

QUEEN GUARANTEES AND POLICIES

Queen arrival: Open the queen envelope as soon as you receive your queen. Place a small drop of water on the screen of the cage. If you cannot install her immediately, keep her in a cool, dark place and every day until you can install her. Try to install her as soon as you can, the queen cage is not a permanent living space.

Queen Guarantee:

Queens are guaranteed to arrive alive at the address you provide or when you pick them up from the local post office. We guarantee your queen is fertile and will lay brood within 10-14 days of being released into the hive. Your queen should not have any deformities or be damaged.

We **DO NOT** guarantee that a queen will be successfully introduced or will be accepted by the hive. Many factors outside our control influence queen introduction success.

Queen Policy:

If your queen arrives deceased, **DO NOT** refuse the shipment. This is crucial to the insurance policy that you purchased for your queen. **If the shipment is refused, we will not replace your queen.** KBC will need a photo of the dead queen(s) and the shipping label the queen(s) arrived in **OR** a letter from the local post office stating the condition of the queen(s). You will need to contact KBC within 24 hours of receiving the dead queen(s). The letter **OR** photos will need to be sent to KBC via email, text, fax or mail to begin a replacement claim. The insurance that was purchased for the queen(s) will cover the cost of the replacement queen(s); however, the customer will be responsible for the shipping on the replacement queen(s) and have the option of purchasing insurance for them also. The replacement queen will be shipped out on the next available shipping day after the photos **OR** a letter is received.

If your queen dies before being released from the queen cage, **DO NOT** remove her from the hive. If she is removed, this may cause the workers in the hive to leave without a queen's scent present. Contact KBC to speak with a sales representative for further instructions on how to receive a replacement queen at this time.

If your queen shows no signs of brood within the allotted 10-14 days, contact KBC within that allotted time frame for a replacement queen. The customer is guaranteed to receive a fertile queen; therefore, the customer will not be liable for shipping or insurance on the replacement queen.

***Always contact KBC for any questions, concerns or issues you may be having within 24 hours of receiving your queen.

QUEEN INSTALLATION INSTRUCTIONS

If your hive has a resident queen, remove and destroy the old queen at least 24 hours before you attempt to install the new queen. If the hive is already queenless it is possible that the hive has begun to build queen cells. These will also need to be destroyed before introducing a new queen to the hive.

Begin with removing one frame from the hive. Store this frame in a cool, dry place, it will be put back into the hive a few days later. Remove the cork from the candy end of the 3-hole queen cage. Place the queen cage between the frames 5 and 6 horizontally, so it is parallel to the top bar of the frames, screen side up. The workers and queen will stay in the cage until the bees outside have chewed through the candy. Try to make sure the queen spends at least 48 hours inside her cage for the outside workers to adapt to her pheromones. If the outside workers are not acclimated to her pheromones they may kill her if she exits too early. Return the covers back onto the hive.

Examine the hive in about 3 days. Confirm that she has been released from the queen cage and is alive. If she has not been released, you may leave her in the cage for a few additional days or release her yourself. To release her yourself, hold the queen cage down inside the hive body and carefully pull back the screen to release her. After she is released, remove the queen cage and place the frame that was removed back into the hive and return the covers.

Check the hive in another 4-6 days after her release, you should begin to see eggs. The time can vary depending upon the condition of the comb and the weather. If there are no signs of brood within 10-14 days please contact KBC for a replacement. Please see reverse side to view our Queen Policy.