



# Approved Applicator Program

## The KEMPER SYSTEM Customer Service

Kemperol® products may only be applied by certified applicators, the objective being to ensure that each and every application of Kemperol® achieves long-term durability and customer satisfaction.

To learn more about Kemper System membranes, visit our website at [www.kempersystem.net](http://www.kempersystem.net) or call our customer care center at (800) 541-5455.

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The Approved Applicator Program was created to ensure that the quality that goes into creating the product also applies to the application of the product in the field. Kemper System America invests highly in a quality control program and our Technical Field Department is there to support the Applicators.

We are always interested in top-tier applicators. Please contact our Warranty Department for any information or assistance with the program, 716-712-9923 or [warranty@kempersystem.com](mailto:warranty@kempersystem.com).

## Evaluation of Prospective Applicators

A contractor's request to become an approved applicator requires sponsorship by a KSA Account Executive and/or Regional Manager. All applicator forms are available on the Kemper System website, [www.kempersystem.net](http://www.kempersystem.net), under the Contractor's Corner tab.

Once the Forms are received they are reviewed for accuracy and a comprehensive company background search is performed. In order to take part in the Approved Applicator Program, the contractor must agree to the terms of the Approved Applicator Agreement.

## Approval Process

All documents should be fully completed before submission to ensure efficient processing. The forms must be approved before an Approved Applicator letter can be provided for the bid submission process.



## Identification Badges

The trained personnel will have their information and picture taken at the end of the training. An ID badge will be generated and forwarded to the contractor. Requests for missing badges may be submitted to [warranty@kempersystem.com](mailto:warranty@kempersystem.com). Badges must be present on all personnel on job sites at all times.



## CURRENT TRAINING OFFERINGS

All training is carried out by the KSA Technical Field Representatives, Site Quality Control Manager, or delegate.

### JOB SITE TRAINING:

- Fee: \$500.00\*
  - Minimum project size: 500 sq. ft.
  - Training Duration: 2-3 days
- \* Fee may be waived if project is greater than 5,000 sq. ft.*

### PLANT TRAINING:

The Applicator can travel to the Kemper System production plant at own expense.

- Fee: \$0.00
- KSA Provides: Airport & hotel pickup, hotel accommodations, food, and entertainment at no additional cost.
- Training Duration: 3 days

### REFRESHER TRAINING:

To be completed every 36 months or upon hiring new staff. Refresher training may also be recommended by the Technical Field Representatives if the crew continues to display a lack of understanding application principles.

- Fee: \$250.00\*
- Minimum project size: 200 sq. ft.
- Training Duration: 2 days (Typical)

*\* Fee may be waived if project is greater than 5,000 sq. ft.*

### RECERTIFICATION TRAINING:

For applicators whose approval has lapsed due to lack of KSA registered projects within a **36 month period**. The Approved Applicator forms must be re-submitted and re-evaluated. See Initial Training Options.

### SUPPLEMENTAL PRODUCT TRAINING:

Applicators are required to be trained on all KSA systems and products for which a KSA warranty is to be issued. Should the applicator wish to apply a different system or product than what they were trained on, the supplemental training must be scheduled.

- Fee: \$250.00\*
- Minimum project size: 500 sq. ft.
- Training Duration: 2 days (Typical)

*\* Fee may be waived if project is greater than 5,000 sq. ft.*

## Approved Applicator Certification

Approved Applicator Certification is granted to the individual that has completed the training program for the specific product(s). The certification is only valid for the individual as long as they stay with that firm.