

Mandatory H&S compliance: By booking, you confirm you'll follow all preparation, access, and post-treatment instructions and agree to our Terms of Service. If the property is not prepared as instructed, Guardian Pest Control may refuse or stop work; you're liable for any extra costs, and any guarantees/warranties are void where non-compliance affects results. Re-entry before the technician's advised time is strictly prohibited and at your own risk; you accept responsibility for any harm or loss from early re-entry.

Before The Treatment

- ☐ Follow all H&S, preparation, access, and post-treatment instructions.
- ☐ Disclose hazards (asbestos, live wiring, brittle ceilings, wasp nests, mould, etc.).
- ☐ Arrange safe, clear access to the areas being treated.

During The Treatment

- ☐ Cover fish tanks or remove aquatic life
- ☐ Vacate the areas being treated for the entirety of the treatment plus an additional 4 hours (for roofspace and subfloor treatments you'll have to vacate the house)
- ☐ Provide parking space for our team
- ☐ Have power (for areas being treated) turned off at the **switch board** the entirety of the treatment plus an additional 4 hours

After The Treatment

- If any treated surfaces remain wet, leave the property immediately and contact our team **before re-entering** on **0800 617 955**.
- Report any unusual reactions—such as allergic symptoms, breathing difficulties, or skin irritation—to your technician immediately.
- Follow all recommendations (e.g., moisture control and subfloor ventilation) to support long-term pest prevention.

Optimal Conditions

Maintaining optimal conditions is essential for the longevity of your borer treatment and keeping your home borer-free. Our technician will explain these requirements on the day, but property conditions can change over time and we won't always be there. Please ensure the following are maintained:

- Keep timber moisture content ideally $\leq 16-18\%$.
- Aim for subfloor relative humidity $< 65\%$ and good cross-flow ventilation.
- Fix leaks fast (roof, plumbing, gutters, downpipes) and improve drainage away from foundations.
- Lay/maintain a ground vapour barrier (heavy-duty polythene) over bare soil; overlap and weigh down so it stays sealed.
- Maintain clearances: don't block subfloor vents; keep insulation from pressing onto joists so timber can breathe.
- Remove soil heaps, debris, and old formwork that hold moisture.
- Keep exterior paint/stain systems in good condition on weather-exposed timbers.
- Repair flashing, cladding gaps, and window/door seals to stop water ingress.
- Trim vegetation back from walls and subfloor vents to promote airflow
- Replace severely damaged or structurally compromised members when recommended (required for warranty on those areas).
- After treatment cures, keep interior timbers sealed (paint/varnish/oil) where appropriate to limit reinfestation and moisture uptake.
- Avoid trapping moisture with non-breathable coverings on damp timbers.
- For any new or replaced timber, use appropriately treated timber for its location (e.g., interior framing vs. exterior/exposed).
- Before enclosing new framing (linings/insulation), make sure timbers are dry and, if needed, pre-treated.
- Use regular heating and ventilation to keep indoor humidity down (bathroom/kitchen extraction to outside).
- Avoid long-term damp sources like unvented dryers or persistent condensation.

