



**CUSTOMER CHECK LIST
FOR MASSEY'S HEAT REMEDIATION SERVICE**

Customer: _____
Service Address: _____
City: _____
Service Location: _____
Room Number: _____

Customer Contact Name: _____
Service Date: _____
Massey Service Center: _____
Massey Contact Name: _____
Massey Phone Number: _____

To achieve successful control of bed bugs, rooms being heated must be properly prepared prior to Massey Services arriving and performing the service. The following checklist outlines necessary steps that the customer must take in preparation for the service. Check the boxes once each section has been completed. If you have any questions, please, contact the Massey Services Service Contact listed above.

At Time of Sale for Heat Treatment

Property owner/representative/occupant to meet with Massey Services. This meeting is required to:

Verify the specific unit(s) that will be treated

Unit Number(s): _____

Verify power requirements if utilizing building circuits:

• Oven/Stove 3-prong 4-prong Gas Hardwired

• Dryer 3-prong 4-prong Gas

NOTE: If Oven/Stove and Dryer are gas or hardwired, there are 2 options for us to get power.

➤ Electrician connects a 50 amp outlet for us to get power

➤ Generator rental for power

• Hotel/Motel A/C unit – Plug description volts/amps _____

• 6 individual 110/120 v – 15/20 amp circuits

Verify the surrounding unit(s) that will be inspected/treated

• Unit Number(s): _____

Verify where data collection device is to be staged (separate area away from the heat).

Verify thermocouple probes will be inserted into headboard wall (drywall only 2 probes)

If using exterior power generation determine the best location for the generator and path of the power cords to the treatment area.

Establish date and time that air conditioning units will be turned off.

• Unit #1 Date: _____ Time: _____

• Unit #2 Date: _____ Time: _____

If possible, air conditioners should be turned off for a minimum of 12 hours prior to the application of heat.

In-room heaters may be turned on to raise the ambient temperature prior to the service. DO NOT allow the room temperature to exceed 85°F prior to the heat remediation service. Turn off all other heating elements at the start of our heat treatment.



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Identify heat sensitive items within service area and steps to address issues with them. These items include:

1) FIRE SUPPRESSION SYSTEM
If the fire suppression devices cannot be adjusted to function in the heater environment, the application of heat CANNOT occur.

- 2) Surfaces painted in past six months, paint may peel from the surface
- 3) Laminated wall covering, wallpaper or flooring containing vinyl/plastics - may peel from surface
- 4) Horizontal plastic blinds
- 5) Electronic devices, including telephones, clocks, television, stereo equipment, and remote-control devices need to be unplugged and batteries removed. (Most items can remain in the room without being damaged.)
- 6) Machinery using/containing hydraulic fluids need to be – removed

- 7) Temperature sensing devices - disable
- 8) All vinyl/soft plastic objects - remove
- 9) Cosmetics - remove
- 10) Medications - remove
- 11) Live plants - remove
- 12) Furniture or cabinets with laminated surfaces – may peel
- 13) Lampshades (if not cloth)
- 14) Pressurized containers - remove
- 15) High pressure lighting systems (sodium, mercury vapor, etc.)
- 16) Picture frames and /or artwork frames that are bound with heat sensitive adhesives - removed
- 17) Artwork, oil paintings, antiques, musical instruments, and other delicate room contents - removed
- 18) Composite doors – remove and tarp doorway.
- 19) Firearm and ammo - removed
- 20) Anything that might be heat sensitive needs to be removed.
- 21) When in doubt, take it out.

The service requires accessibility to all rooms, closets, and 2 to 3 feet of clearance along the wall.

The service will require us to pull back the carpet from the wall and placed back after service. It is recommended to get a professional re-install if the carpets are not properly secured after service.

Since bed bugs may hide anywhere the more organized and clean the room is the more accessible the bed bugs will be. If books, papers, toys, clothes, etc. are piled up and there is limited access to the treatment areas the harder it will be for the technician to find individual or groups of bed bugs. The more orderly and clean the guest room or residence is the more effective the treatment will be.

Specific actions required prior to bed bug heat remediation:

- 1) _____
- 2) _____



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3) _____

4) _____

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.

Specific actions for drawers, closets, and clothing required prior to bed bug heat remediation:

1) _____

2) _____

3) _____

Bed bug services are very time-consuming and detailed. To prevent delays staff/occupants must evacuate the guest room/residence prior to Technician(s) bringing the heat remediation equipment into the treatment area and throughout the treatment period. The room will not be available until after the next day follow up inspection/service has been completed.

NOTE: The Massey Heat Remediation Process has been designed so most guestroom/household items will not be harmed by the heat application. Damage to most modern electronic devices can be avoided by disconnecting the item from the power source. Some items due to age, internal components or composition may have to be removed from the treatment area. These items must be inspected before they are removed from the room to ensure bed bugs are not relocated to the storage location.

Identify doors, windows, or other openings that would allow heat to escape or allow major drafts to enter from non-heated areas. Complete repairs of each area that requires sealing or insulation prior to the service commencing.

By signing below, I certify that the room(s) has/have been prepared in accordance with the procedures listed above for heat treatment for bed bugs.

Customer Representative Date

Massey Representative Date

Occupant Date