

Pointe Representative: \_\_\_\_\_

Treatment Date: \_\_\_\_\_



## Heat Treatment Instructions / Prep

Items customer should remove prior to treatment to avoid damage:

- All plants, animals, and people.
- Candles, wax items, crayons, lipstick, and other cosmetics that may melt.
- Vinyl records and vinyl blinds as they may warp.
- All aerosol cans, lighters, guns, ammunition, and other combustible items.
- Fresh fruits, vegetables, bread, chocolate, carbonated beverages, wine, liquor bottles, artificial sweeteners, vitamins, and medications.
- Empty all of your dressers, all clothing that is not hanging loosely in closet must be bagged and removed from treatment area and ran through the drier on the highest setting for at least 30 minutes.
  
- Musical instruments should be removed to avoid damage or detuning.
- Antiques that contain ivory inlays, oil paintings, and priceless items - these should be inspected by your technician prior to removal from treatment to insure containment of the infestation.
- Any Diatomaceous Earth needs to be vacuumed up prior to the treatment.
- Smoke detectors should be removed if possible.

### Treatment effectiveness preparation:

- De clutter All areas of your home. Technicians will need access to areas not usually accessible. For example, under furniture, backs of closets, inside dressers, baseboards, and more.
- All picture frames should be removed from walls and placed on the floor below. During the heat treatment, the glue may soften and cause the frame to fall apart or fall from the wall.
- Electronics need to be powered down and unplugged to avoid damage. Keep these devices turned off for 2 hours following the treatment, in order to cool down to a safe operating temperature.
- If possible remove window mounted A/C units, as these allow heat to escape the treatment area.

\* If unable to complete any of these items, or your treatment needs to be rescheduled, you MUST contact your Pointe representative 48 hours prior to treatment date to avoid rescheduling fees.

### **Special Instructions**

It is very important to let your home cool down naturally by opening windows and doors. Please do not turn on any A/C units until the inside and outside air temperatures have equalized.

## Avoid Additional Fee's:

To avoid a reschedule fee, clean-up fee, or delayed start fee, call your Pointe representative to discuss preparations that have been completed and verify that your residence is ready to go.

- Delayed start fee (up to 10% of the contract value) can be applied if the Pointe Technicians are unable to begin the job because the premises is not ready. Including but not limited to tenants still in property, doors locked or no access, preparations not complete, pets not being secured and removed, etc...
- Cleaning fee (up to 10% of the contract value) can be applied if PPC technicians need to bag or remove cluttered items including but not limited to clothing, toys, storage items, books, papers, etc...
- Reschedule fee (up to 30% of the contract value) will be applied if the job needs to be rescheduled. To avoid a reschedule fee, contact your PPC representative 48 hours prior to your service.

Customer acknowledges that they have received a copy of these preparation Instructions by signing below.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**WARNING! After the Thermal Remediation treatment, temperatures may exceed safe levels for human and pet occupation. Please allow the temperature to cool to a safe level (typically below 90 degrees if you are continuing the cooling process), before staying in the treatment area.**