

Welcome to Smart Pest Control.



We are excited that you have chosen us to help you with your pest control needs. This informational sheet will help you understand what a typical Smart Pest Control™ service includes. We encourage you to keep this paper as a reference for your services.

BASIC SERVICE

- **Perimeter & crack and crevice treatment:** Power sprayer treatment around the base of house and yard.
- **De-webbing of eaves:** Knocking down accessible spider webs and wasp nests around your eaves (generally up to 18 feet!)
- **Back- pack & granulations:** Used periodically as deemed necessary by your technician.
- **Inside treatments (as needed):** There are different inside treatments used depending on the nature of your problem. Your technician will evaluate what is necessary and treat appropriately.

Results from each service may vary depending on your personal level of preparation, as well as the severity of your infestation. Although you should notice a substantial difference after your first treatment, complete control can often take a few more services. Some of our products have what we call a transfer affect, and are designed to kill over an extended period of time. This way we don't just kill the bugs that you see—we also kill the colonies and nests that are hiding!

RE-SERVICES

Services in between your regular billed services. These are at no charge, and are quite normal after service is first initiated, especially if you've never had pest control service before. They are quick services that take care of pests that continue to present a significant problem. (one or two ants is normal). If you are still seeing a significant problem seven days after service, don't hesitate to let us know!

When should you call for a Re-Service?*

- When a line of ants has formed in the house.
- If you are still seeing groups of bugs 7 days after service.
- For rodents: at the first sign of an odor, or if you continue to hear them after 7 days.
- If you are still having flea bites after 7 days.
- For any emergency, or at any point you don't feel you can wait for the next regular service.

* Please pay special attention to the preparation section on the back of this page before calling for a re-service.

COMMONLY ASKED QUESTIONS

Q: Will I be pre-notified at the time of service?

A: Yes. You will receive a reminder 7 to 14 days before your service stating the date of your next regular service.

Q: What happens if my side gate is locked, or my guard dog wouldn't let the technician in my backyard?

A: Our technician will still service the front yard for you. They will also leave you a service slip stating the back yard wasn't completed. Our secretary will also try to leave you a phone message the next day to organize backyard service. We then assume that if you want your backyard serviced you will be calling our office to set it up. There is no additional charge for us to come back out, however full service fees still apply if you decided not to have the back treated. It is easiest to make sure we have access to your backyard on the date indicated on your reminder postcard.

Q: Will I have the same technician every time?

A: You may have a different technician than usual during our busy summer months. For the rest of the year you will have the same technician.

Q: Can you still service when it is raining?

A: This depends on the amount of rain running off of your property. We do have treatments that can be used in very wet environments. Your technician is familiar with each of these, and will determine at the time of service whether or not doing a treatment would be appropriate.

Q: What time slots are available for my regular services?

A: Our technicians perform regular services between 8:00-3:30 Monday through Friday. To keep up with our work during the summer months, we do some Initial services in the evenings and on Saturdays. All your regular appointments and re-services will be scheduled between 8:00-3:30 Monday through Friday.

Q: Why am I required to sign a 1- year agreement?

A: It has been proven that the most effective results are achieved through constant maintenance instead of just a one shot. The year-round service lets us effectively treat your pests during their different activity cycles. Having our year-round service will help you avoid problems that may occur during each different season, and allow you to be pest free throughout the whole year. We are confident that after your one-year term, you will be very satisfied with the results, and we invite you to continue your service and maintain a pest-free environment.

PREPARING FOR YOUR SERVICE

OUTSIDE

- Pick up any objects that may obstruct the technician from doing a full service against your house or along the fence.
- Try to keep your grass and weeds short! Your service will be improved by removing these harborage areas.
- Give your treatment an hour to dry. Try not to water your lawn right after we've serviced. In wet conditions, such as when it is raining, other products may be used.
- Pick up any pet food and move water dishes away from the house.

INSIDE

- Spiders, crickets, silverfish, and other general pests
- Pick up anything loose that may be lying close to the walls, including small furniture if possible.

ANTS

- Pay attention to where trails may be coming from and note them for the technician
- Clean up kitchen & bathrooms, put away food, sweep the floor, wash dishes, etc.
- Pick up any pet food.
- Do not use Raid or any other kind of bug spray, as they have a tendency to neutralize the effects of our products.

ROACHES

- Wash counters, floors, walls, and cupboards thoroughly. Remove all food and dishes from cupboards.
- Be prepared to stay out of the kitchen and bathrooms for 3 hours.
- Make sure to keep surfaces clean, and do not leave out open food or dirty dishes that may attract roaches after service.

RODENTS

- The most important step is to block off all potential entry ways into the house.
- Make a note of any specific areas you have seen or hear them.
- Keep all pet food stored away in a thick container, preferably off of the ground.
- Keep children and pets out of areas where traps and other rodent treatments are applied.

FLEAS/TICKS

- All toys and obstacles outside need to be removed from the whole yard.
- All clutter and potential obstacles need to be removed from carpeted areas of the house. Carpets should then be vacuumed.
- Bedding should be removed from beds. Wash bedding or clothing that have been infested.
- Everyone (including animals) needs to leave the house for 4 hours after the service. Fish tanks can be left covered with a wet towel.
- If possible use some sort of flea program with your pets. We would recommend either Front Line, Advantage or something similar in nature.

We look forward to serving you!
Call **1-866-smart-88** (866-762-7888) today!

