

EXURO

EX-CHK-001 Preparing Your Home

Document reference	EX-CHK-001	Version	1.0 (draft)
Title	Preparing Your Home: Checklist and Video Guide	Status	For review
Owner	Elisheba Gardner	Role	Case management
Date issued		Next review	12 months, or on change
Sent to	Every customer with a standard treatment, with the booking confirmation	Supersedes	None

1. Why this matters

Heat kills bed bugs only when it reaches them. How you prepare your home decides whether it does. Most people find preparation the hardest part, and nobody expects it to be perfect. This checklist takes you through it step by step, with a photograph of each. If it feels like too much, you can switch to our Gold service before your deadline, and we do the preparation for you.

Your deadline

Everything on this checklist is finished, and your video is sent to us, by 10am two days before your treatment. For a Wednesday treatment, that is 10am on Monday. The only thing left until the morning of the treatment is your beds.

Up to that deadline you can go ahead, switch to Gold where we have a crew free, move to a new date at no charge, or cancel for a full refund (less £140 if we have already carried out an inspection). After it, cancelling costs at least 50% of what you have paid. If we arrive and the preparation has not been done properly, we may be unable to treat, and that counts as a cancellation.

2. Do these first

Step	What to do	Photo guide
1. Pets	Every pet leaves the property for the whole treatment, with no exceptions. Arrange a friend, family member or kennel now	Photo: pet carrier and bedding packed to leave
2. Valuables	Keep your cash, jewellery and documents with you. You are responsible for securing your own valuables. We never pack, touch or move medication, so keep it with you too	Photo: a bag with valuables ready to take
3. Pressurised items	Take out of the property every aerosol, gas canister and cylinder, lighter and lighter fuel, oxygen cylinder and oxygen equipment, loose battery and power bank (including e-bike and scooter batteries). Heat makes these dangerous. Check the kitchen, bathroom, bedrooms, cupboards and any attached garage. This applies to every booking, Gold included, because these can explode or catch fire	Photo: a box of aerosols, lighters and batteries ready to leave
4. Candles, medication and make up	Remove all candles, medication and make up. Make up brushes can stay	Photo: a shelf cleared of candles and make up
5. Live plants	Remove all live plants. They cannot survive high temperatures	Photo: plants moved out of the room
6. Waterbeds	Drain any waterbed or other water filled item before the treatment	Photo: a drained waterbed

3. Room by room

Step	What to do	Photo guide
7. Furniture and belongings	Move furniture and belongings at least 30cm away from every wall, so the heat can circulate and reach behind them	Photo: a sofa with a hand width and a half of space behind it
8. Books and bookshelves	Books and bookshelves in living rooms and bedrooms can hide bed bugs. Spread the books out so the heat reaches them	Photo: books spread out along a shelf
9. Electronics	Remove electronic items where you can. Laptops, phones, tablets and chargers are best taken with you	Photo: a table cleared of electronics
10. Food	Put all fruit and vegetables, and other fresh food, in the fridge. Cupboard food can stay where it is	Photo: a fridge with fruit and vegetables in it
11. Wardrobes and drawers	Heat has to be able to get through your clothes. Leave hanging clothes loose, and keep wardrobes and drawers about half empty	Photo: a wardrobe about half full with clothes hanging loose
12. Divan and ottoman beds	Empty everything out from under any divan bed. Open up any ottoman bed and empty the storage inside it, and leave the lid open. Mattresses stay on the beds	Photo: an ottoman bed opened and emptied
12a. Modular sofas	If you have a modular sofa, take it apart into its pieces so the heat can reach every side	Photo: a modular sofa in separate pieces
13. Things that cannot take the heat, or cannot be washed	Take out of the property anything that cannot withstand high heat (see the list in section 4). Before it leaves, steam it, or look it over carefully and wipe it down thoroughly. We recommend steaming where you have a steamer, but a thorough wipe down is fine. Laptops and other electronics are inspected and wiped down. Toiletries are steamed, wiped or washed one by one. Nothing should carry bed bugs out with it	Photo: a laptop being wiped down
14. Doors	Every internal door of every room to be treated must be able to be wedged open, and every room reachable. Clear anything blocking a door or hallway	Photo: a clear hallway with doors open
15. Clothes and linen you wash	Do your laundry beforehand. Anything you wash leaves the property only once washed at 60°C or above and dried on high heat for at least 30 minutes. Put the clean items in sealed bags with a suitable zip and tape over the zip so bed bugs cannot get in. Where you can, keep washed and dried items outside the property until the treatment is finished. Laundry is not part of any of our packages	Photo: washed and dried laundry in a sealed, taped bag
16. Kitchen, toilet and bathroom	We do not heat or monitor these rooms. Heat can damage sealant, grout and plastic pipework, and bed bugs very rarely live in them. Their doors stay closed, so they warm up but lag behind the rest of the home. Pressurised items (step 3), fresh food (into the fridge) and anything that cannot take the heat still come out or go away as the other steps say	Photo: the cupboard under the kitchen sink, cleared of aerosols
17. Furniture or a mattress you plan to dispose of	Leave it exactly where it is for the treatment. We can remove it for you afterwards for an extra charge. Ask your case manager	Photo: a mattress left in place in its room

4. Things that are best kept out of the heat

Most of what is in your home is fine at treatment temperature. A few things are not, and a few are a fire risk. Take these out of the property, or tell your case manager if you cannot.

Group	Examples
Anything that could explode or catch fire	Aerosols (deodorant, hairspray, spray paint, cleaning sprays), gas canisters and cylinders, lighters and lighter fuel, oxygen equipment, loose batteries, power banks, e-bike and scooter batteries, vapes and e-cigarettes, fire extinguishers, ammunition, paints, solvents, white spirit and other flammable liquids. These always leave, on every booking
Medicines	All medication, including inhalers, insulin and vitamins. Keep them with you. We never pack, touch or move medication
Things that melt or spoil	Candles, wax, crayons, lipstick and other make up, chocolate, sweets, bread, fruit and vegetables (fridge), wine, spirits and beer, fizzy drinks and other sealed bottles and cans
Things that warp, stick or crack	Vinyl records, photographs and albums, oil paintings and artwork, plastic and vinyl blinds, soft vinyl items, foam shoes such as Crocs, cosmetics, antique furniture with fragile finishes or glued joints
Musical instruments	Guitars, violins, pianos and other wooden or stringed instruments. Tell us about a piano, because it cannot leave
Living things	Pets, fish and aquariums, reptiles, live plants
Light or loose items	Loose papers, light ornaments and anything on a shelf or windowsill that the fans could blow over. Put them in a box or drawer

We take every care with your home and belongings. The vast majority of things are perfectly fine at 60°C or below, and problems tend to begin only above that. Heat can still affect some items, so we cannot promise that nothing will be damaged. The list in this checklist is a guide, not a complete list. You know your belongings best, so it is your responsibility to check them, including coats, boots, shoes and bags, and to take out of the property anything that might not withstand temperatures of up to 60°C. If you are not sure about something, ask your case manager and we will help. If in doubt, take it out. We are not responsible for heat damage to belongings left in the property.

If we find an item at risk that you did not tell us about, we will try to contact you. If we cannot reach you, we carry on with the treatment as planned and the item stays in the property at your own risk. Items at risk are usually fine, but they can be damaged by heat, which is why we call them at risk.

Electronics such as televisions are usually fine at treatment temperature, but we ask you to remove what you can. Suitcases and bags stay in the property, empty and open, because bed bugs hide in them. Do not use any shop bought bed bug sprays or powders before we come, because they scatter the bugs and make the treatment harder.

If you have booked Gold, we will remove these items for you where we can and ask you where to put them. If there is nowhere outside the property, we will put them in a bathroom or other room that is not being heated. Our technician will go through this with you on the Authority to Treat.

5. The morning of your treatment

Step	What to do	Photo guide
18. Beds	When we arrive, every bed must be stripped of all its sheets and pulled away from the walls. Take the sheets away to be washed and dried, which is best, or hang them loose over door frames. This does not need to be in your video, because you may be sleeping there the night before and the night after. Duvets and pillows: hang them up somewhere, or leave them neatly and loosely on the bed, and they are treated by the heat too. Best of all, wash and dry them first on high heat for at least half an hour. Soft toys and stuffed animals: wash and dry them the same way if you can, then leave them loose in the room, not in a bag or box. Mattresses stay on the beds	Photo: a stripped bed with the duvet loose on top and space on every side

Step	What to do	Photo guide
19. Clean clothes to leave in	Just before you leave the house for the treatment, change into a set of clean clothes that have been washed at 60°C or above, dried on high heat, and kept sealed in a bag until you put them on. Do this for each person leaving. It stops anything on the clothes you have been wearing from being carried out of the house, which could start a new infestation. Leave the clothes you take off loose in the room, or put them straight into a sealed bag to be washed at 60°C or above	Photo: a sealed bag of clean clothes
20. Windows	When we leave, we can close and secure all your windows, or leave the two cooling windows open at your request. You tell us which when you give your keys. We open at least two windows at different ends of the property to cool it down	Photo: a window with its lock and handle clear

6. Filming your prep video

We ask for a short video of each room so we can check the preparation with you before the day, and tell you at once if anything is missing.

- Hold your phone sideways. Walk slowly into each room and turn so the camera sees all of the walls and the floor.
- Show the gaps behind the furniture, the cleared surfaces, the spread out books, the open wardrobes and the space under divan beds, and the doors open.
- Show your beds as they are. They do not need to be stripped in the video, because you may be sleeping in them. They must be stripped when we arrive.
- Please keep people out of the picture. If a person or child is filmed by accident, tell us and we will delete it.
- Send it to your case manager on WhatsApp by your deadline.
- We keep your video with your record only to check the preparation, as set out in our privacy notice.

7. Silica and cleaning

We recommend the silica barrier. Silica is a residual: it stays where we apply it and keeps working after the heat has gone, so it can kill bed bugs that come into contact with it for months afterwards. It is the more thorough way to treat.

If you choose the silica barrier, do not sweep, mop or Hoover (vacuum) anywhere in the property for at least 14 days after treatment. Sweeping, mopping or hoovering removes the silica and it stops working.

Cleaning is not part of your preparation and we do not ask you to clean. If you Hoover before your treatment, take the bag out of the Hoover (or empty the canister) straight away, seal it in a bag and put it in the outside bin immediately. It can contain bed bugs or eggs. Do not leave it inside the property or in a shared bin area unsealed.

8. On the day and afterwards

- Your booking confirmation names your technician and gives your arrival window. About an hour before we arrive our desk phones you with an estimated arrival time and sends you a message too, so please keep your phone with you. On the day, the desk is your contact for everything, and your case manager gets a copy of every message. We start with an inspection, then you sign the Authority to Treat, give us your keys and leave the property.
- Please wait at least two hours after the treatment finishes before going back in. You choose when to return. We tell you when we are done, and we aim for a temperature of 30°C inside when you come back.
- We are discreet. We do not discuss your treatment with your neighbours.
- If anyone refuses to leave, or comes back in before we say, we have to stop work, and it may count as a cancellation.

9. Questions

Talk to your case manager. We are happy to talk you through the checklist by phone or WhatsApp. If you are finding it hard, tell us. It is much better for us to know before the deadline than after it.