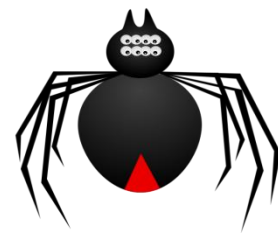
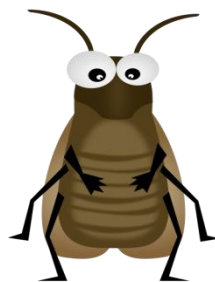




'Saving the world one bug at a time'

Customer Information – Urban Residential Control Service



Pest control: regulation or management of a species defined as a pest, usually because it is perceived to be detrimental to a person's health, the ecology or the economy.

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Note: This information may cover pest control issues you are not having treated. Please read appropriate areas for your pest control service.

1. OVERVIEW

The information provided below will help you prepare for your pest control service, explain the treatment methods and processes and advise you on what you should expect from your treatment. We also have outlined what you can do to reduce the chances of reinfestation after treatment.

Whilst, our team at Northern Rock Pest Control always strives for the best results on every treatment please remember unlike other trades we are not simply joining two wires together or painting a wall. Pest control is unique because we are dealing with organic life that has the ability to move, hide, avoid, fly and many other manner of redirection to foil our efforts in what we are trying to achieve for you.

We provide free service periods on most of our treatments and if you are still having problems after your treatment we are only a phone call away and are always happy to rectify any issues you have. Please always check the waiting period for the treatment to be fully effective and the free service periods offered before you call if you are still having issues. This information can be found on your Pest Management Treatment Notice (PMTN) which will be emailed with your invoice on the completion of your pest control service.

If you have any questions not covered within these information sheets please ask you technician on the day of treatment or call Northern Rock Pest Control. We are always happy assist you with any questions you may have (08) 8931 2254

2.1 GENERAL PEST CONTROL TREATMENT -

Cockroaches,

The most common pest control issues faced by residence of the tropical north are cockroaches, ants and spiders. The information outlined below will help us and you get on top of your pest issues.

2.2 Your Preparation

- Please ensure place is tidy to allow for treatment access to all areas.
- Remove all food stuffs from bench tops. Please do not remove kitchen appliances and items from bench tops that would normally be there. These are most probably where cockroaches are harbouring and will need to be treated.
- PETS: Remove all pets from area to be treated. If you have a fish tank or reptile, turn of filter, if possible cover top with glad wrap and cover over with a heavy towel. Dogs, cats and birds are fine in external yard areas. Please let our technician know if animals are onsite.
- Turn off air-conditioning units.
- Put away children's toys and feeding implements.
- We do not recommended heavy cleaning for 72 hours after treatment. Please ensure if you wish to mop, scrub, polish you do so before treatment. Heavy cleaning will wipe away residual treatments.
- Cover bedding/cots of children less than 4 years with a sheet.
- If any person has any known allergies, is asthmatic or is pregnant please let your pest control technician know before treatment.
- Please have everything you will need to take with you (ie. keys, wallet). Once treatment has commenced we strongly recommend you do not

return for 2 hours after treatment or until wet spray treatments have completely dried.

2.3 Treatment

Northern Rock Pest Control uses a combination of treatments to resolve your pest issues. Some of the follow information may not be relevant to your pest control treatment or we may preform additional treatments not listed.

- Your pest control technician will ask you questions in relation to your pest issues. It is important to answer their questions the best you can and for you to give him as much information as you can on your problem areas. We **will** be treating the **entire** structure to resolve your pest control concerns. Please be aware comments such as ‘they are everywhere’ are unhelpful in resolving your pest issues if this is not the case.
- Payment is required on the day unless otherwise specified. No treatment will proceed until payment has been arranged.

Internal Treatments

- Treatment of kitchens/bathrooms/laundries: Flushing agents and gels will be used inside cupboards where food stuffs/utensils/personal items are stored. The Inside and outside of the cupboard doors will be wet sprayed with a residual chemical. When you return you may find your cupboard doors standing open for drying purposes.
- Wet spray residual chemicals will be applied throughout structure to skirting boards, cornice, under furniture, external of cupboard doors.

- Flushing agents will be applied to such harbourages as under dining room settings, wall mounted pictures, cracks and crevices in tiles/joinery/furniture.
- Baits and/or gels applied to internal cupboard of wet areas. These areas will not be wet sprayed.

External Treatments

- External eaves, window frames and wall will be wet sprayed for webbing spiders.
- Baits/gels will be applied to building perimeter and window frames for ant control.
- A perimeter wet spray may be applied dependant on the types of ants you may be having issues with.

2.4 Your Return After Treatment

The following information provided is for what you should do immediately on your return to your property.

- We strongly recommend you do not return to the property for 2 hours after treatment or until any wet sprays have dried. If any resident is pregnant, asthmatic or has any known allergies we strongly advise not to return to property for 4 hours after treatment.
- Open doors and windows to ventilate property for at least 1 hour. If you have ceiling fans please turn on to help ventilation.
- Wipe down food preparation surfaces with warm soapy water.

- You may find some of your furnishing and items have been moved or left open. This is usual in the course of your treatment for such reasons as access and treatment purposes. Please reinstate to your liking.
- If you have fish or reptiles reconfigure your tanks to their original condition.
- Whilst we always take due care while treating your residence if you do find any chemical residue (dust or chemical over spray) on an unwanted surface please rinse item in warm soapy water.

2.5 Treatment Outcomes/Expectations

The following information will give you an understanding of what to expect from your treatment. The information is generic and will depend on the type of pest issues you have. Whilst we always endeavour to provide the best treatment possible you must also do your part to discourage reinfestation. Please be mindful we do not have a 'silver bullet' and due to the nature of pest control sometimes we may have to come back to sort out on going pest issues.

- The treatment provided in some circumstances will show instant results. You may find many dead or dying insects throughout your home. Please sweep and clear away with a dust pan and broom, no heavy cleaning.
- You may find a delayed reaction to the provided treatment. Over the next few days and weeks you may experience more dead insects around your home which have escaped the initial treatment but are now being picked up by the residual spray, bait and gel treatments.
- The treatment provided can continue to work for up to 12 month depending on insect type, where those insects are harbouring or gaining access from and how much cleaning of treated surfaces you do.

- The treatment provided is to the entire structure but there are countless harbourages in a typical home; cockroaches, ants and spiders are small and can harbour almost anywhere therefore it is likely they have not come in contact with a treated surface or found applied baits and gels. If you see **one** cockroach or spider please dispose of it by either a generic spray or a handy thong, one cockroach or spider is not an infestation. If you are still having continuous sightings of cockroaches, ants or spiders please call us after the treatment holding period time (usually 21 days) found on your PMTN that was sent with your invoice. We are always happy to comeback and sort out any continual problems you may be having.

2.6 Prevention

The following information provided are simple measures which can help you and us in reducing your risk of reinfestation of your pest issues.

- Seal all cracks and crevices in tiles, joinery, window sills and such with a silicon or similar product. These will be used as harbourages for pests.
- It is recommended you replace with plastic containers all storage containers in wet areas and kitchen made from cardboard, paper, wicker and such.
- Discard unused stored papers, cardboard, plastic bags etc. especially in wet areas and kitchen.
- If needed improve hygiene, remove rubbish and keep your house clean.
- Feed animals away from the house. Food will attract pests especially ants.

- We strongly recommend that once you have your pest issues under control that you maintain a minimum of an annual pest control service. This will help to ensure a relatively pest free home.

2.7 Free Service Periods (Recall Service)

- **What is a free service period?** The free service period is a time frame in which Northern Rock Pest Control will come back at no extra charge to you and deal with any ongoing pest issues you may be experiencing.
- **Where do I find information about my free service period?** You can find your free service period information on your Pest Management Treatment Notice (PMTN) which will be sent with your invoice at time of treatment.
- **When should I call to arrange a call back within my free service period?** You should consult your PMTN for the holding time for your 'treatment to be fully effective'. Our normal 'effective' date is 21 days after treatment. Please refer to your PMTN for details.
- **What kind of treatment will you preform?** Most recall services will target your problem areas only. Be honest in what type of issue you are still experiencing so we can provide the appropriate treatment to resolve your problem pests.
- **How do I arrange a recall service within my free service period for an ongoing issue?** We are always happy to come back to resolve any pest issues if you are still experiencing problems after your initial treatment and have read all of the provided information. Please call 08 8931 2254 to arrange a suitable time.

- **Will I have to vacate the property for a recall service?** Generally not. Most recall services are for minor problems and only require a quick flushing of an item or nonhazardous bait or gel application.
- **What if after my recall service and I still have pest issues?** If you are still within your free service period do not hesitate to call us. Obviously this is not an ideal situation for you or us. This is extremely unusual and will need some investigation into why you are still experiencing problems and a plan to rectify your pest control issue.

3.1 TICK & FLEA CONTROL

Ticks and fleas are pragmatic at all times of the year in the northern tropics. Generally, ticks are more prevalent in the wet season and fleas in the dry season but both can be a nuisance year round. The information provided will help us and you in the successful control of these pests.

IMPORTANT: *You must treat your pet with a good quality control agent for tick and flea control agent before, during and after treatment until the tick and flea infestation has been controlled. This could be a combination of bath solutions, collars, tablets or drops. Failure to do this will most probably result in the failure of your treatment. This is because ticks and fleas require blood from your pet or you to reproduce. Failure to keep your pet as free from ticks and fleas in the treatment process will allow fertile adults to lay more eggs throughout your yard/house. Pest control chemical agents are very effective against adult ticks and fleas but generally less effective against tick egg sacs and flea cocoons. The chemical agents sprayed have a limited life in external yard environment where ticks and fleas are breeding. The control method for*

tick and flea eradication is to break the breeding cycle thus eliminating your problem. This can take more than one treatment application.

3.2 Your Preparation

- You must treat your pet with a good quality control agent for tick and flea control agent before, during and after treatment until the tick and flea infestation has been controlled. This could be a combination of bath solutions, collars, tablets or drops.
- PETS: Remove all pets from area to be treated. If you have a fish tank or reptile, turn off filter, if possible cover top with glad wrap and cover over with a heavy towel. Please advise your technician if there are animal's onsite which are unable to be removed.
- If any person has any known allergies, is asthmatic or is pregnant please let your pest control technician know before treatment.
- Remove all pet food bowls and water sources.
- Remove children's toys.
- Turn off air conditioning unit and close all windows.
- Internal treatments - we do not recommended heavy cleaning for 72 hours after treatment. Please ensure if you wish to mop, scrub, polish you do so before treatment. Heavy cleaning will wipe away residual treatments.
- Cover bedding/cots of children less than 4 years with a sheet if the internal areas are to be treated.
- Please have everything you will need to take with you (ie. keys, wallet). Once treatment has commenced we strongly recommend you do not re-enter the treated area for 2 hours

- Notify your pest control technician of any fish ponds, birds or any other animals that may be present inside the treatment area.
- Wet down external yard area if dry before your pest control service. This will help with chemical penetration. If the ground is very dry the chemical when applied will bead off and not be fully effective.
- Cut your grass if required. Long grass will hinder chemical application.
- Remove palm fronds, leaf litter and garden waste. This is not only a harbourage for ticks and fleas but chemical applications will not penetrate.
- Turn off watering systems for 48 hours during and after treatment.
- Inside areas must be neat and tidy to allow access for treatment to all areas.
- It is advised to give house a good vacuum the day before treatment. Remember place clean vacuum contents into a sealed strong plastic bag and dispose of in outside bin.
- ***If you don't want it sprayed, put it away.***

3.3 Treatment

Treatment of ticks and fleas are controlled by applying a chemical wet spray to the affected areas. The external areas treated will be the areas your pets can access.

- Your pest control technician may ask you questions in relation to your pest issues. It is important to answer their questions the best you can and for you to give him as much information as you can on your problem areas.

- Payment is required on the day unless otherwise specified. No treatment will proceed until payment has been arranged.

External Treatments

- Chemical wet spray will be applied to full yard area including gardens, lawns, rockeries, retaining walls paving, concrete, slab edge, etc.
- Chemical wet spray will be applied (tick control only) to external walls, window frames, doorframes, external of all structures.
- Chemical sprays may be applied (tick control only) to outdoor setting, storage racks, doormats, etc.

Internal Treatments

- Full internal spray to flooring throughout structure, under furniture, cracks and crevices.
- If ticks can be seen on upper walls. A full spray to all walls will be applied.

3.4 Your Return After Treatment

The following information provided is for what you should do immediately on your return to your property. Some of the below information is particularly directed at internal treatments.

- We strongly recommend you do not return to the property for 2 hours after treatment or until any wet sprays have dried. If any resident is pregnant, asthmatic or has any known allergies we strongly advise not to return to property for 4 hours after treatment.

- Your pets can be returned to your yard once chemical treatment has dried. Normally between 30 minutes to one hour.
- Open doors and windows to ventilate property for at least 1 hour. If you have ceiling fans please turn on to help ventilation.
- Wipe down food preparation surfaces with warm soapy water.
- You may find some of your furnishing and items have been moved or left open. This is usual in the course of your treatment for such reasons as access and treatment purposes. Please reinstate to your liking.
- If you have fish or reptiles reconfigure your tanks to their original condition.
- Whilst we always take due care while treating your residence if you do find any chemical residue (chemical over spray) on an unwanted surface please rinse item in warm soapy water.

3.5 Treatment Outcomes & Expectations

Ticks and fleas can be extremely difficult to control if you and us are not working together to resolve your issue. Control of ticks and fleas can only be achieved by breaking the life cycle of these pests. In our experience we have found that around 60% of tick and flea jobs we attend will require no more than one treatment to control the problem. Another 30% will need a second treatment and 10% will need a third. In our experience, we have come to conclude that most 2nd and 3rd treatments are need because the homeowner has not kept treatment as advised on their pets. We stress the importance of your involvement in the continual control of ticks and fleas on your pets to

achieve positive results. If ticks and fleas cannot gain a blood meal they cannot continue to breed.

- Tick and flea control requires a combined effort from both you and us to achieve a positive result for tick and flea control.
- It is extremely important as outlined above to keep treatment on your pets until your pest issue is under control
- Allow 10 – 14 days for treatment to be effective. Most likely, if you are treating your pets during this time you will not have much of an issue. If control has not been achieved from your first treatment you will generally see a re-emergence of ticks or fleas around the 10 – 14 day waiting period. This is because new a caste of ticks and fleas has now become young adults and are looking for a blood meal to continue their life cycle.
- Northern Rock Pest Control will have normally provided a free service period for tick and flea control. Please refer to section 3.7 'free service periods' on what to do next.

3.6 Prevention

The following information provided are simple measures which can help you and us in reducing your risk of reinfestation of your pest issues.

- Keep regular treatments for tick and flea control on your pets even when ticks and fleas are not present. Remember if they cannot gain a blood meal from your pets they cannot breed.
- Keep garden areas tidy. Reduce leaf litter and keep lawns short.

- Beware who you pet is socializing with. The local stray may not be a good option.
- If you do find ticks and fleas take action immediately. Try home control measures first and if you cannot find a remedy quickly ring Northern Rock Pest Control and arrange treatment. It is far easier to control ticks and fleas before they infestation becomes biblical.

3.7 Free Service Periods (Re-spray Service)

- **What is a free service period?** The free service period is a time frame in which Northern Rock Pest Control will come back at no extra charge to you and deal with any ongoing pest issues you may be experiencing.
- **Where do I find information about my free service period?** You can find your free service period information on your Pest Management Treatment Notice (PMTN) which will be sent with your invoice at time of treatment.
- **When should I call to arrange a call back within my free service period?** You should consult your PMTN for the holding time for your 'treatment to be fully effective'. Our normal 'effective' date is between 10 – 14 days after treatment. Please refer to your PMTN for details.
- **What kind of treatment will you preform?** We will retreat the entire area again. This is usually a 'knock down' treatment to control new adult tick and flea. It will generally be a far quicker treatment as not as much chemical will need to be applied.
- **How do I arrange a re spray service within my free service period for an ongoing issue?** We are always happy to come back to resolve any pest issues if you are still experiencing problems after your initial treatment

and have read all of the provided information. Please remember you may be wasting your time and ours if you have not been treating your pets. Please call 08 8931 2254 to arrange a suitable time.

- **Will I have to vacate the property for a re spray service?** Most likely yes. Please refer to the above 3.2 'preparation' above.
- **What if after my re spray service and I still have pest issues?** If you are still within your free service period do not hesitate to call us. Obviously this is not an ideal situation for you or us. This is extremely unusual and will need some investigation into why you are still experiencing problems and a plan to rectify your pest control issue.

4.1 Our Details

Northern Rock Pest Control Pty Ltd

P.O. Box 2867, Palmerston, NT 0831

Phone: 08 8931 2254

Email: admin@northernrock.com.au

Banking Details

Northern Rock Pest Control

Financial Institution: ANZ

BSB: 015-883

Account Number: 437 987 995

