

HEAT TREATMENT PREPARATION INSTRUCTIONS FOR CUSTOMERS

Preparation Prior to Treatment

1. **Personal Belongings.** Eliminate excessive clutter. Examples of excess clutter and packed areas are when an unusual number of personal belongings are in any particular area. These conditions limit airflow and reduce treatment effectiveness. Excessive clutter may include, but is not limited to:
 - Overfilled or packed closets
 - Abundance of stored items (stacks of boxes, totes, piles of magazines, newspapers, personal belongings, etc.)
 - General areas of clutter (items on the floor, under beds, closets, hallways, counter tops, dressers, etc.)
2. **Clothing.** Leave hanging clothes hanging and leave folded clothes in drawers, cabinets and on shelves. However, if clothes are tightly packed in these areas, reduced airflow may limit treatment effectiveness. Excessive clothes can be laundered, dried on high heat settings and placed in unused trash bags and tied shut. If clothes are already in storage containers, unpack items and place in the open containers to be heated. See "Optional Service for Treatment of Personal Items."

Day Prior to Treatment

1. **Clothing.** Launder and dry a set of clothes on high heat (including jackets, shoes, and hats; anything that will be worn the day of treatment) and seal in a new unused trash bag. This is your outfit for treatment day and must be free of bed bugs or eggs.
2. **Furniture.** Move furniture at least 2 inches away from the walls.
3. **Kitchen.** Remove dishes in the sink, clear counter tops and remove trash.

Day of Treatment

1. **Electronic Devices and Utilities.** Unplug all electronic devices and equipment from wall outlets (except refrigerators/freezers). Heating and air conditioning systems must be turned off.
2. **Window Coverings.** Open window blind slats fully and pull up to the top of the wall mount and/or remove blinds or coverings from windows.
3. **Household items.** Lay items down on flat surface that may fall or become damaged in high air movement as high velocity fans will be used to circulate heat.
Beds/Mattresses. Sleep Number beds should be set to the lowest setting, unzipped and open to allow heat to penetrate. Water beds should be drained and air beds should be deflated. Mattress and box spring encasements are highly recommended and can be purchased from Home Paramount. Bed bugs can survive in these areas that heat cannot penetrate throughout.
4. **Walls/Ceilings.** Remove batteries and/or unplug smoke detectors.
5. **Medical/Orthopedic Devices.** Wheelchairs, scooters, canes, walkers, medical mechanical beds, should not be removed.
6. **Parking.** Ensure parking availability prior to Home Paramount's arrival (need 3 adjacent street parking spaces).
7. **Departure.** Right before leaving, change into the clothes that were prepared the previous day.
8. **Return.** Cannot re-enter treated areas without contact and approval from Home Paramount personnel.

Heat Sensitive Items

Inspect and **remove** heat sensitive items. Any items that will be reintroduced after the service must be free of bed bugs. Specific items include, but are not limited to the following:

- **People/Pets/Plants/Fish.** Make arrangements for pets to be groomed on the day of treatment. Remove fish out of tanks.
- **Explosives.** Firearms, ammunition, black powder, etc.
- **Combustible Items.** Aerosol cans and sprays, cleaners, fire extinguishers, spray and canned paints, etc.
- **Items Capable of Melting.** Candles, wax items, crayons, cosmetics, personal hygiene containers, plastic dental retainers, eye glasses, crafts with low temp glue, oil/acrylic paint, etc.
- **Vulnerable Items.** Vinyl records, video games and consoles, old photographs, oil/acrylic paintings, framed artwork, vases, taxidermy, etc.
- **Foods.** In lieu of removal, fresh fruits, vegetables, shortening, chocolates, wine, liquors, soda or beer cans/bottles, artificial sweeteners, medicines, vitamins can be placed in a refrigerator or cooler in an unheated space.

*Optional Service for Treatment of Personal Items

For an additional cost, heat sensitive items and other personal belongings can be treated alternatively. Treatment of up to 20 bags includes placement of items in heavy duty trash bags (up to 2/3 full). Bags should be left open and placed in an unheated area. Home Paramount will treat the items in the bags with a product containing Cold-Pressed Neem Oil and will tie the bags closed. Items must remain in the closed bags until Home Paramount returns to perform a follow-up inspection. **Be advised that the oil does have an odor that may remain with the items in the bags for up to three weeks.**

NOTE: Areas must be prepared in order for the treatment to be effective. Failure to do so could also result in an additional fee and/or a reschedule. Refer to the "Heat Treatment Agreement." In order to allow proper airflow of heat, it may be necessary to open drawers, relocate personal items, move furniture, stand up mattresses, etc. We will make every effort to respect your property in the process.