

## PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

### PK DESCRIPTIONS

#### 1. Floral Snip



- For pruning, shaping and maintaining houseplants.
- Usually operates with a scissor action.

#### 2. Landscape Snip



- Used in the garden or as a household tool.
- Can cut

through many types of material.

- Has a serrated blade.

#### 3. Hedge Shear



- Used to shape ornamental shrubs and clip soft, young growth.

- Blades are typically 8" to 10" long.
- Some types have a serrated edge.
- Some types have notched positions for bulk cuts.
- Do not use in place of lopping shears or hand shears.

#### 4. Bypass Pruning Shear



- Has a hook and blade cutting mechanism.
- Preferred by most professionals because they cut close to the stem and are ideal for cut flowers.
- Usually used for stems less than 3/4" in diameter.

#### 5. Anvil Pruning Shear



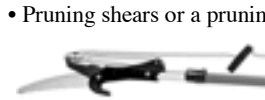
- Has a straight edge blade that cuts against a soft metal anvil.
- Good for cutting dead wood.
- Lighter than bypass pruning shears and easier to sharpen.
- Usually used for stems less than 3/4" in diameter.

#### 6. Lopping Shear



- Has long handles and tempered steel blades.
- Used to cut through heavy underbrush and branches up to 3" thick.
- Available in anvil or bypass styles.

#### 7. Tree Pruner



- Pruning shears or a pruning saw is attached to a long pole that will accept extensions or operates with a telescoping action.
- Some models have a rope and pulley configuration where the user pulls the rope to instigate the cutting action.
- Typical pole length is 6' to 12', but some reach up to 20'.
- Used for high work or where a ladder cannot be used.

#### 8. Pruning Saw



- Used to cut dry or green limbs from trees.
- Used on branches thicker than 1" and other tasks too large for lopping shears.
- Some models fold for easier storage.
- Some models have pistol grips handles for better leverage.

#### 9. Bow Saw



- Used to cut dry or green limbs from trees.
- Used on

- branches thicker than 1" and other tasks too large for lopping shears.
- Blade tightens a tension lever.
- Has a lightweight, tubular steel frame.

#### 10. Weed Cutter



- May also be called a swing blade or weed whip.
- For cutting tall grass and weeds.
- Operates with a swinging motion.
- Has a double-edged, serrated blade for cutting on the forward and return swing.

#### 11. Machete



- Large knife-like tool used for chopping and clearing thick brush and for heavy pruning tasks.
- Usually has a hardwood handle with a hardened steel blade.

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



## 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:** When should I prune?

**A:** Typically it's best to do this trimming when the plant is dormant before it is budding however, it depends on the plant or bush in question.

**Q:** How should I go about trimming my evergreens?

**A:** For heavier cutting, a lopping shear with more leverage will be needed. For other trees, a bypass shear provides a cleaner cut that those trees prefer.

**Q:** What are the advantages and disadvantages of anvil and bypass pruners?

**A:** Anvil pruners provide one blade that is pushed up against a flat surface. These are less expensive and are good on dried wood. Some experts also believe evergreens also prefer this type of cut. Bypass pruners allow you to cut larger branches.

**Q:** What are compound pruners?

**A:** These use a mechanical action so the tool does more of the work. It requires less effort and force.

**Q:** What's the best way to trim large branches

with a saw?

**A:** About 6" to 1' away from the trunk of the tree, cut about halfway up through the branch. Next, cut down from the top just beyond the first cut to prevent stripping the bark. Finally, cut off the stub at its collar on the trunk.

**Q:** How do I take care of my pruning tools?

**A:** Simply keep them clean and wipe them down with light oil. Oil their pivot points and blades and keep them sharp.

**Q:** Are there tree-trimmers you can use from the ground?

**A:** Yes, pole tree trimmers typically extend 12' to 20'. Shears with a pulley and rope can cut about a 1" diameter branch, and saws are used on branches up to about 6". For these and larger branches, you may want to consider a chain saw.

### UPSELLING

- Many pruners now available have soft ergonomic grips for easier use. Also suggest models with handles made of lightweight materials such as fiberglass.
- Better quality shears have specially ground, hand-honed blades for extra strength, non-stick coated blades, rust protection and adjustable tension joint assemblies.

### ADD-ON SALES

- Eye protection
- Head protection
- Gloves
- Lubricant for Blades

### SAFETY TIPS

- Always use eye and head protection when using a tree pruner. Cutting materials overhead could potentially injure the user when it falls.

### USAGE TIPS

#### *Tips For Successful Pruning*

- Study the plant to decide what its pruning needs are. Information on the correct time to prune each plant is likely available through a local extension service. Decide how the plant grows and how to best maintain its natural form.
- Make all of the cuts flush above the bud or on adjoining branches. Always cut above a bud that is pointing in the direction you wish that new branch to grow. The proper pruning cut will develop the shrub's proper shape, reduce disease problems and allow for stronger branch development.
- Remove all dead or damaged branches first. Next remove (thin-out) or cut back branches that detract from the tree's overall shape. These include branches that are weak or may cause future problems by competing for light or growing into other branches.

### MERCHANDISING

- To save space and increase sales for both types of tools, display pruners directly in front of the long-handled tools.
- Use a shop-and-compare format to display pruners.
- Consider merchandising shears and pruners on an endcap during the busy spring season to encourage sales.

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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
<sup>1</sup> / <sub>32</sub>	0.8	<sup>1</sup> / <sub>8</sub>	35	48	1.2	7.5	2.3	1	0.45
<sup>1</sup> / <sub>8</sub>	3.2	<sup>1</sup> / <sub>2</sub>	38	60	1.5	10	3.0	10	4.5
<sup>1</sup> / <sub>4</sub>	6.4	2	51	72	1.8	12	3.7	50	22.7
<sup>3</sup> / <sub>8</sub>	9.5	4	102	84	2.1	18	5.5	100	45.4
<sup>1</sup> / <sub>2</sub>	12.7	12	305	90	2.3	25	7.6	750	340
<sup>5</sup> / <sub>8</sub>	15.9	18	457	120	3.0	50	15.2	1250	567
<sup>3</sup> / <sub>4</sub>	19.1	24	610	156	4.0	75	22.9	1900	862
<sup>7</sup> / <sub>8</sub>	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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