

PRODUCT KNOWLEDGE TRAINING

Learn the common features and uses of each product.

PK DESCRIPTIONS

1. Weed Trimmer



- Used for trimming weeds where lawn mowers cannot reach.
- Comes in electric and gas-powered versions.
- Some gasoline models have a two-cycle engine, which uses a blend of two-cycle oil and gasoline in the gas tank.
- Gasoline models with a four-cycle engine do not require mixed gasoline.
- D-handles are usually adjustable and allow for left- or right-handed use.
- A strong monofilament nylon line serves as the cutting blade.
- Cutting path is typically 17".
- Straight shaft trimmers allow for easy trimming under shrubs and branches.
- Curved shaft trimmers are easier for trimming along sidewalks, etc.
- Some models have a head that can twist and convert the tool into an edger.

2. Hedge Trimmer



- Typically comes in electric or cordless models.
- Uses two, double-sided reciprocating blades to trim shrubs and hedges. Some models may have single-sided blades.
- Better models have vibration reduction features that ease the strain on the user.
- Blade lengths can range from 20" to 30".
- Other features include two large ergonomic handles, a blade guard, a throttle starting lock that prevents accidental engagement of the blade and start/stop controls on the handle.



3. Edger

- Available in gas-powered or electric versions.
- A wheel rolls along the ground as a guide while an adjustable blade edges sidewalks and trims around trees.
- Some models feature padded handles and a vibration reduction system to reduce the strain on the user.
- Other features include a skid plate to protect the blade gearbox, a debris deflector on the blade and a start/stop control on the handle.

4. Chain Saw



- Usually gasoline powered, but electric and cordless models are also available.
- Has an endless chain of cutting teeth that moves at high engine speeds.
- For cutting and trimming trees and shrubs.
- Blade sizes typically range from 12" to 36" long.
- Engines are typically two-cycle, requiring a blend of oil and gas.
- Standard features on many models include chain brakes for increased operator safety, a blade guard and automatic oilers.
- Other features may include carrying cases and large, cushioned anti-vibration handles to reduce the strain on the user.

5. Leaf Blower



- Also called blowers.
- Uses a high-powered fan to clear the yard, driveway, deck, etc., of leaves and debris.
- Most common model is hand-held, although some are wheeled.
- Some models can be converted into a vacuum that collects leaves and debris into a bag.
- Some vacuum models will turn leaves into

mulch.

- Available in gasoline and cordless models.
- Gasoline models are typically two-cycle.

6. Garden Tiller

- Used to loosen and till the ground to prepare it for planting.
- Also used to turn under lawns that are being repaired.
- Gasoline engine drives the wheels as well as blades called tines used to break the soil. Wheel action and tine action is controlled separately.
- Some models have tines that operate with a counter-rotating action. Others use a forward rotating action, which is more common.
- Till paths from 14" to 20" wide, depending on the size of the tiller and 6" or 8" deep.
- The rear-tine tiller is used for larger gardens and its weight helps get the job done with little effort from the user. The engine is usually 4 to 8 hp and up and sits in front of the tine. These tillers are heavy and large, but best for heavy-duty work.
- The front-tine tiller works well for mid-sized areas and some confined spaces, although it can be difficult to maneuver. The engine is usually 3 to 5 hp. It is tough and



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affordably priced.

- Tillers with two-cycle engines are light-weight, easy to handle, especially in tight spaces, and are easy to maintain. They are good for cultivating established flowerbeds and gardens.
- Most tillers have forward and reverse speeds as well as depth adjustments. Some models have attachments that allow for different types of soil preparation.
- Possible features include a bumper to protect the engine and electric start.

7. Lawn Mower



- Usually gasoline powered. Electric and cordless models are available for smaller lawns.
- Cuts grass with a flat blade that rotates at the speed of the engine.

- The self-propelled type has an operator-controlled, wheel-drive engagement handle to control forward power.
- The side-discharge type discharges grass clippings to the right side of the mowing path.
- The rear-discharge type discharges grass clippings to the rear of the mowing path.
- Available with an attachable lawn bag to gather lawn clippings.
- The mulching type is designed to cut and recut grass clippings into fine particles that will fall back, unseen, into the turf.

8. Lawn Tractor



- The riding mower, or lawn tractor, cuts grass, but some types can also tow garden carts.
- Engines may be 13 to 25 hp.
- Heavy-duty garden tractors have the additional ability to use ground-engaging implements such as tillers, plows or snow throwers.
- Some models have two or three side-by-side blades that widen the cutting path. Cutting widths can be as wide as 50".
- Features may include automatic transmission, cruise control, reverse cutting, adjustable deck heights, the ability to turn on a tight radius, an hours meter and a cast iron front axle.

9. Chipper



- Can use gasoline or electric power.
- Chips and sheds branches up to 3" in diameter into small pieces that can be used as organic mulch.
- Uses a bag to collect chipped materials.
- Most types allow the user to rake leaves directly into the machine or feed branches into the top. Some models offer both a drop-in hopper and a dedicated chipper chute.

10. Snow Blower



- Gasoline or electric powered.
- A single-stage blower uses a rotating, rubber tipped auger to pick up snow from driveways and sidewalks and throw it either forward or through a chute in a single motion.
- Do not use a single-stage blower on gravel driveways, as the blower could pick up and sling stones.
- A two-stage blower can be used on gravel and is best for large areas or deep snow. This blower operates by first picking up snow with a slow turning metal auger, then slinging it out a chute from a fast-spinning impeller. These types are usually self-propelled.
- Desirable features include easy chute and deflector adjustment, headlights and folding handles for easy storage.
- Choose the model based on the typical amount of snow in your area. For areas with 12" to 18" of snow, recommend a two-stage model with 7 to 9 hp. For areas with moderate accumulations, recommend a 5.5 to 8 hp machine. For a smooth surfaces and light snowfall, recommend a single-stage blower.
- Clearing paths for two-stage blowers range from 21" to 31".

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 is the difference between a two-cycle and a four cycle-engine?
A: With a two-cycle engine, you will have to mix oil with the gasoline. Four-stroke engines tend to be more efficient and usually require less maintenance.
- Q:** What size of string do I need to buy for my string trimmer?
A: This varies greatly. You either need to bring in your old string or know what brand and model you have. If you don't know, we can make a guess. If you have an electric trimmer, it's probably .064 and if you have a gas trimmer it's most likely .080.
- Q:** Are lawn mower blades specific to particular mowers?
A: Yes, you need to know the brand, width of the cut and whether it is a mulching mower. Some blades come with adapter kits that allow them to be used on different brands.
- Q:** How short should I cut my grass?
A: About 1.5" or 3," but never more than



about 1/3 of its length in a single cutting.

Q: Should I buy an electric or gas chain saw?

A: Gas chain saws can be used anywhere and are more powerful. Plus, they come in larger bar sizes. Electric chain saws must stay within the limits of an extension cord.

Q: What should I look for when buying a lawn mower?

A: For a mulching or self-propelled mower, you need plenty of horsepower. Look for one that has a 5- to 6-horsepower engine.

Q: How do I maintain my mower after each use?

A: After each mowing, wait until the engine cools and then use a hose to spray the clippings and grass debris that may be clinging to the underside of the mower deck. Some people recommend that you get your blade sharpened about once a month.

Q: What type of annual maintenance do I need to do on my mower?

A: If you are going to store your mower for the winter, disconnect the spark plug and drain the fuel from the tank. Then, reconnect the spark plug and run the engine until it runs out of gas. In the spring, change the oil in the mower if you have a four-stroke engine. In addition, replace the spark plug, fuel filter and air filter.

Q: When buying a trimmer or edger, should I buy gas-powered or electric models?

A: If you can reach every corner of your yard with a 150' extension cord, you should consider an electric model. They typically cost less, are quieter and require less maintenance. If you have a larger yard, then a gas-powered model may be better.

Q: Is there a power tool that I can use to trim evergreens?

A: Yes, there are electric hedge trimmers. They come in different sizes. The larger units are more powerful, but do not buy a model that is too heavy for you to handle.

Q: Which is better, an electric or gas leaf blower?

A: A gas blower provides mobility and is more powerful.

Q: How big of a snow blower do I need?

A: Most consumers buy a single-stage model which has a rubber paddle that reaches to the ground. People with driveways that are wider than two cars may want to consider a two-stage model. These can throw snow farther because they have an intake and an impeller that throws the snow. However, these do not always clean all the way to the surface of the drive.

Q: What's a better choice in edgers: cordless or gas?

A: Since all gas-powered equipment is noisy, some people prefer the cordless models. The cordless models have run times of about one hour, which is generally sufficient for homeowners.

Q: What should I consider in a leaf blower?

A: It's best to buy a blower that can be reversed and also used as a vacuum/mulcher. This allows you to sweep up the leaves, and mulch them at the same time.

Q: Are cordless electric hedge trimmers a good choice?

A: For general use they are more than adequate, but most only offer run times of less than one hour. Some corded models are more heavy duty.

UPSELLING

- Better lawn mowers have wider cutting paths and an operator presence control. This safety feature is designed to stop the rotating blade when the operator releases the lever on the handle or leaves the seat of the mower.
- Some mowers can be converted into either a side-discharge or rear-discharge mower, depending on the preference of the user or mowing requirements.

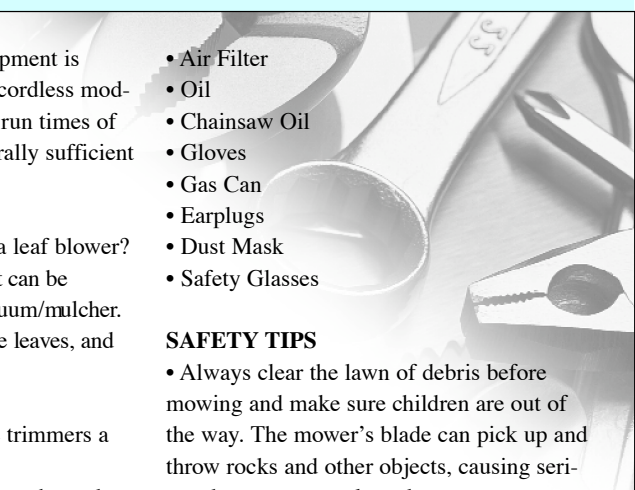
ADD-ON SALES

- Extra Trimmer String
- Two-Cycle Engine Oil

- Air Filter
- Oil
- Chainsaw Oil
- Gloves
- Gas Can
- Earplugs
- Dust Mask
- Safety Glasses

SAFETY TIPS

- Always clear the lawn of debris before mowing and make sure children are out of the way. The mower's blade can pick up and throw rocks and other objects, causing serious damage to people and property.
- Always operate outdoor power equipment with safety guards in place.
- Use earplugs, a dust mask and safety glasses when using a chain saw.
- Kickback on a chain saw can cause serious damage. Recommend using a low-kickback blade on chain saws. There is a low-kickback replacement chain available for most types of chain saws, old and new.
- Wear safety goggles when using a weed trimmer. Before using a weed trimmer, clear the area of sticks, stones and other debris.
- When using a walk-behind mower to mow slopes, walk across the slope, never up and down.
- Never mow or use weed trimmers in sandals or bare feet.





PRO CORNER

- Heavy-duty weed trimmers will have features like dual handle bars for added control and ease of use and attachments like blades for cutting down small trees.
- Make sure your lawn mower has enough power to mow your lawn during its peak season. Buy a mower with at least 5 to 6 horsepower.
- Four stroke engines on lawn mowers are more efficient and don't require the user to mix oil and fuel together.
- Sharpen lawn mower blades often. Dull blades can affect the appearance of the lawn, can decrease fuel efficiency and increase the risk of lawn disease.

MERCHANDISING

- Customers will want to touch lawn mowers, chains saws and any product you sell in the outdoor power equipment department. Assemble a sample of each model you sell.
- Cross-merchandise two-cycle oil and gas cans near outdoor power equipment.
- Merchandise trimmer string near the trimmers.
- Merchandise trimmers vertically by size so it's easy to shop.
- Cross-merchandise dust masks, earplugs and safety glasses near the chain saws.

