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PREPARATION GUIDE FOR OUR COCKROACH INITIAL SERVICE

Prior to our initial Cockroach service, the following steps must be completed by the homeowner. This preparation will help us to provide you the best service possible. If we arrive to find that the following items have not been properly addressed, we will either provide your service as best we can - but offer **no guarantees** - or reschedule the service for another date. If we are forced to reschedule the service, you will be charged an additional \$50.00 above and beyond the initial service price for the appointment cancellation.

INSTRUCTIONS FOR SUCCESSFUL PREPARATION

KITCHEN

- Remove all items from base and wall cabinets, cabinet drawers, counter tops, pantry, and any other area where items and food products are stored. DO NOT remove the emptied drawers from the cabinets. Once emptied, please wash all surfaces to remove food debris, grime, and grease.
- If possible, pull out the refrigerator and stove and clean the wall behind and floor under the appliance, and the front, sides, and back of each appliance to remove food debris, grime, and grease.
- Place all opened food products (cereals, crackers, cookies, sugar, flour, spices, canisters, etc.) in the refrigerator or seal them in plastic bags. These items can be temporarily stored on living room furniture or on the kitchen table. To protect these items from the materials we use to treat the home, please cover them with a bed sheet.
- **DO NOT** place items on the floor as this may impede our service.
- Empty and remove any trash containers or pet bowls.
- Vacuum and wash the floor.

BATHROOM

- Remove all items from inside the medicine cabinets, under-sink cabinets, and linen closets. Place personal items (toothbrushes, toothpaste, cosmetics, toiletries, medications, etc.) inside sealed plastic bags and place inside the bathtub.
- Vacuum and wash the floor, all cabinets, shelves, drawers, and sink top once all items above have been removed.

BEDROOMS (Only if cockroach activity is seen in these rooms)

- Remove all items from the closet floor and place on the bed. Vacuum and clean the floor.
- Remove all items from the dresser and nightstand drawers and place on the bed. Vacuum and clean the empty drawers and cabinets and to remove loose debris. Please leave all drawers in the dressers, chests, and nightstands.
- All items that are placed on beds for temporary storage should be covered with a sheet or blanket. **DO NOT** place any items on the floor as this may impede our service.

FOR ALL ROOMS RECEIVING SERVICE

- All children's toys should be picked up and placed inside sealed plastic bags.
- If fish tanks are present, turn off the air supply or filter when our technician(s) arrive for service, and cover the tank with plastic to prevent exposure to our materials. Dogs and cats need to be placed in a room that is not to be serviced or removed from the residence altogether before service is rendered. Birds and reptiles must be removed from the building at the time of our service and not returned for a period of four (4) hours after our service has been completed.
- Remove money, jewelry, and any other valuable items from rooms to be serviced and place in a safe and secured area.
- **No one is allowed inside any area that is currently being serviced by our technicians.** Children under the age of three (3), people that are sick, pregnant, asthmatic, have neurological conditions, are recovering from a surgical or medical procedure, or are currently under the care of a physician must be out of the home during our service. In all cases, we recommend consulting with your physician regarding any medical concerns prior to the date of your service.

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AFTER OUR SERVICE HAS BEEN COMPLETED

- Thoroughly wash all exposed eating surfaces with soap and water, including but not limited to tabletops, counter tops, shelving tops, and any other surface where you place food, plates, pots, pans, or other food prep items or food itself.
- It is normal to see cockroach activity for several days after our treatment. It may take several days for cockroaches hiding in inaccessible areas to come into contact with our control materials. **THIS SERVICE IS PROVIDED WITHOUT ANY FOLLOW-UP SERVICE UNLESS SPECIFICALLY REQUESTED AND FOR AN ADDITIONAL CHARGE.**
- You may require several additional ongoing monthly services to achieve maximum results. **WE DO NOT GUARANTEE ACHIEVEMENT OF TOTAL COCKROACH ELIMINATION THROUGH OUR INITIAL SERVICE ONLY.** Please take note of the technician's recommendations upon completion of the initial service.

Should you have any questions or concerns regarding your services or this Preparation List, please call our office or speak with your service technician.

CLUTTER REDUCTION

In order for our technicians to provide the best possible service, we ask that before and during service, you reduce the amount of clutter in your unit as much as possible. Clutter in your unit provides insects with safe places to hide that we are unable to inspect and cannot treat with pesticides. If the clutter in your unit is not reduced or eliminated before your scheduled service, additional services may be needed to eliminate any infestation. **If you fail to complete the following requests, it may be difficult or impossible to eliminate the problem.**

Clutter can be defined as any item that restricts movement in any room or excessive amounts of personal items that hinder the treatment of the unit. Some examples of clutter include, but are not limited to:

- ✓ **Excessive amounts of furniture**
- ✓ **Clothes strewn about the floor**
- ✓ **Random items placed around the perimeter of the room**
- ✓ **Overly packed closets**
- ✓ **Etc.**

As long as a cluttered situation exists, it prevents us from completing our standard bed bug treatment and, therefore, can extend the number of services it takes to eliminate insects from your unit. Although there is no easy, straightforward way to address clutter, please eliminate clutter by any means possible. These methods include cleaning, disposal of items in an outdoor trash receptacle, storage units, etc. Please be aware that if you store items in a storage unit, they need to be inspected for the presence of insects prior to removing them for storage and before they are brought back into your home. Some insects can live up to a year with no food or water; therefore, reintroducing any stored items to your home can cause a re-infestation to occur.



A Cluttered Environment



An Uncluttered, Organized Environment



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I, _____ (**Inspector**), acknowledge that I have provided this Cockroach Preparation List to the customer and that I have addressed any and all questions and concerns the customer has pertaining to this list and/or our services, as well as notating any additional preparation not included on this list that needs to be completed before service can be rendered.

Inspector Signature: _____

I _____ (**Customer**), acknowledge that I have received this Cockroach Preparation List, have had any and all questions and concerns pertaining to this list and/or our services addressed by our technician/salesperson, and that I have prepared for the Cockroach service to the best of my ability.

Customer Signature: _____

I, _____ (**Technician**), acknowledge that the customer has prepared for this Cockroach service to the best of his/her/their ability, and that my services can and will be performed to the best of my ability due to the preparedness of the customer.

Technician Signature: _____

Technicians: Please hand this signed letter in with your timesheet once service is complete. If for any reason a signature cannot be obtained, please advise why in the space below.