



## **Client Preparation Guide**

### Final Inspection

Our team will conduct a final inspection the day before the scheduled heat treatment to confirm that all preparation instructions have been followed. This step is crucial to the success of the treatment.

### Handling of Infested Items

**DO NOT REMOVE INFESTED ITEMS FROM YOUR HOME:** all items should remain in place, except for those specifically listed in the instructions. Removing items may spread the infestation and hinder our ability to eradicate the unwanted pests.

### ITEMS THAT MUST BE REMOVED DURING HEAT TREATMENT PROCESS

- All plants and animals, including plant seeds, plant bulbs, small and large family pets, and fish.
- Food and beverages: oil or sugar-based kitchen items, such as sweeteners (artificial and natural), cooking oils, peanut butter, alcoholic beverages (beer, wine, liquor), candy and chocolates; perishable food items that are stored in cupboards; and other non-staple heat-sensitive items, such as carbonated beverages. [Alternative: store inside a working refrigerator.]
- Medicines, ointments, and vitamins. [Alternative: store inside a working refrigerator.]
- Any chemical, flammable or combustible items, including (but not limited to) cigarette lighters, lighter fuel, aerosol cans, compressed gasses, gasoline, propane, butane, and cleaners containing distillates.
- PLASMA TELEVISIONS.
- Firearms and ammunition.
- Crafts (eg., items assembled with hot glue), collectibles (eg., stamp collection), artwork (eg. acrylics, oil paintings, pastels), pictures (eg., framed or in photo albums).
- Heat-sensitive household items.
- Batteries must be removed from all remotes (eg. tv or garage door openers) and children's toys.
- Plastic, wood, or vinyl horizontal blinds.
- All musical instruments, including pianos and wooden and stringed instruments – cases should remain in the treatment.
- Family heirlooms and irreplaceable items should be inspected and a determination made as to whether they should remain in the treatment area.
- Any highly heat-sensitive items such as candles, crayons, cosmetics, deodorant sticks, and soaps.
- Laminated furniture and laminates in general can be damaged by heat. Make arrangements with your technician to remove these items from your home during the heat treatment. They

can be organically treated if necessary. Kutt Service Corp. is not responsible for damage to laminated items left in the home during heat treatment.

**NOTE:** Any items held together only by glue may fall apart.

### Preparations Necessary for Maximum Airflow and Heat Penetration

- Floors must be uncluttered and clear of clothing.
- Beds should be stripped. Waterbeds or airbeds must be drained of water or the air bladders deflated (including select comfort type beds).
- Closets and shelves must be uncluttered.
- Luggage that is to be treated must be opened and emptied.
- Storage chests that are to be treated must be opened and uncluttered.
- Rooms that are crowded or “cramped” must be rearranged.
- Furniture, bookcases, sofas, etc. must be moved away from interior walls.
- Books on bookshelves should be lined in loose horizontal rows.
- Light switch covers and outlet covers must be removed.
- Please remove 1 window screen in each bedroom and living room (if our technicians must remove the screens, KSC will not be held responsible for damaged screens).

**REMEMBER:** Air flow is critical to the success of the heat treating process. Minimize clutter, maximize success.

### Other Necessary Preparations

- All electrical items must be unplugged during heat treatment (e.g., televisions, computers, laptop computers, tablets, iPads, and valuable game consoles).
- Ventilating (heating, air conditioning) equipment must be turned off.
- Picture frames taken down from the wall and placed on the floor.
- All magnets to be placed on the counter (e.g., those on refrigerator door, as magnets may demagnetize).
- Sprinkler systems, heat sensors, and smoke alarms must be deactivated.

EXCEPTION: Refrigerators and freezers can remain plugged in and operating.

**These guidelines are meant to achieve the best possible results, and to fully inform what items MAY be damaged with heat.**

## Limits and Liabilities

### Limitation of Liability

Kutt Service Corp. shall not be liable for any indirect, special, incidental, or consequential damages, including but not limited to loss of data, loss of use, or damage to real or personal property, arising out of or relating to the heat treatment service.

### Warranty Disclaimer

Kutt Service Corp. makes no warranties, expressed or implied, and hereby disclaims and negates all other warranties, including without limitation, implied warranties or conditions of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or other violation of rights.

### Indemnification

The client agrees to indemnify, defend, and hold harmless Kutt Service Corp., its officers, directors, employees, agents, licensors, suppliers, and any third-party information providers from and against all losses, expenses, damages, and costs, including reasonable attorneys' fees, resulting from any violation of this agreement or any activity related to the client's account.

### Governing Law

This agreement is governed by the laws of the Province of Ontario, Canada.

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## Acknowledgment and Agreement

I have received, reviewed, and understood the above preparation instructions and limits and liabilities for the heat treatment scheduled by Kutt Service Corp. I agree to comply with all recommendations and guidelines provided in this document by the date of my heat treatment. I acknowledge that Kutt Service Corp. will not be held liable for any damage to my structure or property resulting from non-compliance with these recommendations. Should I need to cancel or reschedule the heat treatment, I will provide Kutt Service Corp. with at least 3 days' notice. I understand that failure to provide at least 3 days' notice will result in the forfeiture of my down payment.

Name: \_\_\_\_\_ Special Instructions: \_\_\_\_\_

Address: \_\_\_\_\_

City/Province: \_\_\_\_\_

Phone: \_\_\_\_\_ Signature: \_\_\_\_\_

Email: \_\_\_\_\_