

## Customer Preparation Guidelines

Thank you for your recent booking with Procure to handle your pest control requirements. Before we arrive on the day, there are a few things we recommend you carrying out prior to our arrival.

Delays in these preparations being carried out may impede the technician from completing the treatment in the allocated time, and may result in having to re-book the treatment for another day.

Here are some general preparation requirements and guidelines to help you get the most from your treatment:

### Prior To Your Service Treatment:

- Ensure that your general housekeeping is carried out prior to the service or treatment.
- Clear all bench tops of food items and put away / cover any cooking utensils.
- Cover or put away children's toys, and cover over baby's crib or cot.
- Cover fish bowls and tanks / birds with a waterproof cover.
- Put all pets outside and secure them so that they can not enter the property for 3-4 hours after the treatment has been completed. Tie up any dogs away from the property during the treatment.
- Place pet food bowls or bedding upside down or cover up / put away.
- Clear floor space and generally de-clutter as much as possible.
- Put away or cover toothbrushes, facecloths and towels.
- Pull bedding up over your pillows or cover these with a towel.
- Ensure that all windows are closed prior to and during the treatment until the spray has dried.

**For Fleas:** Vacuum flooring and dispose of contents away from the house. Clear the floor of all small objects i.e toys, books, clothing etc.

**For Bed Bugs:** Strip mattress and hot wash bed linen. Wherever possible try to empty bed side drawers so that these can be treated as well.

**For Ants and German Cockroaches:** Empty kitchen cupboards, pantry, hot water cupboard and any other affected storage areas. Place contents on a table and cover with a cloth.

**For Moth Larvae:** Throw out all infested and expired foodstuffs, empty pantry and put contents on a table and cover with a cloth.



## Additional Preparations For Cockroach Treatments:

- Ensure that your general housekeeping is carried out prior to the service or treatment, maintain the home as neatly as possible for long term results, this helps eliminate any possible food sources for the cockroaches, and they will be more attracted to the bait instead of other food sources i.e crumbs under fridge, grease under oven etc.
- If you have recently purchased a second hand oven or refrigerator, it is recommended that you check the appliance before bringing it into your home to avoid further infestation of cockroaches.

## After Your Service Treatment:

- Refrain from washing windows for at least 2 weeks after the treatment to ensure greater effectiveness.
- Stay away from the inside of the property for 3-4 hours after a spray treatment has been completed.
- We recommend that you vent / air out your property for around 30 minutes upon returning.
- Wipe down all kitchen surfaces where food preparation is done.
- Refrain from water blasting or washing the exterior of the property as this will wash away the chemical from the pressure of the hose.

**For Fleas:** Keep children and small animals off the treated flooring until dry and odour is no longer present. Refrain from vacuuming for 3 days after the treatment to ensure the most effective treatment. Dispose of contents away from property.

**For Cockroaches:** Sweep up any dead insects and dispose of away from house.

## Frequently Asked Questions:

### Are the chemicals safe for me or my newborn baby?

All chemicals we use are safe and not harmful to you or any infants. We service childcare centres and hospitals with the same chemicals. If you have an extremely high sensitivity to chemicals of any kind, or suffer from any respiratory problems, as a precaution we would recommend you vacate the property for 24 hours after any internal spray treatment has been carried out.

### Do I need to leave my home during the service?

Yes, most of our pest control treatments do require that you leave the premises while the treatment is being carried out, and for 3-4 hours after completion. The only exceptions are if we are treating for rodents, or certain treatments for cockroaches are completely safe for you to be present during the treatment. If you have any concerns please let us know.

### Will the treatment be harmful to my pets?

All the chemicals we use are safe and in the manner in which we apply them will not be harmful to your pets. It is recommended however that you remove any food or water bowls before the service and place them away or cover them up. Rodent bait stations are lockable and will not harm larger pets. Our technicians take extreme caution when loose baiting for rodents, and if you are concerned about one of your pets, please advise our technician on the day.

### Are your chemicals environmentally friendly?



Most the the sprays, gels and other chemicals used throughout our treatments are researched and manufactured with the health and safety of people and the environment as a top priority.

#### How long does it take for the chemicals to take effect?

The chemicals will take effect once they have been applied in and around your home. We do however recommend waiting 21 days after the service before reporting any sightings of pests to us, allowing sufficient time for the service to take full effect.

#### What happens if it's raining on the day?

If there is only a little rain on the day, the service can still be carried out as per normal. However if there is a heavy downpour of rain, our technician can service the inside of your property and return on another day to complete the service on the exterior. Alternatively you can call our office to reschedule the entire service at a later date.

#### What happens if it rains the day after the service?

As mentioned above, light rain will not have an effect on the treatment. Usually, it should not adversely affect the treatment to a great degree.

#### Will the chemicals stain my carpet or ruin any furniture?

No, the chemicals will not cause damage to your home or furniture. Carpets will not be stained during a standard treatment. In the case of carpet beetle and flea treatments where entire carpeted areas are treated, our technician will test a small obscure area of the carpet first if they are in doubt.

#### How often should I have a service done?

We recommend having at least an annual general pest control service, or for areas prone to more pests, every 6 months to keep on top of the problem. Depending on the type of pest infestation, a more frequent treatment period may be required.

#### How long will the service take?

This is dependent on the type of service and treatment that our technicians are to carry out. Please ask our reservations team about timeframes if you would like an estimate of timeframe.

#### Is there a guarantee / warranty period?

Most of our general pest control services come with a 3 month warranty. For ants there is a 30 day warranty period as they are traveling insects and are difficult to contain.

If you have any problems or concerns about your upcoming service, please call us direct on

**0800 776 770**

