



BED BUG HEAT TREATMENT HERE'S WHAT YOU NEED TO KNOW

So whats the process?

In order for the heat treatment to be successful, **you will need to be out of your home until 6 pm.** Your home will be heated to temperatures ranging from 122-135 degrees for a minimum 5 hours in order to ensure we kill bed bugs in all life stages.

Please double check that all heat sensitive items have been removed as we will not be responsible for any damaged goods done by the heat. Do not store things in your car as you may be transferring bed bugs to your vehicle and could bring them back after the heat treatment

When you return to your home you will find some things may be out of place. During the treatment we move things around (sofas, linens, cushions, clothes, furniture, etc) in order to get the maximum heat where needed. Things may not be in the same place as they originally were and it will be your responsibility to accommodate them as you need to.

Place anything that may melt in a basket in the bathroom if you cannot remove them yourselves and mark **DO NOT HEAT** and the service technician will carefully check them for bed bugs and store them until the process is over.

Will my home be hot when I return?

You will be able to return to your home by 6 pm. We have given your home a cool down period that will decrease the temperature quickly before you return. You will find that your home will still be warm upon arrival.

Will this ruin my electronics?

No this will not ruin your electronics. If we find electronics that we feel may be more heat sensitive we will move them into the bathroom, garage, or will cover them with heat blankets that will keep them safe.

Will this ruin my flooring?

In some instances when flooring has NOT been properly installed, high heat can cause tile to crack due to pockets of air between the tile and the thin set. The same is true of vinyl flooring where the glue was NOT properly displaced. Laminate flooring can expand with heating/cooling. When improperly installed the expansion may be too tight against the wall. This may cause buckling. True Heat Solutions will NOT be responsible for flooring issues due to the heat as these stem from improper installation of flooring.

What do I need to do to prepare the day before the service?

Below you will find a list of items to remove from your home. This list is extremely important to avoid damage to your home and belongings as well as allow us to heat your home to the proper temperatures to ensure we give you the best service possible.

Pick up all clutter from your home and move your furniture away from the walls as much as possible to allow good heat flow throughout as we service your home.

Have Questions? Give us a call, we're happy to help! 866.722.3372
or visit us on the web at www.trueheatsolutions.com

What do I need to do to the day of the service?

Parking: Be sure there is a parking space in front of your home or facility that is at least 22 feet long to allow a box truck to park. We need to be close enough to pull power from our generator as the heating equipment requires a lot of power to run the machines. If parking is unavailable we may have to reschedule the job and charge a trip charge.

Be prepared for a technician to show up between 8 am and 9 am in the morning for service. Make sure your home is ready for service as we need to be able to start our equipment and run it for the proper amount of time to give you the best service possible. Any delays in the morning will delay the time that you are able to return back to your home.

What can I expect to find when I return home?

We will have moved around a lot of your furniture and belongings during the process to ensure we are being thorough. Our service specialists will place furniture and items back as best as possible. You may need to put things back in their proper place when you return. We apologize for any inconvenience this may cause.

Property _____ Apartment # _____ Date of Treatment _____
Address _____ City _____ State _____ Zip Code _____

Resident/Owner Responsibility Check List:

- | | |
|---|--|
| <input type="checkbox"/> Remove all plants and pets | <input type="checkbox"/> Remove aerosol cans, lighters, and ammunition |
| <input type="checkbox"/> Remove all items from under the bed | <input type="checkbox"/> Drain all water beds/furniture |
| <input type="checkbox"/> Remove all Wall Hangings and set on floor | <input type="checkbox"/> Bike tires and air mattresses need to be deflated |
| <input type="checkbox"/> Remove all candles, cosmetics, and medicines | <input type="checkbox"/> Remove any CO2 cartridges/combustibles |
| <input type="checkbox"/> Place all perishable foods in the refrigerator | <input type="checkbox"/> Remove any oil paintings and crayons |
| <input type="checkbox"/> Remove all alcohol/wine bottles | <input type="checkbox"/> Remove musical instruments |
| <input type="checkbox"/> Remove all carbonated beverages | <input type="checkbox"/> Remove all fish tanks/fish from the property |
| <input type="checkbox"/> Remove all IKEA like furniture as the heat tends to de-laminate the furniture. | <input type="checkbox"/> Remove all shoes that have a glue-on soles |
| | <input type="checkbox"/> Remove all valuables |
| | <input type="checkbox"/> Remove all outlet covers prior to service |

***Make sure you pick up and remove ALL clutter. We need to have space to place heaters, fans, and move furniture around to get proper air distribution in your home.**

Do Nots:

- **Do not place clothes in plastic bags.** (We will not be able to warranty your service if we find bags of clothing and items as the heat will not penetrate the plastic bags)
- **Do not remove the bedding from your mattress'.** We will remove them when we get there to ensure we're not moving activity to other areas.

All items that are removed, need to be placed in the bathroom for further inspection. I understand that if the listed items above are not prepared properly for service that it may cause the heat treatment to be rescheduled and/or not given a warranty. If the Heat Technician has to prepare the residence a fee will be added to the original cost. If the residence cannot be treated on the scheduled service day and time a trip charge will be charged unless a 48 hour notice is given.

By signing below you indicate that you have read over the checklist and understand the process of preparing your home for service. Any items damaged that were not removed as indicated will be the responsibility of the owner/ resident and not True Heat Solutions.

Residents Signature

Owner/ Property Manager Signature

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