

# Ecolab Bed Bug Elimination Service Overview

The Ecolab bed bug elimination protocol is an intensive service that eliminates infestations. The serious nature of bed bug infestations and the financial consequences of ongoing bed bug issues mandate a thorough approach. There is no middle ground when it comes to bed bugs; they must be quickly and effectively eliminated from the infested and surrounding areas to reduce the risk of spreading the infestation further.

## The Ecolab service consists of:

- ▲ Initial inspection to determine the extent of the infestation
- ▲ Initial service in the infested room(s) and all adjacent rooms
- ▲ A 24-hour follow-up service in the infested room(s) to ensure no more live activity exists
- ▲ A 2-week follow-up service in the infested room(s) to ensure all life-stages have been eliminated and that the room is bed bug free

## Our Service is Backed by a 90 Day Guarantee

We are so confident in our ability eliminate infestations that we back our service with a 90 day guarantee. Our protocol is based on science, has gone through extensive testing and has been proven effective in over 500,000 rooms. Some of the unique aspects of our service that maximize efficacy are:

## Our unique combination of products & application methods:

Through our research and testing, we have determined the most effective combination of products and application methods that eliminate, not just control, all life-stages, including the eggs.

## Three treatments in the infested room(s):

Bed bugs are small and resilient making elimination with just a single treatment highly unlikely. Our service includes three treatments in the infested room. Each of these treatments are critical to maximize the coverage of our treatment to ensure elimination.

## Inspection and treatment in all adjacent rooms:

Rooms immediately adjacent to the infested room are at the highest risk for the infestation to spread to as bed bugs are known to migrate through wall/ceiling voids and pipe/wire chases. Our protocol proactively inspects and treats those adjacent rooms so you can be confident the entire infestation was eliminated.

## OUR PROTOCOL, BACKED BY SCIENCE

**“Do not ignore rooms adjacent to (as well as above & below) those with a bed bug problem.”**

*- NPMA Best Practices Guide*

**“Bed bugs also wander into other rooms and even migrate to other floors [...] Expand the inspection to the rooms or apartments adjacent to the infested site”**

*- Bed Bug Handbook*

**“Multiple service visits may be required to eliminate bed bug infestations. The reasons include, but are not limited to:**

- Some bed bug harborage areas may be missed during initial service
- Any eggs not destroyed may hatch and subsequent nymphs may not be controlled by residual material
- Bed bugs may escape treatment inside protected harborages
- Insecticide resistance
- Insecticides with poor residual effects”

*- NPMA Bed Bugs: Best Management Practices 2011 <http://bedbugbmps.org>*

# Customer Partnership Checklist

SERVICE STEP	TASK	RESPONSIBILITY	
		Property	Ecolab
Pre-Inspection & Inspection	If bed bug activity is suspected, leave all items in suspected room or area including linens, towels and any personal items for inspection by Ecolab.	●	
	Close the suspected room(s) and call Ecolab at 1 800 325 1671 Canada 1 800 352 5326	●	
	Inspect suspected room(s).		●
Upon Finding Bed Bugs	Inspect rooms and common areas adjacent to the infested room.		●
	Sign a service contract and develop a treatment schedule for each infested and adjacent room.	●	
	Take down wall decorations in infested room(s) and/or area(s).	●	
	If applicable, inspect all non-washable personal items (electronics, DVDs, books, etc.) for bed bug activity. Items found to contain evidence of bed bugs should be placed in a freezer for at least three days or placed in a plastic bag and discarded. All other items must be placed in large plastic bags (trash/garbage bag), sealed and placed in the center of the room.	●	
	If applicable, place clothing, linens and other washable items from infested room(s) or area(s) in plastic bags for transporting for laundering.	●	
	Launder all soft goods that can be laundered (linens, towels, dust ruffles, comforters, curtains and pillows) from infested rooms on hot water cycle. If hot water is not available, put the soft goods in the dryer for 30 minutes before laundering.	●	
As Ecolab Determines, Based on Level of Infestation	After inspection and prior to initial treatment in the infested room(s), remove the carpeted baseboard from the wall and pull the carpeting one foot away from the wall.	●	
	After inspection and prior to initial treatment in the infested room(s), dispose of upholstered, wood and/or wicker items and/or personal belongings that cannot be laundered or effectively treated.	●	
First Service Visit	Treat infested room(s) and/or area(s). Treat all adjacent rooms and/or area(s).		●
	Keep infested room(s) and/or area(s) locked and out of order for 24 hours until Ecolab comes back for the follow up-service. Adjacent rooms and/or area(s) can be opened up once product is dry (typically 1-2 hours).	●	
	Standard Service: Once product is dry (typically 1-2 hours), dispose of mattresses and box spring from the infested room(s).	●	
	Thermal Enclosure <sup>SM</sup> Service (available in selected areas): Treat infested mattresses and box springs.		●
Second Service Visit (24 hours after first service visit)	Replace all mattresses and box springs that were disposed of.	●	
	Thermal Enclosure <sup>SM</sup> Service: Take down Thermal Enclosure <sup>SM</sup> system and inspect treated mattresses and box springs.		●
	Inspect all areas of the infested room(s), looking for live bed bug activity. Treat infested room(s).		●
	If live activity is identified, keep the room(s) where activity is found shut down for an additional 24 hours until Ecolab can inspect, treat and clear the room for re-opening.	●	
	If NO live activity is identified, release rooms for re-entry once the product is dry (typically 1-2 hours).		●
	Clean all treated rooms by vacuuming carpet or sweeping floors and wiping down all exposed surfaces. Open rooms back up for occupancy.	●	
Third Service Visit	If applicable, place all non-washable personal belongings in plastic bags (as performed prior to first service) and place in the center of the room.	●	
	Place all linens and towels prior to Ecolab service in the infested room(s) or area(s) for transporting for laundering.	●	
	Launder all soft goods that can be laundered (linens, towels, dust ruffles, comforters, curtains and pillows) from infested rooms on hot. If hot water is not available, put the soft goods in the dryer for 30 minutes before laundering.	●	
	Inspect all areas of the infested room(s), looking for live bed bug activity. Treat infested room(s).		●
	If live activity is identified, keep the room where activity is found shut down for an additional 24 hours until Ecolab can inspect and clear the room for re-opening.	●	
	If NO live activity is identified, release rooms after product has dried (typically 1-2 hours).		●
	Clean all treated rooms by vacuuming carpet and wiping down all exposed surfaces. Open rooms back up for occupancy.	●	