



Products your Customers Need to Winterize a Lawn Mower

LESSON OBJECTIVE: Learn the basic products needed to winterize a lawn mower.

ESTIMATED COMPLETION TIME: 3 minutes for the video. Use the "Additional Discussion" section for a longer lesson.

HOW TO USE: View the video. If you wish to spend additional time, use the discussion guide below.

SUMMARY OF THE POINTS FROM THE VIDEO:

What a customer needs to do to winterize a lawn mower:

- Clean out the grass from under the deck.
- Put an ethanol eater or enzyme remover into the tank to keep the gas fresh.
- Drain oil and add new oil.
- Change the oil filter.
- Change the spark plug. Use one plug for single cylinder engine and two plugs for a twin-cylinder engine.
- Change the fuel and air filters.

ADDITIONAL DISCUSSION:

- Discuss the different types of brands you carry and any specific instructions those manufacturers have for maintaining their equipment.
- What are some questions you frequently hear from customers about maintaining and winterizing their lawn mowers? Have employees share questions so everyone can learn.

ADDITIONAL TRAINING: Have employees take the Lawn & Gardening department of NHPA's Basic Training Course in Hardware Retailing. See chapter 2 for the modules on outdoor power equipment. It's available for NHPA members at www.yournhpa.org.