



Your Follow-Up Service will be on \_\_\_\_\_ at \_\_\_\_\_. Please be prepared for the next service.

## Treatment Expectations: Bed Bug Control

Dear Valued Client,

Below is a list of expectations for your reference after Bed Bug control procedures have been performed in your home/facility.

**Preparation:** Preparation is *critical* to a successful treatment. Please be advised that **NO** treatment will be performed unless the home/facility is properly prepared according to the issued preparation Instructions.

**Treatment:** After a detailed inspection, our initial and follow up corrective treatments for Bed Bugs will be a targeted application to the most critical and vulnerable areas favoring Bed Bug survival. In addition, a thorough crack and crevice application will be made throughout the dwelling. Your home/facility will **NOT** be “fogged” or “bombed.” Placing the material directly where Bed-bugs harbor has proven to be the most effective treatment available.

### Expectation after treatment(s):

- After the applications we perform, the Bed-bugs we find and treat directly will perish within about 1 hour of direct contact with the materials used.
- Once the materials dry, a protective residual remains which will combat any Bed-bugs for approximately 4 weeks. We expect there will be lingering Bed-bug activity which will be emerging from harborage areas in voids far away protected from general access. These areas are typically under carpets, in wall voids, and deep crevices behind molding and trim.
- Within 2-4 weeks of the initial treatment you may notice an increase in visual activity. You may notice Bed-bugs crawling in the middle of surfaces and during the day. This is a sign of erratic behavior and is a testament that the chemicals are working through their systems and making them disoriented. When you observe this behavior, please note that they are on their way to perish within 5 days.
- You should also expect to receive a 3-week follow-up service after the initial appointment. We recommend that you separate whatever garments and clothing you will need for a duration of 3 weeks, as you will need to be fully prepared again for the follow up service.
- You may place your clothing and garments back once the surfaces are dry.

**Re-Entry Time:** You can expect to return to your home 4 hours after the treatment has been performed.

- **Advisory:** We suggest that those who are very young, elderly, sick or pregnant consult their physician before returning home.

**Follow-Up Services/Inspections:** Additional treatments and/or inspections will be performed only when they are pre-arranged through contractual agreement with the owner of the home, property manager(s) or owner(s) of the building.



**Guarantee:** Due to the elusive behavior of this pest, a guarantee will **NOT** be offered when performing Bed-bug Control. Many factors may impede on the effectiveness of our treatment such as occupant behavior, level of cooperation, overnight visitors, traveling, activity in neighboring apartments, etc.

- It is highly recommended that you vacuum your vehicles thoroughly and discard the bags immediately afterwards. If you have a bag-less vacuum, it is suggested you vacuum a little bit of diatomaceous earth into it so there is an effective manner of treating any Bed-bug activity which has been vacuumed into the machine.
- We recommend that you do not discard any furniture unless instructed by a Horizon Pest Control representative. It is also very important that you do not introduce any new furniture into the home in between the months of treatment and the expectation time for control, which is typically 60 days. If you introduce any new furniture into the home which has not been chemically treated, you will risk providing a safe harborage ground for Bed-bugs and you could prolong control.
- We recommend that you do not clean or wipe any surfaces down unless advised by a Horizon Pest Control representative as we are relying on the residual effectiveness of the chemicals applied to combat Bed-bugs through this 60-day period.
  - If you notice any Bed-bug activity after 60 days from the initial treatment date, please call us and we will advise you on proceedings.
- It is highly recommended that you remain in the same bedrooms or living quarters throughout this time. If you change sleeping arrangements you will risk introducing Bed-bugs into rooms which did not originally have activity, and hindering the time for control.
- If a home or room is expected to be vacant, please inform us, as we will need to review proceedings for control.

**Disruption:** When Bed-bug services are performed, expect most items in your home/facility to be moved. Dresser drawers will be opened. Beds and box springs will be stood on end. The dust cover attached to the bottom of the box spring can be removed to allow for thorough and complete treatment. Couches, cushions, pillows, picture frames, knick-knacks, etc. will be moved. With extreme infestations, we may advise some furniture or bedding be discarded. **Please do not remove any furniture until directed to do so.** All possible harborages will be inspected, treated and left aside to allow them to dry properly. Bed Bug control requires intense thoroughness. That is the mark of a job well done.

**Continued Activity:** Residents may experience a different pattern of activity after the treatment has been performed. We do **NOT** expect to eliminate every Bed Bug immediately after the initial corrective service. Factors such as severity of infestation and density of the living space may impact the speed of control.

**Monitoring:** When returning to your home/facility, you can expect to see a number of sticky traps placed throughout the dwelling. These traps act as monitors to assist our Service Technicians in determining the effectiveness of our service while helping to target active areas. Please do not discard or relocate them in order to allow them to further help monitor future activity. If you are living in a multi-unit dwelling, please contact your Property Manager when activity is observed on monitors.

#### **Top 10 Helpful Tips for Positive Impact on Future Bed Bug Control**

1. If you suspect Bed-bug activity, call your Property Manager or Horizon immediately.
2. Purchase a "Bed Cover" for both your mattress and box spring. – **These are recommended**
3. Do not remove infested furniture or bedding until instructed to do so. Bed Bugs can easily fall off and infest other areas of the home/facility.



4. Move the bed and couch away from the walls.
5. When traveling always inspect your mattress, bedding and upholstery.
6. Think twice before inviting others to sleep over.
7. Think again when you're invited to sleep over.
8. Dabbing Vaseline on the legs and feet of your bed prevents the bugs from crawling up.
9. Continue to vacuum frequently after treatment (at least 3 times weekly).
10. Contact your Property Manager when pests are observed on monitors.

Thank you for taking the time to read this, thank you for choosing Horizon, and thank you for your understanding.

The Horizon Team.