

BED BUG CONVENTIONAL TREATMENT

OVERVIEW OF APREHEND

Aprehend is a biopesticide used for bed bug control and prevention. When bedbugs cross a treated area, they pick up fungal spores.

Moisture within the insect cuticle (exoskeleton) causes the spores to germinate. The fungal spores penetrate the bugs body and consume nutrients carried within the hemolymph, resulting in the insect losing energy and becoming immobile causing starvation. Aprehend may take 3 -7 days to kill a bug once exposed.



APREHEND SERVICE PROTOCOL

1. Preparation

- Review the product label and safety data sheet to ensure compliance with local regulations.
- Verify Aprehend spray kit application is clean and properly connected for Aprehend application. Ensure equipment is not wet, do not use water or water-based products to clean directly before application. Water will kill the fungal spores. Use 0.5 oz of 70% isopropyl alcohol to clean any blockage and dry out the unit before use.
- Prepare personal protective equipment (PPE), including gloves and a mask, as recommended.
- Inform the customer about pre-treatment requirements, such as avoiding cleaning of treated areas post-application.

2. Inspection

- Conduct a thorough inspection of the infested area to identify bed bug harborages.
- Focus on cracks, crevices, headboards, furniture seams, and baseboards where bed bugs are likely to travel

3. Application

- Shake the Aprehend bottle well before use.
- Use the **Aprehend Spray Kit (approved equipment)** to apply Aprehend in thin, uniform barriers along identified bed bug pathways.
- Apply the Aprehend in 2-inch band where bed bugs are expected to be or travel
 - Bed frame
 - Headboard
 - Nightstand
 - Chairs
- Avoid over spraying; a precise, targeted application ensures optimal efficacy.

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- Do not disturb or clean treated areas for at least **four to 6 weeks** to allow bed bugs to walk through the fungal spores or until activity is gone.

Do not apply to areas that have been treated with any products, until the product has completely dried.

4. Post-Treatment Instructions

- Advise customers to refrain from wiping down treated surfaces until elimination is confirmed.
- Educate them about the expected timeline for results, emphasizing that bed bug elimination may **take up to 30 days**.
- Follow-up for low infestation is one week (7 days) while for high infestation schedule an additional follow up for 2nd week (7 and 14 days) to reassess the infestation and determine if reapplication is necessary.

- **Mild to moderate Activity** – infestation limited to areas around bed, mainly mattress, box spring, end table, headboards, and dresser.
- **Severe Activity** – Infestation observed around baseboard though out the room, ceiling, and multiple pieces of furniture.



5. Documentation & Reporting

- Record details of the treatment, including locations treated, amount of product used, and observations.
- Note customer concerns and provide educational materials to support their understanding.



PEST PREVENTION PROGRAM PEST-SPECIFIC PROTOCOLS

BED BUG CONVENTIONAL TREATMENT

BED BUG TREATMENT PROTOCOL

Effective treatment of bed bug infestation is a complex procedure that utilizes physical removal in combination with the targeted material application. However, even when these procedures are followed correctly, the goal of “controlling” the infestation can be very difficult requiring dedicated effort including thorough inspection to find brood sites every time.

Inspection should be focused on the seams/folds of mattresses, bed frames, headboards, end tables, and baseboards (close to the bed), which are extremely important focal points. After an introduction, these are the primary bed bug harborage sites, and 70% of the infestation will be within 5 feet of the primary harborage sites. As bed bug population increases, they will move to other areas including baseboard around the room, upholstery, ceiling area, and into other rooms and furniture’s frequented used by the occupants.

Treatment of bed bug infestation begins with the following steps:

1. Ensure 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.
2. Vacuum should be used for 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. Surfaces and grooves should be brushed toward the vacuum’s inward airflow to prevent the distribution of bed bugs and eggs to other areas. All surfaces, folds, and tufts must be thoroughly brushed and vacuumed to remove insects, cast skins, and eggs.
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. If possible, all these cracks, crevices, or joints should be caulked to eliminate the area as a harborage site after dust application.
5. Do not apply any residual pesticide materials to the surfaces of the mattress or other furniture’s where people or pets could contact the treated area. Sterifab is the only product labeled for application in these areas.
6. While Sterifab is drying, check adjoining guest rooms in hotels, rooms of adjoining apartments or bedrooms 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 into wall voids shared with rooms with confirmed bed bug activity and crack & crevice applications to headboards, bed frames and box springs with material listed on the interior material rotation chart.



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7. After Sterifab has completely dried, **apply Aprehend (infested rooms/units) in a two-inch band around the areas with bed bug activity.** These areas can include but are not limited box spring, end tables, headboards, nightstands, picture frames, chairs and other areas with bed bug activity. Do not apply to furniture, upholstery or mattresses where prolonged contact with humans will occur.
 - Apply Aprehend to interior voids and cracks/crevices and outer surface areas of the box springs, not the mattresses. Focus on seams, fabric folds and structural elements that could be bed bug harborage sites. Do not place ActiveGuard encasements on box springs following Aprehend treatment.
8. If purchased or provided in the service, bite-proof and escape-proof mattress encasement will be installed by Massey Services (mattress encasements).
9. Record findings, material use and completion of the above steps on the Customer Service Report.

ITEMS TO COMMUNICATE TO THE CUSTOMER

1. Do not clean Aprehend treated areas for 4-6 weeks or until infestation is eliminated.
2. All bed linens, spreads, covers, pillows, etc. **must be sealed in plastic bags prior to removal from the room.** All items should be placed in a dryer and heated at high temperatures (120°F to 140°F) for a minimum of 40 minutes prior to regular laundering. Launder in hot, soapy water and dry. Dry cleaning may be appropriate for some items.
3. If there is evidence of infested clothing or belongings, these items can be heated in a dryer for a minimum of 40 minutes. All hard goods (suitcases, bags, carts) must be inspected, brushed, and vacuumed prior to being removed from the room. Treatments using labeled, non-residual contact insecticides may be applied after vacuuming (Steri-Fab).
4. The room(s) must remain vacant until the service is completed, and the room has been cleaned, reassembled, and all materials have dried. Drying of residuals may take several hours.
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).
6. Inform the customer that the affected room(s) can be released at their discretion

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 6 to 10 days to hatch. Use of the affected area is at the discretion of the owner/manager of the location being serviced.

To enhance our ability to measure our performance, bed bug monitors may be placed and inspected during the seven-day follow-up services



PEST PREVENTION PROGRAM PEST-SPECIFIC PROTOCOLS

BED BUG CONVENTIONAL TREATMENT

- The 7-day (1 week – mild to moderate activity) follow-up after the initial bed bug service
 - Inspect 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.
 - Physically remove any activity observed with a HEPA vacuum.
 - Apply Aprehend as needed to areas of activity found that were not previously treated.
- Additional follow-up at 14 days (2nd week – high activity), inspection may need to be scheduled depending on the initial level of infestation (high infestation) observed.

TREATMENT PROCESS QUICK REFERENCE

Initial Inspection & Preparation:

Prepare the unit by removing clutter and ensuring full accessibility for thorough inspection. Bag and seal infected clothing for drying, ensuring proper handling before reintroduction (customer responsibility).

Conduct a detailed inspection of all cracks and crevices, including:

- Wall-floor and wall-ceiling junctions
- Bed frames, headboards, and adjacent furniture
- Door and window frames, dresser interiors, nightstands, and other hard structures
- Closet spaces and stored belongings

Physical Removal & Application of Treatments:

- Utilize a HEPA-filtered vacuum vigorously brush to dislodge cemented eggs for the physical removal of:
 - Bed bug nymphs, adults, eggs, and cast skins
 - Areas around mattresses, furniture seams, and baseboards
 - Cracks and crevices
- Apply Sterifab in affected areas that humans will contact for prolonged period
- Apply Cimexa Insecticide Dust (engineered silica) in appropriate voids:
 - Behind baseboards, doorframes, and electrical outlets
 - Within hollow spaces of bed frameworks and furniture joints
 - Under mattress and box spring covers (except direct sleeping surfaces)
 - If possible, seal cracks, crevices, and joints with caulk to eliminate harborage sites.
- Apply Aprehend as a 2-inch barrier as recommended in the label.

FOLLOW-UP INSPECTIONS & ADDITIONAL TREATMENTS

Day 7 follow-up inspection (1 week – mild to moderate activity):

- Conduct physical removal with vacuuming.
- Check for bed bug activity and apply Cimexa and Aprehend as needed.
- Record findings and treatments in service reports.

Additional follow-ups (Day 14 for high activity):

- Re-inspect key harborage areas.
- If live activity persists, schedule further visits.



PEST PREVENTION PROGRAM PEST-SPECIFIC PROTOCOLS

BED BUG CONVENTIONAL TREATMENT

Handling infested furniture:

- If disposal is necessary, items must be clearly marked and defaced to prevent reuse.
- Any incoming replacement furniture should be inspected and treated before placement.

CUSTOMER GUIDANCE & ROOM CLEARANCE

Room Release Procedure:

- Inform the customer that the affected room(s) can be released at their discretion.

Linen & Clothing Treatment:

- All bedding, clothing, and removable fabrics must be bagged before exiting the room.
- Items should be heated at 120–140°F for 40 minutes before laundering.

Vacancy & Room Reassembly:

- Rooms must remain vacant until treatments are completed, and surfaces have dried.
- Drying of residual materials may take several hours.

Secondary Room Inspections:

- Adjacent rooms or shared-wall spaces should be inspected for migration risk.

Apply Cimexa Dust to wall voids shared with infested areas to prevent.



2025 Draft Bedbug Rate

Refer to Service Protocols for Scope
of Work to be Performed

Non-Customer Material Application

*45 day guarantee

Room	Total Service Charge	<u>FOR INTERNAL ADMINISTRATIVE USE ONLY</u>	
		Service Charge	1 Week Follow Up
1	\$600.00	\$450.00	\$150.00
2	\$930.00	\$600.00	\$330.00
3	\$1,260.00	\$750.00	\$510.00
4	\$1,590.00	\$900.00	\$690.00

Massey Customer Material Application

*45 day guarantee

Room	Total Service Charge	<u>FOR INTERNAL ADMINISTRATIVE USE ONLY</u>	
		Service Charge	1 Week Follow Up
1	\$500.00	\$350.00	\$150.00
2	\$750.00	\$500.00	\$250.00
3	\$1,050.00	\$650.00	\$400.00
4	\$1,350.00	\$800.00	\$550.00

Massey Multi Unit Customer Material Application

*45 day guarantee

Room	Total Service Charge	<u>FOR INTERNAL ADMINISTRATIVE USE ONLY</u>	
		Service Charge	1 Week Follow Up
1	\$350.00	\$200.00	\$150.00
2	\$650.00	\$400.00	\$250.00
3	\$950.00	\$600.00	\$350.00
4	\$1,250.00	\$800.00	\$450.00

Non-Customer Heat Application

*60 day guarantee

Room	Total Service Charge	<u>FOR INTERNAL ADMINISTRATIVE USE ONLY</u>	
		Service Charge	1 Week Follow Up
1	\$1,100.00	\$950.00	\$150.00
2	\$1,410.00	\$1,200.00	\$210.00
3	\$1,720.00	\$1,450.00	\$270.00
4	\$2,030.00	\$1,700.00	\$330.00

Massey Customer Heat Application

*6 month guarantee

Room	Total Service Charge	<u>FOR INTERNAL ADMINISTRATIVE USE ONLY</u>	
		Service Charge	1 Week Follow Up
1	\$750.00	\$675.00	\$75.00
2	\$1,000.00	\$875.00	\$125.00
3	\$1,250.00	\$1,075.00	\$175.00
4	\$1,500.00	\$1,275.00	\$225.00

****PRICING DOES NOT INCLUDE RENTAL OF GENERATOR, POWER CORDS AND REQUIRED MODIFICATIONS TO THE FIRE SUPPRESSION SYSTEM****

Product	Price	cont	UOM	UOM cost	UOM Mix	.75 gal usage cost	Product	Price	UOM	expected usage
Suspend	\$ 37.77	pint	oz	\$ 2.36	0.75	\$	2.66 Aprehend	98.25	16	1.5 \$9.21
Exponent	\$ 173.73	gal	oz	\$ 1.36	2.00	\$	2.04 Sterifab	38.99	128	32 \$9.75
6% py	\$ 40.54	pint	oz	\$ 2.53	1.25	\$	4.04 Cimexa	\$ 8.49	4 oz	0.5 \$ 0.53
Cimexa	\$ 8.49	4 oz	oz	\$ 2.12		\$	0.53			
Temprid FX	\$ 70.09	400 ml	ml	\$ 0.18	8.00	\$	1.05			
Phantom	\$ 75.88	21 oz	oz	\$ 3.61	3.00	\$	8.13			

Traditional Bed Bug

3P Cocktail	96 oz	\$ 8.73
Cimexa	0.5 oz	\$ 0.53
Temprid FX	96 oz	\$ 1.05
Phantom	96 oz	\$ 8.13

Total per unit \$ 18.44

New Tradition

Sterifab	32 oz	\$ 9.75
Cimexa	0.5 oz	\$ 0.53
Aprehend	32 oz	\$ 9.21

Total per unit \$ 19.49



Email Address: WeCare@MasseyServices.com
 Website: MasseyServices.com
 Phone: 1-888-2MASSEY (262-7739)

BED BUG TREATMENT SERVICE AGREEMENT

Customer _____

Service Location _____ County _____

City, State, Zip _____ Grid _____

() ()

Home Phone _____ Business Phone _____ Agreement Date _____

Customer's Agent _____

Mailing/Billing Address _____

() ()

City, State, Zip _____ Phone _____

Email Address _____

I. Scope of Service:

- A. Services will be provided for the treatment of an infestation of bed bugs, *Cimex lectularius*. An infestation is the presence of bed bug eggs, nymphs and/or adult insects. **This agreement does not provide for the control of any other insect or pest organism.**
- B. Unit(s) inspected: _____
- C. Affected unit(s) to be serviced: _____

II. Description of Service

Heat Remediation Treatment

- A. Massey Services will:
 - i) Provide an inspection of the affected unit(s) to document evidence of bed bug activity.
 - ii) Provide an inspection of the adjacent units (above, below and either side) for evidence of bed bug activity.
 - iii) Provide Heat Remediation Service to the above listed affected unit(s) for bed bugs.
 - iv) Inspect the serviced unit(s) the day following the Heat Remediation Treatment to confirm results and release the unit(s) back to owner, hotel or apartment management.
 - v) Inspect the serviced unit(s) one week following the Heat Remediation Service.
- B. The Customer will:
 - i) In accordance with the Heat Remediation Checklist, secure the affected units to prevent movement of bed bugs to other areas of the property.
 - ii) In accordance with the Heat Remediation Checklist, bag and seal all bed linens, spreads, covers, pillows, etc. within the affected unit(s) to be serviced. These items are to be removed from the heated room(s) and processed as described in the Heat Remediation Checklist.
 - iii) Provide Massey Services access to the affected unit(s) and adjacent units (above, below and either side) to inspect for evidence of bed bug activity.
 - iv) Agree to provide access to the affected unit(s) for Heat Remediation Service and, if possible, an adjoining unit for monitoring the heat process.
 - v) Provide electrical power from the building to energize the Heat Remediation equipment, including power from adjoining rooms. If sufficient electrical power is not available from the structure, Massey Services will arrange delivery of a rental generator, distribution boxes and power cables at an additional cost to the customer.
 - vi) In accordance with the Heat Remediation Checklist, remove the existing sprinkler heads and replace them with at least intermediate class (225°F) sprinklers. **The entire fire suppression system must be active during the Heat Remediation Service.**
 - vii) Agree to keep the unit(s) serviced "off market" until Massey Services has completed the scheduled day after follow-up inspection and applicable supporting services and has released the unit(s) back to the Customer.
- C. Service Guarantee
 - i) See reverse side for explanation of Service Guarantee.

Traditional Material Treatment

- A. Massey Services will:
 - i) Provide a complete inspection of the affected unit(s) to document all evidence of bed bug activity.
 - ii) Provide material applications to the affected unit(s) for bed bugs.
 - iii) Make additional applications as required and release the unit(s) back to owner, hotel or apartment management.
 - iv) Provide weekly inspections to the serviced unit(s) for _____ weeks following the initial treatment.
 - v) Retreat the serviced unit(s) if bed bug activity is found during any of the _____ weekly follow-up inspections.
- B. The Customer will:
 - i) In accordance with the Bed Bug Service Checklist, secure the affected unit(s) to prevent movement of bed bugs to other areas of the property.
 - ii) In accordance with the Bed Bug Service Checklist, bag and seal all bed linens, spreads, covers, pillows, etc. within the affected unit(s) to be serviced.
 - iii) Provide access to the affected unit(s) and adjacent units (above, below and either side) to inspect for evidence of bed bug activity.
 - iv) Agree to keep the unit(s) serviced "off market" until Massey Services has completed the scheduled day after follow-up inspection, applicable supporting services and released the unit(s) to the Customer.
- C. Service Guarantee:
 - i) See reverse side for explanation of Service Guarantee.

III. Limits of Liability

- A. See reverse side of this agreement for explanation of Massey Services' Limits of Liability.

IV. Service Type, Facility Type and Charges

Service Type: Current Massey Pest Prevention Customer Heat Treatment Traditional Material Treatment
 Facility Type: Single Family Home Hospitality Multi-Unit Consumer (One Bedroom) Multi-Unit Consumer with Additional Bedrooms

SERVICE CHARGES		EQUIPMENT / ITEMS PURCHASED	
		# _____ of _____ x \$ _____ EA	\$ _____
Service Charge:	\$ _____	# _____ of _____ x \$ _____ EA	\$ _____
Other Charges:	\$ _____	Equipment Sales Tax	\$ _____
Pest Prevention Customer Discount:	\$ _____	Total Equipment:	\$ _____
Applicable Sales Tax:	\$ _____	Grand Total (including Service Charges and Equipment, if purchased)	\$ _____
Total Service Charges:	\$ _____	Amount Remitted with Agreement	\$ _____

V. Payment Terms

- A. Method of Payment: Upon receipt of invoice Remit to Service Technician
 - B. Invoices are mailed at the beginning of each month and will include all service and equipment charges.
 - C. A late fee of one and one-half percent (1.5%) will be assessed monthly on all account balances over 30 days.
- CASH CHECK # _____ VISA MASTERCARD DISCOVER AM EX

Account Number _____ Expiration Date _____ Authorization Number _____

Credit Card Authorization _____ Date _____

Issuing Service Center _____ Phone # _____

Address _____ Business License # _____

City _____ State _____ Zip _____

MASSEY Inspector _____ Date _____ GM Review _____

Customer Signature _____ Date _____

Service Guarantee

A. *Massey Services Pest Prevention Customer:*

i) If, within 60 days of the initial heat treatment date, live bed bugs are observed and confirmed by a Massey Services employee in the serviced unit(s) indicated on the front page, Massey Services guarantees to perform a retreatment to the affected area at no additional cost to the Customer. The means of retreatment will be at the discretion of Massey Services

B. *Non-Massey Services Pest Prevention Customers*

i) If, within 60 days of the initial heat treatment date, live bed bugs are observed and confirmed by a Massey Services employee in the serviced unit(s) indicated on the front page, Massey Services guarantees to perform a retreatment to the affected area at no additional cost to the Customer. The means of retreatment will be at the discretion of Massey Services.

C. Traditional Material Application Treatment

- i) Massey Services guarantees the treatment for a period of 45 days from the date of initial treatment.
- ii) Massey Services agrees to provide follow-up inspections of the treated unit(s) as indicated on the front of this agreement.
- iii) If, within 45 days of the initial treatment date, live bed bugs are observed and confirmed by a Massey Services employee in the serviced unit(s) indicated on the front page, Massey Services guarantees to perform a retreatment to the affected area at no additional cost to the Customer. The means of retreatment will be at the discretion of Massey Services.

GENERAL TERMS AND CONDITIONS

A. **EXCLUSIONS & LIMITS OF LIABILITY:** The Agreement does not cover and Massey Services will not be responsible for:

- 1) Expenses related to the replacement of linens, upholstery, furniture, mattresses or related costs.
- 2) Damage or loss of personal property due to the Customer's and/or occupant's failure to comply with specific instructions outlined in the Heat Remediation Checklist.
- 3) Expenses related to medical evaluation, medical conditions or medical treatment for interactions, including bites, with bed bugs.
- 4) Damages or expenses for any claim of personal/mental injury related to the presence of bed bugs.
- 5) Loss of income claimed to be related to any bed bug interactions, including bites, or associated illnesses.
- 6) Any present or future insect damage to the structure(s) or contents, or provide for the compensation or repair of the same.
- 7) Damage or loss of personal property resulting from lack of security or acts of third parties.

B. **CHANGE IN LAW.** Massey Services performs its services in accordance with the requirements of federal, state and local laws. Should there be any change in any federal, state, local law or regulation, Massey Services will take every step necessary to comply with said laws.

C. **DISCLAIMER.** Massey Services' liability under this agreement will be terminated if Massey Services is prevented from fulfilling its responsibilities under the terms of this agreement by reason of delays in transportation, shortages of fuel and/or materials, strikes, embargoes, fires, floods, quarantine restriction, or any Act of God or circumstances beyond the control of Massey Services.

D. **NON-PAYMENT DEFAULT.** In case of non-payment or default by the Customer, Massey Services has the right to terminate this Agreement. In addition, for the period of delinquency, an interest at the rate of one and one-half percent (1.5%) will be assessed monthly on all account balances over 30 days.

E. Massey Services disclaims any liability for special incidental or consequential damages. The Guarantee stated in this Agreement is given in lieu of any other guarantee or warranties expressed or implied, including any warranty of merchantability or fitness for a particular purpose.

F. **NOTICE OF CLAIMS, ACCESS TO PROPERTY.** Any claim under the terms of the Agreement must be made immediately in writing to Massey Services. Massey Services is only obligated to perform under this Agreement if the Customer allows Massey Services access to the identified structure for any purpose contemplated by the Agreement, including but not limited to re-inspection, whether the inspection was requested or considered necessary by Customer or required by the Agreement and requested or considered necessary by Massey Services.

G. Although Massey Services will exercise every precaution to protect the property of the customer in performing services under this Agreement; Massey Services will not be liable for injuries or damage to persons, property, animals or vegetation, except those damages resulting from gross negligence by Massey Services. Further, under no circumstances will Massey Services be responsible for any injury, disease or illness caused, or allegedly caused, by bites, stings or contamination from bed bugs or any other insects, spiders or rodents.

H. To the fullest extent permitted by law, Massey Services will not be liable for personal injury, death, property damage, loss of use, loss of income while unit(s) are out of service, or any other damages whatsoever, including consequential and incidental damages, arising from this service or retreatment services.

I. Massey Services' liability is specifically limited to the labor and products necessary to remediate bed bug infestations.

J. **ENTIRE AGREEMENT.** It is understood and agreed between parties that this agreement, preparation checklist and the service checklist constitutes the complete agreement between Massey Services and the Customer and that said agreement and checklists may not be changed or altered in any manner, oral or otherwise, by any representative of Massey Services unless alteration or change be in writing and executed by a Corporate Officer of Massey Services under its Corporate Seal.

PRIVACY POLICY FOR EMAIL ADDRESSES

By providing an email address on this Agreement, the Customer is consenting to receive emails regarding service alerts, new services and special promotions. Email addresses are kept confidential and used solely for communication from Massey Services.

PRIVACY POLICY FOR TEXT MESSAGING

By providing us with a mobile phone number on this agreement, the Customer is consenting to receive transactional texts regarding account updates and service notifications. Phone numbers will be kept confidential and used solely for communication from Massey Services.

You can opt out of text messages at any time by replying STOP to any message. Once you opt out, it may take some time for processing. While we will no longer send you text messages, you may still receive important communications through other methods if required.



Go Paperless!

Visit [MasseyServices.com/mymassey](https://www.MasseyServices.com/mymassey) Today and Sign Up to Manage Your Account Online!



Email Address: WeCare@MasseyServices.com
 Website: MasseyServices.com
 Phone: 1-888-2MASSEY (262-7739)

Licensed and Regulated by:
 Texas Department of Agriculture, P.O. Box 12847, Austin, TX
 78711-2847, Phone (866) 918-4481, Fax (888) 232-2567

BED BUG TREATMENT SERVICE AGREEMENT

Customer _____

Service Location _____ County _____

City, State, Zip _____ Grid _____

Home Phone _____ Business Phone _____ Agreement Date _____

Customer's Agent _____

Mailing/Billing Address _____

City, State, Zip _____ Phone _____

Email Address _____

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 - iv) Agree to provide access to the affected unit(s) for Heat Remediation Service and, if possible, an adjoining unit for monitoring the heat process.
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 - vi) In accordance with the Heat Remediation Checklist, remove the existing sprinkler heads and replace them with at least intermediate class (225°F) sprinklers. **The entire fire suppression system must be active during the Heat Remediation Service.**
 - vii) Agree to keep the unit(s) serviced "off market" until Massey Services has completed the scheduled day after follow-up inspection and applicable supporting services and has released the unit(s) back to the Customer.
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 - ii) In accordance with the Bed Bug Service Checklist, bag and seal all bed linens, spreads, covers, pillows, etc. within the affected unit(s) to be serviced.
 - iii) Provide access to the affected unit(s) and adjacent units (above, below and either side) to inspect for evidence of bed bug activity.
 - iv) Agree to keep the unit(s) serviced "off market" until Massey Services has completed the scheduled day after follow-up inspection, applicable supporting services and released the unit(s) to the Customer.
- C. Service Guarantee:
 - i) See reverse side for explanation of Service Guarantee.

III. Limits of Liability

- A. See reverse side of this agreement for explanation of Massey Services' Limits of Liability.

IV. Service Type, Facility Type and Charges

Service Type: Current Massey Pest Prevention Customer Heat Treatment Traditional Material Treatment
 Facility Type: Single Family Home Hospitality Multi-Unit Consumer (One Bedroom) Multi-Unit Consumer with Additional Bedrooms

SERVICE CHARGES		EQUIPMENT / ITEMS PURCHASED	
		# _____ of _____ x \$ _____ EA	\$ _____
Service Charge:	\$ _____	# _____ of _____ x \$ _____ EA	\$ _____
Other Charges:	\$ _____	Equipment Sales Tax	\$ _____
Pest Prevention Customer Discount:	\$ _____	Total Equipment:	\$ _____
Applicable Sales Tax:	\$ _____	Grand Total (including Service Charges and Equipment, if purchased)	\$ _____
Total Service Charges:	\$ _____	Amount Remitted with Agreement	\$ _____

V. Payment Terms

- A. Method of Payment: Upon receipt of invoice Remit to Service Technician
 - B. Invoices are mailed at the beginning of each month and will include all service and equipment charges.
 - C. A late fee of one and one-half percent (1.5%) will be assessed monthly on all account balances over 30 days.
- CASH CHECK # _____ VISA MASTERCARD DISCOVER AM EX

Account Number _____ Expiration Date _____ Authorization Number _____

Credit Card Authorization _____ Date _____

Issuing Service Center _____ Phone # _____

Address _____ Business License # _____

City _____ State _____ Zip _____

MASSEY Inspector _____ Date _____ GM Review _____

Customer Signature _____ Date _____

Service Guarantee

- A. Massey Services will:
- i) Provide an inspection of the affected unit(s) to document evidence of bed bug activity.
 - ii) Provide an inspection of the adjacent units (above, below and either side) for evidence of bed bug activity.
 - iii) Provide Heat Remediation Service to the above listed affected unit(s) for bed bugs.
 - iv) Inspect the serviced unit(s) the day following the Heat Remediation Treatment to confirm results and release the unit(s) back to owner, hotel or apartment management.
 - v) Inspect the serviced unit(s) one week following the Heat Remediation Service.
 - vi) If, within 6 months of the initial treatment date, live bed bugs are observed and confirmed by a Massey Services employee in the serviced unit(s) indicated on the front page, Massey Services guarantees to perform a retreatment to the affected area at no additional cost to the Customer. The means of retreatment will be at the discretion of Massey Services.
- B. Heat Remediation Treatment: *Non-Massey Services Pest Prevention Customers*
- i) Massey Services agrees to inspect the affected unit(s) the day following the Heat Remediation Service to confirm results and release the unit back to hotel/apartment management.
 - ii) Massey Services will provide 1 follow up inspection one week after the initial service.
 - iii) If, within 60 days of the initial treatment date, live bed bugs are observed and confirmed by a Massey Services employee in the serviced unit(s) indicated on the front page, Massey Services guarantees to perform a retreatment to the affected area at no additional cost to the Customer. The means of retreatment will be at the discretion of Massey Services.
- C. Traditional Material Application Treatment
- i) Massey Services guarantees the treatment for a period of 45 days from the date of initial treatment.
 - ii) Massey Services agrees to provide weekly follow-up inspections of the treated unit(s) as indicated on the front of this agreement.
 - iii) If, within 45 days of the initial treatment date, live bed bugs are observed and confirmed by a Massey Services employee in the serviced unit(s) indicated on the front page, Massey Services guarantees to perform a retreatment to the affected area at no additional cost to the Customer. The means of retreatment will be at the discretion of Massey Services.

GENERAL TERMS AND CONDITIONS

- A. **EXCLUSIONS & LIMITS OF LIABILITY:** The Agreement does not cover and Massey Services will not be responsible for:
- 1) Expenses related to the replacement of linens, upholstery, furniture, mattresses or related costs.
 - 2) Damage or loss of personal property due to the Customer's and/or occupant's failure to comply with specific instructions outlined in the Heat Remediation Checklist.
 - 3) Expenses related to medical evaluation, medical conditions or medical treatment for interactions, including bites, with bed bugs.
 - 4) Damages or expenses for any claim of personal/mental injury related to the presence of bed bugs.
 - 5) Loss of income claimed to be related to any bed bug interactions, including bites, or associated illnesses.
 - 6) Any present or future insect damage to the structure(s) or contents, or provide for the compensation or repair of the same.
 - 7) Damage or loss of personal property resulting from lack of security or acts of third parties.
- B. **CHANGE IN LAW.** Massey Services performs its services in accordance with the requirements of federal, state and local laws. Should there be any change in any federal, state, local law or regulation, Massey Services will take every step necessary to comply with said laws.
- C. **DISCLAIMER.** Massey Services' liability under this agreement will be terminated if Massey Services is prevented from fulfilling its responsibilities under the terms of this agreement by reason of delays in transportation, shortages of fuel and/or materials, strikes, embargoes, fires, floods, quarantine restriction, or any Act of God or circumstances beyond the control of Massey Services.
- D. **NON-PAYMENT DEFAULT.** In case of non-payment or default by the Customer, Massey Services has the right to terminate this Agreement. In addition, for the period of delinquency, an interest at the rate of one and one-half percent (1.5%) will be assessed monthly on all account balances over 30 days.
- E. Massey Services disclaims any liability for special incidental or consequential damages. The Guarantee stated in this Agreement is given in lieu of any other guarantee or warranties expressed or implied, including any warranty of merchantability or fitness for a particular purpose.
- F. **NOTICE OF CLAIMS, ACCESS TO PROPERTY.** Any claim under the terms of the Agreement must be made immediately in writing to Massey Services. Massey Services is only obligated to perform under this Agreement if the Customer allows Massey Services access to the identified structure for any purpose contemplated by the Agreement, including but not limited to re-inspection, whether the inspection was requested or considered necessary by Customer or required by the Agreement and requested or considered necessary by Massey Services.
- G. Although Massey Services will exercise every precaution to protect the property of the customer in performing services under this Agreement; Massey Services will not be liable for injuries or damage to persons, property, animals or vegetation, except those damages resulting from gross negligence by Massey Services. Further, under no circumstances will Massey Services be responsible for any injury, disease or illness caused, or allegedly caused, by bites, stings or contamination from bed bugs or any other insects, spiders or rodents.
- H. To the fullest extent permitted by law, Massey Services will not be liable for personal injury, death, property damage, loss of use, loss of income while unit(s) are out of service, or any other damages whatsoever, including consequential and incidental damages, arising from this service or retreatment services.
- I. Massey Services' liability is specifically limited to the labor and products necessary to remediate bed bug infestations.
- J. **ENTIRE AGREEMENT.** It is understood and agreed between parties that this agreement, preparation checklist and the service checklist constitutes the complete agreement between Massey Services and the Customer and that said agreement and checklists may not be changed or altered in any manner, oral or otherwise, by any representative of Massey Services unless alteration or change be in writing and executed by a Corporate Officer of Massey Services under its Corporate Seal.

PRIVACY POLICY FOR EMAIL ADDRESSES

By providing an email address on this agreement, the Customer is consenting to receive emails regarding service alerts, new services and special promotions. Email addresses are kept confidential and used solely for communication from Massey Services.



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