

## PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

### PK DESCRIPTIONS

#### 1. Roller Tray

- A container that holds paint when using a paint roller.
- Most trays have ribbed bottoms to remove excess paint from a roller cover after filling it.
- Ladder-lock legs permit them to snap onto a stepladder.
- A good quality tray can last indefinitely if cleaned after each use. Plastic tray liners are also available.
- Some trays feature a lid that closes and seals paint, roller or brush inside the tray.
- This eliminates the need to clean the painting equipment after each use. It also saves paint.



#### 2. Paint Bucket

- Rectangular plastic bucket used for painting.
- Common sizes range from 3.78 L to 19 L.
- Can be equipped with accessories such as a bucket grid or screen to help clean paint from brushes and rollers when in use.
- Generally has a handle for easy carrying.
- Some buckets feature a lid that closes and seals paint, roller or brush inside the tray.



#### 3. Bucket Grid

- Placed in bucket to remove excess paint from applicators before applying to surface.
- Generally used with smaller rollers.
- Similar to a wire screen or grid in construction.
- Has a flexible hanger that fastens over bucket rim.



#### 4. Paint Shield

- Also known as a trim guard.
- Used to mask off areas not to be painted.
- Used primarily in corners where wall meets ceiling or where two walls meet that are not painted the same colour.



#### 5. Paint Mixer

- Propeller device used to mix paint.
- Attaches to drills with either a 1/2" or 3/8" shaft, depending on model.
- Also great for mixing sealers and other coatings.



#### 6. Masking Tape

- Also called painter's tape, it is a general-purpose, pressure-sensitive tape used to mask off areas not intended to be painted.
- Commonly coloured blue for painting applications.
- All-purpose tapes are increasingly being replaced by tapes designed for specific tasks, such as specific tapes designed for baseboards and trim, glass, hard-to-stick surfaces, lacquer surfaces, brick and tile and delicate surfaces.



#### 7. Masking Machine

- Offers automatic tape alignment for applying masking tape to film or paper.
- Useful when masking off large areas.
- Contains blade for easy tearing of tape end.
- Many different types and styles available



#### 8. Paintbrush Comb

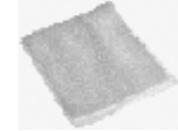
- Used to clean paint and other coatings out of paintbrushes and rollers.



- Simply run comb through paint brush filaments while running under warm water or while soaking in solvent-based cleaners for oil-based paints.

#### 9. Tack Cloth

- A varnish-impregnated, open-mesh cloth that picks up and holds loose dirt, lint, sand and other foreign particles adhering to wood, metal, plaster and other surfaces.
- Used to clean surfaces immediately before applying each coat and between sanding.



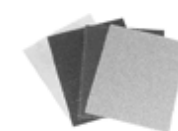
#### 10. Drop Cloth

- Can be made of a variety of materials, but is usually made of plastic.
- Heavy-duty, professional-quality canvas drop cloths range in weight from 4 oz. to 12 oz.
- Also used to protect furniture, fixtures and floors when painting.
- Available in a variety of sizes for hallways or larger, open areas.



#### 11. Sandpaper

- Comes in five general types, including garnet, emery, aluminum oxide,



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silicon carbide and alumina zirconia. Of these, the first two are natural minerals or abrasives; the others are synthetic materials that are tougher and longer wearing than the natural abrasives.

- All U.S.-manufactured sandpapers conform to the same numerical system for grading coarseness. The smaller the number, the coarser the grit.
- Coarseness generally runs from 12 (extra coarse) to 1500 (ultra-fine). Grit finer than 600 is usually measured on the European FEPA scale, and identified with a “P” immediately before the number.
- The back of each sandpaper sheet contains important labeling information, including product and lot number, abrasive type, grit size, whether it is open or closed coat and backing. The backing weight is rated by letter. “A” is the thinnest weight, while “C” and “D” are the best options for hand sanding of wood. “X” is effective for heavy-duty sanding.
- Manufactured on a variety of backings, including paper, cloth and fibre.
- **Garnet** is a reddish-brown natural abrasive. By special heat treatment, a tougher, sturdier grain is produced. Garnet is used almost exclusively in the woodworking field; it is not suitable for use on metal.
- **Emery** is a black natural abrasive that can polish metal surfaces. Emery is typically used in conjunction with an oil lubricant.
- **Aluminum Oxide** is the most common

general abrasive. It is a synthetic brown that is hard and long-wearing. It is used on wood, metal or painted surfaces and is well suited to finishing high-tensile materials such as steels and bronzes, as well as some hardwoods.

- **Silicon Carbide** is hard and sharp—effective in sanding low-tensile materials such as cast iron, aluminum, copper or plastic. It is also useful between coats of finish.
- **Alumina Zirconia** is harder than silicon carbide and tougher than aluminum oxide. It should be used for grinding and shaping metal and wood—not for polishing.
- Sandpaper comes in two styles: **Open Coat** and **Closed Coat**. “Coat” refers to how densely the grain is adhered to the surface. “Closed coat” means 100 percent of the surface is covered with grain. Open-coat sandpaper has greater spacing between the grains, which prevents it from clogging up as quickly with sanding residue. Closed-coat sandpaper, however, fills more rapidly with the substance being sanded and must be discarded sooner.
- Many styles available in sheets as well as sizes for various sanding power tools.

### 12. Sanding Sponge



- A sponge coated with or made of an abrasive agent.
- Lasts longer than sandpaper and can take the form of the

item being sanded.

- Great for sanding drywall joint compound or spackling.
- Available in a variety of sizes and shapes for specific sanding applications.
- Generally is coated on each side as well as edges.
- Can be used in wet and dry sanding applications.
- Simply wash clean for reuse.

### 13. Sanding Screen



- Special sanding device used for sanding drywall and plaster.
- This abrasive screen cloth is durable and more resistant to fill from drywall compound and plaster.
- Generally comes in 4”x11” sheets in 220 grit.

### 14. Steel Wool



- A popular accessory item. It should be used before painting on any glossy surface.
- Uses include removing grime and sludge prior to refinishing, preparing new surfaces, removing old coatings on raw wood and for application in between coats of enamel, paint, shellac or varnish.
- Also removes paint from glass, furniture, tile and other surfaces.
- Comes in grades ranging from fine to

coarse.

- More water-based strippers and finishes have led to a man-made synthetic steel wool product. This product will not cause spotting in wood, as standard steel wool can when used with water-based finishes.
- Bronze wool is a popular alternative to steel wool.

### Anatomy of a Paint Tray

A **RIBBED BOTTOM** removes excess paint from a roller cover after filling it. A **LADDER LOCK** permits the tray to snap onto a step ladder. A **DEEP WELL** generally holds 0.9 L to 1.9 L of paint.

### 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 does a number such as 120 on sandpaper mean?  
**A:** Grit numbers tell how large or small the particles are on a sheet of sandpaper. These numbers stand for the number of particles per square inch. The higher the number, the finer the sandpaper.
- Q:** How do I tell which steel wool is finer?  
**A:** The smaller the number, the finer the steel wool.

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**Q:** What can be used to produce a nice, smooth surface when I finish furniture?

**A:** Using a fine steel wool between multiple coats will give you a smoother surface. Be sure to clean the surface with a tack cloth before painting each additional coat.

**Q:** How does a sandpaper block help me sand?

**A:** A sanding block helps speed up sanding jobs, relieves strain on your hands and makes your sandpaper last longer.

**Q:** I want to sand several chair legs, but I'm having difficulty because of the contours and hard-to-reach areas. Can you help me?

**A:** Try a flexible sanding sponge.

**Q:** Is sandpaper better than steel wool for smoothing finishes between coats of paint?

**A:** It can be just a matter of preference, but steel wool is normally recommended. You might also want to consider a finishing pad. They don't shed or rust like steel wool, and they can be rinsed and reused. They're available for wood, metal and stripping.

**Q:** What is Tack Cloth?

**A:** It's a cloth that picks up and holds dirt, sand and other debris. You should use one on any surface before you apply a coat of

paint or any other finish.

### Upselling

- A quality masking tape unwinds easily without splitting. It has excellent ability to stick immediately and securely to nearly all surfaces, yet pulls away without damaging the surface.
- Better quality sandpaper will save customers time in the end by not having to continuously change sheets.
- While plastic drop cloths don't cost as much, canvas drop cloths are heavy duty and can be reused over and over again.
- Always recommend the highest quality roller tray, which when properly cleaned, can be used over and over again for years.

### Add-On Sales

- Safety Glasses
- Dust Mask
- Gloves
- Sandpaper
- Masking Machine
- Paint Roller
- Roller Cover
- Paint Brush
- Sanding Sponge

### Safety Tips

- Always wear safety glasses when painting or sanding.
- Always wear a dust mask or respirator when sanding wood, metal or when finish-

ing drywall seams to avoid inhaling irritating dust.

- Never sand any surface where you suspect lead paint exists. Dust from lead paint can cause nervous system damage, slowed growth and other problems in children and reproductive problems, mental difficulties and nerve disorders in adults. If you suspect a surface has lead paint, contact a professionally trained contractor to do the job.

### PRO Corner

- Since they need to get the most out of their painting tools, always recommend paint brush combs to professional customers to help them preserve their brushes.
- Professional painting contractors will also want to buy higher end paint trays with covers, so make sure you have the latest styles in stock.
- Merchandise replacement drywall sanding screens and sanding sponges near the pro checkout counter for impulse 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
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

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