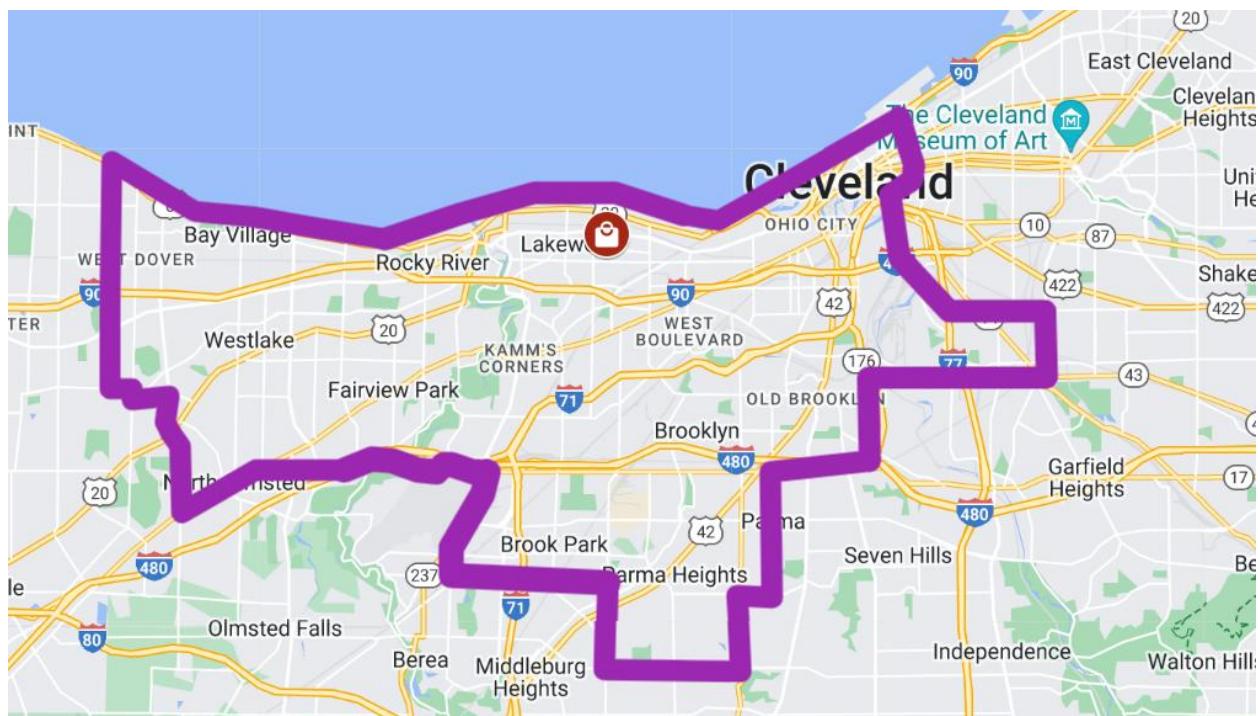




Small Ant Service Guide

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.

Small Ant Species- Pavement Ants and Odorous House Ants

One-Time Visit/ Single Service for Small Ants:

- **\$180 plus tax**
- **Warrantied for 60 days against ants (not including carpenter or pharaoh ants).**
- Includes exterior treatment of home (March-November). Exterior treatments include the house, garage, and sheds.
- Includes de-webbing of spider webs on the exterior of the home.
- Includes a localized interior treatment to areas of activity. This may include ant baiting, spot spraying, and crack and crevice treatments for active pest infestations inside. **Ants can be successfully treated from the exterior from late April to mid-October without interior treatment. But we are glad to service the interior as an extra measure.**

Quarterly Maintenance Plan:

- Starting at \$113 plus tax per service.
- Includes 4 treatments spaced approximately two months apart March- November.
- Enjoy year round protection against ants, spiders, centipedes, cockroaches and wasps.

[Click here for more information on Quarterly Pest Maintenance.](#)

Preparation For Small Ant Service:

- Children and pets often limit our ability to inspect and treat, reducing the effectiveness of the service. Please do not have them in areas where we are working.
- 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.
- Please do not apply over-the-counter sprays. Doing so will lessen the effectiveness of the service. They alter the pheromone trails, counteract our sprays, and contaminate our bait.

Preparing Outside For An Ant Treatment: 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.

Exterior Small Ant Control:

- We apply a slow-acting (non-repellant) liquid residual pesticide around the home's foundation. We also treat higher up on the home: under overhangs, around windows, and other seams of the exterior structure. And remove spider webs on the structure.
- We also treat ant trails and nests along the driveway, sidewalks, curb, patio, stones, and edging.
- Granular bait is often used, especially at the beginning of the outdoor spray season. This helps us locate ant nests and draws the ants through our spray.
- During wet weather, we substitute granular insecticide, and products without rain restrictions.

Preparing Inside For An Ant Treatment: Remove exposed food and clean food debris and clutter in areas of activity. **Keep track of where you have seen ants specifically. Let the technician know. Have you seen them pop out of a particular wall/ floor/ door/ crevice?** This is where the control products should be applied indoors. It can be under a baseboard, a door frame, a sliding glass door, an electric outlet, or a window frame. Please spend a few minutes tracking their trail back as far as possible. **Pre-baiting:** If you cannot find where the ants are emerging into the living space, set out sugar water and peanut butter capfuls before service. Pre-baiting will draw the ants out so we can track them better and have more ants to pick up the products we apply. It may seem counter-intuitive, but having a lot of ants inside during our visit is beneficial. Pre-baiting only needs to be done an hour or less before our arrival. But it can be done well in advance if you can locate where the trails lead.

Interior Small Ant Control:

- We track the ants as far back to the nest as possible, placing control products in these locations. Ants follow trails from their nest to their food source. Most people only notice ants closer to the food source—like around the sink. By placing control products as far back on the trail as possible, their trail stops before entering areas noticeable to our customers.
- During the summer, if there are not enough ants to determine the crevices they emerge from, we recommend performing an exterior-only treatment. We will leave you a bait station too.

Interior Product Use:

- **Bait Stations.** We leave bait stations. That way, if ants show up after the service, you will have an effective tool at your disposal. Only place the bait stations out of reach of children and pets. If the ants pop up after the service, put the bait on the trail as close to the wall as possible. Then, give it about 3-5 days to work. If it doesn't work after that, call for a follow-up.
- **Gel Baiting.** We use gel bait inside when the treatment area is not vacated. This is a very diluted pesticide injected into crevices, making it a practical, low-risk product. Remember, ants will gather at the baited location to feed. With bait, you will see more activity before you see results. If you see ants gathering at baited locations, let them be. Control with gel bait can take 3-5 days once they begin feeding.
- **Foam Pesticide Formulations** can also be applied in occupied areas without restrictions, but the crevice must be large enough. The foam disintegrates in the crevice, leaving a long-lasting control product behind with minimal exposure for occupants.
- **Aerosols** effectively treat tiny crevices, like cracks in grout/ cement, under tight baseboards, or in basement foundation walls. While we inject them into crevices where occupants are not exposed, some of the aerosol can go airborne. Occupants must not be in the area for 45 minutes.
- **Dust pesticide formulations** cannot be applied when people are in the room. While they are injected into crevices, some of the dust can get into the air. The treated rooms must be vacant for 45 minutes. Areas we may dust include window voids—under the sill, under door thresholds/frames, above overhead garage doors, behind siding outside, under baseboards, or carpet perimeters. Dust is a very long-lasting product with a low health risk to occupants.
- **Liquid Residual Spray.** These are usually reserved for large areas like a basement or slab home or if we cannot locate specific crevices to treat.

Expectations For Ant Control Timing:

Our protocol attempts to draw ants away from the home and cut their pheromone trail off before ants can reach your living space. Many people see results within a day based on this strategy.

Our professional ant control products are unlike store-bought sprays. Retail sprays are contact sprays that kill ants too fast. They only kill ants that encounter it. Which, at best, is only 10% of the colony. Our products kill ants slowly enough that they can transfer it back to the 90% of ants who never leave the nest. This process can take two weeks for the colony to collapse.

Allow the products to work for at least 5-7 days before requesting a retreatment. The main pesticide we use along the foundation works for a long time. It cannot be reapplied within 30 days. Unless it rained heavily just after the service, let the original treatment work without asking to reapply other products on top of it. We try to give everyone a bait station. If ants continue post-treatment, you can place the ant bait where you are seeing the ants. Getting the ants to feed on the bait stations usually gets rid of them in 3 to 5 days. Also, remember that if your technician applied other bait inside, you may see ants collecting in those areas. This is normal. Please let ants feed on the bait and return to the nest with it.

If ants resurface within the warranty period, please wait at least three days before contacting us for a retreatment. They usually encounter the previously applied treatment and die within 3-5 days, so no retreatment is necessary.

Vegetation Touching the Structure: Ants use branches as bridges to access the home. If tree branches or vegetation touch the home, ants can use them to get inside while avoiding our products. If this is the case, trim branches off the house.

November – Mid-April Customer Education: Ants inside during this time of year consist of a nest that got tricked out of dormancy by the heat of the structure. This nest is part of a larger colony outside that is inactive due to the cold. For ant infestations from November – March, we recommend doing the annual plan or, at minimum, doing an exterior treatment between Mother's Day and late July. This targets the colony outside and backs the ant pressure off the home. If an outdoor treatment is not performed, the problem will likely reoccur inside during this time of year when ants should be dormant. This results from the main colony rebuilding the nest inside once the pesticide residual wears off.

February- March Customer Education: The overwintering nest will gradually emerge from dormancy as temperatures rise and the structure warms up, which can cause more ant sightings post-service. If another flush of ants occurs, give them 5-7 days to encounter the products applied during the initial treatment. Bait stations can be moved around based on the area of activity. If the ants don't go away in a few days, call 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.

Many people see flying ants, thinking they have termites. Termites only swarm during early spring in Ohio.

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.