

Maintaining the **Advance® Termite Bait System** for Peak Performance.



ADVANCE®
Termite Bait System

A SECOND GENERATION BAIT SYSTEM

In the fall of 2003 Whitmire Micro-Gen entered the termite bait market segment with a value added dual-stage system design. Our design (developed with PMP input) offered better performance and superior technician serviceability than previous systems. Today hundreds of thousands of homes have been protected with the Advance Termite Bait System (ATBS). PMPs who have adopted the system have consistently described the unprecedented results they have achieved with this revolutionary bait system—fast station hits often in 15-45 days, colony elimination as fast as 120 days and heavy recruitment of termites never seen before.

PMPs understand that termite baiting is a process and not an event and recognize that in order for a bait system to keep working at peak performance to protect their customers’ homes, the system must be maintained. The following information helps to answer many of the questions commonly asked by PMPs on how to maintain the Advance Termite Bait System for peak performance.



Ensuring Peak Performance of ATBS

This brochure serves as a tool to help your company and service technicians achieve consistent long-term control with ATBS. It will assist PMPs to:

- Understand why internal components need to be replaced for both biological and business reasons
- Set up and manage a scheduled Termite Monitoring Base replacement program
- Identify critical replacement of components outside of scheduled replacement
- Train service technicians on the correct way to perform station clean-outs
- Handle issues related to ants in the bait stations



TERMITES VOTE : THE BIOLOGICAL CASE

Many who have worked in termite control for years would say that termites will eat through just about anything. Although there is much truth to the interesting ways termites find food sources in buildings and homes, the bottom line is that termites have a vote. In research conducted at Oklahoma State University by Dr. Brad Kard, it was demonstrated that termites assess both the quantity and quality of a food resource. Thus, termites really do decide on how much of a food resource they will consume or how many colony members will be recruited back to the food resource. The Termite Monitoring Base (TMB) used in ATBS has been recognized as a preferred food source by termites, but when placed in a station and installed in the ground, TMBs will degrade over time. On average after about 12 to 15 months of being in the ground, TMBs can degrade to the point where termites may be less attracted to them. Termites may still eat the wooden Termite Monitoring Base in the station, but preference of that food source is key. Dr. Barbara Thorne’s research at the University of Maryland supports Dr. Kard’s findings that termites do not readily recruit colony members to food resources that are considered of poor quality or quantity. The TMB inside ATBS is not the only food resource that provides both quality and quantity. ATBS has a second food source in every station, the Termite Inspection Cartridge (TIC). The tablets inside the TIC are made from highly purified microcrystalline cellulose which can, over time, develop or be covered with various molds that can severely decrease its attractiveness and consumption by termites. Thus, a program to address the replacement of decayed TMB and TIC components for ATBS is critical to maintain peak performance.

Setting a Policy for Recharging ATBS is Vital to Your Business

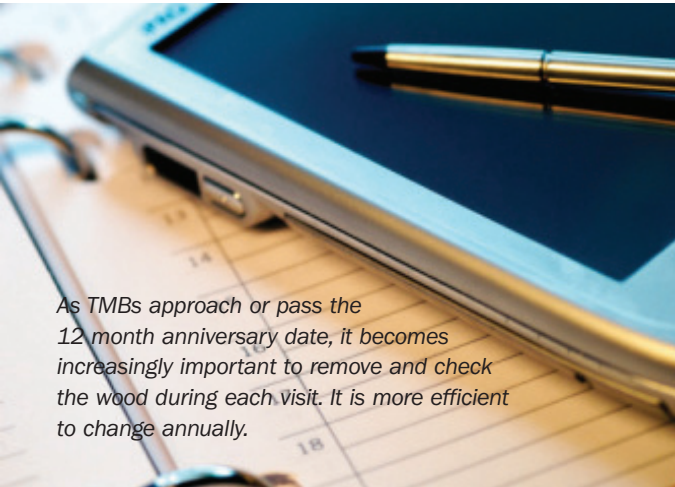
Since termite baiting is a process, as a PMP you carry the responsibility to ensure the system is maintained at peak level.

Whitmire Micro-Gen recommends the following quality assurance component replacement protocol to recharge ATBS for peak performance:

- Perform annual replacement from date of original installation or last replacement of all TMBs in stations that are 12 months old
- Replace the TIC on an “as needed” basis but not any longer than 15 months since installation or the last replacement

Why Annual Termite Monitoring Base (TMB) Replacement?

- Trying to discern the condition of the wood which is often covered with mud, silt, sand or roots is difficult for technicians and causes them to rely too much on visual judgment
- As TMBs approach or pass the 12 month anniversary date, it becomes increasingly important to remove and check the wood during each visit which requires much more time than annual replacement
- Removing the TMB to decipher the wood integrity causes disruption/disturbance of the TMB, which goes against the system design



As TMBs approach or pass the 12 month anniversary date, it becomes increasingly important to remove and check the wood during each visit. It is more efficient to change annually.

Implement an Annual TMB Replacement Program: Two Approaches

There are two basic ways to logistically handle replacement of TMBs on an annual basis.

1. Surge Replacement

Group all TMB replacement into off season (winter) months

- Easy to schedule
- Allows you to focus technicians during the busy season on installations and TIC inspections vs. TMB replacements
- Cooler weather months in the fall make the process easier than hotter summer months
- Allows you to keep termite staff busy with productive work in slower winter months

2. Renewal Date Replacement

Replace all TMBs upon the annual renewal date of each account

- Requires service ticket notification of scheduled TMB replacement
- Allows sales/office staff to market the upcoming recharge to homeowners since it correlates with their annual renewal
- Spreads labor cost of replacement over the entire year



A program to address the replacement of decayed TMB and TIC components for ATBS is critical to maintain peak performance.

Why Replace TICs on an “as needed” Basis?

- TIC degradation (i.e. development of molds) is more micro-climate dependant and thus the need for replacement is more variable than with the TMB
- The TIC is fully removed each quarter for termite inspection so as technicians check each TIC for termites, a simultaneous “quality assessment” can easily be done and does not add to service time or termite disturbance
- “As needed” replacement of TICs spreads TIC replacement costs over a 12-15 month period, thus smoothing cash flow (QA managers should monitor overall TIC purchases to station installation numbers to assure that on average all TICs are replaced at least every 15 months)

Guidelines For Critical Needs Replacement of TICs

Replacing TICs on an “as needed” basis during the normal quarterly monitoring process is the most common service practice used by PMPs. To help with this process, technicians should be aware of the common types of conditions that can render TICs less palatable or attractive to termites. This serves as a general guide, as there may be other conditions discovered by the technician in their geographic area that may affect termite feeding within the TICs.

In general, replace the TIC if the tablets have:

- Pink mold present
- Veins of pink run throughout the TIC
- Tablets appears to be slimy or glistening like gelatin
- It has been in the ground for 15 months

Do not replace TICs if the tablets:

- Appear to be swollen or enlarged
- Have black or green colored mold on their surfaces

The Role of Management

- Set a firm policy and expectations of replacement every 12 months on TMBs and as needed on TICs.
- Audit purchases of TICs and TMBs to ensure all homes are getting replacements as specified.

AUDIT TIP

By dividing the total number of TICs or TMBs purchased in a year by the total homes in ground for a year will indicate the average annual replacement rate per home.
Example: 6,000 TICs ÷ 500 homes installed = 12 TICs replaced per home per year.



Equipping Your Technicians for Annual TMB Replacement

After choosing which type of scheduled TMB replacement program to follow, it is important to train and equip your technicians. The chart below describes the equipment recommended to do station clean-outs required when removing the TMB from the bottom of the station.

Equipment	Purpose
1 Cordless Drill	Operate station clean-out auger
2 Clean-out-Auger	Lift soil, sand and wood debris from station before replacing components
3 Discard Bucket	Used for old TICs and TMBs being removed from stations
4 Cotter Pin Puller	Pull out TICs and unbroken TMBs from stations Regular service tool for station checks
5 Nail Claw	Pull out highly decayed TMBs Regular service tool for station checks
6 Baiting Service Bag	To hold tools for regular station checks and schedule replacement
7 Spider® Access Tool	To open and close station which is necessary for any station access
8 Advance 375A Ant Bait	Eliminate ants invading stations
9 Needle Nose Pliers	Optional for TIC removal

PERFORMING ANNUAL TMB REPLACEMENT IN THE FIELD

Before your technicians replace aged TMB components, it is important for them to know the most efficient process. Whitmire Micro-Gen has developed a quick and easy approach for station clean-out of dirt, debris, etc. and for the replacement of the TMB. The steps outlined below should serve as a general guideline but in the field judgment is always required.



Step One

- Pull TIC Cartridge out with cotter pin puller to check for termite presence
- Look down into TMB for termites
- If no termites are found, proceed to the next step
- If termites are found DO NOT perform scheduled replacement at this time, rather replace TIC with an Advance Compressed termite bait cartridge



Step Two

- Attempt to remove wooden TMB with cotter pin puller
- If this does not work, utilize nail claw
- Place debris in discard bucket



Step Three

- Place cordless drill with clean-out auger attached into the bottom of the station
- Make sure the tip of the auger is inside the hole at the bottom of the station
- Start drill rotation and move drill slightly up and down to remove debris
- Sweep station off with hand



Step Four

- Place new TMB into station



Step Five

- Replace with a new TIC only if it merits replacement due to:
Mold issues Other issues
- Replace TIC at least every 15 months
- If TIC looks acceptable, place back into station until next visit and evaluation

Step Six

- Close the station by securing the lid.

Controlling Ants in and around ATBS

Ants are a common problem associated with termite bait stations. They can enter from normal foraging patterns into stations. Treating for ants around stations with an ant bait product such as Advance 375A Select Granular Ant Bait is recommended when ants are encountered. This product is designed to handle a broad array of ant species.

Here are some basic guidelines to control ants in and around stations:

- With the station closed, gently shake Advance 375A Select Ant bait around the station, within a 1' circle
- Look for any ant trails that lead up to the station, treating these trails lightly with Advance 375A Select Ant Bait
- For large fire ant mounds built over stations, consider installing a station at another location close by and then treating the fire ant mound with Advance 375A Select Ant Bait; once the fire ants are controlled the station under the mound can be removed, discard the internal components, clean the station and reuse as needed
- DO NOT place Advance 375A Select Ant Bait directly into the station interior
- Treatment of areas away from the stations with a product such as Cy-Kick® CS with SmartCap™ Technology, will lower ant pressure around the home.



ENSURING PEAK PERFORMANCE SUMMARY

Implementing a quality assurance program (including annual TMB replacement) to maintain peak performance of the Advance Termite Bait System brings value to your company in three ways.

1. System Performance

- Maintains ATBS at peak performance
- Reduces station disturbance

2. Quality Assurance

- Ensures that all staff maintain high quality standards for ATBS
- Reduces potential liabilities related to system maintenance
- Technician pride of service

3. Financially Smart

- Good for customers
- Good for retention
- PMP can budget the annual TMB cost
- PMP can market the “recharge”
- Efficient use of labor



RETENTION TIP

Utilize the ATBS service doorhanger to communicate quarterly with your customers and to demonstrate the value of your service.

