

Dear Craftsman,

Thank you for your interest in joining the Guardsman family.

Guardsman is the leading provider in furniture care and repair, be it with the outstanding craftspeople we have the pleasure of teaming with or via our complete line of professional and retail furniture care and repair product lines. Over the past 100 years, Guardsman has distinguished itself by providing professional, convenient and quality service to consumers and business partners across the United States, Canada, Australia and the UK.

We provide on-site repair and refinishing of residential and commercial furniture. Consumers rely on Guardsman's furniture experts to repair damages, refinish, refurbish or restore furniture to its original state of beauty.

In addition, Guardsman training courses are available for your development and career enhancement. The most comprehensive techniques and repair processes are covered in a variety hands on training sessions. We've included information for your consideration in the following pages. If you don't see exactly what you are looking for we do offer other courses and can often customize to your needs.

The first step in becoming a furniture technician on our behalf is to complete the enclosed application. Once you have completed the forms and returned them, we will review them and perform any needed background or reference verifications.

After your acceptance we will issue you copies of our Operational Standards and teach you how to retrieve, execute and return your work orders.

If you have any questions or require assistance, please do not hesitate to call us at 1-800-675-3603. We have dedicated Field Service Support personnel in place to assist in your onboarding and in your ongoing support as a our partner.

We look forward to partnering with you and assisting you in joining our network.

Regards,

Guardsman Field Services Team  
4999 36<sup>th</sup> St  
Grand Rapids, Michigan 49512  
[joinguardsman@valspar.com](mailto:joinguardsman@valspar.com)

# TECHNICIAN APPLICATION

Date \_\_\_\_\_ Contact Person \_\_\_\_\_

Technician ID Number: (if you are in our system) \_\_\_\_\_

Tax ID Number for USA/GST Number for Canada \_\_\_\_\_

Business Name: \_\_\_\_\_

Business Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Business Phone \_\_\_\_\_ Business Fax \_\_\_\_\_

Business E-mail \_\_\_\_\_

Cell Phone \_\_\_\_\_ Email Address \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Insurance Company Name \_\_\_\_\_ Policy Number \_\_\_\_\_

Insurance Company Address: \_\_\_\_\_

*\*\*\*Policy Minimum should exceed \$100,000*

Number of Employees at time of Application: \_\_\_\_\_

Guardsman has been supplying products and services to the furniture industry for over 100 years and currently dispatches work to our technicians from three business units outlined below. Please check which business units you would like to be open to be considered and receive work from. All Guardsman Technicians are required to be a part of the FPP program to participate in the GPS or IHCR units.

YES X	NO	<b>Guardsman Furniture Protection Plans (FPP)</b> provide expert cleaning, repair — sometimes even replacement — when covered furniture is stained or damaged. They are primarily sold by furniture store sales associates at the same time that consumers purchase new furniture.
YES	NO	<b>Guardsman In-Home Care &amp; Repair Services (IHCR)</b> offers the same expert services as FPP but on a fee basis for furniture not covered by a protection plan. Consumers typically learn about this service via an online search or by referral from furniture retailers.
YES	NO	<b>Guardsman Professional Services (GPS)</b> offers similar care and repair services as IHCR but for commercial enterprises rather than residential.

## SKILLSET/ABILITY DECLARATIONS

*Please note that Guardsman runs an industry leading training center in Grand Rapids, MI as well as offers some of the best professional products on the market. If you would like to diversify your skills or learn more about what our professional products can do for you please contact the Field Services Department for more information.*

FABRIC								
YES	NO	SKILL SET	YES	NO	SKILL SET	YES	NO	SKILL SET
		Overall Cleaning			Zippers			Rips
		Spot Cleaning			Color Restoration			Misc.Repairs/Part Intalls
		Odor Removal			Full Upholstery			Springs
		Install Panels			Burns			Assembly
		Sew Seams			Holes/Punctures			Disassembly
		Cushion Cores			Cuts			
LEATHER								
YES	NO	SKILL SET	YES	NO	SKILL SET	YES	NO	SKILL SET
		Overall Cleaning						Experience with Nubuck
		Spot Cleaning			Decorative/Trim			Experience with Unfinished
		Odor Removal			Burns			Experience with Aniline
		Color Restoration			Holes/Punctures			Automotive
		Install Panels			Cuts			Assembly
		Sew Seams			Rips			Disassembly
		Cushion Cores			Misc Repairs/Parts			Misc. Repairs/Part Installs
		Zippers			Installation			



List three business references:

Name \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

Phone Number (s) \_\_\_\_\_

Email \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

Phone Number( s) \_\_\_\_\_

Email \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

Phone Number (s) \_\_\_\_\_

Email \_\_\_\_\_

Furniture repair work experience, certifications and training:

Authorization for background check:

Home Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_

Date of Birth \_\_\_\_\_

Social Security Number \_\_\_\_\_

Driver's License Number and State \_\_\_\_\_

Do you or any of your employees have a felony conviction in the previous 10 years? \_\_\_\_\_

Consent is given by the applicant for a background check to be obtained by Guardsman. It is however, understood that the applicant supplies this information contained herein to the best of his/her knowledge and ability and that the company relies on this fact in evaluating the applicant's qualifications.

Signature \_\_\_\_\_ Date \_\_\_\_\_

# GUARDSMAN TRAINING FOR YOUR CONSIDERATION

Guardsman's training courses take a technician from the beginning of the repair process and work through the variety of skills necessary to be successful in furniture repair techniques and processes. Guardsman offers the latest in leather and vinyl restoration for automotive, marine and recreational vehicles, as well as the newest and most effective products to be used. Whether someone is exploring the world of furniture repair or automotive leather and vinyl restoration, they will find a helpful, knowledgeable, and patient staff that will work diligently with them throughout the entire process.

Skilled technicians, who have experience in these fields, will be exposed to new techniques and procedures, as well as new products presented by the same highly competent and expert staff.

## Workshops located at:

Guardsman Training Center  
4999 36th Street SE  
Grand Rapids, MI 49512

## Class times:

8:00 am to 4:30 pm

*Travel and lodging are not included*

**For workshop questions, scheduling and payment, contact guardsman at [sharman@valspar.com](mailto:sharman@valspar.com).**

*\* Each workshop includes a repair kit. Purchase additional products during the workshops and receive a 10% discount.*

## Leather Repair and Care Workshop – w/Kit

*2 Days – \$650 Per Person\**

### Course Description:

This workshop includes detailed direction on how to identify the many different leather types used in manufacturing upholstered furniture. This hands-on course will cover the most up-to-date repair techniques for finished leather used in today's industry.

### Learn to:

- Identify leather types
- Properly clean leather
- Repair punctures, rips, cuts, burns, holes and abrasions
- Restore grain and texture
- Color match
- Properly care for and maintain leather furniture



## Spot Cleaning Workshop – w/Kit

*1 Day – \$450 Per Person\**

### Course Description:

The Spot Cleaning Workshop course covers the cleaning processes technicians use to remove common stains.

### Learn to:

- Identify the different types of fabric
- Perform a colorfastness test
- Clean both water-soluble stains (mustard, blood) and solvent-soluble stains (nail polish, ink) on the many types of fabric found in the market today.



**Wood Touch-Up and Repair Workshop – w/Kit**  
*2 Days – \$550 Per Person\**

**Course Description:**

The Wood Touch-Up and Repair Workshop will teach technicians about wood finishes and how to make repairs.

**Learn to:**

- Identify different wood finishes
- Remove contaminants from the repair area
- Make repairs such as leveling dents and scratches, replacing lost color and grain, sheen adjustment, blending spot repairs and replacing damaged structure
- Use a variety of products while learning the repairs



Receive a  
**10% discount**  
when taking three  
workshops in the  
same week!

We also have automotive and custom classes. Please inquire if you don't see what you are looking for!

**ELECTRONIC BANKING SUPPLIER INFORMATION FORM – CANADA – INDIVIDUAL**

Please fill out the following information to authorize Valspar Corporation to send your payments by electronic funds transfer. When approved, you will receive your payments electronically. We process these payments weekly. You will also receive an email with the remittance advice when the payment has been processed out of our system. Please provide a valid email address to receive this information.

**TECHNICIAN INFORMATION**

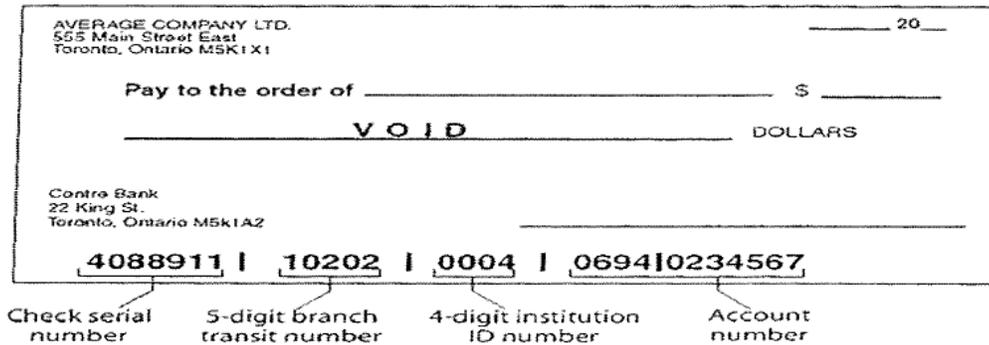
<b>NAME</b>	
<b>ADDRESS</b>	
<b>PHONE</b>	
<b>EMAIL</b>	

Above named TECHNICIAN hereby authorizes The Valspar Corporation and subsidiaries (collectively, "Valspar") to originate Automated Clearing House electronic funds transfer (EFT) credit entries to TECHNICIAN's account, as indicated below, for payment of goods and/or services.

**BANKING INFORMATION**

<b>5 Digit branch transit number</b>	
<b>4 Digit Institution ID Number</b>	
<b>Account Number</b>	

Example



**PLEASE ATTACH A VOIDED CHECK UPON RETURNING DOCUMENTS**

TECHNICIAN acknowledges and agrees that the terms and conditions of all agreements with Valspar concerning the method and timing of payments for goods and services shall be amended as provided herein. If payment date falls on a weekend or holiday, funds will be deposited the following business day.

TECHNICIAN shall be responsible for any loss which may arise by reason of any error, mistake or fraud regarding the information TECHNICIAN has provided in this agreement.

TECHNICIAN may change any portion of the information provided under Banking Information by giving at least, thirty (30) days written notice to Valspar at the address shown below.

This authority shall remain in effect until fifteen (15) days after Bank, at address shown above, and Valspar, at address shown below, have received written cancellation from TECHNICIAN. Notice of cancellation shall in no way affect credit or debit entries initiated prior to actual receipt and processing of notice. TECHNICIAN understands that Valspar may suspend this Agreement at any time.

By signing this agreement, TECHNICIAN in no way relinquishes any legal right to dispute any item.

**TECNICIAN Authorization:**

Authorized Name	Authorized Signature	Title	Date
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# GUARDSMAN TECHNICIAN TOOLS AND SUPPLIES

## BASIC UPHOLSTERY, FRAME, SPRING, AND MECHANISM REPAIR

Thank you for taking the time to go through our New Technician Onboarding Documents and welcome to the Guardsman family!

It is Guardsman's goal to deliver a world class repair/cleaning experience to our consumers and do this in one visit to their premises. We refer to this frequently as a "First Visit Fix". While we recognize that no two repairs are exactly the same there is a commonality that calls for a standardized requirement for the basic tools of the trade. Following is the list of products that are recommended or required to service Guardsman Work Orders, be they for Guardsman Furniture Protection Plans; Guardsman Professional Services or Guardsman In-Home Care & Repair.

### SUGGESTED PRODUCTS

*For cosmetic damage as well as working in all defined skills sets.*

**PSKIT1050 Wood Repair Kit**

**PSKIT7050 Leather Repair Kit**

**PSKIT6050 Fabric Cleaning Kit**

**PSFSR0000 Professional Extractor or any other Professional Spot Cleaning Machine**

*All technicians receive 20% off the MSRP for all Guardsman Professional Products. Call 1-800-822-7359 to place your order.*

### REQUIRED TOOLS - ON VEHICLE

*For working all disciplines and skill sets other than basic Upholstery Cleaning*

Electric Staple Gun	Set of Drill Bits
Staples 3/8" & 1/2"	Assortment of "C" Clamps
Osborn Staple Knocker	Assortment of Bar Clamps
Angle Cutters/Nippers	Utility Knife
High Density Rubber Mallet	Scissors
Magnetic Tack Hammer & Tacks	Hammer
Needle Nose Pliers	Regulators/Awls
Pry Bar	Cordless/Electric Drill/Driver
Driver/Drill Bits, Bit Holders, Shaft (long)	Torx & Allen Wrench Set (SAE & Metric)
Slotted, Phillips, and Square Bits	Small Socket Sets (SAE & Metric)
Slotted, Phillips & Square Drive Screwdrivers	Open End Wrench Sets (SAE & Metric)
Hand Saw	Adjustable Wrench
Tape Measure	Hack Saw
Nail Set	Wood Chisel
Spring Puller	Spring Clip Pliers (3 prong)
Webbing Pliers	Ripping Chisel
Hog Rings	Hog Ring Pliers
Tack Lifter	Tape Measure

## REQUIRED SUPPLIES – ON TRUCK

*For working all disciplines and skill sets other than basic Upholstery Cleaning*

Roll of Dust Cover/Cambridge	Hard ½” Tack Strips & plastic Strip Guard
Cardboard Breakover & Flex Trim	Curved Needles 2”, 3”, 6”
Straight & Curved Single Point Needles	Variety of Sewing Threads
Slip Ease Fabric	Spray Adhesive
Various Spring Repair Clips	S Springs (no sag wire)
EK Clips	SS Clips
9 Gauge Edge Wire	3 prong Edge Wire Clips (Baker Clips)
Edge Wire Clips	11 Gauge Edge Wire
Poly Fill/Dacron	Wood/Lumber & Wood Screws
Glues & Epoxy Paste	Basic Springs for Recliner Mechanisms
Generic Pull Handles	Webbing & Web Stretcher
Tufting Needle & Tufting Clips	Nylon Tufting Button & Twine
Decking Material	Insert nuts ¼” & 5/16”
Assortment Floor Glides	Nuts, Bolts, Screws, Washers, T Nuts
Finish Nails	Cushion Core material
Corner Braces 1 ½” & 3”	Drop Cloth/Furniture Pad
Zipper	Hanger Bolts
Assortment of Wood Dowels	Assortment of Dowel Screws
Lubricating Spray/Oil	

While Guardsman believes we have the best products available on the market, we do not require you to use our products in most applications. Two notable exceptions are our Fabric Defense Service and our two step Leather Care & Condition Service that we provide to our consumers. To be eligible for these repairs in the field you must carry Guardsman Fabric Defense in the aerosol version or the traditional gallon bucket/garden hose application as well as Guardsman Leather Cleaning & Conditioner.

Please call the Guardsman Sales Team at 1-800-822-7359 for assistance ordering

or visit

[www.Guardsman.com](http://www.Guardsman.com)