

BED BUG SERVICE PREPARATION

To ensure success, it is essential to follow all instructions prior to and following GreenShield's Bed Bug Service. Following all recommendations will reduce the risk of re-infestation. GreenShield recommends discarding any damaged or heavily infested box springs and furniture. You must wrap items in plastic before removing them from the room.

GreenShield will not perform this service until the rooms to be treated are completely prepared as set out herein.

Preparation required to be completed by the customer is as follows:

- Remove linens, curtains, clothing and other washable items, place in plastic bags and immediately launder. Use hot, soapy water and dry on high heat (above 140 - 160°)
- Detach, but do not remove from the room, all items attached to the walls (i.e. picture frames, decor, light fixtures, outlet covers, etc.)
- Any other items in rooms and closets, such as books, electronics, and smaller decor should be placed in plastic bags and kept in the room.
- Loosen any wall to wall carpeting along the entire perimeter of the room.
- Vacuum thoroughly, using a crack and crevice tool under the baseboards.
- Vacuum the seams and entire surface area of mattresses, box springs, sofas and chairs. If the sofa contains a foldout bed, this will need to be vacuumed as well. Do NOT forget the underside of mattresses and box springs.
- Immediately discard the vacuum cleaner bag or empty collection canister.
- Remove cushions from sofas and chairs, turn upside down and place in the middle of the room, away from the walls. (Also remove mattress from sofa bed if applicable)
- Remove the cloth cover from the bottom of box springs, set this aside to reattach after the service.
- Remove all mattress tags.
- Repair any sources of moisture, such as leaky faucets or pipes, and air conditioner condensation lines and pans.
- If you have pets, make arrangements to have them treated and boarded the day of the scheduled service.
- People and pets must not be in the home during treatment and remain away for 4 hours after the treatment is completed.

The treated areas should be left as is for three to five business days so that a proper follow-up inspection can be provided.

After completion of follow-up inspection:

- Do not re-assemble rooms until there is no visible evidence of live bed bugs
- Seal or repair any cracks, crevices, loose baseboards, etc with caulk or appropriate sealant
- Reattach light fixtures and outlet covers, replace picture frames and other items
- Furniture can be placed back in their original positions.

Failure to complete preparation and follow provided instructions will significantly reduce the effectiveness of GreenShield's service. **GreenShield will not offer any guarantees if the Bed Bug Service Preparation instructions are not followed.**