



SERVICE SPECIALISTS SINCE 1904

THERMAL REMEDIATION PREPARATION CHECKLIST

IMPORTANT: This notice must be signed before our thermal remediation team arrives.

If you have questions, please talk with your McCloud representative prior to treatment.

Toll Free: 800-421-6437 or Email: CustomerService@mccloudservices.com

A thermal remediation treatment typically lasts between 8-10 hours. Improper or lack of preparation will extend the treatment time or necessitate rescheduling treatment at a later date (\$250 trip charge will be incurred for this).

To ensure the best results for Bed Bug elimination, your assistance and detailed preparation are essential. We've made it easier for you by providing lists to help you prepare your living space for the treatment:

- Preparation Instructions*
- Items to Remove before Your Bed Bug Thermal Remediation Treatment*

We've also provided a list so you'll know what to expect after your treatment

- Post Treatment Information*

PREPARATION INSTRUCTIONS

CRITICAL INFORMATION

Removal of any items from your living space in advance of our service creates a potential for reintroducing bed bugs after the treatment. Follow these guidelines to reduce this risk.

- Rather than remove items, put them in the refrigerator if possible, especially small items, so there is less to carry. See “*Items to Remove before your Bed Bug Thermal Remediation Treatment*” handout.
- Even the clothes (including hats, coats, and shoes) that you wear the day of the treatment may have bugs on them. Select what you want to wear and launder it in advance, leaving the outfit in a sealed bag until the morning of the treatment.
- Any items you plan to remove should be reviewed with a McCloud representative or building management. Our intent is to ensure that nothing with bed bugs is removed (not treated), allowing the bed bugs to survive.

McCloud Services Suggests the following:

- Turn the thermostat up to at least 80° one hour prior to the heat treatment start time. This will allow us to complete the job in a timely manner and will stress any bugs that may be living in or around your ventilation ducts.
- We use high powered fans to distribute heated air. Loose papers and other light weight items should be secured in some way (e.g. rubber bands, binders) to keep them from blowing around.
- Large heating units will be brought in, and will need a wide-open path to roll into your dwelling.
- All fabric items (linens, blankets, clothes, etc.) should be loosely stacked on top of dressers or in open drawers. If drawers are tightly packed, they should be partially emptied, so heated air can circulate around them.
- **DO NOT** put clothes into plastic bags, or stack clothes in large piles. Densely packed plastic bags do not allow proper heat penetration. Loose clothing removed from drawers can be stored in open-weave clothes baskets or mesh laundry bags.
- Clothes in closets should hang loosely. If tightly packed, clothes should be taken out and hung on portable racks or other bars (like a shower rod) to facilitate air circulation.
- Put delicate, fragile, and personal items in a safe place where they cannot be easily bumped or stepped on to prevent accidental damage (remember that shelving & bookcases will likely be moved to allow air movement). Removing picture frames from the wall is a good idea.
- Water beds must be drained; air beds (such as Select Comfort) must be partially deflated.
- Review the “*Post Treatment Information*” document so you know what to do after the thermal remediation procedure has been completed.
- **NOTE:** Our service team will move around the contents of your living space to distribute the heat evenly. This means that we will be moving furniture, beds, and cloths around. We will make an effort to get your furniture back in the same place but will not be able to put all things back as they were found. We apologize for the inconvenience.



IMPORTANT INFORMATION FOR A SAFE AND EFFECTIVE TREATMENT

- If the areas to be treated are not prepared according to this notice, a preparation fee and/or a reschedule fee (\$250 minimum) may be assessed.
- In some cases, it is necessary for us to pull back carpet to expose bed bugs. We recommend hiring a professional carpet installer to reattach the carpet. Reattachment is not included as part of our service.
- When material applications are included as part of the treatment service, we may drill small 1/8th-inch holes in the walls to treat for bed bugs in the voids between building studs.
- A vacuum will be used to eliminate dead and live bed bugs observed in baseboard areas and on furniture. A crack and crevice tool will be used to assist in getting to the areas where the bed bugs are harboring. Vacuums will not pick up eggs very easily but are a good way to eliminate accessible adults, nymphs, and caste skins.
- It may be necessary to have access to electrical power.
- Please provide three car length's parking space to accommodate the heat unit.
- After the thermal remediation treatment, the treated area may still be warm. Items may have been moved around to evenly distribute the heat. You may cool the area down as needed (open windows, turn on air conditioning, use fans, etc.) and move everything back into place.
- **HIGH TEMPERATURE WARNING:** Thermal remediation involves high temperatures up to 140° F. The above precautions are suggestions and do not include everything that may be affected by heat. It is the tenant's responsibility to identify and safeguard any items that may be affected by the treatment. McCloud assumes no liability for damage to structures or items that are not heat safe.
- **TURBULENT AIRFLOW WARNING:** Thermal remediation involves turbulent air flow that may disturb loose paper, lampshades, and other lightweight items. Please gather loose papers and articles and place them in boxes.
- **McCloud assumes no liability for damage to structures not built to local codes, or for faulty gas meters, pipes, or wires. We are not liable for damage to old, oxidized, or improperly applied, peeled, or chipped finishes. We also assume no liability for damage to painted surfaces.**
- Fire sprinklers and other fire safety equipment interfere with bed bug heat treatment which cannot be performed while these types of fire safety devices are operational. It is the Client's sole responsibility to comply with state and local fire ordinances, and those set forth by your local Fire Marshall before fire sprinklers and other fire safety devices are turned off to allow the service provider to conduct the heat treatment. It is also the Client's sole responsibility to ensure that fire sprinklers and other fire safety devices are fully operational after the heat treatment is complete.

CLIENT INITIAL _____

McCloud Services disclaims all liability whatsoever and shall not be liable for any direct, indirect, special, punitive, incidental, or consequential damages, whether based on contract, tort, or any other legal theory arising from Client's failure to comply with the instructions provided and the failure of customer to comply with all state and local fire ordinances, including those requirements of your local Fire Marshal concerning fire sprinklers and other fire safety devices.

CLIENT INITIAL _____

I/we the undersigned have read, reviewed, and agreed to all the provisions contained herein and have acknowledged receipt of an exact copy of this safety notice. In the event that I/we do not comply with the requirements of this notice, I/we agree to hold the licensed Company/Operator, and any others involved in the completion of stated treatment, harmless of any liabilities connected with this treatment.

Account Name: _____

Service Date: _____

Owner / Agent Name: _____

Phone: _____

Alternate Phone: _____

Owner / Agent Signature _____

Title _____

Date _____

ITEMS TO REMOVE BEFORE A THERMAL REMEDIATION TREATMENT



Candles, wax, crayons, lipstick, cosmetics and other products that may melt



People, plants, and animals (including fish and aquariums)



Medicines and vitamins



Aerosol cans (*hairspray, insect repellent, asthma inhalers, cleaning products, etc.*) Fire extinguishers or other sealed containers with liquid inside.



Firearms and ammunition



Oil paintings and acrylic paintings



Fresh fruit, vegetables, chocolates, carbonated beverages, wines, liquors



Antique furniture with finish or fragile glue points



Musical instruments and collectables

POST-TREATMENT INFORMATION

You may re-enter your living space after clearance by the McCloud Service Specialist, or from your building manager.

Most structures cool rapidly after heating but certain things, like outside temperature which we can't control, can make a big difference. If you find it's still too warm after your treatment, we suggest you cool the premises down by:

- Opening windows/doors
- Turning on fans or air conditioning units

For security and safety reasons we will not leave these things on or open when we leave. Be sure to hydrate by drinking water if your living space is warmer than you are accustomed to. Children or pets should not be left unattended in a structure that was recently heated.

POST-TREATMENT TIPS

Your McCloud service specialist will inspect for live bed bugs throughout the course of the treatment. However, when you are reorganizing your living space it is a good idea to keep your eyes open.

- Inspect each item carefully with a flashlight before bringing it back into your dwelling. Anything that you left with (backpacks, purses, electronics, etc.) during the treatment potentially has bed bugs or their eggs on it. Run these items through a dryer for 20 minutes on high heat if possible. Items that can't be heated can be stored in plastic bags or plastic tubs until confident that no live bugs are on/in them. Your McCloud Services representative would be happy to discuss some alternative forms of disinfecting various items that cannot be heated.
- Please notify McCloud Services in the case of live bed bugs being found by calling the number on your service report or by notifying your building manager.

Remember that if bed bugs were able to infest your living space once, they may be able to do it again. If you are unsure how you originally became infested pay attention to the places you and your family go, the things that are brought home, the guests you have over, and any shared walls or hallways with another residence (condo, duplex, apartment).

- Any dead bugs that you see should be vacuumed up or otherwise removed so that they do not needlessly confuse you into thinking that you have an infestation in the future.
- If you purchased any bed encasements they should be put on immediately after the heat treatment. They will make future inspection of your bed much easier and cover any old evidence.
- Placing interception devices under the legs of furniture or in the corners of sleeping areas can be very helpful for early detection and helping to reduce the chances of future bed bug problems.
- Launder your bedding at regular intervals (once or twice a month). When the bed is stripped take a close look at the edges of the mattress and box springs. This location is often where bed bugs will first be noticed.
- Segregate items that could easily bring in new bed bugs. For instance, store suitcases far away from sleeping areas (garage, basement, closet) and leave shoes near the entryway. Any used furniture should be treated as suspect, and carefully inspected before bringing into your home, or simply avoided.
- Reduce the amount of clutter in the living areas of your dwelling, this makes future inspections much easier and will reduce the effort needed to prepare for a future treatment.

Please don't hesitate to contact McCloud Services if you have any questions regarding your treatment or for advice on how to prevent bed bugs in the future.