



Faucet Add-on Sales

LESSON OBJECTIVE: Show employees some of the add-on sales available with the sale of a faucet for a kitchen or bathroom.

ESTIMATED COMPLETION TIME: Approximately 5 minutes to discuss the points in the presentation.

HOW TO USE: The lesson includes a presentation (downloadable as a PDF file) which you can distribute to employees or hang in the breakroom for quick reference. Elaborate on the notes below as much as you wish to fit your particular product mix.

In order to answer all of the questions customers may have about installing their new faucet, employees need to have a good understanding of how to complete the project. The best way for them to get the knowledge they need is to take the Replacing a Faucet module from the Project PRO training course. This course is available to NHPA Training Members. If you want to learn more about becoming an NHPA Training Member, visit yournhoa.org/online-training or call 800-772-4424.

INTRODUCTION

When customers purchase a new faucet for either their kitchen or bathroom, they often will attempt to install it themselves. This is an easy project, but they are likely going to need some extra tools and supplies to get the job done. Let's review the common items you should recommend. Remember, we are not trying to sell customers something they don't need, but rather items that will save them a trip back to the store later.

SUPPLY LINES

The supply lines carry the water from the pipes coming out of the wall or floor to the faucet. They may be flexible or ridged tubes. Suggest the customer replace these when replacing the faucet if the supply lines look old or damaged. Flexible supply lines are easier to replace than the rigid type.

PLUMBER'S PUTTY

If the new faucet does not come with a gasket to go between the sink top and the faucet base, recommend using plumber's putty. When replacing a faucet, most customers will also want to replace the tailpipe in the sink so the trim matches the new faucet. When doing this, customers will need plumber's putty to seal the connection between the sink and the tailpipe.

ADJUSTABLE WRENCH

Use an adjustable wrench to disconnect the water lines from the shut-off valves. Customers will need a pair of wrenches for this task. They can also use a pair of channel locking pliers as the second wrench.

BASIN WRENCH

A basin wrench is used to remove hard-to-reach supply nuts and hose couplings on a faucet. This is the only task this tool is designed to do, but it makes the process of changing out a faucet much easier.

TOWELS

Customers will likely want a rag to keep the area beneath the sink clean during faucet installation. They will need them to wipe up excess water that drips when removing supply lines from the faucet. Recommend disposable shop towels or reusable cloth ones.

BATH OR KITCHEN ACCESSORIES

When doing a faucet upgrade, customers may also want to do other minor upgrades to refresh the room's appearance. Suggest new towel holders, soap dishes and other accessories that match or compliment the finish of the faucet.

FOR ADDITIONAL TRAINING:

Make sure all employees have completed NHPA's Replacing a Faucet module from the Project PRO training course. This course is available to NHPA Training Members. If you want to learn more about becoming an NHPA Training Member, visit yournhoa.org/online-training or call 800-772-4424.