

FAQs:

How can I avail Rentokil PCI services?

Give us a call on our toll-free number: [1800-212-212-5](tel:1800-212-212-5) to book your service.

Working Hours:

[Monday to Saturday from 8.30am to 7pm](#)

[Sunday's & Holidays - 9.30am to 5.30pm](#)

When will the services be delivered to me?

Our services will be scheduled on weekdays (except Sunday and national holidays) during working hours except for EDS which may be scheduled on Sundays and holidays.

How is the service quality ensured?

We have highly trained and certified technicians to render services who adhere to our global safety, health and environment standards while rendering services. We only use government (CIB) approved chemicals.

What is COVID-19?

COVID-19 is the infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019. ([Source: WHO](#))

How do you ensure customer safety during Covid-19?

Rentokil PCI Experts ensure Extra Safety & Trust by:

- Following our Global Safety, Health and Environment (SHE) Guidelines
- Carrying ID Card
- Technicians service customers only if coming from Non-Containment Zones
- Wearing best-in-class personal protective equipment like Respirator filter canisters, Goggles, Masks, Gloves, Protective Shoe Covers, etc.
- Ensuring Daily Temperature Checks and Sanitising Hands
- Processing Paperless Documentation (Shared via email)
- Maintaining Social Distancing Protocols

What do I do if I am not satisfied with the results?

For a Single or One time service there is no warranty/guarantee.

In case of Annual Service Contracts you can call us on our Toll Free Number:

[1800 - 212 - 2125](tel:1800-212-2125) and we will arrange for a complaint resolution, if required, post inspection



If there are any issues during the payment process, whom should we contact?

You can send your concerns to us on solutions@rentokil-pci.com or call us on [1800-212-212-5](tel:1800-212-212-5) and we will guide you through the process.

What forms of payment do you accept?

Payment through Credit/Debit Card OR Net Banking (Excluding ICICI Bank) are the preferred payment methods.

Do you accept international credit cards?

No, International Credit Cards are not accepted on our payment gateway.

How do I avail the promo code?

While making the payment, apply the promo code at the payment gateway before checking out.

Do you allow Cashier's Checks or Money Orders?

No, Cashier's Checks or Money Orders are currently not the accepted forms of payment.

How can I obtain a receipt about payments I have made as well as invoices?

Printed Copy of the Invoice will be provided to you by the technician when we arrive for the service.

Soft Copy can be provided on request and will be emailed to your email id if required.

How can I get assistance if I need it?

Three Quick and Easy Solutions - We're Here to Help You!

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Email Us: We look forward to helping you with your inquiry and we will respond to your email as quickly as possible. Email us on: solutions@rentokil-pci.com

Visit our Website: Go Ahead - Start a Conversation With Us Now by visiting our page or fill out the form on our Contact Us Page and we will get back to you.

Cockroach Control Service: Goldseal®

How long is the treatment going to take?

The treatment typically takes around 20 to 30 minutes.

Which insects are covered under GoldSeal Service?

All types of cockroaches as well as red and black ants.

Do I need to vacate the place during GoldSeal Service?

Not at all! We use a gel based formulation that does not require shifting of furniture or vacating the premises.

Where do you apply the Gel?

We apply the gel in food handling areas of the kitchen, cracks, crevices, under the kitchen slabs etc. and wherever the presence of cockroaches is suspected. Our technicians are trained to do this as required.

Is the gel harmful to kids or pets?

No, the gel is not harmful to kids and pets. Our treatment is safe using government approved chemical and eco-friendly.

Termite Control Service: Termiseal®

How long is the treatment going to take?

The treatment typically takes around 45 to 90 minutes.

How long do we have to close the house after the treatment?

No, the house need not be closed or vacated after the treatment.

Is Termiseal Service safe for kids and pets?

For this service, we recommend that infants, elderly family members and pets be kept away from unnecessary contact with the sprayed chemical. They may however resume their normal daily routine within the sprayed premises after the job is completed and the premise has been cleaned.

What precautions should be taken during the Termiseal treatment?

Before the Termiseal service is carried out, we require access to all wall and floor junctions by shifting all the furniture at least 3 feet away from the walls.

It is also advised to keep all food and water covered and keep children, elderly family members and pets out of range of the treatment area.

Disinfection Service: Sterifume®

How long is the treatment going to take?

The treatment typically takes around 35 to 45 minutes, a maximum of 1 hr of treatment for a normal office environment, with an exposure time of minimum 1 - 4 hours after the treatment depending on the premises.

If PC, photocopier, etc are covered during the treatment how will the microorganisms on these items be controlled?

PC, photocopier, etc can be cleaned by you using over the counter disinfectant and covered before the treatment via your regular cleaning service contractor.

What if we have kids, elderly, pets and pregnant mothers around?

This is a safe treatment. However, part of the site risk assessment and SOP is to have kids, elderly, pets and pregnant women to leave the premises during the treatment and exposure period. The premise must be vacated entirely before the treatment.

Is there anything that I need to do before the treatment?

You need to cover or keep away electronic devices, drinking utilities and food items before the treatment starts. Brief the security guards on the treatment - no entry, etc. Ensure general cleaning by the cleaning contractor after the service.

Do I need to switch off air-conditioning?

Yes. To maximize the efficacy, we suggest turning off the air-conditioning to minimise dilution by the exhaust vents.

How long does the virus survive on surfaces?

It is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Studies suggest that coronaviruses (including preliminary information on the COVID-19 virus) may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment).

Wear masks and clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose. [\(Source: WHO\)](#)

Does this treatment kill the COVID-19 virus that is spreading now?

No, testing is done on COVID-19 virus due to the high risk of human infection. However, the treatment is effective against the surrogates of coronavirus and the disinfectant used by us has been endorsed by manufacturers for use.

What if I accidentally touch the surface or if my dog/cat licks the surfaces?

Food and food appliances should be covered or kept away. Premises must be vacated during the treatment and after the exposure period the premises should be ventilated for one hour before occupying. Surfaces will be safe to touch.

Does the treatment emit any smell, leave any residue or cause staining?

We advise people to remain away during the treatment process from the premises. The treatment will not leave any significant stain on most of the items.

Is the treatment suitable for fabric such as chairs or sofa?

The treatment is most effective on hard and non-porous surfaces.

Is there any specific treatment for AHU?

Yes, if required AHUs ducts are treated in a specific way. We have a service available specifically for the same. Please Call Us for a separate quote.

Does the furniture etc. need to be wiped clean after the service?

It is not a requirement but if you wish to clean them, you can do so.

Will the customer receive a Certificate of Work Completion for Sterifume?

Yes, Certificate of Work Completion for Sterifume is available upon request.