

## Bed bug Preparation List

The unit must be ready **BEFORE** your appointment time! Our technicians do not wait for last minute cleaning to be completed! The technician is not authorized to move your furniture that must be done before the service. The technician **CAN NOT** do service unless all steps are completed fully in EVERY room.

If you will not be prepared or need to reschedule please notify your management at least 24 hours before the appointment.

**Preparation for this service is extremely important; please call our office with any questions regarding these instructions.**

**REMEMBER!** Complete all steps fully to get the BEST results from your service!

### **BEFORE SERVICE:**

1. Remove all pets from the residence. *Fish & Reptiles are especially at risk, if you cannot move them, then you must cover the aquarium. The cover needs to be airtight.*
2. Vacuum entire residence. Remove vacuum bag or empty canisters into a trash bag and dispose of it in an OUTSIDE dumpster. ***If you live in an apartment, Please Do NOT Throw the Bag into the Trash Chutes!***
3. Move everything 2 feet away from the walls. All furniture must be moved far enough away from walls and other belongings so that the technician can safely maneuver around it.
4. Remove all items from closets (especially the floors and shelves).
5. Empty all dressers and nightstands of **ALL** belongings.
6. Make sure all lamps, delicate items and any other items of sentimental value are out of the way and kept in a safe place.
7. The underneath & top of **ALL** Beds, couches & furniture must be clear of **ALL** items!
8. If you want your bed treated you must remove any plastic or encasements around mattresses.
9. Place all open food and anything that goes in the mouth into airtight containers (cabinets are NOT airtight). This includes toothbrushes, cigarettes, medication, bottles & pacifiers, etc.
10. Remove or cover window air-conditioning units.
11. Remove all posters, paintings, picture frames & any other wall hangings from walls.
12. Look through all papers, books, pictures and artwork for any signs of the insects. These items can NOT be treated by our staff. If you find evidence of the bed bugs in these possessions you must decide whether you want to treat them yourself, store them in sealed containers or remove them from your residence permanently.
13. All persons, except for the pest control technician, **MUST** leave the unit before service can begin.

**The residence must be vacant for 4-6 hours after treatment.**

**AFTER SERVICE:**

14. Launder all bedding (this includes stuffed animals and drapes), clothes and shoes in hot water. **At the very least, make sure they are put in the dryer on high for a minimum of 40 minutes.**
15. Vacuum after reentering the home, dispose of the vacuum bag OUTSIDE the building.
16. Wash all dishes and utensils before use.
17. All infant and/or pet toys, dishes and other items should be washed before being used again.
18. **It can take up to 14 days to see the full effect of the treatment**, if you are still experiencing a problem AFTER 14 days please contact your management office.
19. A two week follow-up inspection and/or spot treat will be scheduled for you by our office.
20. Do not steam clean any of your furniture or place any covers (mattress or otherwise) on your furniture until at least 30 days after your two (2) week follow-up.

***The service technician will evaluate the completeness of each step. If your unit is not properly prepared, it will be up to your building management if the service will be done that day.***

*\*The fee for each bed bug service is determined per apartment, based on the number of bedrooms. This fee will be charged for every treatment.*

**\*This service is NOT guaranteed.**

*\*There will be a \$50.00 cancel/rescheduling fee, unless our company is given 24 hours notice in advance of the appointment. Your management company may hold you responsible for this fee.*

*\*\*Hansen Services is not responsible for moving your furniture nor paying for any damage done to belongings or furniture during commission of the bed bug service, especially if that damage is done due to lack of preparation.*