Learning Objectives:

- The features and benefits of the products you sell.
- How to answer your customers' product-related questions.
- How to help your customer choose the right products.
- How to increase transaction sizes by learning more about add-on sales and upselling techniques.

Chapter 1: Paints & Finishes

Module 1: Paints

Product Knowledge:

About Paint Sheens

Paints are available in different gloss levels, or how shiny the paint is.

- **Flat paints** leave a duller (or "matte") finish without shine. Flat paints are usually applied to ceilings and irregular wall surfaces to help hide imperfections. Not recommended in rooms that require frequent washing, such as in kitchens and baths.
- **Eggshell** is a paint that has a little more sheen than a flat paint, which makes it easier to clean and gives it a more lustrous appearance. It can be used in place of semi-gloss to provide a less shiny finish.
- **Satin finish** is typically recommended for most walls. Although low in sheen, it is easier to clean than flat paints due to its higher binder content. It is usually a little shinier than an eggshell but less shiny than a semi-gloss.
- **Semi-gloss** is best for areas that need to be durable and washable, such as windows, doors, wood trim and other woodwork, since these surfaces get more wear, fingerprints and soil than walls.
- **High-gloss** provides a tough, washable finish for areas that endure a lot of traffic or wear and for rooms that require resistance to moisture, dirt and grease—such as the bathroom and kitchen.

Interior Latex Paint

- Interior latex paint is water-based, so it is easy to apply and has water cleanup.
- It is also fast drying, easy to touch-up and non-flammable.
- Compared to oil-based paint, it doesn't yellow and is less likely to crack or peel.
- In response to strict Federal standards, most paint manufacturers are reducing the amount of volatile organic compounds, or VOCs, in their paints. VOCs produce an unpleasant odor as the paint dries, and are they harmful to your health and the environment. Paints with low VOCs have a low odor as they are drying.

Exterior Latex Paint

- Designed to withstand wear and exposure to severe weather conditions.
- Forms a film on exterior wood allowing moisture to evaporate through the film, which helps reduce blistering. Other advantages include fast dry time, good gloss and color retention and low odor.
- The disadvantage of exterior latex paint, especially of some lower-quality products, is poorer adhesion to badly weathered or chalking surfaces and, in some cases, less effective hiding qualities.

- Trim paints dry quickly to a hard finish; they are primarily for use on window frames, shutters and railings. Trim paints are not recommended for large surfaces.

About Oil-Based Paint

- Have resins and thinners in them that evaporate when the paint dries. Forms a hard coating and heavy coverage.
- Oil-based paints have advantages over latex paints in that they adhere better to chalky surfaces and they provide better results for anyone repainting a surface that already has several layers of oil-based paint.
- However, they did have several disadvantages, particularly the odor and the longer drying time (8 to 24 hours). Oil-based paints also required solvents, thinners or turpentine for cleanup.
- Because of low VOC regulations, not many oil-based paints are available today.

Spray Paint

- An aerosol-based product used for a variety of applications.
- Spray paint is classified by the type of finish and length of wear.
- Latex-based spray paint is safe to use indoors or outdoors, resists scratches and cleans up easily with soap and water. It can be applied to wood, metal, wicker, clay, plaster and plastic materials.
- Caution customers that aerosols are effective and safe—as long as the product is used in well-ventilated areas. For most aerosols, instructions on the can make usage easy, but paint is different because the kinds and qualities vary greatly.
- Numerous cities and a handful of states have enacted legislation to regulate aerosol spray paint, either prohibiting sales to minors or requiring spray paints to be locked up. Make sure you are familiar with any requirements in your area.

Masonry Waterproofing Paint

- Coating used for masonry surfaces including stucco, concrete, brick, cement, etc.
- Most masonry paints are acrylic latex-based. Oil-based paint is not recommended for masonry because of the residual alkalinity in the masonry.
- Most latex-based masonry paints require a special pre-treatment or bonding primer to tie down old chalk and dust before application.
- Rough surfaces should first receive a coat of block-filler. Acrylic elastomeric coatings bridge cracks and pinholes to provide the best waterproofing.
- Masonry paint can be waterproof as well as decorative. For best color retention, coat with a good acrylic latex paint 30 days after application of waterproof masonry paint.

Epoxy Paint

- Primarily for bare or previously finished wood and concrete floors.
- Formulated in one- or two-part systems. Two-part epoxies come in kits containing two cans. Activate by mixing the contents.
- They are more chemical- and abrasion- resistant than one-component epoxies.
- Resists detergent, oil and alkali, but may lose gloss and chalk under exposure to sun and weather.

Other Specialty Paints

Because there are many different types of surfaces you may want to paint, manufacturers have developed a variety of specialty paint. Each paint is specially designed to hold up to the demands of that particular surface.

Floor paint

- Floor and porch paint provides good weather and wear resistance for areas that will receive foot traffic. Both oil and latex formulations are available.

Rust-resistant paint

- Rust-resistant paint is intended to seal and protect metal surfaces, as well as stop the spread of rust.

Aluminum paint

- Aluminum paint has aluminum blended with a resin base. Use on interior and exterior use on heated surfaces, such as ovens, barbecue grills, mufflers and other surfaces that are exposed to high heat. Also use on all interior and exterior metal or wood surfaces, or applied to metal flashing, gutters, downspouts, tools, tool sheds, patio furniture, pipes, mailboxes, fences, etc.

Enamel Paint

- Enamel Paint is a type of oil-based or water-based paint with superior adhesion qualities. Use in both exterior and interior applications. Provides a resilient durable finish that can last for years.

Novelty paint

- Novelty paints include chalkboard and dry erase paints designed to create a writeable and erasable surface; magnetic paints that turns a wall into a magnetic surface; glow in the dark paint often used in children's rooms; and metallic paints that create a metallic finish.

Taking it to the Floor:

Frequently Asked Questions

Q: How much area will one gallon of paint cover?
A: For many paints, one gallon will cover 400 sq. ft. However, the quality of the paint can affect how much it will cover. The label on the paint can usually provide some guidance. In addition, there are a number of factors that affect how much paint you will need. These include the type of surface being covered, the color currently on the surface and the color being applied.

Q: How do I recognize a good paint?
A: Paint has three components: the binder, the pigment and the liquid. The best paints contain a higher volume of solid materials. Pay close attention to the solid content. For example, a $13 gallon of paint with a solid content of 19 percent might cover about 200 sq. ft., while a $20 gallon of paint with 41% solid content will cover about twice that amount. The binder is the most important factor in the durability. Some paints also have additives to enhance performance, such as mildewcide.

Q: Is spray paint the same as enamel and lacquer?
A: Some people use the terms "enamel" and "lacquer" as generic terms for spray paint, but these two terms also encompass a variety of film-forming resins with differing characteristics. Read labels and manufacturers' literature for a description of actual features.

Q: What type of paint should I use in my kitchen?
A: High-gloss paints are great for high-traffic areas because they provide a tough, washable finish that also resists water and grease. Use them on kitchen and bathroom walls, kitchen cabinets, banisters and railings, trim, furniture, doorjambs and windowsills. However, the gloss will make surface imperfections more noticeable, so you will have to work a little harder to ensure a good finish. A semi-gloss provides a little less durability but is a little easier to work with.

Q: Why did the paint on the outside of my house fail?
A: There are many reasons why exterior paint fails. Problems are usually due to failure to follow manufacturer's directions, excessive moisture, painting wet surfaces, painting during inclement weather, failure to use a proper primer coat and failure to clean the surface properly. Any of these conditions can cause blistering, peeling, early fading or similar problems.

Upselling Skills

- Top-quality latex paints tend to have binder that is 100% acrylic, which gives them excellent durability on diverse surface styles, including masonry and aluminum. They also adhere better, making them less likely to flake.
- The first place to evaluate quality in aerosol paints is on the can—by noting the percentage of paint to propellant. The fill ratio used by manufacturers will vary. So will the kinds of propellant.
- Top-quality paints will contain features that make them easier to use. Paints with mildew resistance are important in kitchens, bathrooms and damp basements.
- Better paints offer high hiding ability, making it easy to make drastic color changes. Some manufacturers claim their products will cover in one coat, but it's generally recommended to use two coats for best coverage.
- Some paints are formulated to make surfaces easy to clean. They resist stains and will not fade even after heavy scrubbing.
- Better paints are easy to apply. They should have a good flow, which means they won't leave brush marks after the paint has dried. They also have a high spatter resistance, which makes cleanup easier.

Add-on Items

- Most paint projects will need to start with a **primer**, along with all of the other products associated with paint prep phase of the project, which you can find in the Take it to the Floor portion of module 2, primers.
- Make sure the customer has all of the items needed to apply the paint or stain, such as **paint brushes** for trim, along with **paint roller frames**, **roller covers** and **roller trays**.
- Suggest an **extension pole** for a roller fame for reaching high areas.
- If the customer is buying several gallons of paint, suggest a **5 gallon pail** to "block" the paint, or mix the paint pails together for a consistent color.
- If your customer is doing this, he or she will need a **mixer** that attaches to the end of a drill to blend the paint.
- Next, suggest items needed to block off areas not being painted, such as **drop clothes** and **painter's tape**.
- Suggest the appropriate height **ladder** for cutting in trim around the ceiling.
- Ask if the customer needs any clean-up products, such as **mineral spirits** or **towels**.

Module 2: Primers

Product Knowledge:

Primer

- Primers ensure better and longer-lasting results when applied before any type of paint.
- Primers and stain-killing primer-sealers are designed to seal porous surfaces, block out stains, promote adhesion of the topcoat and hide unwanted colors.
- Improves adhesion, prevents stains on the surface from bleeding through the finish paint and seals porous surfaces.
- Priming the surface also saves paint and prevents paint resins from soaking unevenly into the substrate.
- Choose the type of primer based on the type of surface you're priming.
- Below are the main types of primer you'll find in your store.

Water-based primer

- Water-based primer-sealers bind moderately chalky surfaces and offer good adhesion to glossy surfaces and metals. They are almost odorless and clean up with soap and water.

Oil-based primer

- Oil-based primer-sealers can be used on both interior and exterior surfaces.
- They work well for nicotine stains and tannin bleed.
- They give off a low odor and clean up with mineral spirits (paint thinner).

Stain-killing sealers

- Stain-killing primer-sealers are oil-based, water-based or shellac-based.
- They prime virtually anything that needs painting, including metal, masonry, wood, dry-wall and previously painted surfaces.
- They are typically white-pigmented and can be tinted to match the color of the topcoat to reduce the amount of finish paint needed for the job.

Shellac-based sealers

- Shellac-based primer-sealers are ideal for interior woodwork and spot-priming knots on exterior wood.
- They are best for sealing off troublesome stains from water leaks, mildew and fire damage.
- They also seal off odors from smoke and pets.

Paint and Primer in One

- Combines a primer with the top coat of paint.
- Allows you to paint a wall in one, easy step without buying separate products.

Taking it to the Floor:

Frequently Asked Questions

Q: Do I need to prime my ceiling before painting it?
A: While it's always a good idea to prime before painting, unless your ceiling has stains, you probably don't need to because ceilings do not take the abuse and get as dirty as wall do.

Q: What type of primer should I use on the walls I'm painting?
A: It depends on factors such as whether or not there are stains that need attention and if you are painting the ceiling white or giving it some color. If you don't have stains and you will be painting the ceiling white, there are specially formulated primers that go on pink or blue and turn white when dry.

Q: Do I need to prime a bare drywall surface before painting?
A: You should always prime an unfinished drywall ceiling before painting. The finish coat of paint will soak into the drywall and the dried drywall mud at different rates, producing an uneven appearance. A drywall primer seals the surface evenly, providing a good base for the new paint.

Q: Should I use an oil-based primer with a latex paint?
A: You can use an oil-based primer under a latex paint. However, you cannot use an oil-based paint over a latex paint.

Add-on Items

- Use a **caulk** and **caulk gun** for filling gaps and cracks around the surface to be primed.
- Recommend **wood putty** for filling holes in wood.
- Depending on the surface the customer is priming, he or she will need a **wire brush**, a **paint scraper** or **steel wool** for removing old paint and smoothing the surface.
- Also recommend the proper **brush** or **roller** for applying the primer.
- For primers that are oil-based, recommend **mineral spirits** for cleanup.

Module 3: Stains & Sealers

Product Knowledge:

Stain

- Stains, unlike paints, are created to add color to wood or other surfaces. One way of classifying them is by how well they show or hide the surface beneath them.
- Semi-transparent stains impart color, but the texture and the natural grain of the wood continues to show through.
- Solid-color stains allow the texture of the surface to show through, but not the grain itself.
- Semi-solid stains nearly completely hides the surface grain and color but lasts longer than semi-transparent stains because it blocks UV rays.
- Stains may or may not protect the wood; check manufacturers' labels. An oil or polyurethane finish can be mixed with the stain, so the do-it-yourselfer can complete the staining and finishing job in one step.
- Stains are also classified by whether they are intended for use indoors or outdoors.
  - **Interior stains**, used for furniture and woodwork, come in either pigmented or dye categories. Both can have oil, synthetic or water bases. Pigmented stains color the wood with the same type of pigments used in paint. They range in color from almost clear to semi-transparent.
  - **Exterior stain** is used primarily on wood siding and shingles, decks, outdoor structures and furniture. It is also available in latex and oil-based formulas. Oil-based stains penetrate the wood, and they erode with weathering. Latex stains do not typically fade as rapidly.
- Finally, stains are also classified according to how they apply.

Penetrating Stain

- Usually an oil-based stain that penetrates deep into the wood. Generally apply using a brush or pad. Surface should be unfinished, or the previous surface needs to have been removed.

Wiping Stain

- Apply using a rag. Typically an oil-based stain. Use on unfinished wood, fiberglass, metal and other surfaces, according to the manufacturer's instructions.

Gel Stain

- This type of stain resists dripping, so it is ideal for use on vertical and nonporous surfaces. It doesn't penetrate as deeply as other stains. Use it on fiberglass, some woods, metal and composition surfaces, according to the manufacturer's instructions.

Water-based Stain

- Recommended for indoor use. It is fast-drying and cleans up with soap and water. This type of stain also offers good adhesion to surfaces previously painted or stained with an oil-based product.

Wood stain pen

- Wood stain pens will hide minor scratches, nicks and chips on furniture and wood.
- While staining colors the wood, finishes are meant to protect it. Here are the basic types of finishes available.

Varnish

- A blend of oils and resins that coat the surface of wood to give it a transparent, protective coating, allowing the beauty of the wood to show.
- It can leave a gloss, semi-gloss or satin finish, depending on its formulation.
- Varnishes are typically oil-based and mixed with a tung oil or linseed oil.
- Spar varnish is one of the most common types, and is recommended for exterior applications. It has a higher ratio of oil to resin than interior varnishes.

Polyurethane

- A durable type of varnish usually recommended for interior use on floors and many times wood furniture because of its excellent protection.
- Comes in water-based and oil-based formulations.
- It is generally not recommended for outdoor use because it will yellow and crack when exposed to ultraviolet light—unless ultraviolet light absorbers are added.
- Polyurethane stains are better used for interior applications for water-resistance and hard use, but customers may object to the plastic appearance they produce. Alkyds in the formulation offer a more natural-looking gloss for furniture and indoor architectural trim and doors.

Shellac

- Provides a fast, hard-drying, durable finish for furniture, woodwork, hardwood floors and other wood-finishing applications.
- It also functions as a sealer and stain-killer on drywall, cured plaster and new wood. Shellac is widely compatible with other coatings, and it can be applied over old shellac, varnish or lacquer finishes that are adhering well.
- For applications where water spotting may be a problem, shellacked surfaces can be protected with paste wax or varnish.
- Cleans up with ammonia and warm water.

Lacquer

- Is available in clear or colored formulations and has a fast-drying finish.
- Lacquers should be applied only to new wood or over previously lacquered surfaces. They cannot be used over old paint or varnish; the solvents will lift old finishes.
- They are usually difficult to apply by brush. However, some manufacturers do offer specially formulated versions that apply more easily with a brush.
- Lacquer thinners are required to clean tools.

Taking it to the Floor:

Frequently Asked Questions

Q: What is the difference between a wood stain and a varnish?
A: A wood stain is used to change the appearance of the wood, such as to bring out the definition in the wood grain or match the look of another species of wood. Varnish, which may be water- or oil-based, provides a clear, transparent coating that is durable and hard. Varnishes also come in a variety of shines, from flat to high gloss, and they may be water or oil based.

Q: What type of stain should I use on my deck?
A: When staining exterior wood decks, semi-transparent oil-based stains are generally a better choice. Solid-color stains are better for decks with badly weathered wood. Latex is also recommended for woods such as cedar, redwood and cypress—those that have natural resistance to rotting. However, putting a light-colored stain on these woods can result in brown discoloration. Latex stains also can withstand less abuse than their oil-based counterparts.

Q: Isn't my pressure treated deck already protected from the weather?
A: Not necessarily. You should stain it two to five months after installation. Many homeowners believe—wrongly—that pressure-treated wood is automatically protected from the elements. It is protected from insects, but it remains vulnerable to sun and moisture, which can cause splitting, drying, cracking and graying.

Q: What do I use if I want to stain something that has already been stained before?
A: Because of their excellent adhesion properties, latex stains are often recommended for surfaces that were previously stained or painted with oil-based products.

Q: How many coats of varnish do I need to apply?
A: Generally, from two to four coats, applied in thin layers. You should also work fast with lacquers. Use a 50/50 mixture of lacquer and lacquer thinner (each preferably made by the same manufacturer).

Q: What's the best way to apply varnish?
A: The best place to apply varnish is in a room that is not too humid and is about 70 to 75 degrees. To protect against debris from getting onto the finished piece, the room should be free from dust. You might even consider mopping the room or covering the floor with paper. Make sure that the surface to be varnished is clean, dry and free of any finishes. Try to have the piece horizontal. When mixing varnish, stir it; don't shake it because air bubbles can get into your finished piece.

Q: What is the best way to apply shellac?
A: Apply shellac with a brush, foam brush or from a can. Advise customers when brushing to flow on the shellac from a full brush—with minimum brushing—and not to re-brush areas, since the alcohol-based solvent of shellac dries quickly.

Upselling Skills

- When customers are buying exterior stains, recommend water-repellent preservative stains that contain a fungicide and water repellent. They protect against decay and mildew, as well as warping, splitting, cracking and general deterioration. They come in oil- or latex-based formulations and in transparent and semi-transparent finishes.

Add-on Items

- Recommend your customers use **safety goggles** and solvent resistant **gloves** when applying stains.
- Help your customer choose the correct applicator: either a **paint brush** for some stains, a **rag** for wipe-on stain, or a **lambswool applicator** for floor polyurethane.
- A **tack cloth** is useful for cleaning fine dust off a surface before staining or varnishing.
- Some finishes require using a **finishing pad** or fine sandpaper between coats.
- Recommend the proper brush cleaner, such as **mineral spirits**, for oil-based products.
- Suggest a **drop cloth** for protecting areas around the place being stained.

Chapter 2: Specialty Wall Finishes

Module 1: Faux Finishing Supplies

Product Knowledge:

Glazing Paint

- Interior latex paint that is ready to use, with no mixing of additional glazes required.
- For use on walls, ceilings, furniture and crafts.
- Available in a variety of effects, including metallic, distressed wood, lime wash and sand texture.

Tintable Glaze

- Mixed with latex paint to create a translucent color that provides a multi-dimensional look.
- Dries to the touch in between 10 and 30 minutes.

Crackle Paste

- Also called aging glaze.
- Used to create rustic, antique designs that resemble the look of cracked oil varnish.
- Can be applied over any painted surface, including furniture, woodwork, trim, lamps and decorative accessories.
- Sometimes comes in a three-part system, with base coat, top coat and either light or dark enhancer.

Venetian Plaster

- Used to achieve a polished marble-like effect.
- Gives the look and feel of natural stone.
- Can be tinted and applied to any flat, smooth surface.
- Surface must be primed or have a matte finish.

Clear Coat

- Clear acrylic protective finish for painted walls.
- Particularly recommended for crackled walls and walls where sand tones have been applied.
- Gives an ultra-flat finish.

Sculpture Paste

- Thick paste material for creating raised designs.
- Commonly used with stencils.
- Porous nature accepts additional glaze well and can be blended with glaze to created tinted designs.
- Can be used on walls, furniture, cabinets and crafts.

Coloring Tint

- Tint used to change color of glazes when faux finishing.
- Available in a variety of colors.
- Generally comes in 12 oz. or 1 oz. bottles and tubes.

Natural Sea Sponge

- Used with sponging technique to apply paint and glaze to the surface to give a mottled look.
- Process begins with application of a coat of paint in a solid color. Once this coat is dry, the damp sponge is then used to add glaze in another color.
- One line of sponges comes with a plastic handle that can be removed as well as a smaller trim sponge for corners.
- Can also be used with a negative method, which involves applying a base coat, then a glaze coat. A sponge is then used to remove some of the glaze before it has a chance to dry, partially exposing the color of the base coat.

Rag Rolling Applicator

- Used with rag rolling technique to achieve effects similar to crushed velvet, parchment, chamois leather, watered silk or brocade.

Graining Feather

- Used in marbling technique, in which a base layer of white or color is dabbed on with a damp sponge, and then a second glaze of a different color is applied the same way, causing the two colors to "marble."
- The feather provides the "veined" look.
- Marbling is often done with fireplace mantles.

Stippling Brush

- Brush used to create stippling effect which is a faux technique that gives an aged look to new surfaces.
- Stippling involves using the brush to paint criss-cross patterns using glaze over a base coat. The brush bristles are then used to dab on glaze to achieve the desired look.

Graining Comb

- Tool used to achieve striated effect, which involves covering a wall with regular paint, applying a glaze and then running the comb through the glaze to remove glaze.
- Combing tends to darken the color of the wall and it can be done in any direction.
- Cross-hatching is when the wall is combed once straight down and once horizontally.

Taking it to the Floor:

Frequently Asked Questions

Q: Can I combine several different faux finish techniques?
A: Yes. However, be sure to try out the various techniques first on a scrap piece of drywall to make sure they will look good before applying them to the wall.

Q: How much glaze will I need for an average room?
A: It depends, but generally one quart of tinted paint to six quarts of glaze is common. When using acrylic glaze, the ratio increases to one quart of tinted paint to eight quarts of glaze.

Q: Should I apply a protective coating over a faux finish?
A: While it isn't mandatory, it will enhance the durability. Just be sure to let the glaze dry for two days before coating.

Q: What is meant by "open" time when using glazes?
A: Open time refers to the time it takes for the glaze to begin setting up. This is generally the amount of time you have to reach your desired effect. Most of the time you have up to 15 minutes, depending on the product you're using. However, be sure to read the directions carefully to make sure. You can also mix Floetrol to the glaze to extend the open time.

Upselling Skills

- While many customers might have sponges and rags that are adequate, sell them a natural sea sponge, stippling brushes and rag rolling tools designed specifically for applying faux finishes. It will enhance the look of the project and give them greater satisfaction in the end.
- Be sure to remind the customer to apply a high quality base coat of latex paint before applying faux finishes. The higher quality paint will adhere to the wall better and hold the glaze better than cheap paint.

Add-on Items

- **Drop cloths** and **masking tape** will be useful for protecting areas the customer does not want to paint.
- **Rubber gloves** will be your customers' best choice for keeping their hands clean.
- Suggest **brushes** or **rollers** for applying paint to the wall.
- Ask if the customer needs any **spackling** and a **putty knife** to fill holes in the wall in preparation for painting.
- Suggest **towels** for cleanup after the project is finished.

Module 2: Wall Paper Supplies

Product Knowledge:

Wallpaper Primer

- Helps to ensure an ideal surface before hanging wallpaper to resist peeling.
- Prevents damage to drywall by binding and sealing surface.
- Also blocks dark colors and patterns from showing through paper.
- Has superior bonding properties so there is no need for deglossing previously painted surfaces.
- Generally comes in a water-based acrylic formulation.

Wallpaper Activator Adhesive

- Ready-to-use product that promotes adhesion and acts as a wetting agent.
- Gives excellent slip for matching patterns.
- Helps prevent seam pops.
- Eliminates the need for water trays.

Wallpaper Paste

- Enables wallpaper to adhere to the wall.
- Water soluble, so cleans up with soap and water.
- Special formulas designed for borders where vinyl-to-vinyl adhesion is needed.
- Some have a tinting agent that ensures complete coverage.
- Be sure to check the kind of paper before you sell the paste. Some coverings require wheat paste, while others use liquid vinyl adhesive or a vinyl paste.

Wallpaper Removers

- A liquid spray-on solution that uses enzymes to break down the paste and destroy its adhesive strength.
- Also available in water-based gel formulations that can be applied with a brush or roller.

Wallcovering Scoring Tool

- Hand tool that perforates existing wallpaper so remover solution can penetrate and attack dried paste.
- Generally has a round handle and rotating scoring blades that are randomly run across wallpaper.

Smoothing Brush

- Brush used to smooth out wallpaper after it is applied to the wall.
- Removes any air bubbles behind paper for a smooth finish.
- Generally has polypropylene bristles.
- One-piece handle.

Taking it to the Floor:

Frequently Asked Questions

Q: Do I need to apply anything to the wall before papering?
A: You should apply wall sizing or wallpaper primer to all walls. It prepares the surface and acts as a first coat. It makes a smooth surface and prevents paste from soaking into the wall.

Q: What tools do I need to remove old wallpaper?
A: A wallpaper remover, a 3" wallpaper stripping tool, a bucket and a sponge are essentials for the job. You can also buy a tool that will score the paper before you apply the remover.

Add-on Items

- Recommend a **trimming knife** for cutting wallpaper to size and trimming.
- A **plumb line** and **chalk line** will help in laying out lines for the paper on the wall.
- Use an **paste brush** for applying paste to the wall.
- A **water tray** is a long, narrow tray used to wet pre-pasted wallpaper.

Chapter 3: Painting & Finishing Tools

Module 1: Brushes

Product Knowledge:

Brushes are available in either natural bristles or synthetic filaments.

- **Natural bristle brushes** are made from animal hair. Use them for applying oil-based coatings.
- **Synthetic brushes** have filaments made from nylon, polyester, Chinex or a combination. Use them for applying water-based paints.

Trim Brush

- Also called a sash brush, it is used to paint trim and smaller, detailed work.
- It is generally available in 1" to 3" widths.
- End of bristles or filaments (edge) can be square (flat) or cut at an angle (angular) for cutting in delicate trim work.
- With square trim brushes, the end of the brush is trimmed flat or horizontal.
- With chisel trim, the end of the brush is cut to a dome-like shape, which increases taper and cutting-in properties.
- Tips can be "flagged," or have split ends.

Paint Brush/Wall Brush

- Also called a flattening brush.
- Generally comes in 3" to 5" widths.
- Used for painting larger surfaces, such as ceilings, floors, chimneys, etc.

Varnish Brush

- Commonly used by professional painters for applying a wide variety of paints and stains.
- Known for holding and delivering more paint than other types of brushes.
- Some have satin-edge finishes on bristles for enhanced performance.
- Recommended for both interior and exterior painting.

Stain Brush

- A wider brush generally available in 4" to 6" widths.
- Many types feature natural white China bristles for working with oil-based stains, sealers and wood toners.
- Also available in synthetic filaments.

Chip Brush

- A utility brush designed for a variety of applications, including painting or applying glue, oil, cleaning or dusting.
- Usually made from China bristle.
- Designed to be economical and disposable.

Foam Brush

- Foam brushes have handles like regular brushes, but a foam pad replaces the bristles.
- Considered disposable because they are inexpensive, but most are durable enough to be cleaned and reused.
- Ideal for clear finishes, however, most brands are not recommended for use with lacquer or shellac, which have chemical formulas that destroy the foam.

Taking it to the Floor:

Frequently Asked Questions

Q: Should I use a natural bristle brush with a latex paint?
A: No. Just remember that humid weather can make someone's hair turn frizzy. Water-based paints do the same thing to natural-bristle brushes, so you will want to use a synthetic brush with latex paint. Natural bristles are best for most oil-based finishes including varnishes and stains. Their soft tips leave fewer brush marks.

Q: Should I buy a paintbrush with angled bristles or cut square?
A: An angle-tipped brush allows you to put the tips of the bristles on the work at the natural angle that the brush is held. In addition, an angle-tipped brush puts slightly more bristle area on the work than a square-tipped brush of the same width.

Q: Can I use the same synthetic brush for both latex and oil-based paint?
A: Yes, but you must make sure you clean the brush extremely well. It is best if you just buy two sets of brushes—one for latex and one for oil-based paints.

Q: What type of brush is best for rough surfaces?
A: A synthetic brush is your best choice, because the rough surface can quickly damage the flags on a natural-bristle brush.

Q: How wide of a brush should I use?
A: The best answer is whatever you feel comfortable with. A bigger brush holds more paint and applies it more quickly, but it is also harder to control.

Upselling Skills

- Look for a ferrule (the metal band binding the bristles) that is attached to the handle with screws or rivets, not crimped on. It should also be non-corrosive.
- The best brush filament is round and solid (not hollow), because it lasts the longest and cleans up easiest.
- Better brushes have synthetic filaments that are flagged, or split at the ends, which improve the spreading ability of filament and help the brush hold more paint.

Add-on Items

- You can recommend your customer buy several different sizes of **brushes** so he or she is prepared for various types of trim work.
- Your customer may need a **drop cloth** and **painters' tape** for the project.
- Suggest latex **painter's gloves** for keeping hands clean.
- A **paint bucket** is handy for carrying smaller quantities of paint.
- A **pail hook** is handy for hanging a pail on a ladder.
- Use a **brush comb** for cleaning the brush.
- Offer turpentine or **mineral spirits** for cleaning up oil-based paints.

Product Knowledge:

Roller Cage

- A tool consisting of a frame (cage) that holds the roller cover. It is also known as a roller frame or paint roller.
- The handle has an extension socket on the end to allow the user to add an extension pole.
- Great for speed of application.
- Standard wall rollers are 7" to 12" wide.
- Some rollers have shields incorporated into the structure of the tool to combat spatter and drizzle.
- Smaller rollers, called trim rollers or mini rollers work well on woodwork and other small areas that cannot be painted with standard rollers. They are available in many different sizes and shapes, depending on the area for which they are designed.
- An advanced roller is the paint stick or stain stick, which pumps paint straight from the handle or the can to the wall, where it can be rolled on with the attached roller. The advantage is that the user does not have to deal with drips or messy trays.

Roller Cover

- Attaches to the roller frame. Use it to apply paint and stain. The density of the fiber (or the nap) determines the roller's ability to hold paint and spread it evenly. Inexpensive rollers that become matted or fail to spread the paint will produce a mottled finish, regardless of the quality of paint used. They may also leave lint on the painted surface.
- Available in natural or synthetic fibers.
- Mohair covers are especially good for applying enamel, while lambswool covers are excellent for alkyd paints, but not latex.
- Synthetic fibers make good all-purpose covers. In fact, about 95 percent of all roller covers are synthetic.
- Smooth roller covers (with a 3/16" or 1/4" nap) are used for painting walls, floors and fine finishing.
- Medium roller covers (with a 3/8" or 1/2" nap) are used for sand-textured walls.
- Rough roller covers (with a 3/4" or 1" nap) are used for light stucco walls and masonry floors.
- Extra rough covers (with a 1-1/4" nap) are used to paint brick, block, masonry and stucco.
- Texture roller covers are designed specifically for applying texture paints. Some are foam with patterns etched into the surface. Others have deep, looped material. Texture roller covers have large diameters to accommodate the heavier consistency of texture paints.

Extension Pole

- Attaches to a roller cage and frame for extended reach.
- Generally range from 1' to 16' in length.
- Some poles are adjustable, or telescoping.
- Generally made of fiberglass or aluminum.
- Some include quick-release adaptors for easy tool changes.

Paint Pad

- Lies flat on the surface, allowing the user to avoid spattering.
- Most pads are made of mohair or foam and can apply either latex or oil-based paints.
- A corner pad is a paint pad shaped in a 90 degree angle to allow for easy painting of corners.

Airless Paint Sprayer

- Used when painting large areas with the same color or painting intricate surfaces such as furniture or grillwork where other tools will not reach all surfaces.
- Airless sprayers eject paint at high pressure. An electric airless paint system consists of a paint container, high-pressure pump, motor, handle and housing and pressure regulator. Extension nozzles, longer suction tubes, extra nozzles and viscosity measuring cups are optional accessories.
- Choice of spraying tip depends on paint consistency, but generally the thinner the paint, the smaller the tip needed. Paint consistency also governs pump pressure. Thinner materials such as stains, lacquers, enamels and sealers require less pressure than heavier materials such as house and wall paint.
- Paints that have been formulated for brush or roller application may be too thick for spraying. They should be tested first and thinned if necessary.

Taking it to the Floor:

Frequently Asked Questions

Q: Should I use a different type of roller cover for oil-based paint and latex paint?
A: Yes, just as you would with a paintbrush. Natural fiber roller covers made with mohair or a blend of polyester and lamb's wool are usually recommended for oil-based paints, varnishes and stains. Synthetic fiber roller covers, on the other hand, are most often recommended for applying latex paints.

Q: What's the easiest way to apply the waterproofing product to my deck?
A: Paint pads are an excellent way to apply waterproof coating to a deck or fence. Attached to a long handle, they eliminate bending and stooping and can be washed and re-used.

Q: Can I use any regular house paint with my airless sprayer?
A: Paints that have been formulated for brush or roller application may be too thick for spraying. They should be tested first and thinned if necessary.

Upselling Skills

- The best roller frames are made from heavy-gauge wire and have a comfortable handle.
- Recommend woven roller cover fabrics instead of knit fabrics, which are more prone to shedding.
- Some roller cover cores are made of untreated cardboard, which will soften and collapse from excess moisture. Recommend ones made from treated cardboard or plastic that will hold up better in heavy service.

Add-on Items

- Customers purchasing rollers may need a **roller tray**.
- Also suggest disposable **tray liners** to make clean up easier.
- As an alternative to a roller tray, your customer can also use a **bucket** and a **bucket grid** to dispense paint.
- Offer turpentine or **mineral spirits** for use with oil-based paints.
- In addition to drop clothes, customers using an airless sprayer may want **masking paper** and **masking tape** to protect non-painted areas from overspray.
- Recommend **gloves** for protecting hands while using paint or stain.

Module 3: Surface Preparation Tools

Product Knowledge:

Scraper

- Similar in appearance to a joint taping knife but primarily used for scraping off old paint, digging out old compounds and opening cracks.
- The most popular length is 3".
- Blades can be stiff or flexible for different tasks.

Putty Knife

- The putty knife looks similar to the scraper, but has a smaller blade, usually 1-1/4" and 1-1/2". Use it for applying putty and spackling.

Wall Scraper

- Use it to scrape old wallpaper off walls and peel paint from work surfaces.
- Blade is removable for replacement and is secured with screws.
- Angled head offers enhanced leverage.
- Many now come with ergonomic rubber grip handles for enhanced comfort.

Pull Scraper

- Also called a wood scraper or paint and varnish scraper.
- Removes old finishes and smoothes the surface with its sharp cutting blade.
- The large handle also serves as a hammer head.
- Often used with paint strippers and other chemical removers.
- Blade sizes range from 1" to 5".
- Replaceable blades are usually made from tempered, high-carbon steel.

Glass/Paint Scraper

- Used to scrape excess paint off windows.
- Can accommodate either single- or double-edge razor blades.
- The most popular type has a retractable blade that slides into the handle when not in use.

Painter's Tool

- Also called a 5-in-1, 6-in-1 or 8-in-1 Tool or a Glazier's Tool.
- Use it for a variety of tasks, as a scraper, spreader, crack cleaner, can opener and hammer head.
- Half-round cutout helps remove paint from rollers during cleaning.
- Remind customers of the benefits of a multi-tool over a scraper. It has many functions and will save them from having multiple tools in the toolbox.

Heat Gun

- Aids in removal of paint and varnish, as well as flooring, adhesives and frozen nuts and bolts.
- Either comes in one heat setting or variable heat settings.
- Higher heat settings are for removing paint and varnish.
- Lower heat settings are for removing flooring, adhesives and bending or molding plastics.

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 of finish and between sanding.

Masking Tape

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

Taking it to the Floor:

Frequently Asked Questions

Q: Is there a special scraper I can use to scrape the paint off a porch post?
A: You can buy a contour scraper that can accommodate a variety of blades for removing materials on rounded surfaces and in grooves.

Q: Can putty knives be used as a scraper?
A: While putty knives with stiff blades can be used to scrape loose materials, a paint scraper is a better tool for the job. It has a sharp blade designed specifically for removing old paint and other materials.

Q: Is there a way I can test my exterior paint to see if it contains lead?
A: Yes. There are several do-it-yourself test kits that are approved by the EPA. Go to www.epa.gov/lead/pubs/kits.htm for a listing of test kits that have been approved. Approved test kits generally come with verification cards, while many non-approved test kits don't.

Q: Can I just use a pressure washer to take the peeling paint off my home's exterior?
A: It is not advisable. Pressure washers should only be used for removing dirt, mildew and algae that can lead to premature paint failure. Flaking paint should only be removed by scraping and sanding.

Q: What is the proper way to use a heat gun to remove paint?
A: A heat gun is good for removing thick layers of paint, but they can be dangerous. Do not use a heat gun to remove lead paint, as the fumes could contain lead and be very dangerous to your health. For removing non-lead paint, keep the heat gun moving across the wood to avoid excessive heat build-up in one place and damaging the wood. Use a canvas drop cloth to collect the paint. When the paint begins to soften, scrape it loose with a paint scraper. Wear safety goggles, heat-resistant gloves, a long-sleeved shirt, pants and a respirator designed for heat gun paint removal.

Upselling Skills

- A quality masking tape has excellent ability to stick immediately and securely to nearly all surfaces, yet pulls away without damaging the surface. It should also leave a sharp line without paint seeping under the tape.
- Some have carbide or even diamond-honed blades for greater cutting ability and durability.
- The finest quality blades are made from mirror-finished, high-carbon steel and are hardened, tempered and individually ground. Some are made of stainless steel.
- Top-quality models have blades running from the tip of the blade through to the end of the handle. They also have a cushion grip handle.

Add-on Items

- Customers scraping paint, and especially those using a heat gun, should consider personal protective wear, including **gloves**, **safety glasses** and **respiratory protection**.
- Recommend a **drop cloth** for catching and collecting paint flakes.
- If your customer is removing many layers of paint, suggest using a **paint stripper** to help the process.
- For those scraping the exterior of a house, ask if they have an appropriate **ladder** for reaching higher spots.

Module 4: Other Paint Tools

Product Knowledge:

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.
- The capacity will tell how much paint it can hold.
- Use a plastic disposable tray liners to eliminate cleaning the tray when finished painting.

Paint Bucket

- Rectangular or round plastic bucket used to hold paint.
- Common sizes range from 1 to 5 gallons.
- Some buckets feature a lid that closes and seals paint, roller or brush inside.
- Smaller paint pails are made for holding in one hand while you paint with the other.

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.

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 color.

Paint Mixer

- Propeller device used to mix paint.
- Attaches to drills with either a ½" or 3/8" shaft, depending on model.
- Also great for mixing sealers and other coatings.

Drop Cloth

- Can be made of a variety of materials, but is usually made of plastic.
- Also used to protect furniture, fixtures and floors when painting.
- Available in a variety of sizes for hallways or larger, open areas.

Taking it to the Floor:

Frequently Asked Questions

Q: What's the best way to make my paintbrush last a long time?
A: Always clean it thoroughly, and I recommend using a paintbrush comb. Use this to clean paint and other coatings out of paintbrushes. To use it, simply run comb through paint brush filaments while running under warm water or while soaking in solvent-based cleaners for oil-based paints.

Q: What's the best way to mask off windows in preparation for using an airless sprayer?
A: The easiest way is to use masking paper and masking tape to cover any large vertical surface where you don't want to get paint. You can use drop clothes for floors and to cover furniture.

Upselling Skills

- While plastic drop cloths don't cost as much, canvas drop cloths are heavy duty and can be reused over and over again.
- Some paint trays can hold up to a gallon of paint and have handles for easy moving.
- Some also have a magnet to hold a brush while not in use.

Module 5: Sandpaper & Steel Wool

Product Knowledge:

Sandpaper

- Has many uses, but generally used to smooth surfaces and to remove finishes to prepare a surface for painting.
- Available in sheets as well as sizes for various sanding power tools.
- Manufactured on a variety of backings, including paper, cloth and fiber.
- 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.
- Coarseness. 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 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.
- Sandpaper comes in two coat styles: open coat (OC) and closed coat. "Coat" refers to how densely the grain is adhered to the surface. Open-coat sandpaper has greater spacing between the grains, which prevents it from clogging up as quickly with sanding residue. "Closed coat" means 100 percent of the surface is covered with grain. Closed-coat sandpaper, however, fills more rapidly with the substance being sanded and must be discarded sooner.

- There are five general types of sanding paper:
  - **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.

Sanding Sponge

- A sponge coated with or made of an abrasive agent used for a variety of sizes and shapes for specific sanding applications, such as sanding drywall joint compound or spackling.
- Generally is coated on each side as well as edges.
- Lasts longer than sandpaper and can conform to the shape of the item you're sanding.
- Can be used in wet and dry sanding applications.

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 is 4"x11" sheets in 220 grit.

Steel Wool

- Use to remove grime and sludge prior to refinishing, prepare new surfaces, remove old coatings on raw wood and for application in between coats of enamel, paint, shellac or varnish.
- Removes paint from glass, furniture, tile and other surfaces. Also use before painting on any glossy surface.

- Comes in grades ranging from super fine (designated by 0000) to coarse (designated by 3). The smaller the number, the finer the steel wool.
- 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. Unlike steel wool, bronze wool doesn't rust and resists shedding. It's ideal for boat owners who might use it with hardwoods such as teak and mahogany.

Taking it to the Floor:

Frequently Asked Questions

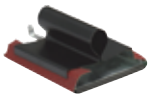
Q: What can be used to produce a nice, smooth surface when I finish furniture?
A: Using a fine steel wool between multiple coats will give you a smoother surface. Be sure to clean the surface with a tack cloth before painting each additional coat. The smaller the number, the finer the steel wool.

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: What can I use to sand chair legs?
A: Try a flexible sanding sponge.

Q: What is best 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.

Add-on Items



- Suggest a **sandpaper holder** to make it easier to use the sandpaper.
- Customers sanding drywall may want a **pole sander** and **extension pole** for sanding high place.
- There is also a **hand sander** specifically designed for holding drywall sanding sheets.
- Anyone sanding should use a **mask** to protect from sanding dust.
- Finally, customers may want **gloves** for protection during a sanding task.

Module 6: Ladders

Product Knowledge:

Ladder Features

An important consideration when selling a ladder is its construction.

- **Wood** ladders are non-conductive when clean and dry, but heavy.
- **Fiberglass** ladders offer a favorable blend of the more desirable qualities of wood and aluminum. It's non-conductive (like dry, clean wood) but made of sturdy modern materials (like aluminum). If you are planning to use the ladder in a variety of circumstances, a fiberglass ladder is the best choice.
- **Aluminum** ladders are lightweight, provide excellent strength and offer reliable performance. Aluminum ladders are corrosion-resistant and require little if any maintenance. They conduct electricity, however, so they should never be used when working near electrical lines.

Step Ladder

- A self-supporting device used for climbing that consists of two rectangular frames hinged at the top with one side containing the rungs for climbing.
- Non-adjustable in length and folds closed for storage.
- Available in increments from 2' to 12' in height.
- Steps are flat and riveted and are generally 3" or more in width.
- Most models include a plastic platform on top for storing tools or loose fasteners.

Extension Ladder

- Use for working in high areas and primarily for exterior applications.
- A non-self-supporting type of ladder with two similar sections that are linked with internal guides on the bottom of base section and external guides on the top.
- Sections are pulled apart to increase length.
- Available in heights ranging from 12′ to 40′.
- Smaller extension ladders are extended manually and secured with gravity spring lock brackets
- that rest on the selected rung.
- Larger extension ladders are extended by means of a rope and pulley running down the side of the ladder.
- Rungs can be round or flat and are usually serrated for enhanced slip resistance.
- Ladder shoes pivot to allow full contact with ground. Shoes can also be turned up to penetrate soft ground for extra stability.

Platform Ladder

- A type of aluminum stepladder with three steps for ordinary household climbing tasks.
- Some models feature extra wide non-slip treads for comfort during long periods of use.
- Common step heights include 10″, 20″ and 30″.
- Most have a 200 lb. duty rating.
- Most have a platform above the steps for resting tools and materials and a high handrail.
- Folds easily for convenient storage.

Attic Ladder

- Folding ladder that pulls down from attic access hole to permit entry.
- Three sections unfold to rest on floor, and then fold back up to store on top of pull-down access door.
- Generally made of wood or aluminum. 90° wrap-around hinges allow legs to completely fold up when not in use.
- Different models accommodate different floor-to-ceiling height ranges.
- Steps are usually double riveted for extra durability.
- Generally rated either at 250 lbs. or 300 lbs.

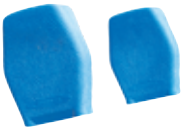
Articulated Ladder

- Also called a combination ladder.
- 3-position, multi-lock hinges offer many different arrangements and combinations to become a step ladder, an extension ladder, a stairway ladder (modified step ladder) or a scaffold.
- No tools needed for conversion between ladder types.
- Most models extend between 12′ and 16′ and carry either a 225 lb. or a 250 lb. duty rating.

Work Platform

- Provides an ideal platform for painting or a variety of chores where you need some extra height as well as mobility.
- Folds for easy storage.

Ladder Accessories



Ladder Mitts

- Attach to the top rails of extension ladders to prevent marring of the surface the ladder is leaning on.
- Generally made of tear-resistant and weather resistant urethane foam.

Ladder Tool Holders

- Tool holder that drapes on both sides of the top of step ladders.
- Contain separate pockets to hold different hand tools and fasteners.
- One pocket generally snaps off to enable it to be used with extension ladders.

Paint Pail Shelf

- Attaches to step ladders to provide a tray for paint cans.
- Generally constructed of a molded plastic shelf with aluminum arms.
- Some models automatically close when step ladder is folded for storage.
- Usually contains a built-in rag rack.

Ladder Paint Tray

- Similar to paint tray for step ladders but designed for extension ladders.
- Can fit on aluminum or fiberglass extension ladders with round or flat rungs.

Ladder Levelers

- Can be mounted to one or both legs of a ladder to allow it to remain level on uneven surfaces.
- Consists of two swivel shoes that adjust between 3-1/2" and 8-1/2" (depending on the model) so that one leg can stand on the ground and one can stand on an elevated surface, such as a step.

Ladder Stabilizer

- Attaches near the top of extension ladders to help stabilize the ladder and make it safer to use.
- Most models provide a wider or more stable base and protective rubber end cap to protect the work surface.
- Can be used on both aluminum and fiberglass extension ladders and even articulated ladders to hold ladder 10" away from the wall.
- Some models include spring loaded locking latch for quick installation and removal.
- Commonly used to span second story windows to center ladder when working on windows. Some models span double windows.
- Some models also designed for use on corners.

Ladder Hook

- One end hooks over the ridge of the roof to prevent the ladder from slipping, while the other end fits between the top two ladder rungs.

Ladder Jacks

- Convert a pair of extension ladders into a working platform.
- Ladder jacks can accommodate 12", 14" and 20" wide planks, depending on the model, and can be attached to either 2 or 3 rungs.
- Clamp secures platform to ladder jacks and ties supporting ladders together to help secure entire ladder jack system.
- Can be mounted to either side of an extension ladder.

Taking it to the Floor:

Ladder Buying Guide

In order to recommend the right ladder to your customer, it's important to know how your customer will be using the ladder. Here are four key areas you should discuss with your customer when selling a ladder.

Intended activity: The intended activity will make the choice obvious. For example, a stepladder would be the choice to paint interior walls and ceilings, while an extension ladder usually is needed to paint outside. If the job involves more effort than usual, or will require more time on the ladder, suggest your customer use a platform ladder instead of a stepladder. Quality classifications for extension and stepladders include consumer (household), commercial (mechanic) and industrial grades.

Weight: All ladders are designed to hold a certain weight. Therefore, ladders are matched or "job-rated" to the physical demands of the application. For instance, a ladder used daily on a construction site obviously should have a sturdier construction than the ladder used a few times a year around the house. The most important factor is the rated load capacity—the aggregate working weight of the user, his clothing and his tools. For that reason, the duty rating is described in terms of pounds. Every ladder's duty rating is color-coded. A label in the appropriate color is prominently displayed on the side rail. Look for the proper duty ratings to match the highest level of use.

Reach: The height the ladder must reach so the user may work from a safe position. Stepladders should be high enough for the user not to have to stand above the second step from the top. (The first step from the top carries a label warning not to stand there.) On extension ladders, the user should stand no more than four rungs from the top, which should extend 3' above the work surface. The base of the ladder should be one-fourth the distance from the top support of the ladder to its bottom support.

Activity around electrical lines: If your customer will be using a ladder around electrical lines, recommend a fiberglass ladder or a wooden ladder, as they are non-conductive. Aluminum ladders will conduct electricity.

Chapter 4: Bonding & Patching

Module 1: Caulks & Sealants

Product Knowledge:

Caulk sizes

- Most all types of caulk are available in cartridges ranging from 10-12 oz. to fit a standard caulk gun.
- Some types are available in convenient squeeze tubes ranging from 4 oz. to 6 oz. They do not require a caulk gun.
- An even smaller size is also available for a single use.

Latex Caulk

- Use for filling gaps in baseboard and trim, as well as for caulking around interior window and door frames.
- Water-based, so it is easy to apply, is paintable, has little odor and cleans up with water.
- Ideal curing conditions are warm (above 40 degrees), dry weather.
- Basic latex caulk is most effective on small cracks in baseboards and little gaps around windows. It is non-flammable and paintable but not very flexible. It hardens over time.

Acrylic Latex Caulk

- A general-purpose caulk—more flexible than vinyl latex caulks.
- Water-based, easy to apply, non-flammable and cleans with water.
- Adheres to most surfaces and can be painted shortly after application.
- Remains effective for 10 to 15 years. It is flexible and it maintains that flexibility over time.
- However, it is not recommended for an area that is subject to excessive water collection.

Kitchen and Bath Adhesive Caulk

- A specialty performance caulk with added mildewcide to protect against mildew growth in the areas prone to moisture (kitchens and bathrooms).
- Kitchen and bath caulks are more flexible and crack-resistant.
- Many formulations include adhesives that combine a sealant and adhesive in one.
- Some kitchen and bath caulks are latex-based and some are silicone.

Silicone Caulk

- Is good for use around bathtubs and sinks because it resists mold and mildew.
- It is water resistant and provides excellent adhesion to smooth surfaces, such as metal, glass and tile, but may not adhere well to porous surfaces such as wood and masonry.
- Remains flexible after curing and is not affected by UV radiation.
- Paint will also not stick to most silicones, however some new formulations are paintable.
- Can be applied at nearly any temperature.
- Must be cleaned up with solvents.

Siliconized Acrylic Caulk

- Combines silicone with acrylic latex formulas for improved water resistance.
- This medium-performance, water-based caulk can withstand greater movement than acrylic latex.
- Can be used for interior or exterior applications with good adhesion, even to glass and ceramic tile.
- It also comes in a variety of colors as well as clear formulas.
- It applies easily (though best applied in temperatures above 40° F), is non-flammable, paintable, mildew-resistant and cleans with water.
- It endures moderate temperature changes, with a life expectancy of about 25-35 years.

Butyl Rubber Sealants

- Solvent-based, with a life expectancy of two to 10 years.
- Butyl rubber is good for sealing out water in lap joints, such as gutters. It is also a good choice for metals and masonry, as well as outside for chimneys.
- Probably the best waterproofing sealant for below-grade applications, such as foundations.
- Stringy, difficult to apply and slow curing, they are most efficient when applied to openings between similar surfaces.
- These sealants offer low to moderate movement capabilities.

Synthetic Rubber Caulk

- Very flexible and great for use on roofs, wood siding and joints that frequently show movement.
- Cures clear and is ideal for exterior joints that typically expand and contract.
- Can be applied in adverse weather conditions (wet and cold).
- Stretches easily without breaking and recovers easily.
- Can be painted with latex paint.
- Due to higher VOC content, can't be used indoors in some parts of the country, although manufacturers have introduced low VOC formulations to the marketplace.

Modified Silicone Polymers

- Delivers excellent performance on vinyl, fiber cement, aluminum and wood siding.
- Combines the best characteristics of polyurethane, silicone and water-based products, offering permanent flexibility.
- Great for applying in wet weather and low temperature applications for caulking around exterior windows, doors and vents.
- Can be painted with latex paint.

Polyurethane Foam

- Used for a variety of jobs, most often around electrical outputs, pipe penetrations and large voids or openings where the elements can infiltrate a structure.
- It expands to fill gaps, holes and voids and is good for insulation purposes.
- It is easy to apply, cures quickly, is paintable and offers good adhesion.
- Available in different expansion rate formulas.

Taking it to the Floor:

Frequently Asked Questions

Q: What is the difference between a caulk and a sealant?
A: Although "caulk" and "sealant" are often used interchangeably, a sealant is generally a high-performance caulk. A product that meets or exceeds the requirements of American Society of Testing Materials (ASTM) Specification C-920 is considered a sealant because of its high-performance characteristics, such as durability both inside and outside and during inclement conditions. If there are no specifications on the label—or if the label says the product meets requirements of ASTM Specification C-834—it is considered a caulk.

Q: What are some common uses for sealants?
A: Sealants are used to seal or close cracks or joints between sills and foundations; where siding joins window and door trim; openings around external electrical outlets, electrical and telephone cables; dryer vents; kitchen, attic and bathroom vents; flashings; skylights; other cracks and openings that leak water into homes or that leak heated air and energy out.

Q: What do I need to know to buy the right type of caulk?
A: The type of caulk you use will depend on the following factors: Where it will be applied?; What type of surfaces will be bonded or caulked?; How much stress or movement will the joint be subject to?.

Q: What kind of caulk should I use around interior window frames?
A: Latex caulks are good for filling these kinds of gaps. They clean up with water and most are paintable. However, they must be applied in temperatures of more than 40 degrees F.

Upselling Skills

- One of the best add-on sales you can make when selling a tube of caulk is a caulk gun. However, while the standard ratchet style caulk gun is the least expensive, now is the time to encourage your customer to buy a better, smooth rod caulk gun. Here are some of the features you can point out to help make the sale.
- The main advantage with a smooth rod gun is that is allows the piston to back up slightly after each squeeze so the user does not have to turn the piston or depress a lever to stop the flow of caulk. This saves caulk from dripping out of the tube when it's not in use.
- Better models include a ladder hook, spout cutter and tool to puncture the seal on the caulk.
- Barrel-less models make it easy to change caulk cartridges and are light weight.

Add-on Items

- One of the best add-on sales you can make when selling a tube of caulk is a **caulk gun**. This is the tool you use to apply the caulk.
- A caulk **backer rod** is useful for filling in larger gaps. It provides a good backing for caulk and reduces the amount of caulk needed to finish the job.
- Also suggest a **putty knife** for digging out old compound that may need replaced.
- A **utility knife** is useful for cutting off the end of the caulk tube before using.
- Customers using caulk and expanding foam may need other weatherization products. Some common ones to suggest are **rubber tape weatherstripping**, **door weatherstrip** and a **door bottom seal**.

Module 2: Adhesives

Product Knowledge:

Woodworkers' Glue

- Also called carpenter's glue.
- Woodworkers' glue is used in applications where better water resistance, heat resistance and ease of sanding are desired.
- Has a faster grab than white glue (set time is usually within 15 minutes).
- Is usually tinted an off-white or yellow.
- Non toxic and non flammable.

Instant-Setting Glue

- Also called Super Glue (cyanoacrylates), this glue creates a strong, instant bond with a small amount of glue.
- Regular cyanoacrylates will bond almost all non-porous materials such as ceramic, some plastics, rubber, metal or synthetics.
- Should be handled with extreme care and kept off of skin.

Epoxy

- A very strong adhesive, epoxy is designed primarily for the bonding of non-porous surfaces, but can also be used effectively on wood.
- Most epoxies come in two parts: a resin and a hardener (or "catalyst") which must be mixed together before the adhesive is used. Once mixed, the material will set permanently in a specified length of time—most will permanently bond, even under water.
- The bond will withstand most solvents when curing is complete.
- Excellent for sealing gaps and will withstand vibration and shock.
- Since epoxy is toxic and flammable, use extreme caution when handling.
- Another type is epoxy putty what comes in a clay-like tube. Squeezing the clay activates the epoxy.
- You can then use it to fill gaps and even mold into shapes. Once it cures, it is rock-hard.
- Many types can be used in both wet and dry applications.

Polyurethane Glue

- Is a one-part adhesive offering the strength of an epoxy without mixing.
- Generally requires 4 to 24 hours to fully cure, but it does bond to most materials.
- Cures in the presence of moisture, so wetting one or both materials to be joined is required.
- Good for a bond between either similar or dissimilar surfaces and is commonly used in woodworking.
- Waterproof, sandable, paintable and stainable.

Construction Adhesive

- Also known as mastic, which is a general term for any thick adhesive.
- Used in heavy-duty bonding and construction, this adhesive reduces the need for screws, nails and other fasteners.
- Usually applied with a caulking gun or trowel.
- Flexible and waterproof qualities make them ideal for outdoor applications.
- Can be used to join flooring and sub-flooring, paneling, drywall, roofing, molding, tile, masonry and concrete, metal and wood.

Contact Cement

- Use to bond laminates to countertops and cabinets, or to glue plastic foam, hardboard or metal to wood.
- It is most effective when one or both surfaces are porous or semi-porous.
- Can be used on many surfaces, but the joints it makes may separate under a heavy load.
- Instant adhesion makes contact cement difficult to use. It bonds immediately without clamping and resists water, temperature extremes and fungi.
- Contains solvents that should be allowed to flash off before assembly. Non-flammable versions are available.

Floor Adhesive

- Use for installing flooring tiles and carpet to underlayment or existing flooring. Apply with a notched spreader designed for that use.

Silicone Rubber Adhesive

- Ideal for strong, flexible joints on wood, dissimilar surfaces such as metal, rubber, glass, ceramics, brick, wood and polystyrene foam.

Plastic Resin Glue

- Frequently used for furniture repair, it is applied to clean, close-fitting surfaces and cured under pressure for at least 10 hours at 70° F. Is powdered urea formaldehyde glue. When mixed with water, it makes highly water-resistant bonds. The finished glue is non-toxic and impervious to most materials.

Resorcinol Glue

- Ideal for exterior structural applications because of its waterproof and weatherproof qualities. It is a two-component adhesive of liquid resin and powdered catalyst. Used in wood joints, it cures under pressure in 10 hours at 70° F.

Taking it to the Floor:

Frequently Asked Questions

Q: What does open time mean?
A: Open time is the time it takes the glue or adhesive to start to set after it has been applied to the surface of the material.

Q: How long will a bottle or tube of glue last?
A: If it has been bottled tightly and kept in a normal temperate environment, it should last up to one year.

Q: Will super glue work on all types of plastic?
A: No. Certain plastics like polyethylene or polypropylene have a coating that can prevent the two surfaces from bonding properly. You need to use glue with an activator as well as an adhesive. The activator will "prime" the surface and provide a better bonding surface.

Q: Is there any way to easily separate a joint where an epoxy has been used?
A: Although it is not easy, it can be done. Apply an oven cleaner, such as Easy-Off, to the bond and let it sit for 10 to 15 minutes. The epoxy will eventually start to soften and can then be pried apart with a stiff putty knife.

Add-on Items

- Ask if the customer needs any **clamps** for holding the items he or she is gluing together.
- For customers using a floor adhesive, suggest a **notched spreader** for applying the adhesive.

- Those using a construction adhesive may need a **caulking gun** for spreading the adhesive.
- **Towels** will be handy for wiping up excess glue.
- A **chip brush** is handy for spreading glue on the item to be glued.

Module 3: Patching & Repair Items

Product Knowledge:

Spackling Compound

- Is used for patching cracked plaster, filling nail holes, repairing wallboard and smoothing surface imperfections on unprimed wood.
- Lightweight vinyl spackling is the easiest to use—it resists shrinking, cracking and sagging and requires little sanding.
- While some are formulated specifically for either interior or exterior applications, many can be used in either situation.
- Available in 8 oz., pint, quart and gallon buckets as well as 6 oz. tubes.

Glazing Compound

- Is a long-lasting material used for securing and sealing the windows around wood or metal sash.
- It remains semi-elastic under a smooth, firm, wrinkle-free film that forms when the material sets.
- It does not dry rock-hard and is easier to remove when reglazing.
- It resists cold, heat and moisture and is used for patching or sealing small openings or cracks.
- Glazing can be tinted with oil color.

Drywall Joint Compound

- Is used in drywall construction as a bedding compound for the joint tape and to finish seams between drywall.
- It is available in powder or ready-mixed form. Some ready-mixed types may also be used as texture paint.
- Comes in quarts, gallons and 5-gallon pails.

Patching Plaster

- Is a fast-setting powder that repairs and covers large holes and deep cracks in plaster walls and ceilings.
- It is available in a ready-to-use container, or in a powder form, which you mix with water. It dries hard to uniform, white color.
- Patching plaster may be drilled, sanded and painted and can be textured to match existing surface.

Plaster of Paris

- Is a quick-setting white powder used to repair wallboard, plaster walls and ceilings, set bathroom wall fixtures—towel racks, soap dishes, etc.—and for art projects.
- It usually hardens within 30 minutes.
- No more water than necessary should be added; when water evaporates, the plaster shrinks.

Wood Putty

- Wood Putty is rubbed on wood surfaces before painting to close pores in certain woods. It is not synonymous with patching materials, which fill holes or cracks in finished or unfinished surfaces. Available in a variety of wood colors to match the wood being repaired.

Water Putty

- It is available in dry form, where it's called water putty because water must be added. It dries to the shade of new wood but can be tinted with dry color. It sets rapidly, cannot be reworked, dries hard and can be sanded, tooled and finished like wood.

Plastic wood

- Some wood putties come in paste form and must be thinned; the container label tells which thinner to use. Putty is brushed on, rubbed, sanded and sealed before finishing.

Vinyl plastic wood

- Many wood putties are available in water-based form, allowing greater safety, rapid drying and less shrinkage. All wood putty patches must be sanded flush with the old surface. Patches can be stained, painted or varnished.

Painter's putty

- Painter's putty repairs cracks, dents, breaks and holes in furniture and wood, but you can also use it on concrete floors, woodwork, metal and other interior surfaces.

Taking it to the Floor:

Frequently Asked Questions

Q: What type of patching material should I use to repair cracks in my wall?
A: A lightweight spackling compound is a good choice. It resists shrinking, cracking and sagging and it requires little sanding.

Q: What is the difference between drywall joint compound and spackling?
A: Drywall joint compound is lighter in consistency and is used for joining drywall seams and bedding drywall seam tape. Spackling is used to patch nail holes and cracks in drywall and plaster.

Q: Is there something specifically designed to patch cracks in plaster walls?
A: Yes. Patching plaster is designed specifically for patching plaster walls. Like spackling, it may be sanded and painted and can be textured to match the existing surface.

Q: Is there a product I can use to repair fiberglass?
A: Yes, try a fiberglass patching kit. Most kits contain fiberglass fabric, fiberglass tape and an oil-based mastic. It remains flexible after application, preventing reappearance of the same crack. First apply the tape over the crack, and then brush the mastic over the tape. Next feather the edges to blend with the surface being repaired. You can use it for repairing rain gutters, roofing, interior walls and wood surfaces.

Upselling Skills

- One type of spackling changes color when optimum drying time is achieved. It goes on pink and turns white when dry to signal time for sanding and painting.
- Another type of spackle includes primer in the compound, meaning you don't have to sand or prime it before you paint.

Add-on Items

- **Sandpaper** is useful for smoothing the surface after wood putty has dried.
- Those using a wall patching repair compound will need **drywall sandpaper** to help finish the project.
- A **putty knife** will be useful for spreading many of these compounds.
- Customers using window glaze will also need **glazier's points** to help secure the windows.
- For those customers finishing drywall, be sure to suggest **wallboard tape** as well as **drywall taping knives**.

Chapter 5: Chemicals & Wood Care

Module 1: Solvents & Removers

Product Knowledge:

Solvents vs. Removers

In general, solvents are those substances that can dissolve another substance. You can use them to thin paint, but you can also use them to clean and prepare a surface for painting, as well as clean tools after painting. Removers are more aggressive at removing old paint and other finishes in preparation for repainting. There are many different types, depending on your application.

Brush and Roller Cleaner

- Restores hard brushes and washes away oil and latex paints as well as varnish.
- Reduces cleaning effort and helps applicators last longer.
- Most formulations will not harm either natural or nylon bristle brushes, but they can harm synthetic bristles. Clean synthetic brushes in accordance with the manufacturers' instructions.
- Safer to use and less odor than paint thinner.
- Can also be used to remove paint from hands.

Mineral Spirits

- Also known as paint thinner.
- A petroleum distillate solvent frequently used in the manufacturing and thinning of oil-based paints.
- Also use for cleaning brushes or rollers after painting.
- Odorless mineral spirits have been refined to remove some odorous components.

Lacquer Thinner

- Is available in many grades and degrees of solvency and in several speeds of evaporation.
- An excellent cleaner for brushes and spray guns where lacquer has been used.
- Since it leaves no residue, lacquer thinner does not require cleaned brushes to be washed with soap and water.
- Highly flammable solvent that should be used with extreme caution.

Paint and Varnish Removers

- Are formulated to dissolve or soften old finishes for easy removal on metal, masonry, wood and fiberglass surfaces.
- Available in gel, semi-paste, aerosol and spray-on formulas.
- Some formulations contain methylene chloride as the primary solvent, but due to health concerns, "safe" non-methylene strippers are available that are non-toxic and non-flammable.
- Non-methylene strippers are safer to use, but can take longer to act and are more expensive than their methylene counterparts. However, they stay active longer, which means they can remove more paint layers in a single application.

Alcohol

- Is available in denatured, wood isopropyl or methanol form.
- Wood and methanol alcohols are extremely toxic and should not be recommended for do-it-yourselfers.
- Denatured alcohol, a safer substance, is used for thinning and for cleaning shellac and pigmented shellac primer.
- Alcohol is excellent for removing grease and oil spots, fingerprints and other smudges.

Turpentine

- Has greater solvency than mineral spirits, causing it to work more quickly.
- It also has a stronger odor and contains a small amount of resin.

Acetone

- Fast acting thinner, cleaner and remover for resins, inks, adhesives and contact cement.
- Also used for thinning and cleaning fiberglass.
- A heavy degreaser, it can be used as a metal cleaner prior to painting.

Methyl Ethyl Ketone

- Fast evaporating clear, colorless solvent.
- Has solvent characteristics and strengths similar to acetone but is water soluble.
- Primarily used to thin lacquers and vinyl acetate and vinyl chloride copolymers.

Toluene

- High solvency thinner for oil based paint, lacquers, varnish and adhesives.
- Also used to thin certain primers and topcoats.
- Soluble in alcohol and insoluble in water.
- Dries quickly.
- Also used to clean tools and equipment.

Naphtha (VM & P)

- Fast evaporating, clear, colorless solvent.
- Used primarily to thin oil paints, varnishes and enamels for spray applications where mineral spirits drying time is too slow.

Xylol (Xylene)

- Medium evaporating, clear, colorless aromatic hydrocarbon solvent for thinning varnishes and rubber.

Taking it to the Floor:

Frequently Asked Questions

Q: What type of precautions should I take when using paint stripper?
A: When using strippers, be sure to read the safety and usage instructions on the label. Wear chemical-resistant gloves and protective clothing, ventilate the room if using indoors and avoid exposure to the skin and eyes.

Q: What should I use to clean my garage floor before I paint it?
A: Use a concrete cleaner or a degreaser. A concrete cleaner is specifically designed to clean and degrease concrete and masonry surfaces and to prepare concrete basement floors to be painted.

Q: What can I use to remove rust from a metal surface and prepare it for painting?
A: Use a rust remover. It cuts through and dissolves rust from metal surfaces to form a metal shield that can be painted. The rust will dissolve quickly after you brush on the remover. However, these products are extremely harsh on the skin; so be sure to wear protective gloves.

Q: How do I prepare a painted surface before painting?
A: You want the new paint to stick to the old surface. One good way to do that is to use sandpaper to rough up the surface and to use a paint deglosser. This product prepares surfaces before painting and assists paint and varnish in bonding to old finishes. You can find it in water- or solvent-based formulations.

Upselling Skills

- Some manufacturers have refinishing kits available that contain many of the products needed when completing a refinishing project. When customers are purchasing chemicals for a refinishing project, recommend a refinishing kit as a way of capturing many of the add-on sales at once.
- Newer paint removers have low or zero VOC formulations that make them safer and better for the environment. Look for those products that have long work times and that can remove multiple layers at a time.
- Some removers change color to signal completion of the process, and some removers are formulated so that no after wash or neutralizing is required. Another important feature is a no-drip formula for working on vertical surfaces.

Add-on Items

- Anyone using a solvent or remover should wear **safety goggles** and solvent resistant **gloves**. Also recommend a respirator for those using solvent-based chemicals.
- For those using a paint or varnish remover, suggest **steel wool** or **stripping pads** for aiding in the removal process.
- A **putty knife** or scraper will also help remove coats of paint after it has been softened by a remover.
- Recommend a **chip brush** for applying a paint remover.
- A **pail** will be handy for holding the remover while the customer is applying it.
- Recommend a **drop cloth** for protecting the area around the workpiece.
- **Shop rags** will help with the final cleanup.

Module 2: Wood Care

Product Knowledge:

Wood Preservatives

- Wood preservatives can take different forms.
- Wood preservatives typically include water repellents, which minimize water and moisture damage on pressure-treated and untreated wood. However, not all wood preservatives contain water protection. Water repellency must be formulated into the product.
- Preservatives with water repellent helps avoid premature cracking, splitting, splintering and warping in pressure-treated wood.
- Some products also contain a mildewcide to control mold and mildew.
- Water-borne, water-repellent preservatives for wood offer lower environmental hazards and convenient water cleanup. They provide an alternative to conventional solvent-based, water-repellent preservatives while retaining effectiveness, rapid drying qualities and excellent paintability.

Wood Toner

- Wood toners are water repellents that add color to highlight wood grain. Although toners are not to be used as if they are stains, adding color to a water repellent gives wood the benefit of ultraviolet light protection.
- Most toners on the market are designed for use on pressure-treated wood. Some repellents contain ingredients that cause water to bead.

Oil Finish

- Common types include Danish oil, Tung oil or Swedish oil.
- Provides coloring and protection in one step. However, oil finishes do not stand up to alcohol or water the way polyurethane does, so they are not recommended for high-traffic, abuse-prone applications.
- Oils make nice, low-luster finishes for furniture and other fine pieces. Waxing can provide water resistance with these finishes.
- Lemon oil can be used to replenish fine wood with its natural oils while protecting the finish. It is best to use products that contain no beeswax or silicones that could cause a buildup or darken the wood.

Timber Oil

- Timber oil is a wood finish designed to penetrate exotic hardwoods such as mahogany and teak. This specialty wood finish helps preserve the hardwood and maintain its natural appearance.
- Available in several shades, timber oil is a combination of tung oil, linseed oil and long-oil alkyds. In general, teak should be treated with oil-based formulas. Since teak is denser than many other common woods, wood protector should be applied with a brush or by rubbing it in with a cotton cloth.

Wood Hardener

- Formulated to strengthen and reinforce decayed or rotting wood.
- Is a liquid consolidating agent that seeps deep into soft, deteriorated wood fibers, then hardens it to restore strength and some structural integrity.
- Depending on the strength required, the formula can be water-based, solvent-based or two-part epoxy.

Paste Wax

- Protects and adds luster to any stained or finished wood surface.
- Many formulations contain carnauba for enhanced durability.
- Commonly used on hardwood floors and fine wood furniture and even marble surfaces.
- Dries quickly and doesn't cause surface to become slippery.

Wood Conditioner/Sealer

- Is used on softwoods to help tame wild grain patterns and to even up stain absorbency.
- The sealer penetrates the wood, which allows a more even color appearance and grain pattern.

Linseed Oil

- Pure preservative available in boiled and raw formulations.
- Boiled linseed oil has driers added to promote faster drying than raw linseed oil.
- Offers superior penetration into wood surfaces and provides good UV protection.
- Also improves the flow and gloss of exterior oil-based paint.
- A classic finish for natural wood to seal and protect it.

Taking it to the Floor:

Frequently Asked Questions

Q: Can I use ordinary bleach to clean my deck?
A: While you might think that bleach might kill all the moss and mildew on your deck, it's actually not the best choice. Bleach breaks down the fibers in the wood, so it's best to use a deck cleaner specifically made for cleaning decks. Bleach can also harm the plants that might be surrounding your deck. You should always use a special deck cleaner product, thoroughly clean your deck before applying a waterproofer protection by removing dirt and stains from mildew, mold, paint and other contaminants.

Q: If I'm staining my fence, do I need to apply a waterproofer on top of the stain?
A: No, that won't give the fence any extra protection. The waterproofer must penetrate into the wood to work, and it can't do that if there is already a coating on the wood.

Q: Can I use a power washer to clean my deck?
A: You can, but be careful. You don't need to use pressure higher than 1,500 psi. Higher pressures begin to damage the wood's surface and make it more difficult to stain.

Q: Do I need to give any additional treatment to pressure-treated wood?
A: Pressure-treated wood still needs a water repellent to avoid premature cracking, splitting, splintering and warping. I also suggest periodic re-applications to help prevent water damage as wood ages.

Add-on Items

- If a customer is going to apply a wood preservative to a deck, there are a few items he or she will need for the project, including a **stiff bristle brush** for cleaning and a **wood cleaner**.
- Recommend a **sprayer** or an **applicator pad** for applying the stain.
- Customers will use a **brush** for applying some of the wood care items in this module.
- Other wood care products will require a **rag** for application.