

Customer Information and Safety Sheet

On arrival our technicians will inspect and advise on any maintenance, controls, or measures you can take to deal with your pests which may reduce the need or frequency of pest control treatments. We regularly review products and application methods ensuring best practice through regular industry training. Our technicians are trained and qualified. SDS (safety data sheets) are available on request for each product we use.

It is advisable to check with your medical practitioner before booking our services, especially if you have any allergies or medical conditions.

For safety and to ensure maximum efficacy with each treatment please read the following information around the service(s) we are providing you. Please contact us before or after your service should you have any questions.

We understand that you are keen to be rid of your pests, however pest treatments require patience to allow the controlling agent to work and for you to see best results, this can be up to a month in some instances.

Before Spray Treatments

Cockroaches, spiders, flies, borer in flight, fleas, bed bugs, ants. Refer additional ANT information below.

- Spray pest control treatments require time to dry before you re-enter the property.
- Ceilings, walls, floors, and around skirting areas are target sprayed so please ensure floor areas are uncluttered.
- Put all exposed food products away including pet food and water bowls. Put away toothbrushes and any personal care items. Drink bottles and coffee mugs should be in cupboards. Clothing should be in drawers or wardrobes.
- It is recommended that you cover cots and children's beds with an old sheet or covering and put toys in a closet.
- Ensure all pets are kept away from any areas we are treating and cannot get back into the property.
- Inform family/staff members not to return to the property until 4 hours after treatment.
- Ensure aquariums etc are adequately covered and pumps are switched off.
- Exterior spray treatments require fine weather.

After spray treatments

- Do not re-enter the property for 4 hours
- Open all doors and windows and ventilate for 10 -15 minutes.
- Lightly wipe down food preparation surfaces but do not wash, vacuum, or vigorously clean any surfaces.
- Do not spray wash the exterior of the property or use weed killers for a month after treatment.

Rodenticide baiting - *rats and mice*

- We use tamper proof baiting stations and rodenticide.
- We will bait away from easy pet access areas.
- Not often, but on occasions rodents will die inside the property. Call outs for retrieval of carcasses is an additional service whether retrievable or not. If unretrievable (e.g. in wall) odour bags can be purchased.
- We bait for 6 months rodent activity. During this time you may hear new rodent activity. It will take around two weeks from first hearing new activity for the baiting to work again. Please be patient.
- Residential rodent control is recommended every 6 months.

Gel Baiting Treatments - *cockroaches and ants*

- Gel baits are low in toxicity and only small quantities are placed in discreet locations.

- It is essential that no other insecticides (including fly spray) be applied around baited areas before and after the gel has been laid.

Contact Powder Treatments - *wasps and bees*

- Powder is applied by pressure to the nest entrance. Avoid the area of the nest for 24 hours as wasps are aggressive.
- We will endeavour to relocate honey and bumble bees in the first instance and eradicate only if this is not possible.

Borer Treatments *wood borer*

- We use a saturation method in the sub floor and ceiling areas.
- As borer treatments are water-based powders you may remain at home while the treatment is carried out however stay out of the treated area (underfloor – ceiling) for 24 hours.
- Our equipment remains outside except for our hose so be aware of this trip hazard.
- Any Injection treatments are usually localised, and the area should be avoided for 4 hours.
- Borer in flight and/or where underfloor access is not achievable, we use a spray technique so please follow the guidelines above for spray treatments and remain out of the property for 4 hours.

Ant treatment

- Ant treatments are mostly completed outside. We will also treat into ceiling spaces if accessible and required. We spray around the outside of your house and perimeter of your property.
- Please ensure pets are removed for at least an hour until the product has dried.
- Please refrain from using any insecticides or repellents (fly spray) before or after treatment as this will negatively impact the treatment.
- This is a slow acting solution to eradicate the colony **and may take up to a month to achieve**. Please be patient. Please avoid washing the exterior of your property or using weed killers or any other chemicals in this first month.

If you know or suspect someone has been affected by rodenticide or insecticides, please call the National Poisons Centre 24-hour line on 0800 764 766 and or a medical professional.