

Jadual ini menggariskan kelas racun makhluk perosak berdasarkan Lembaga Racun Makhluk Perosak (LRMP), dengan menekankan tahap risikonya. Ia berfungsi sebagai rujukan pantas untuk membantu anda memilih produk yang selamat dan mematuhi peraturan, sambil mengimbangi keberkesanan dengan keselamatan untuk kesihatan dan alam sekitar.

This table outlines pesticide classes based on Lembaga Racun Makhluk Perosak (LRMP), highlighting their risk levels. It serves as a quick reference to help you choose safe and compliant products for your needs, balancing effectiveness with safety for health and the environment.

Kelas / Class	Warna / Color	Tahap / Toxicity
Ia / 1a	Hitam / Black	Beracun – Amat Bisa / High toxicity
Ib / 1b	Merah / Red	Beracun – Bisa / Moderate toxicity
II / 2	Kuning / Yellow	Beracun / Harmful
III / 3	Biru / Blue	Merbahaya / Caution
IV / 4	Putih / White	-

SERVICE SESSION

- The Customer shall acknowledge that the Services performed by PestHero target the mortality of the targeted pest, but that factors beyond the control of PestHero could cause less than 100% eradication. Furthermore the Customer recognises that the eradication of a pest does not mean that there will be no further infestations in the future. PestHero provides warranty limited to retreatment to the infested part of the premise effective from the date of commencement of Service subject to the terms and conditions appearing herein and provided that full payment for the Services had been made to PestHero.
- PestHero reserves the right not to continue with the Services if, on inspection, it is found that the situation is not suitable with the treatment or solution available within PestHero resources.
- The Customer agrees that PestHero reserves the right not to perform the Services if the Customer does not appear within 30 minutes of the agreed time. This is in respect to the possibility of impacting other client booked sessions which are pre-scheduled earlier.

CLIENT RESPONSIBILITIES

- To ensure the effectiveness of the treatment, the Customer must:
 - Follow any pre-treatment and post-treatment instructions provided by our technicians.
 - Maintain a clean and hygienic environment to reduce pest attractants.
 - Allow access to all areas of the property as required for the service.
- All fragile, sensitive and highly breakable items must be secured or removed. PestHero will not be held liable if any losses are reported during our visit.
- The Customer understands that he/she is not entitled to any refunds.
- The Customer will take all reasonable steps to ensure that advice and instructions given by PestHero to protect the health and safety of persons using the premises during and after the provision of the services are followed.

LIABILITY

PestHero reserves the right not to be responsible for:

- Delays or incomplete services caused by circumstances beyond our control (e.g., traffic congestion, extreme weather conditions, restricted access to the property);
- Postponed service due to broken tools or equipment;
- A third party entering or present at the Customer's premises and is obstructing the Service process;
- Damage to property that occurs as a result of improper preparation or failure to follow instructions;
- Damage caused by pests prior to the commencement of our services.

SERVICE WARRANTY COVERAGE

Our service warranty covers active infestations and significant pest issues that persist after treatment. Please note the following conditions:

- The warranty applies to infestations where pests are present in large numbers and require additional treatment.
- Isolated sightings of 5-10 pests, such as ants or cockroaches, may occur after treatment due to the gradual effectiveness of residual chemicals. These sightings do not qualify for warranty claims.
- It is normal to observe occasional pests during the treatment process, and this does not indicate a failed service. Full elimination may take time as the treatment works to disrupt breeding cycles and pest activity.
- Warranty claims will be considered only if a recurring pest problem develops within the warranty period.

Complaints can be made at <https://cleanhero.com.my/support/>

PAYMENTS

- By default, payment is due on completion on the day of the Service session if no other payment terms are agreed prior to booking, unless stated differently in the quotation / agreement submitted. In this case, official quotation / agreement supersedes information on payment terms.
- Payment can be made in cards, cash and through online transfer upon completion of the service.
- Payment can be made by cheque payable to Cleanhero (M) Sdn Bhd upon completion of the Service. If paying by cheque, the Customer will be responsible for all bank and legal charges resulting from a dishonoured cheque.
- The Customer understands that any late payments may be subject to additional charges. The Customer agrees as part of this contract to pay any sum which represents costs in collecting the unpaid amounts.
- All payments must be made in Ringgit Malaysia.

GOOD / RENTAL EQUIPMENT

- Any Goods and / or Rental Equipment will be provided to Customer under the terms of this Agreement and in accordance with the definitions and any additional provisions of the Quote, Special Terms and Conditions, and Schedules.
- In the event that the installed units are dismantled from the Customer's premises without the prior written consent of PestHero or is/are lost or damaged during the period of the Contract, PestHero reserves the right to charge the Customer for the missing or damaged units at a cost in accordance with the retail price of good units as may be determined by PestHero.
- Upon expiry or termination of this Contract, the Customer shall allow PestHero to enter its premises to remove all units and the installation attachments from the Customer's premises and the Customer shall make good at its own expense any resultant damage and PestHero shall henceforth have no further liability whatsoever to the Customer or any other party.
- It is understood that all components of the monitoring & baiting program remain under the stewardship of PestHero and the Customer has no rights to any of the components other than the right to their use as installed by PestHero at the Service Area described. Upon expiration or termination of this Agreement by PestHero/Customer, PestHero or its representatives are irrevocably authorized by the Customer to retrieve any and all components from the Customer's property. PestHero assumes no responsibility or compensation for soil replacement filling of holes or other aesthetic or landscaping disruptions caused by removal of components should termination of services occur.