

## SYNTA PAINT CAN AUDIT IN HOME DEPOT

MAY 4 TO MAY 25, 2012

### Preparing for the Service Visit

- Please log onto the program website at [www.questmerchandiser.com](http://www.questmerchandiser.com) using the username and password that you set up during your application process.
- Please check the “Instructions” column to see if there have been any **Alerts or Updates to the reports or planograms** for this specific service visit.
- Be sure you print out a new copy of the required service report to take with you to the job site. It is imperative that you use the service report for the specific service visit because the **unique id number** is necessary for you to get credit for the visit. Also, please make sure that you print out the PK instruction sheet.
- **EXECUTION DATES: ALL LOCATIONS TO BE COMPLETED NO LATER THAN MAY 25, 2012**
- **DRESS CODE** is jeans and sneakers are allowed. **NO** food, beverages, gum chewing or cell phone usage is ever permitted on the sales floor at any time.
- **SUPPLIES - Make sure you bring a Black Sharpie Marker. Optionally you may also bring a pair of work gloves.**

### When You Arrive at the Location

- As soon as you enter the store, MEET WITH THE MANAGER ON DUTY AND LET HIM/HER KNOW WHAT YOU WILL BE DOING.

### Conducting the Installation Visit

- Please refer to the audit instructions to tell you step by step what needs to be done
- Be sure to check in the overhead to see if there is any product in there that needs to be audited.
- If you see product in the overhead, please ask a HD associate to pull the pallet down.
- Verify whether or not the brochure holders and brochures are displayed in both merchandising locations (end cap and aisle).
- If time allows, conduct a small PK to a few HD Associates telling them about the product (This 2 page literature will be attached at the end of the SOW)
- Answer all questions on the call report.
- Meet with manager on duty and ask that they sign the report form.

### After the Service Visit

- **IMPORTANT: Log onto the program website at [www.questmerchandiser.com](http://www.questmerchandiser.com) using the username and password that you set up during your application process. Pull up the required**

**online report and complete it. Fax the completed hard copy report with the store management signature to the fax number provided on the report (note that you can fax the report in from any location prior to filling out the web report) or scan the hard copy report and upload it (you will be prompted for this option after completing the online report).**

- **All reports must be submitted within 24 hours of completing your service visit for you to receive credit for the visit.**
- Be sure to log on to the program website regularly to view your assignments, instructions, and scheduled visits.

Restore Gallon Can and Restore  
Acrylic Stain Gallon Can Inspection  
Instructions – RTV all Restore Gallon  
Cans IF The Top Ring Can Be Pulled  
Away From Can.

# Deck Restore™ - One Gallon Can Test

1. Identify all Restore Kit Boxes to be Inspected  
SKU 637-680 Deck Restore Tint Base  
SKU 568-154 Concrete Restore Tint Base

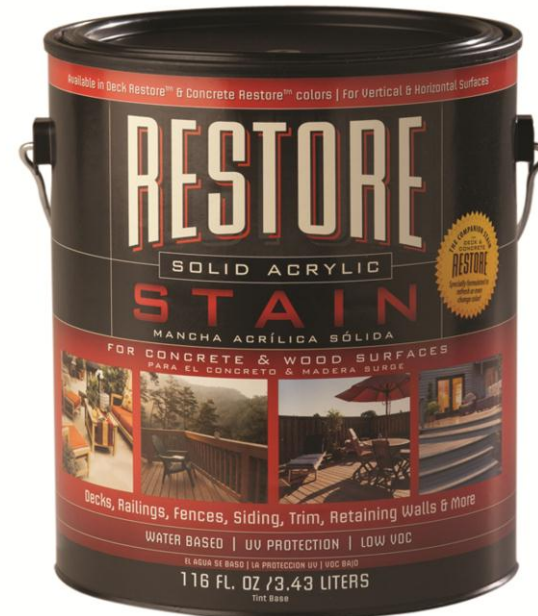


SKU 637-680



SKU 568-154

2. Identify all 1 Gallon Acrylic Stain 1 Gallon cans to be inspected  
SKU 492-421



SKU 492-421

# Deck Restore™ - One Gallon Can Test

## In Store Locations

These products can be found in D24 on an End Cap on either side of the paint desk facing front of the store or the back



These products will also be in an “In-Line” set in the Exterior Stain Aisle



# Deck Restore™ - One Gallon Can Test

## Additional In Store Location – DO NOT INSPECT

These SKUs can also be found in our Super Center which is currently being set in 564 stores

DO NOT inspect the products on these displays as they have all been pre-qualified prior to leaving Synta facility



# Deck Restore™ - One Gallon Can Test

## Pre-Qualified

Identify all “Previously Inspected” Deck Restore Kit Boxes

If Synta QC Sticker is On Box, Do Not Inspect as This Kit Was Inspected Prior to Leaving Facility Post Discovery



# Deck Restore™ - Quality Control

## Opening Kit Box

3. Carefully open Kit Box to inspect 1 Gallon Restore Cans

Some kit boxes may be covered in shrink wrap. Remove by tearing with 2 hands, DO NOT use knife

**Do not damage box as it will need to be re-closed for re-sale**





# Deck Restore™ - Quality Control

4. Without removing the cans from the kit box, test the can by pulling with fingertips on top outer ring at 4 equal areas around can – every 90 degrees (Red Dots in Image). Pull with enough force to lift can off table. If ring is securely bonded to both cans, re-close box, ***MARK as indicated on next slide***, and return to shelf



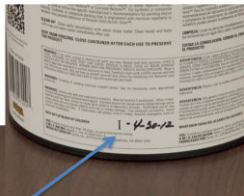
# Deck Restore™ - Quality Control

## Inspection Notification

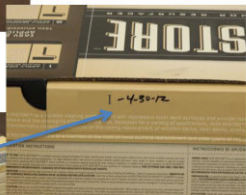
4. With a black Sharpie Pen and on the empty areas of each shown in images:

- Acrylic Stain 1 gallon can (492-421)
- Restore Kit Boxes (637-680 and 568-154)
- As indicated in the adjacent images, legibly write the following:
- I - Date Inspected

Acrylic Stain 1  
Gallon Can



Deck or Concrete  
Restore Kit Box



## Deck Restore™ - One Gallon Can Test

5. If the top ring can be pulled off as depicted in this photo, remove this can to an area to be RTV'd
6. Test the Solid Acrylic Stain 1 Gallon cans in the same manner



# Deck Restore™ - One Gallon Can Test

## RTV Process

7. Collect all separating (Failed) cans and take to RTV clerk to “Destroy in Field”. Restore and stain are Acrylic, Water based products – Non Hazmat. The RTV area is located in receiving. If after conducting your audit, you have cans that do not pass inspection you are going to need an RA number which you need to give to the RTV clerk along with the damaged cans. Please contact Synta for that RA# at 800-373-6333 and ask for Judy Moore.

- Synta to track inspection progress via Quest web reporting.



# RESTORE™

LIQUID ARMOR RESURFACER

# Deck Restore™ and Concrete Restore™



## HELPFUL TIPS

1. Clean your deck or concrete patio using Restore Deck and Concrete Cleaner™ and a scrub brush. This concentrated cleaner is biodegradable and non toxic. If you use a pressure washer, allow additional days of drying time as this process forces water into the wood. Always allow to dry thoroughly.
2. Restore will fill in all cracks and nail holes ¼" or smaller. For all cracks and nail holes larger than ¼", you will need a latex acrylic crack filler.
3. Make sure to protect surrounding areas by using tarps or plastic and painters tape. You should cover plants, trees, concrete, bricks, windows, siding, and rocks.
4. For best results apply the product with 9" or 4" Restore Roller™. Apply Restore in one direction, slowly, applying light pressure. Do not roll back and forth.
5. Restore product requires 2 coats. The first will fill in cracks and nail holes and lock down splinters. The second coat will give the surface a uniform non-slip finish.
6. Make sure your store is in stock of Deck Restore™ Color Card Brochures and Brochure Holders. This is an important selling tool for this program. These can be ordered from your EPOP site, order # D246675-02.

Instructions on this product and more can be found on [www.synta.com](http://www.synta.com) or our Customer Service line: 1-800-373-6333

## SMART, COST EFFECTIVE ALTERNATIVE

**Deck Restore™ and Concrete Restore™ installs for a fraction of the cost of total surface replacement while adding years of life to older wood decks.**

**Coverage: 1 gallon of Restore covers approximately 25 ft<sup>2</sup> with 2 coats. A Restore Kit contains 2 gallons of Restore, coverage is 50 ft<sup>2</sup> with 2 coats per kit. A Restore 4 gallon pail will cover 100 ft<sup>2</sup> with 2 coats.**

## ADVANTAGES OF DECK RESTORE™ AND CONCRETE RESTORE™

- Beautifies and protects
- Easy to apply with roller or brush
- Limited Lifetime Warranty
- Fills in cracks and locks down splinters
- Hides imperfections, slip resistant
- Water based – safe and easy clean up
- Great for wood or concrete
- Flexible and permeable
- Tintable in 36 colors

# Restore Batch Number Inspection

## SKUs: 568154 and 637680



Image 1 – 1 Gal. Restore Can



Image 2 – Bottom of 1 Gallon Restore Can and Identified batch #



Image 3 – Side of 1 Gallon Restore Can and Identified batch #

1. Identify SKUs 568154 Concrete Restore Tint Base Kit and 637680 Deck Restore Tint Base Kit
2. Pull 1 can out of each box (both batch numbers will be similar)
3. Look at bottom of can (Image 2) or the side of the can (Image 3) for the batch number.
4. **If the first 3 digits of the batch number begin with 112, then remove from the set and issue an RGA for both cans in the box to be returned to vendor.**