



## **Client Preparation Guide**

### Final Inspection

Our team will conduct a final inspection the day before the scheduled heat treatment to confirm that all preparation instructions have been followed. This step is crucial to the success of the treatment.

### Handling of Infested Items

DO NOT REMOVE INFESTED ITEMS FROM YOUR HOME: all items should remain in place, except for those specifically listed in the instructions. Removing items may spread the infestation and hinder our ability to eradicate the unwanted pests.

### Equipment Rental Utilization

If you have taken advantage of our *equipment rental service* (such as clothing racks, hangers, plastic totes, hampers, etc.) please position the clothing racks in a spacious area such as a garage or a large room where air can freely circulate around the hanging garments. Additionally, place the hamper on the floor and ensure that items are draped over its edges. This *setup* is essential for the effectiveness of the heat treatment process.

### Clothing Preparation for Treatment Day

To ensure that the clothing you plan to wear on the day of treatment is free from bugs, please take the following steps:

- Wash the clothing in hot water;
- Dry the clothing on high heat just before the day of treatment; and
- Store the clothing in a tightly sealed bag until you are ready to wear it on the day of treatment.

### The Three C's: Clothing, Cardboard, and Clutter

As part of your preparation for the heat treatment, it's necessary to pay close attention to three key areas, known as "The Three C's" – Clothing, Cardboard, and Clutter. These factors are critical in ensuring the heat treatment process is a success, as these places can act as insulators and shelters for Bed Bugs.

#### **Clothing**

- **Hanging Clothes:** Use closets to hang clothes, leaving at least a half an inch on one side of the clothesline/rod. Clothing that is hung does NOT need to be washed and bagged beforehand.
- **Non-Hanging Clothes:** Wash or run through a full dryer cycle, then place clothing in a clean garbage bag or plastic tote. Seal tightly.
- **Dresser Drawers:** Empty all drawers, even if clothes were recently washed.

- Luggage: Keep empty during treatment.
- Bedding and Washable Clutter: Wash on high heat followed by a high heat dry cycle. After drying, remove and immediately place in a heavy-duty garbage bag and seal the bag by twisting the excess bag and wrapping the twist with tape. Think "Loaf of Bread."
- Large Blankets and Comforters: Drape over interior doors to limit bed bug harborage and improve effectiveness.

## Cardboard

- Corrugated Boxes: Remove and destroy these as they provide hiding spots for bed bugs.
- Flat Cardboard: Acceptable to keep.
- Storage Solutions: Transfer items from cardboard to plastic totes, which allow heat to penetrate and offer no hiding spots for bed bugs.

## Clutter

- Why It's an Issue: Clutter attracts bed bugs, offering hiding spots. Bed bugs are drawn to carbon dioxide and warm body temperature, especially at night.
- Limiting Hiding Spots: By reducing clutter, you limit their nesting areas, aiding in their eradication.
- Get Rid of Excess: Magazines, newspapers, clothing, and other items you no longer use (but make sure they are free of bed bugs first so you don't actually spread them).
- Empty Suitcases: Suitcases are a high-risk area for bed bug infestation. They must be completely empty for effective heat treatment penetration.

## ITEMS THAT MUST BE REMOVED DURING HEAT TREATMENT PROCESS

- All plants and animals, including plant seeds, plant bulbs, small and large family pets, and fish.
- Food and beverages: oil or sugar-based kitchen items, such as sweeteners (artificial and natural), cooking oils, peanut butter, alcoholic beverages (beer, wine, liquor), candy and chocolates; perishable food items that are stored in cupboards; and other non-staple heat-sensitive items, such as carbonated beverages. [Alternative: store inside a working refrigerator.]
- Medicines, ointments, and vitamins. [Alternative: store inside a working refrigerator.]
- Any chemical, flammable or combustible items, including (but not limited to) cigarette lighters, lighter fuel, aerosol cans, compressed gasses, gasoline, propane, butane, and cleaners containing distillates.
- PLASMA TELEVISIONS.
- Firearms and ammunition.
- Crafts (eg., items assembled with hot glue), collectibles (eg., stamp collection), artwork (eg. acrylics, oil paintings, pastels), pictures (eg., framed or in photo albums).
- Heat-sensitive household items.
- Batteries must be removed from all remotes (eg. tv or garage door openers) and children's toys.
- Plastic, wood, or vinyl horizontal blinds.

- All musical instruments, including pianos and wooden and stringed instruments – cases should remain in the treatment.
- Family heirlooms and irreplaceable items should be inspected and a determination made as to whether they should remain in the treatment area.
- Any highly heat-sensitive items such as candles, crayons, cosmetics, deodorant sticks, and soaps.
- Laminated furniture and laminates in general can be damaged by heat. Make arrangements with your technician to remove these items from your home during the heat treatment. They can be organically treated if necessary. Kutt Service Corp. is not responsible for damage to laminated items left in the home during heat treatment.

### Preparations Necessary for Maximum Airflow and Heat Penetration

- Floors must be uncluttered and clear of clothing.
- Beds should be stripped. Waterbeds or airbeds must be drained of water or the air bladders deflated (including select comfort type beds).
- Closets and shelves must be uncluttered.
- Luggage that is to be treated must be opened and emptied.
- Storage chests that are to be treated must be opened and uncluttered.
- Rooms that are crowded or “cramped” must be rearranged.
- Furniture, bookcases, sofas, etc. must be moved away from interior walls.
- Books on bookshelves should be lined in loose horizontal rows.
- Light switch covers and outlet covers must be removed.
- Please remove 1 window screen in each bedroom and living room. (If our technicians must remove the screens, KSC will not be held responsible for damaged screens.)

### Other Necessary Preparations

- All electrical items must be unplugged during heat treatment (eg., televisions, computers, laptop computers, tablets, iPads, and valuable game consoles).
- Ventilating (heating, air conditioning) equipment must be turned off.
- Picture frames taken down from the wall and placed on the floor.
- All magnets to be placed on the counter (eg., those on refrigerator door).
- Sprinkler systems, heat sensors, and smoke alarms must be deactivated.
- EXCEPTION: Refrigerators and freezers can remain plugged in and operating.

### **Remember to Set Aside Clothing for the Day of Treatment**

Set aside clothing for treatment day. Wash and dry them on high heat, and store in a tightly sealed bag. Change into these clothes as the last thing you do before leaving your home on the morning of the scheduled treatment process.

By following these guidelines, you play a vital role in the success of the heat treatment. Your cooperation helps us provide a thorough and effective solution to your pest problem. If you have any questions or need further assistance, please don't hesitate to contact us.

## Limits and Liabilities

### Limitation of Liability

Kutt Service Corp. shall not be liable for any indirect, special, incidental, or consequential damages, including but not limited to loss of data, loss of use, or damage to real or personal property, arising out of or relating to the heat treatment service.

### Warranty Disclaimer

Kutt Service Corp. makes no warranties, expressed or implied, and hereby disclaims and negates all other warranties, including without limitation, implied warranties or conditions of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or other violation of rights.

### Indemnification

The client agrees to indemnify, defend, and hold harmless Kutt Service Corp., its officers, directors, employees, agents, licensors, suppliers, and any third-party information providers from and against all losses, expenses, damages, and costs, including reasonable attorneys' fees, resulting from any violation of this agreement or any activity related to the client's account.

### Governing Law

This agreement is governed by the laws of the Province of Ontario, Canada.

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### Acknowledgment and Agreement

I have received, reviewed, and understood the above preparation instructions and limits and liabilities for the heat treatment scheduled by Kutt Service Corp. I agree to comply with all recommendations and guidelines provided in this document by the date of my heat treatment. I acknowledge that Kutt Service Corp. will not be held liable for any damage to my structure or property resulting from non-compliance with these recommendations. Should I need to cancel or reschedule the heat treatment, I will provide Kutt Service Corp. with at least 3 days' notice. I understand that failure to provide at least 3 days' notice will result in the forfeiture of my down payment.

Name: \_\_\_\_\_ Special Instructions: \_\_\_\_\_

Address: \_\_\_\_\_

City/Province: \_\_\_\_\_

Phone: \_\_\_\_\_ Signature: \_\_\_\_\_

Email: \_\_\_\_\_