

FAQ's

Question: *Will I need more than one treatment to solve my pest problem?*

Answer: The number of treatments needed is entirely dependent upon the type of pest problem, the severity of the problem and the type of structure to be treated. This question would be best answered during your free estimate.

Question: *Why is a visual inspection necessary during my free estimate?*

Answer: It is necessary to identify the source of the problem and to give you the most accurate quote possible. Our technicians need to gather as much information as they can in order to devise the best possible treatment plan for your home or building.

Question: *Why isn't my bed bug service guaranteed?*

Answer: The success of the service is highly dependent upon the preparation work done by you or your tenant and if the follow-up steps were completed after the service. We would have to significantly raise our service prices in order to offer a guarantee. We find in most cases when the preparation and after care are done correctly there is no need for additional service.

Question: *Why can't I spray after your service?*

Answer: One of the most effective ways to control a roach problem is through the use of baits, they provide a secondary kill that other methods do not match. Unfortunately, the bait placements are easily damaged when sprays are used near them. Our technicians are trained and experienced on where and when other products may be used in conjunction with our baits.

Question: *Why does my roach problem seem worse after the service?*

Answer: We use a combination of liquid, dust and gel bait placements. A variety of products are often times used and some of those products are designed to flush the roaches out of hiding. This is a necessary and calculated part of a roach control program.

Question: *What is the difference between the materials you use in my home and the products that I can buy and use myself?*

Answer: There are differences between our professional grade material and the off the shelf products sold in the stores, but without the proper knowledge and training in the application of the products it is possible to make a simple pest problem into a complex and difficult situation. Our technicians are trained and experienced in many different methods of pest elimination, we use professional grade products and we guarantee our work.

Question: *I am on the home program, how do I know when my service is due and how will I know when it is done? Does someone have to be home?*

Answer: The Home Program consists of 4 service rounds each year beginning in March, weather permitting and continued every 6 to 8 weeks thereafter. When your service day is due the technician will arrive at your home and do the maintenance service. When it is completed, the technician will leave a Service Report receipt in your door for you to examine upon your return home. If you experience a pest problem inside your home at anytime just call our office and we will schedule a convenient day and time to treat the inside at no additional charge.

Question: *Doesn't inside of the house need to be done every service on the Home Program?*

Answer: The four outside perimeter treatments done on the Home Program are designed to establish a protective barrier on the outside of your home. This helps to minimize the pests in the soil around the structure and eliminate problems before they get inside. This largely reduces the need to apply any chemicals inside your home since most pest problems originate from outside of the structure.

Question: *Are all bees nests in my yard covered under the home program?*

Answer: By law we are only allowed to do preventative maintenance treatments up to 10 feet from the structure. Pricing reflects this service restriction, therefore; all bees nest's more than 10 feet from the structure will be an additional charge.

Question: *My technician did my service when it was raining, will it still work?*

Answer: Yes, we have a treatment that is made specifically for moist conditions and wet weather.