

Dear Homeowner / Resident,

Plunkett's has completed an inspection of your home and we found that bed bugs are present.

PLEASE READ THIS ENTIRE DOCUMENT BEFORE STARTING YOUR PREP SO THAT YOU CAN FULLY UNDERSTAND THE TREATMENT PROCESS.

How We Do It

Treatment will be performed in three steps. Please see the box below for your treatment schedule.

The 3 steps of your bed bug treatment:

- 1** We apply a residual insecticide dust to the carpet edging in each room, including the closets. We apply the same dust to wall voids in your home through electrical outlets. These areas must be free of clutter so our technicians can do their best work for you. Carpeting will be lifted along the perimeter in order for us to apply the insecticide dust.
- 2** In the second step, we use specialized portable furnaces to bring the inside of your home to 120°F. or higher in order to kill all life stages of bed bugs that might be hiding inside furniture, fixtures, and other belongings in your home. Hot air is circulated using fans and temperatures are monitored throughout the treatment area(s).
- 3** Third, an application of residual liquid insecticide will be applied to all cracks and crevices in the upper and lower perimeter of your home.

About 2 weeks after the treatment, your technician will return to your home to inspect for live bed bugs and to confirm the treatment was successful.

In the majority of cases, this regimen eliminates all bed bugs immediately. In some cases, a few bugs might survive for several days afterward and we might have to perform up to two additional follow-up treatments at no cost to you. In most cases, we achieve complete eradication of bed bugs within one week of the heat treatment.

Teamwork... Plunkett's + You

In order to treat your home successfully and eradicate bed bugs from your living areas, your cooperation is essential. You will be called upon to complete some preparation of the area(s) to be treated. Failure to prepare in the best possible way will likely result in a less than satisfactory outcome - the postponement or cancellation of your service and more bed bugs!

PLEASE NOTE: So that Plunkett's can care for the security of the residence and the belongings inside, keys **MUST** be provided to the Plunkett's onsite Heat Operator Technician so they can lock doors while going in and out of the building during the course of service. If this is not done, Plunkett's is **NOT LIABLE** for items lost or stolen from the residence.

Your Treatment Date & Time

We have scheduled treatment of your home for bed bugs at the following date and time:

_____, _____, _____, starting at _____:_____ AM
Day Month Date Time

BE READY FOR YOUR TREATMENT - Additional Fees will be charged if these preparation instructions are not followed.

—👉 A flat rate of \$300 will be assessed if the treatment area(s) requires up to 1 hour of preparation by our technicians. If the treatment area(s) requires over 1 hour of preparation, a \$400 cancellation fee will be assessed, and the treatment will be rescheduled to a later date.

Preparing Your Home for a Bed Bug Treatment

Instructions / Check-List for Occupant

To prepare for our team to do their best for you, please complete the following before we arrive:

PREMISES AND FURNITURE PREP

- Move everything in your home three (3) feet away from the walls to allow access to the entire perimeter. **This includes closet floors.** It is extremely important that this is done prior to us arriving so we can get right to work.
- Take everything off the walls. Very powerful fans are used to distribute heat throughout your home; wall hangings are likely to be blown off. Stack these items on the kitchen table or counters. Pictures frames must be put in one or more boxes.
- Stand large furniture vertically to maximize work space for our team. This includes **mattresses**, box springs, love seats, couches, and anything else that can safely stand on end. We need to fit large treatment equipment in your home.
- Remove linens, covers, and encasements from all beds.
- If a waterbed is present, drain it. If an air bed (select Comfort or other brand) is present, deflate the air bladders.
- Take down horizontal window blinds. Anything hanging should be taken down to prevent stretching/warping. Vertically hanging blinds can remain hanging.
- Take down any holiday decorations that are on display inside.

AREA RUGS

- Area rugs in each room to be treated are to be rolled up and stood on end to clear the floor for treatment. This includes area rugs that are lying on hard surfaces and carpeted floors.

LUGGAGE

- Empty all luggage/suitcases and leave unlocked. Your luggage is a high-risk area for bed bug infestation. It must be completely empty and open for effective heat treatment penetration.

CLOTHING

- All clothes are to be clean. **DO NOT bag your clothes.**
- Place all shoes together in one or more boxes.
- Clothing in drawers can be left in drawers unless they are densely packed. If clothing in drawers are densely packed, remove them and place them LOOSELY in open-weave laundry baskets or hang them on hangers.
- To ensure that no bed bugs are left in clothing, our team may place clothing in additional baskets. **Clothing will not be re-folded.** Contents of these baskets will be placed on larger items of furniture upon completion of the treatment. During treatment, clothing may be moved to different rooms to achieve most optimum treatment heat penetration.
- Clothing in closets can remain in the closet as long as there is some space between articles of clothing to allow the heat treatment to penetrate. You can leave clothes on hangers and upper shelves, just make sure there is ample space.

PAPERS, BOOKS, MAGAZINES, LOOSE ARTICLES

- Loose papers and articles that would be blown about by a stiff wind should be gathered and stored in boxes or under some kind of paper weight. Our high-powered fans would most definitely make a mess of these items and pose a safety risk for our crew.
- **DO NOT** stack items on beds or furniture.
- Book shelves should have roughly one-third of the books removed and stacked on a table or counter.

ELECTRONICS AND ASSOCIATED ITEMS

You can leave all electronics in your home including Plasma TV's, LCD monitors, Computers, CD's, DVD's, and others.

- Unplug all home electronics.

LINENS, BLANKETS, TOWELS, etc.

- So that heat can get where it needs to, place folded or unfolded linens, towels, blankets, afghans, etc. LOOSELY into open-weave laundry baskets. **DO NOT place clothing, linens, towels, or blankets in plastic bags.**

ITEMS THAT CANNOT BE HEATED

- Put the items listed below into one or more boxes and label them "**DO NOT HEAT.**"
 - Place the labeled boxes by the door. **Don't take them out of the house** - we need to inspect them for bed bugs and treat them if necessary by other means.
1. All aerosol and pressurized cans - hairspray, deodorants, bug spray, asthma inhalers, spray paint, fire extinguishers, oxygen tanks, and cleaning products.
 2. Ink printer cartridges.
 3. Chocolate, candy, and other food that can melt (if they are in the refrigerator, they can be left there).
 4. Medication/Medicine (those kept in the refrigerator can stay in the refrigerator).
 5. Beverages - bottles of wine and carbonated beverages.
 6. Anything made from wax (real or fake) - candles, wax figurines, crayons, waxy cosmetics, and oil paintings.
 7. Vinyl records, VHS tapes, photo negatives, & film strips.
 8. Musical instruments; cases will need to be treated.
 9. House plants.
 10. All flammable materials - butane lighters, lamp fuel, solvents, fuel for food warmers, ammunition, etc.
 11. Laminated furniture and laminated flooring can be damaged by heat. This does not happen often, but some types of laminate can peel, warp, expand, or shrink. **Plunkett's is not liable for damage to laminated items left in the home during the heat treatment.**

Preparing Your Home for a Bed Bug Treatment

VALUABLES, PETS, & OTHER PREP REQUIRED

- Anything breakable or that has sentimental value should be placed in a stable place and pointed out to the technicians on the morning of service.
- Throw out all trash and vacuum thoroughly. The vacuum bag should be thrown out or dirt container emptied. The vacuum should remain inside to be treated.
- All pets will need to be out by the morning of the service date, this includes fish. Empty litter boxes.
- Clean your kitchen and wash all dirty dishes and cookware. No other prep is needed in the kitchen unless otherwise instructed with the exception of any items listed in the "Items that Cannot be Heated" section.
- Wheel chairs and walkers will need to be treated, please make arrangements to use a rental, if needed, for the day of service.
- If possible, increase the temperature on your home's thermostat the night before the treatment. This will especially help in the winter months.
- Items in any storage units or cars should not be brought into your home for the treatment unless your technician has inspected these areas and instructed you to do so.
- If you have attempted to self treat your home with store bought products, please clean up those products. This includes vacuuming up dust products and throwing out moth balls.

PRIOR TO THE SERVICE - VERY IMPORTANT

- 1. The night before**, dry the clothes that you plan on wearing the day of the treatment in a clothes dryer. Seal up those clothes in a plastic bag or plastic tote when they come out of the dryer.
- 2. In the morning**, leave current clothes in the unit, take a shower, and then put on the clothes that were dried the night before. Give yourself enough time to do this before our scheduled arrival time.
- 3. Nothing else should leave with you except your phone, wallet, and keys.**

AFTER THE HEAT TREATMENT SERVICE

We don't want you to be surprised by the level of disruption this process can involve. When you return, your home may still be warm. You will notice some things out of place - we have to move things in order to distribute the heat treatment evenly for the best outcome. It's critical that the heat reaches all areas and items, so we may have to partially remove dust shields on the bottom of box springs, and move clothing, linens, and any other densely packed items in order to eradicate all bed bugs. To achieve treatment success, dresser drawers, boxes, closets, laundry baskets, and bins may have to be emptied and shuffled through in order to distribute the heat everywhere in the home.

During the heat process, household items will be placed in laundry baskets provided by Plunkett's. When the treatment is complete, these items will be placed onto large furniture in the rooms (i.e. beds, couches, futons, etc.) If you do not prep your home properly and it is cluttered, the disorder caused by the heat treatment can be extensive. If you do prepare your home properly, post treatment clean-up will be much more manageable.

Plunkett's success rate is 99.5% in all heat treatments. To achieve this success rate we must leave no stone unturned. To fully eradicate bed bugs from a residence, it is necessary to shuffle through all items during a heat treatment. Bed bugs can hide anywhere. Therefore, we need to expose every item in a home to ensure we kill all of the bugs. Your items will not be refolded or returned to the same place where they were at before the treatment. In the rare occasion that something is broken, no reimbursement or compensation will be given if these instructions are not followed, or if Plunkett's is not notified within 30-days after the treatment.

Bed bugs are a serious and challenging pest.

Thank you for doing your part in preparing your home.

Your cooperation is essential to the success of the bed bug treatment service!

Sincerely,

Your Plunkett's Technicians

Poor Preparation

Proper Preparation



Plunkett's Pest Control, Inc.

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