



Customer Preparation Guide: Bed Bug Active Infestation Treatment

Service Type: Comprehensive treatment with BioPesticide & Residual Perimeter pesticides.

Overview

Eliminating an active bed bug infestation requires a deep, systematic treatment of your living space. **The success of this treatment is 90% dependent on your preparation.** If the following steps are not completed, the technician cannot effectively reach the nesting areas, and the warranty may be voided.

1. MANDATORY: Vacating the Premises

As per Ontario safety regulations for liquid insecticides:

- **Vacate Time:** All occupants and pets must leave for **4 hours** after the treatment starts.
- **Health Precautions:** Pregnant individuals, infants, and those with severe respiratory issues should remain out for **24 hours**.
- **Pets:** Dogs, cats, and birds must be removed.
- **Aquariums:** Unplug the air pump and seal the top with plastic wrap or a damp towel.

2. Laundry & Textiles (The "Heat" Step)

Bed bugs hide in fabric. You must treat all textiles yourself using heat.

- **Strip All Beds:** Remove all sheets, pillowcases, blankets, and bed skirts.
- **Gather Other Dirty Laundry and Linens:** Gather and launder all other dirty laundry and linen in the room using the process below.
- **The Process:** Place items directly into **heavy-duty garbage bags** inside the room. Seal the bags tightly and take them directly to the laundry.
- **Wash/Dry:** Wash in **HOT water** and dry on the **HIGHEST HEAT setting** for at least 30 minutes.
- **Storage:** Once laundered, place items in **NEW, clean garbage bags** and seal them. Do not put them into dressers or closets until the treatment is complete and you have returned home.



3. Furniture & Room Preparation

The technician needs access to every "joint" and "crack" in your furniture.

- **Access the Perimeter:** Move all furniture at least **1 foot (30cm)** away from the walls.
- **Vacuuming:** Vacuum all carpets, area rugs, and baseboards thoroughly. Use a crevice tool for the edges. **Immediately** place the vacuum contents in a sealed bag and take it to an outdoor dumpster.
- **Declutter:** Remove all cardboard boxes and papers, as these are primary hiding spots. Discard as much clutter as possible. Clutter that can not be discarded should be left in the room to be treated, but pulled out from under the bed.

4. Mattress & Box Spring

- **Do Not Discard:** Do not throw out your mattress or furniture unless instructed. Doing so can spread the infestation through the hallways of your building.
- **Positioning:** Lean mattresses and box springs against the wall on their sides so the technician can treat all six sides and the bed frame.

5. Post-Treatment & Re-Entry

- **Ventilation:** Open windows for 15 minutes upon your return.
- **The "No Wash" Rule:** Do not wash or steam-clean the floor edges or baseboards for at least **3 to 4 weeks**. You must allow the residual chemical to stay on the surface to kill hatching eggs.
- **Mattress Encasements:** We strongly recommend installing "Bed Bug Certified" zippered encasements on all mattresses and box springs after the treatment has dried.
- **Expectations:** You may still see some, or even increased, activity for up to 30 days as bugs come into contact with the residual. This is normal.

In accordance with the Ontario Pesticides Act, your technician will provide a service record detailing the specific products applied.

Failure to prepare the premises according to these instructions may result in the technician being unable to treat the area and a potential cancellation fee.

Thank you for your cooperation in keeping your home pest-free. MSDS are provided upon request, please send request to info@32gone.ca