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PMP Pest Management PROFESSIONAL

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BED BUG BATTLES

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|------------------|----|-------------------|----|--------------------|----|
| BASF..... | B2 | Heat Assault..... | B4 | Mattress Safe..... | B6 |
| CleanBrands..... | B3 | MGK..... | B5 | Sterifab..... | B7 |

SPECIAL ADVERTORIAL INSERT

Strike first to win

American Pest Management Inc. builds successful proactive protocol with Phantom® Termiticide-Insecticide, Alpine® WSG Water Soluble Granule Insecticide and PT® Alpine® Flea & Bed Bug Pressurized Insecticide

Travis Aggson, executive vice president at American Pest Management Inc., has rarely been satisfied leaving a solution at “good enough.”

His go-getter work ethic drove him to get his first job at 14 years old, as a gofer for a pest management company. Back in 2009, when a technician posed to him the idea of fighting bed bugs proactively — instead of eliminating infestations reactively — Aggson couldn’t resist working out a solution.

He and his technicians spent about a year researching, testing hypotheses and getting feedback from industry experts. The result was what Aggson calls the Bed Bug ProActive® protocol — a thorough inspection and the application of products by BASF in strategic areas to prevent bed bugs from becoming established and out of control at an account.

At the cornerstone of the proactive protocol is Phantom® termiticide-insecticide by BASF. Aggson’s technician heard how the product has been tested and proven to kill bed bugs and knew it would be key to their protocol.

“With Phantom’s nonrepellent

nature, we knew we wouldn’t be forcing the bed bugs to move to other areas,” says Aggson, explaining that bed bugs would pass through the applied product unknowingly, ultimately resulting in their death.

American Pest Management, which provides services to Manhattan and Wichita, Kan., uses Phantom termiticide-insecticide for initial visits, returns two weeks later with an application of Alpine® WSG water soluble Granule insecticide, and PT® Alpine® Flea & Bed Bug pressurized insecticide. He then continues with a rotation of the products, adhering to labeled reapplication intervals.

“We knew Alpine WSG and PT Alpine would be a good match — they are nonrepellent and have a quicker kill,” says Aggson.

The proactive protocol and use of BASF products have given American Pest Management a dramatic reduction in callbacks, Aggson says.

If he does get a call from customers on the protocol, they’ll see fewer than a dozen adult bed bugs, rather than the hundreds to thousands of bed bugs they used to see.

BED BUG BATTLE

COMPANY: American Pest Management Inc.

BATTLEFIELD: Residential, commercial and property management, especially lower-income, senior living facilities

WAR STORY: Travis Aggson, executive vice president at American Pest Management, says the key to overcoming tough bed bug challenges is to have all technicians, property managers and residents on board with protocol. “You will reduce the chances of failure if you have everyone working toward the same goal,” he concludes.

WEAPON OF CHOICE

PROVEN SOLUTION: Phantom® Termiticide-Insecticide, Alpine® WSG Insecticide and PT® Alpine® Flea & Bed Bug Pressurized Insecticide by BASF

WEBSITE: PestControl.BASF.us

The company is equipped to take care of new jobs with heavy infestations as well. “We look at an apartment with bed bugs in 40 out of 100 units,” Aggson offers as an example. “We can go in there and improve the quality of life for the residents and relieve the financial pressure for the property managers.”

He also credits the protocol’s effectiveness with building his business in the Wichita market. “Eighty percent to 90 percent of the business we do in Wichita is

bed bugs,” he says. “And we obtained this through the bed bug proactive protocol and BASF product line.”

Always read and follow label directions. Alpine, Phantom and PT are registered trademarks of BASF.



Travis Aggson



Pro prevention

Pennsylvania pest control company relies on Pro Box Spring Encasements for simple, reliable detection and prevention

“I was born into bugs” may not be the best icebreaker at happy hour, but for Sean Hannon, ACE, it’s just a matter of fact. He and his family own and operate Dirks Pest Management Specialist Termite & Pest Control in Southeastern Pennsylvania.



Sean Hannon

“I’ve been involved in pest management for as long as I can remember, from skateboarding through neighborhoods at 13 years old and tagging

mailboxes with Dirks flyers, to becoming ACE-certified in 2016,” Hannon says.

Like many pest management professionals (PMPs) these days, Hannon recently battled a particularly nasty case of bed bugs. The account, a rehabilitation center, was often admitting patients who carried bed bugs into the facility on their clothing and personal belongings.

Due to the nature of the account, treating this problem would have to be an ongoing process, but Hannon and his team were up for the challenge. “We took over and put together a bed bug protocol for new patients that enter to help prevent the possibilities of infestation,” says Hannon.

Part of the new protocol involved Hannon and his team

training the rehabilitation center’s hospitality staff on bed bug biology, signs of bed bugs and a proper action plan to follow when bed bugs are found.

The other part, of course, was treating the infested areas. “After the infested rooms were treated and properly cleared of bed bugs, we encased all beds with CleanRest Pro Box Spring Encasements,” says Hannon.

In addition to what he deems “fantastic customer service” from CleanBrands, the makers of CleanRest products, Hannon explains his decision to use CleanRest Pro Box Spring Encasements with just one word: *quality*.

“We have been working with CleanBrands since early 2015,” says Hannon. “We mainly focus on their Pro Box Spring Encasements. There are a lot of choices out there, but they have the best on the market, hands down.”

Instituting a new protocol for the rehab center, treating infested areas and encasing the beds has shown promising results, he adds.



BED BUG BATTLE

COMPANY: Dirks Pest Management Specialist Termite & Pest Control

BATTLEFIELD: Both residential and commercial properties in Southeastern Pennsylvania

WAR STORY: When implementing a bed bug prevention plan, Sean Hannon, ACE, recommends CleanRest Pro Box Spring Encasements by CleanBrands as a critical component.

“While encasing king-sized beds, cover the Twin XL box springs separately instead of just using a single king-sized encasement for both,” Hannon advises. “Encasing each separately allows for a faster and easier installation, with only a single technician needed.”

When paired with proper treatment methods and monitoring, Hannon says Pro Box Spring encasements have saved his crew time and effort while effectively eradicating bed bugs.

WEAPON OF CHOICE

PROVEN SOLUTION: CleanRest Pro Box Spring Encasements by CleanBrands

WEBSITE: CleanRest.com

“The customer was extremely receptive to our treatment and monitoring plan,” says Hannon. “They are now happy to have protocols in place for prevention and peace of mind for both their patients and employees.”

Hannon also works Pro Box Spring Encasements into residential treatments. “If a bed bug problem arises, it’s found faster because of the encasements,” he says.

When it comes to recommendations, Hannon doesn’t hesitate to give his stamp of approval to CleanRest Pro Box Spring Encasements: “Thank you to the entire CleanBrands team for helping Dirks Pest Management Specialist provide our customers with a great tool for bed bug prevention and monitoring.”

Heat up the competition

New York pest management company stands out against the crowd by using Heat Assault to treat bed bugs

Guy Schaefer's four-person crew at Skyway Pest Management Inc. rivals the large-scale pest management companies throughout Long Island, N.Y., because of their ability to offer efficient heat treatment for bed bugs.



Guy Schaefer

Schaefer, owner and founder of Skyway Pest, says the Heat Assault 500X helps his company offer a one-of-a-kind treatment.

The exclusivity of the heat treatment has allowed Schaefer to subcontract bed bug jobs from other companies in his surrounding area who can't or don't want to invest in the machine.

"I feel like I'm a top-of-the-line company," he says. "I have something that none of the big companies in my area have, including some of the big franchises."

Schaefer is so confident in Heat Assault, he invites other pest management professionals (PMPs) to come see how it works out in the field. "Every now and then there's another PMP who's interested in a unit, so Heat Assault will call me to talk to the potential buyer," he says. "A

lot of times, I offer the PMPs to come and take a look at what I'm doing with the unit when I'm at an actual treatment site."

He says most of the other New York companies that offer heat treatment for bed bugs use heating units that take at least three hours to get up to kill temperature. The Heat Assault, on the other hand, can get to kill temperature significantly faster. "The biggest thing I like about it: I can get an entire structure to 120°F to 130°F within the first 45 minutes," he says.

The Heat Assault 500X is an all-black trailer, about 15 feet long, that uses forced convection technology to produce a high rate of temperature gain. "I have a black truck, and the trailer is all black, so it is discreet and private, which people love," Schaefer says. "The neighbors and people walking by have no clue what we're doing."

Schaefer says the Heat Assault doesn't require maintenance, besides normal oil changes on the generator. Most importantly, the enormous amount of equipment that comes out of the machine — a lot of hoses, heaters and fans — is lightweight.

"I'm just

BED BUG BATTLE

COMPANY: Skyway Pest Management Inc.

BATTLEFIELD: Residential homes, apartments and senior living centers

WAR STORY: Guy Schaefer, owner and founder of Skyway Pest, says every job is a challenge in one way or another. But with the Heat Assault 500X, a room or building can be back to normal that day.

For example, Schaefer works with some senior living centers that don't want chemicals to be used, and they need access to the rooms almost immediately. With the Heat Assault, Schaefer is able get heat into everything: books, papers, clothes, blankets and more.

One of the first big bed bug jobs Schaefer and his crew tackled after getting the Heat Assault was at a senior living center with 29 bedrooms, a dining room and a living room. "Treatment took four days, but we actually solved the problem," he says. "They had been dealing with bed bugs for seven years."

WEAPON OF CHOICE

PROVEN SOLUTION: Heat Assault 500X

WEBSITE: Heat-Assault.com

happy I put the money into Heat Assault," he says. "I think it was a smart investment."



A winning solution

JS Pest Control overcomes callbacks and infestations with sole use of CrossFire by MGK

Bed bugs must love to gamble. They certainly seem drawn to Las Vegas.

“People here are traveling, and they’re coming from all over the world,” says John Longhurst, operations manager with JS Pest Control in Las Vegas, Nev. “That’s how bed bugs are transported.”



John Longhurst

Longhurst says he has found a product that causes bed bugs to roll snake eyes every time: CrossFire by MGK. Since JS Pest Control started using CrossFire about 18 months ago, the company’s follow-up services for bed bug infestations went from an average of four services to just one.

CrossFire has proven so effective, Longhurst adds, that it’s becoming JS Pest Control’s primary product for fighting bed bugs.

“When it’s used correctly, the results are astonishing,” he adds. “And if you can go in and use one product instead of two or three, and get better results, for us it’s a no-brainer.”

CrossFire is formulated to kill bed bug strains that have become resistant to other insecticides. It quickly eliminates bed bugs at all stages of life, including adults, nymphs and eggs, and leaves a long-acting residual behind. CrossFire is also

nonrepellent, so bed bugs don’t bury themselves deeper to avoid it. The product can be applied in homes, commercial buildings and institutions, and it doesn’t stain surfaces.

Longhurst says he first tested CrossFire in a four-unit apartment building. It was a tough case because tenants were moving in and out, and if bed bugs appeared in one unit, the entire building soon became infested.

JS Pest Control technicians treated all four apartments with CrossFire. They returned for a follow-up about three weeks later.

“We saw only slight bed bug activity in one unit,” Longhurst says. “Within 60 days, they were gone.”

Longhurst next tried CrossFire in a 25-building apartment complex. It was another difficult job — JS Pest Control had been battling bed bugs there for about a year, and the apartments were filled with clutter, providing the insects plenty of spaces to hide.

“When we tried CrossFire, most of the time there was no bed bug activity on follow-up,” he reports. “The results were amazing.”

BED BUG BATTLE

COMPANY: JS Pest Control

BATTLEFIELD: About 70 percent residential, 30 percent commercial, although the company is shifting more toward the commercial market.

WAR STORY: John Longhurst, operations manager of JS Pest Control, says eliminating bed bugs is a challenge because, unless they are part of a serious infestation, the insects are hard to spot. Also, some bed bugs are growing resistant to certain pesticides, so pest management professionals must constantly stay alert to new products that show promise.

But the biggest bed bug challenge is determining how they entered a space. Longhurst says the best way to find the answer is interviewing the customer. Did the bed bugs just start appearing? What changes have occurred in the customer’s life? Did the customer recently buy new clothes or furniture, or did the family just return from vacation? Have guests been staying at the home? Longhurst explains: “Customers won’t seem to know where the bed bugs are coming from, but they will reveal it through conversation.”

WEAPON OF CHOICE

PROVEN SOLUTION: CrossFire by MGK Insect Control Solutions

WEBSITE: MGK.com



Relief beyond measure

EnSec Pest and Lawn solves challenging bed bug infestations — and does good — with Mattress Safe

When choosing a vendor, EnSec Pest and Lawn looks to those that have the same values and commitment to service for which it strives. The company, which has locations in Alabama and Florida, met its match with Mattress Safe's quality mattress encasements and customer service. But it was Mattress Safe's commitment to charity that really sealed the deal.



Eric Ludgate

Eric Ludgate, manager and partner of EnSec Pest and Lawn, first learned about the triple threat when the company volunteered its services to resolve a particularly tough bed bug infestation at a shelter for homeless women in Mobile, Ala. The shelter had about 50 beds, and bed bugs were a persistent problem. "It became a horrible issue," he says.

Ludgate's usual arsenal of products, which included thermal remediation and conventional chemical treatment, applied multiple times, wasn't doing the job.

He called a vendor and told her that he needed to do something different to gain control of the situation. Almost immediately, he was put in touch with Andrea Hancock, the owner of Mattress Safe, and explained

what was happening.

"She was kind enough to donate the mattress encasements for the entire facility," Ludgate says.

The products worked like a charm, he reports: "By encasing the mattresses, we could dramatically reduce this broken record; it was a huge help in providing relief for the situation."

As an added bonus, the beds looked like they had gotten a makeover.

Although he had used mattress encasements in the past, Ludgate viewed them as "a dime a dozen." But upon closer inspection, the durable fabric and the tamper-proof zipper technology of Mattress Safe's encasements impressed Ludgate — that, and the company's generosity. Hancock and other Mattress Safe staff members even came to the shelter to meet the women and host an ice cream social.

Since the experience, Ludgate says EnSec Pest and Lawn uses Mattress Safe encasements exclusively, and regularly recommends them to clients.

Ludgate calls Mattress Safe encasements a game changer, especially in closed environments.

BED BUG BATTLE

COMPANY: EnSec Pest and Lawn

BATTLEFIELD: 60 percent residential, 40 percent commercial

WAR STORY: EnSec Pest and Lawn aims to provide service that goes beyond solving the pest problem. Eric Ludgate, manager and partner of EnSec Pest and Lawn, was able to meet that goal for one of the company's biggest challenges to-date: a difficult infestation at a women's homeless shelter.

"The situation was terrible, it was uncontrollable," he says. "But thanks to Mattress Safe, it has become a controllable situation — one with side benefits, as the encasements gave the facility a facelift."

WEAPON OF CHOICE

PROVEN SOLUTION: Mattress Safe Mattress Encasements

WEBSITE: MattressSafe.com

"If you have a homeowner who is not traveling or not bringing pests in, it's a one-time shutdown," he says.

"The company is a treat to work with; they're a blessing," Ludgate adds. "My situation was somewhat complex, and they were all over it, from the first call I made. They are great communicators. They have a great quality product, with great follow-through. I'd give them a five out of five."



One product, many possibilities

Arrow Exterminators solves multiple problems with Sterifab's quick bed bug knockdown and versatility

For the past five years, Arrow Exterminators Inc. in Broken Arrow, Okla., has been using Sterifab by Noble Pine Products as part of its bed bug arsenal, which also includes thermal remediation and chemical treatment.



Roger Graham

Sterifab is a nonresidual liquid spray comprised of a combination of a synthetic pyrethroid, dual quaternary ammonium components and isopropyl alcohol. It is effective as an insecticide, as well as a disinfectant that kills germs, viruses, bacteria, mold, mildew and odors. This makes the product especially useful to facilities in the medical and food processing industries.

General Manager Roger Graham says that Arrow Exterminators, which serves both commercial and residential accounts in the Tulsa metropolitan area and most of northeastern Oklahoma, finds multiple uses for Sterifab.

"Sterifab can be used on almost anything, including on the bugs themselves; it's an instant knockdown and a good tool to use," he says, adding that the product's flexible label allows his team to use

it at a variety of sensitive accounts. "Our bed bug inspectors always have it with them."

Arrow Exterminators' technicians regularly treat bed bug-infested areas with Sterifab, but also have had success applying Sterifab in conjunction with heat and pesticide treatment.

"Without a doubt, the customer satisfaction level is higher when we use Sterifab," Graham says. "When customers see us use it at the inspection stage, they see the benefit. I've even had customers ask whether they can buy it themselves."

This demand has opened up another revenue stream for Arrow Exterminators: The company sells bottles of Sterifab directly to commercial accounts, such as doctor's offices that have an influx of people coming in and out. Graham says he considers this to be the best solution for clients who can take care of a minor infestation themselves, as it saves the client time and money.

"Sometimes, a patient will leave the waiting room and there will be bed bugs on a chair or an exam table," explains Graham. "We sell them Sterifab and instruct them how to take care of this themselves when they see this occur."

BED BUG BATTLE

COMPANY: Arrow Exterminators Inc.

BATTLEFIELD: About 60 percent commercial and 40 percent residential. "Commercial includes everything," says General Manager Roger Graham. "There is not a scenario we haven't dealt with."

WAR STORY: Graham and his technicians are intentional about keeping customers involved throughout the service.

"Most people are aware that they have bed bugs, but when you start taking things apart and exposing areas that they haven't looked in, they get more panicked," he says. "When we're doing an inspection for bed bugs, if it's a heavy infestation, we will treat some of those areas right then to alleviate the customers' nerves."

This, Graham says, helps build up a bond and relationship in a short amount of time to win their trust and their future business.

WEAPON OF CHOICE

PROVEN SOLUTION: Sterifab by Noble Pine Products

WEBSITE: Sterifab.com

Not only does Sterifab's effectiveness bolster customer satisfaction, but the product's flexible label makes it useful in protecting Arrow Exterminators' employees against bed bugs. The technicians use it themselves to prevent taking any live bed bugs home.

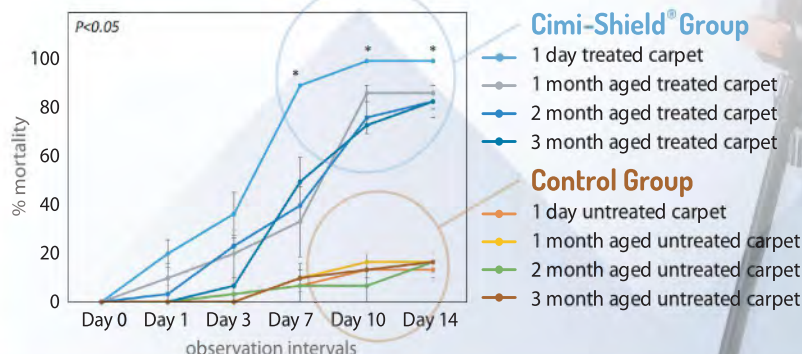


University Research Verifies CIMI-SHIELD'S®

Green Residual Kills Bed Bugs
Up to 90 Days After Application

Cimi-Shield Testing Report

August 2018



Cimi-Shield® Testing Report August 2018

ARENAS

- Six carpeted arenas utilized (10 gallon enclosures)
- Three (control) untreated carpets in tanks.
- Three Cimi-Shield Knock-Out treated carpets in tanks.

INTERVALS

- After treatment, bed bugs released into carpet at four intervals of:
- One day, one month, two months & three months.

RESULTS

The Data Shows that at 10 days :

- 20% of bed bugs died in untreated arenas.
- 80% to 100% of bed bugs died in Cimi-Shield arenas.

CONCLUSIONS

1. Cimi-Shield residues affect the ability of bed bugs to actively walk or move after about 72 hours of exposure.
2. Aging of Cimi-Shield residues for 1- to 3-months slightly lowers its speed of kill, however, 83-87% bed bug mortality (by day 14) is still achievable.
3. Although Cimi-Shield is a 25 (b) category natural product that is exempt from EPA registration, it displays very high residual efficacy against bed bugs.

Trials conducted by Department of Entomology, Purdue University



Coming Soon
Ready-To-Use Formulations

PestBarrier

cimishield.com 800-662-4737