

PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

PK DESCRIPTIONS

1. Plunger



- Also known as a force cup or a plumber's friend.
- Used to clear blockages in toilets, sinks and tubs.
- Combination plungers (usually black in colour) consist of two cups, one inside the other.
- Recommend combination plungers for clearing toilets.

2. Auger



- Also known as a snake.
- Consists of a coiled spiral cable, usually 1/4" thick and of varying lengths.
- The most basic type has a z-shaped handle used to crank the cable as it snakes through the drain.
- Another type uses a funnel-shaped container to store the cable and then to spin it as it works its way through the drain.
- Professionals use an auger attached to a drill or other device that spins the cable. Usually these versions can maneuver a much longer cable.

3. Closet Auger



- Also known as a toilet auger.
- Used for clearing toilets. Better than a regular auger because it is more rigid.
- Consists of a short cable with a crank.
- The handle is covered with a rubber sleeve to protect the porcelain in a toilet bowl.

4. Sewer Tape



- An alternative to the auger, but not as effective in difficult blockages.
- A flat metal band with a hook on one end.

5. Chemicals

- Used to clear stopped-up drains by chemical action.
- Most liquid drain cleaners are heavier than water and will seek out the stoppage, even if the sink, tub or bowl is full of water.
- Cleaners are typically a combination of potassium hydroxide, which turns grease to soft soap, and thioglycolic acid, that dissolves hair. Others may contain sodium hydroxide, sulfuric acid or lye.
- Toxic liquids should carry warnings and must be used with caution.



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: I think my kitchen drains are partially clogged because the sink drains slowly. What do you recommend?

A: First, try using a plunger. If that doesn't clear the clog, try using a liquid drain opener, but use caution and read the directions carefully. Third, you can remove the trap. Be careful if you have used a liquid drain opener because there may be some left in the trap. If the clog is beyond the trap, there are drain augers that extend from 15' up to more than 50'.

Q: Do you have anything I can put in my drain line that will kill the tree roots invading the line?

A: Yes, there are root killers that contain copper sulfate that are quite effective.

Upselling

- Encourage buying a heavy duty and high quality auger. The cheaper ones will kink

at bends in the pipe, which will make them more difficult, if not impossible, to use.

- Different size drains need different types of plungers. Be sure the customer has both a standard and a combination plunger for toilet clogs.

Add-On Sales

- Adjustable Pliers
- Work Gloves
- Rubber Gloves
- Rags
- Hand Cleaner
- Plastic Pail
- Sponge
- Air Freshener

Safety Tips

- If one type of drain cleaner doesn't clear the drain, do not pour another type down after it. Toxic fumes may result from the mixing of certain chemicals.
- Always read the labels on drain cleaner chemicals carefully. Many are toxic and can harm sensitive skin.
- Be sure to wear eye protection whenever clearing a clogged drain.

NOTE: ALWAYS CONSULT YOUR PROVINCIAL AND LOCAL CODES



PRO Corner

- Professional customers will likely only be interested in the powered augers, the handiest of which is the type attached to a drill. Large powered augers also make good rental items.
- Be sure to know the chemical names of the professional-grade drain chemicals you stock as plumbers and pro customers will likely refer to the chemical names, such as potassium hydroxide, rather than by brand.

Merchandising

- When displaying chemicals, make it easy for customers to shop and compare different types.
- Drain chemicals make great items for display on endcaps throughout the store.

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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 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

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

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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