



Policies & Requirements for HERS Rater Course Extensions, Classroom & Field Training, Exam and Equipment

1. The cost to extend your access to your online course is \$4/day.
2. You may reschedule your classroom, field training and exam at no charge by providing written notice 10 business days (or more) before your scheduled time. Within 10 business days, you will incur a \$200 rescheduling fee. If cancelled within 48 hours of the exam, there is no refund.
3. Green Training USA provides a Retrotec blower door and DM2 manometer for field training. If you are not familiar with this equipment, we suggest visiting the Retrotec website (www.retrotec.com) or Retrotec's YouTube channel (www.youtube.com/user/RetrotecTraining) prior to your field training to get supporting documentation and watch training videos. If you prefer, you may bring your own equipment.
4. Green Training USA does NOT provide laptops or computers for the written exam. We provide internet access only. You must provide your own computer/laptop with WiFi capability.
5. You must have the latest version of REM/Rate™ software installed on the computer that you bring to your classroom training. [Download Free Trial Version](#)
6. You need Internet Explorer to take the written exam (Attention Mac users!). Other web browsers will NOT work! Turn OFF your pop-up blocker to get the results of your exam upon completion.
7. You will need to sign up with a Rating Quality Assurance Provider to complete your certification. Green Training USA can help you find one in your area.

If you have any questions, please contact us a 1-800-518-1877 or email training@GreenTrainingUSA.com.