DEANS SERVICES Buzz
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Scouting Out TERMITES

Matthew Ouellette
Termite Specialist

Meet Scout — another addition to our termite-detection team and the newest member of the Deans family! Living up to his namesake, Scout works with his handler to pinpoint any trace of termites. Using highly-specialized dogs requires extensive on-going training; indeed, using the most effective methods available remains our priority.

Termites cause over $5 billion of damage annually here in the US, and over the past few years the most damaging of the species, the Formosan termite (Coptotermes Formosanus), has been more prevalent. This increase in activity means that we need to be even more diligent to prevent any possible unwanted invasions in our area.

A DOG'S NOSE IS 100,000 TIMES MORE SENSITIVE THAN THAT OF

What is it that makes the Formosan termite so much more destructive than its native counterparts? One of the major reasons is the colony size of the Formosan. While native termites are usually only in the hundreds of thousands, Formosan termite colonies can easily reach into the millions.

With so many members, it's no wonder that they can consume over 6" of 2x4 lumber per day! This means conducting a thorough inspection is critical. And nothing is more thorough than the nose of a dog!

Our very own University of Florida has conducted many experiments to test how well these dogs perform. After thorough investigation, they found these dogs can accurately pinpoint termite activity with a success rate of about 96%! This includes all our native species of termite and, of course, the dreaded Formosan termite.

If you don't yet have termite protection, and would like to learn more about our program, give us a call. Perhaps you'll get to meet one of these amazing dogs!

A Threat That Won't Rest

It may surprise you to learn that termites never sleep. And that's not meant in any poetic sense of the phrase. Termites literally don't require sleep; which means they spend every hour of every day searching for a new food source to attack.

Once a food source is located, this wrecking crew forges on without breaks...and without being noticed. In fact, because termite infestations can spread for years without visual evidence, damage often reaches extensive proportions before it's ever noticed.

Even homes with block walls and metal studs have trussing, wood trim, and other wooden components; all of which can be targeted by a subterranean termite colony.

Termites may not rest, but when you choose Deans *Lifetime Termite Warranty* you can be sure to rest easy!

DEANS

Customer Questions

"Will I Speak to a Live Person When I Call Deans?"

Greg Towne
Customer Service Manager

Yes, you will! We've all noticed the trend of replacing live people with chat bots or overseas call-centers, where the operators are sometimes unaware of what's happening at the home office. If you find this as frustrating as I do, you'll be pleased to hear that Deans is committed to having live and local staff available for you.

Our Customer Service Team is available Monday through Friday, 8:00 am to 5:00 pm. Whether it's billing questions, service requests, or the occasional pest identification, we've got you covered with over 80 years of combined experience. No scripts, no agendas –just a readiness to help!

A few of your Customer Service team members. From left: Andrea, Bethanne, Cathy, Greg, Sam, Deonna, and Emily.

As Deans grows, we continue to hire staff to support the needs of our increasing customer volume and we've appreciated the kindness shown as many of you meet our newest team members.

Of course, if calling doesn't work for your busy lifestyle, you can send a message 24 hours a day through our Customer Portal. If you've ever messaged a company only to never hear back, don't worry, the Deans Customer Portal ensures a live team member will get back to you the same or next business day.

At Deans our philosophy is simple: Treat our customers the way we and our families want to be treated. We look forward to talking with you soon!

DEANS SERVICES

LAWN, TERMITE & PEST PROTECTION

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