

THIS STUFF WORKS, INC!

Online Graffiti Abatement Specialist Training

Module 1: Graffiti Removal

Taking the Fight Against Graffiti to the Next Level

Across the nation, cities are being vandalized. Graffiti is on the rise and people are often left to the fight the battle themselves. In April of 1994, This Stuff Works began manufacturing a line of graffiti abatement products designed to aid the public with their fight. Working under the name Graffiti Master, the various removers, coatings and other graffiti abatement tools started to work their way across the country into the hands of cities, schools, property management companies and the like. Seeing the need for a national source for graffiti abatement required a few changes and as a result, at the end of 2005 a split from the Graffiti Master name took place and the product line went with a name they had become accustomed to hearing after their customer's used their products – This Stuff Works (or commonly known as TSW, Inc.). Graffiti Master was kept alive and is determined to continue their aid in graffiti abatement nationwide.

The TSW online training modules were developed to educate and train individuals, businesses, government agencies and dealers in all aspects of graffiti abatement.

From all of us at TSW, Thank you for your commitment to fight graffiti!

RESTORE OR REMOVE

The key to properly deal with graffiti is restoration. You want to bring the surface back to the original condition as quickly as possible!

Painting over Graffiti

The most common misconception regarding graffiti abatement is that painting over graffiti is a solve-all solution. Unfortunately, this misconception may result in more time and money than what was originally designated.

The key elements in the decision making process are:

- Substrate
- Size
- Color

→ Substrate

Graffiti on a painted surface leaves you with two different questions: do I paint over the graffiti or do I remove the graffiti by buffing (removing with a chemical)? Graffiti on a non-painted surface typically will involve the use of alternate methods (graffiti removers being the most common). Restoring the surface back to the original condition means exactly that: If you have graffiti on a bare concrete building, the goal is a graffiti-free bare concrete building. If you have graffiti on an unsealed wood fence, the goal is a graffiti-free unsealed wood fence. Painting may not be an option.

→ Size

First note the size of the tag. *General rule of thumb: If the tag is 2' x 2' or smaller, do not paint over – Instead, remove it!* If the tag is larger than 2' x 2', your only realistic option on a painted surface is to paint over the graffiti. Note: Prior to painting, a stain-blocker needs to be applied to eliminate the possibility of the graffiti “bleeding” through. Unfortunately, another common misconception is that a fresh layer of paint over the graffiti will solve the problem. Without the use of a stain blocker, the graffiti could resurface, resulting in more time, effort, and supplies (\$\$).

→ Color

After the stain blocker has had adequate cure time, you are ready to begin painting. The key is UNIFORMITY! Many times, individuals will paint over the graffiti with patches of paint to quickly cover the tags. The only acceptable reason for creating the billboards of paint is if the tags are hate tags (racial or gang related) or other inappropriate tags requiring immediate cover-up. However, if dealt with incorrectly a simple tag can act as a billboard for future attacks. Graffiti can multiply very quickly if left alone. You want the surface to appear as though the graffiti never existed. By creating a uniformed area using the correct paint color and sheen while painting the entire surface (if applicable), you are achieving that goal of uniformity thus helping

to eliminate possible reoccurring attacks. In some circumstances, graffiti resistant coatings may prove to minimize, if not eliminate the number of times painting is required.

Removing Graffiti

The concept of removing graffiti by way of remover, instead of painting over the graffiti, may seem a bit foreign; however the savings of time and money are invaluable!

The big questions that arise are:

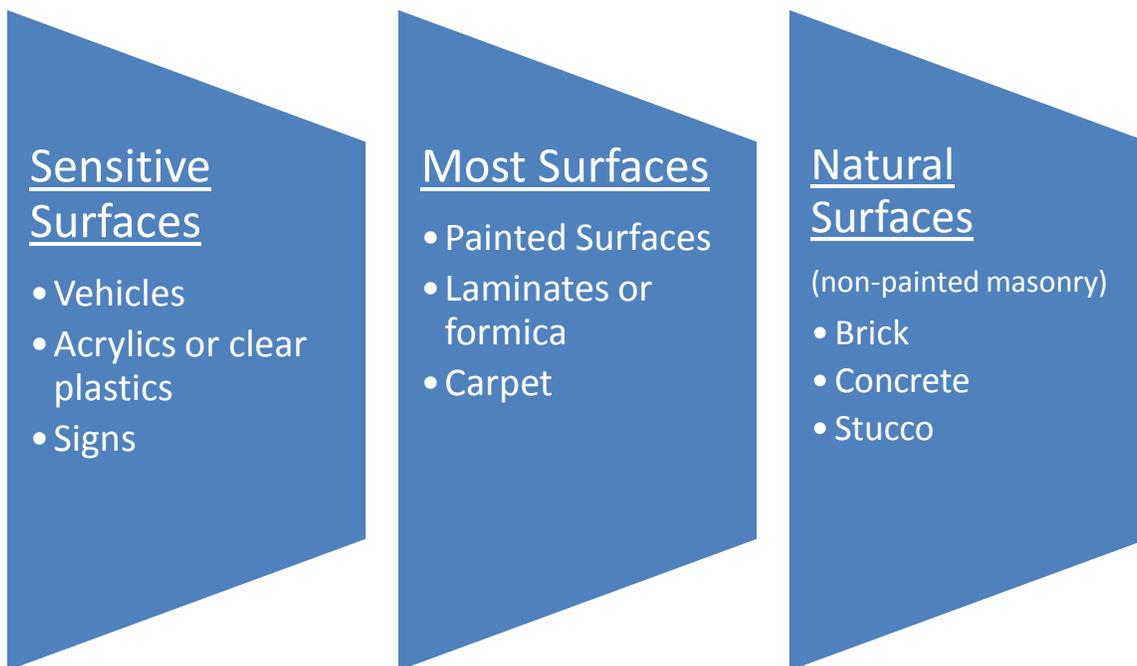
- When do I use a remover?
- What remover do I use?
- How do I use the remover?

Unfortunately there is no universal graffiti remover that will allow removal on every type of surface. Bare substrates tend to offer more resistance to restoration depending on what was used to create the graffiti. Always, always, always perform a test patch prior to attempting complete removal! It is imperative that you use the appropriate cleaner for the type of surface that you are dealing with so as to not increase the damage that is already found on your surface.

➔ **Keep in mind VOC's, disposal methods, and safety regulations when working with graffiti removers.**

General rule of thumb: If the tags are 2' x 2' or smaller, do not paint over! Instead remove them.

DISCLAIMER: The number of graffiti removers on the market tends to grow and grow every year (as do the various chemicals used to manufacture the various products). Unfortunately, the marketing strategies of certain products are often more successful than the removal rate of the actual product. Graffiti removers can be found in the form of sprays, wipes, aerosols, and gel. The various chemical make-ups are too extensive in length to include. Please refer any and all chemical questions or product comparisons to info@TSWwarehouse.com (800-447-2334).



Removing from a Sensitive Surface

What is classified as a sensitive or delicate surface? Surfaces like car finishes, clear plastics or polycarbonates, aluminum, vinyl, glass, etc. all require a softer approach of removal. The key is to restore the surface to the original condition. These types of surfaces can be the easiest to clean as long as you use the proper cleaner. Many graffiti removers will be too aggressive for these surfaces. The key is to keep the remover or solvent on the affected area.

→ Proper Application Quick Hits:

Follow manufacturer's instructions. In most cases you will spray the affected area then wipe or brush off before rinsing with water when complete. It is important to ALWAYS test a small area first to ensure compatibility.

Removing from Most Surfaces

For any surface, removing graffiti or other defacement needs to be quick and effective, aggressive yet safe. Graffiti can show up anywhere at any time and to be prepared, a multi-purpose remover is an effective tool. Graffiti can be much more than spray paint on an outside wall which is why it is important to be able to quickly remove dried paint (oil and latex), epoxy, liquid paper, paint pen, grease, pen, inks marker, lipstick, etc. from most surfaces.

→ Proper Application Quick Hits:

Follow the manufacturer's instructions. In most cases you will spray the affected area then wipe or brush off using a stiff nylon brush before rinsing with water when complete. It is important to ALWAYS test a small area first to ensure compatibility.

Removing from Natural Surfaces

When dealing with graffiti on natural surfaces (concrete, brick, stone and other non-painted natural surfaces), restoration is key. Many heavy duty graffiti removers are specifically formulated with a mixture of solvent and alkali to remove spray paint and other common graffiti from natural unpainted surfaces. With any remover it is important to follow the manufacturer's safety instructions (gloves, glasses etc) and disposal methods.

→ Proper Application Quick Hits:

Once you have determined the product you will use, follow the manufacturer's instructions carefully. For large areas it can be faster to apply the remover with a paint roller working your way from the bottom up. Agitation of the surface with a stiff nylon brush may be necessary to work the solvent into the pores of the surface. Follow up with a pressure washer to neutralize the surface and to assist in lifting the remaining solvent up and out of the pores. Allow sufficient time for the solvents to work before using the pressure washer.

Many cities and states will issue fines if you are not capturing and properly disposing of residuals from pressure washing. Water may be safe and the cleaner may be bio-degradable but in most cases you are removing oil based paints and markers that are not. Ensure you are following your local laws and ordinances with regard to disposal.

Module 2: Graffiti 101

GRAFFITI 101

The word “graffiti” derives from the ancient Greek (yrafo, meaning “to write”) and from Latin (graffiti, “scratch”). It is commonly understood to mean “writing on walls”. Although gangs will often use graffiti to mark territories, tagging is primarily done by young vandals who sometimes work in groups or crews. Their primary goal is peer recognition.

There is no typical demographic for writers of graffiti. While graffiti is often done by teenagers, vandals can be as young as 7 or 8 years old. Taggers often come from middle and high-income families. There is evidence that writers with an aptitude for the activity will continue the activity into their twenties and thirties.

Sources: City of Melbourne Australia, Graffiti Strategy, Draft for Consultation March 2005 / City of Lilburn, GA website

Graffiti: Noun: *Unauthorized writing or drawing on a public surface.*

graffiti. (2010). In *Merriam-Webster Online Dictionary*.
Retrieved October 18, 2010, from <http://www.merriam-webster.com/dictionary/graffiti>

There has never been, nor will there ever be an all-encompassing complete history of graffiti due to the incredible variety of time, people and places that were involved with the evolution of this growing art/crime trend. Each city, suburb and block within the world is subjected to their own particular cultural graffiti that is continually morphing into new and radical forms of “modern day” graffiti. Many people believe that the trend in the United States took the form that we see today during the 1960’s and 1970’s. Other thoughts lead to the creation of graffiti slang along the East Coast – particularly Philadelphia and New York. Regardless of where or how, the fact of the matter is that a growing sub-culture of artists and vandals are arising with a specific hierarchy of power, technique and style.

Government agencies, utility companies and public transport authorities make considerable financial outlays in prevention initiatives and removal schemes. Residents, traders and schools can face relatively high costs if they wish to remove graffiti from their property. It has been estimated that the costs associated with graffiti removal and management in the USA in 2003 was \$7 billion per year and in 2008 \$15 billion. The costs continue to rise.

Victims of graffiti also include property owners who incur tremendous expense in removing graffiti and taxpayers whose dollars are spent on graffiti removal from public buildings, highway structures, etc. Another group of victims are civilians who become uncomfortable and fearful in their own neighborhoods and show properties often lose value.

Sources: City of Lilburn, GA Website & CBS5 news San Francisco

Graffiti shows up on many different substrates or surfaces. There is no single effective method.

Professionals that deal with graffiti carry an arsenal of products and tools to effectively deal with the varying forms of graffiti. The efforts of law enforcement alone will not solve the problem. Community involvement, education and beautification efforts are key components to reducing and preventing graffiti.

There is a myth that is being dispelled by cities that have permission walls (areas set up where graffiti writers can display their graffiti). The walls brought garbage and toxic paint into the area as litter. In addition graffiti in the adjoining streets increased by 300%. The walls brought outcries from the residents who no longer felt safe. Cities found it necessary to clean the area daily and have police in the area to prevent fighting among the different taggers.

Source: City of Milwaukee, WI Graffiti Flyer

GRAFFITI SLANG

Graffiti slang is completely subject to change due to region, style, era, etc. The below terms are found throughout various graffiti posts, blogs, and websites dedicated to graffiti.

- **Acid Etching/Etch** - The use of acid solutions intended for creating *frosted glass*, such as Armour Etch or Etch Bath (both products that can be obtained at hobby stores), to write on windows. Very easy to apply with a brush or anything used to dab or smear with. It will not necessarily show immediately but will burn into the glass over a short period of time.
- **Black Book** - A graffiti artist's sketchbook. Valuable not only to the graffiti writer but the police if apprehended.
- **Blockbuster** – VERY large pieces of graffiti using simple block letters and typically only two colors – they are often applied using rollers and bucket paint instead of cans.
- **Bomb** – To bomb or hit is to paint many surfaces in an area in the form of tags or throw up due to the quick execution of the two types.
- **Bomber** – A type of graffiti writer who specializes in writing their name in as many places as possible. The aim is to gain as much notoriety as possible for one's moniker, or tag.
- **Buffing** - To remove graffiti by chemical
- **Crew/Cru/Kru** – Group of graffiti writers/artists/vandals (not necessarily gang related)
- **Etching/Scribing** – Also called “scratchiti,” etching/scribing is hard-to-remove graffiti made by scratching or etching a tag into an object, generally using a “scribe” (a.k.a. lava rock, sand paper, scissors, box cutters, exact-o knife, a key, knife, stone, ceramic drill bit, or diamond tipped Dremel bit). Often accompanied by etch, which is a faster method only applicable on glass surfaces. This type of graffiti cannot be cleaned off with removers.
- **Hate graffiti**- Racial, religious or cultural slurs
- **Heaven spots** - Pieces that are painted in hard to reach places (freeways, rooftops, etc.) Sometimes referred to as giraffiti.
- **King/Queen** - Extremely well respected writers. Complete opposite of a toy. The title of king or queen can be self-proclaimed but more often than not, the new status is handed

down from another king/queen within the same style and region. There are a wide variety of categories containing various styles and forms of graffiti.

- **Knight** - Mid-level writer. Skills are progressing from being a toy but not yet a king.
- **Piece** - Short for “masterpiece” these large and time consuming detailed drawing are often found in 3D or other special effect. Not as common as a throw-up or a tag.
- **Slash** - To put a line through or graffiti over someone else’s graffiti.
- **Snipe** - Advertisement type of graffiti such as signs or posters applied without permission
- **Tag** - Most prevalent type of graffiti: a stylized signature usually simple with one color.
- **Throw-up** - A more elaborate tag that requires less time than a “piece”. Usually consists of one or two colors with one fill-color and designed for quick execution.
- **Toy** - Entry level writer (usually inexperienced/unskilled). May also refer to poor work.
- **Writer** - A graffiti practioner

VOC’S

There are a wide variety of graffiti removers on the market today, all of which are subject to VOC regulations mandated by individual states and particular counties. VOC’s or Volatile Organic Compounds are best described by the ISSA in their “Summary of State and Federal VOC Limitations for Institutional and Consumer Products.” (May 7, 2010).

Volatile Organic Compounds (VOCs) are found in everything from paints and coatings to underarm deodorant and cleaning product formulations. Moreover, VOCs have determined to be a major contributing factor to the formation of ground-level ozone, which has been proven to be a public health concern.

Therefore, in order to reduce ground-level ozone, the U.S. Clean Air Act regulates or limits man-made emissions of VOCs. Areas of the country that do not meet national standards for ground-level ozone are referred to as “ozone nonattainment areas.” Under the Clean Air Act, these areas generally are required to reduce VOC emissions within their boundaries (not including vehicle emissions) by 3 percent each year until the national standard is met. Emissions of VOC’s, in and of themselves, do not necessarily give rise to health or environmental concerns. In many areas, however, they react with oxides of nitrogen (NOx) in the presence of heat and sunlight to form ground-level ozone – the primary component of “smog.” For that reason, VOC s are regulated as “ozone precursors” under the U.S. Clean Air Act and similar state laws.

In order to reduce ozone levels, the U.S. EPA and numerous state agencies have issued regulations to reduce VOC emissions from a variety of sources, including products that contain solvents such as cleaning product formulations. In the case of cleaning products, the regulations limit the amount of VOCs that can be used in various product categories.

The VOC limitations issued by these various authorities is constantly evolving. On an ever increasing basis, new states are issuing VOC limitations, while states with existing limitations are expanding the reaches of their regulations as well as issuing more aggressive restrictions for existing product categories. The U.S. EPA also will soon issue more stringent national regulations.

Late 2004/ Early 2005, California became subjected to specific VOC regulations that continue to be modified. Products that were manufactured prior to the effective date were allowed a “sell-through” provision time of three years. Graffiti Removers have since then been added to the list. **Currently the standard % by weight VOC limitations for aerosol graffiti removers is 50%**

(500 g/L) and non-aerosol graffiti removers is 30% (300 g/L). These particular graffiti remover standards are being implemented in CA, CT, DC, DE, MA, MD, ME, MI, NH, NJ, NY, OH, PA, RI and VA.

VOC regulations have affected Industrial Maintenance coatings in a different way, particularly in CA. Rules and regulations vary from county to county in regards to acceptable levels of VOC content. There are recommended state standards for every type of coating (not just anti-graffiti related) and it is up to each county to set maximum VOC levels for the various architectural coatings. The highest VOC suggested control measure set by the Air Resource Boards (ARB) is currently 250 g/L for Industrial Maintenance coatings. Most counties follow suit with the suggested ARB control measures, however, there are particular counties (South Coast region – LA) that will set stricter guidelines for coatings.

Module 3: Graffiti Resistant Coatings

WORKING WITH GRAFFITI RESISTANT COATINGS

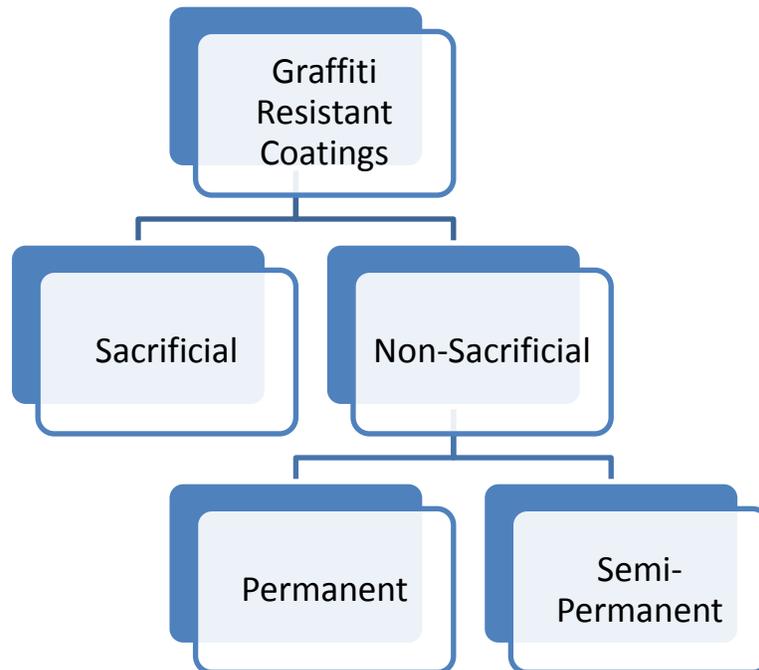
With graffiti on the rise cities, businesses and homeowners alike are doing what they can to proactively deal with the various graffiti problems they face. Graffiti resistant coatings are one way that individuals can be one step ahead of the taggers. By using graffiti resistant coatings you are able to efficiently and properly protect your surface from the permanent shadowing or staining that can be caused by graffiti. Unfortunately, many people are unaware as to the benefits and/or limitations of working with graffiti resistant coatings and can become overwhelmed by the options available to them.

The key with graffiti resistant coatings is to first evaluate the particular surface in question since not all surfaces will benefit from their use. Key questions to ask during the consideration process are:

- How often are the tags occurring?
- How large are the tags when they do occur?
- What is the current condition of the surface (Painted, sealed, currently tagged, new concrete, etc.)?
- What resources are available for application and removal as needed (i.e. water source, power source, etc.)?

By evaluating the surface, you will have a better idea as to what types of coatings will work on the particular surface. It is imperative to thoroughly read the data pages of the desired coating to confirm that the coating will indeed work on the surface in question.

There are a wide variety of coatings on the market.



SACRIFICIAL COATINGS

Sacrificial coatings work in a way that stems from the actual name of the type of coating. To remove graffiti requires you to “sacrifice” the coating by removing the coating.

These removable products are typically silicone/wax or water-based that allows all types of graffiti to adhere to the coating making for a dynamic fresh look once the coating is removed. The key is to apply a new/fresh application of the coating after removal to maintain the protection of the surface.

Standard Key Components of Sacrificial Coatings:

- Recommended for surfaces that are out of the public eye or allow for graffiti build-up to occur without obscuring the area.
- Silicone/Wax or Water based
- One to two coat system
- Typically single component
- Require a hot pressure washer for removal or specific graffiti remover
- Cost efficiency dependent on number of removals and reapplications necessary.
- All standard key components are subject to change per product used

According to www.graffitihurts.org published by Keep America Beautiful, “The average cost of sacrificial coatings is 2-6 cents per square foot depending on the porosity of the surface to be coated.”

NON SACRIFICIAL COATINGS

Non-Sacrificial coatings offer two varieties, Permanent and Semi-Permanent, both having characteristics similar to their corresponding name. Permanent coatings offer a permanent type of barrier that remains on the surface regardless of the graffiti removal method. Semi-permanent coatings offer a type of barrier that will eventually require reapplication after a certain number of cleanings.

Permanent Coatings

Standard Key Components of Permanent Coatings:

- Recommended for surfaces that will not require the surface to be altered after the coating is applied. These coatings are similar to your non-stick cookware with a variety of finishes that could physically bond with the surface making removal of the coating a near impossible feat.
- Excellent for mural-size tags, pieces or areas that get hit frequently
- Typically a polyurethane, silicone or Teflon type base.
- Due to the addition of various slip-additives, certain permanent coatings allow graffiti to “run off” and only loosely adhere to the coating requiring only a light household cleaner or remover.
- Can be found in either one or two component form
- Number of coats required will vary per product
- Sheen will vary, however, most permanent coatings will have a satin → gloss appearance.
- All standard key components are subject to change per product used

According to www.graffitihurts.org published by Keep America Beautiful, “Most of these hard, impervious anti-graffiti coatings are polyurethane resin systems and range from \$.25 to \$1.25 per square foot.”

Semi-Permanent Coatings

Standard Key Components of Semi-Permanent Coatings:

- Recommended for surfaces that are hit with sporadic smaller tagging and not pieces. These coatings require the use of removers/cleaners which could result in more elbow grease if large tags or pieces are present.
- Composition can be in a variety of forms: water-based acrylic, water-based silicone, water-based polyurethane, aliphatic urethanes, co-polymers, etc.
- Can be found in one or two component forms
- Number of coats required will vary per product.
- Graffiti clean-up also varies per product, however, all will require the use of

removers/cleaners and water.

- All standard key components are subject to change per product used

The average range of semi-permanent coatings is \$.30-\$.90 per square foot.

TSW semi-permanent coatings on the market:

TSW4 and TSW8 Acryli-Master (This Stuff Works, Inc.)

Please refer to any and all data pages pertaining to the graffiti resistant coating of choice to receive the complete and detailed application instructions prior to application.

Module 4: 10 Steps to a Graffiti Free City

10 STEPS TO A GRAFFITI FREE CITY

10. Cooperation with Other Agencies

Property with graffiti is owned and is the responsibility of many agencies including the City, the State, the Federal government, transportation agencies, utility companies, etc. It is critical that these groups not only meet regularly to discuss mutual issues related to graffiti, but they also cooperate and assist each other when necessary. Most of the time, members of the public don't know (or care) who has the responsibility of removing graffiti . . . they just want it gone as soon as possible. The damage that occurs when these groups take the stand that "it is not our property so it is not our problem" is difficult to repair.

9. Getting the Word Out

Outreach is necessary for a successful Anti-Graffiti Program. The public needs to know how to report graffiti and how to volunteer to eradicate it. Also, the vandals need to get the message that graffiti is not tolerated in their city. Successful anti-graffiti programs use a variety of tools to accomplish public outreach. One is the use of billboards. Another outreach tool is ads that are placed on taxicabs. This allows a mobile message to be spread over your city. Cable TV ads offer free or affordable spots for anti-graffiti messages. Getting the word out through the schools is also very effective.

8. Alternatives to Graffiti

The majority of graffiti or "tagging" is committed by male youth between the ages of 12 and 18. One piece of a successful Anti-Graffiti Program is to offer alternatives to tagging. The use of murals is a fairly successful alternative. Public murals can beautify a city and are usually not destroyed by graffiti vandals. Schools and Parks and Recreation programs can reach out to youth at risk to identify kids who tag and offer art programs and education about the risk of tagging (i.e., injury, jail, cost to their parents). Gang activity accounts for varying degrees of graffiti so every effort should be made to provide anti-gang alternatives.

7. Strong Anti-Graffiti Ordinance

Every City should have a strong Anti-Graffiti Ordinance that requires property owners to remove graffiti on their property within 48 hours of its occurrence. The property owners would be in violation of the ordinance if they did not remove the graffiti within 48 hours and subject to a fine. Prior to issuing a fine, the City should issue a warning letter to the owner in violation that explains the ordinance and gives them a short (10 days) time period to comply. The City should also offer a free one-time graffiti removal service to the owner and leave them extra paint as a gesture of support prior to issuing fines for future violations.

6. Proactive Graffiti Abatement

The most effective way to remove graffiti is to do it proactively. Proactive abatement is simple: see it...clean it. Provide proactive abatement where the graffiti can be seen by the most people. All graffiti seen from highways, expressways and busy city streets should be targeted. Another targeted area should be neighborhoods where there is a chronic graffiti problem. It is important to clean these locations frequently (once a week will drastically reduce the amount of future graffiti); Plan on staying at these sites for the long haul. When the graffiti has been virtually eliminated, expand into another area but don't leave the original location or the graffiti will return immediately.

5. Police Officers Dedicated to Graffiti Cases

When police departments rely on all of their officers to catch graffiti vandals, what typically happens is that very few actually step forward and aggressively pursue a graffiti case. Most officers are either too busy or are not motivated to work on "lower level" crimes such as graffiti vandalism. This results in a significantly lower number of citations issued and arrests for graffiti related offences than if the City had full-time officers dedicated to building graffiti cases. These officers will infiltrate the graffiti networks in their cities and catch the leaders of the tagging crews. This is a huge step toward graffiti prevention.

4. Juvenile Justice System that Treats Graffiti Violations Seriously

Studies have shown that the "fear of getting caught" is the single biggest answer that graffiti vandals state when asked, "What would get you to stop tagging?" Dedicated police officers that focus on graffiti crimes will increase the number of vandals who are cited or arrested. However, if no serious consequences are given to all those convicted of graffiti vandalism, there will be no "fear of getting caught". The consequences also need to significantly increase for subsequent graffiti vandalism offences. The vandals are not helped when they walk away with a warning or a minor sentence. This will not be enough to get them to stop tagging. In order to help them stop this destructive behavior, they need to know that they will be held accountable by sentences such as incarceration, community services, restitution, etc.

3. Telephone Hotline to Report Graffiti

Many residents are happy to volunteer to remove graffiti in their neighborhoods. There are also many situations, however, when the graffiti needs to be abated by City staff. The City should have a Graffiti Reporting Hotline for people to call at any time. They can leave information about graffiti on a recorder. City staff will take this information off of the recorder and then go and clean off the graffiti. In order for the Hotline system to work, the abatement needs to occur quickly (24 to 48 hours). If the City takes too long to remove the graffiti, the residents will lose confidence in the City workers and stop calling.

2. Volunteers and Free Supplies

Volunteers are a key ingredient for a successful Anti-Graffiti Program. When provided with free supplies (i.e., rubber gloves, solvent, paint, brushes, rollers), volunteers become the hands and eyes that every city needs to combat graffiti. Volunteers take care of graffiti in their neighborhoods and report graffiti to the “Hot Line” when they see it out of their neighborhood. It is important to recognize and honor the volunteers to keep them motivated and going strong. The work of the volunteers, combined with city eradication staff is a winning combination in reducing graffiti.

1. Roles of the Mayor and Council

A successful Anti-Graffiti Program always starts at the highest level of city government. The Mayor and City council are the driving force to combat graffiti. They must take a stand and agree that graffiti is not to be tolerated in their city. Most importantly, they need to provide the resources to accomplish their anti-graffiti goals. After providing the necessary tools and funding, for anti-graffiti efforts city officials must monitor the goals of the program and hold the staff accountable for reaching those goals.

YOUR #1 SOURCE FOR ANTI-GRAFFITI PRODUCTS

www.TSWwarehouse.com

Online Training Manual

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