

## Heat Treatment Preparation

**NOTE:** If unit or structure is not prepared according to this preparation sheet and the job cannot be done, a \$400.00 charge will be applied, and the job will be rescheduled at our schedule. There will be a \$100.00 per hour stand around time for delaying the job. The Cranbrook Pest Control Ltd. technician will advise you if the warranty applies or not. You will have to sign the warranty waiver, if not we will not do the job and must reschedule the work and additional charges will apply.

### PEST CONTROL PREPARATION

Your home is scheduled for a Zapp Bug Heat Tent Treatment. Clean hot air will be introduced to your home and the interior temperature raised to approximately 140 degrees F (60 degrees C). This temperature will kill bed bugs and their eggs, cockroaches as well as other insects. To ensure a successful treatment, you will need to perform the following preparation steps.

During the time required to bring the heat tent to required temperature, the potential for damage to furnishings and fixtures is practically non-existent. **Cranbrook Pest Control Ltd assumes no responsibility for any items placed into the heat tent.**

1. The following precautions are to protect items of a delicate nature. Please remove the following items from the treatment area prior to commencement of the work. **If you are unsure as to whether an item may be damaged by heat, please consult the technician, or call 250.426.9586 or 250.426.9531.**

- Plants, Candles, Wax Crayons
- Lipstick and other meltable cosmetics, medicines, and vitamins
- Plastic blinds, Arts and crafts assembled with wax or glue
- Photographs (may stick together), soft vinyl items
- Aerosol cans, fire extinguishers and other combustible items
- Musical instruments, Cigarette lighters
- Valuable paintings, acrylics, and artwork,
- Antique furniture with fragile finish or glue points
- Computer towers or laptops

It is extremely important that any items removed from your premises be **thoroughly inspected** for the presence of the pest being treated for. If the removed items have bugs eggs in or attached to them, they will be reintroduced to your premises when you bring the item back in and the treatment will not be successful. This will void any implied Warranties.

Pests can attach to your pets such as cats and dogs. It is important to thoroughly bathe and clean your pet before they return to the premises. Live plants can also harbor bed bugs. Thoroughly inspect the plant and soil. If in doubt, discard the plant. Please consult with our representative if you have any questions.

2. All clothing in dresser drawers, even it was washed before needs to be removed, and must be washed in the hottest water possible, then dried in a dryer on high heat for at least 45 minutes. Once the clothing is cleaned; it should be placed into new garbage bags and taped shut. Bed bugs will nest in dressers, closets, and wardrobes. Remove all stacked clothing from the drawers and closets and process as above. Pillows should be treated in the dryer or minimum of 45 mins. If you have jackets and items that are dry clean only, they can be left on hangers in a closet however they cannot be packed tightly.



### Heat Tent Treatment Preparation

All Clothing going into the heat tent MUST be on hangers. Clothing and clutter in the bottom of closets must be cleaned out. The bagged clothing can be left in the premises as long as they are in plastic bags or totes however our technicians need room to set up the tent, If you have a large amount of clothing and limited space, please arrange for storage of the bagged clothing during the treatment.

3. To ensure air flow in the heat tent, our technicians may stand mattresses and box springs on end, tip sofas and couches, remove cushions etc. This may result in dirt and dust being disturbed. We will return items as close as possible to their original location. We will not vacuum and clean after the treatment. As our technicians will be moving tables and dressers for access, ornaments and items on tables, dressers, windowsills, etc. should be boxed. The boxes can be left in the room or on top of the furniture. Do not box items tightly as again, air flow is required for heat penetration.

**NOTE: Cardboard is an ideal hotel for bed bugs. It is strongly recommended to remove all cardboard just to eliminate a great hiding place for bed bugs. Also, if the heat cannot penetrate through the box, the bug can survive.** A great alternative is the plastic totes as the bugs cannot climb into these or can be trapped inside them if something is placed in them with pests on it.

4. On the day of treatment, please have a freshly washed and bagged set of clothing as per the above instructions for each resident to don when leaving the premises. The clothing from the night before can be bagged and treated in the dryer. Wash the clothing as per the above instructions when you return.

**It is especially important you closely inspect anything you take out with you. For example, a children's book bag can harbor bed bugs. If this is taken out during the day of treatment and bought back that evening, a re-infestation could occur. Bed bugs are often brought to your home when you travel. A hotel may have an infestation and the bed bugs will climb into your suitcase. When you return home, the bugs are introduced to your premises via the suitcase. If you have suitcases, they must be placed in the heat tent for treatment.**

On the day of treatment, our technicians will arrive at scheduled time, please be ready to leave the premises for at least 6 hours. After treatment is completed, you will be able to return to your premises. The premises will be warm however the heat will dissipate in time. You may find dead bugs about the premises. Please perform a complete vacuuming after the treatment.



### Heat Tent Treatment Preparation

**Note: If the area is not prepared according to this notice, a delay or rescheduling fee may be applied.**

#### IMPORTANT ITEMS CHECKLIST FOR HEAT TREATMENT

**Note: A cancellation fee of \$400.00 or Delay of Treatment of \$100.00 per hour maybe applied to the invoice if Prep is not done as per Owner's Site Prep Sheet. The other option is to continue with treatment, but Warranty would be waived. This will be explained to you before treatment begins.**

Item #	Description
1	Clothing – If the clothing was in the drawers, Suitcases, on the floor or in an open bag or box – it must be washed (even if it was washed yesterday) as per our Prep Sheet. Clothing must go from the Dryer to a New sealed plastic bag. Do not bring clothing into the unit unless it is sealed in a bag. Suitcases must be left empty to treat.
2	Heat Sensitive items – if it is not on the list (see page 1) then leave it alone. If there is something specific – call 250.426.9586 to clarify.
3	Electronics – leave them in the unit – the heat will not damage them. 140F or 60C is less than the temperature in a car on a hot summer day out in the parking lot.
4	Furniture and mattresses – Leave them where they are. Technicians will move items if required and return dependent on treatment.
5	Food or medicine on the counter – Put in the fridge for the day. Check medication to make sure it is refrigerator safe. Temperature will not harm dry goods or can goods in kitchen
6	Cleaning liquids and liquids in general – place in Bathtub – if something happens it can be easily cleaned up
7	Clutter needs to be dealt with – if the heat cannot get to the bugs or eggs – they can survive. This needs to be purge or spread through the unit. Clutter in Closets must be dealt with as this is common area for Bed Bugs. Do not clutter floor space as we need room for equipment.
8	Cardboard boxes – strongly suggest exchanging boxes for plastic totes – Cardboard is a hotel for bed bugs – plastic totes are safe as the bug cannot climb Glass, Plastic or Metal.
9	Clean up after treatment – Vacuum complete unit to make sure all dead bed bugs are disposed of.

After the treatment is completed you can start putting your stuff back in its place. You must ensure any items re-entering the unit (that has not been treated), be inspected thoroughly to prevent infestation.



CONDITIONS

- 1) The Customer hereby agrees to engage Cranbrook Pest Control to provide the Customer with pest control services set forth on page 1 of the Service Agreement.
- 2) The term of this Agreement will begin on the date of this Agreement and will remain in full force and effect until the services are completed or from Term to Term if a monthly contract is entered.
- 3) In the event either party wishes to terminate this Agreement prior to the Completion of Services, that party will be required to provide 90 day written notice to the other Part.
- 4) If this Agreement is for regular services, Cranbrook Pest Control shall be entitled to 90 days' notice or 3 regular service's fees' in lieu of notice to terminate. In all other cases where services have been rendered if the Customer wishes to terminate the Agreement before services are complete the Customer shall pay for all visits to date and three additional visits.
- 5) The Customer shall permit Cranbrook Pest Control to inspect the Service Location to review the condition of the premises and to advise what services from time to time as Cranbrook Pest Control deems necessary or advisable. If any damage is likely to occur the owner of the Service Location shall consent to the work prior to work commencing and must sign This page 1 of the Service Agreement.
- 6) If Cranbrook Pest Control accepts the said engagement it shall supply all labour, materials, and equipment in connection therewith and shall have complete control over the methods and materials used which shall be at its own discretion. In the event that Cranbrook Pest Control in its sole discretion, deems it necessary to use additional products and or to alter the original service schedule, the cost thereby shall be in addition to the regular contract service price, subject to the prior approval of the Customer.
- 7) Upon the default for a period of thirty (30) days in payment of any installment of money due under this Agreement or upon the failure of the Customer to cooperate with Cranbrook Pest Control the entire unpaid balance shall, at the option of Cranbrook Pest Control, forthwith become due and payable and any failure to exercise the option to accelerate payments on part of Cranbrook Pest Control shall not constitute a waiver of the right to exercise the said option at any time. The Customer agrees to pay all costs of collection at any time during the initial or renewal periods of this agreement, whether payment hereof be enforced by suit or otherwise; said costs to include reasonable attorney's fees. The customer further agrees to pay interest at the rate of 2% per month (24% annually) service charge on every installment of money due to Cranbrook Pest Control after default in payment for a period of thirty (30) days on such installments.
- 8) Cranbrook Pest Control is not responsible for any damage caused by pests or any reasonable damage caused by Cranbrook Pest Control in accessing Pest infestation (e.g. a cutting into a wall or ceiling) and the Customer expressly saves Cranbrook Pest Control harmless from any liabilities for reasonable damage caused by Cranbrook Pest Control incurred in performance of its duties under this agreement.
- 9) In case of the sale or transfers, of the Service Location, or termination of occupancy or tenancy of the Service Location before settlement in full has been made the unpaid balance becomes due and payable without prior notice or demand, at the option of Cranbrook Pest Control and failure to exercise said option at any time shall not constitute a waiver. If the credit of the Customer shall at any time, in the judgment of Cranbrook Pest Control become impaired, Cranbrook Pest Control shall have the right to require payment in advance before furnishing additional services under this agreement.
- 10) This Agreement contains all the covenants, stipulations and provisions agreed upon by the parties hereto, neither party is or shall be bound by any statement or representations not in conformity herewith, and this Agreement shall only be modified in writing agreed to by both parties.
- 11) This Agreement shall ensure to the benefit of and being binding upon the parties hereto and their respective heirs, executors, administrators, successors, and assigns.

PLEASE PRINT NAME: \_\_\_\_\_.

ACCOUNT: \_\_\_\_\_.

Customer Signature: \_\_\_\_\_.

Technician Signature \_\_\_\_\_.

