

Thermal Remediation Preparation Instructions

PAYMENT

A non-refundable \$300.00 deposit is required to secure all residential appointments. Our Thermal Remediation Unit is in high demand for bed bug control, stored product pests and psocids and we must make it available for those serious about having this treatment performed. Cancelling your scheduled service forfeits your deposit, however, we recognize that extenuating circumstances do present themselves and we will be happy to reschedule your treatment with 72 hours notice. Your balance will be due at the time your technician arrives to begin service. We accept check, Mastercard and Visa and offer discounts for payment in cash.

PARKING

You are responsible for securing parking for the Remediation Unit directly in front of your property. The unit must be positioned as close to the structure as possible and requires about 4-5 car lengths to accommodate the truck and trailer (about 38 feet). If you have to strategically place your vehicles in front of your location to “reserve” parking, please notify our office so that the technician may call you 15 minutes prior to arrival so that the area is ready for him. Please obtain any necessary permits prior to your appointment. **Be aware that if sufficient parking is not provided at the time our unit arrives, or if the property is not properly prepared, we will be forced to abort the treatment and your deposit will be forfeited.**

QUESTIONS

Please address all questions and concerns regarding the thermal process with our office prior to your appointment. The heating process takes several hours so getting those heaters in place and plugged in is crucial during that first hour. For this reason, we encourage you to contact our office PRIOR to your appointment to address any questions or concerns that you may have. You may also speak directly with the Remediation Specialist that will be treating your location if you so desire, but we ask that you do this BEFORE the day of your appointment.

VACATE

All people and pets must vacate the structure immediately after the technician's arrival. Fish may be placed into the bathroom in a separate tank or bowl but they cannot be reintroduced back into their original tank until the water has cooled down.

CLUTTER

Do not remove anything from your structure except for trash!

In order to effectively perform a Thermal Remediation Treatment to your structure, you will have to throw away all trash, debris, clutter etc. This is a prime opportunity to rid your home of any or all unwanted or unused items. One inch of clutter and/or debris reduces the effectiveness of treatment by 10%! Our industrial fans will blow papers and trash everywhere so please make sure your home is properly prepared. Please do NOT stack boxes or bins or tightly pack or overfill baskets as the air will not circulate through these items. Use laundry baskets to hold linens and towels. Leave nothing packed away. If items are in boxes and bags, they will be dumped out to ensure even heat distribution. Clothing and bedding will be strewn about. Items in your residence will be moved, shifted, opened, and rotated by our Remediation Specialists. We will be wheeling in multiple heaters and fans into each room so there must be floor space to move about freely. This includes being able to fully open doors.

CLOTHING

Hang up as many clothes as possible.

Any clothing that is not hung up will be scattered and rotated several times during treatment to be sure that any eggs are destroyed. Makeshift clotheslines in the bedrooms will help immensely in distributing the air in and around your clothing. Dresser drawers may have to be emptied. In cases of bed bugs, please do NOT place clothing or other items on the bed as we will be stripping and flipping your mattress throughout the treatment.

BATHROOM “SAFE ZONE”

Your bathroom will be used as a “safe zone”.

If there is any question about an item or belonging, melting or becoming damaged, simply place it in the bathroom in a laundry basket. Once the adjacent room is up to temperature, your technician will open the bathroom door causing a rush of hot air called “flash heating”. Your items will still be treated but without prolonged exposure to that high level of heat. (Adult insects, juveniles, nymphs and eggs will die by dehydration within 60 seconds at 130 degrees.) Place all pressurized cylinders, soda cans, paints, flammable chemicals, aerosols, such as Lysol or hairspray, candles, deodorants, lipsticks, gel air fresheners, soaps, wax or anything else of concern that may melt in a laundry basket in the bathroom or your refrigerator. Basically, any item that will melt or explode on a hot day in your car! Live plants must be placed into your tub or shower and watered immediately after treatment.

ELECTRONICS

Bed bugs have been found hiding in everything from alarm clocks and TV’s to computers and laptops. These items can withstand temperatures up to 168-170 degrees without damage. Our wireless sensors allow us to strictly control air and structure temperature so that we may prevent damage to your belongings. Please unplug and power down all electronics prior to treatment.

ALERT

***Remove all guns, ammunition, fireworks, etc. from the property!**

***Store all medications and/or alcohol or liquor in the refrigerator! (Please be advised that medications may lose their effectiveness if not stored in a cool, dry place.) This includes contraceptives and condoms!**

***One of a kind items such as heirlooms and other higher valued items which are not replaceable should be placed in the bathroom “safe zone”.**

DAY OF TREATMENT

You must prepare a set of clothing for the day of treatment. This requires you to use a commercial Laundromat dryer at a higher temperature to heat your clothing for at least 20 minutes. (If you are using your own dryer, we recommend heating for at least 45 minutes to insure adequate heat up and cool down time.)These clothes then need to be sealed in a clean, plastic bag to change into before leaving for the day. On treatment day, you **MUST** leave everything behind to be treated. This includes items from your car or storage locker that you suspect are contaminated.

When you wake up the morning of your treatment, please turn your heat up to the maximum possible. This will pre-heat the structure until our arrival and enable us to reach optimal temperatures and begin eradicating the infestation right away.

The following information is for bed bug treatments only!

POST TREATMENT INSTRUCTIONS

This is an extremely labor intensive process and your home WILL be in disarray when you arrive. Items will NOT be refolded and things may not be in the same place when you return. There is no way to avoid the messiness of this process when performing an effective treatment. Our specialists will do their very best to avoid any damage to your belongings.

You will be able to return to your location immediately after treatment and can make yourselves more comfortable by raising a few windows and/or opening doors to allow a quicker cool down period. (You may also turn on your air conditioning.) A thorough cleaning and especially, vacuuming, will be needed after treatment is completed. Depending on your level of infestation, there may be many dead bed bugs that were blown about the rooms by our fans. You will also need to wash all of your clothing and bedding! It is possible to see live bed bugs for a few days but they have been compromised by the heat treatment, much like a victim of heat stroke. However, rest assured, they are unable to feed or breed in this condition and will soon die. Your treatment data and graph will be sent to you for your records.

STANDARD PROTOCOL FOR AFTER YOUR THERMAL TREATMENT

You may see some live bed bugs. Bed bugs will seek “cold spots” wherever they can to avoid the extreme heat that will kill them. In most cases, their waxy exo-skeletons deteriorate in the high temperatures and compromise the bed bug by rendering it unable to feed or breed. These will die within a few days.

You may see casings or molted skins from dead bed bugs or actual dead bed bugs that were blown around your home. A thorough cleaning and vacuuming should be performed.

You may continue to discover bite marks. Allergic reactions to a bed bug bite can manifest up to two weeks after the actual bite took place.

Having one or all of these circumstances does not mean that you still have bed bugs or that your treatment was not effective but these conditions do exist and for this reason we will NOT perform any additional inspections or services within two weeks of your treatment. We do wish to be contacted if you have LIVE bed bug activity after a period of 2 week. Please collect bed bug samples whenever possible.

WARRANTY OPTIONS & ENCASEMENTS

Following Thermal Remediation Treatment at your location, you will be given the opportunity to go on one of these programs. We are the only pest control company to offer a type of “insurance” in order to protect you from the costly treatment of bed bug eradication. Please call us at 1-866-930-4282 to inform us of which option you prefer.

BED BUG PROTECTION PROGRAM (BBPP)

To qualify for this program, you must encase all mattresses within your home! (see pricing below) You will be provided with full pest control of your general flying/crawling insects and rodents, bed bug and insect monitoring, termite monitoring, free retreats in between regular scheduled appointments and of course, your bed bug warranty that entitles you to treatment for bed bugs at a \$ _____ deductible per treatment. These quarterly appointments are \$ _____ per visit. Termites and wildlife are excluded.

BED BUG INSURANCE (BBI)

This program is an annual warranty and provides coverage to you in the event that a future occurrence of bed bugs is detected. This warranty is \$ _____ per year and there is a \$ _____ deductible per treatment. You are NOT required to have mattress encasements with this program.

At this time, we strongly urge you to purchase Bed Bug Mattress Encasements for all of your mattresses and box springs to prevent difficult to treat infestations within. Not only will they protect your mattress from invaders, they make your infestation easier to diagnose and ultimately treat. Be cautious of inferior quality bed bug covers! **Encasements are to prevent bed bugs from getting out of or getting into your mattress so if there are rips, tears or holes in your encasements, they are ineffective!** We carry 100% bed bug-proof encasements in all sizes. **Once installed on your mattress, they are NOT to be removed.** If you suspect bed bugs, please contact us immediately. Research shows that 40 bed bugs can become 6,000 within 6 months.

***Bed bug encasements for mattresses and box springs**



TYPE	SIZE	PRICE
CRIB	STANDARD	\$65.00
TWIN	38X75X9	\$75.00
FULL	54X75X9	\$85.00
QUEEN	60X80X9	\$95.00
KING	76X80X9	\$105.00

For more information on awareness, prevention, detection and treatment, please contact our office at... [1-866-930-4282](tel:1-866-930-4282)