

## Customer Information and Safety Sheet

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.

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

**For all our services please ensure that children and all pets are kept away from our technicians while they work on site.**

If you are intending to wash the exterior of your property please do this at least 2 days prior to our service. If you have painted or restained your property recently please let us know. If your property is new and built with new to market cladding or materials please let us know, a spot test may be required prior to spray work.

### Interior and Exterior General Spray Service Information (Spiders, native cockroaches and insects, fly control)

- **Interior:** Depending on the pest we may be treating ceilings, walls, doors, windowsills, window frames, skirting boards, architrave. You and your pets cannot enter the property for 4 hours **after** we have treated.
- **Exterior** spray work may include your house, garage, decking outdoor living areas, fence line and the target pest harbourage areas. It does not include your roof. Pets need to be contained away from the spray areas and our technicians as they work and for an hour afterwards.
- You do not need to leave the property for exterior only work, but you and pets are required to remain in doors with windows closed while we treat. Pets should be kept away from the sprayed areas for an hour afterwards.
- For **interior** sprays, please put all exposed food products away including pet food and water bowls. Put away toothbrushes and any personal care items, toilet paper etc. Drink bottles and coffee mugs should be in cupboards.
- To avoid trip hazards for our techs, clothing should be in drawers or wardrobes and floor spaces uncluttered.
- Place pillows under your duvet and cover children's cots/beds.
- Inform family/staff members not to return to the interior of the property until 4 hours after treatment.
- Ensure aquariums etc are adequately covered and pumps are switched off. Pets must be kept away from the spray areas.
- Exterior spray treatments require fine weather. We may complete the interior work and return to complete the exterior work.
- If you have exterior or interior security cameras, we advise you to remove and clean these units prior as they may be harbouring spiders.
  
- **After spray treatments**
- Open doors and windows and ventilate for 10 -15 minutes.
- **Do not pressure wash or use other chemicals on the exterior of the property where we have treated**

### 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 – *German 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 is not treated in the same way 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 while our tech is spraying.
- Please refrain from using any insecticides or repellents (fly spray) before or after treatment as this will negatively impact the treatment.
- Please be patient – it takes up to a month for the controlling agent to have an impact on the nest. The efficacy period of the product is 3 months. Please avoid washing the exterior of your property or using weed killers or any other chemicals during this time.

**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.**