



Pest Aware

Customer Prepare – Bed Bug Service

Prior to your service:

- Prior to our treatment all bed linen, curtains and clothing should be removed and washed in the hottest wash possible and / or dried in hot air clothes drier treated in our Entotherm Head Pod
- All loose articles should be removed from the floor.
- Where possible, beds and other known harbourages should be dismantled to allow thorough treatment. Wardrobes, drawer's etc should be emptied of contents which should be washed on the hottest wash cycle possible and/or dried in hot air drier
- All carpet areas and carpet mats may need to be sprayed or Heat treated.
- You and any pets must vacate premises.
- Infested mattresses may be treated using a steam applicator ensuring mattress does not become over moist. The application of a registered pesticide may also be used.
- You will need to place a non-porous cover over the mattress under the sheet to reduce the risk of contacting any pesticide residue.
- Vacuum dead insects between follow up visits
- Re-entry until treatment has completely dried, 2-4 hours afterwards as advised.
- For infested rooms/areas, the room must be kept closed upon bed bugs being detected until all the treatments are completed.
- Do not vacuum floors and upholstery for at least 10-14 days. (Ensure vacuum bags are disposed of immediately). All floor areas should be cleaned regularly.
- Remove past signs of infestation e.g. blood spotting and excreta on wall to avoid future confusion.

- Bed bug activity may be observed for several days after initial treatment, this is not unusual.
- Entotherm Heat Pod treatment is a quick and effective treatment to movable and intimate touch furniture ie beds & mattresses allowing treated areas to be re-used straight after with no customer preparation required.
- Please send your customer experience comments to customer-care-au@rentokil-initial.com

Treating Bed Bug Infestations

- Bed bugs are an objectionable pest and one of the most difficult to eradicate.
- Practicing good sanitation, regular cleaning, reducing clutter and the use of “do-it-yourself” insecticide products may help to reduce bed bug numbers. However, professional treatment is necessary to eliminate the infestation. Rentokil technicians are skilled, extensively trained and experienced professionals. Bed bugs usually enter a property carried on clothing, luggage or furniture.
- The most common source of bed bugs is to stay at a hotel with an infestation. Bed bugs or their eggs get into clothing or suitcases and are then transported home.
- It is important to check for signs of bed bugs prior to staying in your hotel room. If there are any signs of bed bugs when staying at a hotel, particularly being bitten when sleeping or seeing blood spots on sheets, take great care in bringing your personal belongings home. If you suspect bed bugs, hotel staff should be immediately notified.