



*In 1994 Bob Koide at Environ Control field tested a new system to fight ground termites. He watched how it worked. He saw the results. With this new technology, he thought, we can finally handle the toughest termite problems.*

*That system was Sentricon, installed at the White House, at the Statue of Liberty, at Hawaii's Iolani Palace and in scores of homes, businesses and other historic sites.*

*This is the story of one company's success with Sentricon.*

## Licensed to kill – termites, that is

When Nuuanu resident, Peggy Chock, found termite mud trails on her stairway, she immediately called one of the biggest pest control companies in town.

“A big company should know what to do,” Chock thought.

But soon service problems eroded Chock's confidence. Technicians not showing up on the scheduled day.

our termite situation). He told me he'd give me a quote by the end of the day, and he did.

“The other company made me feel my time wasn't as important as theirs,” Chock explained. “But with Environ Control, they're here when they say they'll be. They're on time. They call the day before to remind me they'll be on property.



**Sentricon survey highlight\***  
Environ Control customers satisfied with quality of Sentricon installation

\* Based on 2001 survey done by Dow AgroSciences, manufacturer of Sentricon

Only a year after costly renovations, it was devastating to see the cabinet doors falling off, riddled with termites, recounts Nuuanu resident Hong Kwun Pang. “But I didn't panic because I knew who to call (Bob Koide) and what I needed (Sentricon).”

Earlier at another property, Pang's contractor had discovered termites chewing out an entire wall. You need a good termite man like Bob Koide, the contractor had said.

This was Pang's introduction to Sentricon.

“Sentricon is an excellent product,” Pang says, “but you need it in the hands of the right person, someone like Bob, to make it a success.”

Adds Greg Deguchi, maintenance manager at Zippy's Restaurants, “We can tell you horror stories about pest control



*Peggy Chock, Nuuanu homeowner*

Waiting all day for them to arrive. Inconsistent Sentricon monitoring. Rude office staff.

Fed up, Chock demanded a full refund—and got it.

Then one day Chock's neighbor introduced her to Bob Koide.

“Could we make an appointment for you to look at my termite problem?” Chock asked.

“How about right now?” Koide responded.

Recalling her first encounter with Koide, Chock says, “Bob was so nice, so friendly. He was really concerned (about

“At Environ Control, we're not just another number,” a pleased Chock says.

While doing his estimate, Koide adjusted the Sentricon layout done by the first company. He recommended installing more stations in the concrete areas and repositioning others away from rain gutters that were flooding the Sentricon stations.

“On installation day,” Chock said, “Bob's crew came early, did everything according to plan, filled the old station holes and cleaned up. We couldn't tell they had been here.”



***“Sentricon is an excellent product, but you need it in the hands of the right person, someone like Bob Koide, to make it a success.”***

Hong Kwun Pang, Nuuanu client



companies: how they brought the wrong equipment to the job, misjudged the work to be done and charged us more because they miscalculated.

“But Environ Control handles itself professionally,” Deguchi continued. “They’re very efficient and reliable. There’s good communication. They explain exactly what’s happening and give us accurate options on what to do to solve the problem, so we can justify the cost.

“We trust Environ Control. It makes us feel very comfortable that we don’t have to worry.”



**Sentricon survey**  
Environ Control customers would recommend the company to family and friends

Hong Kwun Pang advises clients to pay attention to how often the Sentricon stations are checked, and what the pest control company reports about termite activity. “Monitoring (the stations) is so important. There’s no sense putting in the stations and thinking the problem takes care of itself.”



**BOB’S TIPS**  
FOR ALERT, PROACTIVE

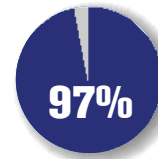
- Remove standing water so mosquitoes can’t breed.
- Don’t leave out pet food to attract insects and mice.
- Make sure to repair broken vents and louvers.
- Cut back plants and trees next to your house to help keep termites and ants away, and to make property inspection easier.



at our 14 buildings, there were no new infestations. The cost of the initial Sentricon installation was less than 12 percent of the cost of termite damage repairs.

“The difference was Bob Koide providing information and expert advice at our board meetings and on the Pinnacle site,” Paulsen emphasizes.

“Our board is, of course, impressed by the quality of Sentricon,” Paulsen adds, “but also by Environ Control’s competence. Their inspectors are reliable, well-trained and service-oriented. They answer our questions and requests promptly.”



**Sentricon survey**  
Environ Control customers satisfied with quality of Sentricon information versus 74% rating for all other companies surveyed



**Sentricon survey**  
Environ Control customers satisfied with quality of Sentricon monitoring

While the news about Sentricon’s effectiveness is spreading, exterminators like Bob Koide still need to take the time to explain how the system works and why it’s superior to ground chemical treatment.

As Carole Paulsen, president of the Mililani Pinnacle Homeowners Association, explains, “We tried preventive measures and aggressive chemical treatments that didn’t stem the termite infestation. Months after installing Sentricon

Debugging your property is foremost on Bob Koide’s mind, whether it’s termites, wasps, mice or ants.

“The customer hires us to solve a problem,” says Koide. “We tell him what we’re going to do and what to expect. When we get good results, it shows that our procedures are correct. That’s satisfying.”

And equally satisfying that clients confirm Environ Control’s service, reliability and professionalism.

## Our Environ Control Mission

- Provide honest, timely, professional assessments of pest problems.
- Be considerate of all homes and properties, and treat each customer as a member of our family.
- Use the latest technology and our best know-how to rid prone areas and other pests safely and effectively.
- Give our clients peace of mind.

