

PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

PK DESCRIPTIONS

1. Fiberglass Asphalt Shingle



- Has a base mat of glass fibers covered with ceramic-coated mineral granules.
- Some types may use a polyester or fiberglass blend for the base mat.
- An inorganic shingle.
- Features a better fire rating and often has a longer warranty than other types of shingles.
- Does not absorb water and resists cracking.
- Most come with seal-down strips. These are most effective when applied in warm weather, which allows the asphalt in the strip to soften and adhere to the next shingle.
- An inorganic-based shingle usually has a Class A fire resistance rating from the Underwriters Laboratories (UL). UL also tests for shingle performance in high winds. To qualify for the wind-resistance label, shingles must withstand test winds of at least 60 mph for two hours without a single tab lifting.

2. Three-Dimensional Asphalt Shingle

- Also known as a laminated asphalt shingle, or architectural shingle.



- An inorganic shingle.
- Characterized by a more rugged texture than a standard three-tab shingle.
- Weighs and costs more than standard shingles.
- Made of two or more layers that are laminated to create the three-dimensional look, giving it the appearance closer to wood or slate roofing.

3. Roll Roofing



- Less expensive than shingles.
- Used on lower-slope roofs or as a supplement to shingles.
- Comes with either a smooth or mineral-covered surface on a heavy felt base that has been saturated with asphalt and then coated on both sides with more asphalt.
- Easy to install.
- A typical roll roofing, known as 90-lb. granule-coated, will cover 100 square feet.
- A 45-lb. smooth roofing, without granules, will also cover 100 square feet.
- A properly applied roll roofing should last from 10 to 20 years.

4. Metal Roofing

- Steel panels designed to cover the roof in place of shingles.



- Designed with either exposed or hidden fasteners.
- Metal roofing can be coated with zinc or a mixture of zinc and aluminum for rust prevention. The best steel panels are manufactured with zinc.

5. Clay Tile



- A roofing material known for its durability, as it can last up to 50 years.
- May be flat or rounded in shape, and may even have a glossy surface.
- Can be made of clay or concrete.
- Colors include reddish brown as well as blue and green.

6. Wood Shingle



- Typically made of cedar, although composite wood shingles are available.
- Flat shape and a smooth texture.
- Usually 1/2" thick.
- Wood shakes are similar, but have a rougher texture. They are usually 1/2" or 3/4" thick.

- More difficult to install than asphalt shingles.
- Features may include a fire-retardant coating, which only reduces, not eliminates, its flammability.

7. Flashing




- Strips of sheet metal or roofing material.
- Used to make waterproof joints on a roof.
- Some flashing may be called a "boot". This kind is specially made to fit around a vent pipe. They are often made of plastic. It fits snugly over the pipe and then slides under the shingles for a waterproof joint.
- Seals with flashing sealant, usually sold in a tube and applied with a caulk gun.

8. Drip Edge



- L-shaped weather-resistant metal.
- Installed at exposed roof edges (eaves) to help shed water and to protect the roof's wood parts.

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9. Felt Paper



- Also called building paper.
- Installed under shingles.
- Composed of a tough, fibrous base saturated with asphalt.

10. Reinforcing Fabric



- Used with roof cement to add strength and flexibility to surface repairs.
- Used with cold-applied roof coatings, meaning they can be applied direct from the container with little to no heating required for application.

11. Plastic Roof Cement



- A trowel-grade, general-use sealing compound.
- Makes flashings, seams or patches in roofs and gutters water-repellent.

12. Cold Process Adhesive



- Also called lap cement roof adhesive.
- Designed to form a water-resistant and waterproof bond with most coated roll roofing products.

ANATOMY OF A ROOF

The **Flashing** on a roof provides a watertight seal around the chimney. The **Valley** is the trough formed where two roof slopes meet. The **Ridge** is the topmost horizontal line formed where two slopes of the roof surface meet. The **Eaves** are the horizontal overhanging parts of the roof where the water runs off and where gutters are normally installed. The **Drip Cap**, or drip edge, is the L-shaped weather-resistant metal installed at exposed roof edges to help shed water and to protect the roof's wood parts.

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 many shingles I need?
A: Measure the length and width of each area of the roof. For each area of the roof, multiply the length times the width. Divide the total square footage by 100 and purchase that many squares of shingles. Add 10 percent additional for cutting, waste, the starter course and for future repairs.

Q: What is a square of shingles?
A: A square is a 10' x 10' area. A square of

shingles will cover 100 square feet.

Q: How many nails should I purchase?
A: You will need about 2-1/2 lbs. of roofing nails for each square of shingles.

Q: What type of nail should I use?
A: Use hot-dipped galvanized roofing nails, either 11- or 12- gauge with a 3/8" diameter head. Or, follow the shingle manufacturer's recommendation for the type of nail you should use.

Q: Can I just lay down the new shingles over the old ones?
A: You can put asphalt shingles over an existing roof. However, if there is more than three layers of old roofing on the structure, they must be removed completely before applying new shingles.

UPSELLING

- Encourage customers to buy shingles with longer life expectancies. Shingle life can range from 15 to 40 years. The heavier, three-dimensional shingles have the longest life expectancy.
- Some shingle manufacturers offer shingles that are treated to resist fungus and algae, which darken the surface of the finished roof. These shingles are treated with copper-clad granules. Rainwater running over the copper granules will kill the microscopic elements that form algae and fungus.

ADD-ON SALES

- Ladder
- Chalk Line
- Chalk Refill
- Gloves
- Utility Knife
- Hammer
- Roofing Nails
- Trowel
- Roof Brackets
- Lumber
- Decking
- Tin Snips
- Tape Measure

SAFETY TIPS

- Be safe when working on a roof.*
- Use a ladder that is high enough and strong enough for the job you are doing. Secure the ladder at both the top and bottom before climbing.
 - Use extreme caution when working near power lines, conduits or TV antennas. Never touch them or allow a metal ladder to come into contact with them.
 - Never start a roofing job in cold or wet weather. Allow early morning dew to disappear before beginning your work.
 - Don't wear loose clothing and wear heavy, rubber-soled shoes with a non-skid tread to prevent slips.
 - If the roof slopes more than a 6" rise for every 12" horizontally, use roof brackets and boards to provide extra footing support. Place all tools and shingles within easy





reach and where they will not slide off the roof.

- Keep the roof surface clean and free from loose nails and shingles, which could cause someone to slip and fall.
- Keep people away from below the area where you will be working.

PRO CORNER

Anyone facing the problem of buckling shingles, or anyone about to replace the decking on an old roof should be aware that buckling shingles are the result of movement of the wood deck.

- Changes in moisture content can cause movement in the decking beneath the shingles. If the movement of the shingles is great enough, they will buckle.
- To correct this problem, use only non-veneer decking or approved exterior-grade plywood.
- Cover wood decking with an asphalt-saturated felt shingle underlayment or with No. 1 non-perforated asphalt-saturated felt before installing shingles,
- Make sure the roof is adequately ventilated based on FHA minimum requirements.
- Apply shingles in accordance with shingle manufacturers' recommendations.
- If buckling persists, repair by removing fasteners and refastening or replacing all distorted shingles.

MERCHANDISING

- There are a variety of colors available in shingles, and they are likely available through special order. Display shingle samples and colors.
- If you have a delivery service, advertise it in this department.

