

# PMP Pest Management PROFESSIONAL

2022

# BED BUG BATTLES

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**SPECIAL ADVERTORIAL INSERT**

## BED BUG BATTLE

**COMPANY:** Long Island Bed Bug Inspections

**BATTLEFIELD:** 50 percent commercial / 50 percent residential

**WAR STORY:** Scott Palatnik, owner of Long Island Bed Bug Inspections, used Aprehend by ConidioTec in a very infested condominium in the upper west side of New York City. The results did not disappoint.

When Palatnik and his team first arrived at the condo, the unit was heavily cluttered and had a major bed bug infestation. They performed a heat treatment, and followed up the next day with Aprehend.

Two weeks later, the team returned to the unit and as Palatnik reports, “Lo and behold, despite the heavy clutter and the level of infestation, there was not a live bed bug to be found. This was when we first knew we were onto something great.”

Aprehend is non-toxic and has a residual effect that lasts up to three months, and Palatnik says it has become an integral part of his company’s bed bug treatment protocols.

“As a bonus, I can offer it as a quarterly service — which keeps them protected year-round and boosts my revenue,” he says. “The bottom line is that Aprehend works and is close to 100 percent effective in the battle against bed bugs. It’s a win-win for both us and our customers, and we love that.”

“As we like to say around the office, ‘Another day, another bed bug job, another bottle of Aprehend, and another satisfied customer.’”

### WEAPON OF CHOICE

**PROVEN SOLUTION:** Aprehend biopesticide

**WEBSITE:** Aprehend.com

# Battle Bed Bugs with Aprehend

Long Island Bed Bug Inspections uses Aprehend by Conidiotec to take on *Cimex lectularius*

**S**cott Palatnik, founder of Long Island Bed Bug Inspections, started out his pest career a little different than most. Palatnik served as a professional chef in New York City, cooking alongside Rachel Ray on the Food Network Channel. In 2010, during the mortgage crisis, Palatnik stepped



Scott Palatnik

away from the kitchen and found a passion for helping others overcome their bed bug problems.

After attending numerous bed bug seminars, Palatnik became licensed

and started Long Island Bed Bug Inspections. He reports that one product has changed the game: Aprehend by ConidioTec.

“We’ve been using Aprehend for about four years now and have had tremendous success,” Palatnik says. “I saw a demand for effective, organic, non-toxic treatments and I studied up on Aprehend. I did my research and decided it was something I needed in my bed bug arsenal.”

New York City is known for the large amount of housing and buildings such as condominiums, co-ops, rental buildings, movie theaters, hospitals, schools, offices and more — but for Palatnik, this offers more opportunity than challenge.

“New York City has a huge market and lots of opportunities for both commercial and residential,”

Palatnik says. “We do everything bed bug-related from a to z. The challenge is that there are limited ways to treat bed bugs. With Aprehend, it allows me to offer a service that I haven’t been able to before, and it’s one that I trust.”

For Palatnik, a standout aspect of Aprehend is that it is organic and falls into a multitude of treatment protocols at Long Island Bed Bug Inspections.

“Aprehend is nice because I can use it as a standalone treatment. I could go in and spray in offices, for example, and individuals don’t get exposed to pesticides,” Palatnik says. “Aprehend also gives me the ability to keep my customers ahead of the curve.”

“I would rather be proactive than reactive,” he adds. “Aprehend can be used proactively, and quarterly applications can greatly reduce incidents of bed bug infestation. It can also mean recurring income, which is key to running a successful operation.”

For those looking to try Aprehend, Palatnik’s advice is simple. “When you need to get the job done, Aprehend fits the bill,” he says. “In addition, the people at ConidioTec are extremely effective. They are always willing to answer questions and help you out whenever you need it.”



## Quality matters

Sprague Pest Solutions uses Mattress Safe products because of a shared commitment to serving customers

**P**ests have never “bugged” Kolbin Bertilson, ACE. He worked through the ranks at Sprague Pest Solutions, and is currently its Colorado branch manager.

With more than 160 route managers at Sprague, Bertilson is always on the lookout for products that will simplify route managers’ lives. When his team began discussing the possibility of



Kolbin Bertilson

changing up bed bug protocols a few years ago, Bertilson delved into researching all available options. After initially being burned by using low-quality encasements, he

was intrigued by the possibilities offered specifically by Cumming, Ga.-based Mattress Safe.

“I was first introduced to Mattress Safe by someone who was doing charity work for low-income housing and teenage shelters, as well as women’s shelters,” explains Bertilson. “We would donate Mattress Safe products and help install them to give people clean places to sleep, and then we would cook dinner for everyone. It was very meaningful, and we were inspired to use the products elsewhere as well.”

As the route managers began to implement the use of Mattress Safe encasements at bed bug accounts, they found they really liked how the products were certified by an entomologist. They also liked that bed bugs could not bite through or

penetrate the encasement fabric, but feature a patented “Zipper with the Hook” — a sewn-in loop and zip-tie to ensure total enclosure. In addition, Mattress Safe products are made in the USA and are breathable and fire-retardant.

As the team at Sprague began rebuilding their bed bug program to include Mattress Safe products, Bertilson found some very interesting data from Mattress Safe itself.

“Every time the box spring was encased, in addition to the mattress, the data was showing a much higher success rate,” Bertilson says. “And of course, when you combine that with the research that Mattress Safe was doing, everybody was finding that most of the bed bugs were living in a box spring. That’s what got us interested and why we developed our entire program to ensure that both mattress and box spring encasements are a part of our program.”

### BED BUG BATTLE

**COMPANY:** Sprague Pest Control

**BATTLEFIELD:** 100 percent commercial

**WAR STORY:** Before using Mattress Safe products, the Sprague team had been using another brand of encasements for bed bug accounts. The results were frustrating the team.

“Our route managers would go for a follow-up six months to a year later, and the bed frame would wear away those thinner materials. And so a lot of customers were struggling, even going so far as to put duct tape on their encasements,” explains Kolbin Bertilson. The Sprague team knew this could be damaging to their reputation for quality. They switched to a manufacturer who shared their goal of customer satisfaction: Mattress Safe. “Now that we’ve got Mattress Safe encasements, which offer a stretch in their material, we’ve seen a higher success rate in not getting rips and tears. Many of our customers comment on how much more they like these encasements, especially in our greener markets.”

#### WEAPON OF CHOICE

**PROVEN SOLUTION:** Stretch Knit Box Spring Encasement

**WEBSITE:** [MattressSafe.com](http://MattressSafe.com)



## BED BUG BATTLE

# Bed bug breakdown

Abalon Exterminating relies on Sterifab to eliminate bed bugs

**N**ew York City is known for a few things: busy streets, great food and the occasional pest. Brandon Gomez, director of operations at Abalon Exterminating, has been in the pest industry since he was 16, balancing high school with being a pest technician, and gradually working his way to where he is now.

One of the worst pests to have in the Big Apple, according to Gomez, would be bed bugs. Because Abalon treats a mix of commercial and residential properties, the team needed something that would handle



**Brandon Gomez**

bed bugs in everything from studio apartments to huge hotels. When they were introduced to Sterifab, the team immediately began employing it at all bed bug accounts.

“In New York City, we constantly have tourists going in and out of hotel rooms. We do our best to keep our accounts pest-free, but when someone comes in from elsewhere, there is nothing anybody can do about that,” explains Gomez. “The best thing about Sterifab is that it’s effective, efficient and convenient. It’s like a Swiss Army knife: It kills the bed bugs and also disinfects the area.”

Sterifab is the only virucide, disinfectant and insecticide in one product that is registered by the

U.S. Environmental Protection Agency (EPA), which sets it apart for the team at Abalon Exterminating. The techs can use the product not only to kill bed bugs, but can also disinfect the areas they are treating. This, according to Gomez, really sets the product apart.

“It dries the bed bugs up right away, and it’s a contact kill. So, when you spray the bed bug, you’ll see it literally die on the spot,” Gomez says. “We’ve had customers come with us while we’re inspecting a room just to show them the bed bug treatment, and my technicians will have Sterifab on hand. Most people are scared of bed bugs, so when the techs spray a bed bug and it dries up and dies, it’s impactful to see the effectiveness. Pair that with the disinfectant, and it’s a winning product to us.”

The team at Abalon Exterminating works closely with the Sterifab team, keeping the lines of communication open and constantly asking questions. Because of this, the team at Abalon is comfortable using and recommending Sterifab to colleagues.

“We can use Sterifab anywhere with our clients. It’s everything

**COMPANY:** Abalon Exterminating

**BATTLEFIELD:** 50 percent residential / 50 percent commercial

**WAR STORY:** For New York City pest technicians, few things are worse than bed bugs in multi-family housing. When the techs at Abalon Exterminating experienced multiple callbacks to one apartment for bed bugs, Director of Operations Brandon Gomez realized the best product for the job would be Sterifab — to stop the infestation while also cleansing the area.

“We took apart the whole bed and treated everywhere, but there was still an issue,” Gomez says. “Eventually, we got another callback, and finally found that the bed bugs were coming from behind the headboard. The techs went in with Sterifab and treated the area. When the customer came back, the bed bugs were eliminated. Plus, the customers commented positively on the clean smell.”

**WEAPON OF CHOICE**

**PROVEN SOLUTION:** Sterifab

**WEBSITE:** Sterifab.com

you could possibly need on hand,” Gomez says. “It’s safe for everybody. It’s the perfect tool for a technician learning about pest control.”



# Sniffing and snuffing out bed bugs

Town and Country uses a winning combination of a dog and Technicide to eradicate *Cimex lectularius*

**F**or Town and Country Pest Solutions, dealing with new pest challenges is second nature. The family-owned business has made a name for itself by rapidly growing from one technician to 50, for using one of the first bed bug hunting dogs and for being a pioneer of sorts with new products.

Founded by Matt and Colette Fabry in 1986, the Rochester, N.Y.-based company was the first in its market to use a bed bug-sniffing dog, named Tracker.

“The dog was great to find bed bugs, but they needed something to actually eradicate the bed bugs,” recalls second-generation President Caleb Fabry. “We stumbled across Technicide and the Exacticide bed bug applicator, and we were finally able to not only find, but control the bed bugs.”

After finding Technicide, the Town and Country team had a winning combination: Tracker would find where the bed bugs were, and the Exacticide bed bug applicator would eradicate the pests, giving the customers a clean home, even in some of the worst situations.



Caleb Fabry

“The hardest part of dealing with bed bugs is just dealing with the situations themselves,” explains Fabry. “The cluttered and messy units, the people moving in and out — we constantly have to stay on top of it. This was alleviated greatly with the use of the Technicide dust applicator, because it allows us to

get the dust to the locations into safe spots we otherwise had no option or ability to do. The extension poles that come with the Exacticide get the dust in locations where the bed bugs are harboring easily and safely. There’s no other tool like it.”

The success Town and Country has had with this device, as well as the fact that it was invented by a former pest management professional, has made the Technicide a mainstay for the team.

“Our advice is to look at this product as an investment,” says Fabry. “There was a lot of brain power, work and energy that went into creating this. It will get the job done.”

## BED BUG BATTLE

**COMPANY:** Town and Country Pest Solutions

**BATTLEFIELD:** 65 percent commercial / 35 percent residential

**WAR STORY:** Bed bug solutions are Town and Country Pest Solutions’ forte. After having one of the first bed bug sniffing dogs in the industry, and using the Exacticide kit from Technicide, they had a winning combination. This combo helped especially when faced with a situation that others couldn’t overcome.

“We did a complex for the Housing Authority in upstate New York. They had tried multiple other things to get rid of the problem, and nothing worked,” explains Caleb Fabry, president of Town and Country. “When we heard about it, we basically made the call and said we can solve the problem. We have the dog, we have the solution, we have the tools. So we stayed for a week and completely eradicated all the bed bugs in the complex. We did inspections for every single unit, treated them all, and stopped the problem. Within two weeks, when we did an additional follow up, there were no active bed bugs.”

**WEAPON OF CHOICE**

**PROVEN SOLUTION:** Exacticide

**WEBSITE:** Technicide.com

