

# Customer Instructions

## *Prior to Treatment*

Before our bed bug specialist can perform a proper bed bug treatment, customer must complete the following:

1. Seal in plastic bags **ALL** items below and place in the center of all rooms scheduled for treatment:
  - a. Items inside the closet including, closet floors
  - b. Items under beds
  - c. Items on top and inside furniture (dressers, desks, cabinets, etc.)
  - d. Bedding (including pillowcases, mattress pads, sheets, blankets and any other items from the bed)
  - e. Data disks. Tapes, audio cassettes, CD's, DVD's, etc.
  - f. Umbrellas, hats, scarves, shoes, linens and towels
  - g. Unwanted items (after treatment you may discard these items)
  - h. Vacuum cleaner bag
  
2. In **ALL** Scheduled Treatment Rooms:
  - a. Remove all pictures from the wall
  - b. Unplug all electrical equipment (i.e., computers, printers, scanners, TV's, DVD's, clocks, cable, etc.) and remove this equipment away from the walls
  - c. Remove wall plates and electrical outlet covers
  - d. Disassemble bed frames, including headboards
  - e. Move all items (except heavy or secured furniture and appliances 2-3 feet away from the walls)
  
3. Cover all fish tanks and turn off pumps. All people and pets must leave the area during treatment

*NOTE: During our treatment, coverings will be removed from the bottom of box springs, sofa, couches, recliners and other furniture in infected areas to enable proper access for treatment and will not be replaced by Rouselle, Inc.*

*Failure to perform required pre-treatment instructions for the treatment type you have chosen will automatically void any applicable guarantee.*