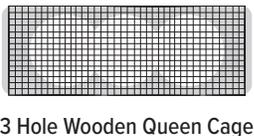
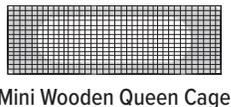


# QUEEN INSTALLATION

## YOU WILL NEED



## QUEEN CAGES



## CLAIMS PICTURES EXAMPLE



## THE QUEEN GUARANTEE

Our company guarantees the Queen to arrive alive at the provided shipping address. We guarantee the queen to be fertile and begin laying brood within 14 days of receipt. We DO NOT guarantee a successful introduction or that the queen will be accepted by the hive. Many factors outside our control influence queen introduction success.

Note: If you are replacing an existing queen, remove and destroy the old queen at least 24 hours before installing the new queen. If queen cells are present they need to be destroyed before introducing the queen.

## QUEEN ARRIVAL

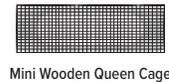
Inspect the queen as soon as you can upon arrival. Place a small drop of water on the screen of the cage (twice a day). If you cannot install her immediately, keep her out of direct sunlight at room temperature and water every day until installation. The queen cage is not a permanent living space.

## QUEEN INSTALLATION INSTRUCTIONS

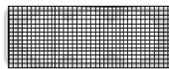
Step 1: You will receive one of the three pictured queen cages below. Attach and suspend the queen cage between the middle two frames to prevent them from falling. Make sure that you've faced the screen towards front of the colony. (Do not remove cork or cap for the first 3 days). Identify your queen species and follow based on breed.



Remove the cap closure from the candy tube on the queen cage. To install the queen cage, slide the toothpick through the skinny end of the cage. Do not impale the queen!



Carefully remove the cork and replace with a mini-marshmallow. Take care not to release the queen.



Carefully remove the cork from the end with the candy.

Step 2: Place inner cover and outer cover over the hive.

Step 3: Feed bees.

Step 4: After 3 days return to colony to release queen.

**7-10 days after installing your queen** Check to see that she is released from her cage. If the queen has not been released on the 7th day, manually release her by holding the cage or screen on wooden cage close to the hive and using a hive tool to pull back the plastic tab or the screen to allow her to walk out of the cage and onto a frame. Once the queen is released into the hive, replace the frame on the end that was removed for spacing purposes during installation

**Recheck the hive after a total of 10-14 days after her release.**

You should begin to see eggs. The timing can vary based upon the condition of the comb and the weather. Please Note: If there are no signs of eggs or larvae within 10 - 14 days please contact us at [queenhelp@mannelakeltd.com](mailto:queenhelp@mannelakeltd.com).

## WHAT DO I DO IF MY QUEEN ARRIVES DEAD?

If the queen arrives dead, DO NOT refuse her. Refusal of the shipment will result in a non-replacement of the queen. **To receive a replacement queen we require a photo of the dead queen(s). You will need to contact us within 24 hours of receiving your dead queen(s). Submit a photo with the form on our website and after receiving the photo, the queen will ship on the next available shipping date.** We will replace one queen free of charge. The customer will be held responsible for the full cost of the queen and shipping if a second replacement is needed.

We apologize that the queen has arrived dead. Please follow the instructions below so that we can get a replacement sent out immediately.

## HOW TO FILE A CLAIM

Step 1: Contact us within 24 hours of receipt of the Queen. (We will send one replacement at no charge.)

Step 2: Take a photo of the dead queen in the original queen cage.

Step 3: Make sure to install the dead queen in the hive with BOTH corks in place. Her pheromones will keep the workers from leaving.

Step 4: Submit photo with the form on our website: [MannLakeLTD.com](http://MannLakeLTD.com)