

Mosquito Misting System Regular Service Protocol

Mosquito Misting System Service Introduction

MistAway brand misting systems (Gen 1 and Gen 1.3 Systems) from Houston Texas have been selected for use in managing mosquitoes for customers who wish to have ongoing residual mist placed around specific areas of their property on a timed or on an optional demand basis. These 2 systems have proven their reliability over the years as long as inspection and maintenance is performed on a recurring schedule from every 24-100 days depending upon size, number of nozzles, and programmed use. The primary reason to visit the system on this periodic basis is to replenish liquid material in the locked tank and to evaluate and make necessary adjustments or repairs to the misting system.

Setup, use and maintenance of the systems is explained in the respective pdf MistAway Manuals attached with this protocol.

Massey is no longer installing these systems, so this protocol is being used for the purpose of supporting those Team Members involved with providing regular maintenance service.

Performing the Service

- In order to provide quality mosquito prevention, prior to any mosquito service at a customer's home, a thorough inspection of the customer's property but not including physical dumping of standing water is necessary. Notate these conditions on the Service Report to help the customer realize cultural practices to aid in mosquito reduction. Note any standing water in such areas as:
 - plant pots and plant drain pans not in use
 - empty garbage cans
 - garbage can lids
 - tires
 - buckets and kid's toys
 - pet dishes
 - wheel barrows



Mosquito Misting System Regular Service Protocol

- Now proceed to the System Reservoir with control box on top. Remove the rain cover from the top of the Reservoir.
- There will always be liquid in the reservoir for your misting inspections because when the reservoir gets low, there will be an automatic shutoff.
- So activate the manual misting cycle and the system will operate for 5 minutes. Proceed to inspect every nozzle in the system to identify all leaks and to ensure all nozzles are properly functioning. Repair malfunctioning tubes and fittings with replacement fittings per the Manual. The main parts are shown in the photos below:

Ensure the blue safety lock has not been removed or tampered with. If it was, tell the customer and note this fact on the Service Report.



Ensure all tubing is leak free. Repair leaks with the straight silver connector by simply cutting out the leaking portion of tubing and pressing the tube into the end of the connector:



Mosquito Misting System Regular Service Protocol

Ensure all emitters are functioning properly. If unable to clear clogs, then simply replace the emitter with a new one:



Bends in the system can be produced by installing 45-degree or 90 degree bend fittings instead of straight line joiners as above:



Mosquito Misting System Regular Service Protocol

- Ensure all riser stakes are firmly into the ground and adjusted for the correct misting head position.



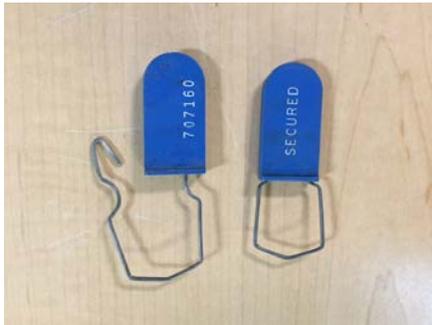
- Ensure the time and date are correct, without changing the programmed times of release.
- Adult resting areas are not documented because the mist is set to release through all of the tubed emitters around the perimeter of the home and yard a short-term residual morning and evening to kill nearby mosquitoes and reduce their numbers every day of the year, except during off-season shutdown periods. The clock is typically set to around 4-6 a.m. for 30 seconds and at around 9-10p.m. for 30 seconds. Some customers prefer a third setting for 30 seconds around 6 p.m. Some customers have a remote unit that will allow a 30-second application on demand. Customers with remote units typically use up their solution faster.
- Break the blue pin lock. Open the lid. Ensure the Reservoir, which has an automatic agitator, is full to the upper fill line of 55 gallons with Sector at 1.16 oz. of Sector per gallon of water = ½ gallon Sector per 55 gallon tank when the tank is empty. Both system tank types are 55-gallon tanks. To accomplish filling the tank, per the manual instructions, fill the drum ½ full with water, add Sector, and then fill the remaining water to the fill level.
- Reset the level indicator in the controller per the respective manual (1 or 1.3). Ensure the lid clamp is now tightly closed.
- Whenever there is a leak or break in the system that needs parts you do not have, such as a bad motherboard, broken pump, etc. ensure a EPO is created at the Service Center



Mosquito Misting System Regular Service Protocol

for appropriate parts from MistAway. Once parts are received, contact the customer and set another appointment to go out to re-install these parts.

- Attach a new blue safety lock to the closed lid clamp.



- Replace the fabric cover. (note: Replenishment frequency has a number of factors that influence consumption: Nozzle number, minutes of set misting times, number of remote mists by customer, and volume of the drum.)

Complete your Documentation on the Service Report:

1. Discuss and explain all documented areas and issues identified during your inspection and repairs. Note on the service report in clear language and neat, legible handwriting, the Conditions and Sources conducive to mosquitoes around the home.
2. Use positive action statements:
 - **What you've done to service the misting system and to prevent mosquito activity**
 - **What they can expect to occur: ongoing reduction of adult mosquito activity**
3. Indicate what corrective measures the customer should take, such as:
 - **What water should be regularly dumped on the property**
 - **What vegetation should be thinned to reduce attraction for adult mosquito resting spots**
 - **What screens, doors or windows should be repaired to prevent adult mosquito entry**
 - **What neighboring areas are breeding mosquitoes that may influence the mosquito activity on the customer's property**



Mosquito Misting System Regular Service Protocol

4. Record the number of ounces of Sector used on the Service Report. Record your name, but there is no need to record your ID number because 41 Mosquito License is under another designated operator in charge through another Georgia Dept. AG Dept. Always get the customer's signature if they are home.
5. Inform the customer of their next service date.
6. Ask if there is anyone the customer might know in the neighborhood who may also enjoy mosquito abatement. Mention to your customers that they can further reduce any mosquito activity around their homes if surrounding neighbors also have our service.
7. POST A YARD TREATMENT SIGN EVERY TIME YOU VISIT AT THE MAIN ENTRANCE TO THE PROPERTY>

FINAL NOTE: Treatments DO NOT CONTROL no-see-ums or false mosquitoes (midges).

Follow-up:

- Proactive follow-up is the key component to solidifying a great relationship, thus defining ***GREAT SERVICE.*** Always follow-up a week to 10 days later when there was an issue or problem with the system other than regular service.

