



CLIENT PREPARATION GUIDE

BED BUG TREATMENT PREPARATION

PREPARE THE HOME WITHOUT SPREADING THE PROBLEM

Bed bug preparation is not about emptying the home. It is about containment, treatment access, and safely processing selected belongings without carrying bugs into clean areas.

This is not a pass-or-fail inspection. Complete as much as reasonably possible and tell Level Up about any limitation. Because treatment methods differ, your technician's specific instructions always take priority over this general guide.

WHY PREP HELPS

THREE RULES THAT PREVENT SETBACKS

01

Keep activity contained

Leaving belongings and sleeping locations in their original areas helps prevent bed bugs from being carried into a clean room, vehicle, or workplace.

02

Process items correctly

Sealed transport, effective dryer heat for suitable items, and clean storage prevent treated belongings from being exposed again.

03

Give us safe access

A reachable bed, furniture seams, room edges, and clearly identified hot spots allow a more accurate inspection and targeted treatment.

YOUR HIGH-IMPACT QUICK START

- ☐ Do not begin sleeping in another room or on a different couch unless Level Up directs you.
- ☐ Do not move belongings into another room, vehicle, workplace, or residence.
- ☐ Do not discard mattresses, beds, or furniture before they are inspected.
- ☐ Ask before stripping beds, emptying closets, dismantling furniture, or moving electronics.
- ☐ Gather sealable bags or containers so processed items can remain separated and protected.

THE TREATMENT METHOD MATTERS

Targeted pesticide, steam, containerized heat, and whole-structure heat require different preparation. Level Up will provide any method-specific additions before service.



Bedroom and Belongings Checklist

The sleeping area is usually the first priority. The goal is to expose useful inspection and treatment areas while avoiding unnecessary movement that could carry bed bugs elsewhere.

SLEEPING AREA

Keep the Room Stable and Accessible

- ☐ Continue using the sleeping location identified by Level Up unless your technician directs otherwise.
- ☐ Remove items stored beneath the bed, but keep them contained in the same room until a treatment plan is provided.
- ☐ Create access to bed legs, the frame, headboard, baseboards, and nearby furniture.
- ☐ Move the bed away from the wall only when instructed.
- ☐ Leave installed encasements, interceptors, and monitors in place.

LAUNDRY & DRYER

Use Heat Without Recontamination

- ☐ When directed, bag suspect fabrics inside the affected room before carrying them to the laundry area.
- ☐ Dry suitable items on high heat for at least 30 minutes; washing alone may not kill every bed bug or egg.
- ☐ Confirm that the fabric and item can safely tolerate the selected dryer setting.
- ☐ Move items directly from the dryer into a new, clean bag or sealed container.
- ☐ Keep processed items sealed until Level Up confirms they may be returned.

BELONGINGS

Sort, Contain, and Ask

- ☐ Separate items into untreated, processed, and technician-review groups.
- ☐ Keep books, electronics, decor, bags, and non-washable items in their original room unless directed.
- ☐ Point out belongings that cannot tolerate heat, moisture, or pesticide exposure.
- ☐ Use sealed bags or bins whenever an item must travel through the home.
- ☐ Label clean or processed containers so they are not mixed with untreated belongings.

CLUTTER & FURNITURE

Reduce Hiding Places Carefully

- ☐ Remove trash and obvious clutter in sealed bags without relocating usable items to another room.
- ☐ Do not place boxes, bags, or loose belongings beneath the bed.
- ☐ Do not discard a mattress, box spring, couch, or other furniture without approval.
- ☐ Do not dismantle beds or furniture unless Level Up requests it.
- ☐ Tell us if mobility, storage, or clutter makes an area difficult to prepare.

IF YOU CAN ONLY COMPLETE A FEW ITEMS

Do not change sleeping rooms, do not relocate belongings, bag fabrics before transporting them, keep processed items sealed, and provide access around the bed and primary resting area.



Other Rooms and Special Items

Bed bugs may be associated with couches, recliners, guest rooms, bags, and other places where people rest or belongings are stored. Report those areas rather than quietly moving their contents.

LIVING & GUEST AREAS

Identify Every Resting Location

- ☐ Tell us about couches, recliners, guest beds, or chairs used for sleeping or extended resting.
- ☐ Create access to seams, cushions, legs, nearby baseboards, and the floor beneath furniture.
- ☐ Leave cushions and furniture in their current room unless directed otherwise.
- ☐ Do not begin sleeping on a couch or in a guest room to avoid the affected bed.

PERSONAL & SENSITIVE ITEMS

Follow Item-Specific Directions

- ☐ Point out medications, medical equipment, cosmetics, valuables, collectibles, and fragile items.
- ☐ Remove or protect food, pet items, and personal-care products as directed for the treatment method.
- ☐ Follow special instructions for aquariums and other animals.
- ☐ Do not attempt to heat electronics or belongings with ovens, heaters, vehicles, or improvised devices.

MULTI-UNIT & TRAVEL

Prevent Accidental Transfer

- ☐ Notify property management promptly when required in an apartment or connected building.
- ☐ Tell Level Up about recent travel, guests, used furniture, deliveries, or neighboring-unit activity.
- ☐ Keep work, school, and travel bags contained and away from beds and upholstered furniture.
- ☐ Do not carry suspect belongings into hallways, shared laundry areas, vehicles, or another residence unsealed.

DO NOT SELF-TREAT

Avoid Dangerous DIY Methods

- ☐ Do not use bug bombs, foggers, aerosol sprays, or loose pesticide powders.
- ☐ Never apply pesticides, repellents, or rubbing alcohol to your body, bedding, or clothing.
- ☐ Do not use kerosene, gasoline, open flames, space heaters, or the thermostat to heat the home.
- ☐ Tell Level Up about every product already used so the treatment plan can account for it.

BED BUGS ARE NOT A CLEANLINESS JUDGMENT

Bed bugs can be introduced through travel, visitors, luggage, clothing, used furniture, deliveries, and other belongings. Preparation is about containment and access—not blaming the customer or measuring how clean a home is.



Service-Day Checklist

BEFORE THE TECHNICIAN ARRIVES

Final Walk-Through

- ☐ Review and complete the treatment-method instructions Level Up provided.
- ☐ Make the bed, primary resting area, furniture edges, and room perimeter accessible.
- ☐ Keep untreated and processed belongings clearly separated.
- ☐ Confirm that belongings remain in their original rooms unless otherwise directed.
- ☐ Arrange for people and pets to leave and re-enter as directed.

TELL YOUR TECHNICIAN

Information That Improves the Plan

- ☐ Every sleeping and extended-resting location used in the home.
- ☐ Where live bugs, stains, shed skins, or eggs were observed.
- ☐ Any recent travel, guests, used items, or neighboring-unit activity.
- ☐ Any DIY product, moved item, new room involved, or preparation limitation.

PLEASE AVOID

Protect the Treatment Plan

- ☐ Do not relocate sleeping to another room or piece of furniture.
- ☐ Do not move unsealed belongings into clean areas, vehicles, or other homes.
- ☐ Do not discard furniture before it is inspected.
- ☐ Do not add sprays, powders, foggers, alcohol, or improvised heat.
- ☐ Do not remove encasements, interceptors, monitors, or other installed devices.

READY FOR SERVICE

Client Check-In

- ☐ Priority inspection areas are accessible.
- ☐ Processed and untreated items are separated.
- ☐ Questions or limitations are ready to discuss.

WHAT SUCCESSFUL PREP ACCOMPLISHES

- ✓ Bed bug activity remains contained instead of spreading to new areas.
- ✓ The technician can inspect and treat the most important harborage.
- ✓ Processed belongings remain separated from untreated items.
- ✓ Follow-up evidence is easier to interpret and respond to accurately.

WE APPRECIATE YOUR PARTNERSHIP

Every completed step supports faster progress. If the full checklist is not possible, let us know—we will help identify the priorities that will make the biggest difference.