



GREEN HEAT PREPARATION PROCESS

One of Green Heat Purification's core values is to always answer the phone. You will, upon calling, listen to our phone service announcements; be assured, that while you are listening, your call is being routed. If you suspect Bed Bugs, but have not positively identified bed bugs, our K9 Bed Bug Detection Dogs will come to your Residence or Business and assess your situation. Our (Entomology) Bed Bug Detection Dogs are trained to accurately detect and inspect any Bed Bug infestation. We may complete a K9 Bed Bug Inspection and find that you do not have Bed Bugs.

However, if you have an infestation, we will explain the Heat Treatment Process to you, so you fully understand the procedure and know exactly what to expect. We will then book an appointment with our Heat Treatment Team. We can treat your home during the day or, if necessary, at night. The process usually takes 8 to 9 hours from beginning to end. During the Heat Treatment it is necessary for you, your family and pets to be out of your house. We will, upon completion of the Treatment, cover your mattresses and box springs with Bed Bug Mattress Covers that you can purchase from us. Before we leave, we will review Bed Bug Prevention techniques with you.

We Promise to leave your residence/business as clean as we found it!!

TENANT INFORMATION FOR HEAT SENSITIVE ITEMS

It is important that the below items are stored or removed from the unit prior to heat treatment:

- Plants
- Animals (including fish tanks)
- Cans of paint
- Carbonated beverages (you can store in fridge)
- Peanut Butter, cooking oil, chocolates, wines, liquors (can be stored outside or in fridge)
- Candles, wax crayons, lipstick, deodorants, cosmetics
- Crocs and plastic shoes
- Plastic/wood blinds
- Medicines & vitamins (can be stored in the fridge)
- Batteries (leave remote controls in the home). Remember children's toys
- Vinyl records, audio & video tapes
- Oxygen tanks, fire extinguishers, aerosol containers, lighters & and all other combustible items
- Magnets
- Oil paintings, acrylics, hanging pictures
- Ammunition
- Collectible items such as stamps
- Musical Instruments

90-DAY GUARANTEE REQUIREMENTS

The following steps must be completed in order to satisfy our 90-day warranty requirements. The purpose of these requirements is to allow proper airflow, as our heat treatment will not be effective if air cannot flow freely.

- It is recommended that clothing and linens be put through the dryer on high heat for about 45 minutes. Then it is best to bag the clothes and tie the bags up prior to heat treatment
- Clutter in hanging wardrobe closets removed (including bins, stored clothes, other stored items). Only hanging clothes remaining.
- Books that have been read in your bed need to be stored in an open area. Book shelves need to be moved 5 inches from the walls.
- Overcrowded rooms need to be re-arranged for proper airflow. This is important for rooms with area rug carpets as they require under air flow.
- Paperwork and other stationary type materials need to be stored appropriately. Removed from bedroom and high traffic areas.
- Luggage that is to be treated needs to be opened and all clothes should be put through high heat dryer for 45 minutes and bagged after.

At the end of the treatment, your home will be extremely hot, and may remain uncomfortably warm for the entire evening, into the morning. It takes a long time for your air conditioner to catch up and cool the house after our heat treatment. Do not be alarmed; this is normal, and even though uncomfortable, well worth it knowing your bed bug problem is gone for good!

*Note: some furniture is held together with glue that may melt during the treatment. Please make sure you move all heavy items off these pieces of furniture, as they may weaken and fail during treatment. During our treatment procedure, you should move valuable items in order to avoid accidental breakage. Our crews are not responsible for items in your home that may be broken while we are moving your furniture. In order to successfully eliminate your bed bug issue, we need to move furniture, therefore please move all breakable items into safe areas. Some IKEA furniture will experience peeling during this process. Call us to confirm what items can be damaged or break.

OTHER PREPARATIONS

For the heat to permeate clothes they must be hung up or put through the dryer on high heat for 45 minutes. Similarly, clutter must be reduced for an effective treatment. It is required if you have a large wardrobe, to dry, wash, dry your clothes, and store them in a sealed bag/container, and remove them from the home, until the heat treatment is completed. These clothes may usually consist of clothing that is not regularly worn and would not be necessary during the preparation time period.

- It is important to check for heat sensors and fire sprinklers in the unit. Let us know whether these are installed in the unit.
- Please move bookshelves, china cabinets, dressers and other furniture away from the walls, so heat will penetrate walls.
- Please remove switch plate and outlet covers, so heat will penetrate walls (if you have children do this just before the technicians arrive to avoid electrical hazards).
- All electrical items must be powered down during treatment and must be unplugged during treatment (except fridges and freezers).
- Beds should be stripped before the technicians arrive. Please leave all bed linens on the bed, so heat will penetrate them.
- Some items can be stored in your stove, fridge or freezer.
- If you require medications, please ensure that you have taken a daily supply with you. Tenants will NOT have access to their unit and/or goods until completion of treatment; usually the late afternoon or early evening of the same day.
- Fish tanks: remove the fish from the tank, cover the tank (so nothing falls in), and unplug the water pump for the treatment process.
- Books should be stacked horizontally (side by side); reduce space between books and flip every second book onto its back; fan pages of the books so heat will penetrate them.
- Children's toys should be handled carefully. Many include batteries that need to be removed. If there are a lot of toys, these must be moved throughout the home in order to reduce clutter in the occupying room.

**If you need more information, prior to your Bed Bug Heat Treatment, please feel free to call us:
1-800-955-1890.**