of dry-pumping and to acquire system yield more accurately. Buy one today and reduce your liability. The meter pays for itself and becomes profitable after only a few inspections!

InterNACHI LED Microwave Oven Testers/ Leak Detectors

Made of solid acrylic resin, these sturdy microwave oven leak testers can be used again and again. The LEDs light up if the oven is not fully sealed and any leaks are detected.

They make useful give-aways for your clients and come in individual bags that you can slip your business card into to market your inspection business.

Buy these in bulk for a great discount!



Take InterNACHI's free, online Energy Movement course.

This course helps the inspector understand the principles of energy and energy movement, learn the three methods of heat transfer, understand the difference between thermal and air barriers and the proper location of each, recognize the forces that cause air leakage, understand the connection between air leakage, energy waste, and moisture problems, and understand how air ducts affect the pressure balance within the home.

Home Inspection Video on **USB**



46-MINUTE HOME INSPECTION TRAINING VIDEO ON A 4GB USB FLASH DRIVE

"Home Inspection Training Video #1" with Ben Gromicko

Ben Gromicko, InterNACHI Director of Education, reviews a residential property inspection he performed. He shares more than 300 digital images taken during the inspection, along with several material defects he discovered. Ben also goes over the narratives and disclaimers from the actual inspection report.

We put the training video on a USB flash drive. Watch the training video on your computer.

On Sale Now ~~\$59.00~~ \$39.00 + Shipping



HOMEINSPECTORPRO

Home Inspector Pro was designed from the start by home inspectors, so you get exactly what you want: an easy-to-use, fully customizable inspection program that runs on Windows, MAC and Linux.

Includes Residential, Commercial, Mold, Septic, Pool Templates & More!

**ONLY \$499 FOR InterNACHI Members!
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Includes phone, live chat, help desk and email tech support!

Have clients sign contracts and pick up reports through your site.

Accept credit card payments through your site.

Offer photo albums, slide shows, blogs, text-messaging features & more.

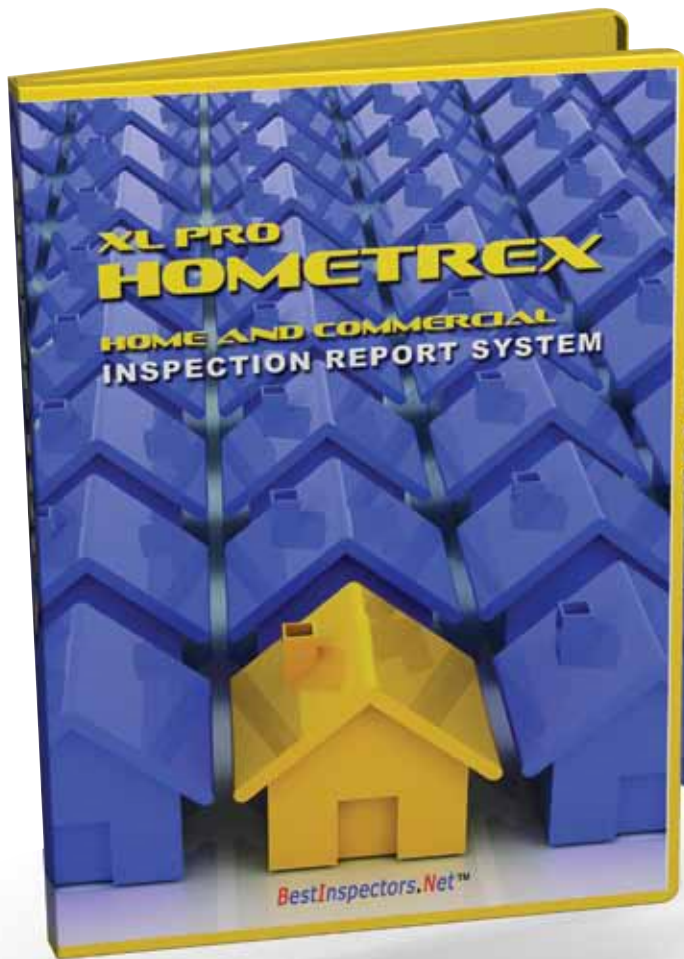


Get a 90-day FREE trial at www.HomeInspectorPro.com!



BestInspectors.NetTM

by Inspectors, for Inspectors



- Providing the world's largest selection of home and commercial inspection report templates since 1992
- Reports to fit every need and every budget for Windows, Mac and iPads
- Sign up for our **Free Tips for Success** newsletter!
- InterNACHI members are guaranteed our lowest prices. Add the case-sensitive coupon code "InterNACHI" to your shopping cart.

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- <http://stores.ebay.com/Home-Inspection-Store>
- www.inspectionsoftwarestore.com

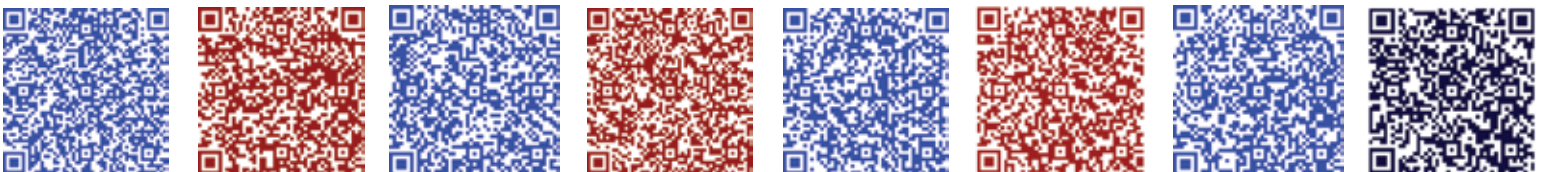
Have a question or need help?



In the U.S., call: 213-291-1717

In Canada, call: 416-628-1390

www.BestInspectors.net



Coming Soon!

WIND AND HAIL DAMAGE INSPECTION FOR CLAIMS ADJUSTERS

(Not required for those wanting to acquire the InterNACHI Certified Roof Inspector designation)

Take this new InterNACHI online video course on inspection for wind and hail damage. It will soon be available on NACHI.TV.

This is a Continuing Education course for claims adjusters, but it's also relevant to home inspectors. Inspecting roofs with an understanding of insurance industry inspection criteria and methods will better prepare home inspectors to deal with disputes involving roof conditions. It covers inspection for wind and hail damage of these residential, steep-slope roof-covering materials:

- Asphalt Composition Shingles
- Wood Shakes and Shingles
- Clay and Concrete Tile
- Slate Roof Tile



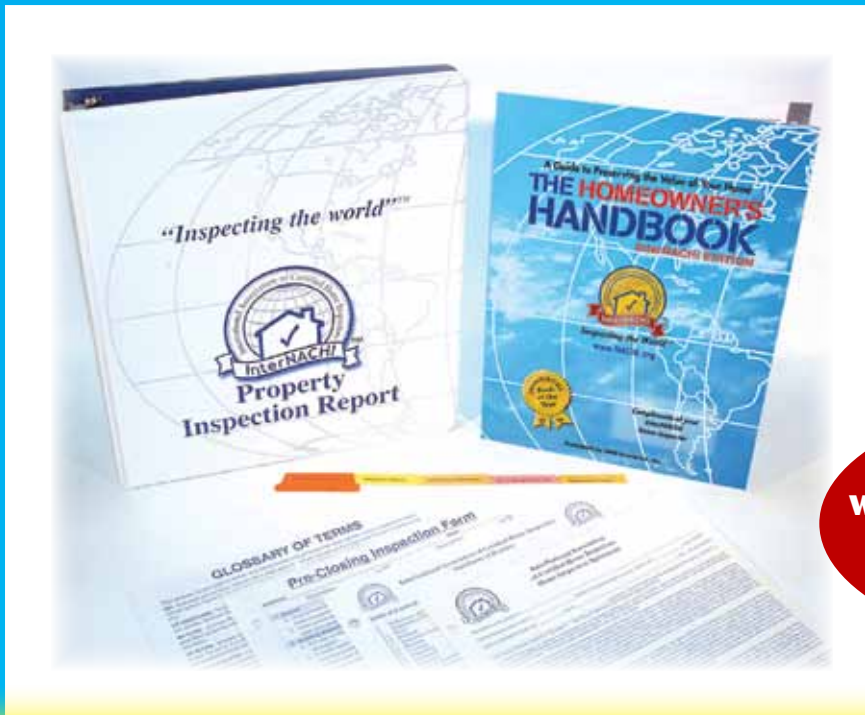
COST: FREE TO INTERNACHI MEMBERS; \$65 FOR NON-MEMBERS



Now that you've had InterNACHI's Inspector Marketing Department create your brand-new, tri-fold business brochure, let us produce it for you in beautiful full color! We add a protective aqueous coating on the front and back so your brochures have a professional look and feel. You'll get FREE matching business cards with your brochure order. Professional marketing is one of the best business investments you'll ever make!

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