How to Install Your Package of Bees in a Bee Bus

Thank you for your order. To install your package of bees, please follow the steps below or visit us at https://www.youtube.com/KelleyBees for a video tutorial.

**Note:** If temperatures are lower than 50 degrees when you receive your bees, please view our Helpful Tips in our Troubleshooting section on how and when to hive them.

**Tools needed to install Package of Bees:**
1. Protective clothing of your choice
2. Pocket Knife or a screw
3. Screw driver (flat head)
4. All-purpose sprayer filled with 1 to 1 sugar water

**Installing Package:**
1. Put on your protective clothing
2. Start hive with only one hive body (or super)
3. Remove 4 to 5 frames from center of hive and set aside. Check to see entrance reducer is in place with smallest opening at the exit. (Keep entrance reducer in place until colony is well established, this generally takes a week)
4. If you have more than 1 package you will need to separate them by cutting the zip tie that holds them together, then push apart where they are connected. Always work 1 package at a time.
5. Remove lid that is covering feed syrup can by pulling tabs to release
6. Remove queen cage
7. Prepare queen cage for installation and allow all bees to re-form cluster around feed can (if your queen is dead please review: What to do if your package arrives with a dead queen).
   A. Using pocket knife or a screw remove cork from end of queen cage with candy. (You should see a piece of wax paper under the screen)
8. To remove the queen cage from the bee bus, the following steps will need to be done relatively quickly
   A. Hold package in hands with thumbs over the feed can
   B. Flip the package upside down over the hive
   C. Rock the package back and forth while tapping the bottom and sides of the package. **NOTE:** Most of the bees will fall out while doing this process
   D. Place the feed can on ground (holes down) and prop package against feed can facing hive (this allows any bees still in package to fly into hive). **NOTE:** Feed can and empty package can be removed the next day.
9. Replace 3 or 4 frames into the center of the hive, while being cautious to avoid squishing bees. Leave 1 frame out of center of the hive to allow enough space to install queen
10. To install your queen cage, start by installing Queen cage pinching the cage between 2 frames in the center of the hive to hold cage in place. Ensure you place the screen side up
11. Place the cage under the hole in the inner cover (if used)
12. Place inner cover upside down (raised edge down)
13. Place outer cover in place
14. If using a screened bottom board, make sure the debris board is in place
15. Feed bees

3-5 days after installing your package bees, check on the queen to make sure that she has been released from her cage. If the queen has not been released on the 5th day, manually release her by holding the cage close to the hive and using your hive tool to pull back the screen on queen cage allowing her to walk out of the cage and on to a frame. Once the queen is released into hive, replace the frame in center that was removed for spacing purposes.

Recheck the queen in 10 to 14 days to ensure you can see eggs and larvae present in hive, if not please call 1-800-233-2899 or email beehelp@kelleybees.com.

*If your queen has died before being released, please refer to our Troubleshooting section. If you are receiving a replacement queen, skip to our section “What to do when your replacement queen arrives.”

---

**USE THIS TO MEASURE THE AMOUNT OF DEAD BEES**

Anything under THIS line for dead bees is still acceptable.
How to Install & Care for Your Bees

Thank you for your order. To install your package of bees, please follow the steps below or visit us at [https://www.youtube.com/KelleyBees](https://www.youtube.com/KelleyBees) for a video tutorial.

Care After Installation of Package Bees

Feed the bees heavily until the colony is well established (at least the first 2 weeks), using a 1 to 1 sugar water mix, or high fructose corn syrup which also works well. You may also consider using a stimulant such as Honey-B-Healthy, which is mixed with sugar water. Do not add second deep or supers until bees have drawn out 7 to 10 frames.

What to do when your replacement queen arrives

When your replacement queen arrives, open the vented envelope, verify health of replacement queen, apply a single drop of water to screen of queen cage, and follow steps below for installation instructions. If the weather is not ideal for installation, store queen in dark cool area, and replenish drop of water daily.
1. Remove dead queen cage from hive and discard
2. Install live replacement queen
   a. Pinch cage between two frames in the center of the hive to hold the cage in place
   b. Place the cage screen side up under the hole in the inner cover (if used)
3. Replace inner cover upside down (raised edge down)
4. Replace outer cover
5. If using a screened bottom board ensure debris broad is in place
6. Feed bees 1 to 1 sugar water mix, or high fructose corn syrup
7. Follow steps outlined in package bee installation for checking on the queen and feeding bees

How to Install a Damaged Package of Bees in a Bee Bus

What is a damaged package? A damaged package is one that has 1 inch of dead bees yet still has a large cluster. These bees are not replaceable. Again, we apologize that your package(s) arrived damaged and hope to help in any way that we can. You can reach our Customer Service team at 1-800-233-2899.

To give your package bees their best shot at survival please install them into your hive. As stated on page 1, if temperatures are below 50 degrees, please read our Helpful Tips in our Troubleshooting section.

To install your bees, follow the same steps as listed on page 1.

Helpful tips when receiving packaged bees in cold weather

- If the weather is too cold to hive your bees, here are some tips to keep them warm and healthy until you can install them.
  - Before taking your bees into your house, make sure you brush off all the hitchhikers on the outside of the package.
  - Once inside your house, try not to break the cluster. Apply a light mist of sugar water to the screens of your package. Do this twice a day.
  - Place the bees in a dark, cool room. This will help keep them calm.
  - Try to install your bees within 2 to 3 days after receiving.
Troubleshooting

What to do if your package arrives dead or damaged.

We apologize that your package(s) have arrived dead (dead = 1½ inches or more of dead bees). To better assist you please complete the following items.

1. Take picture of the dead or damaged Bees in the original mailing container while holding up to light with the ruler from page 1 in place. See Fig. 1 above.
2. Take a picture of the mailing label. See Fig. 2 above.
3. Have the United States Postal Service Worker (USPSW) fill out the PS Form 2856.
4. Have the USPSW fill out the form at bottom of this page.
5. Take a picture of the completed form below
6. Send all pictures from steps 1-5 to Beehelp@kelleybees.com
   a. You should receive a confirmation email letting you know that your email was received within 2 business days.
   b. Your claim will then go thru a process which could take up to 1 week.
   c. During this time you will be contacted to make payment for shipping and insurance cost for you replacement Package(s).
7. If you are unable to email us, please complete steps 1-5 and call us at 1-800-233-2899, so we can help complete your claim.
8. If your package(s) arrives with up to 1 inches of dead bees, and still has a large cluster, this package is **not available for replacement**. Please follow “How to install a damaged package of bees” to encourage higher success of your package.

---

**Fig. 1 - Example of dead package**

**Fig. 2 - Example of shipping label**

---

Was the PS form 2856 filled out? [ ] YES [ ] NO

Print Name _______________________________________________

Sign Name _______________________________________________

Round Date Stamp (Required)
Troubleshooting

What to do if your package arrives with a dead Queen.

1. Take picture of the dead or damaged queen in the original container. See Fig. 1 above.
2. Take a picture of the mailing label from the package. See Fig. 2 above.
3. Install the dead queen with both corks in place as stated in How to Install Package Bees section 10
4. Using an entrance reducer close the entrance to the smallest hole
5. Continue to feed using a 1 to 1 sugar water mix, or high fructose corn syrup

6. Send all pictures from steps 1 and 2 to queenhelp@kelleybees.com
   a. You should receive a confirmation email that your email was received within 2 business days
   b. Your claim will then go through a process which could take up to 1 week
   c. During this time you will be contacted to make payment for shipping and insurance cost for your replacement queen(s)
7. If you are unable to email, please complete steps 1 through 5, and call 1-800-233-2899, so we can assist you in completing your claim.

NOTES: