

## PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

### PK DESCRIPTIONS

#### 1. Wall/Ceiling Junction



• The trim used where the wall and ceiling meet.

- Common types include cove, crown, bed, attic and picture.
- Available in many different widths, from 1/2" to over 5".
- Several types can be combined for more elaborate trim work.
- Picture moulding is placed below the ceiling and traditionally was used to support a wire that held picture frames. Today, they are used mostly decorative than functional.

#### 2. Floor/Wall Junction



• The trim used where the floor and wall meet.  
• The most complete is a combination of a base,

- base shoe and a base cap on top. Often, just a base is used.
- Another popular type is the quarter round.
  - Most types are available in many different widths, from 1/2" to over 5".
  - Combination of pieces often depends on the type of flooring in the house or prefer-

ence of the owner.

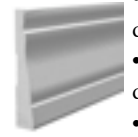
- The base shoe looks like a quarter round moulding, but is not. It is not an even length on both sides.

#### 3. Corner Bead



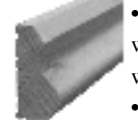
- Used to protect and decorate the outside corners of an interior wall.
- An alternative to clear plastic corners.

#### 4. Casing



- Sometimes referred to as window or door casing.
- Used around windows or doors for trim.
- Styles include colonial, oval, R2E, ranch and moulded.

#### 5. Top of Paneling



- When paneling goes only part way up the wall, it is called wainscot.
- The raw edge at the top is finished with this piece of moulding.
- Several styles are available, including wainscot cap, ply cap or Dado cap.

#### 6. Batten



- Used to conceal joints when plywood panels or boards meet.
- Many plywood panels are v-grooved and hide the joint. If they're not, use this trim.

#### 7. Corner Block



- Installed at the corners where two runs of moulding meet.
- Makes installation easy, as installer doesn't have to cut a mitre joint.
- Styles include rosettes and plinth blocks.

### OTHER TRAINING TIPS

*Designed to give you confidence on the salesfloor!*  
This section is for retail skills training specific to this core product category.

#### FAQs

**Q:** How do I determine how much moulding to buy?

**A:** Measure the length of the area requiring moulding. Round off the number to the next full foot. If you determine you need 33' of moulding, you should buy at least 34'. If

you are going to be cutting a lot of mitre joints, remember that those cuts create waste. Add 10 percent of the total length to the amount you purchase.

**Q:** How do I cut vinyl moulding?

**A:** You can saw and nail vinyl moulding just like wood.

#### ADD-ON SALES

- Nail Set
- Wood Filler
- Finish Nails
- Hammer
- Mitre Saw
- Glue
- Paint
- Stain
- Eye Protection
- Tape Measure

#### MORE INFORMATION

- Wood moulding is available finished and prefinished, including stained, painted, veneered or vinyl-wrapped.
- Non-wood moulding is also available unfinished and prefinished. Materials used include vinyl, styrene and other plastics. They can be finished with paint.
- Popular woods for mouldings include

**NOTE: ALWAYS CONSULT YOUR PROVINCIAL AND LOCAL CODES**

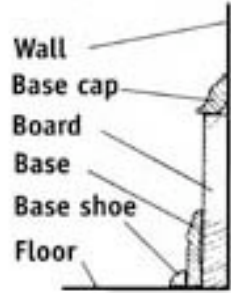
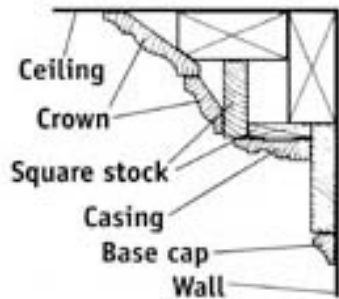
**STUDY GUIDE** **NRHA** Basic Training Course in Hardware Retailing

Ponderosa and Sugar pine, Douglas fir, Yellow pine, Oak, Cherry and Western Hemlock.

- A length of moulding can be one solid piece of wood, or fingerjointed. A finger-jointed moulding consists of sort lengths of wood glued end to end. This type is less expensive and less likely to warp.
- Mouldings made from particleboard or fibreboard are not resistant to moisture. Do not use them in high-moisture areas such as kitchens and bathrooms.
- Wider mouldings tend to make a room look smaller. Avoid wide base mouldings unless they are going in spacious rooms. Wide crown mouldings tend to make a ceiling look lower.

**PRO CORNER**

More elaborate crown and base mouldings are comprised of a collection of pieces, as shown below.

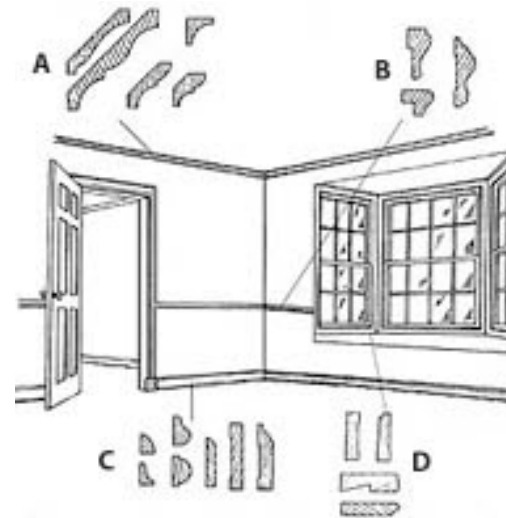


**MERCHANDISING**

- Group mouldings together by material type.
- If the moulding is stored in a warehouse and not on the salesfloor, have samples of each of the types and profiles available for the customer to see.
- This is a good area for special order, especially for customers who want custom mouldings made.

**ANATOMY OF A TRIMMED ROOM**

- A. Ceiling mouldings include crown (upper left), cove (upper right) and bed mouldings (lower right).
- B. Common wall mouldings include cap mouldings (left) that trim out the top of wainscot paneling and chair rail (right).
- C. Base mouldings include base shoe (far left column), base cap (second column) and base moulding (far right).
- D. Window and door mouldings include casing (top) and either rabbeted or flat stools (bottom).



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## CANADIAN IMPERIAL AND METRIC MEASUREMENTS

Canadians generally use a mixture of measurement units.

Liquid volumes are typically based on the metric (SI) system. Temperatures and distances are commonly specified using metric terminology. Weights, depending on the type of product, use either the metric or Canadian Imperial system. Lengths and dimensions of construction products, particularly for residential use, are generally in Canadian Imperial measurements. And many of the products we use are manufactured in U.S. measurements.

Canadian building codes are written using metric units. But the construction trades, particularly those in residential construction, typically use the Canadian Imperial system.

This mixture of measurement systems frequently results in many product manufacturers providing information using both systems. Unfortunately, the approaches used in presenting the “converted” measurements are not consistent. Some information is based on “exact” conversion measurements, whereas other information is based on “rounded” measurements.

From your perspective and in communicating with your customer, it is important to

recognize that in some instances the exact conversion is necessary and in other

instances a more “rounded” conversion is appropriate.

### CONVERSION FACTORS

1 inch (in.)	=	25.4 mm	32 fluid ounces - US (oz.)	=	1 US qt.
1 foot (ft.)	=	0.3048 m	40 fluid ounces - Canadian (oz.)	=	1 Canadian qt.
1 yard (yd.)	=	0.9144 m			
1 mile (mi.)	=	1.609 km	1 fluid ounce - US (oz.)	=	29.6 mL
			1 fluid ounce - Canadian (oz.)	=	22.8 mL
1 ounce - avoirdupois (oz.)	=	28.35 g	1 cup - US (cup)	=	236mL
1 pound - avoirdupois (lb.)	=	0.454 kg	1 cup - Canadian (cup)	=	227mL
			1 quart - US (qt)	=	0.946 L
1 pound per square inch (psi)	=	6.895 kN/m <sup>2</sup>	1 quart - Canadian (qt)	=	1.136 L
1 pound per square foot (psf)	=	0.04788 kPa	1 gallon - US (gal.)	=	3.785 L
			1 gallon - Canadian (gal.)	=	4.546 L

$$\text{Celsius temperature} = (\text{Fahrenheit temperature} - 32) / 1.8$$

### SOME TYPICAL MEASUREMENTS FOR HARDWARE AND FASTENER PRODUCTS

(“rounded” conversions)

Length		Length		Length		Length		Weight	
in.	mm	in.	mm	in.	m	ft.	m	lbs	kg
$\frac{1}{32}$	0.8	$1\frac{3}{8}$	35	48	1.2	7.5	2.3	1	0.45
$\frac{1}{8}$	3.2	$1\frac{1}{2}$	38	60	1.5	10	3.0	10	4.5
$\frac{1}{4}$	6.4	2	51	72	1.8	12	3.7	50	22.7
$\frac{3}{8}$	9.5	4	102	84	2.1	18	5.5	100	45.4
$\frac{1}{2}$	12.7	12	305	90	2.3	25	7.6	750	340
$\frac{5}{8}$	15.9	18	457	120	3.0	50	15.2	1250	567
$\frac{3}{4}$	19.1	24	610	156	4.0	75	22.9	1900	862
$\frac{7}{8}$	22.2	30	762	216	5.5	100	30.5	2650	1202
1	25.4	36	914	312	7.9			5000	2268

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