

UNDERSTANDING MECHANICAL INSULATION™

NIA | National Insulation
Association®

Frequently Asked Questions

QUESTION

ANSWER

Who should take this course?

This course is perfect for everyone—from new employees who are seeking to quickly build foundational knowledge of the mechanical insulation industry as well as experienced insulation industry professionals who want to deepen their expertise, especially regarding codes, standards, and inspection processes.

How long will this course typically take to complete?

It is estimated it will take around 10 hours to complete the full course plus the time to take your exam.

Can you start a course and finish it later?

Yes! You can start and stop a course as needed, as long as the course is completed within 30 days of purchase.

How long do I have access to this course?

After purchasing the course, you will have access for 30 days.

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Can I share the course content with my team after I purchase it?

No, you may not share, exhibit, distribute, or publicly display the course to anyone who has not separately purchased and registered for this course. This prohibition includes screen-capturing or sharing, sharing login credentials, or using the content for training within a separate organization.

Can I replay the course after I complete it?

Yes! You can rewatch the course as much as you want within the 30 days after the purchase date.

If I don't end up taking the course within 30 days, can I get a refund?

There are no refunds offered for this course. If you require extended time to complete the course, you must pay the reinstatement fee of \$550, which would allow access for an additional 30 days. This request must be received between 30 to 60 days after the purchase date.

[Click here for the full terms and conditions](#)

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When will I receive my student manual?

A professionally printed, full-color course manual will be shipped to the student's preferred address approximately 5–6 business days after registration and payment have been processed. Shipping times vary between 5-7 days after the manual is ordered.

If I don't end up taking the course within 30 days, can I get a refund?

NIA's Understanding Mechanical Insulation exam is taken at the completion of the course and must be scheduled by completing this [Google Form](#). The closed book exam has 50 multiple choice questions and will cover information that was discussed in each chapter. Students will have 2 hours to take the exam. Students must score 70% or higher on the exam to earn their PDH certificate. Students who do not score at least 70% on each exam will be notified by NIA about how to retake the exam approximately 5 business days after the completion of their exam. Three retake exams are available for \$195 per exam.

If you have more questions, we are happy to help! Please email training@insulation.org