PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

PK DESCRIPTIONS

1. Long Handle Round Point Shovel

• Round-tipped blade is made of steel and is forged or hot-formed to the front strap as a single unit.
• Has better cutting power than a square point shovel.
• Handle may be wood, fiberglass or metal.
• Best for digging, mulching or dirt removal.
• The top of the blade may have a turned lip called the foot pedal.

2. Long Handle Square Shovel

• Square blade is made of steel and is forged or hot-formed to the front strap as a single unit.
• Best used for scooping and removing materials.
• Broader blade has a higher holding capacity.
• The top of the blade may have a turned lip called the foot pedal.

3. D-Handle Round Point Shovel

• End of handle is shaped like the letter "D."

• Best for ordinary garden digging jobs.
• Available in light and heavy weights.

4. D-Handle Square Point Shovel

• Best for removal of loose soil and handling light materials such as sand and asphalt.
• Not for heavy digging.
• Available in light and heavy weights.

5. Garden Spade

• Has a square point blade usually about 7" wide and 12" long.
• Has a D handle.
• Some have a rolled shoulder on the top of the blade so the user can apply foot pressure.

6. Drain Spade

• Also called a tilling spade.
• Used for digging ditches.
• The top of the blade may have a turned lip called the foot pedal.
• May have a D handle or long handle.

7. Roofing Shovel

• The straight edge style is used for removing tar and rolled roofing.
• The notched edge style is used for removing shingles.
• May have a D handle or long handle.

8. Ditching Spade

• For digging and clearing trenches.
• Has a pointed square blade.
• Best for use in heavy soil or rocky surfaces.
• The top of the blade may have a turned lip called the foot pedal.

9. Scoop

• Has a deep blade for moving loose or bulky materials. Not recommended for digging.
• Most have a D handle but some may have a long handle.
• An aluminum scoop is light, durable and best for removing snow, grain or any loose material.
• A heavy-gauge steel scoop is the most durable and can be used for nearly any loose material.
• An ABS resin and poly scoop is designed for light duties such as snow removal.

10. Snow Shovel

• One variation is the snow pusher.
• Scoop specifically designed for removing snow.
• Available in metal and poly blades.
• Features include ribbed steel blades and a reinforced blade for increased durability.
• Some have contoured handles to help user avoid back strain.

11. Mattock

• Has a blade at a right angle to the handle.
• Available with long or short handles.
• Different models are available for cultivating, planting and picking.

12. Auger

• Used to burrow into soft ground to create holes for setting posts, footings or for planting trees or shrubs.

NOTE: ALWAYS CONSULT YOUR PROVINCIAL AND LOCAL CODES

• Some models have an adjustable yoke that can be locked into position or changed to drill different sized holes.
• Operates by turning in a downward motion.
• Has a T handle for easier turning.
• Common sizes are 6", 8" and 10".

13. Post Hole Digger

• Used to dig into the ground to create holes for setting posts, footings or for planting trees or shrubs in all soil types.
• The user plunges the tool into the ground with the handles together. The user then pulls the handles apart which brings the blades together to remove the soil.
• Heavy-duty models have sharp steel blades riveted to a heavy steel frame.
• Light-duty models are made with blade and handle socket rolled from one piece of metal.
• Typical spread point ranges from 5-1/2" to 6-1/4".

14. Scraper

• Used For scraping debris off of floors, sidewalks or hard surfaces.
• Good for removing ice.
• Has a flat, steel blade.

15. Sod Lifter

• Used for loosening and lifting sod.
• Removes sod at the root level and saves it for transplanting.
• Blade is beveled for cutting in both directions.

ANATOMY OF A SHOVEL

The **Cutting Blade** breaks the soil while the **Scoop** helps remove it. The **Foot Pedal** allows for more digging power and the long **Handle** increases leverage.

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: What is the difference between a round-point and square-point shovel?
A: Round-point shovels are used for digging, while most square points are used for scooping.

Q: Should I buy a long-handled or short-handled shovel?
A: A job's limited space may require a short handle. However, a long handle supplies more leverage and allows you to work in a more upright position. As a result, a long-handled shovel is usually a better choice.

Q: What are the advantages of snow shovels with curved handles?
A: These are called back savers because they allow you to work without bending over.

UPSELLING

• Higher-end shovels feature handles with ergonomic designs and padding for a softer, non-slip grip. Some models also feature contoured handles for better control.
• Better blades are made of chrome nickel alloy steel. Carbon steel is the mark of a lesser-quality blade.
• Better posthole diggers or augers will have a built-in level for improved accuracy.

ADD-ON SALES

• Gloves
• Safety Glasses
• Buckets
• File for Sharpening Blade
• Steel wool for Removing Rust
• Hose and Hose Nozzle
•Wheelbarrow

MAINTENANCE TIPS

Here are some season-end maintenance tips you can give your customers so they can keep their shovels in top shape.
• Clean up all cutting or bladed tools by cleaning off dirt and rust and sharpening the cutting edge.
• Condition blades by spraying with rust-preventative lubricant or rust-inhibitive paint.
• Condition wooden handles by sanding off splinters and rubbing with linseed oil.

PRO CORNER

Professional customers will be looking for quality shovels that last a long time. Make sure you know the marks of a good shovel and features that make them easier to use, including:
• Fiberglass handles are stronger than wood and lightweight.
• Low-lift blades and irrigating shovels are best for digging and turning soil while regular-lift shovels and scoops are for moving and throwing materials.
• Serrated blades make for easier ground breaking.
• Treaded steps provide a large, full surface for sure-footed digging while reducing foot stress.

MERCHANDISING

• Make the most of features like long-handles and composite construction by highlighting these tools within a good, better, best merchandising strategy.

NOTE: ALWAYS CONSULT YOUR PROVINCIAL AND LOCAL CODES

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^2	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

Celsius temperature = (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
1/32	0.8	1 3/8	35	48	1.2	7.5	2.3	1	0.45
1/8	3.2	1 1/2	38	60	1.5	10	3.0	10	4.5
1/4	6.4	2	51	72	1.8	12	3.7	50	22.7
3/8	9.5	4	102	84	2.1	18	5.5	100	45.4
1/2	12.7	12	305	90	2.3	25	7.6	750	340
5/8	15.9	18	457	120	3.0	50	15.2	1250	567
3/4	19.1	24	610	156	4.0	75	22.9	1900	862
7/8	22.2	30	762	216	5.5	100	30.5	2650	1202
1	25.4	36	914	312	7.9			5000	2268

NOTE: ALWAYS CONSULT YOUR PROVINCIAL AND LOCAL CODES