

Redbox Kiosk Painting FAQs

Q: Why are we painting kiosks now and not contractors?

A: Contractors are much more expensive and do not always treat our kiosks as well as we do. We have tested and feel confident our internal team can do at least as good of a job as a 3rd party and at a lower cost.

Q: Is our painting process safe?

A: We have tested our painting process using a certified Industrial Hygiene consultant to assess the exposure to harmful contaminants. All exposure levels were either undetectable or well below the level regulated by OSHA standards. We chose a prep process and paint with the safety of employees specifically in mind. All paint and cleaning solutions are water-based and low hazard. Particulate exposure from mechanical sanding was also either undetectable or well below the level regulated by OSHA standards. However, if at any time you feel that what you are doing is unsafe, stop immediately and notify your supervisor.

Q: Do we have an account with Sherwin-Williams?

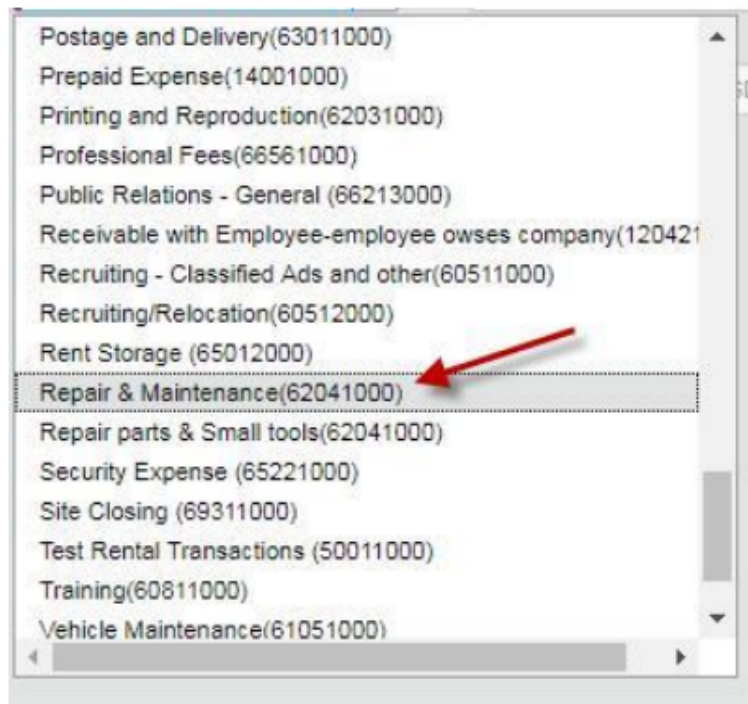
A: Yes, we do. The NEW account number is 2649-9902-0 under Redbox. Please remember that you will still need to pay with credit card at the store.

Q: Where can the paint be stored?

A: At your storage facility. Generally storage facilities only restrict the storage of flammable or combustible liquids and non-flammable paint is fine. If you run into any issues with paint storage contact [Robert Collart](#).

Q: How do I pay for the Painting supplies?

A: Gorilla tape, box cutter, paper towels, bulk sanding disks, and the orbital sander should all be procured through Parts. The paint needs to be procured at Sherwin Williams using your corporate credit card. If you do not have a Sherwin Williams location near you contact [Robert Collart](#). All other items should be purchased at a hardware/home goods store such as Home Depot using your corporate card. Code all items as "Repair & Maintenance" in Concur when completing your expense report.



Q: What if Sherwin Williams doesn't have the correct base to mix the paint on hand?

A: B66R11038 DTM Acrylic Gloss in Safety Red should be available at all stores. If they don't have it on hand, they should be able to have it ordered. If you have any issues procuring paint, contact [Robert Collart](#).

Q: Are we using a painting list this year?

A: No, we are not using a painting list because we are making painting a regular process (like swapping a touch screen or changing a camera).

You will be responsible for identifying kiosks that need to be painted (see Field requests for more info). ROSs are responsible for the approval process. Also, Only client requests will be added to the Painting dashboard, see the Client Requests section below.

Q: What temperatures can I paint in?

A: The paint will generally dry quicker the warmer the weather. Painting above 65-70 degrees will allow the second coat to be applied sooner. Avoid painting in 90 degree + temperatures if possible as the paint may dry too quickly and be difficult to work with, and potentially result in streaking on the kiosk. If rain looks imminent, do not paint. Paint is generally dry to the touch in 15-20 min, depending on temperature/humidity. So if it rains later in the day after you paint you will be fine.

Q: How long does the paint take to dry?

A: Generally 15-20 minutes, depending on air temperature and humidity

Q: What should I do with the brushes and rollers when complete?

A: Throw them away after each kiosk. We are not cleaning brushes and rollers. Generally plan to use 1 roller and 1 brush per kiosk. Kiosks that require the primer paint due to rust will require 2 brushes and 1 roller per kiosk.

Q: What if the paint color doesn't look identical to Redbox red.

A: The paint color will look a slightly different shade on the kiosk. Product management has approved this.

Q: What if customers keep walking into my paint area?

A: To avoid customers walking into the area it is a good idea to use cones or some other means to alert people not to walk into the painting zone (purchase cones if needed).

Q: How will completion be tracked?

A: Completion will be tracked using the survey link provided in the instruction document and located here: [Painting Completion Survey](#). Please complete this survey after painting each kiosk.

Q: How long should it take to paint?

A: A rusted kiosk should take approximately 1.5-2 hours. A kiosk where you don't need to deal with rust should take approximately 1 hour. These times may speed up with practice.

Q: How many kiosks will one gallon of the red paint cover?

A: One gallon should cover at least 6 kiosks.

Q: Do we need to order our own decals to be put back on the kiosk.

A: Yes, order stickers ahead of time for the quantity of kiosks you have to paint and then apply a few days after the kiosk is painted. Whenever possible, plan the painting before rebranding to minimize wasting decals.

Q: Do we need to paint the top of the kiosk?

A: No. The exception being if the top of the kiosks is in bad shape or very visible.

Q: Do we need to paint the back of the kiosk?

A: No. The exception being if the kiosk is in the open and the back is visible to customers or clients, or if the back of the kiosk faces a window of the store and is visible to customers and clients through the window.

Client Requests

Q: How important are client requests?

A: These requests are our priority. In addition to kiosks YOU identify for painting, we will continue to receive requests from clients. These requests generally come through the Redbox Sales team, and will be handled in the following manner:

- Client request submit a request.
- ROSs will monitor the Painting Dashboard on a weekly basis.
- ROSs will schedule FSR2.
- FSR2 will paint kiosk and complete Painting Completion Survey when finished.

Q: What are the timeline expectations for client requests?

A: If a client request is submitted between 9/1 through 3/1, then:

- Start dates is automatically pushed out to 3/1
- Due date is Start Date + 60 days: 4/30

If otherwise, then:

- Start Date is when request is submitted
- Due date is 60 days from start date

Field Requests

Q: Can I identify kiosks that need to be painted?

A: Yes, FSRs now have the ability to identify kiosk that need to be painted. FSRs must inform their ROSs as they are responsible for the approval process, painting scheduling, and will provide deadlines to ensure requests are completed

Q: When should I paint a kiosk?

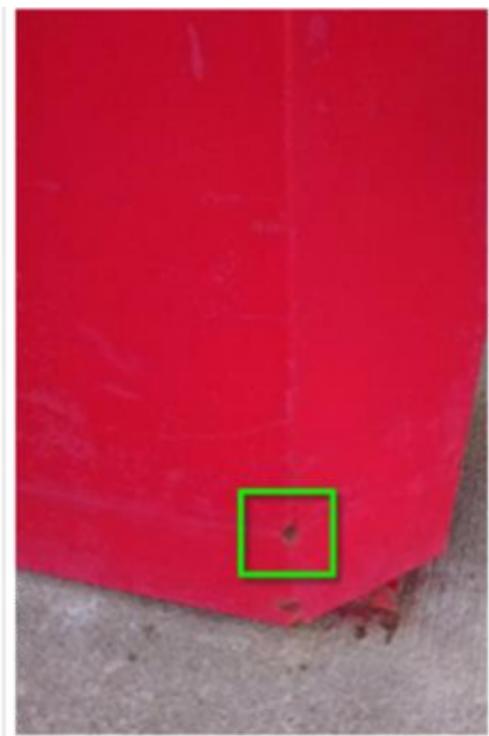
A: We have improved the painting guidelines by providing more details and specifics for each category . It is now easier to identify kiosks between different categories, see guidelines below:

Rank	Description of Condition	Condition Details	Actions
A	Very Good Overall Condition	Defects: Little to none Scratches, Dents and Scuffs: Very few or barely visible Color: Red, no visible fading Rust: No visible rust	No action required
B	Good Overall Condition	Defects: Minor Scratches, Dents and Scuffs: Some minor and visible Color: Red, a little fading Rust: Some rust present-spots less than 1/4 inch	No action required
C	Fair to Poor Overall Condition	Defects: Large Scratches, Dents and Scuffs: Multiple quite visible Color: Visibly faded or pink (Paint the Kiosk) Rust: Surface Only rust is present in multiple or large areas (Paint the Kiosk); Door rust goes completely through (Replace the Door)	Paint the kiosk and/or Replace the Door
D	Very Poor Overall Condition	Defects: Significant/Unrepairable Scratches, Dents and Scuffs: Substantial surface repairs required; Deterioration or denting is quite severe Color: N/A Rust: Rusted areas go completely through the cabinet	Submit a request to Deployment for Cosmetic Kiosk Replacement

Category A



Category B



Category C

Q: Do I need to continue filling out the Kiosk Painting survey after painting a kiosk?

A: Yes, the survey ([Painting Completion Survey](#)) should be completed every time a kiosk is painted. If a kiosk doesn't have a survey after being painted, it won't be marked complete.

Cosmetic Kiosk Replacement

Q: Who can request a cosmetic kiosk replacement?

A: Only ROSs or RMs can submit a request using the 3RO-ROR form. After assessing the physical overall condition of a kiosk and if ROS determines that kiosk is a Category D, then ROS should submit a request for kiosk replacement.

Q: Is a picture needed for this request?

A: Yes, it is very important that the ROS attaches a picture to the request. Copying and pasting pictures will not be accepted