

# Frequently Asked Questions

Are you looking to book a service with us? Maybe you've already booked a service and would like to know more? At Flick Anticimex, we're eager to answer your questions. We want to provide you with the right information.



## Our frequently asked questions:

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## About our services:



### Are the products safe for my unborn or newborn baby?

We recommend minimising exposure to any pesticide that you may come into contact with. The highest risk occurs as a product is applied. If there is a product to be applied inside your home then we recommend that you vacate the house whilst that takes place.

We service childcare centres and hospitals with the same products that will be used in your home. All pesticides carry with them inherent dangers, our technical team has chosen specific products and our technicians are trained in the application of those products to minimise the risks to people or pets.



### What about my pets?

It is advisable to remove the animal or animals from the area during treatment.

Dogs and cats we recommend removing any food or water bowls before the service and then replacing the bowls after the service is completed and any products used have dried. If there is a treatment to be carried out to the exterior of the home, the ideal would be if the animal can be moved to a neighbour or friends property whilst the treatment is being carried out, if that is not possible then place the animal in the garage or laundry whilst the exterior is being treated. The animal can be returned outside once the products used have dried (3-4 hours dependent upon weather conditions).

Birds in small or mobile cages should be moved away from the area being treated (inside if possible) and covered if still on the property. Large aviaries need to be covered with tarps or similar whilst the treatment is being carried out.

Fish inside the premises should have the top of the

tank covered in glad wrap and a towel or similar and the filter turned off. Fish ponds around the premises must have a tarp or similar covering them.

Reptiles are very susceptible to many pesticides and can be particularly susceptible to Pyrethrins which are very commonly used for pest management because of their low toxicity to, and persistence in humans. Therefore if there is a need to have pest control carried out it is best to have the reptile moved to another property whilst the treatment is carried out. If you cannot move the reptile to another property consider not having the interior of your home treated or maybe confining the reptile to one room and not treating that room.

Reptiles that are affected by Pyrethrins can be more adversely affected in cold weather, so if you must treat a pest try to wait until it is warm as the risk of poisoning dramatically reduces.

Other measures to take before a treatment is carried out is to remove food and water bowls and after an internal treatment mop all floors to remove any residue.



### Are your products environmentally friendly?

The vast majority of gels, sprays and other pest control formulations available to the pest management industry in the present day are researched and manufactured with the health and safety of people, non-target species, and the environment as a top priority. The same can be said for the Flick Anticimex Pest Control service methodology.

The modern day pesticide formulations/active ingredients Flick prefer and use, are loosely referred to as 'new generation' pesticide products. They are manufactured to break down over time, therefore avoiding any potential to compound and build-up in our diverse array of sensitive ecosystems. We are selective in what we use, how we apply it and where we apply it.

## About our services:

### **Will the products stain my carpet or ruin any furniture?**

No, the products will not cause damage to your home or furniture. In the case of carpet beetle and flea treatments where the entire carpeted areas are treated, the Flick technician would test a small obscure area of carpet if in doubt.



### **Do you do services on weekends?**

Yes, we can organise services on Saturdays if it is more suitable.

## Before our services:



### **Do I need to remove anything from my cupboards or move any furniture?**

No, there is no need to remove any items from within your cupboards during standard treatments. This may be required with German cockroach, pantry pest or fabric pest treatments. There is usually no need to move or re-arrange any furniture.

### **Do I need to leave my home during the service?**

No, you do not usually need to leave your home during the service. For some unusual pests or services, there may be a requirement to vacate the home, the time frame for re-entry can be advised by the technician.



### **What happens if it rains the day after the service?**

As above, light rain will not have an effect on the products placed around. Normally, rain on the next day does not significantly affect the effectiveness of the treatment. The treatment will only be compromised in cases of heavy or persistent rain and only in the areas away from the buildings where completely exposed to heavy rain.

### **How long will the service take?**

The duration of the service is dependent on the size of your home and the types of pests that are being treated. Call our office on 13 14 40 if you would like the estimated length for your particular service.

### **Where about in my home do you service?**

With your permission, our technician can service all areas of your home. Commonly treated areas are inside and outside of the house. If it is accessible, our technician will also service your roof void and sub floor area of your house.



### **How long does it take for the product to take effect?**

The products will start to take effect immediately once applied in and around your home, however, they can take varying time frames to reach full effectiveness dependent upon the pest being treated, and the product used to do so. Our service technician will advise you on the time frames for your individual property on the day of treatment. Occasionally and dependent upon the severity of the infestation a follow-up or series of follow-up treatments may be required, our technician will advise on the day of the treatment.

## After our services:



### How long should I wait until I can clean my house?

You should wait approximately 5-7 days before cleaning your home. However, if it is an imperative that you clean within the waiting period, it is recommended to leave an inch around any skirting boards in your home to avoid washing away any products. Exteriors of windows and doors where treated for spiders should be given 1 to 2 weeks before cleaning off the residues.

### What happens if it rains the day after my service?

If there is only slight rain on the day, then the service can be carried out as per normal as the rain will better help the products to soak in the treated areas. However, if there is a heavy downpour of rain, our technician can service your internal home first. then return another day to service the external home. Alternatively, you can call our office to reschedule the service at a later date if the rain is heavy or persistent.



### How often should I have a service done?

We recommend having an annual Timber Pest Inspection or more frequently in higher risk areas and a General Pest Service annually or bi-annually. However, depending on the type of pest infestation a more frequent service period may be recommended to ensure your home is safe and protected.

### Why am I seeing more pests after my treatment?

Initially, homeowners may see an increase in pest activity after a treatment. This applies to ants, cockroaches, silverfish, rodents and more. Spiders are generally flushed out immediately post-treatment, however, some may still be suffering from the effects of our treatment and are capable of biting. We

recommend not to worry, as the increase pest activity will usually subside after two weeks. If pest activity has not subsided, please contact your local branch.



### How do I make my payment?

You may pay by cash, cheque or credit card on the day of the service to our technician or you can call our office and make a payment over the phone. For Amex cards there is a 3.75% surcharge.

### Is there a guarantee/warranty period?

Yes, all our services are accompanied by warranty periods. The warranty time frame will vary depending on the service performed. Please inquire with our staff in regards to these warranties on 13 14 40.

Have a question that we didn't  
answer? Feel free to contact our  
team and ask us directly!

13 14 40

[flick-anticimex.com.au](http://flick-anticimex.com.au)

