

Ehrlich

A Rentokil Steritech Company

Your Local Pest Control Experts



YOUR PEST SPECIALIST

What type of training/certification do Ehrlich Pest Specialists receive?

Ehrlich's training program is unmatched in the industry. From the first day and throughout their career, your Pest Specialist undergoes rigorous training and receives continued support.

After completing field training, Pest Specialists continue to receive enhanced educational training and are required to earn their state applicator's license within their first year or as soon as applicable for that state.

As part of our Continuing Education Program, our Pest Specialists receive additional training in a team setting at their District Office, earning 8 certified continuing education units throughout the year on a range of pest control topics, including emerging pests, new products, safety, and more. Additionally, each year, Pest Specialists must sit for an annual competency exam to ensure they retain the skills they need to service your home.

Will the same Pest Specialist come to my house for every appointment?

Yes. As part of pestfree365, you are assigned a dedicated Pest Specialist. This allows the Pest Specialist to get to know you, your family, your home, and your preferences. On occasion, in order to respond to your needs, another experienced local Pest Specialist may be assigned to conduct your service visit.

YOUR SERVICE & SAFETY

What is Integrated Pest Management (IPM)?

Integrated Pest Management (IPM) is an effective, environmentally sensitive approach to pest management that focuses on prevention and maintenance to stop pest issues before they become problems. When pest issues do arise, IPM requires an understanding of pest life cycles, biology, behavior, and how different pest species interact with the environment to determine appropriate tools and

targeted treatment methods that will have the least impact on the surroundings.

Will the products Ehrlich uses cause any harm to my children or pets? Can I remain inside my home during treatment? How soon can my children or pets go outside after an exterior treatment?

Our overall philosophy is to use integrated pest management, which by definition means we combine a variety of environmentally sensible methods in our service. Often, this means using mechanical tools and physical barriers, and using targeted applications to resolve problems at their source. Ehrlich uses only products registered by the U.S. Environmental Protection Agency, in accordance with label laws. In most situations, your day-to-day life will not be impacted by treatment. If your Pest Specialist determines you have a unique pest issue requiring a product that may impact your day-to-day life, they will discuss the process with you, and advise you of any potential safety precautions.

If it rains, will the treatment that was just applied be washed away?

Ehrlich Pest Specialists are trained to be aware of weather situations that could impact treatment. Your Pest Specialist may adjust treatment methods in accordance with the weather. If a reapplication becomes necessary due to unexpected weather, your Pest Specialist will contact you.

Will I see a decrease in activity right away after the initial treatment?

After any treatment for an existing pest problem, you may see a temporary increase in activity. Product applications can sometimes stimulate pests to move. This is a sign that the treatment is working and should subside within a few days. If the problem seems to persist, call the **Preferred Customer Line** and your Pest Specialist will be out to conduct a follow-up visit.

Is a contract required for pestfree365? Is a guarantee available for pest control services?

No long term contract is required for pestfree365. We strive to earn your business every month. As a pestfree365 customer, you can call us anytime you need service for more than 36 covered pests.

What if I see pests in between my regularly scheduled pestfree365 visits?

Your pestfree365 service includes unlimited service calls for covered pests. To ensure that we can address the pest sighting before it becomes a larger problem, call our **Preferred Customer Line at 877.875.1865**. A Customer Service Representative will schedule a service with your Pest Specialist as soon as possible.

Are there pests that are not included in pestfree365?

Because pestfree365 protects your home and family from more than 36 pests, the most common household pests are covered as part of your program, including certain species of ants, cockroaches, spiders, stink bugs, wasps, hornets, and even bed bugs. To qualify for bed bug coverage, your home must be free of bed bugs at the time you sign up for service.*

Due to the special treatment required, a select number of pests require additional services that are not covered under pestfree365. Ehrlich offers additional service plans including our pestfree365 + Termite plan and our Mosquito and Tick plan that provide worry-free protection from these pests. To learn more, please call our **Preferred Customer Line at 877.875.1865**.

YOUR SCHEDULING & BILLING

What happens if I don't call to schedule my service appointments? Can I schedule appointments at my convenience? How will I know when a Pest Specialist will be coming for a service appointment? What should I do if I need to reschedule an appointment?

Service appointments can be scheduled at your convenience in one of two ways.

1. **Call our Preferred Customer Line at 877.875.1865.**
2. **Use our Live Chat feature at [jcehrlich.com](https://www.jcehrlich.com) from any device.**

If you do not call to schedule your service, your service appointments will not go unscheduled. Our customer service team will schedule your appointment for you when your next preventative service is due. We will contact you prior to your scheduled preventative service. You will receive an appointment reminder through an automated call, email, or live call, based on your preference. You will have the option to reschedule your appointment if needed.

If you need to reschedule your service, it is quick and easy to do.

1. **Call our Preferred Customer Line at 877.875.1865**
2. **Use our Live Chat feature at [jcehrlich.com](https://www.jcehrlich.com) from any device**

What happens to my service if I move?

You can transfer your pestfree365 plan to your new home at no additional cost. If the new homeowners at your previous home want the year-round protection of pestfree365, we can continue this service without an introductory fee. The monthly fee will apply.

Will I receive a bill? When is the payment due? Is a receipt provided? How frequently will I be billed for services? Can I pay my bill online?

During your initial call, our Residential Sales Specialist will explain the payment options for pestfree365. Our monthly EZ Pay option provides customers with a savings benefit. In addition to EZ Pay, you have the option to select a semi-annual or annual payment plan. You can choose to receive your bill in the mail or pay your bill online. After your service appointment, our Pest Specialist will provide you with a proof of service summary. Payment is due within 30 days of your service appointment.

If I have any questions about my service, what phone number should I call?

As a pestfree365 customer, you have access to our exclusive **Preferred Customer Line**. You can call **877.875.1865** at anytime to be quickly connected with a Customer Service Representative.

*Home must be free of bed bugs at the initial service to qualify. Coverage of bed bugs under the pestfree365 plan applies to single family, free-standing, owner-occupied homes only. Account must be in good standing. Other restrictions may apply.