

# Mosquito Control Program Protocol – Premium Package

## MOSQUITO CONTROL PROTOCOL

### OBJECTIVE

Massey’s Mosquito Control Program **reduces** the mosquito population surrounding the treated property. Mosquito treatments are performed monthly. Depending on where you are located, treatments can be performed throughout the year or only during mosquito season, April-September.

**Premium Package includes** monthly residual treatment, recurring insect growth regulator applications, 1 biological control mechanism (**Standard Package**), 1 mosquito trapping device (**Deluxe Package**), and mosquito repellent system (Thermacell LIV).

**Stand-Alone Thermacell LIV program** includes quarterly service for changing the repellent cartridge/s. Additional replenishment due to higher-than-expected usage will result in additional charges.

These services reduce the buildup of mosquitos outside the home. This reduction enhances the customer’s use of outdoor areas around their home and reduces the threat of mosquito-borne diseases, protecting public health.

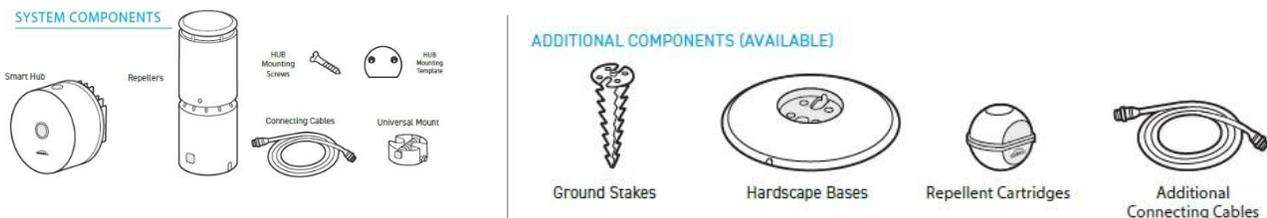
**NOTE: Treatments DO NOT CONTROL no-see-ums or false mosquitoes (midges).**

## SERVICE PROTOCOL – PREMIUM PACKAGE

Massey’s Premium Package includes everything in the Deluxe Package PLUS the addition of our Thermacell LIV Smart Mosquito Repellent System. **THE SYSTEM CAN ALSO BE OFFERED AS A STONE ALONE OPTION.** The system has Hub and Repeller’s with the option of connecting multiple repellers together in a daisy chain fashion.

**PEST PREVENTION SPECIALIST MUST COMPLETE THE REQUIRED THERMACELL TRAINING BEFORE INSTALLING THE SYSTEM.**

### SYSTEM COMPONENTS:



### HOW IT WORKS

The Thermacell LIV uses a Smart Hub to power the repellers strategically placed in the outdoor space. When turned on, each repeller slowly releases heat-activated repellent to provide complete area protection from mosquitos when and where customers need it while enjoying their outdoor space. The repellers will be placed 20 feet from each other and 10 feet from the zones you want to protect.

# Mosquito Control Program Protocol – Premium Package

## INSTALLATION:

Repellers are linked together in a daisy chain fashion approximately 20' apart, providing overlapping coverage. The repellers have male and female 4-pin receptacles, which attach to either a 24' cable (included with the repeller) or a 10' connector cable (purchased separately).

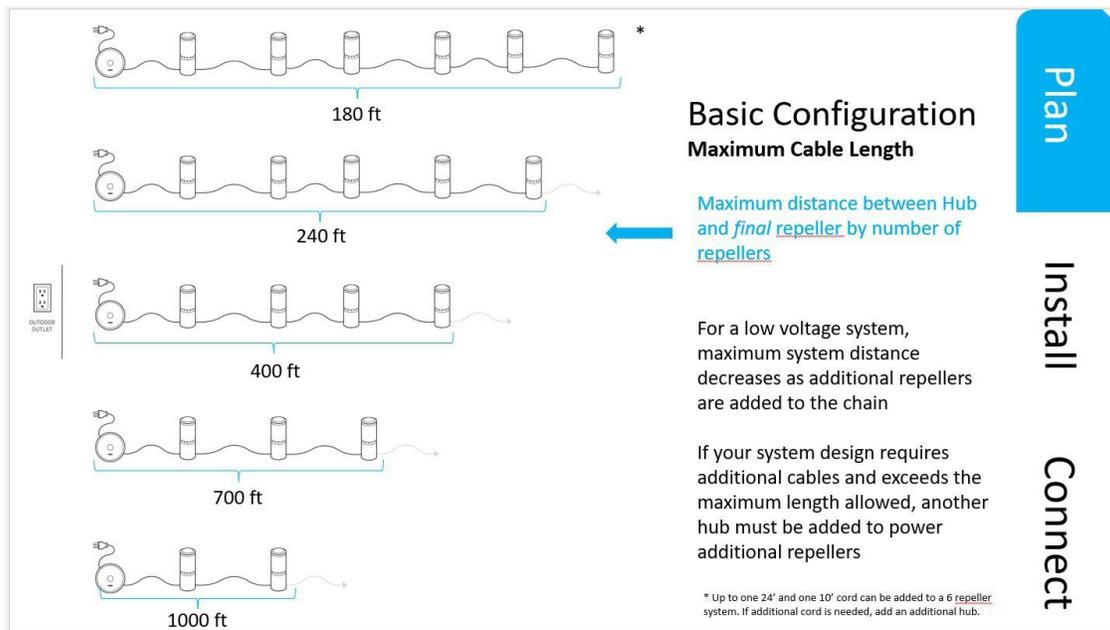
*Installation tip: the receptables can be placed together and then twisted until the grooves align allowing the pins to be fully seated. Once seated correctly, screw the attached cover nut so that the connection is solid and weather resistant.*

## 1. MOUNTING THE HUB

The Hub (controller) is to be attached to a wall using the wall drilling template or may be placed on a hard surface. The hub should be no more than 6 feet from the power outlet and at least 30 inches off the ground. It should also be within the WI-FI range of the home network. Wiring is to be covered by mulch or similar and is to be placed at the base of walls or other out of the way locations but does not need to be buried below grade. When cabling crosses edged locations, a protective sleeve should be placed to prevent the cable from being cut.

## 2. REPELLER PLACEMENT

Place the repellers where you intend to install them and lay the cables between repellers to ensure there enough cable length to run the route any obstacles. The repellers must be placed within 10 feet of the area commonly used, like patio chairs, grill, etc. The repellers can be mounted firmly in a location using the Universal Mount or Universal Mount with ground stake or Hardscape base. The table below showcases the maximum wiring permitted per Hub based upon the number of repellers.



# Mosquito Control Program Protocol – Premium Package

### 3. CONNECTING THE CABLES

The repellents have pigtail connectors for connecting to the Hub and other repellents by the cables. Connect one end of the cable to the Hub and the other end to the first repellent. If there are multiple repellents, connect the other end of the first repellent to the second one in a daisy-chain manner. Once all repellents are connected, Connect the Hub to a power source and turn the power on. Ensure all repellents are connected by the illuminating amber light, indicating the unit is heating up, and wait until they all turn blue. Turn off the power button on the Hub after confirming all the repellents are connected.



*Left picture is repellent warming up as indicated by an amber light circling the device. Right picture is showing repellent fully warmed and emitting repellent as indicated by the solid blue light. A red flash (not pictured) occurs when cartridge is near empty.*



**Installation tip:** The 24' cable which comes with each repellent will be tightly bound in oval loops and should be unfurled and straightened out to provide full use of its length. 10' cables come packaged in circular loops and are ready to use as is.

**Installation tip:** the HUB only has a female receptacle while the repellents have one of each type of receptacle. By going from the HUB outward in sequence, you won't end up with two male or two female receptacles at the same point.

### 4. SECURING THE CABLES

Finish the install by routing the cable to prevent damage, avoid tripping hazard and provide a professional appearance. Wiring can be covered with mulch or placed along the wall or other out of way location but does not need to be buried below grade. When cabling crosses edged locations, a protective sleeve should be placed to prevent the cable being cut.

# Mosquito Control Program Protocol – Premium Package

## 5. INSERTING OR REPLACING THE REPELLENT



Left



Center



Right

**Left:** To install the repellent cartridge into the repeller, grasp the bottom half of the repeller and twist the top half in a counterclockwise manner.

**Center:** Then take the cartridge and twist the yellow cover off in a counterclockwise manner.

**Right:** With the Thermacell label in the front, push the cartridge up into the holder until it snaps into place.

## 6. DOWNLOAD THE THERMACELL APP

Download the LIV+ App and follow the instruction to connect the system to residents wi-fi network. The LIV+ app should now allow customers to manage the schedule and turn it on and off as they desire.

### SETTING THE SYSTEM TO RECOGNIZE WHICH CARTRIDGE IS BEING INSTALLED/REFILLED.

To properly set the cartridge duration for 180 hours, it is best to use the app. If the customer is not home or the app is not available, then follow these instructions to properly set the system to realize you are installing/refilling with 180 hr. cartridges:

- 1) Install the 180-hr. cartridge into each of the repellents.
- 2) Press and hold the HUB power button until a **SECOND SERIES** of flashes on the HUB is emitted.
- 3) Release the button **DURING** the second series of flashes so you will be in the reset/refill mode.
- 4) To select the 180 hr. cartridge, press the HUB power button to cycle through each of the refill types (40 hr., 100 hr., and 180 hr.), which will be illustrated in yellow (40 hr.), blue (100 hr.), and white (180 hr.) on the repeller (3 presses should result in you seeing white on the repeller light).
- 5) Once the white light is showing on the repeller, press and hold the HUB power button to lock in your selection and once a solid light is emitted, you can release the button, and the system is all set.

# Mosquito Control Program Protocol – Premium Package

## SERVICING/SCHEDULING

Currently, each cartridge contains 5.5% metofluthrin and can operate for 180 hours before needing to be replaced. We expect to replace the cartridges 4 times per year, and that is what is included in a customer’s price. Should additional replenishment (above 4/yr be needed, additional charges may apply). While the system has an app (Apple and Android) that can have a set schedule programmed, we are advocating the customer use the “on-demand” feature, which allows them to turn the system on and off as they see fit. There are some system protections in place that will turn the system off in case the customer forgets that they left it on.

## ORDERING

All components of the system are available for order through D365. The table below shows the components and relevant information.

Item number	Thumbprint #	Product name	Search name
IS-ACCHB	PA-357	PEST-Thermacell, Hardscape Base, each	ThermacellBase
IS-CC10	PA-356	PEST-Thermacell, 10 ft Connecting Cable, each	Thermacell10ftCable
IS-CC24	PA-355	PEST-Thermacell, 24 ft Connecting Cable, each	Thermacell24ftCable
IS-HPSX1	PA-352	PEST-Thermacell, Pro Series Smart Hub	ThermacellSmartHub
IS-RC406	PA-354	PEST-Thermacell, LIV 40-hour Refill, pack of 6	ThermacellRefill
IS-REP1	PA-353	PEST-Thermacell, Repeller w/cord & ground stake	ThermacellRepeller

Please note that the repeller automatically comes with a 24’ connecting cable and ground stake as well as the repeller base connector (to attach to either the ground spike or hardscape base). Once the sales inspector designs and sells a system, the Service Manager and/or GM can place the order via D365. Service Centers should NOT pre-order parts initially.