



# XT-2000 ORANGE OIL PLUS

## *TRAINING GUIDE 2017*

**\*FOR TRAINING PURPOSES ONLY\***

Property of XT-2000, Inc.®

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## 2 WHAT IS XT-2000 ORANGE OIL PLUS®?

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XT-2000 Orange Oil Plus® is a naturally occurring essential oil containing the active ingredient d-limonene. This citrus oil is derived from the rind of the orange and is used in a variety of products from pet flea and tick shampoos to household cleaners. **XT-2000 is 95% pure d-limonene.** When extracted, the grade level is determined by the process used. The orange rinds are put through a process called steam and vacuum distillation. The product coming out is technical grade d-limonene.

The most important property of XT-2000 Orange Oil Plus® is its ability to actually wick through wood: its natural capability of traveling through the porous cells in all directions. XT-2000 Orange Oil Plus® will not only treat the areas into which it is injected, but will soak into the surrounding areas of the treated board also ensuring an effective and thorough treatment each and every time. This is why XT-2000 is 95% pure d-limonene. When you decrease its purity with other ingredients, such as petroleum distillates, it loses that natural capillary capability by blocking and clogging the porous cells which minimizes absorption into wood.

When injecting into infested wood, our product will kill drywood termites, wood boring beetles, carpenter ants and eggs on contact. Should these pests avoid immediate physical contact with XT-2000, they will also die from ingesting wood recently treated. Even prolonged exposure to the vapors of d-limonene will have an eradicating effect as well on them.

**XT-2000 Orange Oil Plus®** is not only the product to take care of your wood pest problems; it's the system that will make your company successful!

### 3 WHY OFFER YOUR CUSTOMERS XT-2000 ORANGE OIL PLUS®?

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- XT-2000 allows more net income potential.
- Minimal risk of chemical exposure for technicians and the consumer during the treatment process.
- Some homeowners refuse to fumigate; you can service these customers by offering a least toxic, proven effective option.
- Larger structures with numerous tenants, such as duplexes or apartment complexes, are difficult and costly to fumigate. XT-2000 is an ideal system and first option in these situations.
- Customer referral base grows due to conveniences of not having to move out during treatment, saving the homeowner move out costs and hassle. This alone acts as a free form of advertising.
- XT-2000 can be a more convenient method of providing your customers with a clearance during the escrow process.
- XT-2000 does not require contacting local utility authorities to shut off gas and electricity to a building.
- XT-2000, Inc. is always available for training support over the phone or through email and has offered free in house training to any customers purchasing XT-2000 for their company.

## 4 ADDITIONAL ADVANTAGES TO THE PCO

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The Pest Control Industry has experienced vast changes over the past five years. Pest Control Operators have tackled legislative changes relating to environmental impact and worker's compensation. Insurance premiums have skyrocketed, with increases expected, and OSHA has taken a heightened interest in the industry due to work-related pesticide illness, deaths, and serious falls.

Integrated Pest Management has become a necessity to those Pest Control Operators wishing to survive the changes in the industry, and with changes come opportunity. XT-2000 provides a proven option that follows IPM strategies, one that remains an effective treatment for drywood termite, wood boring beetles and carpenter ants control.

**XT-2000 can effectively treat an entire structure infested with drywood termites, wood boring beetles and areas of carpenter ants. It has already changed the way PCOs handle eradication and treatments.**

Here are just a few examples as to how XT-2000 Orange Oil Plus ® can assist PCOs in today's difficult industry:

- Increase in business opportunities: Today's consumers have very busy lifestyles with home based businesses, children, pets, etc. and are wary of introducing hybrid chemicals into their homes, schools, and work environments. The XT-2000 System allows consumers to continue on with their busy schedules with minimal interruption.
- Reduced general liability and workers compensation insurance premiums: Potential applicator and consumer pesticide exposure is dramatically reduced. XT-2000 is labeled with merely a "CAUTION" warning due to its minimal hazard to both consumer and applicator.
- Reduced pesticide loads: The prime objective of urban pest management compliance and the reduction of harsh pesticides on the environment will ultimately lead to less costly regulation of the industry.

**...and that's just the beginning!**

## 5 ADVANTAGES TO THE CONSUMER

The XT-2000 system is remarkable in its ability to not only handle local treatments, but to make it possible to warranty an entire structure as well. This appeals to the consumer in a variety of ways, but one of the most significant is the additional savings that come from not having to vacate their home for an extended period of time. The chart below provides a moderate approximation of the extra costs that come with treatment methods that require the resident to leave the premises.

Additional Cost Factors	Estimated Cost For Two Days of Inconvenience
Lodging	\$120
Pet Boarding	\$50
Cost to Replace Discarded Food, Medicines, etc.	\$50
Dining Expenses	\$80
Lost Wages Due to Preparation	\$150
Total Approximate Daily Expenses for Two Days	\$450

These additional costs which at first were not a thought can now become a major ordeal.

**Lodging-** Lodging can be a bigger disruption than originally thought of. (Finding a place to stay that meets all of a customer's needs at a reasonable cost,) may be a frustrating task. Think about finding a place for you and your entire family. Most will need to stay close to where they live to minimize further disruption of their everyday lives (school, work, transportation, etc.).

**Pet Boarding-** Homes with pets can become a bigger hassle then thought. Depending on how many pets they have now trying to relocate them or find boarding. Remember for a lot of owner's pets are family and they don't want to keep them just anywhere.

**Cost to Replace Discarded food, Medicines, etc.-** It's not only the cost; think about the time and effort to go through your refrigerator, freezer, pantry, cupboards, medicine cabinets, etc., to make sure it is all bagged up and removed. How about double checking your kid's room to make sure there isn't any holiday candy still around so it's not eaten after another process is used, which might cause them to be ill.

**Dining Expenses-** Not everyone wants to eat normal take-out food. Think about the people that can't due to their health. Now dining out can be expensive depending on where people choose or prefer to eat.

**Lost Wages Due to Preparation-** Loss of wages will be a major cost. Not only paying for a major inconvenience, but now have no money coming in to help pay for that. Or maybe you use vacation days for this instead of using them to spend quality time with your family or even to just relax.

Security can also be a big topic. Home owners can stay home and watch what's being done on their home the whole time. That means no more thoughts of maybe coming home to find a few items are missing or damaged.

Now combine these estimated daily costs and all that additional stress from the possibility of roof damage, landscape and plant damage, and additional cleaning and storage costs. The consumer is now faced with a rather large additional economic burden. However, this burden is nonexistent to the resident if the structure is treated with XT-2000.

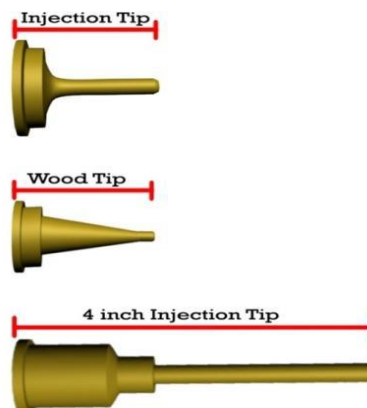


## 6 EQUIPMENT NEEDED FOR THE XT-2000 SYSTEM

**B&G** - Use a standard ½ or 1-gallon B&G sprayer. In conjunction with the B&G sprayer, we recommend a Gun Jet Series 31 trigger or something comparable. This trigger allows for better control and supports interchangeable tips for specific types of applications.



- Injection tip is for standard applications
- Wood tip is preferred for standard applications since the cone creates a better seal and helps to prevent over spill.
- 4" injection tip is for applications that are more difficult. The longer tip provides the ability to go through stucco or drywall and still be able to get enough of the tip into the wood.



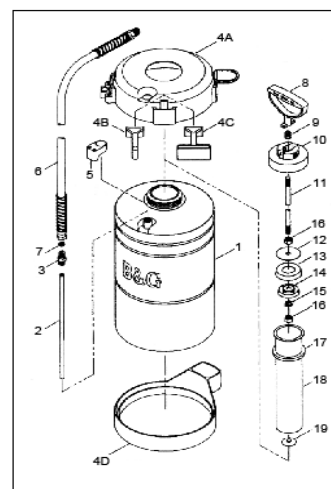
*Hint: To avoid leaks when changing tips, make sure soft seat gasket is in the proper position.*

### B&G Maintenance



Proper maintenance of the B&G Sprayer includes draining the hose of all Orange Oil before storing for the night. Orange Oil will break down the rubber hose over time. Releasing pressure in the sprayer and holding the hose up while pressing on trigger will allow the hose to drain of product.

*Orange Oil will also break down gaskets. Replacing the gaskets annually will prevent pressure loss.*



### Drill Bits

We recommend various lengths, such as 12", 6", and 2.5"

7/64 bits, for different situations.

7/64 bits are for injection holes and pilot holes.

7/16 or 3/8 bits are for scope holes.

5/32 stucco bits are for pilot holes.

Carry a wood and stucco bit.

*For proper application, drill to the depth of the wood but not through.*



## Scopes



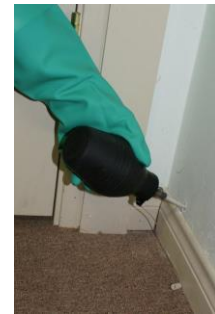
The scope is the most essential tool in identifying the KIA.



*There are other tools available to identify the KIA, but the scope is the **ONLY** identification tool that does not produce false positives.*

## Bulb Duster

Carry a bulb duster to cover evidence that's located in inaccessible areas.



## XT-2000 Orange Oil Plus®



The most important key to an effective treatment will be to read the label and follow all safety precautions.

## Pressure Regulator

It is used with your B&G to help you monitor the pressure during the application process.



## 7 WHY DOES XT-2000 ORANGE OIL PLUS REQUIRE TRAINING?

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First, XT-2000 wants to thank you for using our product. The XT-2000 Orange Oil Plus® System will provide everything our affiliates need to be very successful and prosperous.

Keep in mind that training and understanding is crucial. Not because you don't know how to kill Drywood Termites, Carpenter Ants, or Wood Boring Beetles. It's because we know what it takes to eradicate them with XT-2000 Orange Oil Plus®. We want you to have peace of mind in knowing that we want to keep the product name strong and make sure everyone understands the proper product usage and use of needed system tools.

With a commitment to the success of your company as well as our own, we will be available at any time to help in any way we can. There is never a silly question, but an unanswered question can become costly.

Resources available include videos and support presentations on Pestweb and at [www.xt2000training.com](http://www.xt2000training.com), phone and email support directly to XT-2000, Inc. for support in the field and on the job (call toll free at 866-870-8485), group training at Univar locations and, most importantly, FREE training at our San Diego facility. XT-2000, Inc. uses a "train the trainer" program. On site, we dedicate a minimum of 3 days of presentation, prop practice and in the field inspection and treatment training with an orange oil company in the San Diego area. XT-2000, Inc. is also available "for rent." At the cost of travel and hotel, the company to be trained can have an XT-2000 trainer travel to their location and train on site for a maximum of 4 days per month. This is a cost effective measure as it allows a maximum amount of employees to be trained. The trainer would not be limited to classroom presentation; the majority of the training would be in the field on jobs and inspections. This allows the company to not shut down operations due to training.

**Thank you for using our product and becoming part of the XT-2000 Orange Oil Plus® Team.**

## 8 THE INSPECTION PROCESS

*Studies and years of real world experience have shown that XT-2000 Orange Oil Plus® gets results.*

The first step in a successful treatment of XT-2000 Orange Oil Plus® is during the inspection. A Quality Inspection is the key to an efficient and effective treatment of XT-2000 Orange Oil Plus®.

### 8.1 TALK TO THE CUSTOMER

When arriving on site, make sure you obtain information from the customer. This will help remove any guesswork from the initial inspection and they will be able to give you background on the infestation.

### 8.2 QUESTIONS FOR THE CUSTOMER

- Where have you noticed drywood termite, wood boring beetle or carpenter ant activity?
- Has anyone cleaned the areas where the infestations have occurred?
- (if they have) Did you notice any wings, frass (droppings), or other clues?
- When was the last time you had your home inspected?
- Have you ever fumed (tented) your home?
- Has another company spot treated in any areas of your home before?
- Has anyone completed any repairs for drywood termite or dryrot damage?
- Do you have any areas that have been remodeled or repaired within the last four years?

*All of these questions help complete a story and this story helps you know the extent of the infestation.*

### 8.3 WALK THE SITE

When you arrive on site, start the inspection in the interior areas. Follow the interior inspection area with the attic, crawlspace, garage, and exterior. Inspecting in this order eliminates the potential of spreading dirt throughout your customer's home.

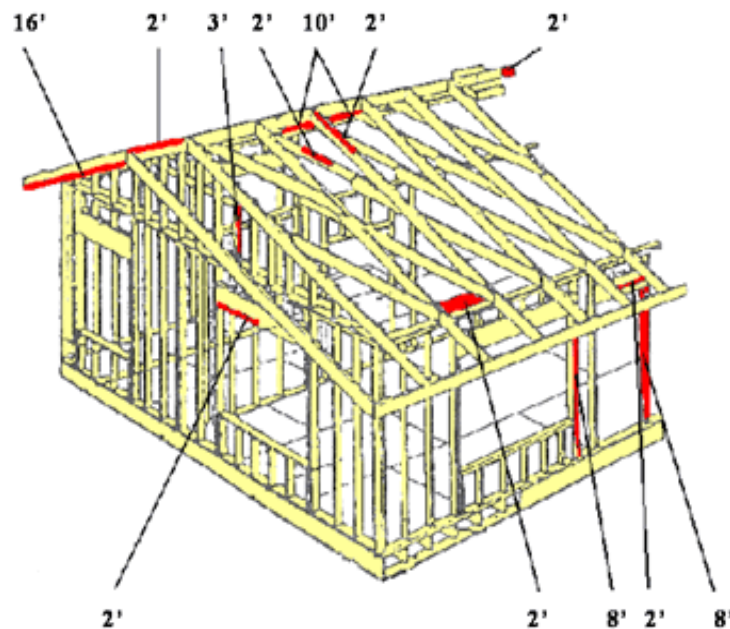


*Bring a ladder for areas that are not visible from ground level, such as tops of framing, exposed top plates in the garage, rafter tails, and eaves.*

## 8.4 WHERE TO LOOK

While performing a complete inspection, keep in mind where the most common areas of infestation are:

- **Any wooden structures butting up against siding or the exterior wall of the structure.**
- **Fascia boards**
- **Rafter tails**
- **Rafters**
- **Door frames**
- **Window frames**
- **Above entryways**
- **Exposed Framing**
- **Attics**
- **Garages**



### **Infested Structure Diagram**

**A 2300 square foot home will contain approximately 13,000 board feet of wood. Fifteen (15) colonies' (nests) of drywood termites might occupy as much as 65 board feet. This equates to less than 1% of the total structure.**

## 8.5 EVIDENCE

The evidence being seen will determine the type of pest. If you're not seeing immediate evidence of activity, make no immediate assumptions that they were not there. Look in areas that a homeowner typically will not clean. Look on top, behind or under bookshelves and other large



items in room. For drywood termites swarmers check for wings in spider webs or towards areas of light in rooms and even around seat cushions. Droppings may be around outer walls, walkways, etc. so take your time checking. Wood boring beetles can have small holes and fine powder that sometimes can be easily missed. When identifying evidence in the attic, pulling back insulation may be necessary to locate areas in joists. Check above headers, top plates, framing and around storage. Double check areas of dryrot, to make sure termite infestations aren't at same location.

*Look in window sills and on the ground under planter boxes and shutters.*





*If there is evidence of swarmers in the attic, check the area where the evidence is found by pulling back the insulation and inspecting around the ceiling joist and rafters at the top plate.*

## 8.6 TERMITE BEHAVIOR

Swarming termites respond to light, so logically they would move toward doors and windows. If the customer says that they came from the interior walls, check all of the well-lighted areas near the sightings. If termites are coming from interior walls and the home is four to five years old, more than likely they were built into the structure. Remember to keep in mind when seeing swarmers that if they are located in dark areas of rooms away from window and door light, then they are probably near where you are seeing them. Termites are not going to swarm towards the dark.

## 8.7 CHALK

When performing an inspection, it is important to mark all areas of infestation. Bring chalk to the job site. Mark all areas of infestation with chalk on the exterior, in the attic, and crawl spaces. This helps the applicators with visual references on the jobsite.

Clearly identifying the areas of infestation will give you a clear understanding of what's needed to do the job and the proper amount of time needed. This also makes it easier for applicators to identify what needs to be treated so less time is wasted on locating those areas.



*Mark areas of infestation by circling the kick-outs or use arrows to point to the infestation if it is difficult to circle.*



*White Chalk works the best since it reflects light well and is easy to clean with a rag.*

## 8.8 KIA

Where evidence of infestation is coming out of inaccessible areas or where infested boards lead or give direct access into inaccessible areas. An inaccessible area is enclosed and not visible.

***KIA is an area that is important to identify on WDO reports. Chalk marked KIA calls for the technicians to scope the area.***

“K” = Kalotermitidae (Latin for drywood termites), also known as Kalotermes (slang)

“IA” = Inaccessible Areas.

“KIA” = possible drywood termites in an inaccessible area.

***The items below are some areas that could be determined KIA:***

- Attics
- Chimney Framing
- Boxed Eaves
- Boxed Beams
- Enclosed Balcony Framing
- Flat Roofs
- Sleeper Floors
- Vaulted Ceilings
- Walls



***The items below are some examples of infested areas that give access into inaccessible areas and will be called KIA's on reports.***

- Rafters
- Blocking
- Siding
- Doorjamb's
- Window Frames
- Attic Framing ( that leads down into walls or vaulted ceilings )
- Subarea Framing ( that leads up into walls )



Ask the client if they have completed any repairs of drywood termite damage. If the repaired areas are inaccessible, add the area as KIA to the inspection report. Make sure to note in report that customer identified that area for scoping. KIA areas have to be identified in reports, also whether it scoped dirty and was treated or scoped clean in order to offer “Whole House Warranty”. It is important to mention that this is to be identified on the Wood Destroying Organism (WDO) Report as a KIA and called by the inspector as such.

## 8.9 CHECKS AND BALANCES

It is essential to share information with the crew. The sales inspector should go over the report of each job with the crew to ensure that everyone is clear on what needs to be done or any special request.

This is a key to doing a thorough job and preventing any returns to the job site.

### Information to help applicators:

- Is there an area that might be hard for applicators to see?
- Did I miss an area during your inspection?
- Is there a tricky infestation that needs special treatment?
- Do payments need to be picked up or are there any special payment arrangements with the customer?

All of these questions, plus many others, are important to communicate between one another to help prevent a treatment failure and unhappy clients.

***Hint: If you are in the area, stop by the site during the application process. Not only does this make the customer feel better taken care of, it allows for checks and balances with the applicator and inspector.***



## 9 THE APPLICATION PROCESS

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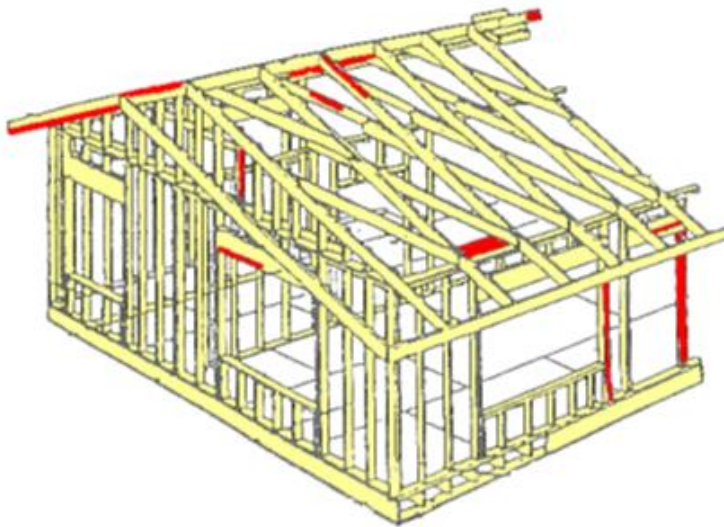
**The application process is the second step to a successful treatment using XT-2000 Orange Oil Plus®.**

### 9.1 KNOW THE APPLICATION PROCESS

With a better understanding of how the XT-2000 Orange Oil Plus® product works and how it is properly applied, it's easier to know what areas to mark and treat. This will also make sure that inspectors and applicators are on the same page on how these areas are going to be treated.

### 9.2 TREATING THE FULL STRUCTURE

With the use of proper techniques, PCOs can utilize the XT-2000 system to treat an entire structure for drywood termites. The following diagram illustrates a hypothetical termite infestation of twelve colonies (noted in red) over fifty-nine linear feet of wood. Some of these areas may seem inaccessible without the use of a more drastic method of treatment, however, the scope and treat method enables the user of XT-2000 to treat areas within wall voids in a simple and efficient manner.



**Before the development of XT-2000 Orange Oil Plus, more drastic, all-encompassing methods would be required. Now this structure can be fully treated within a minimal amount of time and, perhaps most importantly, for a minimal cost!**

### 9.3 DRILL & TREATING

The first thing to keep in mind when treating with XT-2000 is that applicators must do a thorough and complete treatment. This starts with a good preliminary inspection but it is crucial that applicators and technicians do not cut corners when treating a customer's property. Make sure for each job both enough time and the proper number of technicians are allowed.

The basic method of using XT-2000 is quite simple. After locating the area of infestation, drill the recommended drill pattern (staggered) in areas with infestations. Drill at least 30 inches in all directions from last point of active signs of drywood termites. This will maximize the coverage of a single treatment and will ensure that you have gone far enough. Once drilled, insert the B&G tip and inject XT-2000 for a sufficient period of time to permeate the wood members, up to one minute per hole.

When treating an infested area, it is essential to use an effective drill pattern, thus ensuring the complete saturation of the infested wood member being treated, so XT-2000 can target the termites where they live and where they might escape. When drilling, it is important to have a variety of bits so that

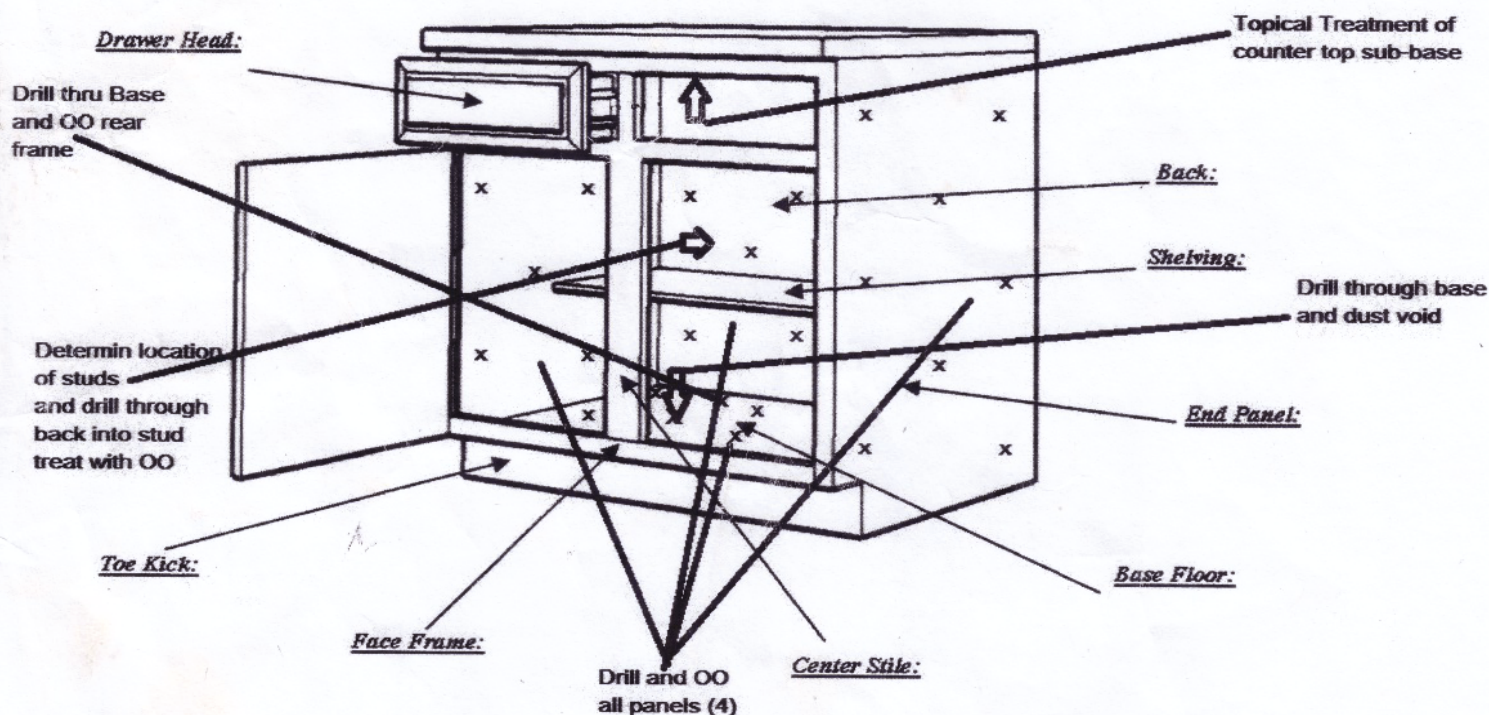


infested boards can be deeply penetrated without passing through the entire board. Your pattern should be staggered, not perfectly strait. Use a “W” pattern when drilling to treat. This is the most effective means to distribute the product through the wood. You want to hit different grains and termite galleries. The purpose is to get complete coverage not partial coverage. Depending on thickness of board or beam, drilling from both sides may be required for good penetration and saturation.



# CABINET TREATMENT SPECS

- When treating cabinets, inspect and treat 30 inches beyond the last point of visual, or Termatrac, activity in all three axis (x,y,z)
- Inspect all draw boxes, drawer heads, shelves, and door edges for signs of termite tunneling holes
- Topically treat counter sub-base
- Drill and treat with OO all face and trim pieces (as necessary)
- Drill and treat with OO all sides of cabinet walls
- Drill and treat cabinet base with OO
- Drill through base and dust void with CD (Treat all void areas)
- Locate all studs and sill plates that contact rear of cabinet. Drill through back and floor, as necessary, and treat all timbers with OO



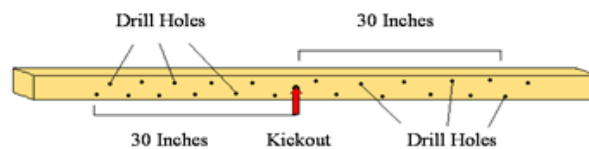


### 9.3.1 Suggested Drill Pattern:

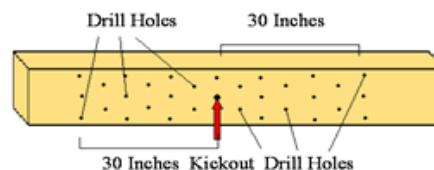
The diagram is the suggested treatment pattern for wood framing.

- Drill holes will vary on spacing depending on location of treatment.
- Drill holes up to a minimum of 30" from either side of a kick-out or from last point of active infestation.

Suggested Drill Pattern for slender boards:



Suggested Drill Pattern for wider boards:



When injecting XT-2000, it is important to use a generous amount of product. The key to XT-2000 Orange Oil Plus<sup>®</sup> is getting enough of the product into the wood to absorb and travel through the porous cells of the termite channels. So it is crucial to inject an ample amount. Volume over Mass! Though efficiency studies have demonstrated that a minute amount of d-limonene is quite potent, it is better to use the maximum amount of product per spot to maximize the potential effect.



two-one thousand, three-one thousand, etc., up to an actual minute.

It is sometimes helpful to start injecting directly at the location of kick-out. As the liquid flows through the termite gallery, the other holes of the drill pattern may begin to drip product and

When using the B&G injector, it is more effective to utilize a lower pressure, as a higher pressure will encourage resistance. A lower pressure will insure that XT-2000 is soaking through the porous cells of the wood being treated. The ideal pressure for your B&G is 14.5 PSI, depending on the type of wood being treated. **Inject each hole for a minimum amount of 5 seconds per hole at the counting pace of, one-one thousand,**



provide further evidence of areas of infestation. Then, inject XT-2000 Orange Oil Plus® into the holes, where it spreads throughout the wood framing, killing termites and termite eggs on contact. When applied correctly, there's no escape for termites.



#### 9.4 SCOPING & TREATING



The reason XT-2000 can be used to treat an entire structure is due to scoping and treating. Areas once considered inaccessible become visible through the use of the optical scopes, similar to those used in diagnostic studies.

It is important to mention that an area to be scoped is to be identified on the **Wood Destroying Organism (WDO) Report** as a **KIA** and also marked as such, when pellets are identified in the voids it is considered “dirty” (jargon for pellets in void) and considered clean if scopes consistently using the scoping rules find no

pellets. Very important to note that when a void has been called “dirty” a supplemental WDO Report must be issued describing the identified area(s) and the treatment method used.

If termite activity is identified near and leading into inaccessible areas, scope the adjacent void and any additional voids until evidence no longer occurs.

**Hint: Be aware of wires, plumbing, electrical boxes, or any other hidden dangers behind the wall.**

When pellets are identified in the wall void, scope the adjoining wall voids. If found clean, only treat original infestation and dust the void

to cover old evidence. Remember now that evidence is visible you have to cover it.





If evidence is not covered after scoping, how will you identify new evidence if you are ever called back to check the same area? It's very important to keep in mind that signs of termites are the same no matter where they are located or if seen threw a scope into inaccessible areas. There are no false positive identifications when you are looking directly at evidence.

If additional evidence is found, then a supplemental Wood Destroying Organism (WDO) Report must be issued in accordance with the regulations of the SPCB.

When there is reason to believe termite infestation extends into inaccessible areas such as wall voids, locate the studs or other concealed wood members with a stud finder. Once the suspected area of infestation is located, drill an entry point leading into the inaccessible area and insert the optic scope. If a concealed area is found to be infested using the optical scope, simply drill and treat the wood member using XT-2000 and patch when finished.

**Hint: Scope from the other side of the wall when you encounter a bathroom unit.**

When scoping, remember most inaccessible voids have insulation in them depending on when they were constructed. So when making your scope holes always try to place near studs and as close to the bottom of voids as possible. This will make sure that you can see the evidence without fighting with the and sift down, so scope naturally going to end up. use a long skinny screw pry up insulation out of the move insulation out of the way because it will eventually break or scratch the lens to the point where you won't be able to see.

**Hint: Be sure to continue to scope until two abutting clean voids are found (approx. 30").**

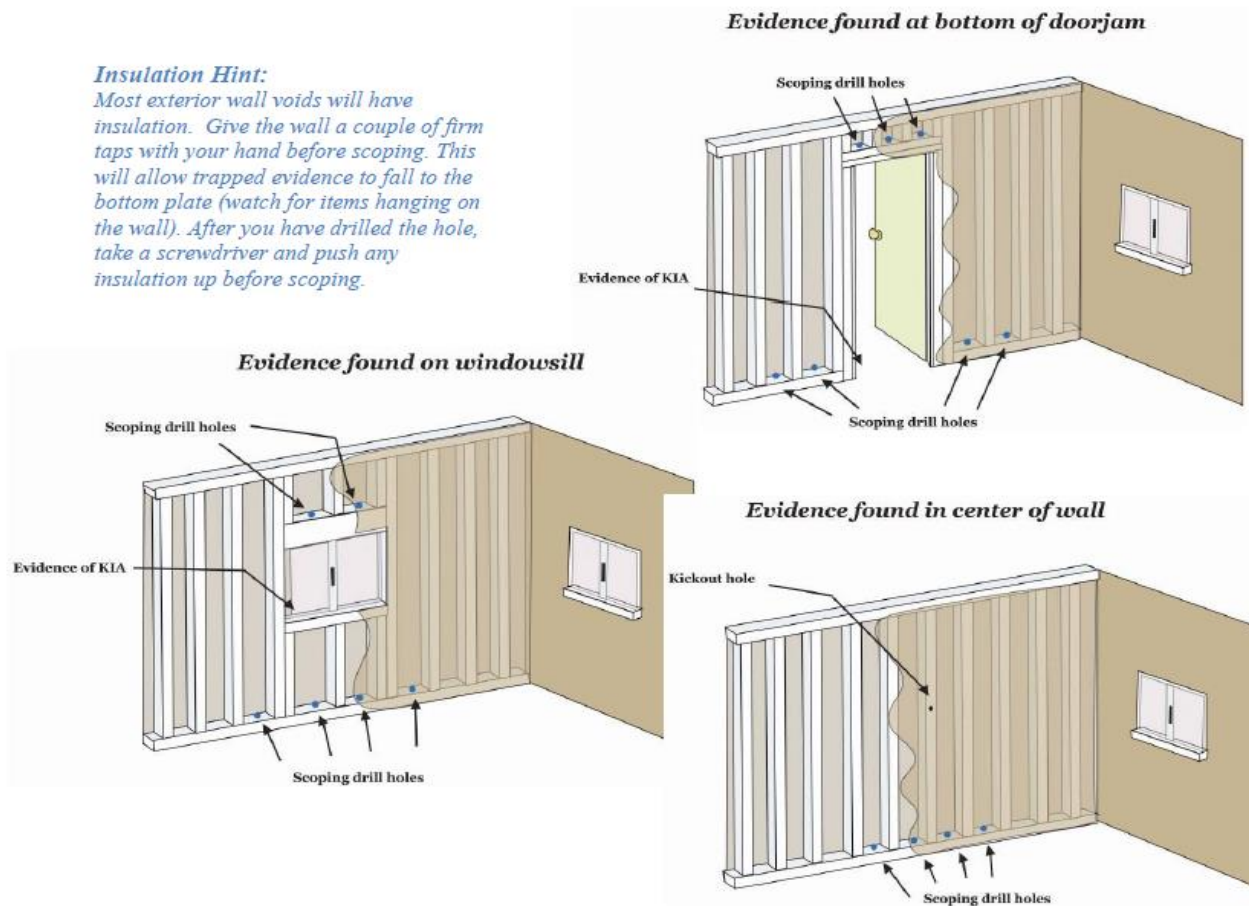
insulation. Droppings will fall down where they are When scoping these areas, driver or something similar to way. Do not use scope to

### 9.4.1 Examples of Where to Scope

*The blue dots indicate the minimum amount of areas to scope depending on location of evidence.*

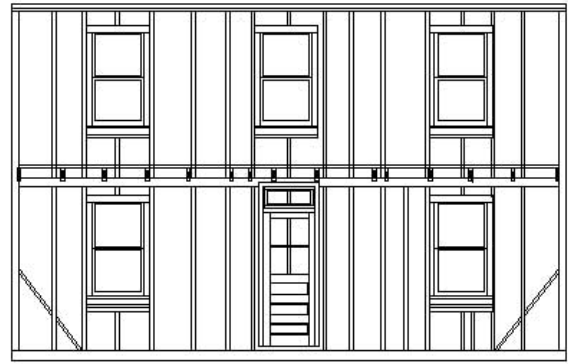
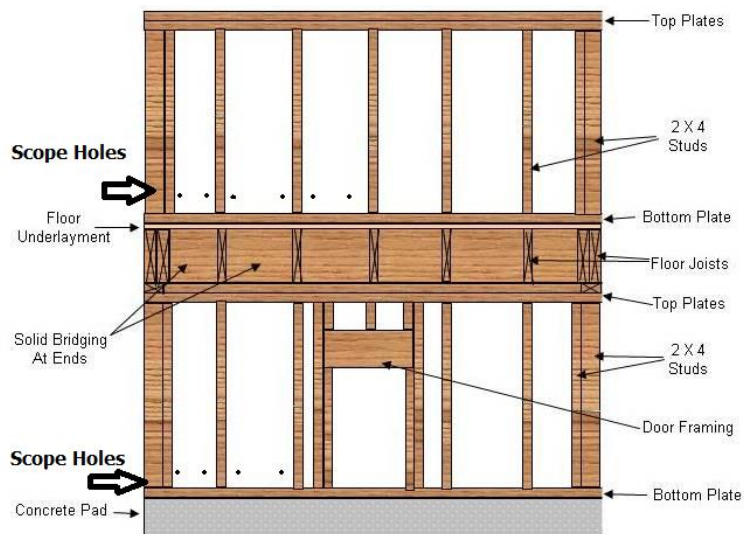
#### **Insulation Hint:**

*Most exterior wall voids will have insulation. Give the wall a couple of firm taps with your hand before scoping. This will allow trapped evidence to fall to the bottom plate (watch for items hanging on the wall). After you have drilled the hole, take a screwdriver and push any insulation up before scoping.*

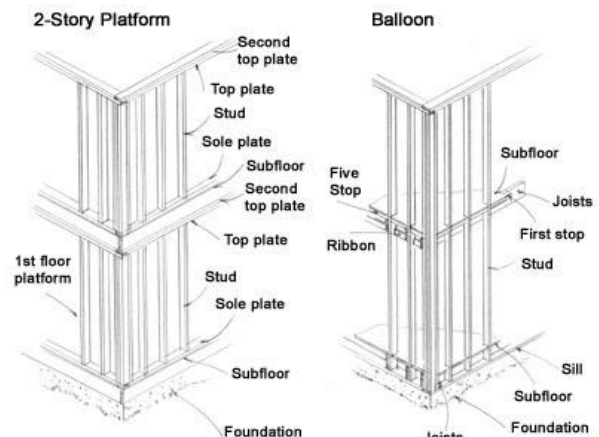
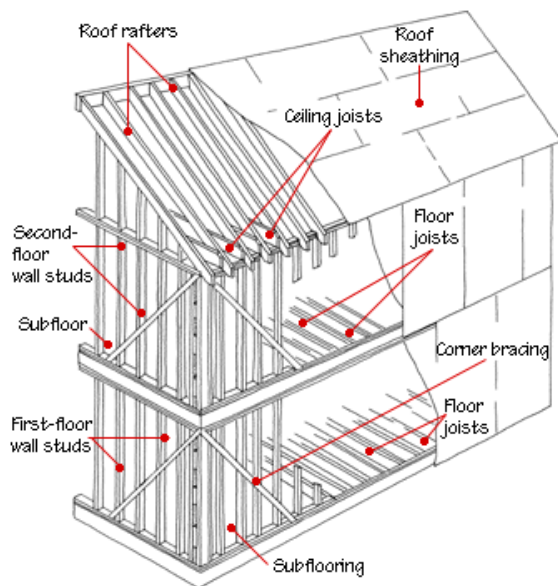


*Hint: When inspecting or scoping, it is very important to add the 'construction factor' in. Depending on areas being called or located, think about what is being seen. Some areas may require you to look between floors or on plates that are heavily infested. Some may need to scope the walls below or above. This is very important on multiple level homes or structures to make sure areas do not get overlooked.*



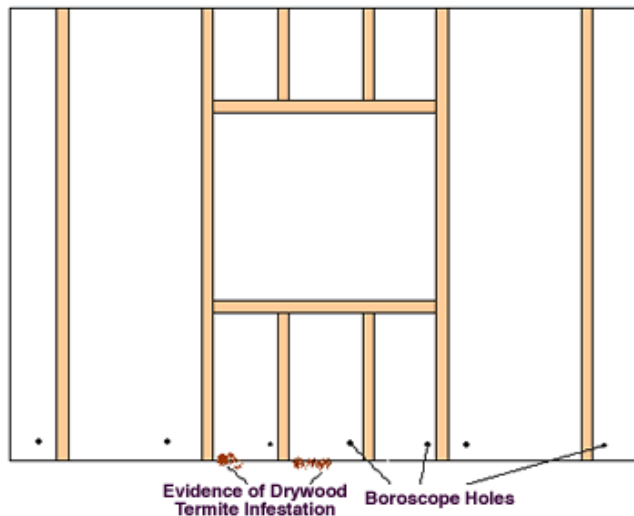


## Example of scoping and framing in multi-level homes



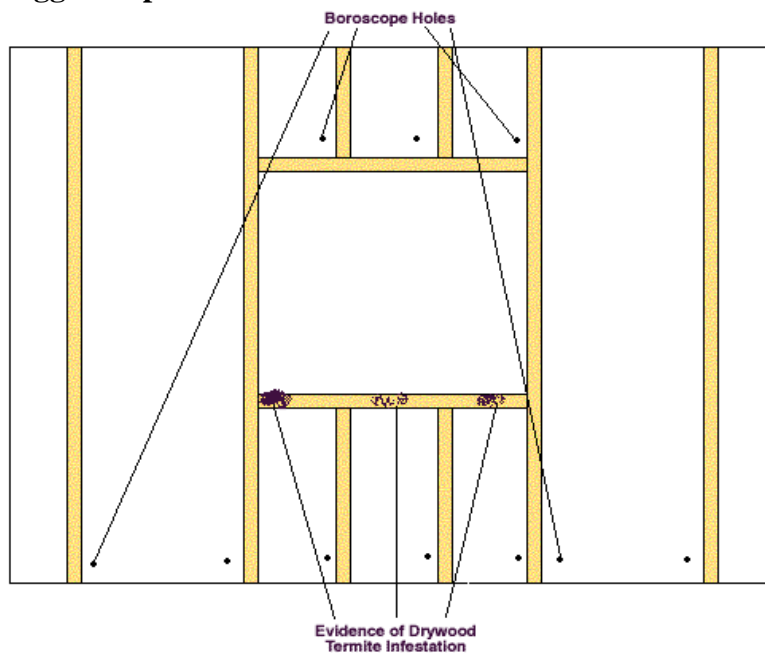


### Suggested placement of insertion holes for evidence found at ground level:



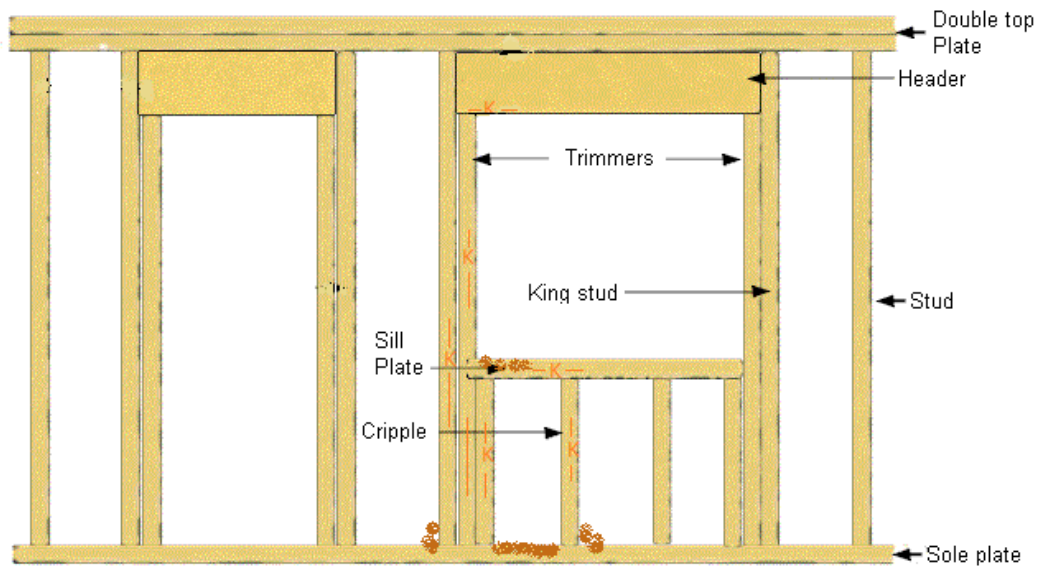
If an infestation is suspected higher within a wall void, based on evidence located in windowsills or other areas, a technician may need to scope these areas as well.

### Suggested placement of insertion holes for evidence found above ground level:



#### 9.4.2 Pattern of Termite Pellets When Scoping

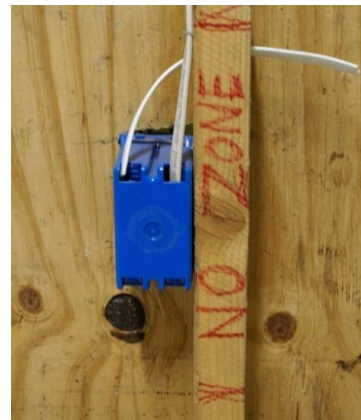
- If pellets are piled up directly next to stud framing, is it likely that the area of infestation is located in that stud and/or plate directly above.
- If pellets are scattered across entire void, it is likely that the area of infestation is located in the plates as well as studs.
- It is important when scoping to take a second and really look at the evidence. Look at where they are in the void and what boards would they have to be pushing out of to fall that way.



#### 9.4.3 Using Discretion



When drilling to scope or treat, choose areas that will not affect your clients. There are two sides to every wall. Pick the side to drill that your client will not notice. This could be an outside wall, the backside of rafters or fascia, or other areas that the client does not often see. Treat from the



other side of the wall when you encounter a bath unit, commode, bathtub, built in cabinets or anything else that would prevent a more direct application. This also works for wood paneling and wallpaper.

When inspecting and treating, take a minute to think about possible factors. Look for electrical sockets or plumbing to help give an idea of what's going on in inaccessible areas.

Time spent on evaluating each situation will be far cheaper than running into some of these possible issues.



## 9.5 PATCHING

### No 'Eye Sores'

Once the holes are patched and painted, the customer will never know the technician was there. Only the sweet smell of oranges remains.

*Hint: It is always better to allow the surface to dry before patching.*

The better the patch the better the customer feels. Carry different types of wood putty and plaster to cover every type of wall.



*Hint: In order to drill for scoping or treating a wall covered with wallpaper, score an "X" or "V" pattern and pull back the wallpaper without removing.*





## 9.6 KEEP IT CLEAN

Use drop cloths to cover any furniture or floors when using XT-2000 Orange Oil Plus®.

If you should spill any XT-2000 Orange Oil Plus®, make sure to wipe it up immediately. It should evaporate quickly once the product is wiped up.

XT-2000 Orange Oil Plus® can damage finishes and other items if left on for too long, so it is essential to keep a clean work area.



*The use of tarps is an important step. They show the customer that you are taking care to protect their property.*



**A customer's appliances and furniture should never be a resting place for your tools. Always use tarps for tools when working inside the customer's home or business.**



***XT-2000 Orange Oil Certified Specialists can offer a warranty that is equal to or exceeds any other treatment option, including fumigation!***

### 9.7 NECESSARY STEPS ARE NEEDED FOR “WHOLE HOUSE WARRANTY AND RENEWAL/ANNUAL CONTROL SERVICE AGREEMENT”

In order to give a customer a “Whole House Warranty and Renewal/Annual Control Service Agreement”, necessary steps are needed to protect the structure from future infestation. XT-2000 Orange Oil Plus® recommends the use of “Timbor”, a borate solution, to be sprayed on all exposed wood surfaces such as the attic, subarea and garage framing. Any type of preventative product will help. Remember, not only will your customers feel more protected; it will drastically limit the amount of areas where re-infestations can occur.



***When mixing Timbor for preventative treatment of all exposed wood surfaces, it should always be completed on a spill tarp and while wearing gloves, sleeves, mask and safety glasses.***



***Always store chemicals in lockbox before you are leaving the area.***



***Clean mixing bucket and paddle after use.***

## 10 COMMON CONSUMER QUESTIONS

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*Q: What does XT-2000 Orange Oil Plus® smell like?*

A: Oranges, plain and simple.

*Q: How long do I smell it?*

A: Typically 4 to 5 days

*Q: Will your treatment provide a clearance for me if I decide to sell my home?*

A: Yes.

*Q: Where do you get XT-2000 Orange Oil Plus®?*

A: We distill orange rinds to extract the oil. D-limonene is the chemical name for orange oil. It's a renewable resource and is a by-product of orange juice manufacturing.

*Q: How do termites enter my home?*

A: Drywood termites infest dry, undecayed wood, including redwood, dead limbs of native trees, shade and orchard trees, utility poles, posts, structural lumber, and lumber in storage. To establish new colonies, winged reproductives will swarm to exposed wood on the exterior of nearby buildings and other structures.

*Q: What is a drywood termite swarm?*

A: *Termites go through a simple metamorphosis with egg, nymph, and adult stages. Within four to five years of the establishment of a colony, up to 87% of the adults grow wings and become male and female reproductives. These winged termites will exit the colony in a swarm. This usually occurs seasonally on sunny days during late summer and fall months.*

*Q: Can swarmers be found in a newly completed building?*

A: The majority of the requests for inspection are in homes ten years or older. A new home with swarmers would suggest that the wood used in construction was infested or became infested during construction. A colony will swarm within four to five years of being established; if a swarm occurs sooner than five years in a new building, we know that the colony was established in the structural timbers prior to completion of the structure.

*Q: How do you know which wall swarmers come from?*

A: Termites are blind, but they can sense light and head towards it. The location of swarmers would provide evidence of their point of origin. Termites glide toward the light. They aren't the best fliers; they more flutter than fly.

*Q: How do you find all the termites and how do you know you will kill all of them?*

A: Structural Integrated Pest Management (SIPM), like all treatments, requires a quality inspection. A quality inspection is the key to an efficient and effective treatment of XT-2000 Orange Oil Plus®. Drywood termites cannot hide from a quality inspection. Termites may be living in inaccessible areas, such as wall voids. This type of infestation is referred to as a "KIA". A "KIA". "K"- *Kalotermitidae* (Latin for drywood termites) is also known as *Kaloterms* (slang) "IA"- Inaccessible Areas. An inspector with a basic knowledge of the entomology of the species will be able to determine these possible areas of infestation. Further inspection of a "KIA" area, using methods such as a borescope during the treatment phase, will allow access and identification of any additional infestations; with the right tools no termite can stay hidden.



*Q: How can you look inside walls without opening them up?*

A: Using a borescope, we verify the presence of drywood termites by locating their waste. We determine which areas need to be scoped due to other infestations located during the inspection. Termites have to create kickouts, a small hole through which they kick out their waste. Kickouts will occur up to 30 inches apart in an area that is infested.

*Q: Is XT-2000 Orange Oil Plus® a primary treatment?*

A: 'A Primary Treatment' is when your whole structure is under warranty. There are only three 'Primary Treatments' for drywood termites: Fumigation, Heat, and XT-2000 Orange Oil Plus® **with** the use of optic technology.

*Q: Is there a difference in companies that offer "no tent" treatment?*

A: Any other "no tent" treatment used without optic technology would be considered a "Secondary Substandard Recommendation". A "Secondary Treatment" only warrants the treated areas, not the whole structure.

*Q: How does XT-2000 Orange Oil Plus® work compared to fumigation?*

A: We use a precise, comprehensive drill and treat method. The capillary action of XT-2000 Orange Oil Plus® works in many ways like fumigation, but without the same risks! XT-2000 Orange Oil Plus® moves through wood like a gas, along the path of least resistance, filling up the treated piece of wood until the termites have no place to hide. Unlike fumigation, XT-2000 Orange Oil Plus® treatments are specifically targeted to the area of infestation, so you do not need to move out.

*Q: Once the termites are located, how does XT-2000 Orange Oil Plus® kill termites?*

A: With the drill and treat method, a technician will apply enough XT-2000 Orange Oil Plus® to saturate the infested wood member. Once saturated the orange oil will wick through the wood, getting to all of those hard to reach areas. And once XT-2000 Orange Oil Plus® comes into contact with termites, it's lights out!

*Q: How can drill and treat methods be effective if you do not apply XT-2000 Orange Oil Plus® to every piece of wood in my house?*

A: Termite colonies are localized to infested boards. If there is no evidence of infestation, then the piece of wood is free and clear of termites. There is no need to treat every board, only the infested ones.

*Q: Once located, won't any other pesticide kill all the termites?*

A: There is no guarantee that other pesticides will eradicate all the termites, even if they are located. We know from years of experience that XT-2000 Orange Oil Plus® kills not only the termites, but their eggs too! With the natural capillary effect, XT-2000 Orange Oil Plus® will completely saturate a treated board of wood.

*Q: Do heat treatments work?*

A: Yes, but the time and labor cost is reflected in your bill for the treatment. It takes six to eight hours to heat a piece of wood internally to 125° Fahrenheit. In addition, the pretreatment preparation required of the homeowner is extensive and, if not completed properly, heat can be extremely damaging to property, such as plastics, electronics, and many other items.

*Q: How can spot treatments be effective if you do not apply evenly to every board?*

A: If there is no evidence of infestation, then a board is free and clear of termites. We do not need to treat every board, merely the infested ones. XT-2000 Orange Oil Plus® does not need to be evenly applied to each board because with its natural capillary effect and our drilling patterns it will completely saturate a treated board of wood.

**Q: Is XT-2000 Orange Oil Plus® flammable?**

A: XT-2000 Orange Oil Plus® has a fire hazard rating of 2, which is for combustible liquids with flashpoints of 100°F to 200°F, under the NFPA and HMIS systems of hazard ratings. XT-2000 Orange Oil Plus® is not as much of a fire hazard as a product rated as flammable. Under DOT regulations, XT-2000 Orange Oil Plus is classified as a Class 3 flammable substance with a flash point of 119 to 123°F.

*These are just a few commonly found Household products with a flash point:*

*RAID flying insect killer: Hazard Rating: Flammability: 4=EXTREME*

*FEBREZE air freshener: Hazard Rating: Flammability: 3=HIGH*

*CASCADE Dishwasher Detergent: Hazard Rating: Flammability: 4=EXTREME*

*DOVE light duty liquid dishwashing detergent: Unusual Fire and Explosion Hazards: combustion or heat of fire may produce hazardous decomposition products and vapors.*

A flash point means that the liquid has to be heated to that temperature or higher for the vapors to burn. Technically, it is not the oil that is igniting, it is the vapors. Only if the temperature of the oil is in that range or higher AND there is an ignition source present will the vapors ignite. It will not auto-ignite at the flashpoint, i.e., it will not just burst into flames if heated to the flash point. Because it is injected into wood structures, there is practically no danger of it catching fire after being injected into those structures. Once the oil is in the wood, the air temperature needs to be much higher to heat the oil within the wood to the flash point range. The likelihood of heating the oil to that range once it is in the wood is very low. The likelihood of both heating the oil to that range AND having an ignition source present at the same time is considerably lower.

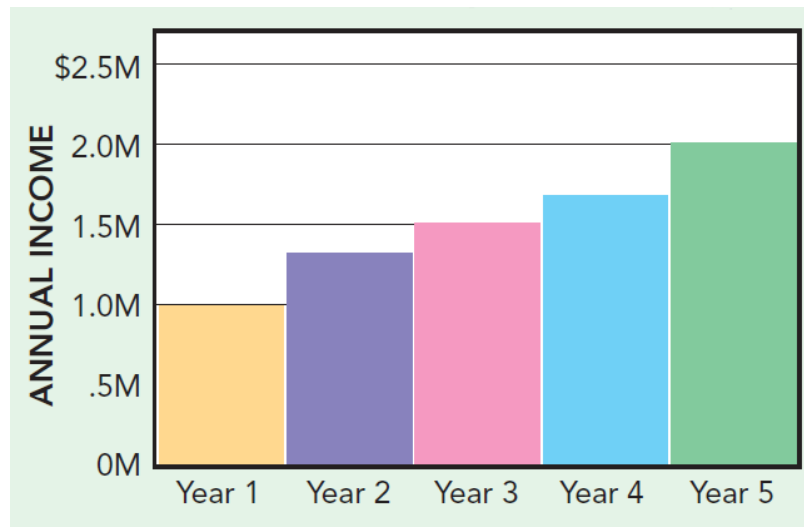
**Q: What if the termites return?**

A: At no additional expense under the warranty, the customer can request a service call. (Depends on type of warranty offered.)



## 11 JUST THE FACTS

There are many factors that make XT-2000 Orange Oil Plus® such a remarkable product, but one of the greatest is its profit potential. A company started in San Diego, California focusing on Drywood Termite control was able to grow to over 2 million dollars in annual sales within a period of five years, with one million in sales in their first year.



Which begs the question...

What Can



Do For You?

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