



Residential Preparation Instructions for Thermal Remediation Bedbug Treatment

Please be advised that all people and pets (dogs, cats, birds, reptiles, fish and fish tanks, etc.) will need to REMAIN OUT of the residence for the entire treatment process. Removal of pets is the responsibility of the tenant.

Treatment times will vary. Tenants must be prepared to leave the structure by 7:00 a.m. Re-entry may not be permitted for up to 10 hours. Extreme cases may require more than 10 hours of vacancy.

Thermal Remediation® is a proven method for heat treating bedbug infestations. Research has shown that all life stages of bedbugs (adults, nymphs, and eggs) die within minutes of exposure to temperatures of 122° F and above. During the Thermal Remediation® process, temperatures in your home will reach between 120° and 140° F. These are lethal temperatures to bedbug populations, but typically not hot enough to damage most personal belongings (see list of items that need to be removed or protected during Thermal Remediation® – Item #3 below).

Successful Thermal Remediation® is a partnership between the occupant and the service technician. Our goal is to eliminate bedbugs and their eggs. Bedbug elimination is more successful when residents help with the pre-treatment preparation work. Please use the instructions below as a preparation guide.

Pre-Treatment Preparation

1. Carpet and carpet padding must be detached from the tack strip in ALL ROOMS of the home. **If carpet and padding are not detached from the tack strip prior to our arrival on the scheduled service date, CSI Exterminators technicians will detach the carpet and padding and a \$200 service fee will be charged.** We also ask that all electrical covers be removed prior to service in the units to be treated.
2. Information the technician will need from you, the occupant:
 - How long has it been since the first sighting of a bedbug?
 - In what areas of the home are bedbugs being seen? Bedrooms? Living and dining rooms? Kitchen? Bathrooms?
 - Are bedbugs feeding in areas other than the bedrooms?
 - Do you see bedbugs during the daytime hours?
3. Some items must be removed from the home or protected – this is the tenant’s responsibility. CSI Exterminators accepts no liability for items listed below if damage occurs during the treatment process:
 - Pets – including fish in aquariums
 - House plants
 - Fresh food – fruits, vegetables, etc.
 - Wine bottles with corks
 - Prescription and over the counter drugs
 - Makeup
 - VCR and cassette tapes
 - Firearms and ammunition
 - Wax based items – candles, wax figurines and fruit, lipstick, etc.
 - Anything pressurized – spray cans, fire extinguishers, oxygen bottles, etc.
 - Flammables – lighters, lamp fuel, alcohol, solvents, ammunition, etc.
 - Window Blinds – must be fully opened and slats bound together (even when bound, damage may occur – owner/tenant may choose to remove slats from the premises). CSI Exterminators accepts no liability for warped blinds.
 - Wooden and stringed musical instruments – at the discretion of the technician, may be left in their cases.
 - Family heirlooms and irreplaceable items should be inspected by your technician to determine whether they should be treated. Some of the smaller items may be stored in the refrigerator during the treatment. Larger items may be boxed and left by the door for inspection. It will be determined if any of these items require treatment for bedbugs.

IT IS THE TENANT’S RESPONSIBILITY TO INFORM THE TECHNICIAN BEFORE THE TREATMENT BEGINS IF ANY IRREPLACEABLE ITEMS ARE TO BE LEFT IN THE TREATMENT AREA.



- 4. THE MORE CLOTHING YOU CAN LEAVE IN THE TREATMENT AREA THE BETTER!** Leave the treatment area with only the clothes on your back and it is a must that the steps below are taken before you return with the clothes you are wearing. The bedbugs will seek shelter on and within clothing. To avoid re-introducing bedbugs, any clothing removed from the space before Thermal Remediation®, must be bagged and treated before being returned to the area.

Treatment for the clothing you are wearing:

- At a minimum, wash the clothing and use the hottest dryer setting possible; process clothes and other cloth items that will fit in the clothes dryer.
- Avoid contaminating the freshly washed clothing - do not return the clean clothing to the container (bag, basket, etc.) it was transported in, unless that container was also treated.

Clothing that is left behind:

- Clothes that are hung up off the floor typically are not a concern as heat will rise through these items.
 - Clothing in drawers may be left in place. However, if clothing is tightly packed, some items must be removed. **It may become necessary to remove the drawers from dressers to help with the air movement and/or flip/rotate clothes in drawers during the treatment.**
 - Clothing on hangers may be left in closets if the space between the items is large enough to allow the heated air to circulate. Arrange hanging items to open up air space between them.
 - If there is an excessive amount of clothing, etc. in the home which may jeopardize the success of the treatment, the technicians may choose to place the excess items in black plastic bags and place the bags outside the home. All such bags will be clearly marked. Any clothing items in bags must be laundered and dried using the hottest dryer setting before being returned to the home.
- 5. Large fabric items** – Linens, towels, blankets, etc. should be left in the area being heated, as they are likely to shelter bedbugs.
- Place these items in open weave laundry baskets. Pack the items very loosely to allow for air circulation. Hang blankets up off doors or other areas where they won't interfere with the treatment.
 - All Area Rugs should be rolled and stood up on end in the space being treated prior to the treatment. Bedbugs under area rugs may survive as this area can be a harborage.
- 6. Papers, smaller items, etc.** – Thermal Remediation® treatment requires moving large amounts of air to be successful. All items that can be blown around and possibly damaged need to be protected.
- Loose papers need to be gathered and boxed or something heavy placed on top of them.
 - Glass items, knick-knacks, etc. will need to be secured. Do not leave breakable items on shelves or other areas where damage may occur.
 - Pictures, paintings, and other wall-mounted items will need to be taken down to prevent damage. Damage may occur if these items fall from the wall mounts.
- 7. Electronics (televisions, computers, video players, stereos, etc.)** – Electronics are a hiding place for bedbugs; we strongly recommend that electronics not be removed from areas being heated. Though the temperatures reached should not be hazardous to unplugged electronics, the items may be taken from the treatment area if this is a concern. We accept no liability for the above listed items if left in the unit during treatment.
- Switch all electronic appliances to the off position.
 - Disconnect all electronic appliances by unplugging from the wall outlet.



8. **Waterbeds and airbeds** – Waterbeds will need to be drained. If the waterbed is not drained, lethal temperatures will not be achieved.
 - Select Comfort type airbeds with an electronic pump must be partially deflated and unplugged from the wall outlet.
 - Memory foam beds are dense and bedbugs are not able to burrow into the foam itself but be aware of any cuts or areas that may need special attention.
 - Always remove zip-on pillow tops and thick coverings that are not bedbug proof and prevent proper treatment and penetration of heat into bed or box spring. Thick pillow tops may provide harborage to bedbugs and may prevent lethal temperatures from being achieved.
9. **Wood Furniture** – Certain glued-on veneers may be damaged due to the Thermal process. It is impossible for CSI Exterminators to know which veneers may be damaged; we accept no liability for damage. If concerned, owner/tenant may move furniture outside the unit, where it is accessible for bedbug inspection.

Post-Treatment / Returning to Your Home

- The temperatures will probably be elevated when you return. Higher temperatures are a result of the Thermal Remediation® process and a cool down period will be needed.
- Open windows or turn on air conditioning to aid in cooling.
- During the Thermal Remediation® some of your belongings may have been shifted to achieve even heat distribution. They may not have been returned exactly to where they were before Thermal Remediation®.
- Furniture (mattresses, couches, etc.) may be left overturned. The shifting and movement of furniture is an important aspect of the Thermal Remediation® process and your technician may leave the items in this manner to aid in the final cooling stage.
- As explained above, clothing may need to be removed from bags, drawers, and baskets during the Thermal Remediation® process to ensure the heat reaches all clothes. Any clothing moved will be left piled in the middle of a room. Though your home may appear messy upon completion of the treatment, we ask that you understand the necessity of moving your belongings to ensure that adequate heat reaches all articles of clothing.
- Damage – Any damage to your possessions must be brought to the Thermal Remediation® provider's attention as soon as damage is confirmed.
- It is critical that approved bedbug covers be installed on all mattresses and box springs.



Customer's Obligations

The customer and the occupant/tenant agree to maintain the premises subject to this Agreement in a condition which does not promote infestation by bedbugs. The customer and occupant/tenant agree to maintain the premises in a clean and sanitary condition and to keep the structure in a state of repair as to avoid providing easily accessible means of entry by bedbugs. The customer and occupant/tenant agree to abide by all preparation guidelines as outlined in the Preparation Instructions made available by CSI Exterminators, Inc., in addition to agreeing not to bring any additional items into the structure from outside sources which may contaminate the structure. Failure to comply with any part of this Agreement, the preparation or sanitation requirements voids the warranty and obligations of CSI Exterminators, Inc. under this Agreement.

Limits of Liability

Although CSI Exterminators, Inc. will exercise reasonable care in performing the services under this Agreement, CSI Exterminators, Inc. will not be liable for injuries or damage to persons, property, birds, animals, vegetation, or personal effects, except those damages resulting from gross negligence by CSI Exterminators, Inc. Further, under no circumstances will CSI Exterminators, Inc. be responsible for any injury, disease, or illness caused by, or allegedly caused by, ticks, stings, or contamination of bedbugs or any other insect, spiders, rodents, or beetles. CSI Exterminators, Inc. representatives are not medically trained to diagnose bedbug borne illnesses or diseases. Please consult your physician for any medical diagnosis. To the fullest extent permitted by law, CSI Exterminators, Inc. will not be liable for personal injury, death, property damage, loss of use, loss of income, or other damages whatsoever, including consequential and incidental damages, arising from this service. CSI Exterminators, Inc.'s liability is specifically limited to the labor and products necessary to help reduce the bedbug population.

This Agreement does not cover and CSI Exterminators, Inc. will not be responsible for:

1. Damage resulting from moisture conditions, including but not limited to fungus or mold, whether visible or not.
2. Damage resulting from any wood destroying organism or any other pest.
3. Expenses related to the replacement of linens, upholstery, furniture, mattresses, soiling, cleaning or related costs, temporary housing or displacement costs.
4. Expenses related to medical evaluation or treatment of bites associated with bedbugs.
5. Damage or expenses for any claim of personal injury related to an infestation of bedbugs.
6. Loss of income claimed to be related to bedbug infestation.
7. Expenses related to legal representation related to bedbug infestation.

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I have read the above instructions and information concerning the use of Thermal Remediation® for the bedbug infestation in my home. Though temperatures reached should not be hazardous to unplugged electronics, I understand that I may remove these or other items of concern from my home after having them inspected by a technician. Furthermore, I understand that my clothing, furniture, and other items will be moved, rotated, etc. during the treatment in order to ensure adequate heat temperatures are achieved.

Resident/Agent:

Printed Name

Date

Signature

Property Name/Address including Unit #

Notice to Property Management: We require that on-site staff be available during the course of the Thermal Remediation® service. We also ask that all electrical covers be removed prior to service in the units to be treated.

Property Management Representative:

Printed Name

Signature



Firearms/Flammable Materials Release of Liability

It is the sole responsibility of the Occupant/Agent of _____ to remove all ammunition, explosives, firearms, pressurized canisters, and flammable materials from the residence prior to Thermal Remediation® treatment. The Occupant/Agent bears all liability for damage caused by any such items left in the residence during Thermal Remediation® and is solely responsible for all expenses related to said damage.

By signing below, I accept the above and Release CSI Exterminators, Inc. and _____ from all Liability due to potential damage caused by the above listed items left behind in this residence during Thermal Remediation®.

Resident/Agent:

Printed Name

Date

Signature