

## VTM for Week Ending 1/10/2026

To have your VTM marked complete, you must exit and select that you read and understood the content.

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## Cimexa Dust

Active Ingredient: 100% Silica Gel

Signal Word: Caution

PPE: long sleeve shirt, long pants, shoes and water resistant gloves. Respiratory protection is not required by the label, but dust masks should be worn if needed.

Precautionary Statement: Can cause moderate eye irritation. If Cimexa comes in contact with the user's eyes, rinse slowly and gently for 15-20 minutes

Cimexa insecticide dust is a product that Massey Services began utilizing in 2015 as part of our Bed Bug Program *in place* of Alpine Dust. Cimexa's active ingredient, 100% silica gel, clings to the bed bug, absorbs the waxy coating of the exoskeleton causing the bed bug to dry out and die. It is an extremely lightweight dust and care must be taken when applying to ensure it does not drift.

### Application

While the label allows for this dust formulation to be mixed with water, our test trials and university research has shown that this application method is not as effective as when applied in dust form. It is to be used only as a dust.

This material may be applied using a White Crusader/bellows style duster or with a small paint brush. Apply as a light, barely visible film to void areas and cracks and crevices where bed bugs may hide and as outlined by the Massey Services Bed Bug Treatment Protocol. Apply at no more than a rate of 2 oz per 100 square feet. Any product that is visible after crack/crevice/void treatment must be wiped up.

Cimexa is not to be used in areas where liquid residuals have been or will be applied.

Apply Cimexa under and behind all baseboards, doorframes, electrical outlets and within the hollow voids of all bed frameworks.

### Application Restrictions

- Cimexa is to be used only for bed bug treatments per Massey Services Bed Bug Treatment Protocol.
- Cimexa should not be used in damp areas.
- Cimexa is not to be applied to human or pet contact surfaces of mattress, box



White Crusader Duster/Bellows style duster

- spring or upholstered items.
- Cimexa is not to be applied with anything other than White Crusader/bellows style or small paint brush. Do not apply with a power duster.
  - Do not apply Cimexa out in the open or as a broadcast application.

# Massey Services Traditional Bed Bug Services

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Effective treatment of a bed bug infestation is a complex procedure that utilizes the physical removal of the pest in combination with the targeted application of pesticides. However, even when these procedures are followed correctly, the goal of “controlling” the infestation can be very difficult requiring several treatments before success is achieved.

Following the initial inspection a treatment of a bed bug infestation begins with the following steps:

1. Physical removal of bed bug nymphs, adults, cast skins, and eggs with a HEPA-filtered vacuum. Bed bug eggs are deposited with cement like material so it is important to vigorously brush the surfaces of the item being vacuumed. The cracks and crevices around the seams of mattresses, bed frames, and baseboards are extremely important focal points. Surfaces and grooves should be brushed toward the vacuums inward airflow to prevent distributing bed bugs and eggs to other areas.
2. The initial service and includes a detailed inspection of all cracks and crevices including the wall floor junctions, wall ceiling junctions, door and window frames, all bed frames and hard structures, the back and supporting wall brackets of the head board and the inner surfaces of the dresser, night stand and other furniture.
3. Apply Cimexa Insecticide Dust (engineered silica) under and behind all baseboards, doorframes, electrical outlets, and within the hollow voids of all bed frameworks. This product is very light and free flowing. Application is best performed using gentle puffs from a hand duster.
4. To treat areas not where Cimexa has not been applied:
  - a. Utilize the combination of Suspend, Excite-R and Exponent as a crack & crevice application and as a 6-8 inch band treatment to the wall/floor junctions.
  - b. Apply this combination of materials as a crack and crevice application to furniture joints and voids where bed bugs most often harbor.
5. If possible, all of these cracks, crevices, or joints should be caulked to eliminate the area as a harborage site.
6. Apply the combination of materials to interior voids and cracks/crevices and outer surface areas of the box springs, not mattresses. Focus on seams, fabric folds and structural elements that could be bed bug harborage sites.



# Massey Services Traditional Bed Bug Services

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7. The 3 product combination of contact materials may be replaced with Eco Via EC as a more environmentally responsible option for the initial crack & crevice applications. The customer must be aware this product has a mint odor that may linger for a few days. (Do Not use Evo Via prior to bed bug heat services.)
8. Do not apply any residual pesticide materials to the surfaces of the mattress where people or pets could contact the treated area. All surfaces, folds, and tufts are to be thoroughly brushed and vacuumed to remove insects, cast skins and eggs. Treatments of non-residual contact insecticides labeled for mattress use may be applied after vacuuming (Sterifab).
9. If purchased or provided in the service bite proof and escape proof mattress and box spring encasements are to be installed by Massey Services.(Protect-A-Bed mattress encasements)
10. Make sure all items that will be removed from the room are bagged and sealed before they leave the room to prevent a second infestation in another part of the building. If the items are to be thrown away, be sure they are clearly marked and defaced/damaged to prevent/discourage someone from taking the infested items to their home.
11. Adjoining guest rooms in hotels, rooms of adjoining apartments or bed rooms and living areas of single family homes are to be inspected and serviced to prevent bed bugs from moving through wall voids and into these areas. The minimum level of service should include a thorough inspection, application of Cimexa Dust into wall voids shared with rooms with confirmed bed bug activity.
12. Record findings, material use and completion of the above steps on the Customer Service Report.

## ITEMS TO COMMUNICATE TO THE CUSTOMER:

1. All bed linens, spreads, covers, pillows, etc. **must be sealed in marked plastic bags prior to removal from the room.** All items should be placed in a dryer and heated at medium to high temperatures (120°F to 140°F) for at least 40 minutes prior to normal laundering. Launder in hot, soapy water and dry. Dry cleaning may be appropriate for some items.
2. In hospitality, healthcare or similar facilities; if belongings are to be relocated to another room inspect and provide a complete material service to the second room using Cimexa Dust and the 3 product combination of materials mentioned above prior to beginning service to the infested room.



# Massey Services Traditional Bed Bug Services

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3. If there is evidence of infested clothing or belongings, these items can be heated in a dryer for at least 40 minutes. All hard goods (suitcases, bags, carts) must be inspected, brushed, and vacuumed prior to being removed from room. Treatments using labeled, non-residual contact insecticides may be applied after vacuuming. (Steri-Fab/Evo Via)
4. The room(s) must remain vacant until the service is completed and the room has been cleaned, reassembled and all liquid residues have dried.
5. If the customer chooses to discard the infested furniture, **moving the furniture must occur AFTER treating the infested items and area(s)**. Items to be thrown away must be clearly marked and defaced/damaged to prevent/discourage someone from taking the infested items to their home. Inspect and treat replacement furniture in the storage area prior to placement into the affected/treated room(s).

## FOLLOW-UP

Deeply concealed bed bugs or groups of bed bugs may not contact the applied materials and survive the initial treatment. Adults and nymphs hiding deep within wall voids may lay dormant for many weeks before seeking a host or relocating within the environment. In addition, eggs that survive the initial treatment can take up to 14 days to hatch. Inform the customer that the affected room(s) will be inspected the day after the initial service and released to them. Use of the affected area is at the discretion of the owner/manager of the location being serviced. As outlined in the Bed Bug Service Agreement a **one** day follow up to the initial service and then **three** weekly inspections/follow up services will be scheduled to ensure that the infestation is controlled. These services are to be entered in Service Pro as bed bug follow up services. To enhance our ability to measure our performance bed bug monitors will be placed and inspected during the 3 weekly follow up services.(Bed Bug Central ScenSci & ScenSci Lure)

**The day after follow up to the initial bed bug service** includes inspecting the room and contents with the same detail and intensity as the initial service. Apply Cimexa Dust to void areas where bed bug activity is found to persist. After completing the inspection and treating any remaining bed bugs by applying the 3 product combination materials to the wall floor junctions, wall ceiling junctions, door and window frames, all bed frames and hard structures, the back and supporting wall brackets of the head board and the inner surfaces of the dresser and night stand. Place 6 bed bug monitors in each bed room; 2 on the floor on each side of the head board, 2 behind furniture on the headboard wall, 1 in the closet, 1 behind the dresser.(See ScenSci BB Monitor VTM)

The **first of three weekly** follow-up services is 7 days after the initial service and includes a detailed inspection of all cracks and crevices including the wall floor junctions, wall ceiling junctions, door and window frames, all bed frames and hard structures, the back and supporting wall brackets of the head board and the inner surfaces of the dresser, night stand and other



# Massey Services Traditional Bed Bug Services

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furniture. As appropriate apply Cimexa or Phantom (chlorfenapyr) to all bed bug harborage areas as crack and crevice or void treatments. Note: this service is to be very detailed as label restrictions limit the use of Phantom to once every 4 weeks.

The **second** follow-up service is 14 days after the initial service and includes a detailed inspection of all potential bed bug harborage areas. Material applications of Cimexa Dust and Temprid SC only to be made when live bed bugs are found.

The **third** follow-up service is to be provided 21 days after the initial service. Excluding areas treated with Cimexa Dust this service includes detailed applications of Temprid SC to the wall floor junctions, wall ceiling junctions, door and window frames, all bed frames and hard structures, the back and supporting wall brackets of the head board and the inner surfaces of the dresser and night stand. Afterwards, caulk and seal all potential bed bug harborages along the head board wall.

The findings of each inspection, including results of monitoring are to be documented on a Pest Prevention Service Report and reviewed with the customer.





WILTON SIMPSON  
COMMISSIONER

Florida Department of Agriculture and Consumer Services  
Division of Agricultural Environmental Services

**CONSUMER CONSENT FORM**

**Respond to:**  
Bureau of Inspection and  
Incident Response  
3125 Conner Blvd., Suite N  
Tallahassee, FL 32399-1650

Rule 5E-14.105, F.A.C.

Telephone: (850) 617-7996; Fax: (850) 617-7981

A pest control company must give you a written contract prior to any preventative or corrective treatment of each wood-destroying organism. Unless issued for pre-construction treatment, this contract must be provided to you before any work is done and before any payment is made so that you have an opportunity to thoroughly read it and understand exactly what services are being provided.

TIPS: Be sure you understand:

1. All structures or building that will be included in the contract.
2. The duration of the contract and its renewal terms. (Most contracts are for five year periods, renewable annually, but others renew perpetually.) Verify how long the renewal rate will remain the same and, if it's allowed to increase, does the contract disclose a basis for the renewal increase (maximum percentage, cost of living, inflation, etc.)
3. Make sure the common name of the wood-destroying organism to be controlled by the contract is indicated and you understand which organisms are NOT covered.
4. The contract should state whether the treatment is preventative or corrective (treating an active infestation). Verify if a treatment is to be performed or not. If not, verify that the company has appropriate insurance coverage based on inspection and not based on "work performed".
5. The contract should state if it is a retreatment only or a retreatment and repair contract. If it is a retreatment and repair contract, make sure you understand what condition must occur to require the company to perform retreatment and/or repair. Also confirm that the maximum repair amount the company will pay is disclosed.
6. Finally, determine if the contract is transferable to a new owner if you happen to sell your property and the terms associated with this. Some companies charge a fee and others just request a written notification.

Rule 5E-14.105(7), Florida Administrative Code, states, "A structure shall not be knowingly placed under a second contract for the same wood-destroying organism control or preventative treatment in disregard of the first contract, without first obtaining specific written consent signed by the property owner or authorized agent using the Consumer Consent Form (FDACS-13671 Rev. 09/16)."

I understand that I have an existing contract with \_\_\_\_\_ (fill in company name) to provide wood-destroying organism(s) control or preventative treatment, and I am voluntarily entering into a second contract for control or preventative treatment for the same wood-destroying organism(s), which may void the terms of the existing contract.

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\_\_\_\_\_ Date: \_\_\_\_\_  
 Print Name of Consumer

\_\_\_\_\_ Title: \_\_\_\_\_  
 Signature of Consumer (Owner or Authorized Agent)

\_\_\_\_\_ Date: \_\_\_\_\_  
 Print Name of Pest Control Representative

\_\_\_\_\_ Company: \_\_\_\_\_  
 Signature of Pest Control Representative



Florida Department of Agriculture and Consumer Services  
Division of Agricultural Environmental Services

**CONSUMER NOTICE FORM**

**WILTON SIMPSON  
COMMISSIONER**

Rule 5E-14.105, F.A.C.

A pest control company must give you a written contract prior to any treatment of each wood-destroying organism. It is very important that you read and understand the contract you are signing. The pest control company is only obligated to follow the terms of the contract you have signed, regardless of other statements by the company or salesperson. (Note: Contracts for treatment for new construction can be issued to the builder and provided to you at closing).

**BASIC REQUIREMENTS FOR CONTRACTS**

- The contract must state the common name of the wood-destroying organism to be controlled by the company (e.g. subterranean termite, powder post beetle). If the contract is for termite control, the contract must clearly state whether Formosan termites are covered or not.
- Some contracts do not include a treatment at the time the contract is issued, and that should be clearly stated. If a treatment is performed as part of the contract, the cost for the treatment must be stated. If the treatment is only for certain areas, the contract should clearly state that it is for "spot treatment" only.
- The contract must state if it is a retreatment only or a retreatment and repair contract. If it is a retreatment and repair contract, carefully read the sections of the contract that state when repairs will or will not be covered by the contract.

**REQUIREMENTS FOR STATING WHEN TREATMENT OR REPAIR WILL NOT BE COVERED BY THE CONTRACT**

- Repair contracts will not cover repairs from termite damage under every condition. The contract must state when retreatment or repair will be done, and conditions under which the company can refuse to retreat or repair.
- These conditions have to be stated and be under headings in the contract that are in bold print. Companies typically refuse repair or retreatment if the condition of the house is such that moisture or leaks result in termite infestation, or where siding makes it hard to see termite infestation

Examples of this are:

- Cracks in concrete slabs
- Wood or wall siding in contact with ground
- Plumbing leaks
- Leaks in the roof
- Water accumulating against side of house

The law does require that companies notify you if they see conditions which would void the repair promise and they have to give you a chance to correct the condition before voiding the contract or denying repair coverage.

- Contracts may have a condition that does not cover Formosan termite damage until a specific time period has passed. This means that if damage occurs during this period the company will not pay for repair.
- You have the right to compare contracts from other companies before signing a contract with a company. Choose the company that gives you the best contract options.
- If you have any questions about the terms of the contract, or concerns about the compliance history of the company with regard to pest control laws or regulations, contact the Department of Agriculture and Consumer Services at phone number: 850-617-7996 or email: [biircomplaints@fdacs.gov](mailto:biircomplaints@fdacs.gov).

I understand that I am entering into a contract with \_\_\_\_\_ (fill in company name) to provide wood-destroying organism(s) treatment, and I have read and understood the terms of the contract.

\_\_\_\_\_  
Print Name of Consumer

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of Consumer

Title: Property Owner or authorized agent

\_\_\_\_\_  
Print Name of Pest Control Representative

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of Pest Control Representative

Company: \_\_\_\_\_



Florida Department of Agriculture and Consumer Services  
Division of Agricultural Environmental Services

Formulario de Aviso al Consumidor

WILTON SIMPSON  
COMMISSIONER

Rule 5E-14.105, F.A.C.

Una compania de control de plagas debe proveerle con un contrato escrito antes de comenzar cualquier tratamiento para organismos destructores de madera. Es muy importante que usted lea y entienda el contrato que esta por firmar. La compania de control de plagas solo esta obligada a seguir los terminus del contrato que usted haya firmado, independientemente de cualquier otra explicacion o afirmacion hecha por el vendedor de la compania. (Nota: El Contrato para el tratamiento de nuevas construcciones pueden ser expedido al contratista y le sera entregado al cierre de la negociacion).

REQUERIMIENTOS BASICOS PARA CONTRATOS

- El contrato debe establecer el nombre comun del organismo destructor de madera a ser tratado por la compania (ej. Termitas subterranas, escarabajo de la madera). Si el contrato es para el control de termitas, el mismo debe claramente establecer si la termita Formosan esta o no cubierta.
- Algunos contratos no incluyen un tratamiento al momento de expedir el mismo y eso debe estar claramente establecido. Si un tratamiento es realizado como parte de un contrato, el costo por ese tratamiento debe ser especificado. Si el tratamiento es solo para algunas areas, esto tambien debe estar estipulado dentro del contrato como "Tratamiento Localizado" solamente.
- El contrato debe establecer si solo cubre tratamientos o si cubre tratamientos y reparaciones. De ser un contrato para tratamientos y reparaciones, lea cuidadosamente las secciones del contrato que establecen que tipo de reparaciones seran o no cubiertas por el contrato.

REQUERIMIENTOS QUE ESTABLECEN CUANDO UN TRATAMIENTO O REPARACION NO SERA CUBIERTO POR EL CONTRATO.

- Los contratos de reparaciones no cubran los danos ocasionados bajo distintas circunstancias por termitas. El contrato debe establecer cuando el tratamiento o reparacion sera realizado y las condiciones bajo las cuales la compania pudiera rechazar tartar la plaga o reparar el dano.
- Esas condiciones deben ser establecidas y resaltadas como titulo en el contrato. Las companias tipicamente rehusan reparar danos or tratar plagas si la casa presenta condiciones de humedad o grietas que permiten la presencia de termitas a un nivel de infestacion, o cuando los revestimientos de paredes dificulte detectar la presencia de termitas.

Ejemplos de esto es:

- Grietas en losas de concreto
- Madera o revestimiento de paredes en contacto con el .suelo.
- Fugas de plomeria.
- Goteras en el techo
- Acumulacion de agua contra un costado de la casa.

La ley no requiere que las companias le notifiquen si ellos observan alguna(s) condicion(es) que pudiera anular la clausula de reparacion y deben darle una oportunidad para corregir cualquier anomalidad antes de anular el contrato o negar la cobertura de reparacion.

- Los contratos pueden presentar una clausula donde los danos producidos por termitas Formosan no son cubiertos hasta un periodo de tiempo previamente establecido por el mismo. Esto significa que si el dano ocurre durante ese periodo de tiempo establecido la compania no pagara las reparaciones necesarias.
- Usted tiene el derecho de comparar contratos de otras companias antes de firmar un contrato con una de ellas. Elija la compania que le provea las mejores opciones.
- Si usted tiene alguna duda o pregunta acerca de los terminos del contrato o alguna duda o preocupacion acerca del record historico de trabajo de la compania con respecto a las leyes y regulaciones para el control de plagas, por favor contacte el Departamento de Agricultura y Servicios al Consumidor al numero telefonico: 850-617-7996 o escribanos al email:biircomplaints@fdacs.gov.

Entiendo que estoy aceptando el contrato establecido por \_\_\_\_\_ (coloque el nombre de la compania) para el tratamiento de organismo(s) destructor de madera, y he leído y entendido los terminos del mismo.

\_\_\_\_\_  
Imprima el Nombre de Consumidor

La fecha: \_\_\_\_\_

\_\_\_\_\_  
La firma de Consumidor

El título: El Dueño de la propiedad o autorizó a agente

\_\_\_\_\_  
Imprima el Nombre de Representante de Control de Peste

La fecha: \_\_\_\_\_

\_\_\_\_\_  
La firma de Representante de Control de Peste

La compañía: \_\_\_\_\_



## WEEKLY TRAINING SESSION



### Soil pH

**Topic Category:** Lawn

**Recordable Verifiable Training Hours:** 1.0 hours

**Objectives:** This lesson is designed to teach the basics of pH, its effects and sampling.

**Length of lesson:** Approx 1 hour.

**Materials needed:**

- Training Outline
- GreenUP Protocol “pH” – G:\Shared\GreenUp Reference Materials\GreenUp Protocols\Individual Protocols\Lawn Care Basic Application
- Soil probe(s)
- Hellige-Truog pH test kit
- Cardy twin pH meter
- Distilled water (NOT tap water)
- A can of Coke or other carbonated soda
- Plastic bags
- Disposable cups
- Pre- and Post- tests

**Training Guidelines:**

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Begin the meeting by defining the training topic and handing out the Pre-test
  - Allow a few minutes for Team members to complete the pre-test.
  - Collect the pre-test and hand out the Verifiable training form
- Distribute and review the training materials on pH. Use the Training Outline as a guide for key points.
  - Encourage active participation from all Team Members
  - Ask probing questions to develop key points
  - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
  - Collect the pre-test and discard.
- Hand out the Post-tests. When complete, have each Specialist pass their test to another Specialist for grading.
- Grade the tests as a group and discuss the answers.
- Collect the tests
- End the training session.
- Record the post-test scores on the VTRF for each Team Member.
- Place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member’s training file.
- Complete all Weekly VTM’s through Massey University.



## WEEKLY TRAINING SESSION



### Soil pH

#### Training Outline

1. Review the GreenUP pH protocol.
  - a. Impress on the Team Members the importance of sampling the soil at the time of sale, at every annual aeration and whenever there is a problem.
  - b. Emphasize the role pH plays in achieving proper results from our nutritional applications.
  - c. Emphasize the need to pull samples from both affected and non-affected areas, but not to blend these samples together.
2. Demonstrate how to perform a pH soil test using the Hellige-Truog pH test kit and the digital pH tester.
  - a. Have each Team Member collect a soil sample from the training location. Encourage samples to be taken from different areas.
  - b. Write down the location of each sample and the condition and appearance of the plants of each sample site.
  - c. Test the samples using the Hellige-Truog pH test kit.
  - d. Test the samples using the digital pH tester.
    - i. In disposable cups, have the Team Members mix their soil samples with distilled water.
      1. The samples should consist of two parts water to one part soil.
      2. Only distilled water should be used: tap water interferes with the pH reading.
    - ii. Demonstrate how to calibrate the pH meter. Instructions are enclosed with each meter. Read the directions.
    - iii. Perform the test for each sample, making sure to clean the probe after each test as per the directions.
    - iv. Write down the results of each reading.
    - v. As a comparison, take the pH of a carbonated soda.
3. Discuss the results as they pertain to the conditions found.
  - a. If the conditions are consistent with the soil pH, explain how to correct the condition.
  - b. If the conditions are not consistent with pH, explain what other factors could be responsible for causing the condition. Reinforce the importance of always pulling a soil sample as all potential causes need to be reviewed.

**Soil pH**

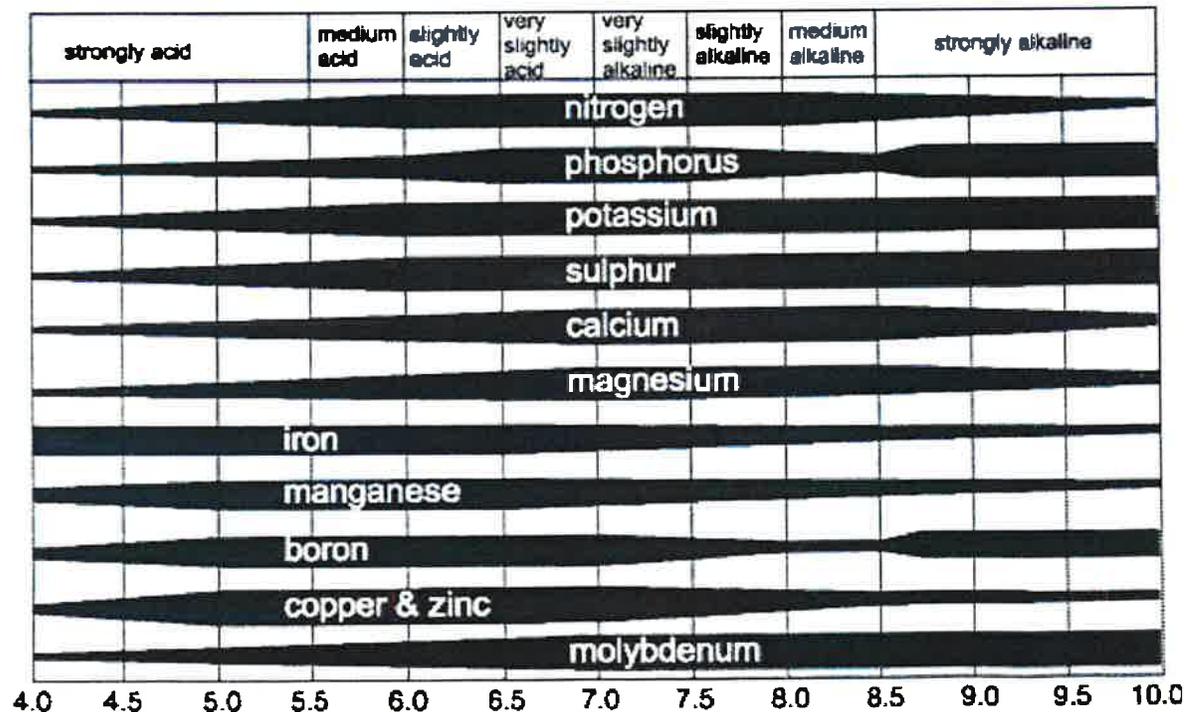
**What is pH?**

Soil pH is a primary factor in the effectiveness of the fertilizer materials we apply. In very basic terms, the expression pH stands for “potential Hydrogen”. What is important to us is that it is a numeric measurement of acidity or alkalinity. Depending upon the soil pH, the nutrients needed for plant growth may not be available to the plant. As a result, incorrect soil pH causes nutrient deficiencies and undesirable conditions for a healthy landscape.

So what is a correct pH? This depends on the needs of the particular plant. Some plants, such as azaleas, gardenias and camellias, prefer lower pH soils. Some plants, such as hydrangea, grow in both higher and lower pH. Generally, however, most plants prefer a pH value that is slightly acidic.

How is pH measured? The pH of a soil is measured using a scale that ranges from 0 to 14. A pH of 1 is very acidic, 7 is neutral, and 14 is very alkaline. This scale is logarithmic, so every whole number value move is a change of a factor of ten, e.g. a pH of 5 is ten times more acidic than a pH of 6, but a pH of 5 is 100 times more acidic than a pH of 7.

The chart below shows the availability of many of the nutrients needed for plant growth at a variety of pH values. The wider the nutrient bar, the more available the nutrient is to the plant.





## GREENUP SERVICE PROTOCOLS

### Soil pH

How will turf look if the pH is not in the proper range? If the soil pH is low or high, the turf will have poor lateral growth and leaf color will be yellow (chlorotic).

How will shrubs look if the pH is not in the proper range? This varies greatly due to the requirements of the ornamental, but dark veins with chlorotic tissue in between and an overall yellowing (chlorosis) of the leaves are the two most common. Plants are characterized as poor quality, non-vigorous, and do not seem to respond to nutritional treatments.

Nutrients such as Fe and Mn are increasingly unavailable to plants at higher pH values, where others become unavailable to plants as pH becomes more acidic.

It is important to keep in mind that pH is not the only item that will affect growth and color. It could be that the nutrient(s) needed are not present in sufficient amounts for proper plant growth or it may be that the roots are not able to absorb the nutrients due to a disease issue. However, pH is a very good starting point in your diagnostic process in determining the cause of a growth or color problem.

Never make an assumption about the pH of a soil; always test the pH before making any type of pH adjustment. It is possible for the soil under well-established oak or pine trees to become acidic. Alkaline soils are sometimes found in areas where subsurface fill has been used, in coastal areas where high levels of calcium are prevalent, or in areas where the pH of the irrigation water is particularly high.

#### When to Sample

There are three times to take samples to determine soil pH:

- 1) At the time of sale.
- 2) Annually during the aeration service.
- 3) Whenever there is a problem with the lawn's color or growth.

#### How to Sample

A soil sample for pH testing is pulled using a soil probe. If the test is for a general sampling of the pH, pull 5 to 10 cores throughout the entire shrub bed or turf area. If the sample is for a specific problem, pull 5-10 cores from the affected areas and 5-10 cores from the non-affected areas, analyzing the two samples separately. By pulling two samples, a comparison can be made between the pH levels in the good and problem areas. This will help you to identify if the problem is truly related to soil pH.

The soil sample should be taken to the depth of 6 inches because this is where the roots are. Obtain the pH value by taking root zone cores from an area of similar conditions, and mixing them up in a bag.

If sampling areas where turf has been recently installed, sample the soil below the sod base so the indigenous soil is being sampled.



### Soil pH

#### Using the Hellige-Truog pH Tester

The Hellige-Truog pH test kit is provided for all Inspectors who may sell GreenUP services. (A pH reading is required for all GreenUP sales.) This kit uses a liquid reagent and soil reaction powder to provide a color-metric indication of the soil pH.

- Collect soil samples as described previously.
- Place each sampling group in a plastic bag or other container to combine and mix the soil cores.
- The pH kit comes with a plastic tray containing 4 circular depressions. Add 2 to 3 drops of liquid reagent to the depression depending on the number of samples being tested. One or two samples per sampling group are sufficient.
- The pH kit also comes with a very small spoon-like device. Add a small amount of soil using the spoon device to the liquid reagent until the soil has absorbed the reagent and the soil is saturated.
- Mix and crush the reagent saturated soil with the backside of the plastic spoon device.
- Sprinkle the reagent powder lightly over the saturated soil and allow time for the powder to absorb the moisture and show the color.
- Match the color of the sample to the pH color chart. Some colors will be slightly darker or lighter than a color on the chart. This is indicating that the pH level is between the two readings.

Soil pH sampling during the initial inspection can be very impactful for a potential customer. Soil pH is crucial to agronomics. The sampling process provides visual evidence of our agronomic competency and sampling at the time of sale helps to separate us from the other companies that may be providing estimates.

#### What to do with the results

Document the results of the customer's pH on the Inspection Report & Graphical Analysis as well as the Start Sheet. The results, area sampled and the date the sample was taken must ultimately be entered in the permanent notes field in the customer database system for future reference.

When pH adjustments are required at the time of sale, the appropriate charges must be applied to the initial service.

The ideal pH range for St. Augustine turf is between 6.0 and 6.8; Zoysia, Bermuda and Tall Fescue between 5.0 and 6.5; and for Bahia or Centipede between 5.0 and 6.0.

Most shrubs and trees will perform well in pH ranges of 5.0 to 6.5. Some shrubs such as Azaleas, Camellias and Gardenias prefer a more acidic soil in the range of 4.5 to 6.0.



### Soil pH

#### Soil pH Adjustment

Soil pH adjustment is typically a slow process and may often be temporary. Soil pH reaction to products like lime and sulfur may take months. It is often necessary to repeat these applications to achieve desired results. Soil pH monitoring is needed indefinitely, which is why we do it at least once a year. The customer must be informed of the proper expectation for this situation.

If the soil pH needs to be raised  $\frac{1}{2}$  of a point to be in the proper range, apply 25 pounds of lime per 1000 sq. ft. If the pH needs to be raised 1 full point to be within the proper range, apply 50 pounds of lime per 1000 sq. ft. Lime takes time to react in the soil and provide a change in the pH. Check the pH 3 months after application. If necessary, an additional application can be made at that time. Do not make more than 2 applications in a 6 month period. Do not apply more than 100 pounds of lime per 1000 sq. ft. per year.

If the soil pH needs to be lowered by  $\frac{1}{2}$  of a point or more, granular sulfur will need to be applied at **4 to 8** pounds per 1000 sq. ft. Do not apply granular sulfur to wet turf as it can burn the plant tissue, particularly if the material is dusty. See protocol "Lowering pH for Zoysiagrass lawns".

Ammonium Sulfate (20-0-0) is a water soluble nitrogen source that has some soil acidifying effects. However, it should not be used for the sole purpose of acidifying the soil. When using 20-0-0, you are applying a readily available nitrogen source. Excessive nitrogen will increase thatch buildup and increase the incidence and severity of Large Patch Fungus; this is a particular concern in the case of Zoysiagrass. Applications of ammonium sulfate or fertilizers containing ammonium sulfate in addition to our regularly scheduled program should only be performed when an increase in vegetative growth is desired.

Also consider that state law prohibits the use of water soluble nitrogen at rates greater than  $\frac{1}{2}$  pound of nitrogen per 1000 sq. ft. per application. The maximum amount of 21-0-0 that can be applied at any given time is 2.5 pounds per 1000 sq. ft. Additionally, some local ordinances prohibit the application of water soluble nitrogen unless it is combined with 50% slow release nitrogen.

Instructions to the customer after an application of any of the products mentioned above is to apply  $\frac{1}{4}$  inch of water to move the product off the plant material and into the soil.

If the turf is chlorotic (yellow) apply a chelated micronutrient solution as a foliar spray (0-0-1 in Florida or Ferromec AC in Georgia) in addition to adjusting the pH as described above. Include a wetting agent and delay watering for at least 2 hours after application.



## GREENUP SERVICE PROTOCOLS

### Soil pH

Remember that the important aspect of soil pH is to achieve proper plant health. Except in the case of newly installed plants or turf, if the plant looks healthy, leave the pH alone; the goal is healthy plants, not a perfect pH reading. Newly installed plants or turf may be adversely affected by the soil pH at a later time since they have not yet rooted into the indigenous soil. Because of this, the soil pH should still be adjusted. Soil pH adjustment using the information in this protocol is not only for turf, but also applies to trees, palms and shrubs; be mindful that the usage rates listed are to cover an area of 1000 sq. ft.

#### Using the Digital pH Meter

In cases when getting an exact pH reading is necessary, the sample is brought into the Service Center and a digital pH meter is used. The digital pH meter is a sensitive piece of equipment. Read the directions before use. At no time is the sensor of the pH meter stuck into the soil.

- Mix the soil sample with distilled water using 2 parts water to one part soil.
- Thoroughly stir the soil in the water using a plastic spoon.
- Allow the mixture to sit for several minutes before testing.
- While the mixture is sitting, calibrate the pH meter.
  - Turn the meter on
  - Place a drop or two of the 7.0 buffer solution onto the sensor
  - Press and hold the calibration button until 7.0 appears, then release. The meter will signal when the calibration is done. Rinse the sensor with distilled water.
  - Repeat the procedure for the 4.0 buffer solution and then rinse the sensor with distilled water.
  - After calibration, you are ready to test.
- Using the eye dropper provided, collect some of the water from the soil and water mixture.
- Place a few drops of the water onto the sensor surface.
  - Do NOT stick the sensor into the soil.
- Allow the meter to complete the test. The meter will signal the reading complete when a "happy face" appears or when the reading remains steady.
- Rinse the water solution off the sensor and *gently* blot the sensor with a paper towel before testing the next sample.
- There is no need to recalibrate between samples when multiple samples are being run at the same time.



## WEEKLY TRAINING SESSION



### January Application Procedures

**Topic Category:** Lawn

**Recordable Verifiable Training Hours:** 1.5

**Objectives:** This lesson is designed to teach our Application Procedures for January.

**Length of lesson:** Approx 1 Hour and 30 minutes.

**Materials needed:**

- Training Guideline
- January Applications Training Document and What We Apply – What We Expect document located in the G: Drive Shared\GreenUp Reference Materials\GreenUp Protocols\Monthly Applications Information\2026\January.
- **6 pounds** of 12-0-14 Shrub Fertilizer (16 ounces in a measuring cup is close to one pound)
- 1000 sq. ft. area of shrub bed
- Pre- and Post- tests.

**Training Guidelines:**

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Hand out the Verifiable Training Record Form (VTRF)
- Begin the meeting by defining the training topic and handing out the Pre-test
- Distribute and review the training materials on January Application Procedures
  - Allow the Team Members to complete the Pre-test as the application information is discussed.
- Use the Training outline as a guide for key points.
  - Encourage active participation from all Team Members
  - Ask probing questions to discuss key points.
  - Read and answer questions from the test and have the Specialists write in their answers.
  - Encourage group reading.
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
  - Collect the pre-test and discard.
- Hand out the Post-tests. When complete, have each Specialist pass their test to another Specialist for grading.
- Grade the tests as a group and discuss the answers.
- Collect the tests.
- Take all Specialists to the pre-measured shrub bed area. Apply the **6** pounds of 12-0-14 to the shrub bed area so they get an idea of how much fertilizer is being applied to all new shrub care services.
- End the training session.
- Record the post test scores on the VTRF for each Team Member.
- Place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Workday



## GREENUP SERVICE PROTOCOLS

### January 2026 LANDSCAPE APPLICATIONS

**Geographical Areas Defined: "South" - Sarasota to Vero and South of this line. "Central" - Clearwater, Tampa, Odessa, Leesburg, Volusia and South of this Line to Sarasota and Vero - "North" - Brooksville, Ocala, to Palm Coast and North of this Line - "Tallahassee and Baton Rouge" - Tallahassee and Baton Rouge.**

#### Lawn Care Accounts

##### 1. St. Augustine

- a. New Customers and Regular Customers (Orange County, Central, and South Service Centers including Nitrogen Blackout)  
Apply **4** pounds of 20-0-6 **with Barricade** per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool.
- b. New Customers and Regular Customers (Alachua and Hernando Counties, Northern, Tallahassee, and Baton Rouge Service Centers)  
Apply **5** pounds of 0-0-3 **with Barricade** per 1000 sq. ft.

All broadleaf weeds in St. Augustine lawns must be spot treated with the **\*\*SBM1 Slurry at 2** ounces of pre-mixed material plus **3** ounces of Auguzine per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. These materials should be mixed in the following manner: Add half of the measured water into the backpack sprayer. Measure the SBM1 add it to the water and agitate. Measure the Auguzine, add it to the water and agitate. Add the other half of the measured water and agitate. Do not allow concentrate SBM1 to touch the concentrate Auguzine or the two materials will coagulate.

**\*\* South Service Centers continue to use SBM2 Slurry at 2 ounces per 1000 sq. ft. with 3 ounces of Auguzine.**

##### 2. Zoysia

- a. New Customers and Regular Customers (All Service Centers except Orange County and South Service Centers)  
Apply **5** pounds of 0-0-3 **with Barricade** per 1000 sq. ft.
- b. New Customers and Regular Customers (Orange County and South Service Centers)  
Apply **4** pounds of 20-0-6 **with Barricade** per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool.

##### 3. Bermuda

- a. New Customers and Regular Customers (All Service Centers except Alachua and Hernando Counties)  
Apply **4** pounds of 20-0-6 **with Barricade** per 1000 sq. ft.; typically, this will be setting 15 with the Lesco Calibration tool.
- b. New Customers and Regular Customers (Alachua and Hernando Counties)  
Apply **5** pounds of 0-0-3 **with Barricade** per 1000 sq. ft.



## GREENUP SERVICE PROTOCOLS

### January 2026 LANDSCAPE APPLICATIONS

4. Centipede
  - a. New Customers and Regular Customers (All Service Centers)  
Apply **5** pounds of 0-0-3 **with Barricade** per 1000 sq. ft.

Broadleaf weeds in Zoysia, Bermuda, and Centipede are spot treated with **0.75 ounces of Change Up Herbicide** per gallon of water, using the backpack sprayer and the 11010-spray tip. Do not use on St. Augustine grass or damage will occur. Use a separate backpack dedicated for this use.

5. Bahia
  - a. New Customers and Regular Customers (All Service Centers)  
Apply **5** pounds of 0-0-3 **with Barricade** per 1000 sq. ft.

Broadleaf weeds in Bahia are spot treated with **0.9 ounces of Change Up Herbicide** per gallon of water, using the backpack sprayer and the 11010-spray tip. Do not use on St. Augustine grass or damage will occur. Use a separate backpack dedicated for this use.

Active Large Patch (Brown Patch) fungus in any grass type is treated with Affirm at 1.6 ounces by volume in a fluid ounce measuring cup **and Pillar SC** at **1** ounce per 1000 sq. ft. Better control will be achieved when applied at 5 gallons of water per 1000 sq. ft. or watered in lightly when using a backpack sprayer. Using the drop tank for treatments with Affirm and Pillar SC is very beneficial as it helps to flush out any sludge build up that can accumulate if product is left in the tank unused for extended periods of time, which in turn will damage the system, when we use them in April. A proactive treatment will need to be done 30 days later using Pillar G at **3** pounds per 1000 sq. ft. See the GreenUP Protocol for Large Patch Fungus if you are not completely familiar with this protocol. **DO NOT TREAT ACTIVE LARGE PATCH WITH ONLY PILLAR G!**

All new lawn care customers receive the above application protocols for New Customer Services. A **complete** Regular Service lawn care application is done (at full charge) about **30** days after the initial application using the regular monthly lawn care protocol for the month in which the regular service is performed. Aeration plus the 0-0-3 or Granular Sulfur application is performed the month following the initial treatment.

Make sure to use your sidewalk guard properly around roadways, driveways, and sidewalks. Remember blowing off the roadways, sidewalks and driveways is required after all granular fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer. Blow off any landscape curbing as well to avoid staining.

Do not apply Barricade fertilizer to newly installed sod or plugs; the roots will not establish properly, and damage can occur.



## GREENUP SERVICE PROTOCOLS

### January 2026 LANDSCAPE APPLICATIONS

#### 6. Annual and New Aeration

Apply 0-0-3 (Straight) or Granular Sulfur (depending on the soil pH) at 5 or 4 pounds respectively per 1000 sq. ft.; typically for Sulfur this will be setting 15 with the Lesco Calibration tool. See the Aeration Service Protocol for complete details.

**Inspect all lawns very carefully for chinch bug activity. Good inspections, proper treatment and proper proactive treatments must be done.** If chinch bugs are found, spot treat the affected area and at least a 3-foot border around the area with 1 ounce of Bifenthrin per 1000 sq ft from a backpack sprayer using the 8010E spray tip. Perform proactive inspections for any chinch bug problem 10 to 14 days after treatment to ensure they are dead. If there is no further activity, do not do any additional treatment.

### Shrub Service

Certain shrubs (see the list below) are treated with the insect and disease control materials on a preventative basis for insect and disease. Most shrubs are treated on an as needed basis only. Do not treat every shrub on the property. This is not necessary or beneficial.

#### a. New Customers (All Service Centers except Hernando and Alachua Counties)

Apply 12-0-14 at 6 pounds per 1000 sq. ft. 8-0-12 is used for palms, sagos, and shrubs where palms are present at 8 pounds per 1000 sq. ft. Keep this material off concrete surfaces.

#### b. New Customers (Hernando and Alachua Counties)

Apply 0-0-3 at 6 pounds per 1000 sq. ft. per 1000 sq. ft. Keep this material off concrete surfaces.

#### c. Regular Customers (All Service Centers)

Treat shrubs that are prone to insect or disease problems.

- Apply 16 ounces of Horticultural Oil and 1.8 ounces of Kalmor in a fluid ounce measuring cup (1.6 ounces by weight) per 10 gallons of water.

Shrubs that are treated on a preventative basis with every initial and regular service include:

- Loropetalum (through the winter months)
- Viburnum (especially the Awabuki and Suspensum, through the winter months)
- Azalea
- Camellia
- Gardenia
- Sago
- Pittosporum
- Indian Hawthorne
- Holly
- Knock-Out Roses
- Ficus (South FL)
- Duranta (through the winter months)



## GREENUP SERVICE PROTOCOLS

### January 2026 LANDSCAPE APPLICATIONS

The list above may be expanded depending on the geographical location and specific concerns in the Service Center.

Loropetalum have an affinity for copper as a nutrient. Kalmor will provide copper and control fungal and bacterial leaf spots.

Treat all viburnum for the prevention of downy mildew.

Kalmor can be corrosive and can have some staining issues. Direct the spray away from buildings and do not allow the drift to contact metal surfaces. **Eye protection is required PPE for Kalmor applications.**

Horticultural oil will control many soft bodied shrub damaging insects, as well as spider mites. It is strictly contact, so you must ensure good coverage of the top and bottom sides of the leaves.

\*\*For the protection of pollinating insects, do not spray the foliage of shrubs that are in full bloom or if pollinators are in the area. If insect problems exist or if preventive insect applications are necessary and pollinators are in the area, perform a drench of the root system with an appropriate I&D mixture rather than spraying the foliage. The shrub gun can be used for this purpose; adjust the gun to course spray and treat the soil in the root zone area until puddling occurs.

### **Specimen Palm Quarterly Injection Service**

Treatment for disease prevention is performed in December, January, or February using Phospho-jet. Dilute Phospho-jet at one-part Phospho-jet to 2 parts distilled water and apply the diluted material at 5 milliliters per inch of trunk diameter. If insect or nutrition is a concern for a new customer, either Palm-jet, Ace-jet, or Ima-jet may also be performed at the time of initial service. See GreenUP Protocol – Specimen Palm Quarterly Injection Service for complete details.

**Do a quality job on every application. Thorough inspections and perfect applications, always being mindful of the 5 key principles and great communication with the customer to provide long-term sustainable solutions as well as perfect measuring, perfect calibration, and perfect walking speed (Perform weekly walking speed tests of 40' in ten seconds) is what is needed to keep our customers happy and to prevent cancellations and claims.**



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – January 2026 Landscape Applications

**Watering instructions for all new and regular LAWN CARE services are: Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”**

<b><u>New Lawn Care Services</u></b>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
<u>Central and Southern Service Centers</u> Dry fertilizer application	This application will provide a moderate amount of nitrogen, potassium and minor elements. 65% of the nitrogen will be released slowly while the other 35% can be used right away.	The color and growth of the lawn should improve in about 10 to 14 days.	“This fertilizer application will provide an improvement in the growth and color of the lawn.”
<u>Northern, Tallahassee and Baton Rouge Service Centers</u>	A Potassium and organic source is applied to enhance cold tolerance.	This application will help create a hardier grass to withstand the cooler weather and will not stimulate tender new leaf growth.	“This application will help create a hardier grass to withstand the cooler weather and will not stimulate tender new leaf growth.”
Spot treatment of insecticide for chinch bugs (St. Augustine Only).	Chinch bugs are a very common and damaging pest of St. Augustinegrass. This treatment is performed to control existing infestations.	If chinch bugs are already at damaging levels, expect the damage in the lawn to get a little worse before it gets better. Control is achieved slowly and may take up to 14 days.	“The insect control application is for the control of chinch bugs. Chinch bug feeding will cease immediately, but it could take up to a week or two for the chinch bugs to die. The damage may look like it is getting a little worse for a week or so, but that response is normal due to the feeding and damage that has already been done.”
Pre-Emergence Weed Control (All Service Centers)	Turf is treated for the prevention and control of annual weeds.	This application will help prevent and control annual broadleaf weeds.	“This application will help prevent and control annual broadleaf weeds.”
Post-Emergence weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials are a combination of slow and quick acting materials. Noticeable results will take about 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – January 2026 Landscape Applications

#### Regular Lawn Care Services

What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
<u>Central and Southern Service Centers</u>  Dry fertilizer application	This application will provide a moderate amount of nitrogen, potassium and minor elements. 65% of the nitrogen will be released slowly while the other 35% can be used right away.	The color and growth of the lawn should improve in about 10 to 14 days.	“This fertilizer application will provide an improvement in the growth and color of the lawn. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
<u>Southern Service Centers</u> <b>Zoysia Grass</b>  Dry fertilizer application	This application will provide a moderate amount of nitrogen, potassium and minor elements. 65% of the nitrogen will be released slowly while the other 35% can be used right away.	The primary benefit of this treatment is to provide slow release nitrogen that can be used when temperatures are warm.	“This fertilizer application will provide slow release nitrogen that will be available when warm weather returns. The additional potassium will help maintain turf hardness for cold tolerance.”
<u>Northern, Tallahassee and Baton Rouge</u> <b>All grass types and Zoysiagrass</b> in all Service Centers except Southern Potassium/Magnesium Source	A Potassium and organic source is applied to most grass types to help prepare the turf for cold weather.	This application will help create a hardier grass in preparation for the cooler weather ahead and will not stimulate tender new leaf growth.	“This application will help create a hardier grass in preparation for the cooler weather ahead and will not stimulate tender new leaf growth.”
Spot treatment of insecticide for chinch bugs (St. Augustine Only).	Chinch bugs are a very common and damaging pest of St. Augustinegrass. This treatment is performed to control existing infestations.	If chinch bugs are already at damaging levels, expect the damage in the lawn to get a little worse before it gets better. Control is achieved slowly and may take up to 14 days.	“The insect control application is for the control of chinch bugs. Chinch bug feeding will cease immediately, but it could take up to a week or two for the chinch bugs to die. The damage may look like it is getting a little worse for a week or so, but that response is normal due to the feeding and damage that has already been done.”
Pre-Emergence Weed Control (All grass types and all Service Centers)	All grass types are treated for the prevention of annual weeds.	This application will help prevent annual broadleaf weeds.	“This application will help prevent annual broadleaf weeds.”
Post-Emergence weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials are a combination of slow and quick acting materials. Noticeable results will take about 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – January 2026 Landscape Applications

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their regular lawn care treatment in January via the printed Service Report: “Today, I provided a granular application of nutrients with pre-emergence weed control materials to improve the hardiness of your lawn and to prevent broadleaf weeds from becoming a problem. I also inspected and treated for any existing lawn damaging insects, broadleaf weeds and diseases as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

<u>Annual and New Aeration Services</u>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Core aeration	Aeration is the most beneficial service we perform. It stimulates root growth, helps break down thatch, and allows water and air to get to the root system.	Increased root growth, better soil structure, and an improvement in the overall health of the plant. Leaf tissue will look better in the long run but there will not be a visible change in the short term.	“The aeration will help create healthy plant roots and improve the vigor and heartiness of the lawn.”
Depending on the soil pH at the customer’s home, a broadcast application of a potassium and magnesium source or sulfur to lower soil pH according to our Annual Aeration Protocol.	<p>The potassium and organic application will aid in development of a hearty root system to enhance drought and stress tolerance.</p> <p>Proper soil pH is essential for the availability of soil nutrients. The application of granular sulfur will lower the soil pH when it is too high for the particular turf type.</p>	<p>Improved root growth as well as enhanced cold, drought and stress tolerance.</p> <p>If the soil pH is higher than what required for a particular turf type, the application of sulfur will lower the soil pH and allow bound nutrients to become available to the turf resulting in healthier turf with a darker green color.</p>	<p>“The application of potassium works very well in conjunction with aeration to enhance root growth and improve heat, drought and stress tolerance. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u>”</p> <p>“The application of granular sulfur will lower the soil pH to enhance the availability of soil nutrients. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u>”</p>



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – January 2026 Landscape Applications

#### Shrub Care Customers

What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Broadcast application of dry fertilizer (New Customers)	This application will provide a light amount of nitrogen, potassium and minor elements to help achieve good root development.	Visual results of this application will be minimal. The primary benefit at this time is root development.	“This fertilizer application will help stimulate good root development of your shrubs. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”
Foliage application (as needed) of liquid insect and disease control materials. (New and Regular Customers)	The insect and disease control materials provide contact control of shrub damaging insects and systemic control of diseases.	Shrubs that either have or are prone to have insect and disease problems are treated. The application will provide control of soft bodied insects such as aphids and lace bugs within 2 to 4 days. Scale insects will require 2 to 3 weeks for control. Fungal leaf spots will be suppressed. Keep in mind that leaves that have been damaged by insects or disease do not turn green after control has been achieved. Damaged leaves will need to be trimmed off to achieve visual benefits.	“This application will provide control of existing insects and foliar diseases. Leaves previously damaged will need to be trimmed off to simulate new growth to cover up the damage. Follow-up treatments may be required for certain insect and disease problems.”

### Primary Landscape Issues in January

In Central and Southern Service Centers, the fertilizer we are applying for regular service in St. Augustine turf is a granular 20-0-6. 65% of the total nitrogen source is slow release. At the rate we use, 0.8 pounds of nitrogen and 0.24 pounds of potassium will be applied per 1000 sq. ft. along with magnesium to enhance the dark green color. This application will improve the color and growth of the lawn.

In the Southern Service Centers, the fertilizer applied for regular service to Zoysia Grass is a granular 20-0-6. 65% of the total nitrogen source is slow release. At the rate we use, 0.8 pounds of nitrogen and 0.24 pounds of potassium will be applied per 1000 sq. ft. along with magnesium to enhance the dark green color. This application will improve the color and growth of the lawn.

For St. Augustinegrass in Northern, Tallahassee and Baton Rouge Service Centers as well as Zoysiagrass in all Service Centers except Southern, a potassium and organic source is applied to help maintain turf hardiness and to avoid stimulating new growth that would be easily damaged by freezing temperatures.

Zoysia and Bermuda turf will begin to go into dormancy this month in the north central and northern parts of our state and will become uniformly brown. This is normal and is not a cause for concern. Going into a dormant state helps protect these turfs from cold damage.



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – January 2026 Landscape Applications

Chinch bug activity and damage can still be found in untreated properties. However, in properties where chinch bugs have been controlled up to this point, it is unlikely that a new infestation will occur during the fall and winter. Since we are not treating our regular serviced lawns on a preventative basis this month, good inspections to identify low level chinch bug infestations are essential to preventing turf damage.

Mole crickets' over-winter in January. They dig deeper in cold weather and do very little turf injury. Control is typically not necessary at this time.

Winter annual weeds are on the rise but will be reduced by the pre-emergence weed control we applied earlier in the year.

In most of our market areas (other than the extreme Southern Markets), crabgrass and wild Bermuda grass will be dormant. The Lawn Specialists and Sales Inspectors will need to inform customers of large areas of grassy weeds that need to be renovated. Good communication on this issue is very important. This is especially important for new customers. ***Do not use Finale unless you are sure of which areas to treat and that the customer knows resodding will be necessary. The areas needing to be sodded must be documented on an Inspection Graph and the customer must sign to indicate they know we are going to kill the area.***

***Special Note: If Bermuda grass or other grassy weeds is in a dormant or semi-dormant state, this is not a good time to attempt control. Weeds that are in a dormant state will not absorb the herbicide and will not die. If this is the case, renovation should be delayed until spring.***

Large patch fungus can be a problem this month if the weather remains warm. Look for circular patches of damaged turf with yellow, orange, or purple grass blades on the outside border of the patch. The base of the blade will be rotten and will slide out easily when pulled. Re-growth in the center of the circular patch may give the damaged area a "doughnut" like appearance. Fungicide applications will be necessary to stop the spread of the disease and allow the turf to recover.

Turf on the north side of the home or any structure will continue to decline this month. As the earth tilts toward the north and the sun appears to move south, the shade line on the north side of any structure will begin to extend. This problem can cause turf decline and an increase in winter annual broadleaf weeds and dollar weeds. Mowing high and not over watering will help this area survive until spring.

Excessive soil moisture can be a big problem this time of year. Soil does not dry as quickly with the cool temperatures and plant demands for moisture are much less. Watering once a week is generally sufficient. Address this situation carefully with the customer. Do not assume the customer is over watering. Some areas just hold too much moisture and stay excessively wet without additional irrigation from the customer. Never place blame on the customer for over watering. Do not tell customers that they are over watering. Simply inform them that generally, watering once a week will be sufficient at this time of year. The lawn does not need to be watered at all if the soil is already moist.

Piercing- sucking insects on shrubbery continue to be a problem in January. Look for sooty mold to be an indicator. The black mold which feeds on honeydew from the insects can be seen from a distance, informing the observant salesman and Lawn Specialist to inspect closer for aphids, scales or mealy bugs.



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – January 2026 Landscape Applications

Temperatures near freezing can cause the grass blades to show red coloration. This happens when the cool temperatures damage the green chlorophyll in the leaves. When the green pigment is damaged, the red pigment, which is normally covered by the green pigment shows. This may cause customer concern, but it is natural. Nothing needs to be applied to address the issue. **This is not a nutritional deficiency so additional nutrients are not beneficial.** Allow the grass to grow at its natural pace and the red tips will be mowed off (if a frost does not turn them brown first). Any permanent damage will not be known until spring growth/recovery.

Frost or freeze damage is a possibility at this time. Turf will brown from the tips of the blade down. **Always document and inform the customer about freeze injury.** *Recovering* damage in thick St. Augustine may appear as burn spots throughout the yard about 6 inches in diameter. Often it is confused with dollar spot fungus, but no leaf spot lesions will be found.

Make January a success by constantly looking for problems, offering solutions and asking for the business. Now is the time to close up on all pending leads. Damage is more evident now than ever. People need our help.

Find those in need, solve their problems and **SELL, SELL, SELL AND SERVICE, SERVICE, SERVICE!**



## WEEKLY TRAINING SESSION



### January Application Procedures

**Topic Category:** Lawn

**Recordable Verifiable Training Hours:** 1.5

**Objectives:** This lesson is designed to teach our Application Procedures for January.

**Length of lesson:** Approx 1 Hour and 30 minutes.

**Materials needed:**

- Training Guideline
- January Applications Training Document and What We Apply – What We Expect document located in the G: Drive\Shared\GreenUp Reference Materials\GreenUp Protocols\Monthly Applications Information\2026\Georgia\January
- Pre- and Post-tests.

**Training Guidelines:**

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Hand out the Verifiable Training Record Form (VTRF)
- Begin the meeting by defining the training topic and handing out the Pre-test
- Distribute and review the training materials on January Application Procedures
  - Allow the Team Members to complete the Pre-test as the application information is discussed.
  - Encourage active participation from all Team Members
  - Ask probing questions to discuss key points.
  - Read and answer questions from the test and have the Specialists write in their answers.
  - Encourage group reading
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
  - Collect the pre-test and discard.
- Hand out the Post-tests. When complete, have each Specialist pass their test to another Specialist for grading.
- Grade the tests as a group and discuss the answers.
- Collect the tests
- End the training session.
- Record the post test scores on the VTRF for each Team Member.
- Place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Workday.



## GREENUP SERVICE PROTOCOLS NORTH GEORGIA

### JANUARY 2026 LANDSCAPE APPLICATIONS

#### 1. Warm Season Grasses

- a. **New Customers Landscape and EOM**  
Apply 4 pounds of 0-5-5 with **Atrazine**, per 1000 sq. ft.
- b. **Regular EOM Customers**  
Apply 5 pounds of 0-5-5 with **Barricade**, per 1000 sq. ft.
- c. **Regular Landscape Customers**  
Apply 4 pounds of 0-5-5 with **Atrazine**, per 1000 sq. ft.

#### 2. Cool Season Grasses

- a. **New and Regular Customers Landscape and EOM**  
Apply 1 ounce of Cool Power and 4 ounces of Ferromec per 1000 sq. ft. as a liquid broadcast application. Do not allow this material to contact landscape shrubbery. Do not use this material on dormant Bermuda or Zoysia. The Ferromec can give the light brown grass a dark brown stain.

All Broad leaf weeds in Warm Season turf applications must be spot treated with 1 ounce of Cool power per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010 spray tip.

All Broad leaf weeds in Cool Season Turf are controlled with our liquid broadcast application of Cool Power.

Annual Bluegrass must be spot treated in Warm Season turf **Only** using .33 ounces of Revolver per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010 spray tip.

**Make sure to use your sidewalk guard properly around roadways, driveways, sidewalks, and bodies of water. Maintain a 3-foot ring of responsibility near all waterbodies. Remember blowing off the roadways, sidewalks, porches, pavers, decks, and driveways is required after all granular fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer. Blow off any landscape curbing as well to avoid staining.**

**Do not apply Barricade fertilizer to newly installed sod or plugs; the roots will not establish properly, and damage can occur.**



## GREENUP SERVICE PROTOCOLS NORTH GEORGIA

### JANUARY 2026 LANDSCAPE APPLICATIONS

3. Shrub Care – is not performed at this time.

Use **16** ounces of Horticultural Oil and **1.8** ounces of Kalmor in a fluid ounce measuring cup (1.6 ounces by weight) per 10 gallons of water, on an as needed basis only. **Do not treat every shrub on the property**, this is not necessary or beneficial.

Shrubs that are good to inspect with initial and regular service this time of year include:

- **\*\*Azalea**
- **\*\*Camellia**
- **\*\*Gardenia**
- Pittosporum
- **\*\*Indian Hawthorne**
- Holly (all varieties)
- Laurels (all varieties)
- **\*\*Knock-Out Roses**
- Loropetalum

The list above may be expanded as needed.

All new lawn care customers receive the above application protocols for New Customer Services. A *complete* Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular monthly lawn care protocol for the month in which the regular service is performed. Aeration and Cal-Turf Lime application is performed March through August for Warm Season grasses or September or October for Cool Season grasses.

Loropetalum have an affinity for copper as a nutrient. Kalmor will provide copper and control fungal and bacterial leaf spots.

Treat all viburnum for the prevention of downy mildew.

Horticultural oil will control many soft bodied shrub damaging insects as well as spider mites. It is strictly contact, so you must ensure good coverage of the top and bottom sides of the leaves.

Kalmor can be corrosive and can have some staining issues. Direct the spray away from buildings and do not allow the drift to contact metal surfaces. **Eye protection is required PPE for Kalmor applications.**

### **Specimen Palm Quarterly Injection Service**

Treatment for disease prevention is performed in December, January, or February using Phospho-jet. Dilute Phospho-jet at one part Phospho-jet to 2 parts distilled water and apply the diluted material at 5 milliliters per inch of trunk diameter. If insect or nutrition is a concern for a new customer, either Palm-jet, Ace-jet or Ima-jet may also be performed at the time of initial service. See GreenUP Protocol – Specimen Palm Quarterly Injection Service for complete details.



## GREENUP SERVICE PROTOCOLS NORTH GEORGIA

### JANUARY 2026 LANDSCAPE APPLICATIONS

**Do a quality job on every application. Perform perfect applications with perfect measuring, perfect calibration, and perfect walking speed. Always be mindful of the 5 key principles. Provide thorough inspections and great customer communication with the goal of providing long-term sustainable solutions. This is what is needed to keep our customers happy, to prevent cancellations and claims.**



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – January 2026 Landscape Applications

**Watering instructions for all new and regular LAWN CARE services are: Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”**

Warm Season Turf – New and Regular Monthly Landscape Customers and Every Other Month Customers			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Warm Season Turf - Granular application of potassium, phosphorus and magnesium with pre-emergence weed control.	This application will improve the cold hardiness of the turf and prevent the emergence of annual weeds.	This application will improve the cold hardiness of the turf and prevent the emergence of annual weeds.	“This application will improve the cold hardiness of the turf and prevent the emergence of annual weeds. . <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u> ”
Inspection for lawn damaging insects and diseases	Lawn damaging insects and diseases can be devastating to turf. Frequent inspection and treatment as needed is crucial in the prevention of turf damage.	Lawn damaging insects and diseases are treated on an as needed basis.	“Your lawn was inspected for lawn damaging insects and diseases. Any problems found are treated on an as needed basis.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	Affects to the broadleaf weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

Cool Season Turf –New and Regular Monthly Landscape and Every Other Month Customers			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Broadcast application of post-emergent weed control materials.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks.”
Broadcast application of micro-nutrients	This treatment will provide a chelated iron source to enhance the dark green color of cool season turf.	An improvement in the color of the turf without excessive growth.	“The nutrients provided will enhance the color of your cool season turf”
Inspection for lawn damaging insects and diseases	Lawn damaging insects and diseases can be devastating to turf. Frequent inspection and treatment as needed is crucial in the prevention of turf damage.	Lawn damaging insects and diseases are treated on an as needed basis.	“Your lawn was inspected for lawn damaging insects and diseases. Any problems found are treated on an as needed basis.”



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – January 2026 Landscape Applications

Lawn Specialist script for informing a new customer with Warm Season Turf of what we are going to do (or what we did) for their lawn care treatment in January: “I will be applying a broadcast granular application of potassium with pre-emergence weed control to improve turf hardiness and prevent annual weeds from sprouting. I will also be treating any existing broadleaf, sedge or grassy weeds and will be inspecting your lawn for insects and diseases and treating those as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their treatment in January via the printed Service Report. This information applies to all customers with Cool Season Turf: “Today, I performed a liquid broadcast application for the control of broadleaf weeds and added micro-nutrients to enhance the dark green color of your turf”.) I also inspected for sedge or grassy weeds as well as insects and diseases and treated those as needed. This treatment will need remain dry for 2 to 24 hours.”

### Primary Landscape Issues in January

The material we apply to all customers with Bermuda or Zoysia is a granular potassium and phosphorus source with pre-emergence weed control. This treatment is intended to continue the prevention of annual broadleaf and grassy weeds as well as to provide a potassium source to improve turf hardiness.

Liquid broadcast applications of chelated iron and for broadleaf weed control are performed for all customers with cool season turf. This application will provide control for any existing broadleaf weeds and enhance the dark green color of the turf.

Bermuda and Zoysia lawns should be in a dormant state in January. Warm season turf should have a uniform brown appearance. Fescue lawns should look very good in January.

Brown patch fungus can be a problem this month. Look for circular patches of damaged turf with yellow, orange or purple grass blades on the outside border of the patch. The base of the blade will be rotten and will slide out easily when pulled. Re-growth in the center of the circular patch may give the damaged area a "doughnut" like appearance. Fungicide applications will be necessary to stop the spread of the disease and allow the turf to recover.

The need for supplemental irrigation is very little in January. In the absence of rainfall, supplemental watering may be needed every other week.

Piercing- sucking insects on shrubbery should not be a problem in January, but if the weather warms and plants produce new growth, there could be outbreaks. Look for sooty mold to be an indicator. The black mold which feeds on honeydew from the insects can be seen from a distance, informing the observant Inspector and Lawn Specialist to inspect closer for aphids, scales or mealy bugs.

Pruning of trees and shrubs should not occur in January. Pruning or trimming at this time can stimulate new growth, which would be damaged by cold weather.

Make January a success by constantly looking for opportunities, offering solutions and asking for the business. Landscape sales should be rocking in January. Every lawn is a lead. People need our help. Find those in need,

solve their problems and **SELL, SELL, SELL & SERVICE, SERVICE, SERVICE!**



## WEEKLY TRAINING SESSION



### January Application Procedures

**Topic Category:** Lawn

**Recordable Verifiable Training Hours:** 1.5

**Objectives:** This lesson is designed to teach our Application Procedures for January.

**Length of lesson:** Approx. 1 Hour and 30 minutes.

**Materials needed:**

- Training Guideline
- January Applications Training Document and What We Apply – What We Expect document located in the G: Drive Shared\GreenUp Reference Materials\GreenUp Protocols\Monthly Applications Information\2026\January.
- **8 pounds** of 12-4-8 Shrub Fertilizer (16 ounces in a measuring cup is close to one pound)
- 1000 sq. ft. area of shrub bed
- Pre- and Post- tests.

**Training Guidelines:**

- Make copies of the tests and training materials for all Team Members attending.
- Set up the training area in an area of the office that will minimize disruptions.
- Hand out the Verifiable Training Record Form (VTRF)
- Begin the meeting by defining the training topic and handing out the Pre-test.
- Distribute and review the training materials on January Application Procedures
  - Allow the Team Members to complete the Pre-test as the application information is discussed.
  - Encourage active participation from all Team Members
  - Ask probing questions to discuss key points.
  - Read and answer questions from the test and have the Specialists write in their answers.
  - Encourage group reading.
- After reading and reviewing all materials, ask questions to verify the lesson has been understood.
  - Collect the pre-test and discard.
- Hand out the Post-tests. When complete, have each Specialist pass their test to another Specialist for grading.
- Grade the tests as a group and discuss the answers.
- Collect the tests.
- Take all Specialists to the pre-measured shrub bed area. Apply the **6** pounds of 12-4-8 to the shrub bed area so they get an idea of how much fertilizer is being applied to all regular shrub care services.
- End the training session.
- Record the post test scores on the VTRF for each Team Member.
- Place with the verifiable materials in the Service Center Verifiable Training File.
- Make copies of the VTRF and place in each Team Member's training file.
- Complete all Weekly VTM's through Workday.



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### JANUARY 2026 LANDSCAPE APPLICATIONS

#### Lawn Care Accounts

##### 1. St. Augustine

- a. New and Regular Monthly Landscape Customers **Frisco**  
Apply 4 pounds of 0-5-5 with **Atrazine**, per 1000 sq. ft.
- b. New and Regular Monthly Landscape Customers **The Woodlands**  
Apply 5 pounds of 0-5-5 with **Barricade**, per 1000 sq. ft.
- c. New EOM Lawn Customers **All Service Centers**  
Apply 4 pounds of 0-5-5 with **Atrazine**, per 1000 sq. ft.
- d. Regular EOM Customers **All Service Centers**  
Apply 5 pounds of 0-5-5 with **Barricade**, per 1000 sq. ft.

If chinch bugs are found at the time of new or regular service, spot treat them with Imidacloprid at 0.6 ounces per 1000 sq. ft. using the backpack sprayer and the 8010E spray tip.

All broadleaf weeds in St. Augustine lawns must be spot treated with the SBM1 slurry at 2 ounces of pre-mixed material and 3 ounces of Auguzine per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip.

##### 2. Zoysia

- a. New and Regular Monthly Landscape Customers **Frisco**  
Apply 4 pounds of 0-5-5 **Straight**, per 1000 sq. ft.
- b. New and Regular Monthly Landscape Customers **The Woodlands**  
Apply 5 pounds of 0-5-5 **Barricade**, per 1000 sq. ft.
- c. New EOM Lawn Customers **All Service Centers**  
Apply 4 pounds of 0-5-5 **Straight**, per 1000 sq. ft.
- d. Regular EOM Customers **All Service Centers**  
Apply 5 pounds of 0-5-5 **Barricade**, per 1000 sq. ft.

##### 3. Bermuda

- a. New and Regular Monthly Landscape Customers **Frisco**  
Apply 4 pounds of 0-5-5 **Straight**, per 1000 sq. ft.
- b. New and Regular Monthly Landscape Customers **The Woodlands**  
Apply 5 pounds of 0-5-5 **Barricade**, per 1000 sq. ft..



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### JANUARY 2026 LANDSCAPE APPLICATIONS

- c. New EOM Lawn Customers **All Service Centers**  
Apply 4 pounds of 0-5-5 **Straight**, per 1000 sq. ft.
  
- d. Regular EOM Customers **All Service Centers**  
Apply 5 pounds of 0-5-5 **Barricade**, per 1000 sq. ft.

All broadleaf weeds in Zoysia or Bermudagrass must be treated with Cool Power at 1 ounce per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip. Do not use on St. Augustine severe injury or death will occur. Use a separate backpack dedicated for this use.

Grassy weeds in all turf types must be spot treated with Certainty at .8 grams and .5 ounces of wetting agent per gallon of water per 1000 sq. ft., using the backpack sprayer and the 11010-spray tip.

#### 4. Annual and New Aeration

Apply 0-0-3 (Straight) or Granular Sulfur (depending on the soil pH) at **5** pounds or **4** pounds respectively per 1000 sq. ft.; typically, this will be setting 15 for the sulfur with the Lesco Calibration tool. See the Aeration Service Protocol for complete details.

All new lawn care customers receive the above application protocols for New Customer Services. A complete Regular Service lawn care application is done (at full charge) about 30 days after the initial application using the regular monthly lawn care protocol for the month in which the regular service is performed. Aeration plus the 0-0-20 or Sulfur application is performed the month following the initial treatment.

Keep any Atrazine fertilizer away from the shrub beds. Make sure to use your sidewalk guard properly around roadways, driveways, sidewalks, and bodies of water. Maintain a 3-foot ring of responsibility near all waterbodies. Remember blowing off the roadways, sidewalks, and driveways is **required** after all granular fertilizer applications. Blow the material back into the turf areas. Do not allow any fertilizer to go into a storm sewer. Blow off any landscape curbing as well to avoid staining.

### **Shrub Service**

Certain shrubs (see the list below) are treated with the I&D materials on a preventative basis each visit for insect and disease. Most shrubs are treated on an as needed basis only. Do not treat every shrub on the property. This is not necessary or beneficial.

- a. New and Regular Customers (All Service Centers)  
Use 2 ounces of our Insect and Disease Slurry (with Talaris/T-Storm/Transom) per 10 gallons of water.
- b. Add 16 ounces of horticultural oil per 10 gallons of water, if difficult to control insects such as spider mites and scales are present.



## GREENUP LAWN, TREE & SHRUB CARE SERVICE PROTOCOLS

### JANUARY 2026 LANDSCAPE APPLICATIONS

Shrubs that are treated on a preventative basis with every initial and regular service include:

- Viburnum
- \*\*Azalea
- Crape myrtle
- Camellia
- \*\*Gardenia
- Sago
- Pittosporum
- Indian Hawthorne
- Holly
- \*\*Knock-Out Roses

The list above may be expanded depending on the geographical location and specific concerns in the Service Center.

\*\*For the protection of pollinating insects, do not spray the foliage of shrubs that are in full bloom or if pollinators are in the area.

**Do not allow pesticides of any kind to contact bodies of water or fishponds. Many of the materials we use can be deadly to fish.**

Set proactive treatments that are necessary to control insect or disease problems that threaten the life of the plant. Make sure to treat the top and bottom sides of the leaf. Inspect all shrubs thoroughly!!

### **Specimen Palm Quarterly Injection Service**

Treatment for disease prevention is performed in December, January, or February using Phospho-jet. Dilute Phospho-jet at one-part Phospho-jet to 2 parts distilled water and apply the diluted material at 5 milliliters per inch of trunk diameter. If insect or nutrition is a concern for a new customer, either Palm-jet, Ace-jet, or Ima-jet may also be performed at the time of initial service. See GreenUP Protocol – Specimen Palm Quarterly Injection Service for complete details. **Do not** mix Palm-jet in the same container with any of the afore mentioned products, it will coagulate/crystallize.

**Do a quality job on every application. Do thorough inspections and perfect applications. Always being mindful of the 5 key principles and great communication with our customers to provide long-term sustainable solutions. Perfect measuring, perfect calibration, and perfect walking speed is what is needed for proper applications. Perform walking speed tests weekly. (40 feet in 10 seconds) All of the above will keep our customers happy to prevent service calls, cancellations, and claims.**



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – JANUARY 2026 Landscape

**Watering instructions for all new and regular LAWN CARE services are: Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”**

<b>Liquid Applications – Varying types of grass Existing Customers and New Customers</b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Broadcast application of post-emergent weed control materials	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks.”
Liquid Broadcast application for the prevention and control of lawn weeds.	This application is performed for the prevention of annual broadleaf and grassy weeds.	Far fewer weeds will emerge in a turf that has been treated with a pre-emergence herbicide as opposed to one that has not been treated.	“This application will help prevent annual broadleaf weeds and spring emergence of crabgrass.” <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials we use are a combination of slow and quick acting materials. Affects to the weeds can be seen in about 5 to 7 days. Control is achieved within 3 - 4 weeks.	“The weed control materials applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

Lawn Specialist script for liquid applications to inform the customer of what we are going to do (or what we did) for their lawn care treatment in January: “Today, I performed a liquid broadcast application for the control and prevention of broadleaf weeds. I also inspected for sedge or grassy weeds as well as insects and diseases and treated those as needed. This treatment will need remain dry for 2 to 24 hours.”

<b>Granular Applications with Atrazine – St. Augustine varying programs Existing Customers and New Customers</b>			
<b>What We Use</b>	<b>Benefit of the Service</b>	<b>What To Expect</b>	<b>What to Tell the Customer</b>
Dry fertilizer application with pre-emergence weed control.	This application will improve the cold hardiness of the turf and reduce the emergence of annual weeds.	This application will improve the cold hardiness of the turf and reduce the emergence of annual weeds.	“This application will improve the cold hardiness of the turf and reduce the emergence of annual weeds. <u>. Please irrigate with ¼ inch of water if there is no rain within 24 hrs.”</u>
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials are a combination of slow and quick acting materials. Noticeable results will take 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control material applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their regular lawn care treatment in January via the printed Service Report: “Today, I provided a granular application of nutrients with pre-emergence weed control materials to improve the hardiness of your lawn and to prevent broadleaf weeds from becoming a problem. I also inspected and treated for any existing lawn damaging insects, broadleaf weeds and diseases as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – JANUARY 2026 Landscape

<b>Granular Applications – Zoysia and Bermuda varying programs Existing Customers and New Customers</b>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Dry fertilizer application	A Potassium and Magnesium source is applied to enhance cold tolerance.	This application will help create a hardier grass to withstand the cooler weather and will not stimulate tender new leaf growth.	“This application will help create a hardier grass to withstand the cooler weather and will not stimulate tender new leaf growth.”
Post-emergent weed control applied as a spot treatment using the backpack applicator for low volume application.	We achieve excellent control of practically all types of broadleaf weeds. Sedge can also be treated if it is competing with the turf or if it is a concern for the customer.	The weed control materials are a combination of slow and quick acting materials. Noticeable results will take 5 to 7 days. Control is achieved within 3 to 4 weeks.	“The weed control material applied will greatly reduce the amount of weeds in your lawn within 3 to 4 weeks. A second application may be necessary in severe cases.”

Lawn Specialist script for informing a new customer with Bermuda/Zoysia of what we are going to do (or what we did) for their lawn care treatment in December: “I will be applying a broadcast granular application of phosphorus and potassium to improve turf cold hardiness. I will also be treating any existing broadleaf, sedge, or grassy weeds and will be inspecting your lawn for insects and diseases and treating those as needed. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

<b>Annual and New Aeration Services</b>			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Core aeration	Aeration is the most beneficial service we perform. It stimulates root growth, helps break down thatch, and allows water and air to get to the root system.	Increased root growth, better soil structure, and an improvement in the overall health of the plant. Leaf tissue will look better in the long run but there will not be a visible change in the short term.	“The aeration will help create healthy plant roots and improve the vigor and heartiness of the lawn.”
Depending on the soil pH at the customer’s home, a broadcast application of a potassium and magnesium source or sulfur to lower soil pH according to our Annual Aeration Protocol.	The potassium application will aid in development of a hearty root system to enhance drought and stress tolerance.  Proper soil pH is essential for the availability of soil nutrients. The application of granular sulfur will lower the soil pH when it is too high for the particular turf type.	Improved root growth as well as enhanced cold, drought and stress tolerance.  If the soil pH is higher than what required for a particular turf type, the application of sulfur will lower the soil pH and allow bound nutrients to become available to the turf resulting in healthier turf with a darker green color.	“The application of potassium works very well in conjunction with aeration to enhance root growth and improve heat, drought and stress tolerance. <u>Please irrigate with ¼ inch of water if there is no rain within 24 hrs.</u> ”  “The application of granular sulfur will lower the soil pH to enhance the availability of soil nutrients. <u>Please irrigate with ¼ inch of water if there</u>

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their Aeration Service via the printed Service



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – JANUARY 2026 Landscape

Report: “Today, I inspected your irrigation system, aerated your lawn and took a soil sample to test the soil pH. I also provided a broadcast application of granular potassium and magnesium (or sulfur to lower the pH). This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.”

Shrub Care Customers			
What We Use	Benefit of the Service	What To Expect	What to Tell the Customer
Foliage application (as needed) of liquid insect and disease control materials. (New and Regular Customers all Service Centers)	The insect and disease control materials provide both contact and system control of shrub damaging insects and diseases.	Shrubs that either have or are prone to have insect and disease problems are treated. The application will provide control of soft bodied insects such as aphids and lace bugs within 2 to 4 days. Scale insects will require 2 to 3 weeks for control. Fungal leaf	“This application will provide control of existing insects and foliar diseases. Leaves previously damaged will need to be trimmed off to simulate new growth to cover up the damage. Follow-up treatments may be required for certain insect and disease problems.”

The following information should be typed into the handheld computer in the General Comments section to provide the customer with information of what we did for their new shrub care treatment in JANUARY via the printed Service Report: “Today, I provided a granular application of fertilizer to enhance and maintain the color and cold hardiness of your landscape shrubbery. I also inspected and treated any existing shrub damaging insects and diseases. Additionally, I inspected all turf areas for weeds, insects and diseases. This treatment will need to be irrigated with ¼” of water if rain does not occur within 24 hours of the treatment.

### Primary Landscape Issues in JANUARY

Large Patch fungus can potentially be a problem this month, especially the closer you get to the coast. Remember to focus on the conducive conditions for the disease and educate our customers on the best management practices to reduce outbreaks. Look for circular patches of damaged turf with yellow, orange, or purple grass blades on the outside border of the patch. The base of the blade will be rotten and will slide out easily when pulled. Re-growth in the center of the circular patch may give the damaged area a "doughnut" like appearance.

Bermuda and Zoysia lawns should be in a dormant state in January. The need for supplemental irrigation will be low this month. In the absence of rain, watering once or every other week is typically sufficient. Provide the customer with the information necessary to water properly. The pre-emergence applications performed this month are extremely important. These applications will prevent many service calls and extra treatments for broadleaf weeds and crabgrass, which would otherwise be a problem throughout the spring and summer.

Piercing- sucking insects on shrubbery may continue to be a problem depending on temperatures. Look for sooty mold to be an indicator. The black mold which feeds on honeydew from the insects can be seen from a distance, informing the observant Inspector and Lawn Specialist to inspect closer for mites, aphids, scales, or mealy bugs.



## GREENUP SERVICE PROTOCOLS

### What We Do and What to Expect – JANUARY 2026 Landscape

Pruning of trees and shrubs should not occur in January. Pruning or trimming at this time can stimulate new growth, which would be damaged by cold weather.

**Do a quality job on every application. Perform perfect applications with perfect measuring, perfect calibration, and perfect walking speed. Always be mindful of the 5 key principles. Provide thorough inspections and great customer communication with the goal of providing long-term sustainable solutions. This is what is needed to keep our customers happy, to prevent service calls, cancellations, and claims.**