

## PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

### PK DESCRIPTIONS

#### 1. Box Wood Stove



- Radiates warmth through the firebox to the surrounding air.
- Draws air for combustion through the door.
- Door is not tightly sealed,

has no damper control and releases a considerable amount of unburned gas up through the chimney.

#### 2. Airtight Wood Stove



- Has a sealed firebox and a tight-fitting door
- An air intake damper allows air to circulate around

the firebox and controls the rate of fuel consumed. It can be manually or thermostatically controlled.

- Provides slow-burning heat for a long period of time with little attention.
- Prone to heavy creosote buildup in the chimney and pipes because it is slow burning.

#### 3. Pellet-Fed Wood Stove



- Burns a processed wood pellet fed electronically into the stove's combustion chamber.

- The advantage of this type of stove is it has a steady and controlled fuel source.
- Disadvantage is the electronic controls will not operate if the power is out.

#### 4. Gas Stove



- Ideal for those with little space to store wood or with the time to maintain a wood stove. Also better for heating smaller areas.

- Uses natural gas so it is a reliable heat source when the power goes out.
- Flame height and heat intensity is easily adjustable.
- The direct vent type is ideal for homes without an existing chimney.

#### 5. Outdoor Fireplace



- Portable, wood or wood-pellet burning heat source that can be used at home, on the patio or on the camping trip.
- Some can also be used as a grill.

- Some styles are enclosed and vent through the sides while others may include a chimney.
- Another variation is the firepit, which is bowl-shaped.

#### 6. Stovepipe



- Used to connect the stove with the chimney.

Never use in place of a chimney.

- Should be 24-gauge metal or thicker (the smaller the number, the thicker the metal).
- Should be as short as possible and turns kept to a minimum.
- Inspect stovepipe regularly and replace every two or three years.

#### 7. Stove Paint



- Uses to touch up or completely refinish a stove.
- Specifically designed for wood- or coal-burning stoves and can withstand temperatures up to 1,200°F.
- Common colors include green, brown, blue, maroon and black, in regular and metallic finishes.
- To maximize radiant heat from the stove, use a flat black paint. It will radiate 90-98 percent of radiant heat. Shiny metallic finishes are less efficient.

### 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:** Which is better: a metal or a cast iron stove?

**A:** Both conduct heat identically well. As a general rule, though, the thicker the metal, the longer the stove will last.

**Q:** Can I burn coal in my wood stove?

**A:** Stoves designed for wood should be used for wood only. Coal burning requires a special grate designed for that purpose. Some kinds of coal produce heat much more intense than wood and can damage a standard grate and even the inside of the firebox.

**Q:** How can I improve the heat efficiency of my wood stove?

**A:** There are a variety of accessories available, such as heat extractors, heat exchangers and glass enclosures.

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**Q:** How big of a stove do I need?

**A:** Bigger is not always better. Check the tag for the BTU rating. Do you need a stove for the whole house or just one room?

**Q:** How much space should there be between the stove and surrounding objects.

**A:** There should be a 36" clearance on all sides of the stove to prevent scorching or possible fire.

**Q:** What is the difference between a stove with a catalytic combustor and a non-catalytic combustor?

**A:** A catalytic combustor stove lowers the temperature required to burn wood efficiently. The stove burns fuel slowly and also burns off smoke that would otherwise leave the chimney as wasted fuel. This type generally doesn't need much cleaning. A non-catalytic combustor stove (a recirculating stove) uses a heavily insulated firebox that keeps the heat in and creates a more complete combustion. This type also has a secondary combustion chamber that burns off more gasses and soot.

#### UPSELLING

- Look for stoves that are clean burning and are EPA certified. These will provide greater fuel efficiency and produce cleaner smoke.
- Better stoves have large doors for easy loading of wood, an easy-to-clean or self-cleaning large glass front for easy viewing

of the fire and an ash box that is easily removed for cleaning.

- Add the option of rear and side heat shields on the stove to help protect surrounding areas from the heat of the stove.
- Some gas stoves come with a remote control for adjusting the heat level.

#### ADD-ON SALES

- Gloves
- Log Holders
- Fire Poker
- Log Carriers
- Axe
- Chimney Brushes
- Soot Removers

#### SAFETY TIPS

When operating a wood stove, beware of these potential safety hazards.

- Excess heat radiates from the stove, stovepipe or chimney. Don't let small children and pets get too close.
- Sparks or hot coals could fly outside the stove when you open it to refuel. Floor protection should extend 18" in front of the stove.
- Heat may be conducted from the chimney to a combustible material.
- Flames may spurt out of the chimney or out of cracks in the chimney.

#### PRO CORNER

The Underwriters Laboratories (UL) tests and lists stoves that meet standards developed in cooperation with the Hearth Products Association and the National Fire Protection Association. Here are some safety tips during installation:

- Read the instructions provided by the manufacturer for proper installation and follow them exactly.
- Allow a clearance of at least 36" on all sides of the stove to prevent scorching of surrounding materials or possible fire. Install radiation shields to reduce this distance. Place such shields under the stove on all surfaces except concrete.
- Retain heat by keeping as much of the pipe as possible inside the house. The pipe should be well insulated where it passes through a wall or roof.
- Use stove pipe, not galvanized steel ducts, to vent the stove to a chimney.
- When venting a stove into a chimney, the chimney should be clean, in good repair and made of a large and heavy enough material to handle the pipe.
- Furnace chimneys may not be heavy enough for a vent, but fireplace chimneys usually are. If a fireplace chimney is used, remember to seal it off below the stovepipe to prevent a draft into the house when the stove is not in use and to prevent gasses from coming back into the house.
- The chimney should extend above the highest point of the roof and should always

be kept clean and in good repair.

#### MERCHANDISING

- Display stoves assembled and out of the box.
- Using vignettes is also a good way to display wood-burning stoves. Use the space to display accessories like fire pokers, log holders, even an axe.

