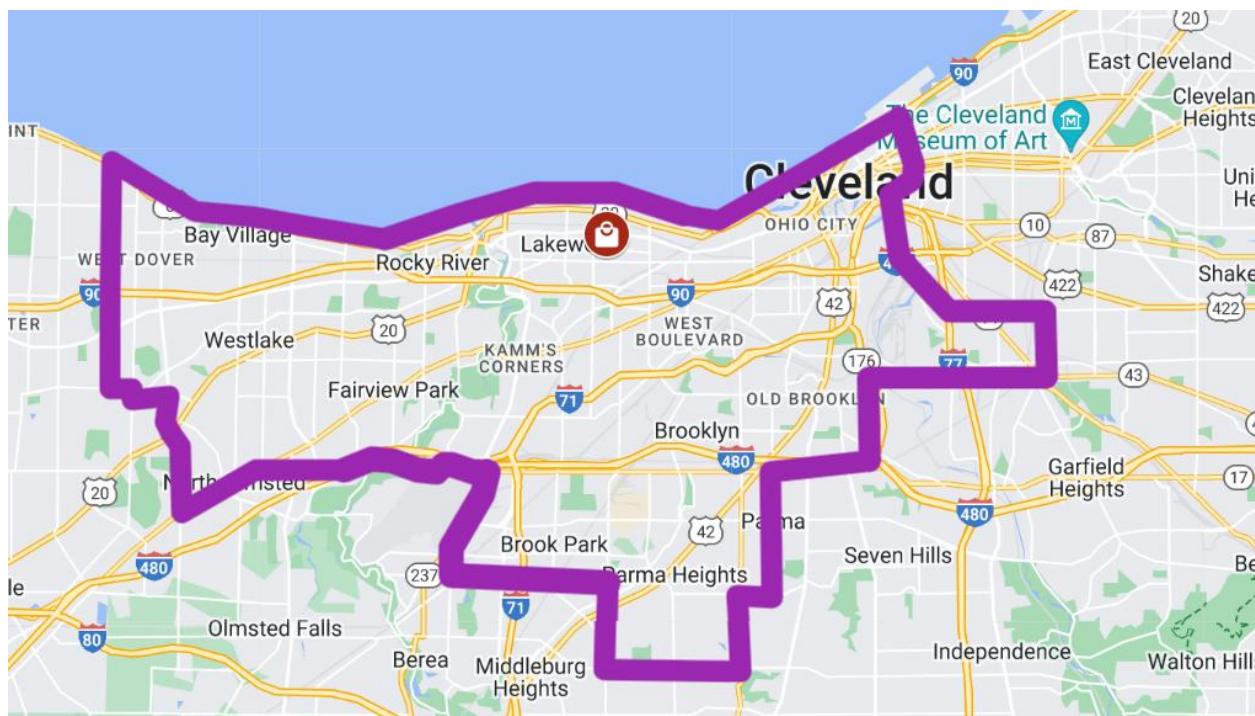




Carpenter Ant Service Guide

Service Area: Our service area is inside the purple line. We service homes outside of the purple line. However, a “trip charge” will be incurred to account for longer drive times.

Out of Area “Trip Charge”: For locations outside the purple line- up to forty minutes from the office, a “trip charge” of \$50 per visit applies for single services and non-warrantied follow-up visits. Add \$100 for multi-visit service plans. We do not service homes over 40 minutes away. During the busy April-October season, we might be unable to service homes outside the purple line. We are likelier to take jobs to the West than jobs further away to the South or East.



Additional Units: For multi-family homes (duplexes and apartment buildings), extra units can be added for \$50 for single services or \$100 for multi-visit service plans (per additional unit).

Add-on Services/ Multiple Pest Treatments: Customers can purchase multiple services to be performed during the same visit. When bundled, receive 20% off the lesser service. An example of this is mouse control coupled with an ant treatment.

Arrival Window: Allow an arrival window of a half-hour before and after your scheduled appointment.

Appointment Reminders: Depending on your service, you should receive an email/ text reminder 3 days or 1 day before your scheduled service. However, our software sometimes fails to send these reminders. You are responsible for keeping track of any appointments that you plan.

Missed Appointments:

- For initial/ single services, if we arrive at the job site and cannot gain access to the property (if required), there will be an \$80 missed appointment fee. This must be paid before scheduling any future service.

Invoicing and Payment Options:

- After completing the service, we will return to our vehicle to write up your invoice. Here, you will find information such as our time on site, weather conditions for exterior pesticide application, inspection findings, materials we used for control and their locations, completed repairs, documented notes, and recommendations. This will be sent to the phone number and email address on file.
- **We ask that you pay at the time of service.** We accept checks, cash, or credit cards. **We require a signed invoice and credit card on file if you cannot pay at the time of service.** If you are a landlord or responsible party but will not be present for the appointment, please put a card on file during the scheduling process. **Payments will be run after the initial service is complete. Receipts are sent via email.** If you have used our services with a history of timely payments, you may be invoiced/ pay online. If we invoice you, payment is due in 2 weeks.

Chemical Sensitivity:

- *Suppose a customer or other structure(s) occupants believe they are or may be sensitive to pesticides/termiticides or their odors. In that case, the customer must notify Lakewood Exterminating LLC in writing before service, including whether the customer or other occupants have consulted with a medical doctor or other healthcare provider regarding such sensitivity. Upon receipt of such notification, Lakewood Exterminating LLC reserves the right to deny or terminate service. Failure to provide notification represents the customer's assumption of risk and waiving of claims against Lakewood Exterminating LLC in connection with such sensitivity.*

Carpenter Ants

One-Time Visit/ Single Service Carpenter Ants

- **250\$ plus tax**
- **Warrantied for 90 days against Carpenter Ants Only.**
- Includes exterior treatment of home (March-November). Exterior treatments include the house, porch, garage, and sheds.
- Includes treatment around the base of deciduous trees. Carpenter ant queens are always in a tree outside. And that tree can be up to 700 feet from the home. If there are suspect trees on a neighboring property, we recommend getting permission to treat those trees during the visit. We can include treating those trees at no additional fee.
- Includes de-webbing of spider webs on the exterior of the home.
- Includes a localized interior treatment to areas of activity. Carpenter ants create satellite nests inside water-damaged wood of the home. Interior treatments focus on injecting products into these areas (foam insulation/ windows/ doors/ around plumbing/ gutter and roof leaks). If these areas cannot be located, bait or liquid residual spray is applied.
- When temperatures exceed 68 degrees, an exterior treatment is usually all that is needed. We are glad to service the interior during warm weather. However, if you only see a few sporadic ants inside, an exterior-only treatment is usually best.

Preparation For Carpenter Ant Service:

- Plan to keep out of any treatment area (inside or out) until any spray has dried. We may choose to apply dust or aerosol products inside. In this case, the area needs to remain vacant for 45 minutes.
- Carpenter ants have one queen in the main colony located in a tree within 700 feet of the affected structure. We will treat all trees on the property. But if there are other trees (oak, hickory, maple, honey locust) on an adjacent property, we recommend that you be proactive and get permission for us to treat those trees during service. Treating the correct tree(s) is essential for long-term control.
- Carpenter ants either forage inside from the main colony or set up satellite nests in your home's water-damaged wood. Look to see how your gutters are draining during a rain. Think about any roof leaks, gutter backups, plumbing leaks, etc. Do you have foam insulation? Providing this information to the technician will help him target areas to treat. Ants also nest under windows and doors. Keep a record of where you are seeing the ants.
- Carpenter ants are nocturnal. As a result, we can't always see specific areas of activity during our visit. You can find a lot of information by walking around half an hour after sunset or half an hour before sunrise. Take a flashlight and look around the base of trees and along the foundation for ant trails. It helps tremendously if you can pinpoint where the ants are entering the home and what trees they inhabit.
- Make sure no tree branches are touching the home.

Outside Preparation: Keep out of the treatment area until the spray has dried. Spray dries quickly during hot weather but could require the rest of the day during cool, wet weather. Close your windows and pick up any belongings around the home's exterior. This includes children's toys, gardening tools, grill items, and strollers. Turn pet food dishes upside down or remove them. We often apply a band of pesticide spray about 1-3 feet from the foundation. Please keep this area free from leaves, debris, belongings, and weeds. We cannot spray flowering plants. This includes weeds that are flowering. The fewer obstructions along the foundation, the better. Secure pets and remove dog feces before our arrival.

Expectations For Carpenter Ant Control:

The most crucial factor to focus on is treating the infested tree(s). If you eliminate the Queen, the rest of the ants will perish. Ant colonies can take two weeks to collapse. If you still see ants after this period, contact us for a retreatment. We encourage you to look outside during twilight to find where the ants are. This will help our technicians perform a successful follow-up service. Be sure to look at your trees, street trees, and trees on adjacent properties.

Once temperatures rise to 68 degrees in the evening, the main colony will emerge from winter dormancy. When it's colder, the ants inside usually result from a satellite nest indoors. The heat of the structure tricks these nests out of dormancy. If you are experiencing ants inside November—mid-April, we will recommend an exterior treatment anytime between May and July. That way, the main colony in the trees can be effectively treated.

Wet Weather Protocol:

The most effective carpenter ant liquid residual spray is a suspended concentrate. Sadly, this pesticide formulation doesn't work well when the soil is wet or if it rains before the ants have a chance to interact with the applied product. During rainy weather, we rotate to different products without rain restrictions. We often replace the foundation spray with a granular insecticide activated by rainfall. So, even if it does rain after your service, please allow some time for the products to work before contacting us for retreatment.

Flying Ants: *This is a sign of a mature colony. Just like an apple tree must grow several years before producing apples. The same goes with an ant colony. It delegates all its resources to producing workers for several years. Then, after six or so years, the colony can start reproducing. Flying ants are also called reproductives or swarmers. They are males and potential new queens. Swarms are released during specific weather conditions, usually after good rain. The male reproduces, then dies, and the fertilized females start new colonies.*