

PEST CONTROL TREATMENT ADVICE & WARRANTY INFORMATION

Post-treatment advice • Product information • Limited service warranties

Thank you for choosing Coastwide Pest and Termite Solutions for your pest management needs.

This document provides general post-treatment advice, information about pest control products commonly used by our technicians, and the terms and conditions of our pest control service warranties.

Locally owned and operated on the Sunshine Coast

1. POST-TREATMENT SAFETY ADVICE

To ensure your safety and assist with the effectiveness of your treatment, please observe the following recommendations:

- Children & Pets: Keep children and pets away from treated surfaces until completely dry and any additional product-specific safety requirements have been met.
- Re-entry: Follow all re-entry instructions provided by your technician. Some treatments may require areas to remain unoccupied for a specified period.
- Cleaning: Avoid washing, mopping, scrubbing or pressure cleaning treated surfaces for the period recommended by your technician, as this may reduce the residual effectiveness of the treatment.
- Food & Food Preparation: Avoid contact between treated surfaces and food, utensils or food preparation equipment.
- Bait Stations: Do not move, open or interfere with installed pest control baits or bait stations.
- Ventilation: Follow any ventilation recommendations provided by your technician.
- Gardens & Outdoor Areas: Avoid disturbing treated areas, including garden beds, external perimeters and paved surfaces, where applicable.

Important: Specific instructions provided by your technician or required by the product label take precedence over this general advice.

2. WHAT TO EXPECT FOLLOWING TREATMENT

It is normal to observe some pest activity following a treatment.

Depending on the pest species and products used, activity may temporarily increase as pests are disturbed or encounter treated areas.

Some treatments provide an immediate effect, while others require time to achieve their intended results.

Treatment effectiveness and longevity can vary depending on:

- Pest species and infestation severity.
- Environmental and weather conditions.
- Property construction and maintenance.
- Hygiene, sanitation and available food sources.
- Access limitations and untreated harbourage areas.
- Subsequent cleaning, renovations or disturbance of treated surfaces.

Pest control treatments are designed to manage and reduce pest activity. They do not necessarily provide immediate or permanent elimination.

3. PEST CONTROL PRODUCTS & ACTIVE INGREDIENTS

The following products may be used by Coastwide Pest and Termite Solutions depending on the target pest, property conditions and treatment requirements.

Antagonist PRO Active constituent: Bifentherin 80g/L	**Country Bifentherin** Active constituent: Bifentherin 100g/L	**BiFlex Aquamax** Active constituent: Bifentherin 100g/L
Country Fipronil Active constituent: Fipronil 100g/L	**Quench PRO Ant Bait** Active constituent: Imidacloprid 0.5g/kg	**AttractANT PRO Ant Gel** Active constituent: Indoxacarb 0.5g/kg
Demand 100CS Active constituent: Lamba-cyhalothrin 100g/L	**Battleaxe Pro Roach Bait** Active constituent: Fipronil 0.5g/kg	**Advion Evolution Roach Bait** Active constituent: Indoxacarb 0.8g/kg
Stardust PRO Active constituent: Permethrin 20g/kg; Triflumuron 5g/kg	**Battleaxe PRO Aerosol** Active constituent: Propoxur 20g/kg; Tetramethrin 2g/kg	**Chaindrite Extra Strength** Active constituent: Imiprothrin 1.4g/kg; Cypermethrin 2g/kg

Important Product Information

- Not all products listed above will have been applied to your property.
- Products are selected according to the pest species, treatment requirements and site conditions.
- Details of the products actually applied are maintained in our treatment records.
- Product Safety Data Sheets (SDS) are available upon request.
- All products must be applied in accordance with their approved labels and applicable regulatory requirements.

4. GENERAL PEST CONTROL WARRANTY (6 MONTHS)

Coastwide Pest and Termite Solutions provides a 6-month limited service warranty covering eligible pests and areas treated, commencing from the original treatment date.

Warranty Exclusions

The following pests are excluded from the general pest control warranty:

- Ants: Covered separately under our 3-month ant treatment warranty, where applicable.
- Non-webbing spiders: Including wandering and hunting species.
- German cockroaches: Require specialised treatment programs.

Warranty Conditions

Where eligible pest activity persists or returns within the warranty period, a complimentary retreatment may be provided following assessment.

Environmental Exclusions: Coastwide Pest and Termite Solutions reserves the right to decline warranty retreatment where a technician reasonably determines that environmental factors have caused or materially contributed to reinfestation. These include rubbish accumulation, poor hygiene, accessible food sources,

excessive clutter, moisture issues or failure to follow pest prevention recommendations.

Warranty coverage applies only to the original treated areas and pest species. Complimentary retreatments do not extend or restart the warranty period.

These conditions do not affect your rights under Australian Consumer Law.

5. ADDITIONAL ANT TREATMENT WARRANTY (3 MONTHS)

Where an additional ant treatment has been included in the service, Coastwide Pest and Termite Solutions provides a 3-month limited service warranty, commencing from the original ant treatment date.

Areas Covered

The ant treatment warranty is strictly limited to:

- Treated footpaths and paved surfaces.
- Treated areas located within 1 metre of the external walls of the dwelling.

Areas Excluded

The ant warranty does not extend to:

- Lawns, turf or grassed areas.
- Garden beds, plants, shrubs or trees.
- Fences, retaining walls or boundary structures.
- Driveways or paved surfaces beyond the specified 1-metre treatment zone.
- Untreated areas or surrounding properties.

Ant colonies may be located outside the treated area, and new colonies may establish or forage into the property following treatment.

Where ant activity persists or reoccurs within the specified warranty area during the 3-month period, Coastwide Pest and Termite Solutions will assess the activity and, where appropriate, provide a complimentary retreatment.

Complimentary retreatments do not restart or extend the original 3-month warranty period.

6. GENERAL WARRANTY TERMS & CONDITIONS

The following conditions apply to both the general pest control and additional ant treatment warranties.

1. Treatment Scope

Warranty coverage is limited to the target pests and areas included in the original treatment.

2. Notification of Pest Activity

Customers must notify Coastwide Pest and Termite Solutions of recurring pest activity within the applicable warranty period and provide reasonable access for assessment.

3. Treatment Disturbance

The voluntary warranty does not cover treatment effectiveness compromised by pressure washing, renovations, construction, excavation, landscaping, excessive cleaning or disturbance of treated surfaces.

4. Environmental Conditions

Flooding, excessive rainfall, water runoff, moisture issues and other environmental conditions may affect treatment performance.

5. Property Maintenance

Customers are expected to follow reasonable pest prevention and property maintenance recommendations, including addressing sanitation issues, moisture problems, pest entry points and harbourage conditions.

6. Additional Pest Activity

Pest species or areas not included in the original treatment may require additional services at an additional cost.

7. Complimentary Retreatments

Where a warranty claim is accepted, the remedy provided under the voluntary service warranty will ordinarily be a complimentary retreatment of the affected area.

8. Warranty Period

The warranty commences on the original treatment date. Subsequent complimentary visits do not extend or renew the original warranty period.

9. Termite Management

General pest control warranties do not extend to termite management, termite damage or timber pest activity unless expressly covered by a separate written agreement.

10. Warranty Assessment

Warranty claims will be assessed reasonably, taking into account the original treatment scope, pest species, environmental conditions and available treatment records.

Australian Consumer Law

Our voluntary service warranties are provided in addition to your rights under the Australian Consumer Law.

Nothing in these warranty terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded.

7. ONGOING PEST PREVENTION

To assist with maintaining a pest-managed environment, we recommend:

- Keeping kitchens, food preparation areas and storage spaces clean.
- Storing food in sealed containers.
- Removing rubbish and accessible food sources regularly.

- Repairing plumbing leaks and addressing moisture issues.
- Sealing cracks, gaps and potential pest entry points.
- Reducing clutter and unnecessary storage around buildings.
- Keeping vegetation and garden materials maintained.
- Avoiding the disturbance or removal of treated surfaces.
- Scheduling routine preventative pest management services as recommended.

8. QUESTIONS OR ONGOING PEST ACTIVITY?

If you have questions regarding your recent treatment or experience pest activity during the applicable warranty period, please contact Coastwide Pest and Termite Solutions.

We are committed to providing professional pest management services and practical advice to help protect your property.

For suspected pesticide poisoning or chemical exposure, contact the Australian Poisons Information Centre on 13 11 26. In a medical emergency, call 000.

COASTWIDE PEST AND TERMITE SOLUTIONS

Phone: 0488 287 987
Website: coastwidepestandtermite.com.au

Locally owned and operated | Sunshine Coast, Queensland

THANK YOU FOR SUPPORTING A LOCALLY OWNED BUSINESS

Your trust in our local team means a great deal to us. We appreciate the opportunity to help look after your home, family and property.





Warm regards,
The Coastwide Team