

CUSTOMER INFORMATION & SAFETY SHEET

Please read the relevant sections of this pamphlet to ensure that you get the maximum benefit from our treatment. Please make sure that all Health and Safety requirements and recommendations are fully understood. Please retain this pamphlet for future information.

DATE: / /	MATERIALS USED: _____.	
RE-ENTRY TIME: _____	AM/PM	SERVICE TECHNICIAN: _____
TARGETED PESTS: _____		
FOLLOW UP TREATMENT DATES: / / / /		

Rentokil Pest Control is a full member of the Pest Management Association of New Zealand (P.M.A.N.Z.) and operates a comprehensive Health and Safety Programme to protect our customers' health and well being.

Our Service Technicians work in accordance with the Code of Practice for Urban Pest Control, which has been approved by the Occupational Safety & Health (OSH) division of the Department of Labour. Should you have any questions regarding our treatment materials or practices please do not hesitate to contact us.

Our aim is to gain maximum control with minimum pesticide use. Our customers can help us achieve this aim by following the housekeeping and proofing advice detailed in this pamphlet. Rentokil Pest Control use only registered pesticides specified for the target pest, at the recommended concentration and application rate. **Rentokil Pest Control will not compromise our customers' safety by over application of pesticides in order to offer unrealistic guarantees.**

SERVICE PREPARATIONS

As there are many different types of pests, you can help us by preparing your home as follows. This will enable our Service Technician to provide you with the most effective control program:

COCKROACHES, FLIES, FLEAS, SILVERFISH, CARPET BEETLES, SPIDERS, ANTS, BORER

- Store all exposed or unpackaged food away
- Clear kitchen shelves e.g. kettle
- Store toothbrush and soap away
- Remove children's toys and store away safely
- Ensure pets are not in the building for the service duration
- Remove pet food and water from floor
- Within reason clear goods off the floor and away from walls
- Ensure your fish tank is covered, and the oxygen pump is turned off
- Remove caged birds for the service duration

The dwelling should be vacated during application, especially by young children and asthmatics.

RATS AND MICE

- Generally no household preparations are required.
- We use tamper resistant bait stations to secure the rodenticide baits within. This prevents access to both children and pets.

VACATING THE PREMISES

As a general rule, the premises must be vacated during insect control treatments and until the treatment materials are dry, unless otherwise informed. This is for a minimum of a 4 hour period. Rentokil Pest Control should be advised in advance of any household occupants who suffer from respiratory problems (e.g. Asthma), allergies or conditions such as hypersensitivity to chemicals. These may be aggravated by the preparations that we use. In this instance, the person in question is advised to vacate for a longer period than the product manufacturer specifies (usually 4 hours). Upon your return, the premises should be well ventilated by opening windows and doors. You may smell an odour from our treatment materials, however, your health and safety should in no way be compromised if you follow our recommendations.

As one of the largest Pest Control service providers in the world, our drive for excellence ensures that the treatment you receive from our professional Technicians will give you complete peace of mind.

INSECT CONTROL - GENERAL TREATMENT METHOD

In most situations a fine residual spray will be applied to walls, floors and ceilings relevant to the pest being treated, in the interior of your home. Some insect control involves application of control agents around the exterior walls of the house, along patios and up to two metres out from the outside walls. If necessary, we will also treat the roof void and basement areas. Alternatively, for ants, we can also treat with Gel Bait only. However, control is more difficult and no guarantee will be given if gel alone is used.

Safeguards: Ensure the premise is vacated for at least 4 hours when treated for insects:

- To allow the spray to settle and dry on applied surfaces
- To reduce the risk of irritation to asthmatics

COCKROACH CONTROL

There are many types of pest cockroach but the most common ones are the German Cockroach and the Gisborne Cockroach.



German Cockroaches are a 'light smoky' brown colour and tend to infest kitchens, appliances and areas of warmth and moisture. German Cockroaches may remain in low numbers for 1-2 weeks after treatment.

Requirements:

- (1) Empty kitchen cupboards of all foodstuffs, cooking utensils and cups, plates, etc. These should be placed in the middle of the lounge floor or on the dining table – NOT on the kitchen bench or near edges of rooms. Also empty the hot water cupboard and wardrobes, which may be infested. Food and utensils may be returned after treatment is dry (4 hours). Do not wipe out cupboards – dead cockroaches should be swept up or vacuumed.
- (2) Ensure that more cockroaches aren't brought back in on appliances, cardboard boxes etc.
- (3) Keep areas such as behind fridge/freezers and in hot water cupboards clean and free from old boxes, cardboard and papers, etc.



Gisborne Cockroaches are large, dark insects which usually inhabit external areas such as under decks, vegetation and woodpiles. They often gain entry via doors and windows or 'hitchhike' on boxes or firewood. Our treatment is designed to prevent their entry via doors, windows and plumbing gaps.

Requirements:

- (1) Do not wash or wet-wipe windowsills for as long as possible. A hand-broom or dry cloth is more suited.
- (2) Cut back any vegetation touching the exterior walls.
- (3) Gisborne Cockroaches may be active for up to 1 week after treatment.

FLY CONTROL

It is not possible to stop all flies entering the house with this treatment. The treatment will be far more effective in some premises than others due to location, climate, house design and surfaces. Rentokil Initial Limited will not compromise our customers' health and safety by applying treatment to unsuitable surfaces such as table and bench tops. We use only registered materials specified for fly control and apply it at the recommended concentration and rate of application.

- (1) If young children often put their hands on particular window sills please tell us and we will avoid them, or simply wash these sills after treatment wearing rubber gloves.
- (2) After treatment, window sills should be wiped with a dry cloth or hand broom. Do not wash exterior of house, soffits or ceilings during summer period.
- (3) Do not put unpackaged food onto windowsills.

FLEAS

Successful flea control requires a number of housekeeping and proofing measures in addition to the actual treatment. **Please ensure the following requirements are carried out:**

- (1) Carpets and floors must be THOROUGHLY VACUUMED either 1 day before, or on the day of treatment. Pay particular attention to edges and behind and underneath furniture. This vacuum bag should be disposed of immediately.
- (2) Remove **ALL** clothes, shoes, toys, magazines, small pot plants etc. from the floor – including under beds and in wardrobes.
- (3) Pet bedding should be washed and dried either on the day of treatment or the following day.
- (4) Carpets should NOT be vacuumed for 7 days after treatment. Do not vacuum carpet edges for as long as possible (up to 1 month).
- (5) Pets should receive an effective flea treatment within 2 days of our treatment. Pets should then be regularly treated to avoid re-infestation.
- (6) Humans, particularly babies or children, should not walk or crawl on carpets with bare feet (or hands), i.e. no skin contact until after the next vacuuming.
- (7) The carpets should be lightly brushed with a broom between 4 and 24 hours after treatment. This helps penetration of the material into the carpet pile.

SILVERFISH & CARPET BEETLES

In addition to the preparation required, as listed above, Rentokil Pest Control will give specific verbal instruction regarding these treatments.

SPIDER CONTROL

Spiders are best controlled by treating the webs, as this is the most effective method of contacting the spider itself. **Therefore we recommend:**

- (1) Do not brush or wash away webs immediately before treatment. Leave webs for 2 weeks after the service then brush them off. Washing will remove the insecticide and ongoing control will be reduced.
- (2) Premises that need washing down should be done so before treatment and left until webs start to reappear. The treatment should be then carried out and webs **BRUSHED** off after 2 weeks as above in (1).
- (3) Trim back vegetation which touches the exterior walls, as this is a common source of re-infestation.

ANT CONTROL

Our treatment aims to eradicate any existing ants and prevent further infestations by forming a 'barrier' around the exterior of the premises. It is not practicable to eradicate all the ants from adjacent gardens and lawns. (Ants actually help in the process of decay of vegetation and aeration of soil). **To help maximize the effectiveness of our treatment, we recommend you:**

- (1) Trim back trees or vegetation that touch the exterior walls as ants may use trees to bypass the 'barrier' treatment
- (2) Seal any internal and external cracks or holes which ants persistently use.
- (3) Avoid washing skirting boards, cornices or external walls for as long as possible after the treatment. **Ants may persist for up to 10 days after the treatment.** Please contact us if any problems occur after this period.

BORER CONTROL

Many borer control techniques use a flammable solvent to aid penetration of the insecticide into timber. Rentokil Pest Control will discuss special requirements with household occupants at the time of surveying the property. Property owners should check whether there are limitations placed on them regarding house insurance prior to the work being undertaken. **Specific requirements include but are not limited to:**

- (1) **Do not smoke, use power tools, portable electric "lead' lights, electric or gas heaters or any naked flame or spark within 5 meters of a treated surface for a period of 24 hours after the treatment application.** Vibration may cause dust or 'Frass' to fall from borer holes even after treatment. This is not necessarily a sign that the borer is still alive.

RODENT CONTROL

When placing rodenticide baits, we will ensure the bait is placed in a safe manner inside tamper resistant bait stations. Should young children or animals live in (or visit) the premises please discuss the positioning of bait stations with us. Should bait stations become exposed in the future (e.g. by moving fridges, stoves or cleaning out cupboards), the customers must ensure bait stations are replaced or removed to an inaccessible position. The anticoagulant baits **Rid Rat** (active ingredient 0.05 g/kg Bromadiolone), **Talon** (active ingredient 0.05 g/kg Brodifocoum), **Storm** (a.i 0.05 g/kg Flocoumafen), **Ditrac** (a.i 0.005% Diphacinone) and **Pest Off** (0.05g/kg Brodifocoum) are commonly used for this treatment.

Although ingestion of a large quantity of bait would be required before a toxic dose would be expected, please ensure the precautions detailed in this section are adhered to. The Manufacturers precautions and first aid procedures are as follows:

WARNING This substance may be harmful if swallowed or absorbed through the skin
PRECAUTIONS: Avoid all contact by mouth and skin. Prevent access to baits by children and domestic animals. Do not use where food or feed could become contaminated. Retrieve and burn/bury all rodent bodies and unused baits.

FIRST AID. If swallowed give a glass or two of water and cause vomiting by putting finger down throat. Repeat until vomit fluid is clear in appearance. Call a doctor or hospital without delay. Take this pamphlet with you.

TREATMENT OF DOMESTIC ANIMALS. Vitamin K1 is an effective antidote against accidental poisoning of domestic animals. Practicing Veterinarians have been provided with information on Vitamin K1 therapy and should be consulted.

Control of your insect problem is gained by use of a range of materials registered and intended for the treatment we will provide. We have eliminated the more harmful insecticides used in the past and introduced a combination of new environmentally friendly synthetic pyrethroids and new generation insect gels. However, there is no miracle cure and all chemicals have limitations. We will however equip you with the knowledge to help us gain complete control of any infestation which may occur.

AFTER THE SERVICE – INSECT TREATMENTS

On return, once the 4-hour stand down period has passed, you may notice very slight signs of residue. To ensure its effectiveness:

- **Wipe down all food preparation areas**
- **Delay cleaning of the floor and windows for as long as possible**
- **Vacuum the carpet no sooner than 7 days after the treatment**
- **Replace all goods back into cupboards (preferably with new cupboard lining)**
- **Resume activities as normal**

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EXPECTATIONS DIRECTLY AFTER THE SERVICE

The treatment of some pests utilises control agents designed to flush them out of their harborages – it may appear as though you have had a sudden influx of the pest problem. However, the opposite is true and the residual nature of the materials used will provide ongoing coverage.

Insect control expected:

- The residue spray applied will prevent insects from re-establishing themselves inside
- You may notice the occasional harborages inside as a result of reintroduction from contaminated goods or other conditions
- The severity of the original infestation determines the amount of insects you will see thereafter (remember the applied residue will control the remaining insects)

If the infestation increases in number, or no discernable decrease is noticed, please call our office. The service we offer is designed to control pests inside your premise. Pests on the outside, although treated will not be guaranteed after the initial treatment.

RENTOKIL'S COMMITMENT

We are fully committed to solving the problems caused by pests inside and around your home. However, due to the nature of pests and the variance in levels of infestation, it is impossible to guarantee total eradication of all pest types. We will take every practicable measure to deliver you the result that you expect.

ADDITIONAL SERVICES

As the above insects and rodents are not the only pests which you will find in your house or indeed in your business, we also provide the experience to protect you against:

- Wood Boring insects
- Bees and Wasps
- Import and export fumigation
- Full HACCP and MAF compliant programs
- Stored Product Insects (weevils, meal moth)
- Feral Pests (Cats, Possums)
- Birds

ADDITIONAL COMMENTS OR RECOMMENDATIONS
