



Service Day Expectations

Commencement of the Service:

- Custom Bedbug's service technician typically will arrive between 8 a.m. and 9 a.m.
- Vehicles will need adequate parking for the van and generator close to the nearest window or door.
- The technician will address any final questions and concerns, and may trade contact information with the customer.
- Leave items of concern in a box next to the front door.
- During a typically service the technician will apply a crack and crevice application on the interior of the structure.
- The technician will then set up the heaters, run cords to the generator, and start the heating process which includes running heaters and high velocity fans to create a heat vortex.
- Most structures reach lethal bed bug temperature within 30 minutes to 1.5 hours, at which point our signature 6 hour treatment time starts.

During the Service:

- Our technician monitors the interior temperature to ensure all surfaces reach lethal levels.
- At regular intervals, beds, dressers, and all other furniture, as well as all other items in the structure may be moved or adjusted to allow proper heat penetration. This critical component in the remediation process ensures that all bed bugs, including their eggs, are exposed to the lethal heat.
- Homes with excessive furniture or belongings may require longer heat times due to the amount of time it takes for all items to reach lethal temperatures.
- For the service to be successful clutter should have been addressed prior to the service day.
- For customers who have purchased bed liners or interceptors, our technician will place the protective covers and/or interceptors on designated beds.
- Towards the end of the heat service, the technician will typically apply a desiccant dust in strategic areas, including wall voids. **If you would like the wall voids treated please remove electrical face plates** within the structure.
- At the end of the service our technicians arrange all furniture and beds as they were when we arrived; and all heaters, fans, electric cords and other equipment are loaded back into the vans.

Returning Home:

- Your home will feel much like your car does when left in the sun on a very hot day. It can take hours for the temperature to return to normal. Leave unplugged electronics unplugged until the home returns to normal temperature.
- Although our technicians do their best to leave things as they found them some rearranging of furniture may be necessary. Check the refrigerator and garage areas for concern items that may have been moved during service. This could include live plants, heat sensitive materials and other items of concern.

After our service:

- Be vigilant when traveling! Inspect hotel rooms before bringing your luggage in.
- Watch for bed bug sign in areas where people sit for long periods. For example: Waiting Rooms, Buses, Movie Theaters, etc.
- Bed bugs that show up after about 30 days from our service are usually brought in from other locations.
- If you find a live bed bug following our service please call us!

For further questions or more information please contact us

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