



— SINCE 1954 —

A SECOND MILE SERVICE COMPANY

# Bed Bug Treatment Information Booklet

Dear Resident,

**Pure Pest** is locally owned & operated, offering pest control & disinfecting services to provide a healthy, pest free environment. Our services are provided by experienced, trained and qualified technicians who will provide customized solutions based on your needs.

If you are dealing with a bed bug infestation, we understand how urgently you want to get these bugs out of your bed and out of your life! That's why we've become experts in treating active bed bug infestations and protecting you against future invasions with preventative measures.

**Pure Pest offers:**

- Quick bed bug treatments from highly trained technicians
- 24/7 availability
- 100% guaranteed services for your family or business for a pest-free environment under the pests originally treated on most of our services. Our Pure Promise is backed by an unlimited retreatment guaranty. See website for details and exclusions.

The purpose of this booklet is to provide you information about the services we provide. A successful bed bug treatment requires the cooperation and some preparation from our clients; you will find the heat treatment preparation guide inside.

We appreciate the opportunity to earn your business. Please call if you have any questions.

Sincerely,

**The Pure Pest Team**  
314-222-PEST (7378)



# General Bed Bug Information

## What are bed bugs?

Bed bugs are small parasitic insects that feed on the blood of mammals and birds. Adult bed bugs have flat bodies about one-quarter of an inch in length; they are copper colored and wingless. Young bed bugs are nearly colorless and very small (1/16 inch). Bed bugs do not fly; they either crawl or are carried from place to place. When a bed bug feeds, its body swells and becomes bright red, making it appear to be a different insect. In homes, hotels, or other dwellings, bed bugs feed primarily on human blood, usually at night when people are sleeping.

## Are bed bugs dangerous?

Bed bugs are not known to transmit disease. However, bed bug bites can cause large, itchy welts on the skin. A person's reaction to insect bites is an immune response and therefore varies from person to person. Bed bug bites are usually painless and rarely awaken a sleeping person. If people are sleeping side by side, one person may have a severe reaction while the other shows no evidence of being bitten. Sometimes the red welts caused by the bites will not be apparent until many days after a person was bitten.

## How can you get rid of bed bugs?

Bed bugs multiply quickly, so it is necessary to detect them early in order to prevent a larger infestation. Pure Pest follow an integrated approach that involves assessing the property, implementing solutions, and then monitoring any bed bug problems that may re-emerge.

Time and money can be wasted attempting to eliminate an infestation if an insect is not identified properly. Controlling and removing bed bugs involves different procedures than the removal of other pests and will require multiple visits. A pest control professional should perform a thorough inspection, and when bed bug hiding places are found, provide chemical or non-chemical means of control to the infested rooms. A professional may use pesticides and specialized equipment, such as steam cleaners, to kill the bed bugs. After two or three weeks ensure that the pest control professional returns for follow-up treatment. Usually, at least two treatments are necessary to eliminate bed bugs.

It is important to cooperate fully with all of the pest control company's recommendations. These recommendations may include washing clothing and linens and reducing clutter in infested rooms. All materials removed from a bed bug infested room should be placed in tightly sealed plastic garbage bags before being thrown away or taken to a laundry facility. This will prevent bed bugs from being moved to other areas of the structure.



# Services Offered

## Bed Bug Inspections

Pure Pest provides the community FREE bed bug inspections. A detailed inspection is the first step in any pest control program. It is important to properly identify the target pest before treatments are initiated.

## Precautionary Bed Bug Treatments

When our inspector is unable to positively identify bed bugs during our inspection we may recommend a precautionary service. Deadfall traps, mattress encasements and a conventional treatment may help deter future bed bug activity.

## Bed Bug Heat Treatments

Pure Pest uses the best heating equipment to bring lethal to bed bug temperatures throughout the infested areas. All bed bugs, including bed bug eggs, perish when exposed to temperatures greater than 120°F. Our team will arrive early and stay on site until the job is completed.

## Conventional Bed Bug Treatments

This is a cost effective way to eliminate bed bugs. Successful treatments require the active participation of the client. It consists of 3 treatments spaced approximately 14 days apart. Before each service the client will be asked to do extensive preparation, such as vacuuming, washing clothes, and drying bedding, etc.

## Vehicle Cleaning

Pure Pest will use a HEPA vacuum, a low moisture high temperature steamer, and residual products to reduce or eliminate bed bug populations in vehicles.



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# Heat Treatment Preparation Guide

## **FURNITURE:**

You can leave all furniture in your home. It is helpful if you can move furniture a foot or two away from the walls to allow access to the entire perimeter. We want to be able to see all the baseboards. (Don't stress about large or unmanageable furniture.)

Take everything off the walls. Powerful fans are used to distribute heat throughout your home; wall hangings are likely to be blown off. Loose papers and knick knacks should be secured.

## **BEDS AND BEDDING:**

Please leave your mattresses, box springs and all bedding "as is". Our team will remove your bedding and rotate your mattress periodically throughout the treatment. Removing bedding materials prematurely can transfer bed bugs to other areas of your home.

If a waterbed is present, drain it. If an air bed (Select Comfort or other brand) is present, deflate the air bladders. Leave all area rugs in place.

## **ELECTRONICS AND ASSOCIATED ITEMS**

Unplug all home electronics, including cable boxes, wi-fi, and routers! Please remove plasma televisions. You can leave all other electronics in your home. LCD monitors, computers, and TVs can remain in the treatment areas but should be unplugged.

## **CLOTHING, LINENS, BLANKETS, TOWELS, ETC.**

Clothing in drawers can be left in drawers unless they are densely packed. If clothing in drawers is densely packed, remove them and place clothes loosely in open weave laundry baskets.

Please remove items from underneath the beds and place in open weave laundry baskets. It is important to keep items removed from under the bed inside the room.

DO NOT place clothing or items in plastic bags.

Clothing in closets can remain in the closet as long as there is some space between articles of clothing to allow access to the heat. Clothing on shelves can remain on shelves as long as they are not densely packed.

## **SUITCASES**

Empty all suitcases. Suitcases are high risk areas for bed bug activity. Suitcases should be completely empty and all pockets unzipped for effective heat penetration.



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# Heat Treatment Preparation Guide

## PAPERS, BOOKS, MAGAZINES AND LOOSE ARTICLES

Loose papers and articles that would be blown about by a stiff wind should be gathered and stored in boxes or under some kind of paper weight. Our high-powered fans would most definitely make a mess of these items.

## PEOPLE, PLANTS AND PETS

All people, plants, and pets must be out of the home. Pets can remain on the property if they are properly secured outside. All animals must be kept away from our Service Professionals and the treatment area. Please drain and remove fish from their tanks.

## ITEMS THAT CANNOT BE HEATED

Put items listed below into one or more boxes labeled "DO NOT HEAT". Place these boxes by the front door or in the garage.

- All aerosol and pressurized cans - hairspray, deodorants, bug spray, asthma inhalers, spray paint and cleaning products.
- Chocolate and other melt-able foods and candy. (The refrigerator is a great place for these items to be stored.)
- Medication/Medicine
- Beverages - bottles of wine and carbonated beverages.
- Candles, wax figurines and oil paintings.
- Musical instruments.
- All flammable materials - butane lighters, fuel lamps and fuel, solvents, fuel for food warmers, ammunition, etc.
- Laminated furniture and laminates in general can be damaged by heat. If this is a concern please make arrangements to have these items removed from your home prior to the heat treatment. These items can be chemically treated if necessary. Pure Pest will not be responsible for damage to laminated items left in the home during heat treatment.
- Vinyl window coverings should be removed prior to our team arriving these may warp when exposed to temperatures in excess of 120 degrees.

Proper preparation of the treatment site(s) will allow our team to do their best work! Thank you for your cooperation in preparing the treatment area(s). Please call 314-222-7378 if you have any questions.



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# Pure Pest Damage Policy

We are going to do our job in a workman like manner. We will treat your property with care and respect. We are going to do everything in our power to make sure your experience with our company is positive.

Please help us protect your valuables by removing or securing any loose or valuable items prior to our arrival.

**VERY IMPORTANT!** It is the responsibility of the home owner to remove all temperature sensitive items. The following items should be considered:

- Laminated furniture and laminates in general can be damaged by heat. If this is a concern please make arrangements to have these items removed from your home prior to the heat treatment. These items can be chemically treated if necessary.
- Antiques and priceless heirlooms.
- Musical instruments.
- All flammable materials—butane lighters, fuel lamps and fuel, solvents, fuel for food warmers, fire arms and ammunition, etc.

Pure Pest is not responsible for damage to any items that are left in the home during a heat treatment. Carefully consider your property and remove items of concern.

## Property Systems:

Please help us protect your mechanical systems by turning off air conditioners, heaters and burglar alarms prior to our arrival. Please tell your Pure Pest representative if your property has fire sprinklers or fire suppression systems installed; these systems and similar systems should be disabled prior to treatment.

Before doing any heat treatment Pure Pest must know the location of and have unimpeded access to the emergency fire sprinkler shut off valve. As a professional courtesy our team will do our best to protect any visible fire sprinklers by insulating them from the majority of the heat. It is important to note that Pure Pest and insurers will not be held responsible for any property or damages caused by the activation of a fire sprinkler system. We strongly urge you to hire a licensed fire sprinkler contractor to prepare your fire sprinkler system prior to our teams arrival.



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## Mattress Encasements

Pure Pest recommends the installation of certified bed bug encasements on all box springs and mattresses. A certified bed bug encasement will prevent bed bugs and other pests from entering or exiting the mattress or box spring. Our team can apply effective residual products to discourage bed bug activity on bed frames, other bedroom furniture and baseboards; however, treatment options for mattresses and box springs are limited. A certified bed bug encasement forces bed bugs to seek shelter in areas that contain residual products. The result is a more effective bed bug treatment.

As a courtesy Pure Pest will install bed bug encasements purchased from Pure Pest at no additional cost.

<b>Size</b>	<b>Mattress</b>
Twin	\$50
Full	\$55
Queen	\$65
King	\$75
Cal-King	\$85

<b>Size</b>	<b>Box Spring</b>
Twin	\$35
Full	\$40
Queen	\$50
King	\$60
Cal-King	\$70



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## Customer Reviews



“We have used Pure Pest for last three years. Our service technician, Sammy, is on time, responsive, thorough, very knowledgeable and very professional. We are extremely pleased with his service every time. I strongly recommend him to all. Thank you.”



“I cannot speak highly enough of this company. Jake, our technician, is incredible. He explains his findings, is very professional, treats us with kindness, and respects our house while in it by wearing booties and working carefully. This is the best company I’ve ever used! High quality treatments at reasonable prices!”



“Excellent service, on time, clean, neat thorough very knowledgeable I could not be happier. 5 stars is not enough for this company.”



“I have found everyone at Pure Pest to be reliable and interested in doing a good job for us. Jake, Mason and Abby have all been wonderful to work with. I highly recommend this company.”



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