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A British Columbia contractor believes first impressions start with vehicles

PAGE 60

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Booth 3147

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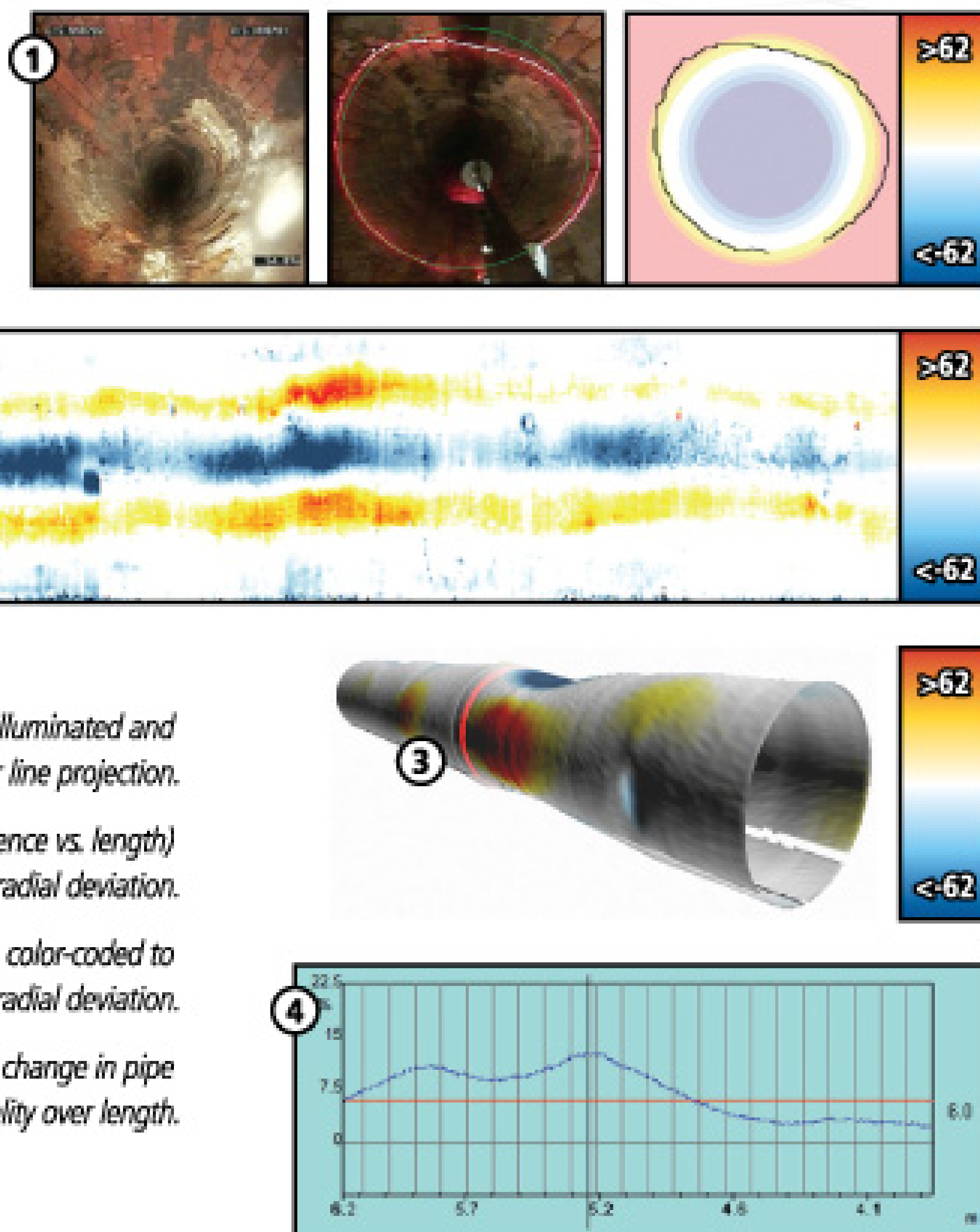
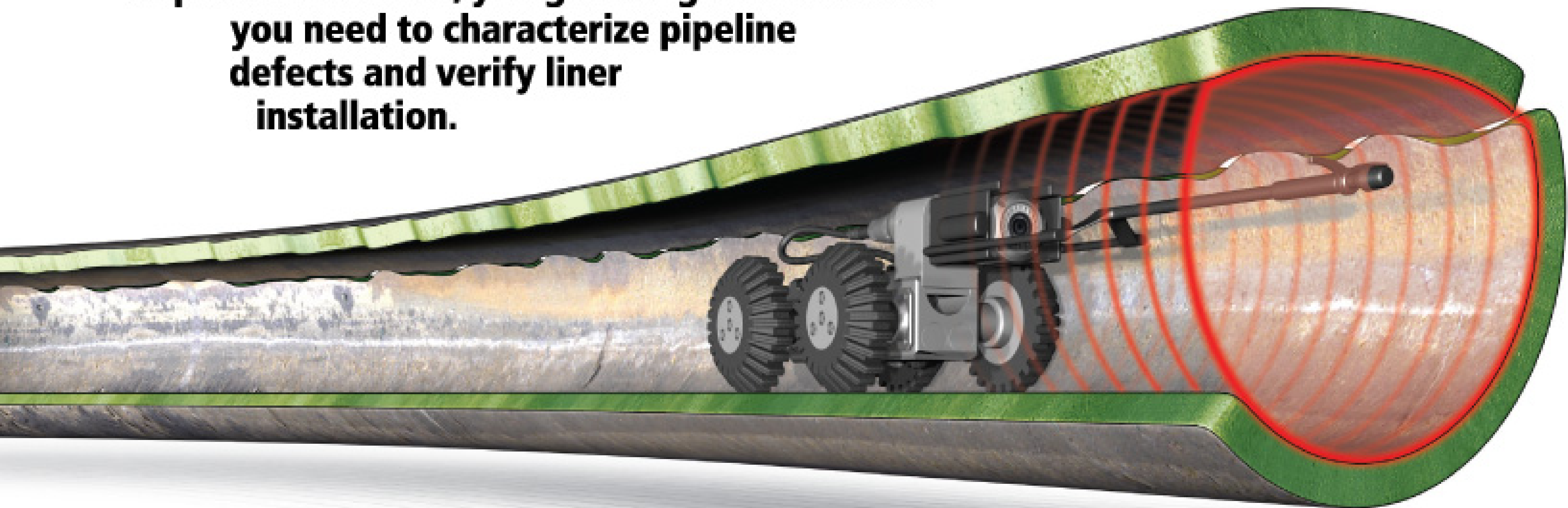
Booth 6177



# View Pipeline Condition In a Whole New Light.

Booth 1130  
Pumper Cleaner Expo  
Feb. 29, 9:30 a.m. - Sidewall Scanning Seminar

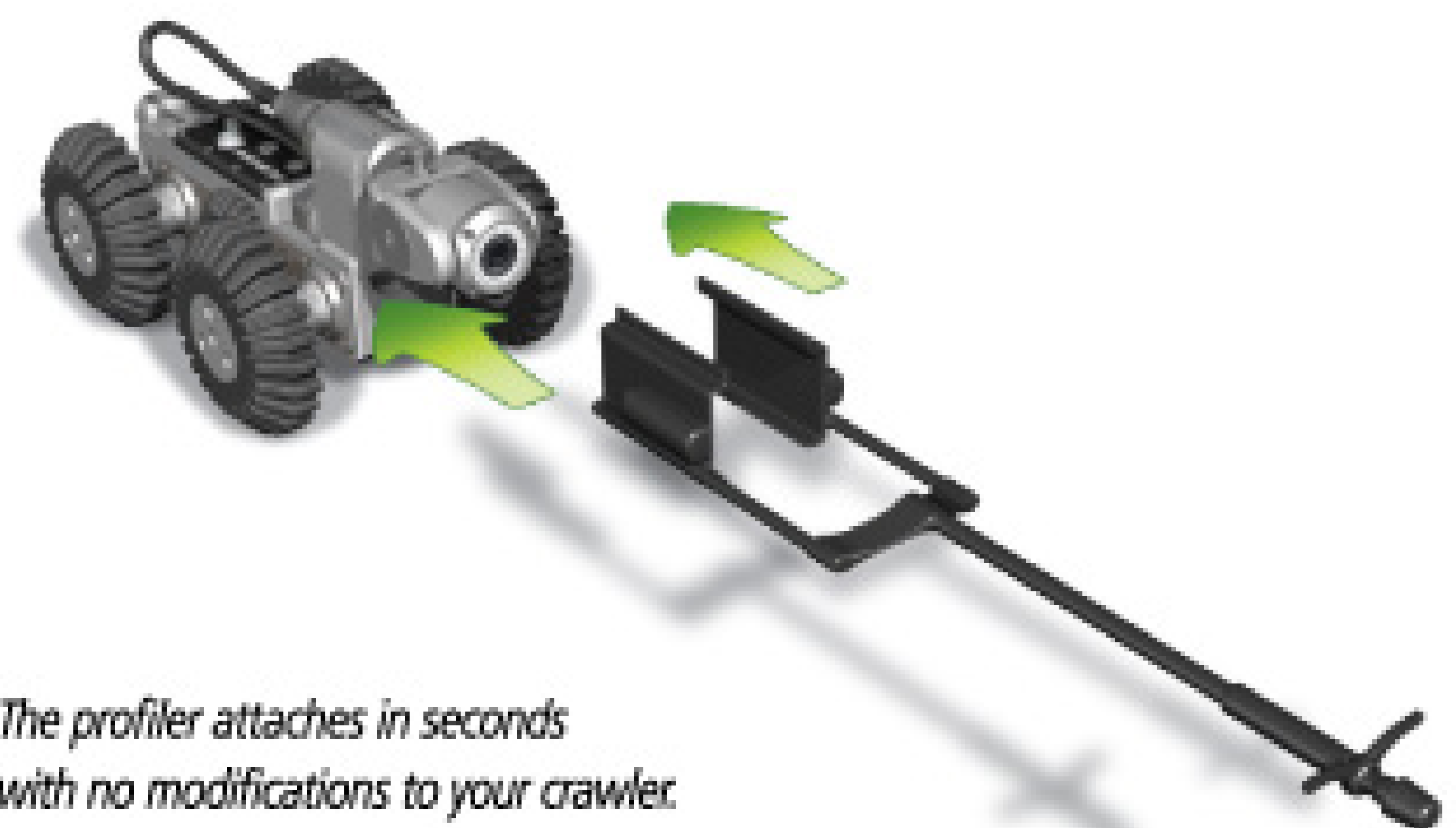
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By Marion Bond

**On the cover:** Terry Kelloway, owner of Roto-Rooter in Parksville, B.C., believes strongly in making positive first impressions on customers. Company vehicles play a large roll in creating those impressions and in making technicians like Kris Bergen efficient in the field. (Photography by Stu Berry)

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## COMING IN MARCH

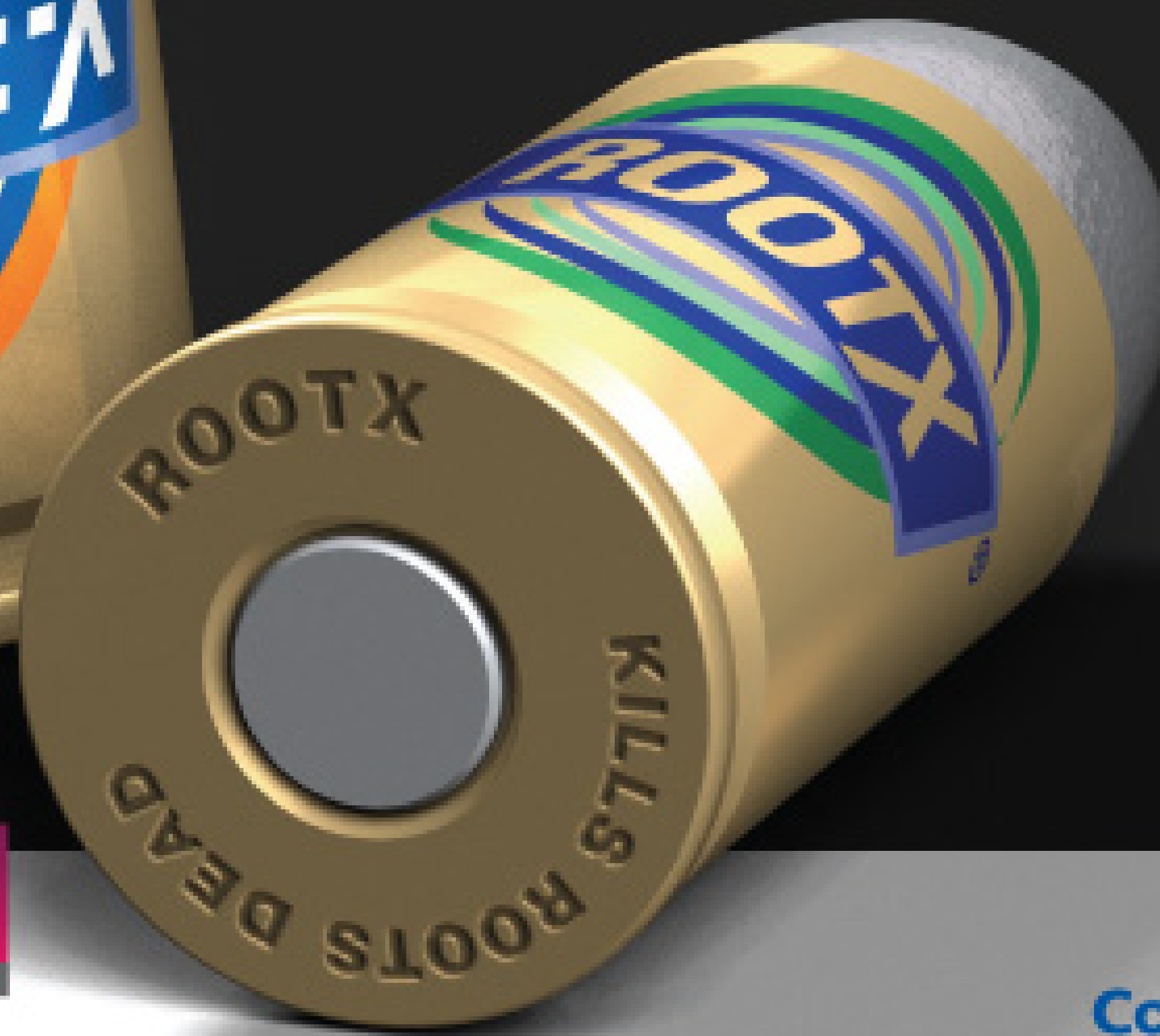
**2008 Expo Show Issue**  
**Business/Office Productivity Tools**

- Reader Pipelines: Stories of challenging cleaning jobs
- Profile: Arnie's Sewer Cleaning — 87 and going strong
- Profile: A \$49.95 Any Sewer or Drain Inc., New York, N.Y.
- Safety First: Building a fleet safety program
- Tech Perspective: GPS technology: The new telephone



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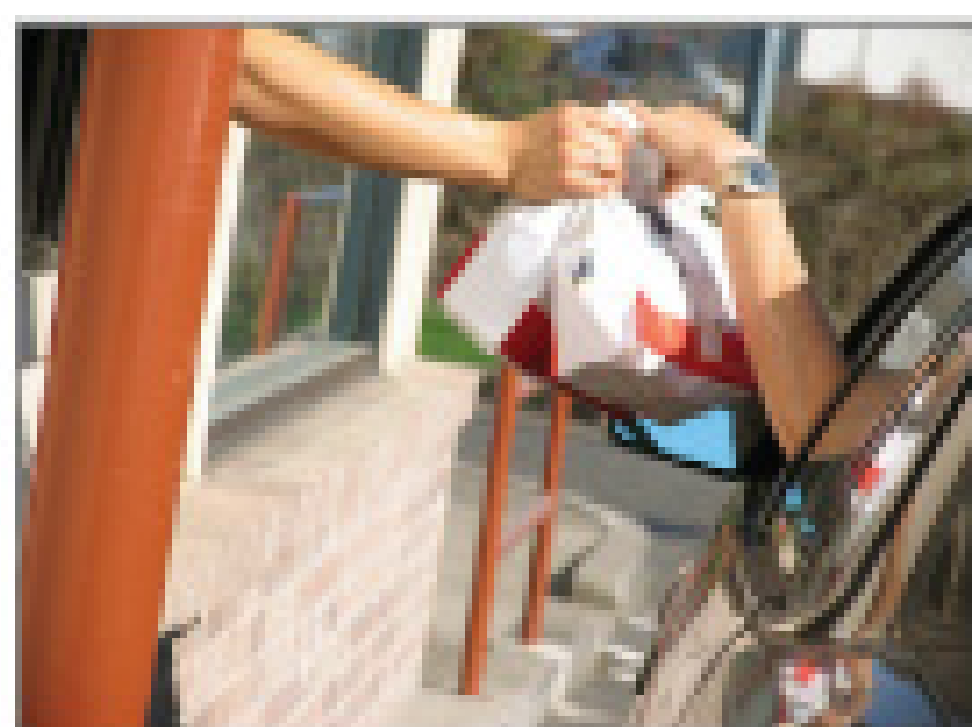


Booth 134

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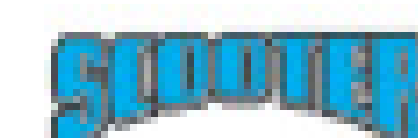
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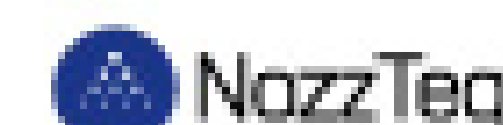
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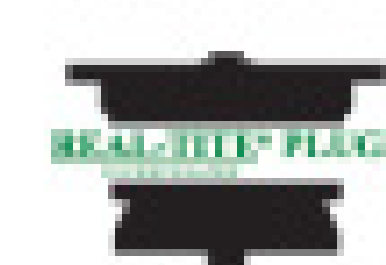
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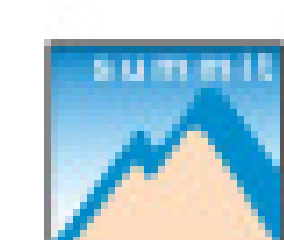
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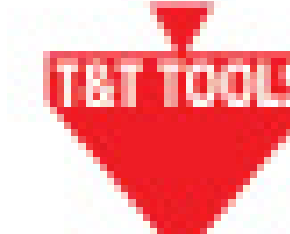


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## Avoid the Kitchen Sink

As you look forward to the 2008 Pumper & Cleaner Expo, remember to make a plan for the show — and to keep it reasonable in scope



Ted J. Rulseh

In a way, an industry trade show is like a great restaurant buffet. Many dishes tempt you. Should you sample a whole bunch of things? Or choose carefully and build a meal around one soup, salad, main course and dessert?

At a buffet, that comes down to personal choice — whatever works for you is fine, so long as you don't overdo it. At a trade show, though, you're better off staying focused. Do a few things, and do them well. You'll end up making better buying decisions and retaining more of what you learn.

### Too much to see?

Major industry shows — the Pumper & Cleaner Expo or others — come around just once a year. Naturally you want to pack as much as you can into the few days you have. So, some attendees make what might be called a "kitchen sink plan."

They're going to take in a dozen seminars, kick the tires on new vehicles, make deals for a year's

**With a limited list of specific trade show tasks, you'll be sure to give your highest-priority business needs the attention they deserve. Most likely, you'll also have some time just to browse the show floor and find out what's new, and time to socialize and share issues with others in your profession.**

worth of accessories and supplies, evaluate three tools or technologies for expansion of services, buy replacements for several aging pieces of equipment, and so on to infinity.

All that is fine, but are there enough hours in the day? And is there enough charge in your personal battery to get it all done? If you try to do too much, you may go home worn down, financially tapped out, with a case of buyer's remorse, and a vague feeling you just scratched the surface in certain areas.

A trade show may be the ideal place to learn, shop, and make buying decisions. But it's not the only place — you don't have to transact all your business there. So consider focusing your energy in a few key areas.

### Making your plan

Come to the show prepared. Determine up front your greatest business needs. Then decide which ones you can best address at the trade show, and which ones you can deal with some other way. Write out a list of, say, three main show objectives — things you want to accomplish no matter what. Make the objectives clear and specific. A few examples of such objectives:

- Investigate solutions to improve financial management and office productivity.
- Select a vendor for a new inspection camera van
- Earn sufficient CEUs for license renewal.
- Negotiate the best price for replacement of six cable machines.

Now, take each objective and list under it a set of

specific tasks. For instance, the list for the "financial management and office productivity" objective might include:

- Attend Leaders Resource Network business planning seminar track.
- Attend seminar on employee training.
- Visit vendors of productivity software (list them by name and booth number).
- Ask other attendees for their advice on financial and productivity solutions.


### Getting it done

With a limited list of specific trade show tasks, you'll be sure to give your highest-priority business needs the attention they deserve. Most likely, you'll also have some time just to browse the show floor and find out what's new, and time to socialize and share issues with others in your profession.

If you have many high priorities — if you can't seem to get your list of objectives and tasks down to a manageable size — consider taking a team member or two along to the show. Pick a couple of your most valued employees. They'll see the trip as a reflection of your respect for them and as a way to advance their careers.

Whether you attend alone or with your team, a good plan will help ensure that you come back from the show prepared to make positive changes in your business — smoothly, promptly, and cost-effectively.

You'll be glad you saved the "bit of this, bit of that" approach for the restaurant buffet line. ■




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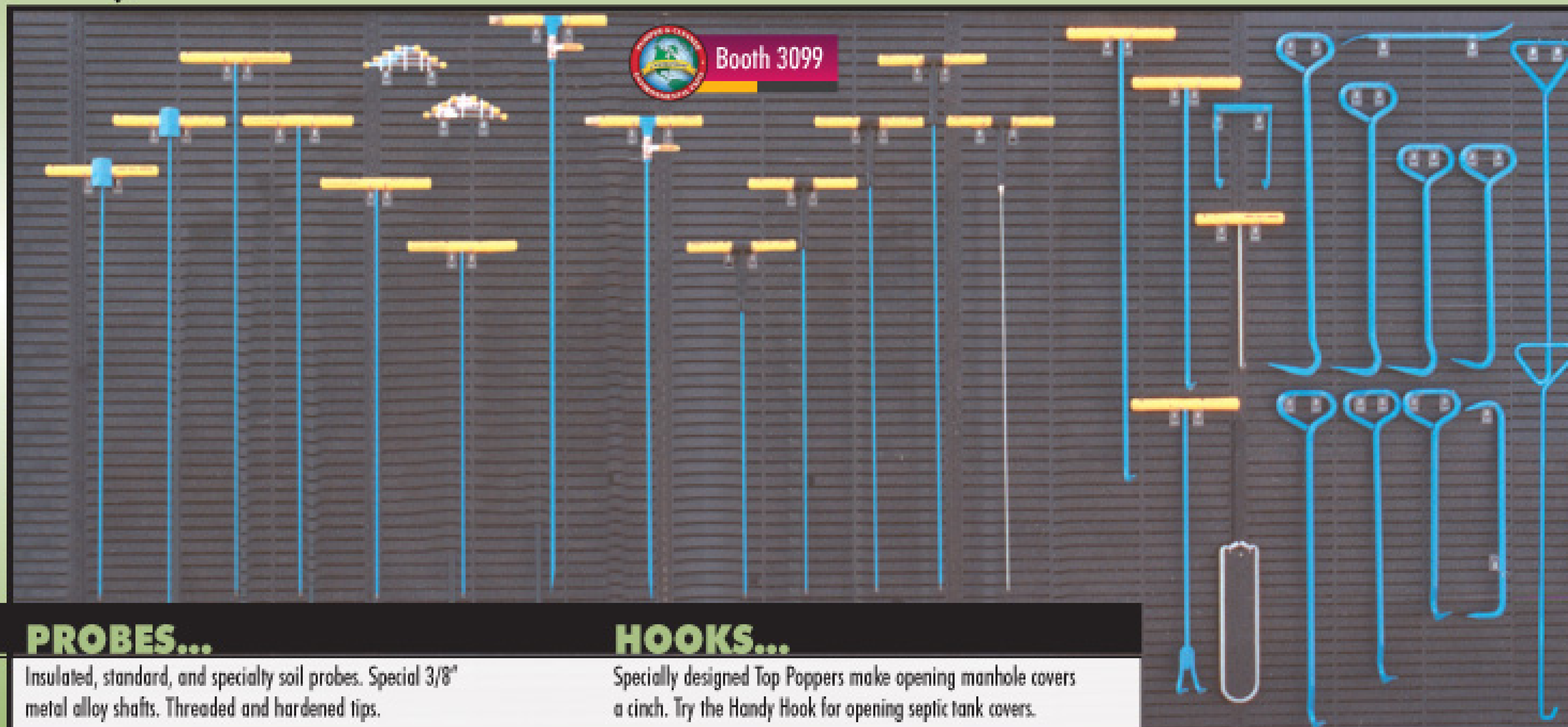
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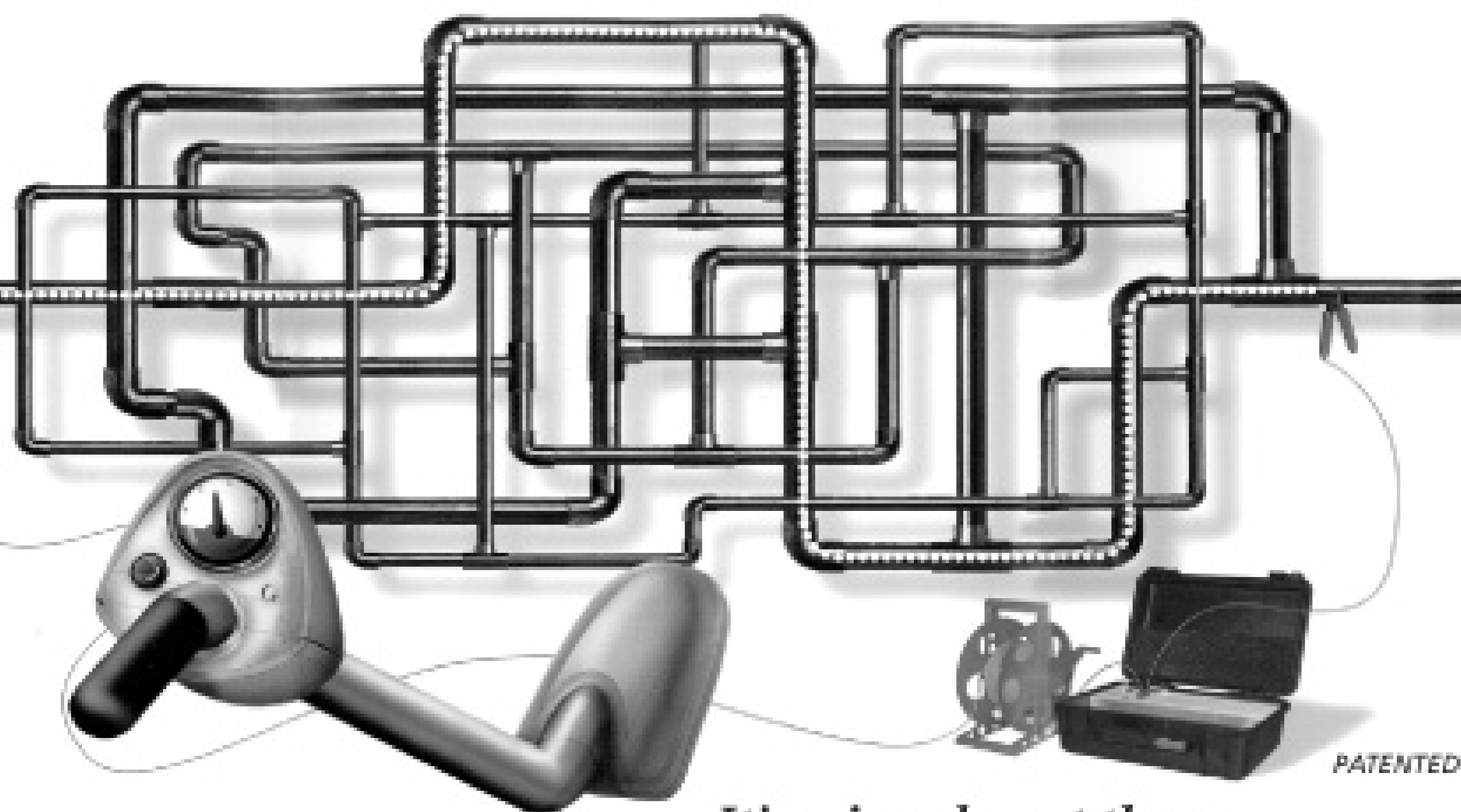
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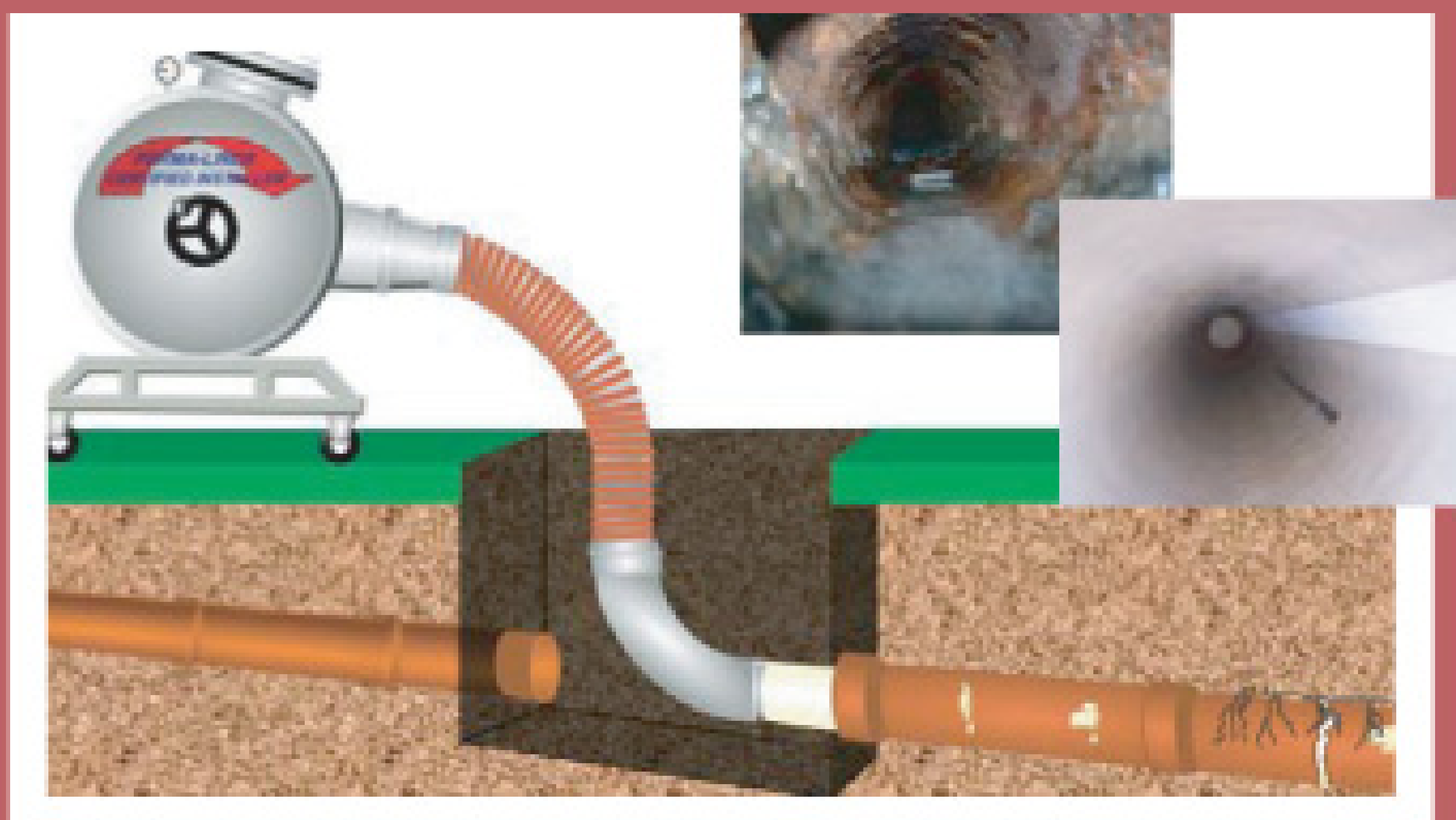


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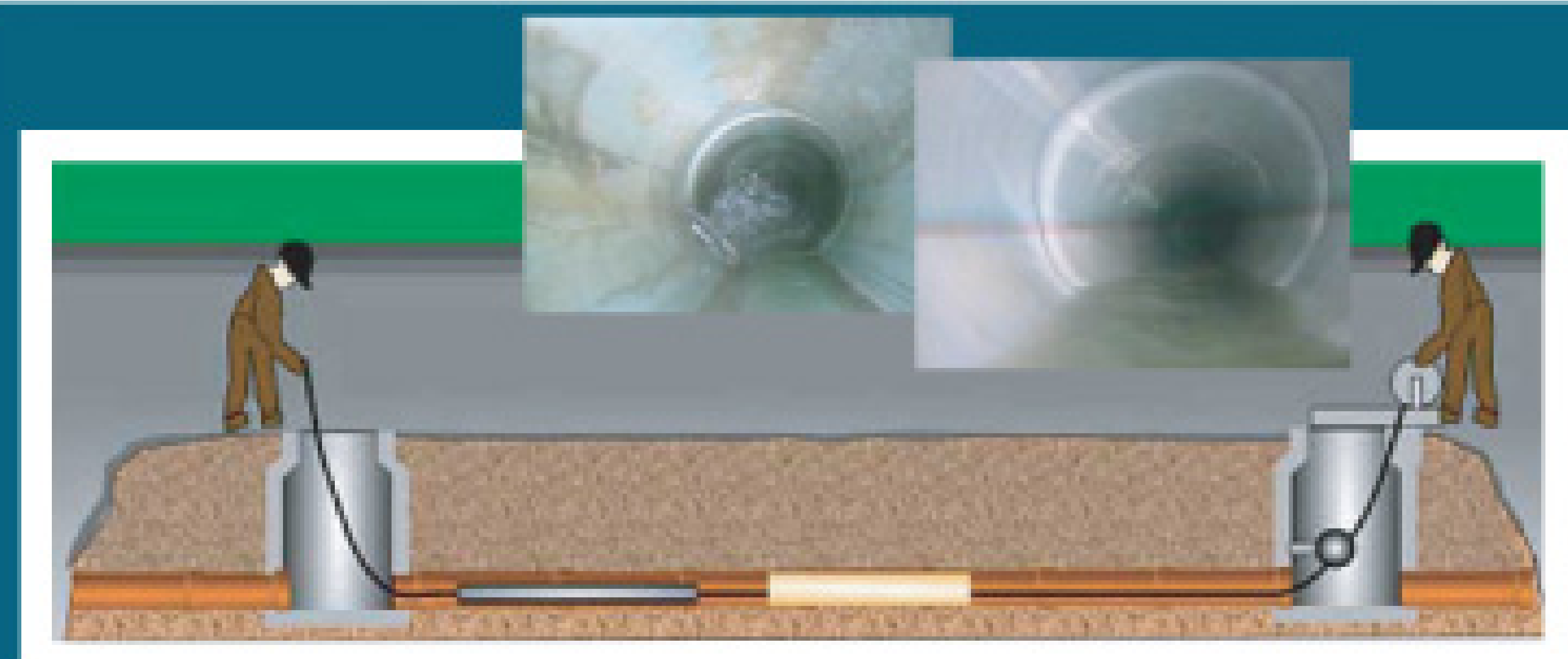
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# People News

They come from varied backgrounds to become Mr. Rooter® franchise owners. What they've found ... structure, success and satisfaction.



## Andrew and Sheryl August Freehold, New Jersey



Andrew and Sheryl August

Andrew August grew up in the plumbing business, spending weekends working at his father's plumbing company. When his father became sick in 1990, Andrew took over the family business. Sheryl, his wife of only a few months, quit her job as an elementary school teacher and took over the duties of office manager. After a few years they were ready for some expansion. In 1995 they converted their business to a Mr. Rooter franchise, the start of one of today's top performing locations.

**...the biggest benefit is the network of franchise owners we've met over the years...**

"When we first operated August Plumbing and even when we opened our Mr. Rooter franchise, neither one of us had any business experience, so it was challenging. But that's where the Mr. Rooter system helped us. We implemented its established systems and tapped into the Mr. Rooter resources – from other franchisees to the corporate staff. Now we have a management team that is top-notch and our franchise runs like a well-oiled machine. We went from operating out of a small room in Andrew's dad's shop to building a 12,000 square-foot building with 50 employees. Every once in a while, we give our franchise a tune-up, but we now feel confident and comfortable with running a business."

When asked about the benefits they've received as a Mr. Rooter franchisee, Sheryl remarks, "Hands down, the biggest benefit is the network of franchise owners we've met over the years."

"As an independent, you can't call your competition and ask for advice. The Mr. Rooter franchise network gives us the opportunity to speak with other franchise owners who have come across the same challenges we face. And now we are in a position where we can mentor other franchisees through difficult times and let them know they are not alone."

**The Mr. Rooter name is being branded across the nation.**

The power couple also attributes their success to national brand recognition and marketing. "The national advertising campaigns have truly helped grow our business over the years. Whether it's the multi-million dollar magazine campaign or the nationwide internet advertising, The Mr. Rooter name is being branded across the nation. We build off of the national advertising in our local marketing efforts and this drives customers to our door. The Mr. Rooter brand is powerful and this makes our business that much more valuable in the market place."

## Frank Czeronka

Landisville, New Jersey



Frank's big catch at scout camp in Alaska.

For eight years Frank Czeronka worked as the service manager for a competitor plumbing company. He didn't have the luxury of taking three-day weekends, and he didn't see financial security in his future.

When he read about Mr. Rooter in Cleaner magazine back in 2001, it motivated him to open a Mr. Rooter franchise. And he's never looked back.

"It's a dream come true," says Frank, who runs a 10-van operation with 14 dedicated and hard-working team members. "I've seen constant growth. My only regret is that I didn't start my own business sooner."

From the "unlimited support" and training to the regional meetings and annual conferences, Frank credits the Mr. Rooter system for his success. "I believe in following the system," he says. "If I would have started Frank's Plumbing, I would have had to re-invent the wheel, and I would have been alone."

Instead, he says Mr. Rooter is like a family, helping him develop goals and achieve them. Since opening his franchise, Frank earned his Master Plumber, Plumbing Inspector, Plumbing Subcode and Construction Official licenses. He is also president of the New Jersey State League of Master Plumbers and a member of the New Jersey Plumbing Inspectors Association.

**It's a dream come true ... I've seen constant growth. My only regret is that I didn't start my own business sooner.**

Frank admits he's a hard worker, but he also likes to play, and having his own business allows him to do just that. "I travel constantly," he says. "I've learned to play golf, and I am able to pursue my hobbies like fishing."

*(continued on next page...)*

## Steve and Michele Ferree

Portland, Oregon



Steve & Michele Ferree (wearing black shirts) with their team members before they roll into the Gladstone Chautauqua Festival Parade where they handed out Mr. Rooter action figures and candy.

Steve and Michele Ferree traded burgers for bathrooms when they bought their *Mr. Rooter* franchise in 1999. Before taking the plunge into business ownership, the Ferrees worked for McDonald's Corporation – Steve in operations for 28 years and Michele in marketing for eight.

“We both had long careers with McDonald's Corporation, and it was an incredible experience, but we were looking for a new challenge,” Steve says. “We were able to take our business skills and transfer them to a whole new industry.”

### **The opportunity to network and learn from other *Mr. Rooter* franchise owners has also been invaluable.**

It was a recipe for success from the start. Steve won the Rookie of the Year award in 2000, and each year they've ranked in the top 10 percent of all *Mr. Rooter* franchises across North America.

With an 18-truck fleet and 30 team members, Steve focuses on the operations and financial sides of the business while Michele zones in on people – from delivering the utmost in customer service to motivating their team to be the very best.

“We believe in the power of a successful franchise system,” says Michele, who has been a member of the *Mr. Rooter* national advisory council since 2003. “It allows us to locally own and operate our business while benefiting from a national brand. The opportunity to network

and learn from other *Mr. Rooter* franchise owners has also been invaluable.”

Steve says their business has also given them the opportunity to be a part of something bigger. “We're helping our employees achieve their own successes.”

## Derek Moreland and Mike Kolakovic

Toronto, Ontario in Canada



Derek Moreland and Mike Kolakovic, with their spouses, accept their Franchisee of the Year Award during the 2007 *Mr. Rooter* international convention.

Derek Moreland and Mike Kolakovic, co-owners of the *Mr. Rooter* franchise in Toronto, are the first to receive Franchisee of the Year and Sales Leader of the Year awards in the same year. An achievement they did in 2007.

“I've always been a visionary and a dreamer, and I knew I wanted to be the biggest and the best,” Derek says. It was a dream that was decades in the making.

Derek emigrated from Scotland and completed his plumbing apprenticeship. He worked for various companies before starting his own business in 1985. After 10 years of “getting nowhere fast,” he got a call from the *Mr. Rooter* Corporation.

### **I am extremely fortunate to be able to spend more time with my kids, and it's because of the *Mr. Rooter* system and the great team we have working for us.**

“I was impressed with the quality of service. I knew it was the way service should be delivered, so I purchased my first territory,” Derek says.

Now they own the entire Greater Toronto

area and run a 30-truck operation. Growth Derek and Mike accomplished by combining their strengths – Derek, the service side of plumbing, and Mike, the commercial work.

Mike grew up tagging along with his father on plumbing jobs. In 1987, he became an industrial plumber. Six years later he started his own company, but after a year decided to look at other options. When Mike saw a *Mr. Rooter* ad for technicians, he called Derek for an interview. The rest, you could say, is history.

“We now work better than we did when we had our previous businesses,” Mike says. “I am extremely fortunate to be able to spend more time with my kids, and it's because we use the *Mr. Rooter* system and have a great team working for us.”

When Mike isn't at the shop, you can find him coaching his daughter's soccer team, rooting for his sons at their hockey games or watching his daughter Croatian folk dance. “It's a lot of fun,” Mike says. “I'm also fortunate to go to Croatia every summer with the whole family for six weeks and have business carry on without skipping a beat.”

As for Derek, his son, Sean, is following in his footsteps. Sean just finished his plumbing apprenticeship and works at the shop with his dad. “It's great,” Derek says. “I see him everyday. I actually see my son more now than ever before.”

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# On the Phone, At Risk

Be mindful of the hazards of route drivers using cell phones and other devices while behind the wheel

By Ted J. Rulseh

**W**e live in an age of multi-tasking. In the cleaning industry, business owners want their field personnel to be in close touch with the office — that helps in delivering cost-effective service to customers.

But multi-tasking has its risks, especially if it means technicians must place and receive calls on cell phones or use other electronic devices while driving. The dangers of drivers using cell phones are now quite well documented. If your company does not have policies to cover safe communication procedures for

field personnel, perhaps that is something to consider, and soon.

## They're everywhere

It's no secret that cell phone use has exploded. The Cellular Telecommunications & Internet Association reported in May 2007 that more than 236 million people in the United States subscribed to wireless communication devices — versus 4.3 million in 1990.

As cell phone use has grown, so has the prevalence of talking on the phone while driving. There are two specific dangers. First, drivers look away from the road while dialing. Second, people get so involved in their phone conversations that they fail to concentrate on driving.

Research indicates that talking on a cell phone isn't the most hazardous of driver distractions (drowsi-

ness and reaching for an object such as a coffee cup are worse) but it contributes to the most accidents because so many people do it.

One study in Australia found that people who use cell phones while driving are four times as likely as others to get into crashes serious enough to hurt themselves. The study also found that switching to hands-free phones would not necessarily help: the risk did not vary with type of phone.

Now, take a technician stressed from a busy day and late for a call, add a series of phone contacts from the office, and you have the makings of a dangerous situation. It is bad enough to contemplate an accident that injures your technician or someone else. It is worse to add the risk of an accident leading to a lawsuit against your company. There are documented cases where plaintiff lawyers subpoenaed cell phone records of drivers involved in accidents to see if they were on the phone at the time.

## Making rules

In view of these dangers, many businesses are creating policies that forbid their employees to talk on cell phones while driving. Such a policy is probably impractical for a service business that needs communication between the office and the field. Still, there are steps your business can take, short of outright prohibition, to reduce the risks.

Many service businesses, from real estate brokerages to building maintenance contractors to lawn-care and pest-control operators, have experience with cell phone safety procedures and policies. Here are some common threads:

**Use only hands-free devices.** These are not 100 percent safe, but they do create less disruption and distraction for employees who need to take calls.

**Post warnings.** Put notices in service trucks to remind technicians that their first job is to arrive safely at their destination — not to transact business over the phone.

**Provide alternatives.** Allow employees to have incoming calls forwarded to an answering service or voice mail. Then they can retrieve the messages when they get to the next stop or take a work break. Of course, dispatch calls would need to get through, but drivers and office personnel should know to keep such calls brief.

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**Research indicates that talking on a cell phone isn't the most hazardous of driver distractions (drowsiness and reaching for an object such as a coffee cup are worse) but it contributes to the most accidents because so many people do it.**

**Apply common sense.** Instruct employees to dial only while stopped and to pull off the road at a safe place for any long conversation. Advise them not to use the phone in heavy traffic or bad weather and to avoid having stressful conversations while driving.

**Create accountability.** Make it clear that employees are responsible for any fines or other costs related to traffic infractions connected with improper use of a cell phone while driving.

## Put it in writing

Your business should have a policy on the use of cell phones in vehicles that every field employee must read and sign. Ideally, develop an in-person or video presentation on the dangers of using cell phones while driving and make sure every employee and new hire sees it. The presentation should include examples of improper behaviors and the consequences of violations.

With input from your management team and employees, and with consultation from your attorney, you can create a workable cell phone policy that enables you to conduct business efficiently while keeping your people from taking needless risks. ■

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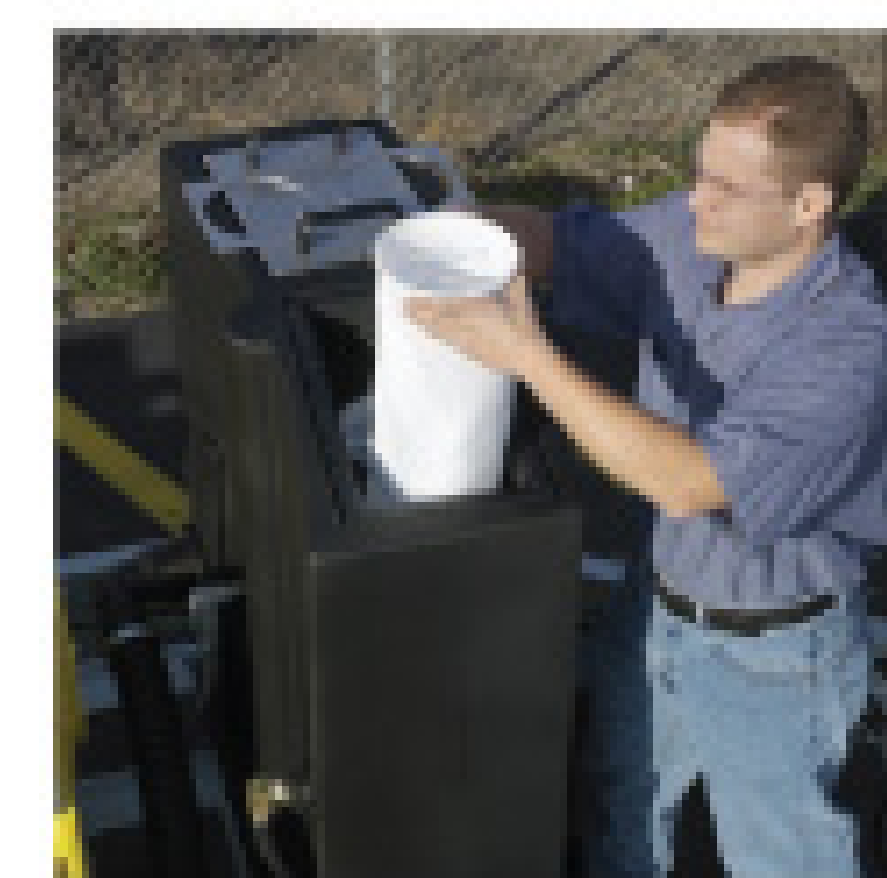
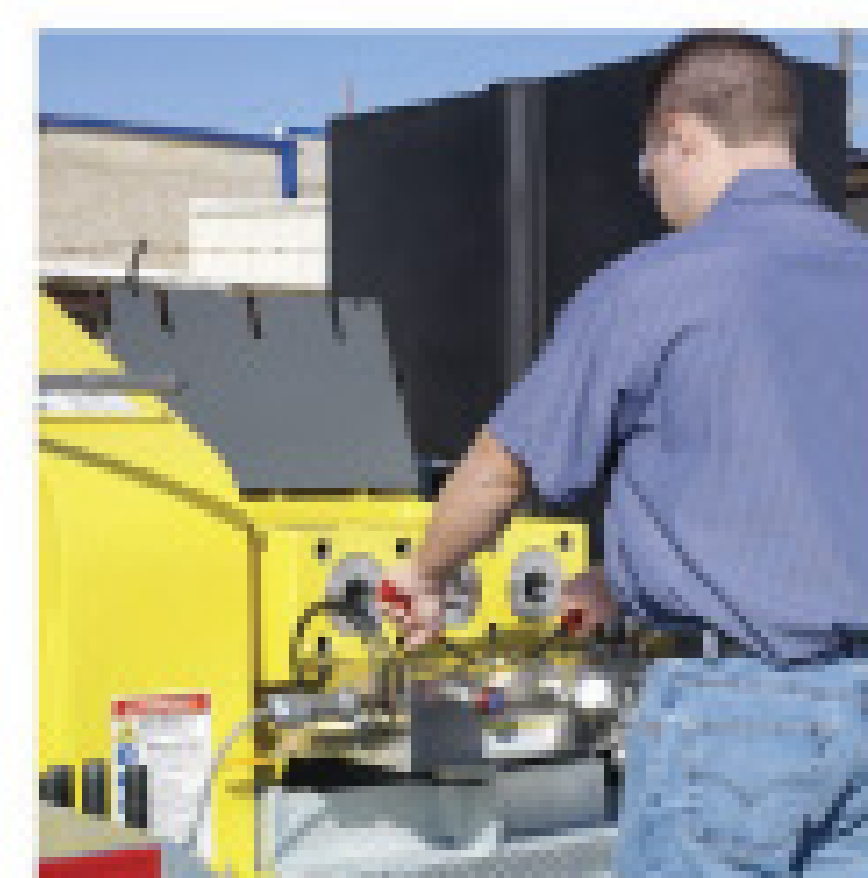
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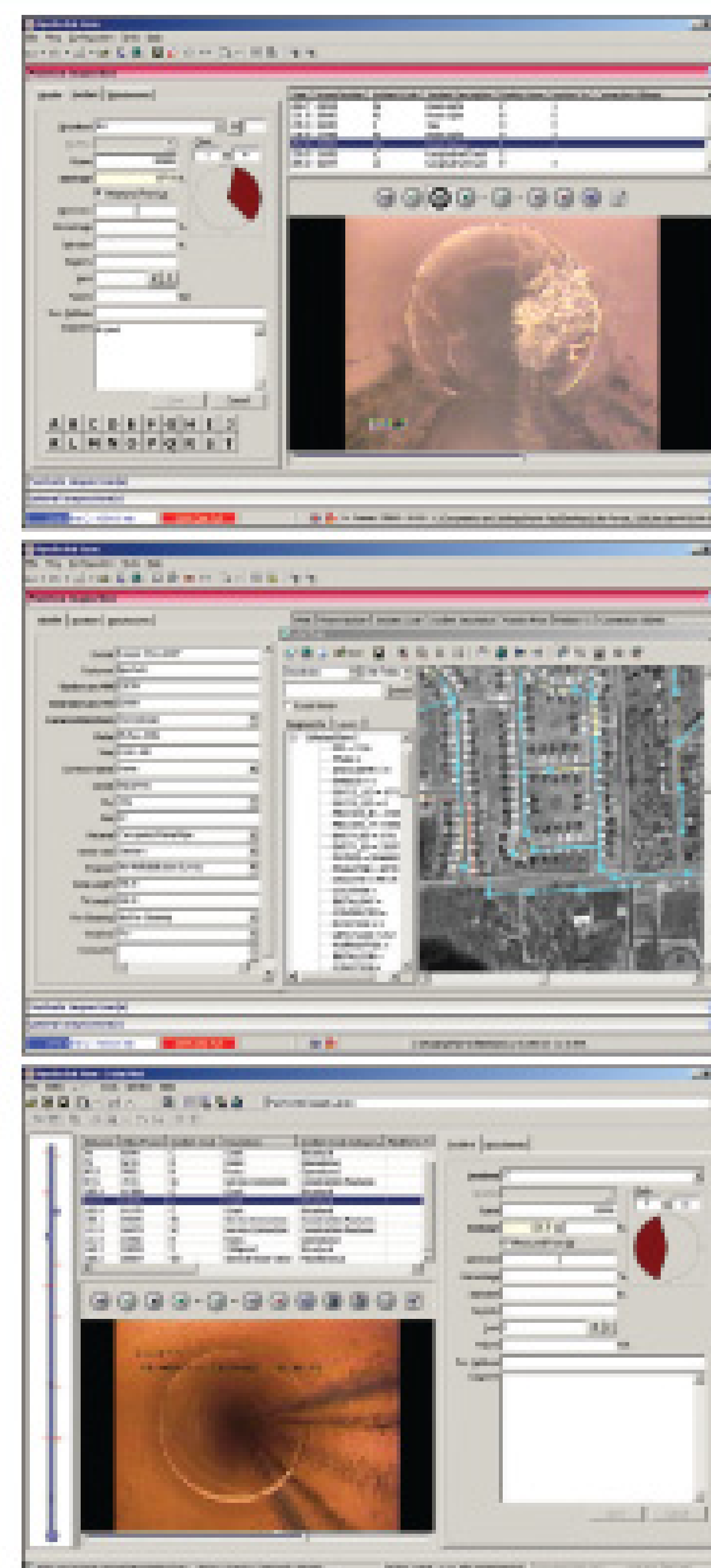


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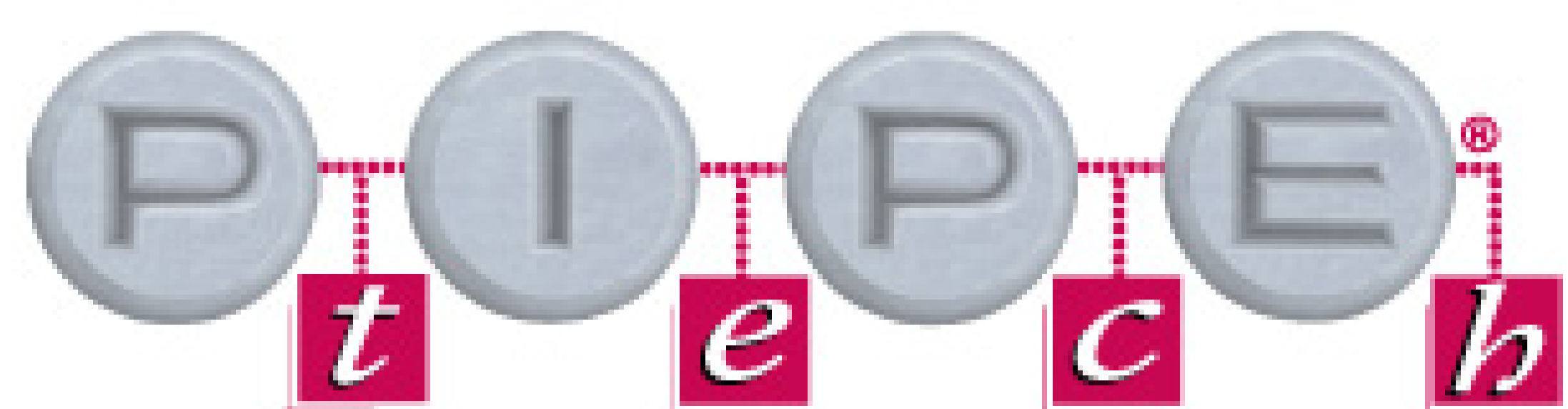
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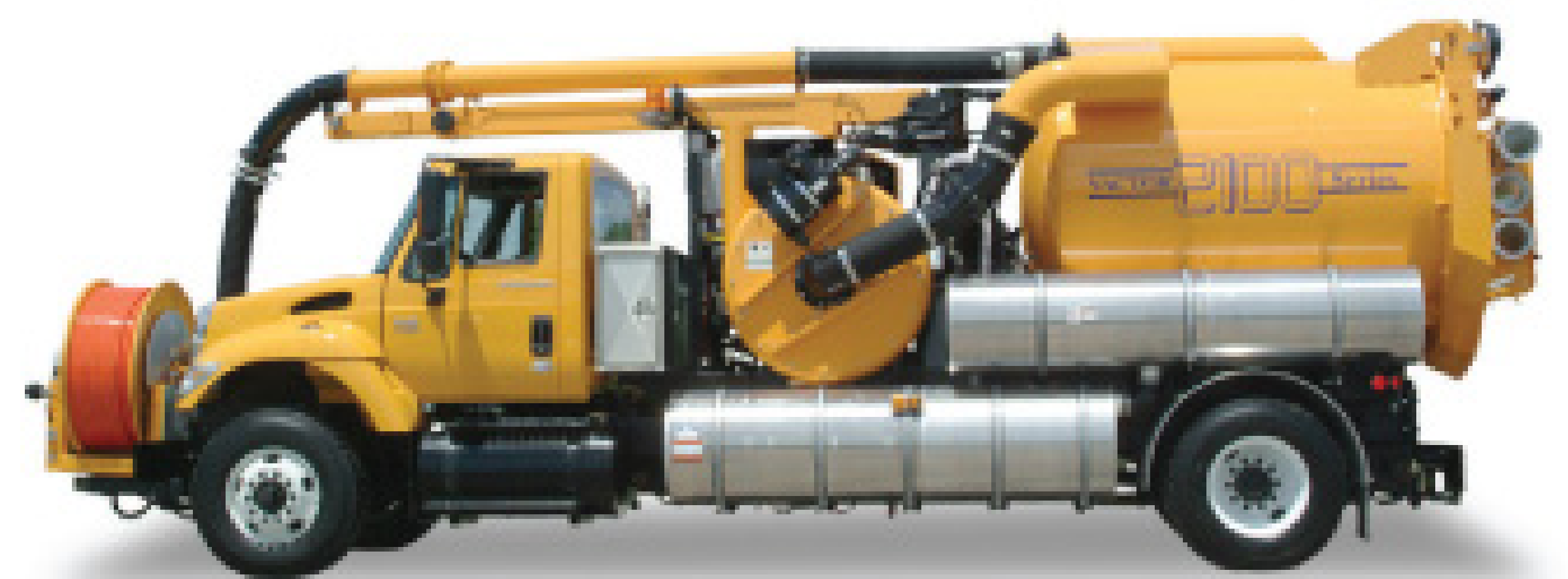
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# Tough Customers

**You do have options when faced with a past-due bill for a 'hard-case' customer who seems completely unwilling to pay**

By Erik Gunn

**I**t happens to every business at one time or another. You've completed the service and sent bill after bill after bill. And the customer just won't pay.

At this point, it may be tempting to try all sorts of responses. Drain cleaners may be ready to put the clog back into the pipes they cleared. Pumpers have threatened to return the sludge to the dead-beat customer's tank.

Such actions might sound satisfying, but it's best to leave them as just stories. You have little choice but to take the high road — and that doesn't mean giving up. You do have options when faced with a hard-case deadbeat. Here are some steps you can take.

**1. Lay the groundwork in your business practices.** Make sure the work you deliver is backed by a written agreement that sets forth your terms and that the customer signs before you start. Find out what regulations your state imposes on such contracts and follow them. Include in the document very specific provisions about when payment is due: upon completion, net 10 days, or whatever you choose. There is no need to give

**Set a deadline. Explain without bluster or threats what you will do if payment is not made. For example: "Failure to pay the amount due by the stated deadline may require legal action or lead us to send this bill to a collection agency."**

more than 30 days, and there's nothing wrong with requiring immediate payment.

Many businesses add a 1.5 percent per month finance charge to past-due accounts. If that's what you want to do, make sure it's permitted where you operate, then make sure your standard agreement and all your invoices include that information.

Because a service contract is a legal document, you're best off having a contract lawyer who knows your business draft your standard agreement. Your lawyer will help you decide whether it's a good idea to specify who pays attorneys' fees in a dispute and whether you want to go to arbitration rather than court.

"Get a form that works, and use it," says Steve

Schuman, a lawyer in Beverly Hills, Calif., who represents contractors and other clients in dealing with past-due bills. "Otherwise, if you go to sue somebody, even in small claims court, you might lose because you haven't followed the laws."

**2. Accept credit cards.** Plastic puts the customer's money in your account much faster than virtually anything but cash. That alone is worth the service charges you will pay to the credit card company. And it's easier that way to tell customers they must pay on completion.

**3. Bill promptly.** If your policy allows customers to choose billing as a payment option, get the bills out as soon as you can. You don't have to wait and bill everyone at the end of the month. All that does is hurt your cash flow.

**4. Make sure delinquent bills stand out for the customer.** Print them on a different color of paper (such as red). Stamp them "past due" or program your invoicing software to print a past-due message.

**5. Send a demand letter.** When customers are late, ask firmly for payment. Many contractors have systems that automatically generate demand letters on a trigger date, such as 60 days past due. Be careful about how you word the letter. The text should be straightforward and should stick to the facts. Note the date of service, the outcome, the terms you quoted, and the total amount due.

Set a deadline. Explain without bluster or threats what you will do if payment is not made. For example: "Failure to pay the amount due by the stated deadline may require legal action or lead us to send this bill to a collection agency."

**6. Hire a collection agency — but not to collect the bill, just to write letters.** Some agencies will, for a flat fee, generate demand letters for you. Just getting a bill with the collection agency's name on the letterhead will jolt some slow payers into action.

Another alternative: Pay your lawyer to draft such a letter and send it out each time you have a delinquent customer. "You probably want to go to a transactional lawyer and get him to draft a standard contract and a standard collection letter," says Schuman. "You might in the first instance have to pay \$500 for that letter. Then you can use it for years. You might be able to pay just \$25 to \$50 to have the lawyer send it each time."

**7. Go to small claims court.** The rules for small claims court differ from state to state, so

Erik Gunn is a magazine writer and editor in Racine, Wis., where he operates Great Lakes Editorial Services, consulting for businesses, non-profits and individuals. Readers may direct inquiries to him by contacting this publication at 800/257-7222 or e-mailing [editor@cleaner.com](mailto:editor@cleaner.com).



make sure you know what applies where you live. The cap on how much you can sue for will vary, and states differ on whether you may use a lawyer.

But make sure going to court is worth the money. "This needs to be an economic proposition," says Schuman. "It will cost you a certain number of dollars to pay the legal fees. Add up all the things you're going to pay out of pocket, out of your time, to go after this. Then decide whether it's going to be worth it. If someone rips you off for \$100, don't spend \$500 getting revenge."

Remember, also: Winning in court is not the same as collecting. "Then you only have a judgment," says Schuman. "That doesn't mean you can collect. You still have to go out and find their assets. You want to be careful you don't spend more of your time and money than it's worth trying to collect a judgment."

**8. Enforce a judgment with a mechanic's lien.** With a written order from a judge, you can file a lien on property belonging to your debtor. Then you wait. You can only collect when it comes time for the debtor to sell or refinance the property. Liens are usually structured to generate a modest amount of interest, so as time passes your judgment should maintain its real dollar value.

**9. Hire a collection agency to actually collect the bill.** This is usually an alternative to going to court. The drawback of using an agency is that you'll only get a portion of the amount due — usually half of what the agency gets. But this measure allows you to get that old account out of the way and to move on.

Sometimes a contractor decides to sidestep the collection agency by offering a deep discount on the bad debt to encourage the customer to pay it off. You'll have to decide whether that approach makes sense for you.

Throughout the collection process, keep your cool and stay professional. Let the delinquent customer know what legal recourses you have and will take, but don't resort to threats or harassment.

Of course, mere advice is easy. Schuman knows just how hard it is in real life to keep things in perspective and not waste money going after a bad debt. "I'm great at saying that to my clients," he says. "When people rip me off, it's much harder." ■



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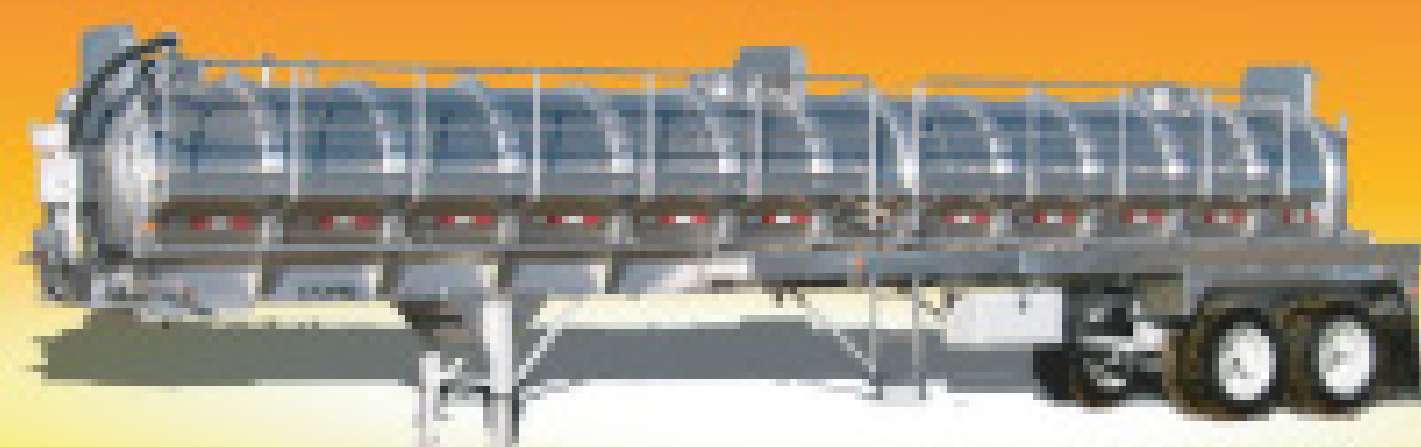
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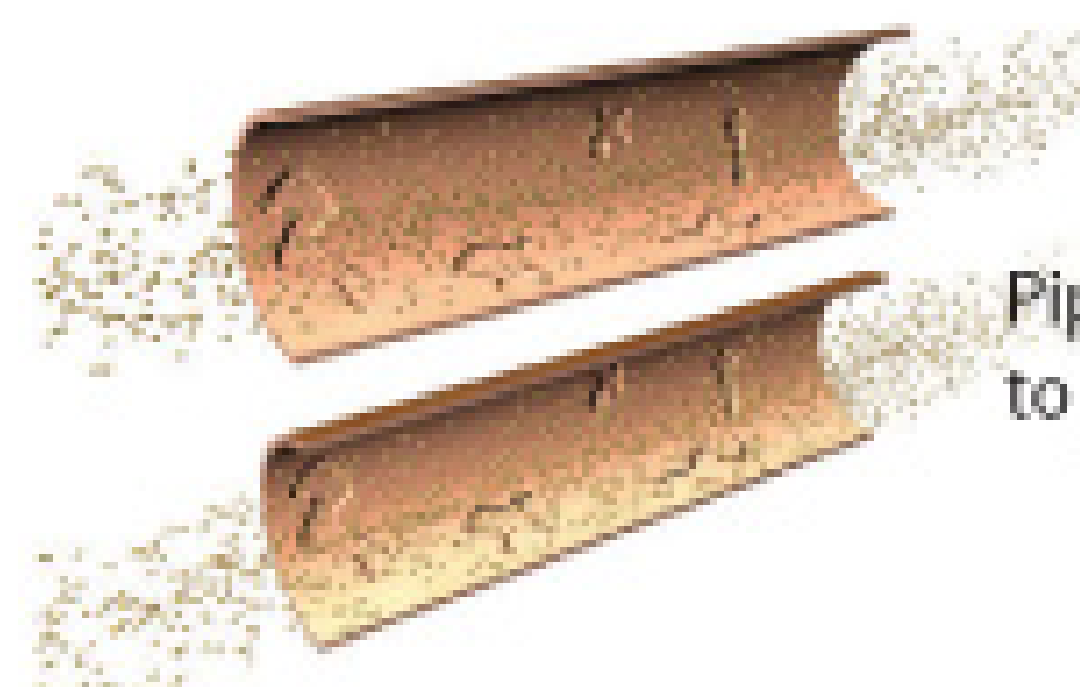
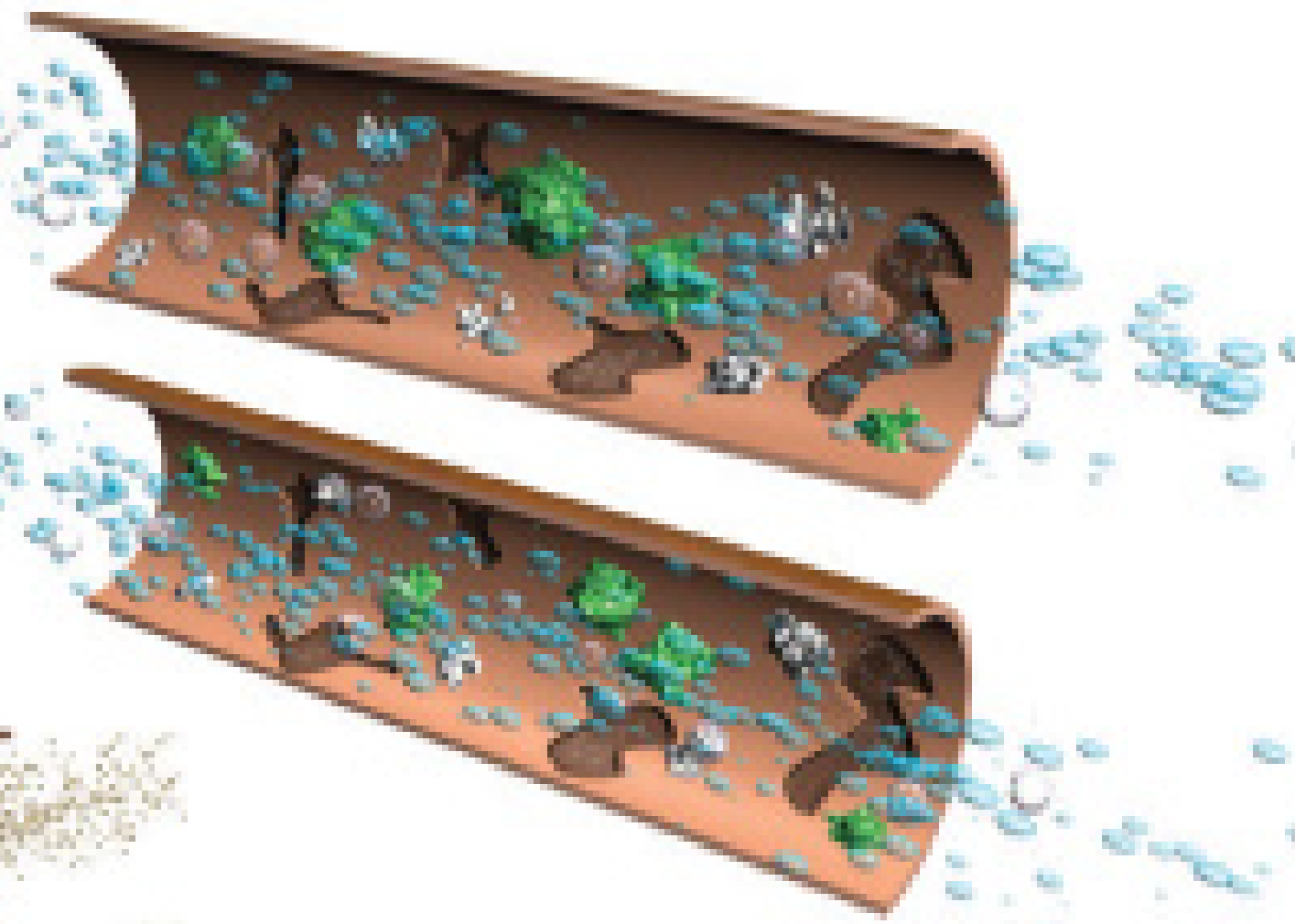
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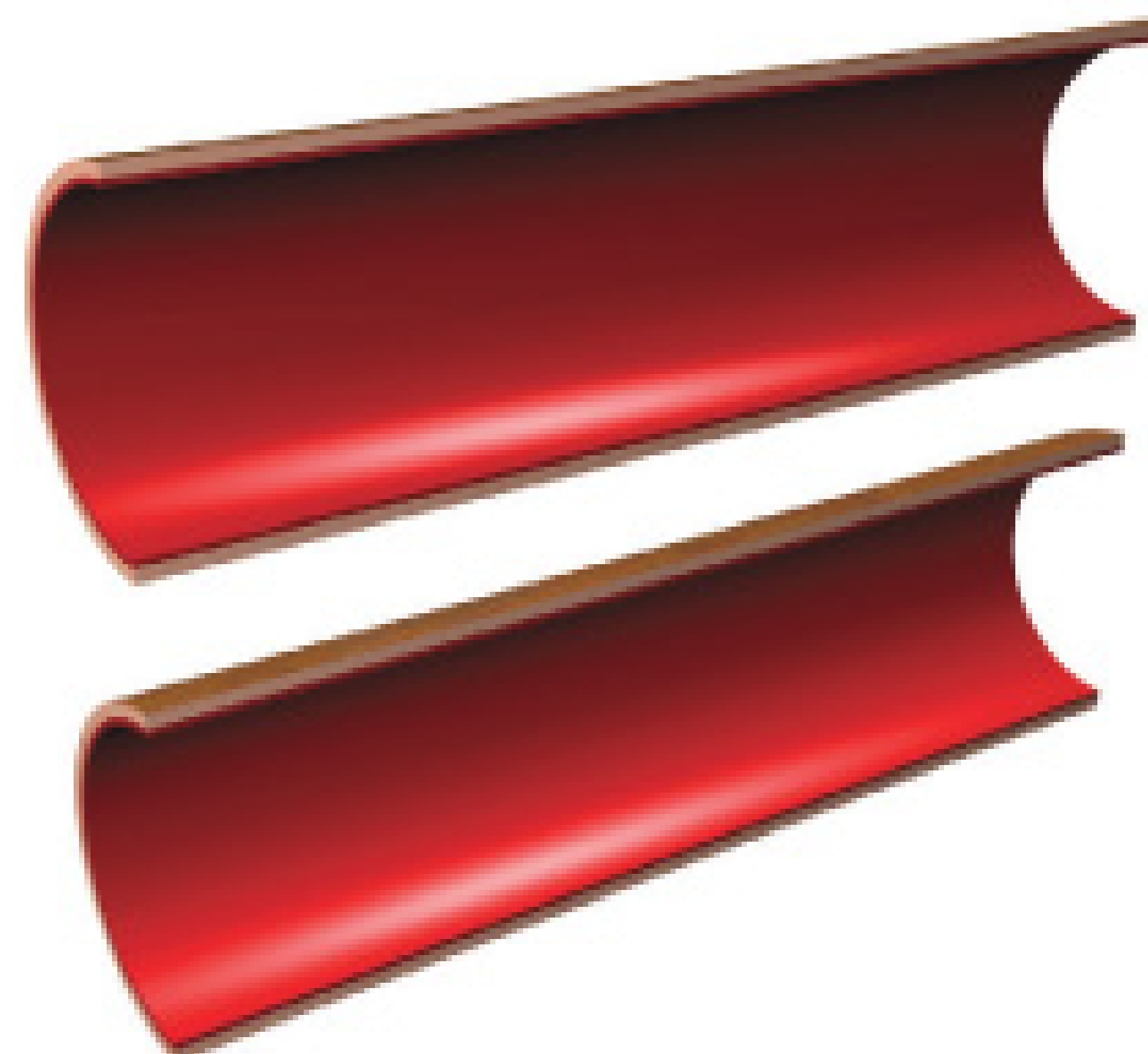
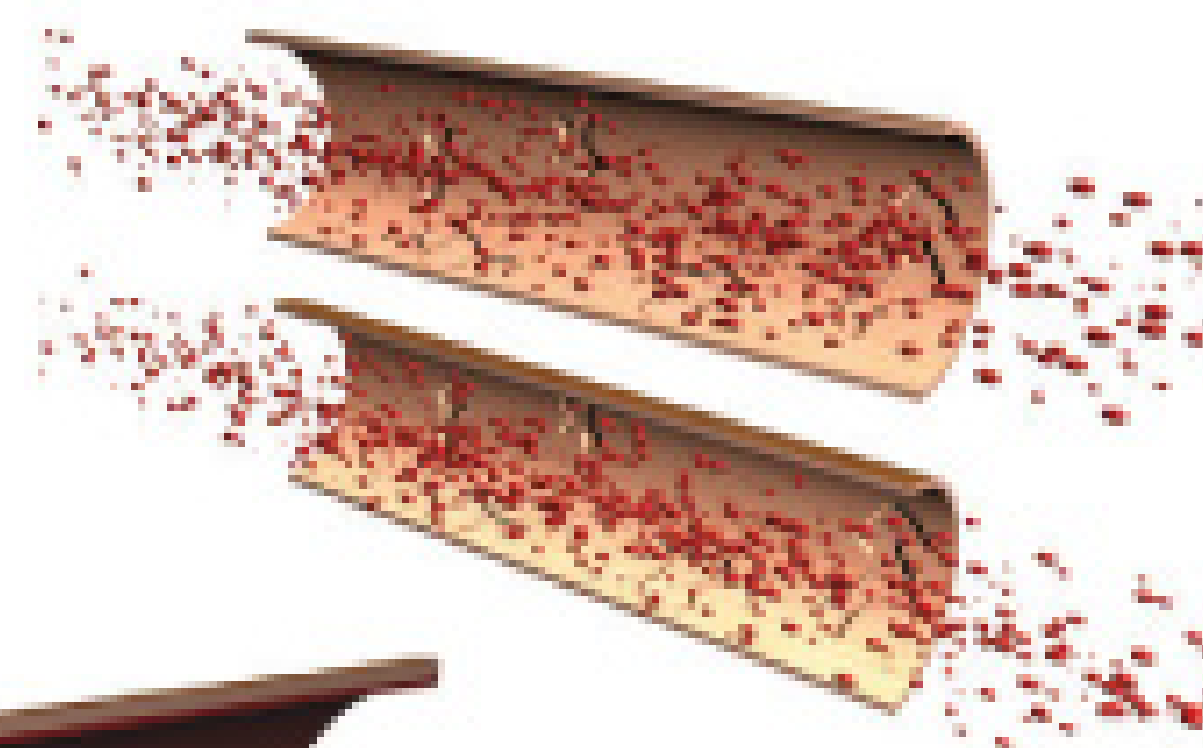
### Potable Water Lines

Copper pipes corrode and become etched due to chemicals in your water causing pinhole leaks.



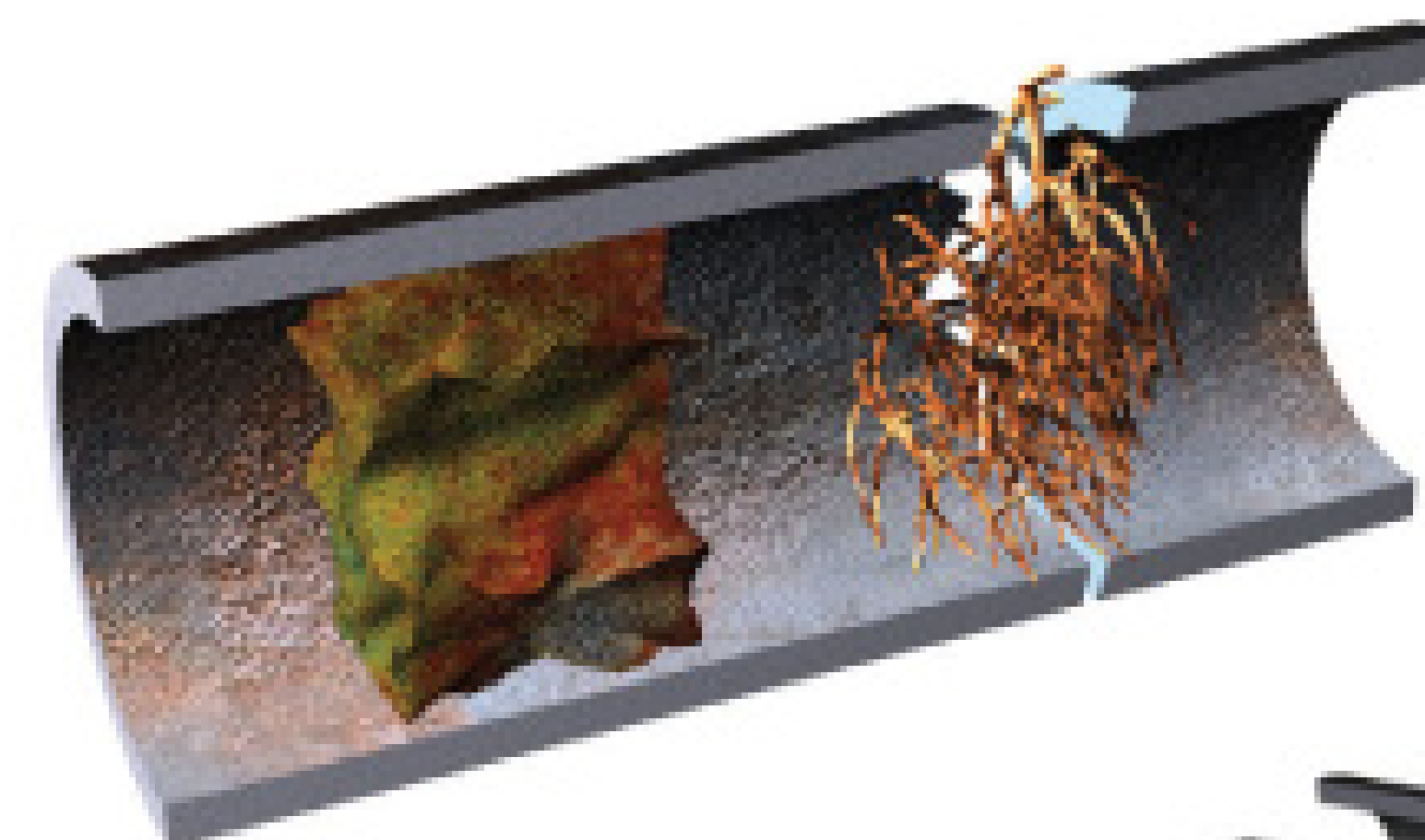
Pipes are dried and sanded to prep. for lining.

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Once the process is completed, pipes are lined with an epoxy coating that acts as a permanent barrier between your pipes and water.

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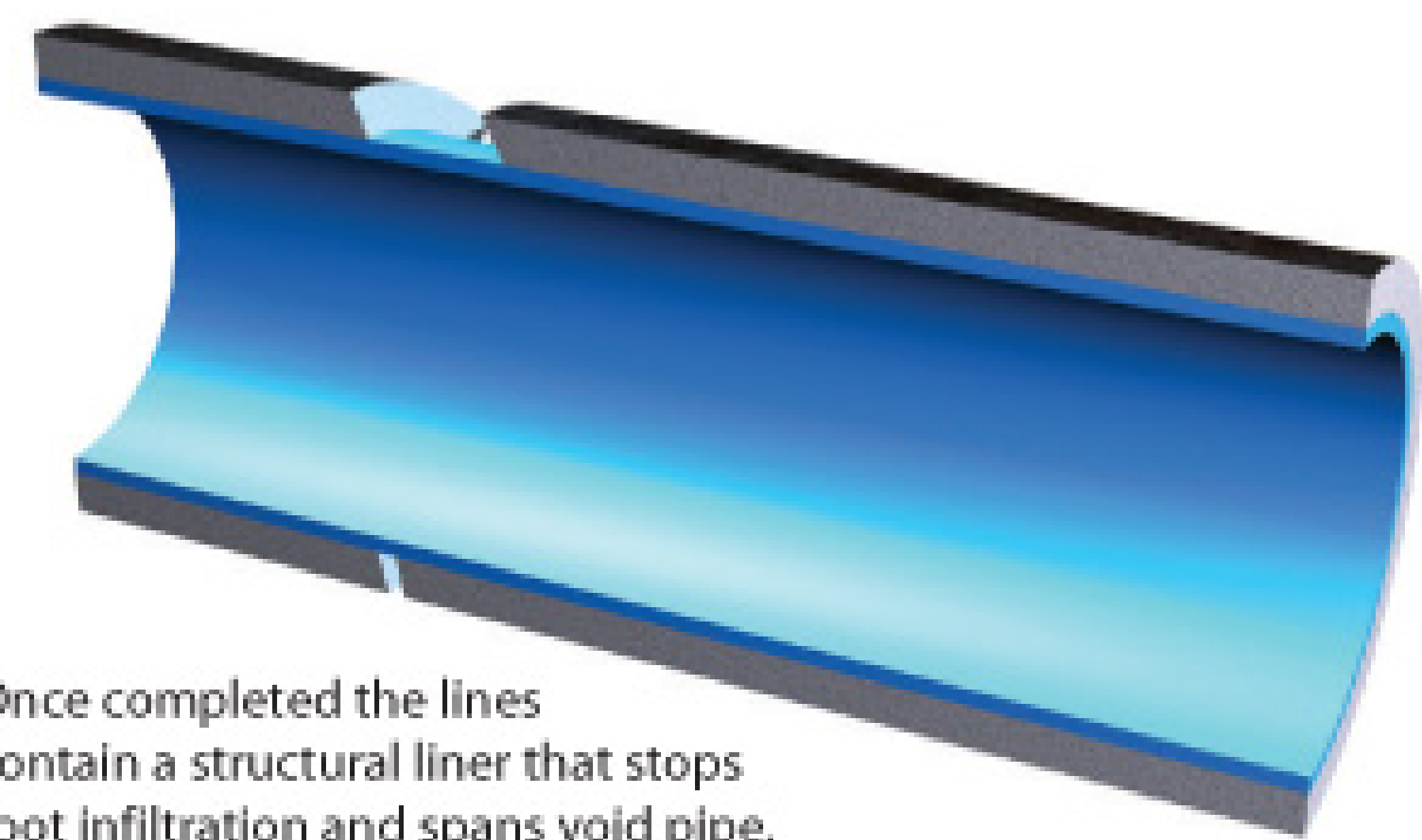


Sewer lines deteriorate due to age resulting in scale build up and root intrusion and ultimately a failing sewer system.

Lines are cleaned removing roots, debris and scale.



An epoxy impregnated liner is pulled into place, inflated, left to cure and then the bladder is removed.

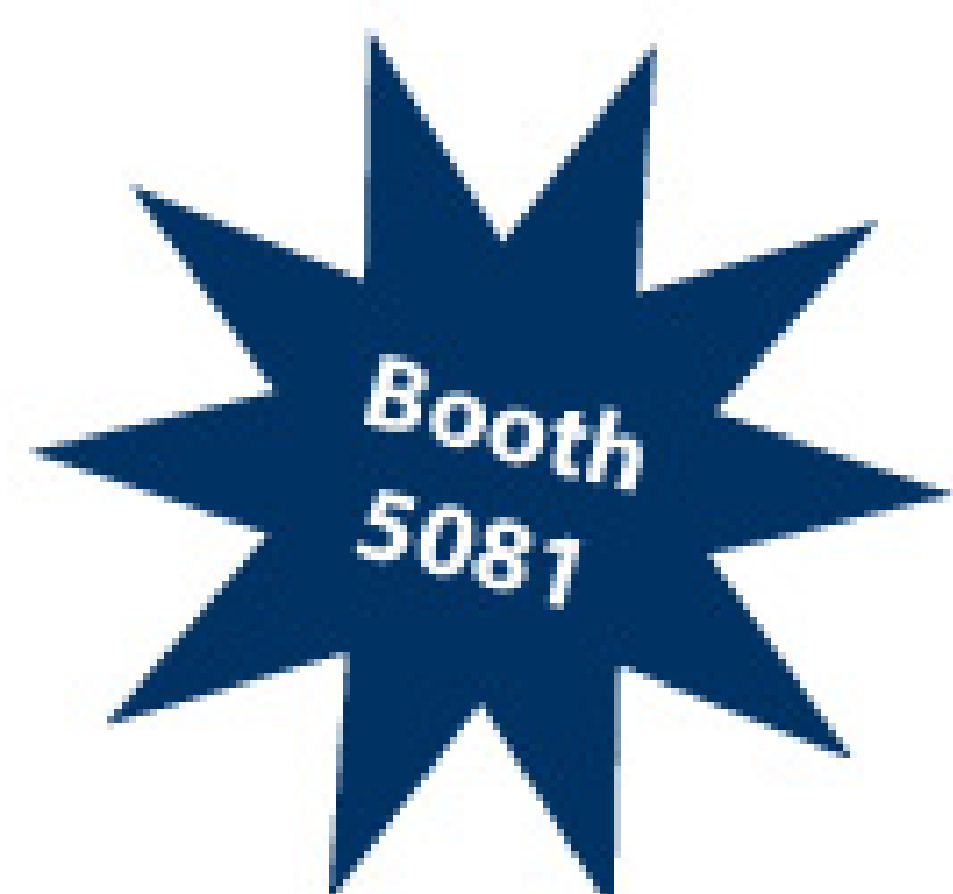


Once completed the lines contain a structural liner that stops root infiltration and spans void pipe.

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# It's Their Ship

**Business owners and employees alike can take lessons from the experience of a U.S. Navy skipper who turned his destroyer into a top-flight outfit**

By Ted J. Rulseh

**W**e often hear jokes about how "military intelligence" is an oxymoron. And we often hear complaints from business owners that their employees just won't get fully engaged in doing the company's work.

The experience of Capt. D. Michael Abrashoff gives lie to the jokes and shows how it's possible for all members of a team to pull together toward one goal.

When Abrashoff became skipper of the guided missile destroyer *USS Benfold*, it was considered an underperformer. In less than one year, he turned it around to the point where it earned the highest effectiveness rating. Its accomplishments included record-breaking scores for target marksmanship. It's important to note that he did this in the public sector, where he didn't have the option to hand out raises or bonuses at will.

Abrashoff wrote about his experience in a best-selling book, *It's Your Ship: Management Techniques from the Best Damn Ship in the Navy*. There are lessons in it for companies of every size.

## A different view

The book's main title reflects the basic approach Abrashoff took toward running the *Benfold*. From the start of his two years as skipper, he made it his practice to look at the ship through the eyes of the crew.

As he took command, he read exit interviews that the military had been conducting to find out why people were leaving. "I assumed low pay would be the reason, but in fact it was fifth," Abrashoff wrote in his first chapter. "The top reason was not being treated with respect or dignity; the

second was being prevented from making an impact on the organization; third, not being listened to; fourth, not being rewarded with more responsibility.

"Further research disclosed an unexpected parallel with civilian life. According to a recent survey, low pay is also number five on the list of reasons why private employees jump from one company to another. And the top four reasons are virtually the same as in the military. The inescapable conclusion is that, as leaders, we are all doing the same wrong things."

He decided that the only way to find out what was wrong with the ship and empower the sailors to fix it was to start by seeing things from the crew members' perspective.

## Learning to lead

Through Abrashoff's leadership, crew members in fact came to see the ship as their own. And once they did, they freely shared ideas on

**"Whenever the consequences of a decision had the potential to kill or injure someone, waste taxpayers' money, or damage the ship, I had to be consulted. Short of those contingencies, the crew was authorized to make their own decisions. Even if the decisions were wrong, I would stand by my crew."**

**D. Michael Abrashoff**  
From *It's Your Ship*

how virtually every task or process onboard could be done better. Here are just a few of Abrashoff's observations:

**Make it fun.** The secret to lasting change, he found, "is to implement processes that people will enjoy carrying out. To that end, I focused my leadership efforts on encouraging people not only to find better ways to

Ted Rulseh is the editor of *Cleaner* magazine. He can be reached by calling 800/257-7222 or e-mailing editor@cleaner.com.



do their jobs, but also to have fun as they did them."

**Push decision making down the chain.** "Whenever the consequences of a decision had the potential to kill or injure someone, waste taxpayers' money, or damage the ship, I had to be consulted," Abrashoff wrote. "Short of those contingencies, the crew was authorized to make their own decisions. Even if the decisions were wrong, I would stand by my crew. Hopefully, they would learn from their mistakes. And the more responsibility they were given, the more they learned."

**Look inward.** In an interview with *Fast Company* magazine, Abrashoff told how he resisted the temptation to blame others when things didn't go as he had planned. "Whenever I didn't get the results I was looking for on the *Benfold*, I tried to look inward before flying off the handle," he said.

"I asked myself the same three questions each time: Did I clearly articulate the goals I was trying to achieve? Did I give people the time and resources they needed to succeed? Did I give them enough training to get the job done properly? Eighty percent of the time, I found that I was part of the problem and that, through my actions alone, I could have altered the outcome significantly."

**Don't punish the messenger.** "My goal was for the crew to know me so well that they knew how I'd respond to certain situations and what set me off," Abrashoff said in an interview with the YoungFeds.org web site. "Trying to hide bad news from me was a surefire way to incur my wrath! I never wanted them to fear bringing the bad news to me right away so that I could be a part of the solution. I had a saying, 'Bad news does not improve with age.'"

**Expect the best from your team.** "As I saw it," Abrashoff wrote, "my job was to create the climate that enabled people to unleash their potential. Given the right environment, there are few limits to what people can achieve."

## You're at the helm

Do you see yourself in these concepts of leadership? If so, good for you. But if all this strikes you as new, exciting, and maybe a little threatening, then perhaps it would be worth your while to pick up Abrashoff's book and step aboard the *Benfold*. Maybe you'll learn secrets to putting your business dead on course, full speed ahead. ■

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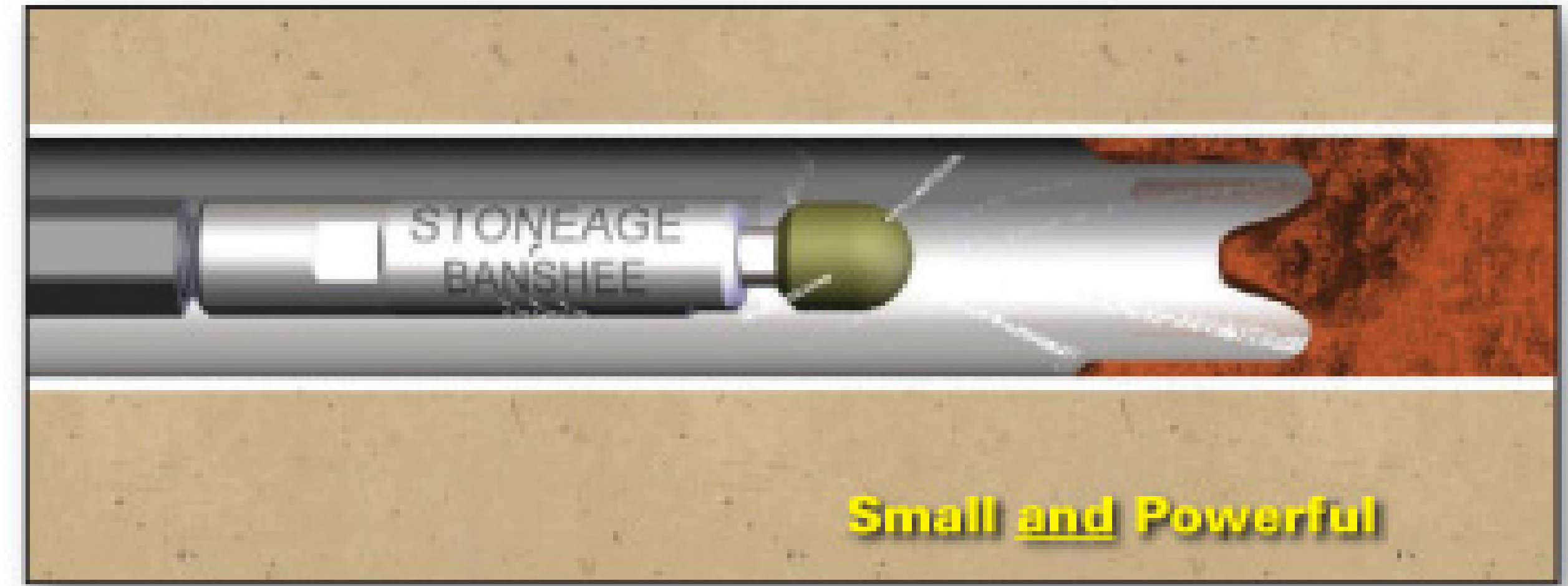
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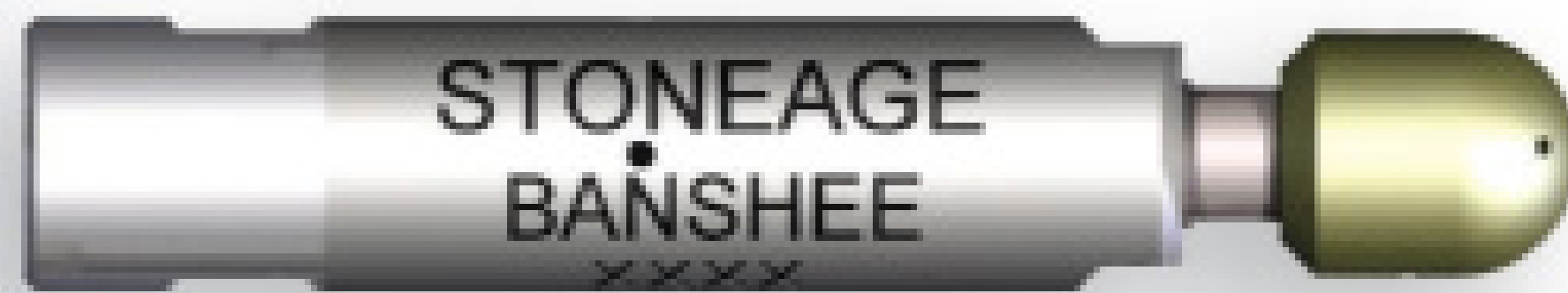
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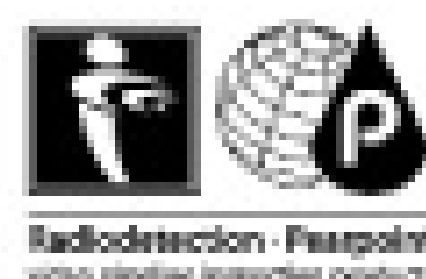


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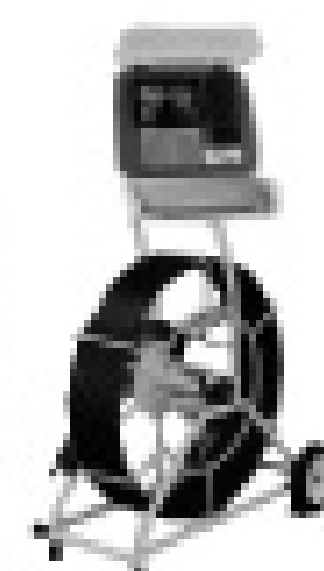
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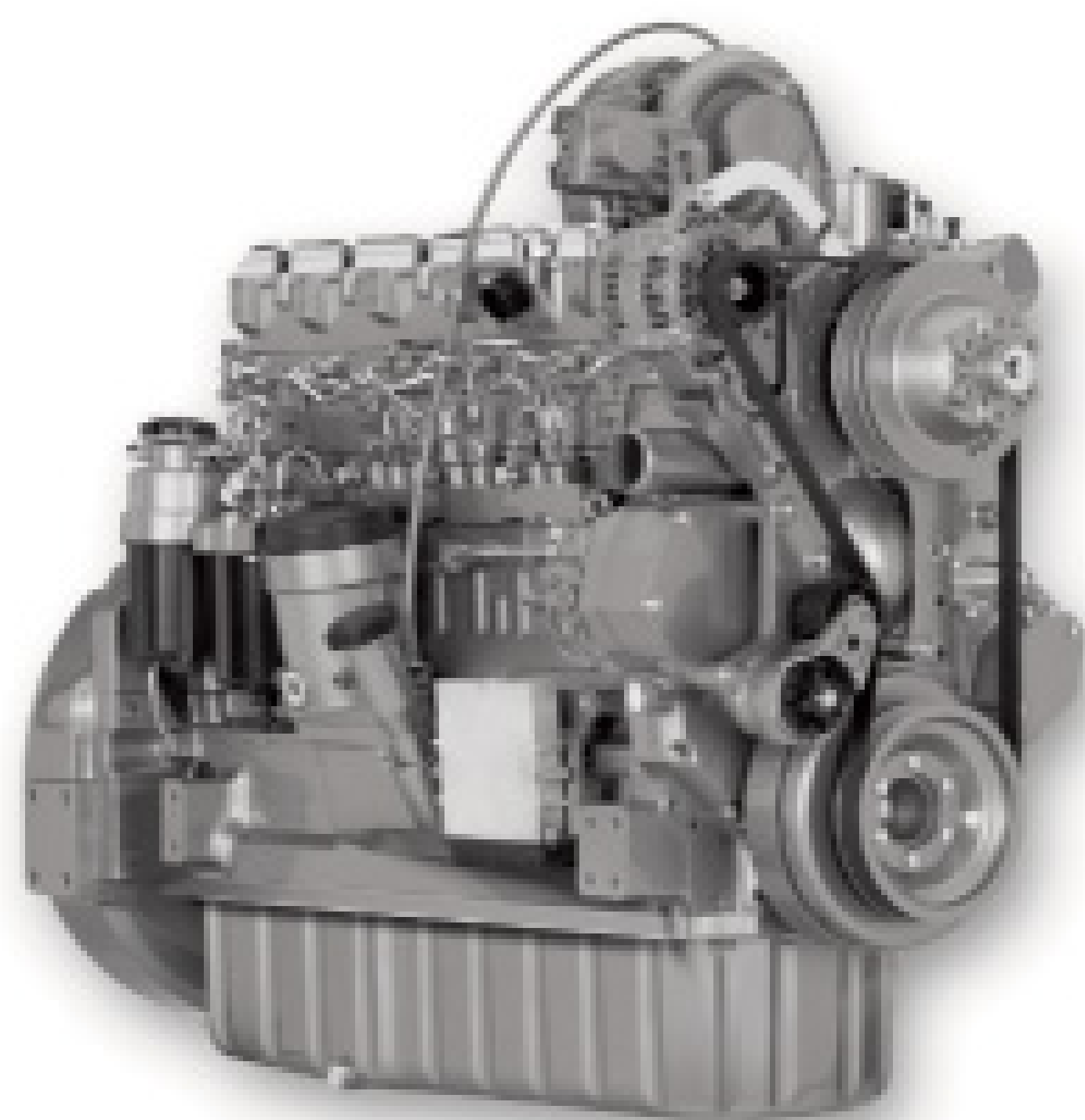
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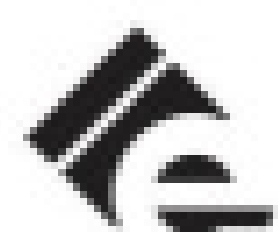
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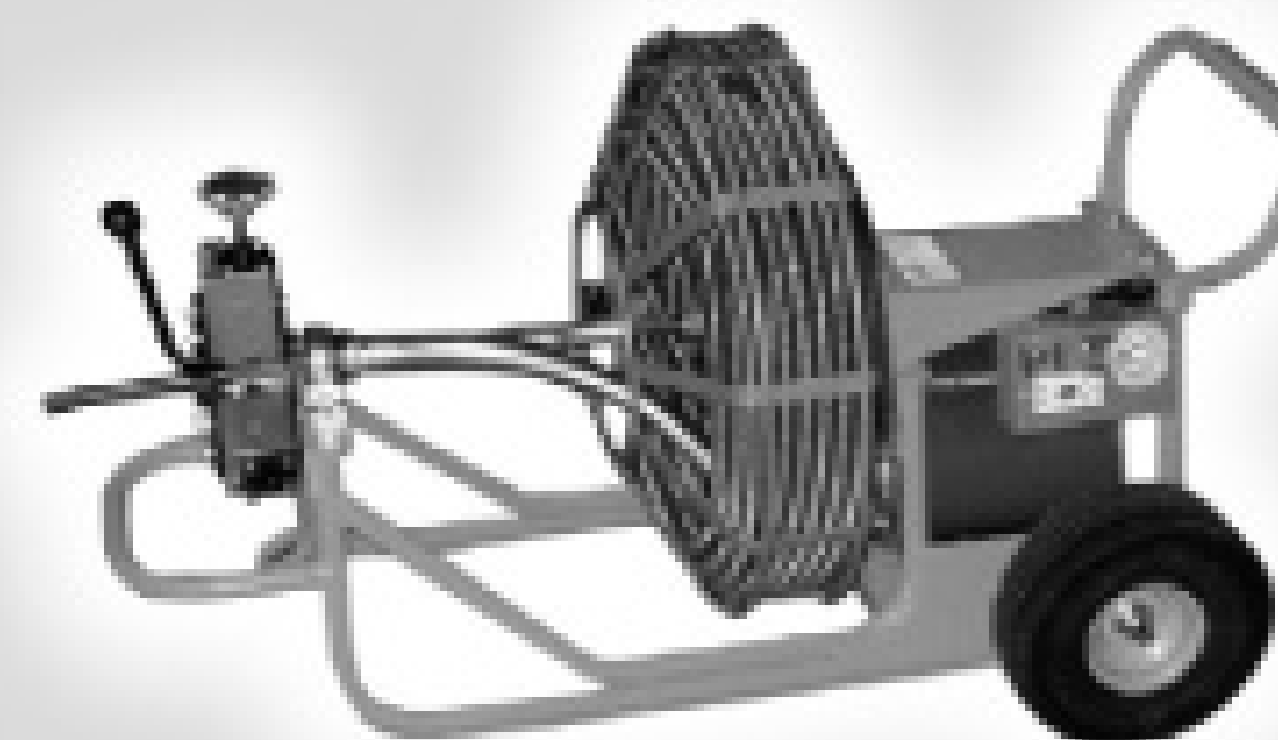
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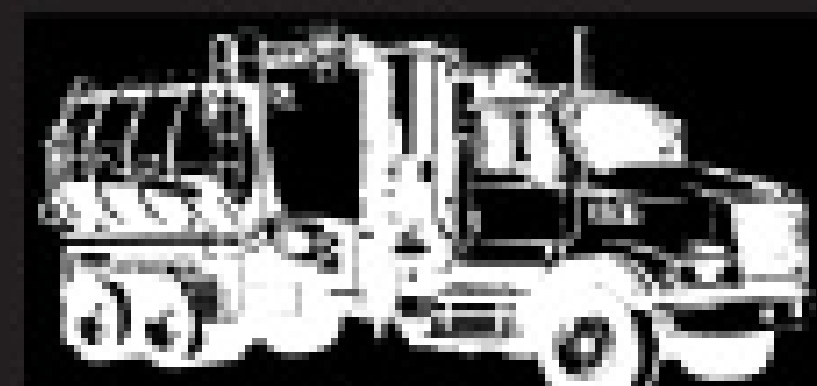
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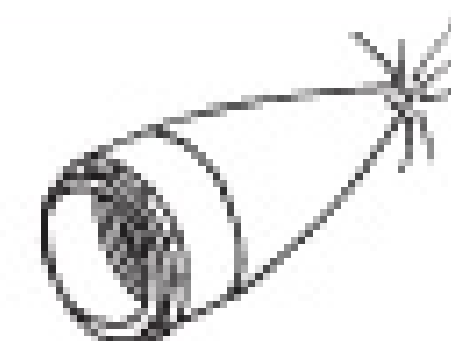
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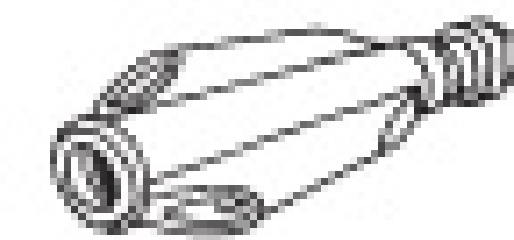
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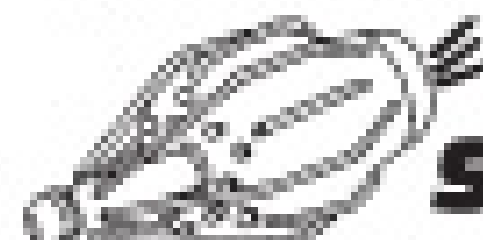
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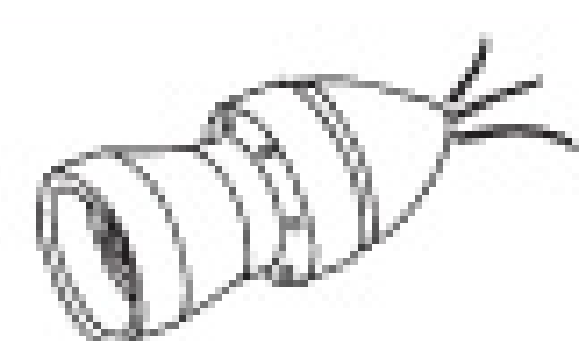
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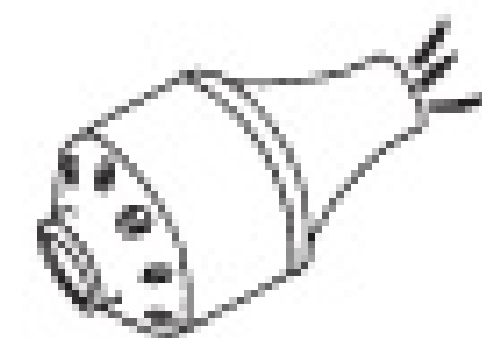
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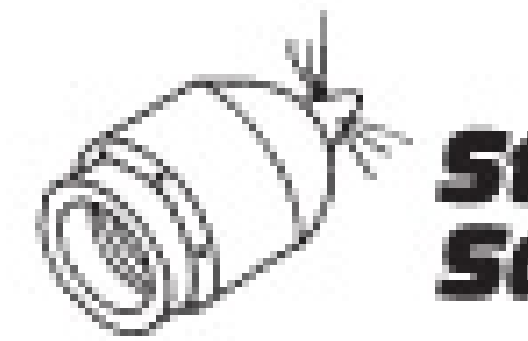


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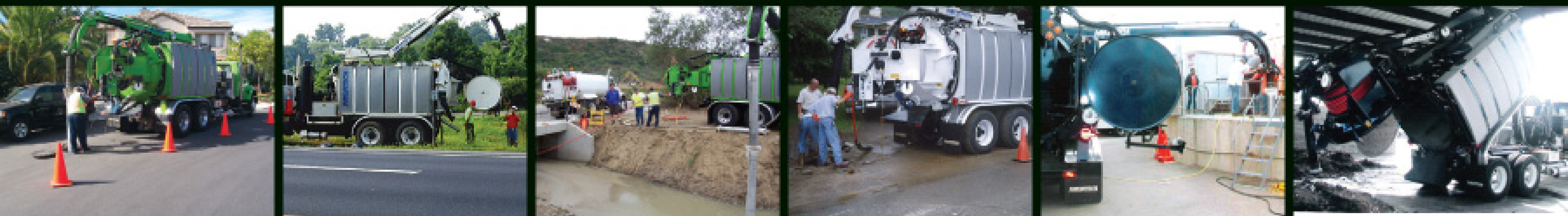
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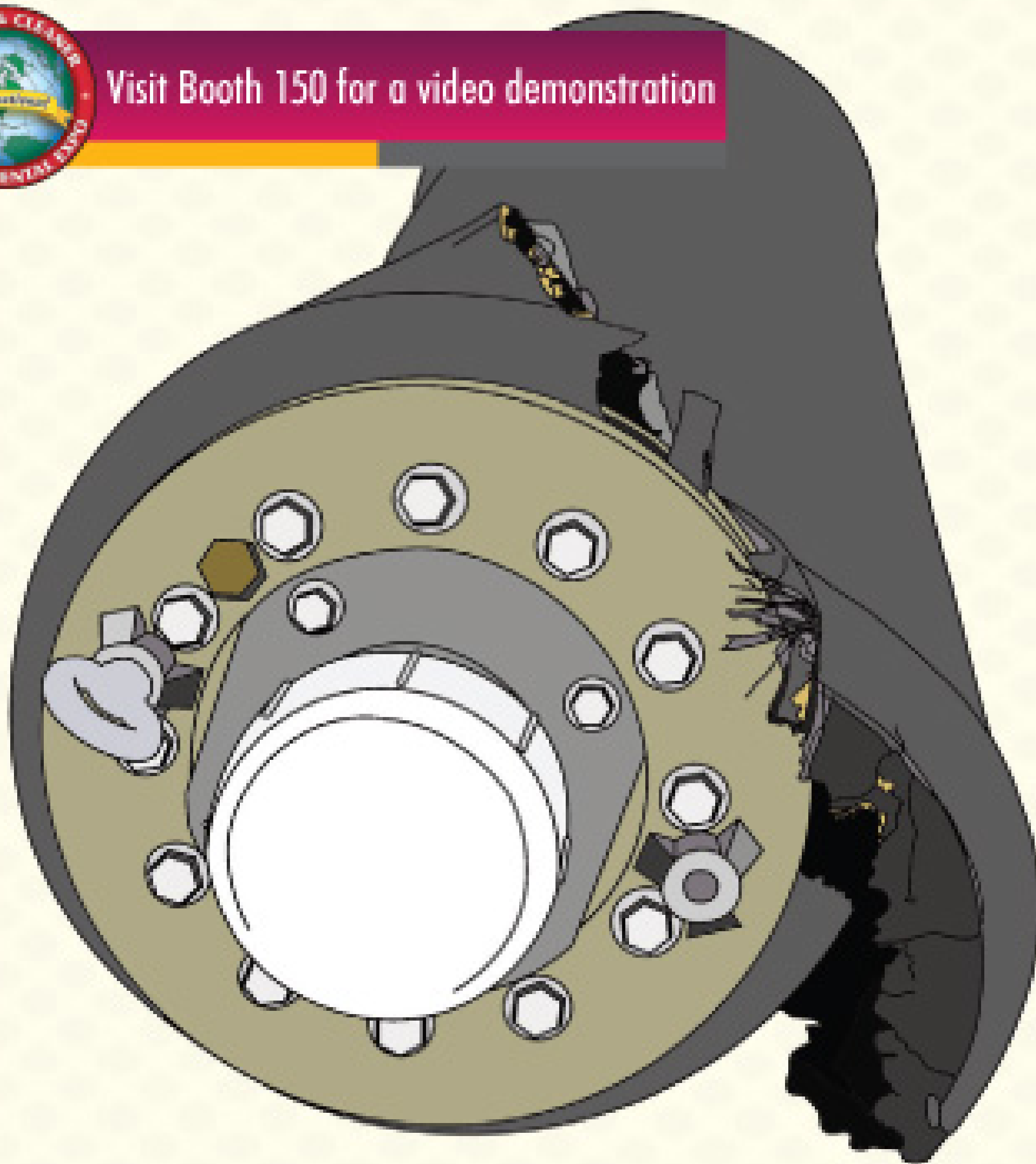
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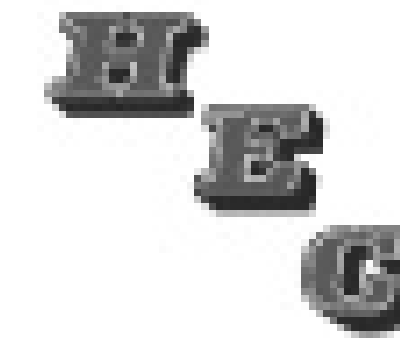
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# Strength Through Diversity

Three distinct divisions help Expert Plumbing Service keep a steady flow of business in a competitive market around Chicago

By Erik Gunn

**K**evin Brennan spent six years of his life helping to build a business with a partner. Then he left. It was a high-wire decision, but one he could not shy away from. He and his business partner had a serious falling out over the company, a plumbing contractor in Will County, Ill., outside Chicago.

"We had two different ideas about where the business should go," Brennan says. "I believed in diversification, and my partner didn't. I walked away, left him with a client list, left him with all the tools and material, stock, advertising — the whole nine yards."

He had no choice, Brennan says, but he knew it was also a roll of the dice. The gamble paid off. Today Brennan operates his own company, Expert Plumbing Service Inc. in New Lenox, Ill. There, he has been able to follow the strategy he had

always advocated: building a diversified mix of business.

"I started with a single truck on my own and have added equipment and employees every year since," Brennan says. "We've never had a year without growth."

### Three divisions

He credits diversification. Expert has three divisions. The plumbing division does commercial and residential repair and service plumbing, and commercial new construction plumbing.



Anthony Coldwater works on relining a sewer lateral at an office strip mall in New Lenox, Ill. Pipe lining represents one-third of the services offered by Expert Plumbing Service Inc. The company's other two divisions specialize in plumbing and jetting. (Photography by Dave Kenik)

The jetting division provides mainline and residential cleaning, which includes vacuuming of sewer lines and manholes. The pipe lining division offers cured-in-place pipe (CIPP) lining technology, using the Perma-Lateral system from Perma-Liner Industries Inc.

Each division has its focus and territory, but each one also feeds the other two. "I never wind up with two slow divisions at the same time," Brennan says. "Diversification has been a huge key to the success of our business. The plumbing service business in our area is very competitive. The number of competitors is staggering.

"But we haven't laid anybody off. There are weeks we are slow, and we will work portions of weeks. But while my competitors are dropping people, we can roll people from one division to another, and we don't lose highly trained people for lack of work."

Plumbing is where most calls start: Those crews usually go first to

**"I started with a single truck on my own and have added equipment and employees every year since. We've never had a year without growth."**

**Kevin Brennan**

the site of a complaint to diagnose and fix routine problems. "Plumbing probably generates 50 percent of the revenue," Brennan says. When bigger cleaning challenges arise, Brennan sends the jetter — which generates about 35 percent of the business. "We run it nonstop," he says.

"The balance is the cured-in-place pipe lining," he adds. "But that division is going through extraordinary growth this year." In use in Europe for some 30 years, pipe lining remains unfamiliar to many Midwestern customers, Brennan observes. That's changing, though. "Through our marketing and educa-

## PROFILE

### EXPERT PLUMBING SERVICE INC. NEW LENOX, ILL.

OWNER: Kevin and Teresa Brennan  
FOUNDED: 2001  
EMPLOYEES: 12  
ANNUAL REVENUE: \$1.9 million (2006)  
SPECIALTIES: Sewer and drain line rehabilitation, inspection, hydrojetting, plumbing  
WEB SITE: [www.expertplumbers.com](http://www.expertplumbers.com)







Anthony Coldwater, Matt Brennan and Mike Kampenga add resin to the liner. Expert Plumbing's three divisions enables the company to avoid laying off highly trained personnel by rolling them from one division to another during slow periods.

tion, it's now becoming an acceptable form of repair, without the rehabilitation costs of sewer replacement."

#### Foe to friend

Enthusiasm for the technology is a turnaround for Brennan, who once feared it as a business-killer. "I first saw it four years ago as a threat to my plumbing company," he says. Dig-and-replace sewer repairs represented about 30 percent of Brennan's plumbing business at the time, and he feared that lining would eradicate that.



But instead of hiding from the new technology, "I found the best product I could find and decided rather than lose the work, I'd get in the business," Brennan says. The Perma-Liner approach uses a three-layer flexible tubing (two layers of flexible needled felt and one of scrim reinforcement).

The outside layer is coated with a 2-mil thick polyvinyl chloride, and the tube is designed to expand slightly after installation so it fits snugly inside the original pipe. After being inserted into the pipe and inflated with forced air, it is adhered to the pipe with a two-part epoxy.

Brennan says the system is available for pipes from 2 to 64 inches. "It's much more cost-effective than dig-and-replace," he says. "There are no streets to replace, no lawns to replace, no driveways to dig up. By the end of the first quarter of 2007, we had already signed more contracts to start this spring than we had done each previous year." Towns and villages, not just homeowners, have become interested in the process.

And it's not just for storm or sanitary sewers: The same technology can be used to line electrical and other utility conduits. That's welcome news for Brennan, who owns a

Technicians Bill Forrest and Mike Kampenga seal the end of the liner. An ice trough is used to cool the liner once the resin has been introduced.

## LESSONS IN FAILURE

One of Kevin Brennan's most powerful lessons about success came from a spectacular failure. Brennan first entered the plumbing trade as an apprentice 27 years ago. After his training he started his own business as a plumbing contractor. In three years, he was bankrupt.

When Brennan decided in 2001 to go into business again, he was able to reach back to that crisis and mine nuggets of gold. "I knew from the experience I had going bankrupt by age 25 exactly what I shouldn't do," he says. "I learned unspoken volumes about how to run a business properly."

One of those lessons: "If there was no plan going in, I was planning to fail."

Brennan created 5-year and 10-year plans when he started Expert Plumbing Service. He anticipated how to expand, how to advertise, and how to acquire equipment and personnel as the business grew.

"In that first year I knew that there was going to be a portion of the time that we ate, slept and drank this plumbing business in order to make it fly," Brennan says. "We finished the 5-year plan in three years." Now he's on a new 5-year plan.

So did that bankruptcy ever scare him away from going on his own? Not at all. Brennan was confident that he had the business acumen to make the second time a charm. Instead of fear of the fiscal, he had fear of the physical.

"At that time, I was 40 years old," he says. "It was more, 'Do I have this in me?' "I think every joint in my body has been operated on due to the plumbing trade."



Mike Kampenga, Matt Brennan and Bill Forrest load the liner into the inverter. Expert Plumbing Service personnel receive about 50 hours apiece of continuing education, ensuring they stay on the cutting-edge of new technology.

distributorship in Illinois for the Perma-Liner system. Besides covering the entire state, he's won business in Indiana and even Ohio. Demand is soaring — literally:

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#### Staying on top

Brennan has come a long way



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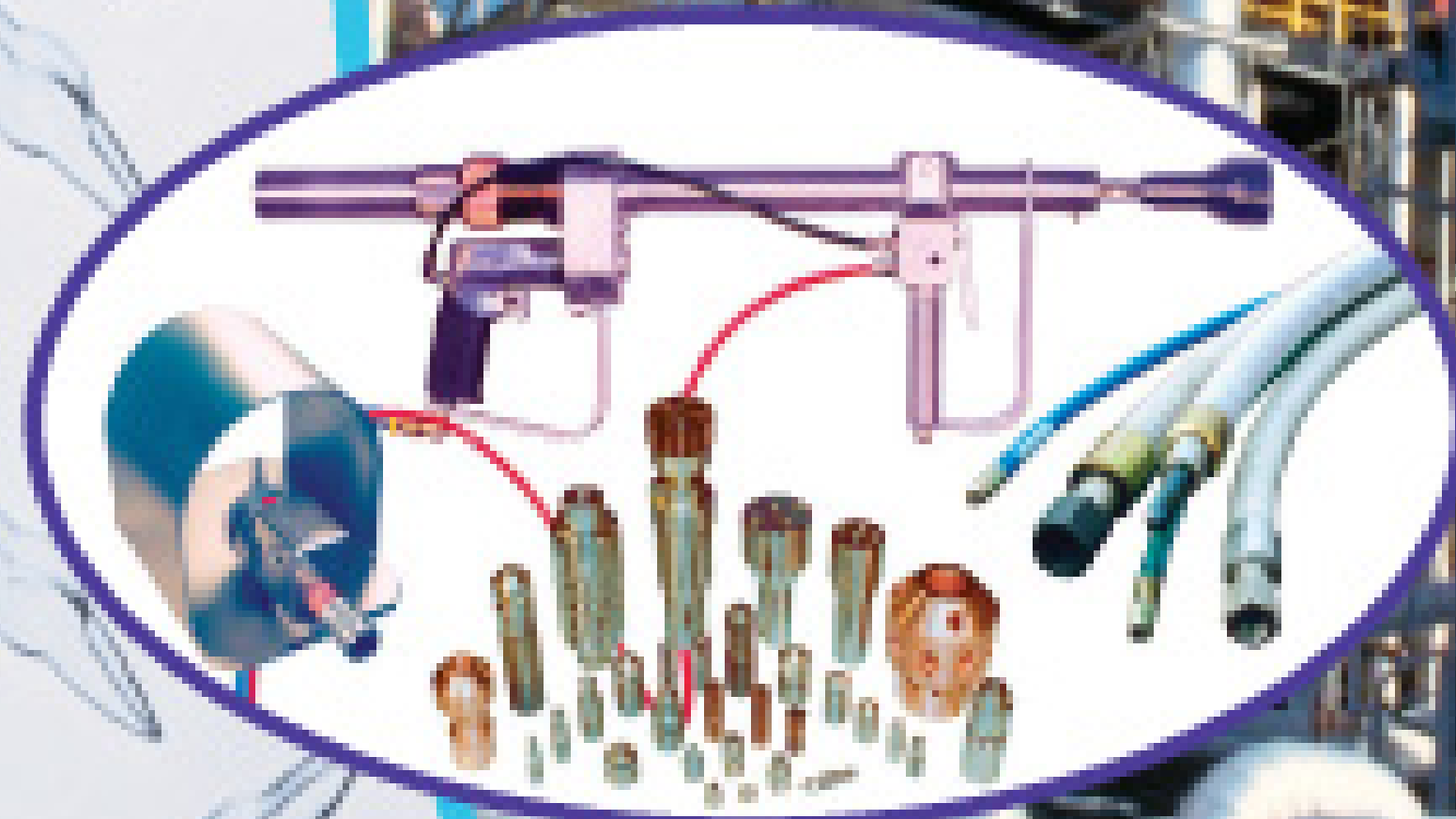
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from the one-man, one-truck operation he opened on Sept. 1, 2001. "The first year was extraordinarily hard," Brennan says, "but I very rapidly built a reputation for offering more solutions than the average plumber" (services like hydrojetting), "and I built a reputation for honesty and integrity."

Today he has 12 employees and 10 service vehicles. They include six Chevrolet G-vans with 16-foot box rears (2001 to 2005). A 2005 Chevy one-ton pickup outfitted with a 350-gallon nurse tank and transfer pump serves Brennan's 2004 O'Brien 1840 hydrojetter. Other vehicles include a 2006 Ford Super Duty pickup truck, a 1999 GMC 8-ton dump truck, and a 2004 Ford 250 van for deliveries. For vacuuming sewers, he uses a Warden trailer-mounted unit with a 400-gallon debris tank.



Cured-in-place pipe lining accounts for about 15 percent of Expert Plumbing Service's revenue. The division has seen extraordinary growth in the past year.

"Our guys receive about 50 hours apiece of continuing education in the shop every year. That is to keep them on the cutting edge of the technologies we do."

Kevin Brennan

One of the biggest challenges he faces is finding qualified personnel. "On average it takes us 12 attempts to really find the right person," Brennan says. Once he hires people, Brennan does all he can to keep employees moving up. "Our guys receive about 50 hours apiece of continuing education in the shop every year," he says. "That is to keep them on the cutting edge of the technologies we do."

Crew members are encouraged to teach each other. "There's a lot of sharing of knowledge on the part of our plumbers about codes and about manufacturing materials."

Brennan's wife, Teresa, is his business partner now. They have three adult children — two in the military and a third studying nursing. None have shown interest in taking over the business. Still, while at age 47 Brennan is nowhere near retirement, he has been thinking hard about the long-term future of Expert Plumbing.

### Reaching new levels

"We're hitting a point in our business where we're beyond being a mom-and-pop," he says. "I brought in a consulting firm, and they gave me great direction. Over the next 10

years, I want to set the business up to run on its own."

That means hiring based on specialty and creating a mix of employees, each highly trained for a particular aspect of the operation. "We no longer rely on everybody to do every aspect of the business," says Brennan. "I don't depend on my plumbers to be salesmen any more."

Over time, he expects to be able to back off some, handing over the reins to others in the company so that he can pursue personal interests. "I'm mentoring people here to take on ownership at a later date," Brennan says. "I've got some really sharp young guys working for me, whose fathers worked for me, so it's become a family affair." ■

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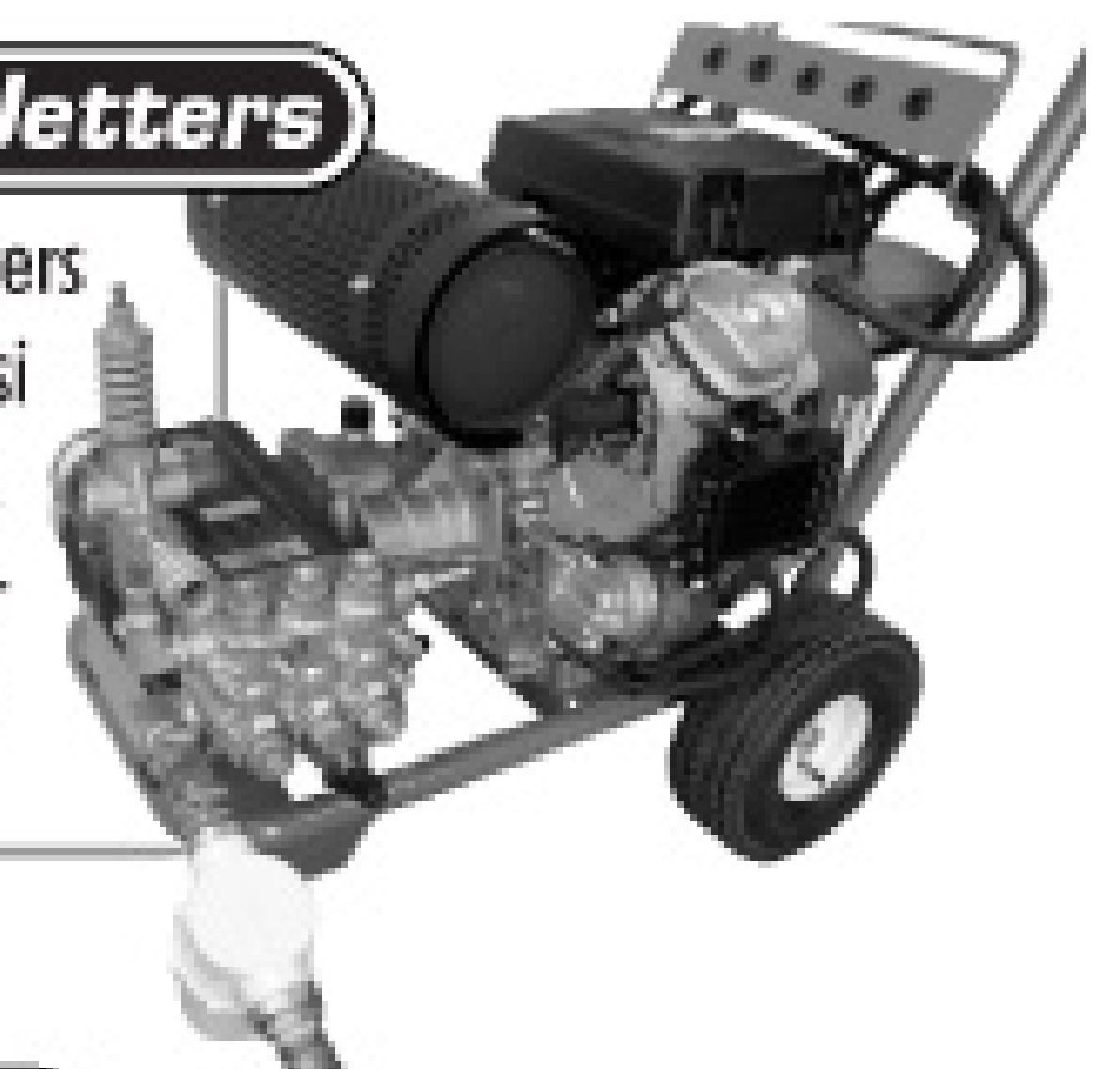
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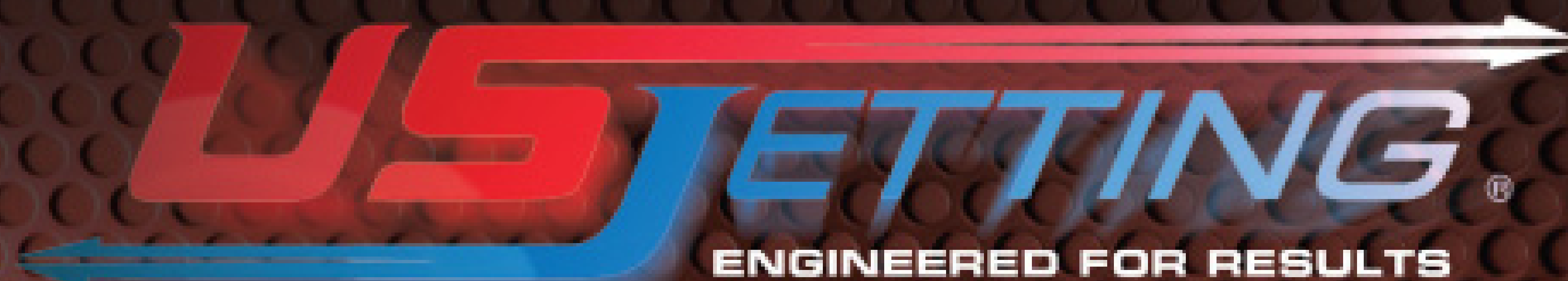
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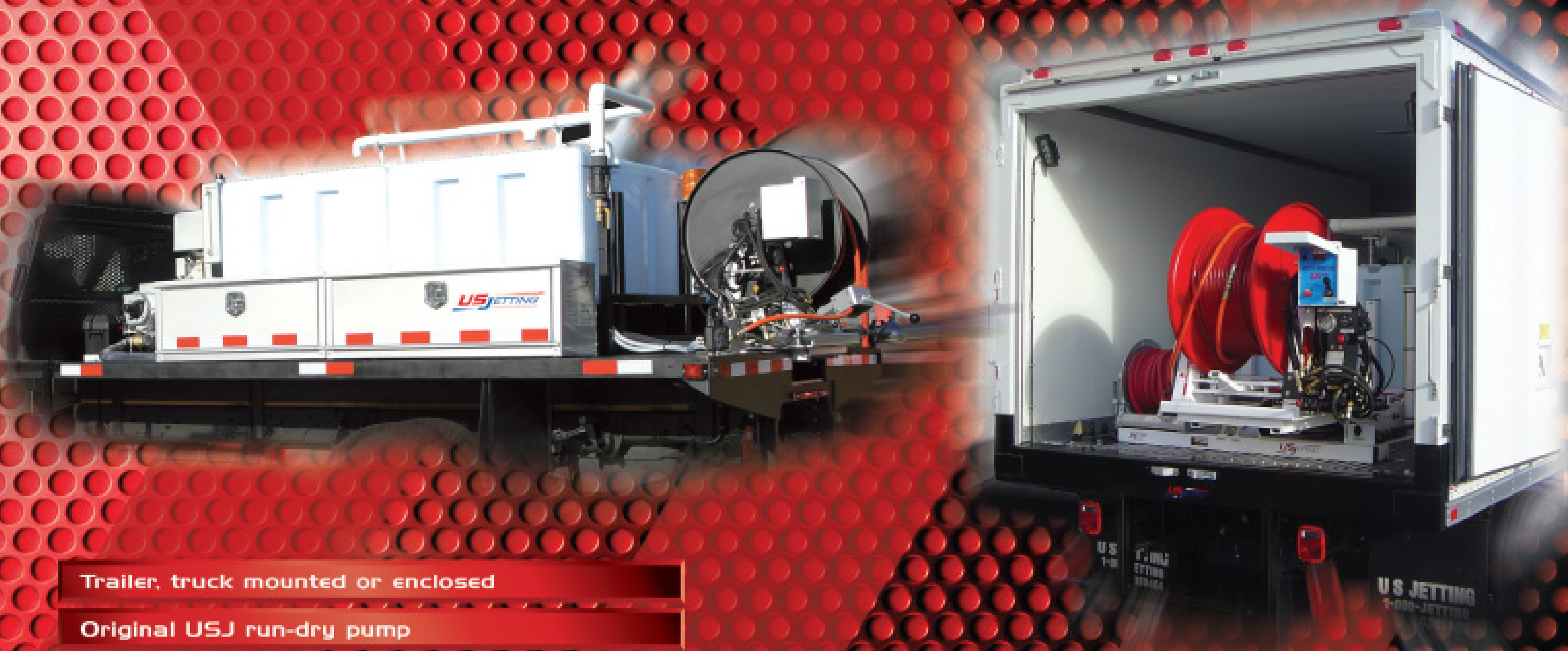


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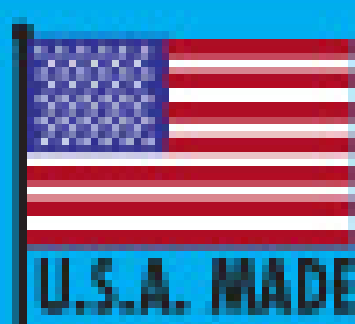



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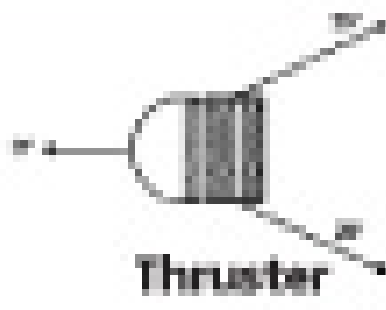
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- Custom drilling means **your choice of spray patterns**.
- Each nozzle is made with **heat treated 416 stainless steel** for superior corrosion and wear resistance, and rated up to 10,000 psi.
- Most orders shipped within **one business day**.
- **100% satisfaction guarantee.**

**CALL TOLL FREE: 877-457-2782**

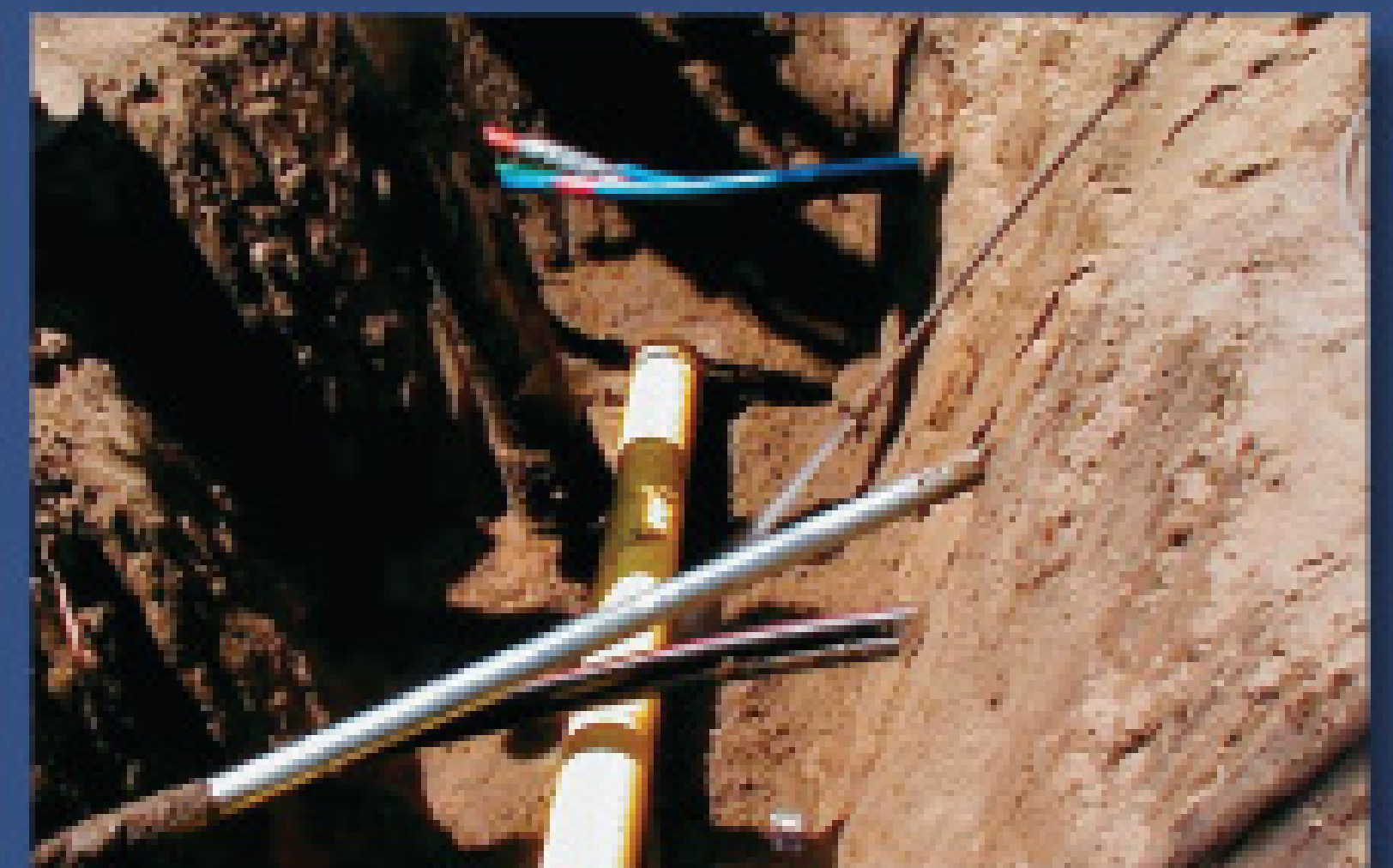
North Royalton, OH 44133 • [www.aquamole.com](http://www.aquamole.com) • Fax: 440-237-2987



# Avoid costly utility strikes

## Dig more safely with Vactor HXX vacuum excavators

Conventional excavation techniques can result in striking and damaging fiber optics, water lines, electrical lines, cable and gas lines. With a Vactor HXX vacuum excavator, you can excavate all around existing utilities—with minimal risk of damage.



### **HXX Prodigy Mid-sized Vacuum Excavator**

Excavates with water or optional air  
Perfect for potholing or locating



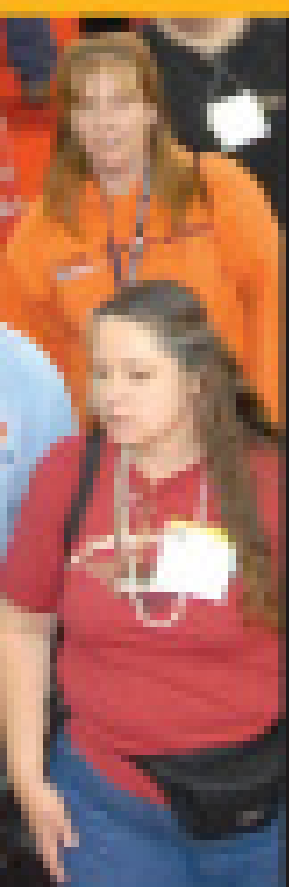
### **HXX Full-sized HydroExcavator**

Breaks soil apart with pressurized water  
Excellent for big digs and deep trenching

To schedule a demonstration of the HXX HydroExcavator or the new HXX Prodigy, call Vactor at 1-800-627-3171 or visit [www.vactor.com](http://www.vactor.com).

**VACTOR®**  
**HXX**  
VACUUM EXCAVATORS  
Safe. Smart. Reliable.





## It's all here

Exhibitors provide hands-on look at industry's latest technology.

By Ed Wodalski

A new year. A new location. New vendors and thousands of new products promise to make the 2008 Pumper & Cleaner Environmental Expo International in Louisville, Ky., the best ever. And seeing this is the Expo's 28th year – that's saying something. Although with three big days of educational seminars, nationally known entertainer Jeff Foxworthy, chart-topping Big & Rich, and nearly a million-square-feet of exhibition space you might not need much convincing. Still, we realize the one reason you come to the Expo is to get a hands-on look at the industry's latest technology. To help you plan your visit, here is a look at some of the many products you'll want to see.



## Infrastructure Maintenance & Repair

### A.W. Cook Cement Products Inc.

CemTec Silatec CAM manhole restoration mortar is a pre-blended, calcium aluminate cement used to seal and strengthen brick and concrete manholes. The mortar has significant early strength gain, which enables early application of coatings. It can be hand applied or sprayed through a nozzle or spin-casting device.



706/654-3677; [www.awcookcement.com](http://www.awcookcement.com);  
Expo booth 6057.

### Parson Environmental Products Inc.

The VersaSpray G70 infrastructure rehabilitation unit is designed to spray mortar, calcium aluminates, epoxies and polyureas. Components include a 4000-psi pressure washer, 300-gallon low profile water tank, 15kW generator, 100-cfm



air compressor with dryer, mortar mixer and pump. Other features include hoses and spincaster, urethane grout pump, plural component heated coating spray system, and hydraulic jack stand. The fully hydraulic system is powered by a 90-hp

diesel engine and mounted on an 8- by 20-foot dual-axle trailer rated at 14,000 GVW. 800/356-9023, [www.parsonenvironmental.com](http://www.parsonenvironmental.com);  
Expo booth 8219.

### Cretex Specialty Products

Flexible Mechanical Internal Manhole Chimney Seals are designed to stop inflow caused by deteriorated or broken frame-chimney joints. Such inflow can be brought on by frost heave, soil movement, traffic loading, thermal expansion and contraction of the surrounding pavement, and poor or antiquated construction methods. Reducing surcharging/bypassing can lower treatment and maintenance costs, as well as increase pavement life. 800/345-3764; [www.cretexseals.com](http://www.cretexseals.com); Expo booth 4004.



### Infratech

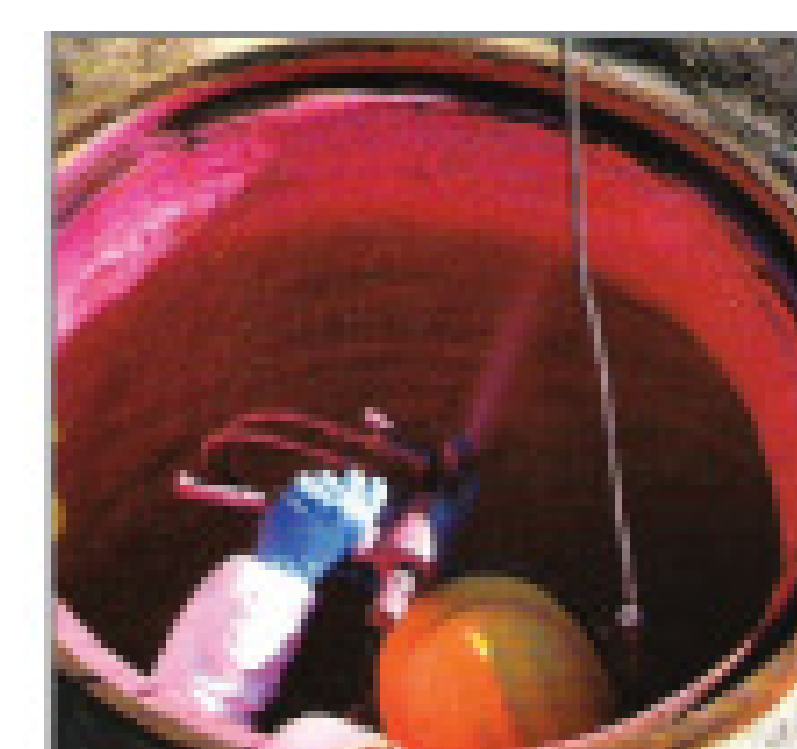
Monoform is an ABS interior manhole forming system that enables the pouring of new concrete walls and bases for complete rehabilitation of existing manhole structures. Restoration is completed without traffic detours, external sewage bypassing and disruption to adjacent utilities. Custom forms are available for larger structures such as lift station rehab or retrofit.

Rehabilitation service and onsite training is available. 763/428-6488; [www.infratechonline.com](http://www.infratechonline.com);  
Expo booth 13035.



## Avanti International

Available in liquid and powder, the AV-100 acrylic grout features a low viscosity that enables it to penetrate leaky areas that might otherwise remain open. As a monomer, it acts as a soil stabilizer to stop leaks in sewers and impede water in tunnels and other underground structures. It offers a range of gel times, and is stable, non-toxic and non-reversible in cured form. [800/877-2570](tel:8008772570), [www.avantigrout.com](http://www.avantigrout.com); Expo booth 14048.



## GCI Spectrum

The SpectraShield liner system features a silicone modified polyurea spray-applied coating, designed to stop groundwater

infiltration and prevent corrosion. The quick-curing formula can rehabilitate and protect wastewater structures such as manholes, wet wells, or wastewater treatment plant facilities. Application on a typical 7-foot deep manhole can be completed in less than one hour. [800/284-2030](tel:8002842030), [www.spectrashield.com](http://www.spectrashield.com); Expo booth 7024.

## Easy Liner LLC

The 5-in-1 CIPP System Test Drive Rig enables contractors to enter the rehabilitation services market without long-term commitments. The rental plan includes sales



and marketing assistance, pre-bid and submittal assistance, training and job assistance, and project planning. The rental rig is equipped to perform manhole-to-manhole rehabilitation, point repairs, lateral connections, lateral rehabilitation directly from the main and industrial/commercial application repairs. The program is available for various rental lengths. [888/639-7717](tel:8886397717), [www.easy-liner.com](http://www.easy-liner.com); Expo booths 136, 9037.

## Sprayroq Inc.

Sprayshield Green is an environmentally friendly, renewable compound used for corrosion coatings in municipal wastewater collection and treatment systems. The green product line replaces between 25 and 50 percent of the petroleum-based components used in Sprayroq's spray-applied polyurethane solutions. [800/634-0504](tel:8006340504), [www.sprayroq.com](http://www.sprayroq.com); Expo booth 6033.



## Inflow Solutions Inc.

Rubberseal Spray Grade is a cold, spray-applied, instant-set rubber membrane that forms a strong bond to most construction materials.

Environmentally friendly, the spray provides a flexible, odorless, non-toxic seamless, instant build seal for pipe and manhole joints and lining. The spray also is free of VOCs and flammable solvents. [866/607-6826](tel:8666076826), [www.inflowsolutions.com](http://www.inflowsolutions.com); Expo booths 14016-17.

## Hurco Technologies Inc.

The Power Smoker 2 and Ripcord leak detection systems locate sewer and plumbing problem areas through the use of



LiquiSmoke. Laboratory tested to be clean and safe for commercial and residential usage, both smoke-detection systems also feature the SuperJet high performance smoke generator for greater output. [800/888-1436](tel:8008881436), [www.gethurco.com](http://www.gethurco.com); Expo booth 39.

## Superior Signal Company Inc.

The 5E Electric Smoker is designed to detect plumbing leaks and sources of odor. Weighing eight pounds, the smoker connects to either a 110-volt AC or 12-volt DC



power source. To operate, connect the smoker to any cleanout or vent, plug it in, turn it on, light the smoke candle and check for leaks. [800/945-8378](tel:8009458378), [www.superiorsignal.com](http://www.superiorsignal.com); Expo booth 6141.



## Mr. Manhole

Similar to a giant keyhole saw, the Mr. Manhole chimney repair system removes the existing frame and lid to the cone level, then rebuilds it to the height and slope of the road. The system works on a skid-

steer and uses a plastic, stay-in-place form to prevent water and gas from deteriorating the cast-in-place, epoxy-coated, re-rod reinforced concrete collar. The entire process takes less than an hour. [419/229-3015](tel:4192293015); [www.mrmanhole.com](http://www.mrmanhole.com); Expo booth 15007.

## Industrial Diversified Products Inc.

The T Lift manhole remover is designed to unseat covers measuring 19-26 inches from pick-hole to pick-hole without prying or straining the back. When properly attached, the 7-pound device unseats, lifts and re-seats covers in one smooth motion. No setup is required. The tool also cleans inside the ring for proper resealing, while the adjustable pin enables users to remove covers up to 31 inches in diameter. [251/626-9143](tel:2516269143), [www.tlifts.com](http://www.tlifts.com); Expo booth 3213.







### Madewell Products Corp.

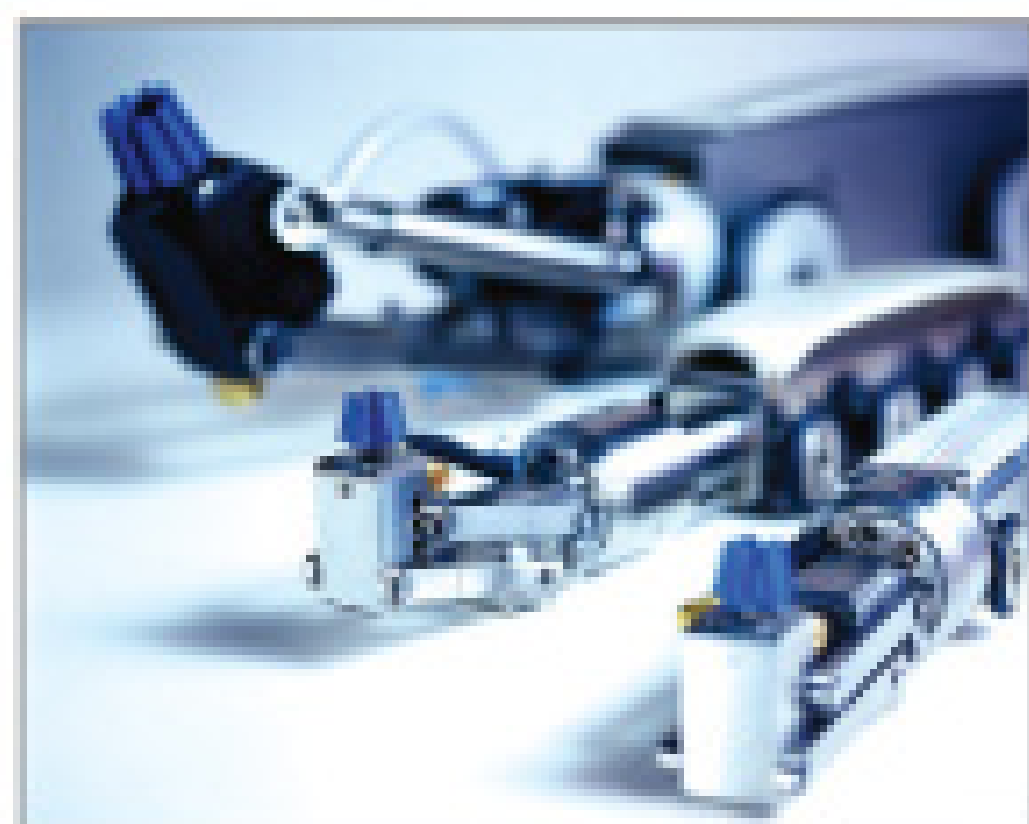
The Modular Restoration Trailer features a hydraulically powered mortar mixer/pump, 5,000-psi pressure washer, 90-gallon capacity plural component epoxy spray pump



and 10,000-watt hydraulically powered generator. The equipment package also can be mounted on a goose neck trailer, track vehicle or truck. 770/856-4470; [www.madewell.com](http://www.madewell.com); Expo booths 5013, 6011.

### RapidView IBAK USA

The ProKASRO is self-propelled pipe rehabilitation robot that carries its own camera system, eliminating the need for secondary equipment and crews to place and monitor the cutter during operation.

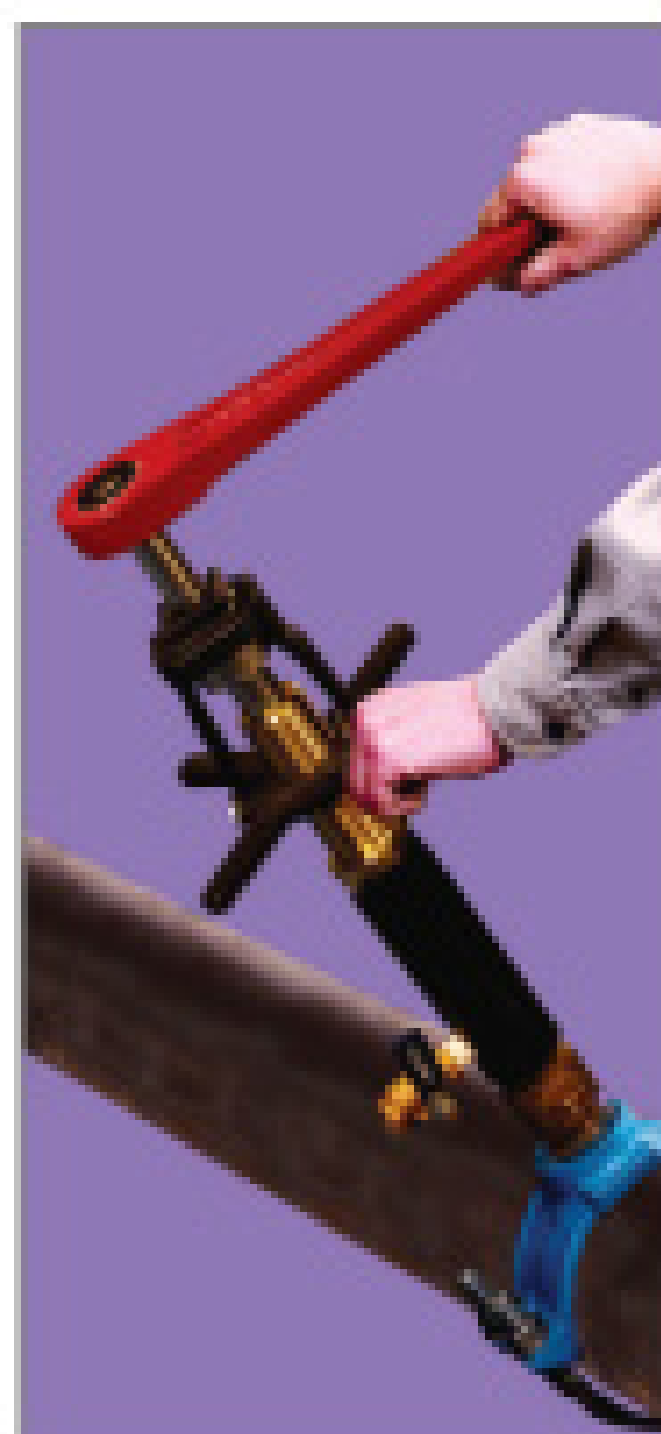


Designed for quicker setups, the robot features high-power

pneumatic motors for lateral repairs and a variety of tools, while its 4 degrees of motion offers greater precision and flexibility when working. 800/656-4225, [www.rapidview.com](http://www.rapidview.com); Expo booth 2130.

### Reed Manufacturing Co.

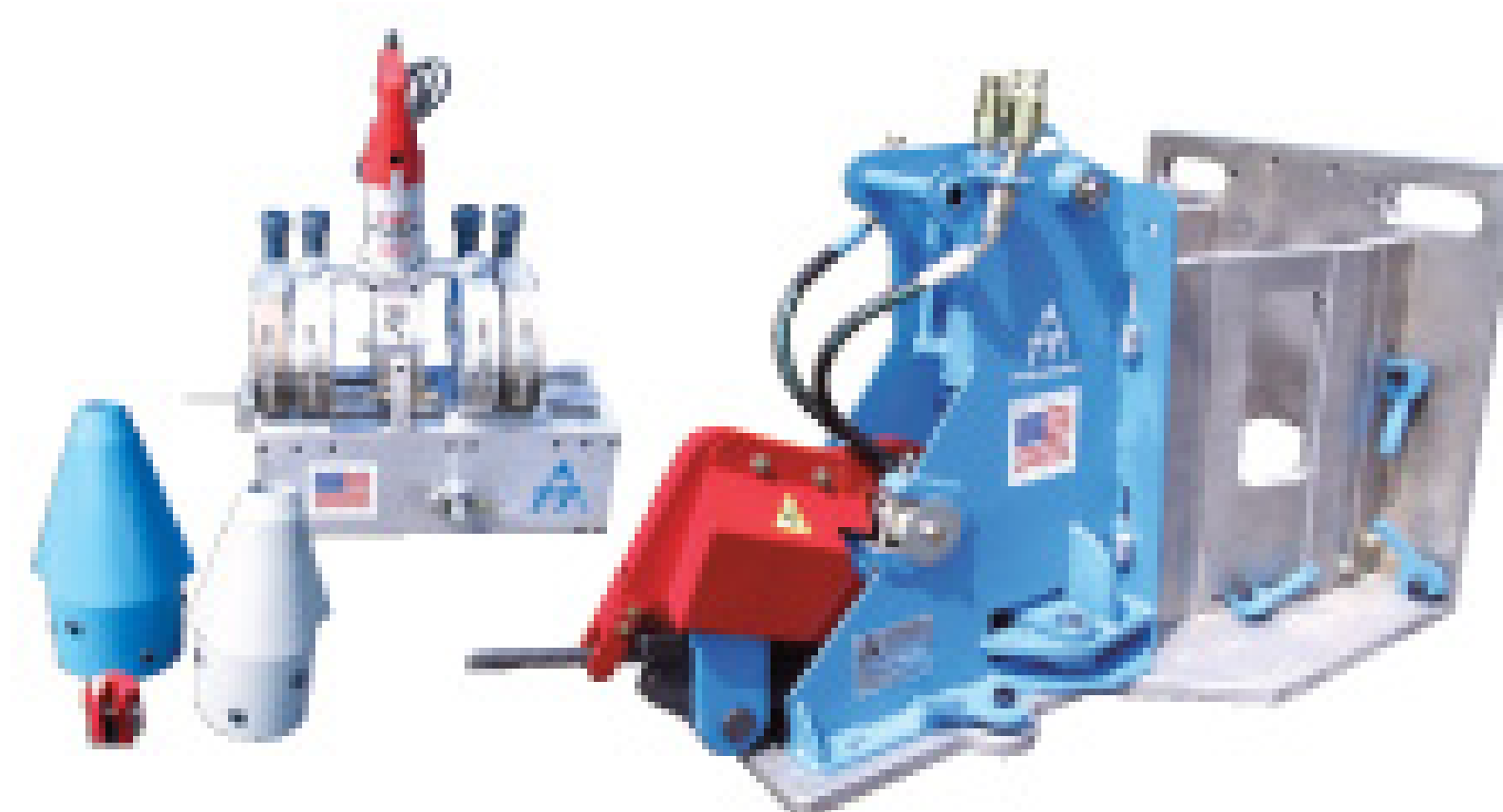
The DM2100 drilling machine is designed to cut or drill through the cast or ductile iron pipe wall via the corporation stop inserted into the service saddle. Featuring a "flip clamp" on the star feed, the unit uses D Series drill bits or hole cutters and, when cou-



pled with shell cutters and necessary adapters, can also be used on C-900 PVC pipe or PE water mains. Several kits are available for AWWA, NPT or BSPT needs. 800/666-3691, [www.reedmfgco.com](http://www.reedmfgco.com); Expo booth 19033.

### TT Technologies Inc.

The trenchless Grundotugger static pipe bursting system is designed to burst and replace service laterals up to 150 feet quickly and easily, without costly restoration



or disruption. The lightweight unit includes everything needed for bursting 4- to 6-inch laterals, upsize or size for size, including bursting heads, winch cable unit and power pack, and pipe fusion equipment. The quick-lock and bolt-on bursting heads are easily installed. The bursting unit can negotiate turns and bends up to 45 degrees and is able to overcome tight working conditions. 800/533-2078; [www.tttechnologies.com](http://www.tttechnologies.com); Expo booth 8197.

### TRIC Tools Inc.

The BC30 monolithic puller is available in both high-pressure and low-medium pressure configurations. The unit is engineered to replace from 3/4-inch water pipes up to 6-inch sewer laterals and beyond when combined with BIG SHOT piercing tools. Its lightweight, compact design enables the unit to be operated by an independent plumber and helper. 888/883-8742, [www.trictrenchless.com](http://www.trictrenchless.com); Expo booth 6089.



### Wil-loc Inc.

The Polyrion line of HDPE transition fittings bonds metal with HDPE by injecting resin through precision hole patterns to encapsulate the metal shank. The result is a single-



component transition fitting. The 4- to 12-inch fittings feature ball-and-socket couplings with double-pin design on the locking lever. The 1-inch to 2-inch mini stainless-steel fittings have tapered male threads. The fittings are designed to meet or exceed the pressure and temperature ratings of HDPE pipe. 800/801-0123, [www.willoc.com](http://www.willoc.com); Expo booth 13015.

### Formadrain

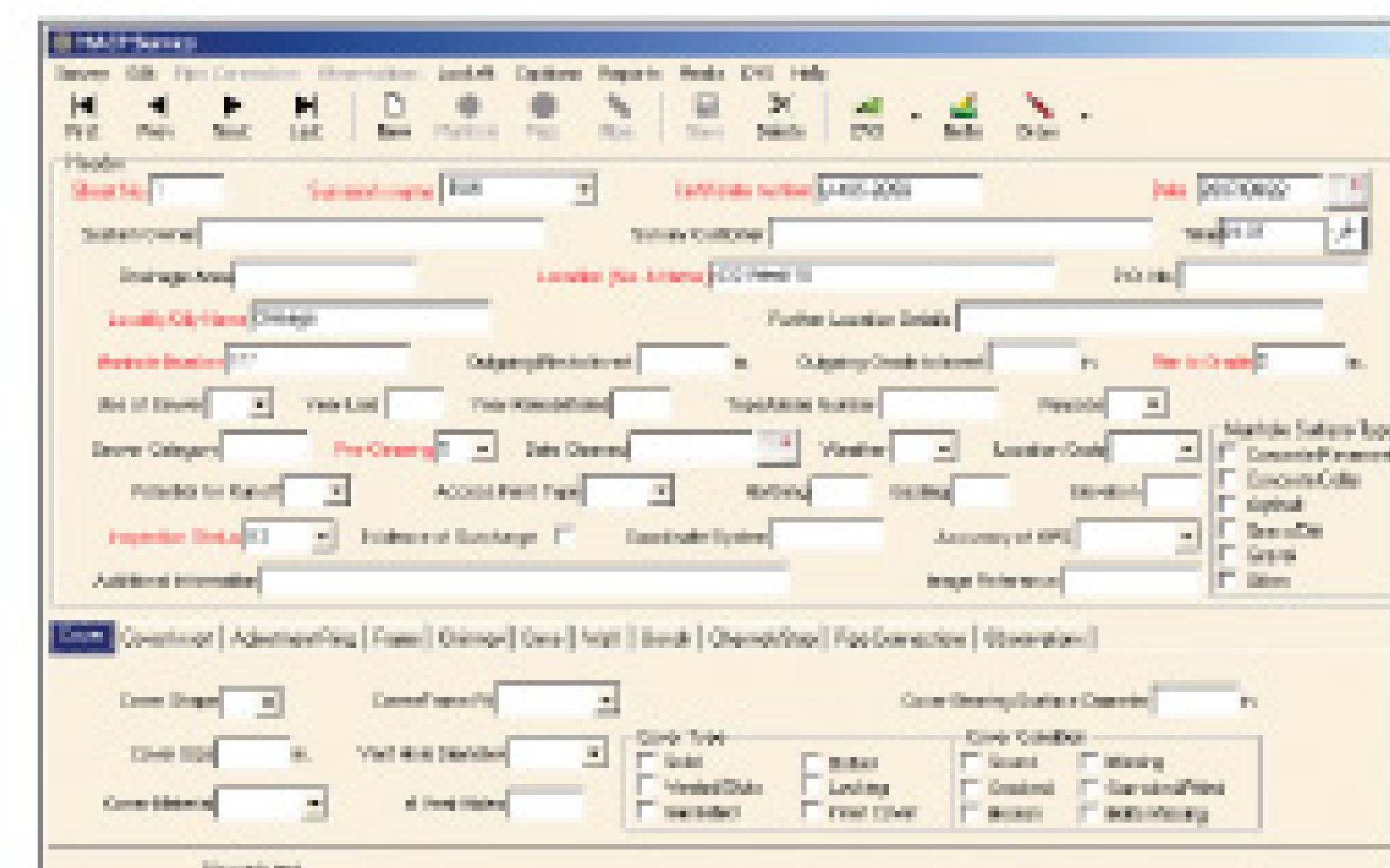
The inflatable LMC (later-main-connection) system is designed to repair tee and "Y" sewer connections. Made of fiberglass and polyethylene sheeting and epoxy, the system requires three access points to install



(two manholes and a cleanout, inside or outside the building). No digging is needed. 888/337-6764; [www.formadrain.com](http://www.formadrain.com); Expo booths 4020-4021.

### PipeLogix Inc.

The MACP certified (NASSCO) manhole, survey and assessment data collection software enables inspection teams to collect,



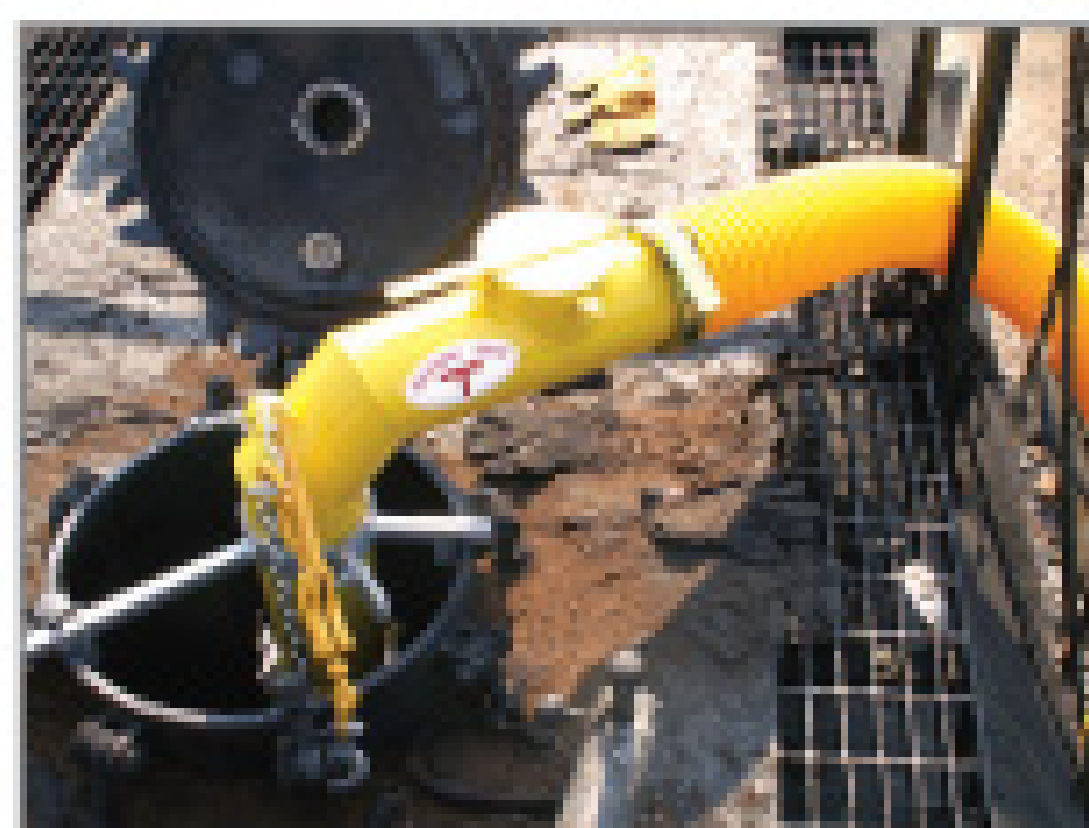
analyze and share information about manhole components per the MACP format. Compatible with all CCTV systems, the software can be used by itself or with other flexidata components. Mandatory entry

fields assist operators in creating accurate and complete surveys that are validated per MACP requirements. Each manhole component (cover, cone, bench, etc.) has its own entry tab, enabling users to create detailed reports of the asset's condition. Survey data can be exported to a MACP data exchange file for sharing with asset management programs. [866/299-3150](tel:8662993150), [www.flexi-data.com](http://www.flexi-data.com); Expo booth 158.

## Safety Devices

### Ace Supply Co.

The Kwikk-Lokk Manway-SAFE-T vacuum interrupter provides vacuum truck operators with an extra margin of safety when working with high-suction hoses. Designed to quickly break vacuum in case of an emergency, the device is available with optional Manhole Manager. [814/899-3644](tel:8148993644); [www.kwikk-lokk.com](http://www.kwikk-lokk.com); Expo booth 7146.



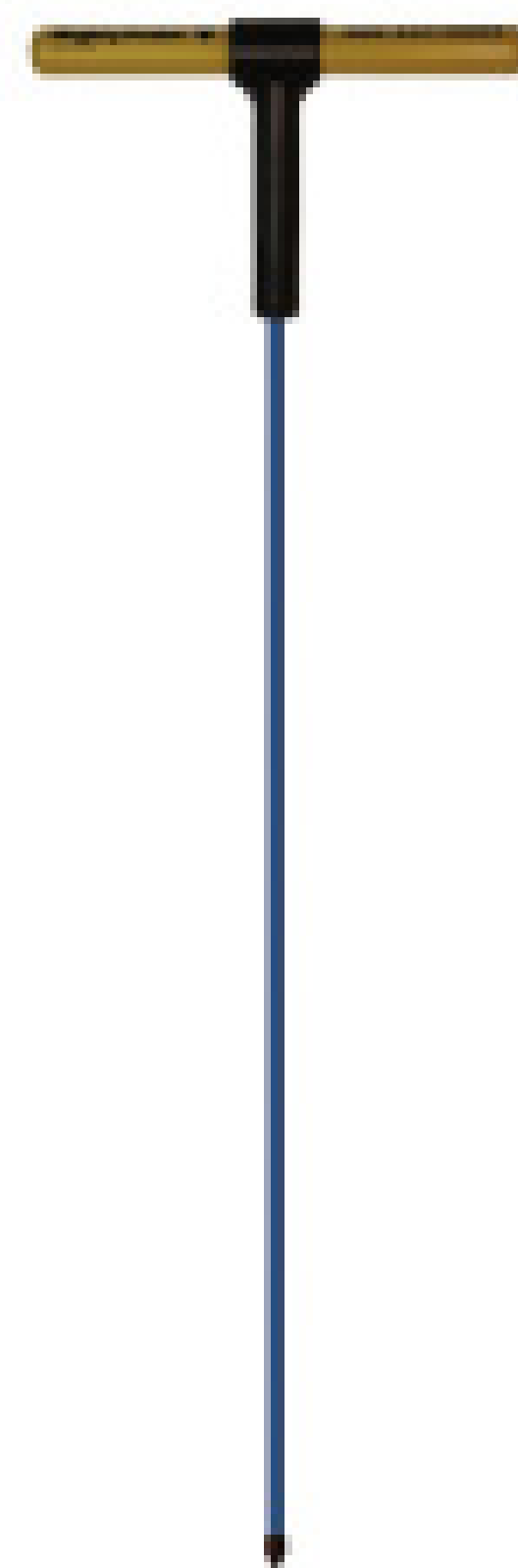
### Advanced Pressure Systems

Featuring an easy-carry handle built into the stand, the Flow Divider Valve (FDV) is designed to provide pressure gauge protection. Field servicing is done through the change out of a cartridge valve and seat assembly for each side. The device, which allows two or more dump guns to operate simultaneously from one pump, is available in 15k and 20k models. Quick change adapters can provide easy hook-up for various sizes and styles of supply hose connections. [877/290-4277](tel:8772904277), [www.advancedpressure.com](http://www.advancedpressure.com); Expo booth 3023.



### T&T Tools Inc.

The insulated Mighty Probe provides protection against electrical shocks (up to 50,000 volts). The optional Slide Adapter enables the probe to be driven into hard ground. The probes feature a steel shaft with replaceable tip and are available in lengths from 3 to 6 feet in 6-inch increments. [800/521-6893](tel:8005216893), [www.tandttools.com](http://www.tandttools.com); Expo booth 3099.



### Ashtead Technology Rentals

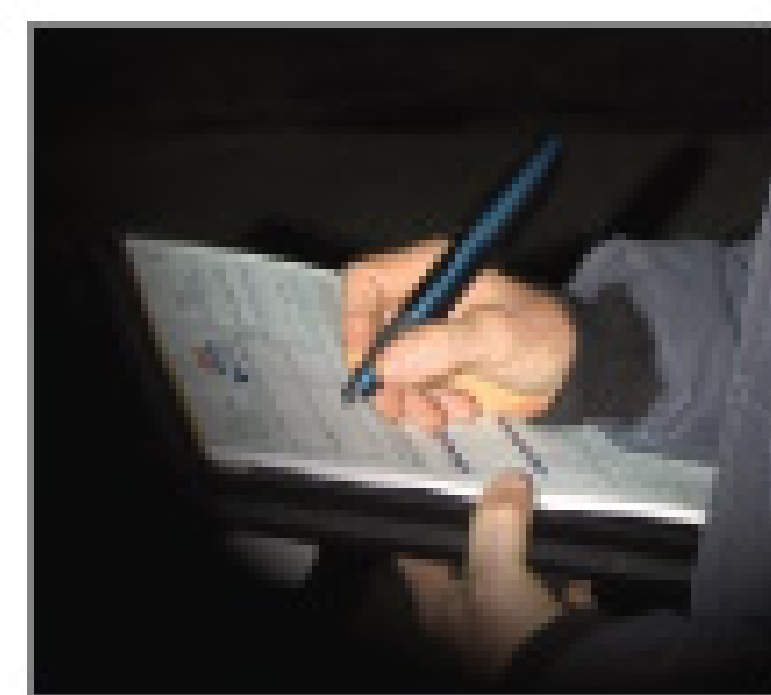
The Mala Easy Locator is designed to locate utilities and anomalies 20 feet below the surface. The system is configurable for different soil types and is engineered to work over multiple surfaces with the off-road cart. The unit features adjustable wheel height and can be pulled backwards to operate on rough terrains and unstable soil. [800/242-3910](tel:8002423910), [www.ashtead-technology.com](http://www.ashtead-technology.com); Expo booth 9208.



## Data Systems

### Famhost

The Linkwriter wireless pen enables drivers to transmit paperwork from the jobsite to the office in seconds. Using a digital pen and regular paper printed with a special background, a tiny camera registers the pen's movement. When the user checks "send," data is transmitted through a Bluetooth-enabled phone, wireless laptop, tablet PC or desktop for viewing. Data is stored as both an image and text, enabling inventory to be updated in real-time. [800/658-1676](tel:8006581676), [www.linkwriter.com](http://www.linkwriter.com); Expo booth 4140.



### Ritam Technologies

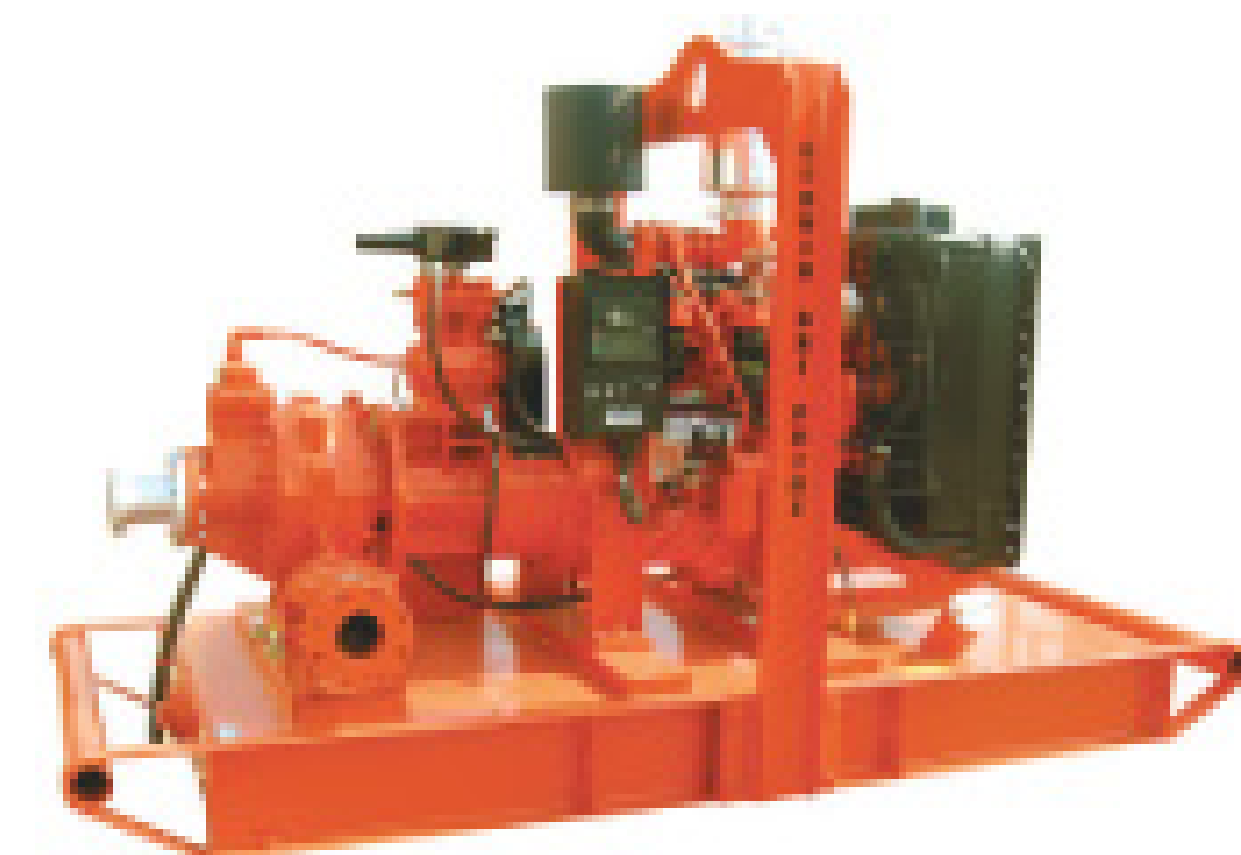
The ERIT electronic routing and inventory tracking subsystem is designed to track field servicing of portable restrooms and other repetitive services, such as grease traps. For proof of service, simply touch the reader to the button. Reporting functions alert management to areas that require attention: excessive driving time or stops between services, lengthy service times, or missed services. [800/662-8471](tel:8006628471), [www.ritam.com](http://www.ritam.com); Expo booth 118.



## Pumps, Valves

### Godwin Pumps of America Inc.

The 4-inch by 4-inch CD140M and 8-inch by 6-inch CD180M portable diesel pumps offer both elevated heads and 3-inch solids handling capabilities without sacrificing flow rate. The pumps achieve total dynamic heads to 280 feet and flows to 1,100 gpm. Both pumps are automatic, self-priming and feature an oil bath mechanical seal that enables them to run dry without damage. [856/467-3636](tel:8564673636); [www.godwinpumps.com](http://www.godwinpumps.com); Expo booth 9029.







### Liberty Pumps

The Omnivore 2-hp grinder pump with V-Slice Cutter Technology provides 367,000 cuts per minute for superior shredding performance in demanding sewage applications. An open volute design eliminates the cutwater - improving

solids flow and reducing potential jamming. Other features include a one-piece cast iron body, quick-disconnect power cord, stainless steel impeller and dual shaft seals. Complete pre-assembled systems are available.

800/543-2550, [www.libertypumps.com](http://www.libertypumps.com);  
Expo booth 9215.

### Thompson Pump & Manufacturing Inc.

The compressor-assisted, dry-prime TSC series trash pumps are designed for flows to 1,750 gpm, heads to 172 feet and spherical solids to 3 inches. Ranging from 4 to 6 inches in size, the pumps are made for



sewage bypass or general dewatering and feature the environmentally friendly ENVIOPRIME system, designed to prevent fluids, such as sewage and containments, from entering the venturi and spilling on the ground. The weather-resistant, sound-attenuated Silent Knight canopy enables the pumps to operate at 70 dBa or lower for use in residential areas or near schools or hospitals. 800/767-7310, [www.thompsonpump.com](http://www.thompsonpump.com);  
Expo booth 8025.

### FMC Technologies Inc.

The Q12 line of sewer cleaning pumps offer 80 gpm at 3,000 psi and 520 rpm. The slower operating speed is designed for longer life, less maintenance and lower operating cost.

281/260-2121; [www.fmctechnologies.com](http://www.fmctechnologies.com);  
Expo booth 9235.



### Modypumps Inc.

Designed for mobile sewer bypass operations, the 10-hp Submersible Manhole Pump fits a standard 21-inch manhole. Able to pass 3-inch solids, the unit can pump up to 1,100 gpm and heads up to 60 feet. Available in a variety of voltage/frequency configurations, the pump also features a Class H insulated motor equipped with thermal protection, and tandem tungsten carbide upper and lower mechanical seals. 888/900-6639, [www.modypump.com](http://www.modypump.com); Expo booth 18023.



### HPP

Designed for the municipal sewer jetting and industrial cleaning industry, the 160-hp Series MLR and 190-hp Series RLR high-pressure pumps are engineered for performance and dependability. 888/708-1894, [www.hpp.it](http://www.hpp.it); Expo booth 18037.



### Banjo Corp.

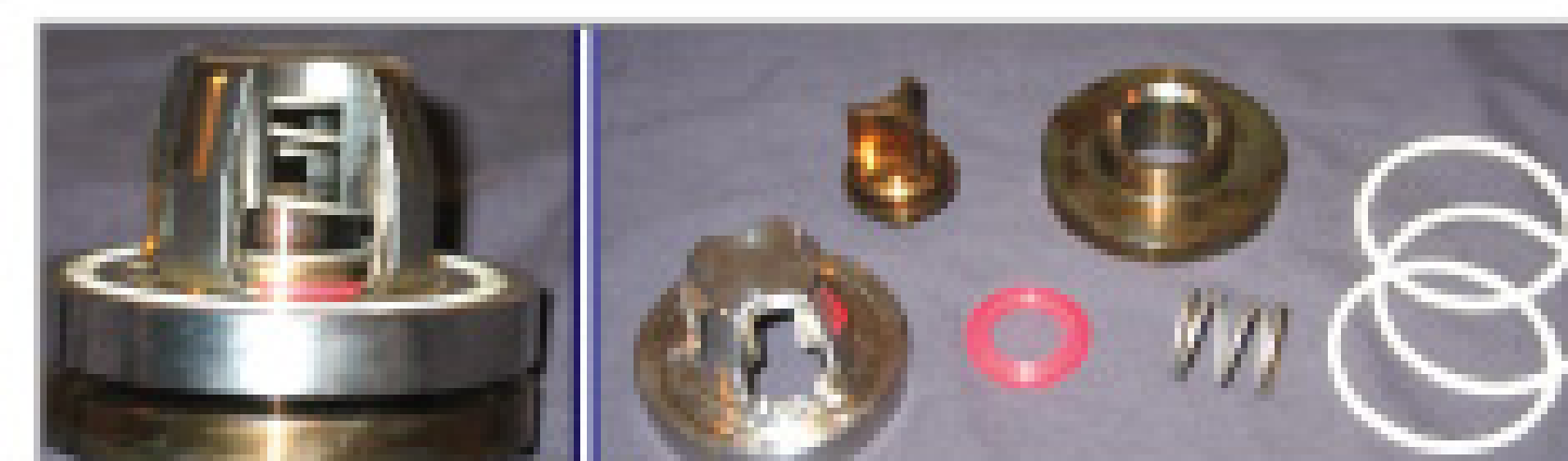
Constructed of glass-filled polypropylene for strength, corrosion resistance and durability, the compact Banjo ball valve allows for maximum flow in a range of sizes from 1/2 to 4 inches. The valve features stainless-steel bolts, 100 percent PTFE ball seats and FKM



(viton type) body seals, providing 100 psi at 70 degrees F and 75 psi at 150 degrees. 765/362-7367, [www.banjocorp.com](http://www.banjocorp.com); Expo booth 19014.

### Posey Hydro Solutions

The Dirty Water Valve Assembly is made for high-pressure plunger pumps that face excessive valve and seat erosion and water



bypass due to leaky valves brought on by impurities in plant process water. Field tested over three years, the valve provides a positive "memory" seal, extends the time between valve seat lapping, and has a replaceable plastic cushion ring.

330/239-2552; [www.poseyhydro.com](http://www.poseyhydro.com); Expo booth 18031.

## Jetters, Nozzles

### Cam Spray

The SK3907V trailer jetter is powered by a 23-hp Vanguard engine and delivers 3,900 psi and 7 gpm. The larger SK3012K is powered by a 29 hp, liquid-cooled, fuel injected Kawasaki engine and delivers 3,000 psi and 12 gpm.

Both SK Series models come with a DC-powered variable speed reel. 800/648-5011, [www.camspray.com](http://www.camspray.com); Expo booth 3069.



### Durand-Wayland Inc.

The John Bean SewerJet 700 pressure washer is designed to handle serious emergencies as well as routine, preventive maintenance, such as cleaning grease from the sides of manholes. The unit can be operated by one person, tows easily and doubles as a cleaner of power equipment, including dozers, graders, mowers and trucks. 800/241-2308, [www.johnbeansprayers.com](http://www.johnbeansprayers.com); Expo booth 2017.



## Dyna-Vac Equipment

The Jet-N-Vac 1000SC trailer-mounted combination



sewer cleaning system features a 1,400-cfm PD vacuum pump in combination with an 18-gpm, 4,000-psi jetting system. Made to punch through stubborn obstructions, the combination unit brings big-truck capability to a compact system that can be easily customized. 888/298-8668, [www.dynavacequipment.com](http://www.dynavacequipment.com); Expo booths 7168, 7169, 7171.

## SRECO-Flexible Inc.

Designed to clean 4- to 18-inch lines, the Bronco trailer jet combines pipeline cleaning with camera inspection. Delivering 20 gpm at 4,000 psi, the jetter features a 325-

gallon water tank, articulating reel, and 500 feet of 1/2-inch hose. The complementary Jet-Cam includes 600 feet of coaxial cable on an electronically operated reel. The

jetter/camera unit is powered by an electric-start, 90-hp, 2.5 liter, 4-cylinder Ford gasoline engine. Standard accessories include 15-degree and 35-degree cleaning nozzles. 800/421-6536, [www.sreco.com](http://www.sreco.com); Expo booth 10007.



## Triple R Specialty

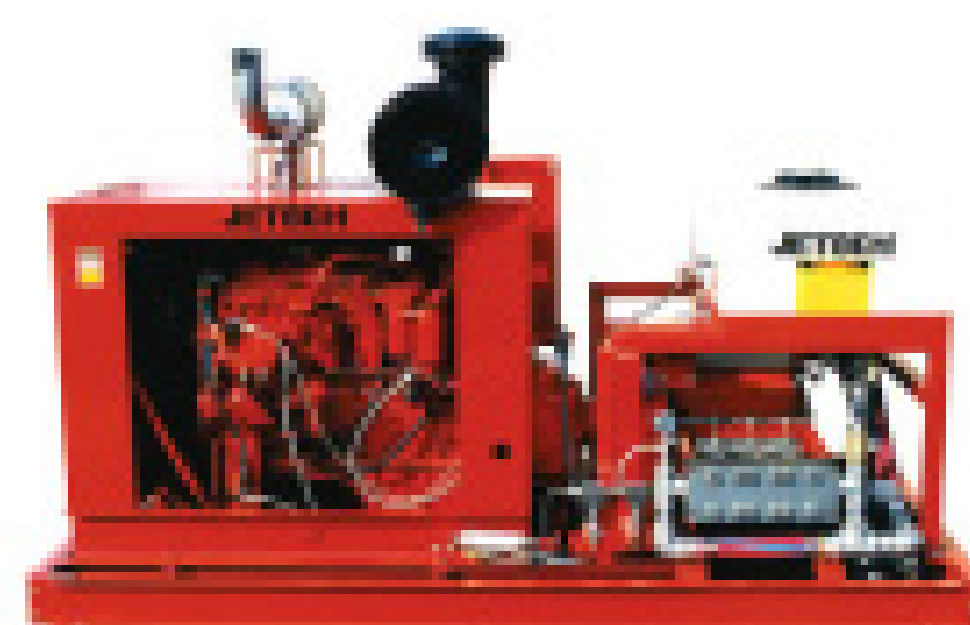
The Hurricane 3010 trailer jetter delivers 3,000 psi at 10 gpm and

comes complete with gasoline engine matched to the pump manufacturer's output rating, 400 feet of 1/2-inch hose, nozzles, safety equipment and more. 800-356-9661, [www.triplerspecialty.com](http://www.triplerspecialty.com); Expo booth 8223.



## Jetech Inc.

The 300TJ3-UH and 400TJ3-UH ultra-high-pressure triplex jetting pumps are



designed to deliver 40,000 psi for automated airport runway cleaners, rotating hand lances, grate deck and floor cleaners, concrete removal systems, surface preparation and high-pressure jetting tools. 269/965-6311, [www.jetech.com](http://www.jetech.com); Expo booth 8001.

## NozzTeq

The stainless steel JAWS sewer nozzle features a "looping" water system of individual conduits for



increased efficiency. The system is engineered to produce disciplined, well-defined and powerful water streams that stay together longer and farther for more efficient pipeline cleaning. 866/620-5915, [www.nozzteq.com](http://www.nozzteq.com); Expo booth 8181.

## StoneAge Inc.

The Banshee tube cleaning nozzle, models BN13, BN18 and BN24, range in size from 13 mm to 24 mm



and come with choice of inlet pipe thread connections. Featuring 20,000 psi capacity, the replaceable heads are available with either polishing or unplugging jetting options. Models BN13 and BN18 can clean tubes as small as 5/8-inch, while the BN24 is designed for tubes from 1.1 to 2 inches and features the Universal Head.

866/795-1586, [www.stoneagetools.com](http://www.stoneagetools.com); Expo booth 3000.

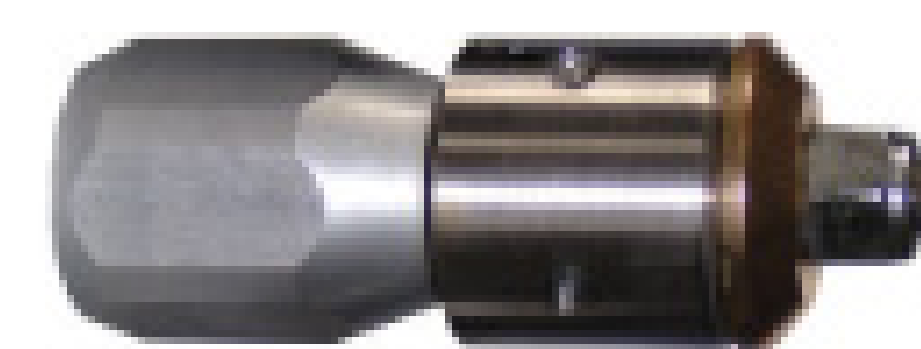
## Enz USA Inc.

The golden jet RGS radial nozzle features four radial jets that act like a blender in emulsifying grease and scouring the walls of lift stations. Available in sizes from 1/2 to 1 1/4 inches, the nozzle's rotational speed is controlled by a drive and brake jet system. 630/692-7880, [www.enz.com](http://www.enz.com); Expo booth 67.



## Arthur Products Co.

The enhanced 1-inch Advanced Spin Jet nozzle can have up to four side jets and four 45-degree rearward jets for an expanded operating envelope. 800/322-0510, [www.arthurproducts.com](http://www.arthurproducts.com); Expo booth 9107.



## URACA/Chemac Inc.

The TWK cleaning tool is designed for up to 23,200 psi and uses only water. The three dimensional, dynamically balanced tool is made for cleaning tanks, vessels, reactors and other enclosed objects, and fits in openings as small as 4 inches. Rotor

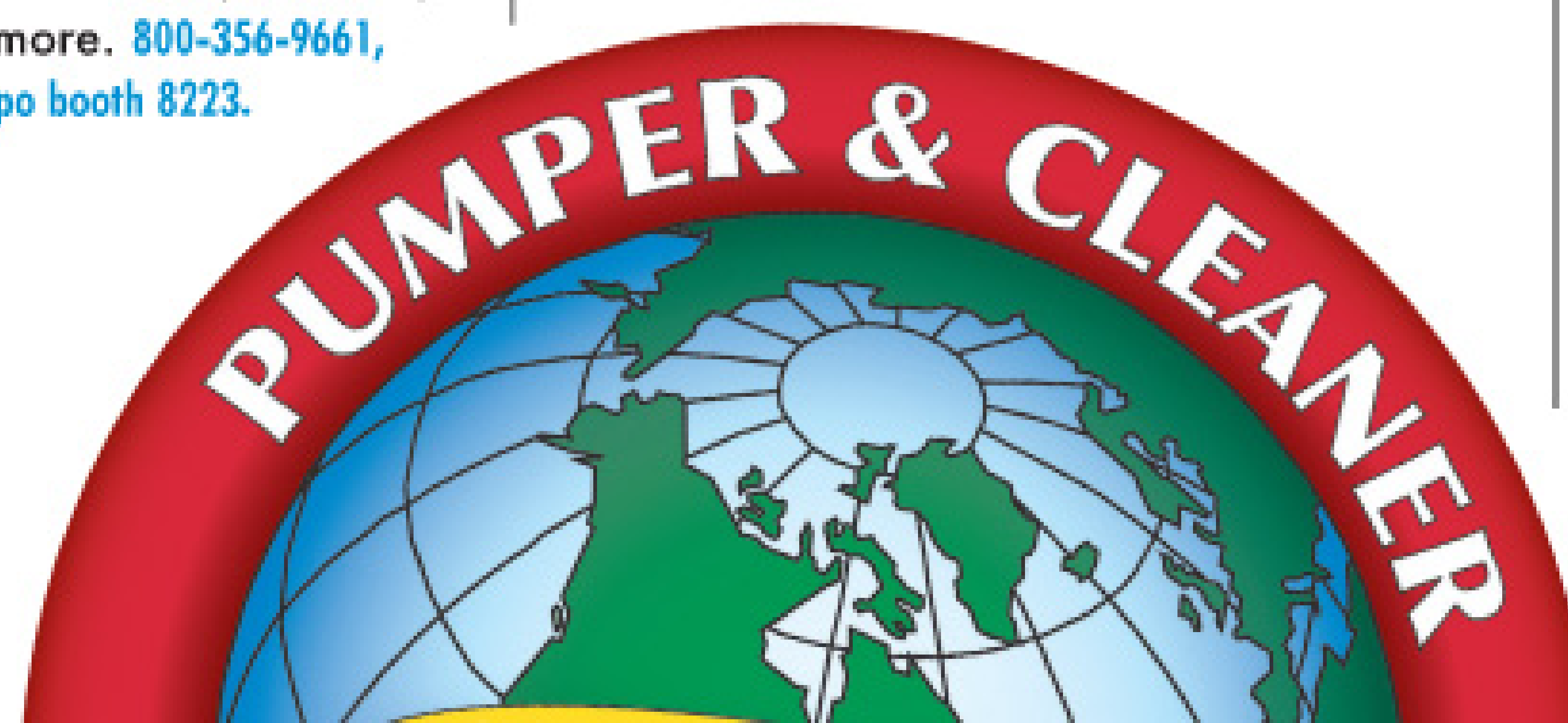


extensions and other accessories are available. 201/934-3300, [www.chemacinc.com](http://www.chemacinc.com); Expo booth 112.

## Educational, Marketing, Financing

### A Corp./Rooter-Man

Franchise contracts provide an exclusive license for a 375,000 population-based territory, comprehensive training, featuring the "Key to Success Series," operating manuals with CD-ROM, and the opportunity for two days of training. Internet support provides dealers and customers with 24-hour, 7-day-a-week accessibility. 800/700-8062, [www.rooterman.com](http://www.rooterman.com); Expo booths 9015, 9115.







### Leaders Resource Network

Services include training and educational workshops, business planning, new business development, customer retention, research survey and collections services, consulting, coaching and peer-to-peer advising along with product and services marketing, strategic plans, brand identity, Web site development, brochures, direct mail, newsletters and more. [574/276-0217](tel:5742760217), [www.leadersresourcenetwork.com](http://www.leadersresourcenetwork.com); Expo booth 20009.

### Stamp Works

Magnets of various sizes and thickness can be made in the shape of pump trucks, vans, roll-off trucks, portable restrooms and more - each featuring company name, phone number a brief description of services offered. [800/758-2743](tel:8007582743); Expo booth 51.



## Hydro-Excavators, Trucks, Accessories

### Vactor Mfg.

The HXX Prodigy vacuum excavator features an optional 9-yard debris tank mounted on a tandem axle chassis. Lighter and more compact than the full-sized HXX HydroExcavator, the HXX Prodigy is designed for mobile applications and features an above-deck compressor system that does not need a holding tank to build pressure, eliminating wait time. The excavator can use either air or water to perform



non-destructive digging, offering 10 to 20 gallons of water per minute at rates from 1,500 to 2,500 psi. Optional onboard

heaters enable it to cut through frozen ground or heavy clay. [800/627-3171](tel:8006273171), [www.vactor.com](http://www.vactor.com); Expo booth 1092.

### Ring-O-Matic Mfg.

The 550 hydro-excavator features a 50-hp Cat diesel engine, 850-cfm lobe-type blower and high-pressure Cat water pump, producing 5.5 gpm at 3,500 psi. The unit also has a 200-gallon water and 550-gallon spoils



tank, hydraulic remote-control boom, pressurized offload, full-opening hydraulic door and low tongue weight for towing safety. [641/780-4099](tel:6417804099), [www.ring-o-matic.com](http://www.ring-o-matic.com); Expo booths 7042-7043.

### SuperVac 2000

The Hydro-Excavator SVHT-6400 features an 840,000 Btu, 6,000-psi boiler and 6,000-psi, 10-gpm water pump with 3,000-gallon debris tank, double-wall insulated 1,200-gallon co-polymer/polypropylene water tank, 6,400-cfm, 27 Hg vacuum



pump, two cyclones and cartridge filter. Other features include hydraulic door locks, insulated enclosure (less than 83 dBA) and a 100-foot hose reel. [866/839-5702](tel:8668395702), [www.supervac2000.com](http://www.supervac2000.com); Expo booth 7031.

### GapVax Inc.

The HV Series of vacuum trucks feature a highly efficient filtration system, low filter baghouse maintenance and long filter bag service. The long tank measures 11 feet, 6 inches from inlet to outlet for more drop out before filtration. Seven cyclone separators are designed to remove 75 to 85 percent of



dry carryover and 100 percent wet carryover, while the baghouse features 46 standard polyester filter bags. The microscreen filter is engineered to provide final fail-safe protection for the blower and filters to 600 microns. More efficient loading can also reduce fuel consumption. [814/575-6766](tel:8145756766), [www.gapvax.com](http://www.gapvax.com); Expo booth 1022.

### Capital Rubber Corp.

The Power Booster by Pressure Lift attaches to a WeatherFlex or other vacuum hose line, providing greater vertical lift and distance. Powered by compressed air or water, the unit also breaks up solids, reducing stress on the vacuum pump and decreasing pump times. [800/258-3000](tel:8002583000), [www.capitalrubbercorp.com](http://www.capitalrubbercorp.com); Expo booth 3093.



### Cougar Industries Inc.

Completely sealed against dust and water, the Model NHD-110 hydraulic vibrator promotes the flow of material out of the pump truck, ensuring that material is not hauled back to the jobsite. The unit also helps eliminate premature wear and tear on equipment, specifically hydraulic cylinders, brakes, clutch and transmission. Operated from inside the cab, it also reduces the risk of lost time and a potential workman's compensation claim. [800/262-2106](tel:8002622106), [www.cougarindustries.com](http://www.cougarindustries.com); Expo booth 3051.



### Concept Engineering Group Inc.

The fluid excavation tool is designed for utility line locating and repair. The tool utilizes compressed air and waterjets, individually or simultaneously, for optimal excavating. The tool features an articulating digging

head, fiberglass barrel and non-metallic water hose, and can dig holes as small as 4 to 6 inches in diameter. [888/557-2339](tel:8885572339), [www.air-spade.com](http://www.air-spade.com); Expo booth 7058.

## Kroy Industries

The 6-inch and 8-inch Kroy Vac couplers offer an O-ring seal for vacuum or pressure usage. Designed for the vacuum industry, the inside bore of the coupler is smooth to prevent against wear from abrasives and eliminate turbulence. [888/477-5769](tel:8884775769), [www.kroyind.com](http://www.kroyind.com); Expo booth 8161.



## Kuriyama of America Inc.

Tiger high-pressure discharge and suction hoses feature flexible

EPDM/polyethylene construction for chemical resistance and durability. Designed to be flexible even in cold weather, the hoses have a UV and weather-resistant exterior and synthetic yarn reinforcement to resist kinks in tight bends. [847/755-0360](tel:8477550360), [www.kuriyama.com](http://www.kuriyama.com); Expo booth 32.

## SVE Portable Roadway Systems Inc.

The TrakMats ground cover system is engineered to move work vehicles across lawns, golf courses, wet ground, and other soft surfaces without getting stuck or damaging the surface.



Made from 100 percent recycled HD polyethylene plastic, the mat's light color stays cooler in summer. Black

mats are available when grass protection is not a concern. Mats are manufactured with power cylinders for traction and hand cut-out for easy handling. A variety of sizes are available. [800-762-8267](tel:8007628267), [www.trakmats.com](http://www.trakmats.com); Expo booth 3031.

## Grease Interceptors

### Ashland Trap Distribution Co.

The APCI Series grease interceptor is designed to separate grease, oil, fats and other sediment from large commercial and industrial sources. Made of high density polyethylene, the unit is corrosion and acid resistant, has a non-skid 3/4-inch cover, can be installed above or below ground, and is available with steel or aluminum non-skid thread plates. [800/541-8004](tel:8005418004); Expo booth 3011.



## Inspection Systems



### CUES Inc.

The K2 Series portable CCTV pipeline inspection system can be mounted in a range of vehicles, trailers, or used as a stand-alone device. The unit comes with either an ergonom-

ic hand-held or wireless control that operates all CUES transporters and cameras. The K2 Base Station features built-in diagnostics, including the video cable. The K2 can be used with the Laser Profiling System to analyze pipes for deformation, true pipe diameter, corrosion, capacity, and verification of liner installation. [800/327-7791](tel:8003277791); [www.cuesinc.com](http://www.cuesinc.com); Expo booth 1068.

### Ratech Electronics Ltd .

The Inspector PC digital inspection system features a removable laptop retrofit into the camera control unit and comes with a self-leveling color camera. The laptop can view and record inspection data in digital format (mpeg) and take digital stills (jpeg). A detailed



report of the inspection is also produced. Once completed, the recorded inspection, images and report can be burned onto DVD within minutes. [800/461-9200](tel:8004619200), [www.ratech-electronics.com](http://www.ratech-electronics.com); Expo booth 144.

### Envirosight LLC

The SuperVision 140 video inspection crawler can travel up to 1,640 feet through pipelines 6 inches and larger, rapidly evaluating condition and identifying maintenance needs. The crawler features a short wheelbase, steerable six-wheel drive and an array of traction options. It also comes with a remote-operated camera lift that adjusts view height to center the camera in a variety of line sizes, a monochrome rear-viewing camera with infrared illumination to help prevent flips and cable snags during reverse travel, and PipeBus network for concurrent control of multiple functions. [866/936-8476](tel:8669368476); [www.envirosight.com](http://www.envirosight.com); Expo booth 1130.



### Aries Industries Inc.

The Pathfinder Discovery Cube System with mini pan and tilt camera/transporter is designed to inspect relined 6-inch pipe in hard-to-reach places. Weighing 23 pounds, the lightweight but durable camera/transporter can operate in pipes from 5 inches to 24 inches. The system includes camera, transporter cube and off-road vehicle. [800/234-7205](tel:8002347205), [www.ariesind.com](http://www.ariesind.com); Expo booth 1008.







### RS Technical Services Inc.

The OmniSTAR probe camera measures 2.45 inches in diameter and is 6 inches long. This 360-degree pan and rotate camera produces a 550-line, high-resolution image with an automatic iris and adjustable focus. The probe uses 16 ultra-high-density, white LED lights for illumination.



Teamed with the Mighty Mini tractor and a variety of wheel options, the unit can inspect pipes from 4 to 12 inches in diameter, or it can be mounted on a push cable to inspect lines as small as 3 inches. [800/767-1974](http://800/767-1974), [www.rstechserv.com](http://www.rstechserv.com); Expo booth 4069.

### Rabco

The Universal Roller Skid can adapt most portable video inspection systems for use in 6-inch to 12-inch pipelines and larger, and accepts most standard push cameras under 2 inches in diameter. The skid is constructed of lightweight, durable, corrosion-resistant composite nylon.



Three pivoting arms are engineered to adjust to fit the required diameter, keeping the camera head centered in the pipeline. No extra parts, tools or manual adjustments

are required. Six rugged, nylon wheels enable the skid to roll through the pipe. Optional auxiliary flashlights are available. A safety harness is included for secondary/emergency retrieval. [800/237-2467](http://800/237-2467), [www.pumpersupply.com](http://www.pumpersupply.com); Expo booth 8069.

## Chemicals, Deodorizers

### Custom Biologicals Inc.

Mop 'n Treat is a biological mop water treatment for restaurants and taverns. Designed to degrade organic material in cracks, crevices and drain lines, the treatment disrupts the habitat that flies require for production, and removes food sources for other insects, including roaches. The once-a-day treatment is compatible with



other floor cleaners. One tablet per mop bucket dosing eliminates waste from spillage. [561/998-1699](http://561/998-1699); [www.custombio.com](http://www.custombio.com); Expo booth 7004.



### Earth Friendly Chemicals Inc.

QuikCharge SDC is a Category IV disinfectant that Utilizes molecular technology to provide 24-hour residual protection against standard and resistant bacteria, including MRSA. The active disinfectant ingredient does not promote bacterial resistance and is non-toxic, odorless, colorless, non-corrosive, non-flammable and compatible with other disinfecting and cleaning chemicals.

[757/226-2750](http://757/226-2750), [www.efchem.com](http://www.efchem.com); Expo booth 5047A.

### OMI Industries

Ecosorb odor neutralizer



promises to remove a full spectrum of organic and inorganic odors, rather than masking them with perfumes or chemicals. The molecular formula is designed to break down odors, and requires no water when used with Vapor Phase equipment. [800/662-6367](http://800/662-6367), [www.omi-industries.com](http://www.omi-industries.com); Expo booth 18038.

### Lenzyme Inc.

Liquid Trap-Clear biological grease treatment is designed to maintain grease traps



and mainlines. Private labeling is available at no additional charge. [800/223-3083](http://800/223-3083); Expo booth 6151.



### Roebic Laboratories Inc.

Grease Trap treatment is a liquid bacteria, designed to degrade fats, oils and grease in food processing/preparation wastewater systems by controlling grease build-up and odors, when used regularly.

The formula contains 10 strains of high enzyme-producing Bacillus bacteria and no free enzymes, caustics, acids or other harsh chemicals. The product is available in 1- and 5-gallon containers.

[203/795-1283](http://203/795-1283), [www.roebic.com](http://www.roebic.com); Expo booth 9233.



## Service Vehicles

### Hackney

The P/2000 service vehicle features an all aluminum, remountable body in 12-foot, 6-inch and 14-foot lengths. The flexible interior can accommodate ladders, pipe, drain cleaning machines, water heaters, inspection cameras, and more. Shelving,



mounted on vertical tracks, is fully adjustable. Plastic trays with adjustable dividers and label holders help organize an extensive parts and tools inventory. Other features include a back-saving, pull-out

ramp and knee-saving lowered 3-step rear. Double swing-out barn doors in the rear contain tool hanging panels and brackets for quick access, while impact graphics on large side panels serve as a rolling billboard. 800/763-0700, [www.hackneyservice.com](http://www.hackneyservice.com); Expo booth 5001, 6001.

## Drain Cleaners

### Duracable Mfg.

The Esquire model DM138 drain cleaner is designed for indoor lines from 1.25 up to 3 inches in diameter, and can be quickly broken down into two, easy-to-carry components. The cleaner features a 1/4-hp motor, foot pedal, drain hole in the reel, switch guard, detachable handle, non-marring rubber pads, heavy-duty 20-amp switch, self-adjust-



ing head bearing, horizontal running legs, and a complete welded frame. It runs at 230 rpm and comes with a 3/8-inch by 90-foot cable on a 14-inch reel. 866/587-1597, [www.duracable.com](http://www.duracable.com); Expo booth 3165.

## Reels

### Reelcraft Industries Inc.

The DP7000 Series hose reel features a dual pedestal base design and two-piece, non-welded, interlocking base engineered not to vibrate apart. The reel is available with up to 50 feet of 1/2-inch I.D. hose. 800/444-3134, [www.reelcraft.com](http://www.reelcraft.com); Expo booth 6051.



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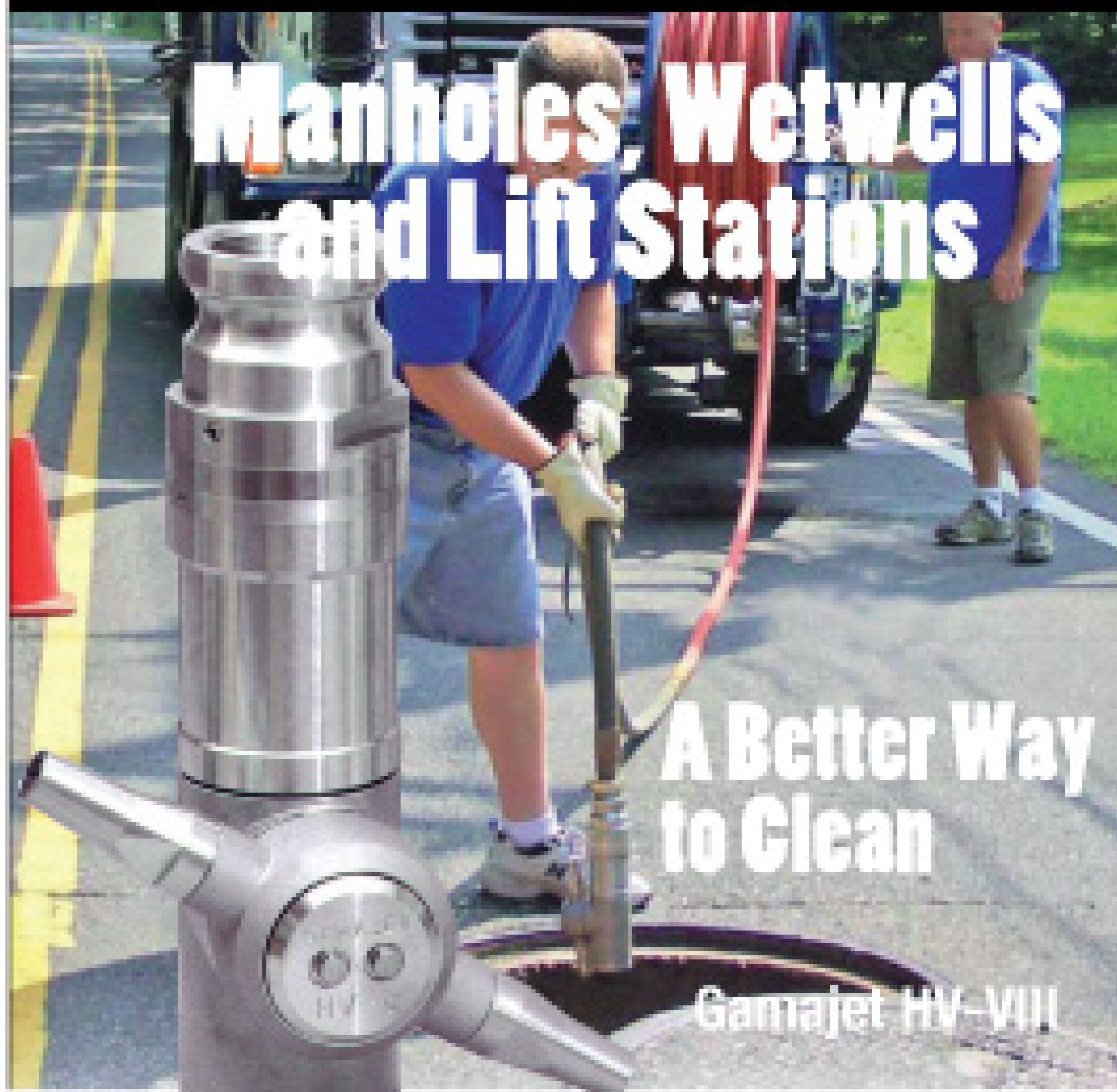
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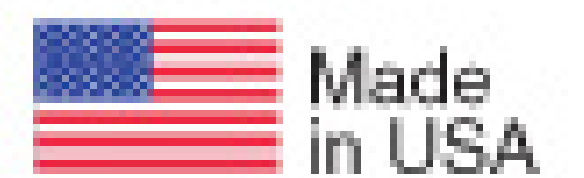
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Kris Bergen and fellow technicians are responsible for keeping their service vehicles in impeccable condition. (Photography by Stu Berry)



# Just One Chance

**A contractor in British Columbia believes there is a single opportunity to make a first impression on a customer — and that starts with the service van.**

By Marian Bond

In the drain and pipe cleaning business, it's all about first impressions, says Terry Kelloway. And in Kelloway's view, the service vehicle is the key.

Kelloway, owner of Roto-Rooter of Parksville, B.C., wants the service van to send the right message the moment it pulls into the customer's driveway.

"We compete against plumbing contractors whom you would not want to park within a block of your house because the vehicles are falling apart," he says. "The first step to customer satisfaction is appearance."

The company's Chevrolet and Ford service vans put on approximately 19,000 to 22,000 miles per year. They're kept in impeccable condition, and Kelloway believes that is one reason the company has consistently added and kept customers.

Kelloway and his wife, Melinda Lee, started out 14 years ago, working from their home. Today, they run a business that has seven service vans and 21 employees.

## Technician pride

Kelloway and his technicians invest time in keeping the vans sharp and clean. Technicians are responsible for the vans' condition. Some keep them so clean that, in Kelloway's words, "You could eat off the floor." Others need ongoing reminders.

Service technicians take their vans home each night, and when they begin the next day, they run through a 17-point checklist before starting the vehicle. They make sure the brakes are functioning, that the clutch and gearshift are operating smoothly, that there is no play in the steering, and that the lights, dashboard instruments and windshield wipers are working. They even

check the horn and backup alert.

Drivers complete this check each workday. If they find problems, they report them to their supervisor immediately, and the vehicle does not go out that day. Trailer maintenance is also addressed with a checklist. Technicians look for worn tires, loose debris, loose bolts and fittings, and malfunctioning lights.

The checklist system is fairly new, but Kelloway expects it to make

a big difference in keeping the vehicles in top condition. Before, vehicle problems tended to get lost in the shuffle during the company's busy workdays.

"My whole goal is to eliminate the possibility of vehicle defects and to have a paper trail of those defects, as well as for the mechanical work performed," Kelloway says. He personally reviews the checklist documentation.

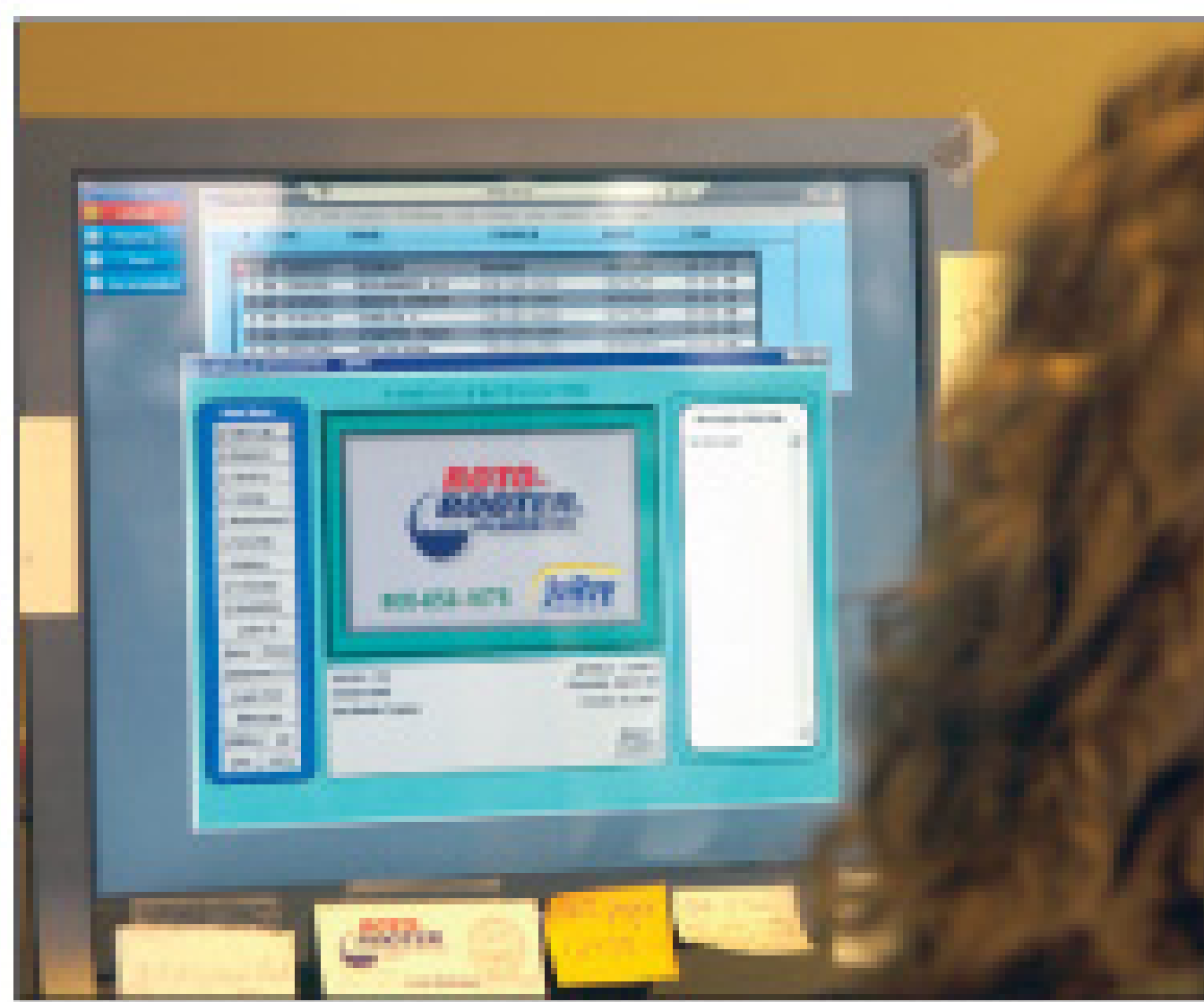
## PROFILE

### ROTO-ROOTER PARKSVILLE, B.C.



OWNERS:	Terry and Melinda Lee Kelloway
YEARS IN BUSINESS:	14
SERVICE AREA:	Parksville and surroundings (population 167,000)
EMPLOYEES:	21
SPECIALTIES:	Drain cleaning, water/sewer line replacement, plumbing, septic system
AFFILIATIONS:	Applied Science Technologists & Technicians of British Columbia, British Columbia OnSite Sewage Association





Office staffer Jessica Paquette uses the firm's JaRay service business management software.

### No drips, please

Clean, well-maintained vehicles directly affect customer service. "Our customers are not happy if a vehicle leaves an oil drip on a driveway," Kelloway says. "Out here, 90 percent of the driveways are exposed aggregate, glazed and finished, and really nice and appealing. One drop of oil or anti-freeze will stand out. Our area is made up of probably 75 percent retired people. It's a high-income area. Landscaping is huge here."

Generally, the company hires local garages for major repairs on its seven service vans and five pickup trucks. Minor jobs like alternators and radiator replacement and changing hoses or belts are done in-house. Anything related to changing oil or anti-freeze is done outside.

"Our terrain has extreme slopes," Kelloway says. "Driveways have grades up to 35 percent. When you drive up those driveways, you bottom out on the back bumper. That

means I'm replacing transmissions quite frequently."

Maintenance on other equipment is also a high priority. "We have three pieces of excavation equipment, and maintenance on them is extremely high," says Kelloway. "If they are not looked after, they can have problems with the tracks due to dust. They can have internal problems."

"If you don't service the boom on a regular basis, the bushings wear out, and the wear goes into the metal. Then you're re-honing the unit that holds the hydraulics. The machine becomes sloppy, and you run the risk of hitting the house if doing an excavation around a home."

After every 200 hours on the excavation equipment, Kelloway has a licensed heavy-duty mechanic go over the machine from top to bottom and make any necessary repairs before the machine leaves the yard again.

### Jetter care

The company also takes good care of its two trailer-mounted water-jetters — a Dynajet unit from Putzmeister America Water Technology and a model 3510-E from Hi-Vac Corp./O'Brien Mfg.

Jetters get regular oil changes and hose maintenance. "You're dealing with high-pressure water," says Kelloway. "We maintain the pressure hoses, the control valve, and the on/off water pressure valve. We do all this in-house."

"Our personnel have to trouble-

shoot, because the equipment is so valuable for us. It works almost seven days a week. We can't afford downtime. Downtime affects more than one customer. When you have to call and reschedule, that throws the schedule off, and it makes another customer mad. Also, downtime makes your customers feel that you are using old, outdated equipment."

"With a jetter, you want to pull in, turn the key on, and have it running properly, not sounding like a Harley-Davidson. High-pressure hoses have to be consistently monitored with every jetter job for any defects in the hose. If a hose malfunctions and blows a hole in it, you have a risk of the high-pressure spray hitting somebody."

"Hoses have to be inspected after every use of the unit. They have to be inspected as part of maintenance and discarded when they are past their time. Root cutters have to be inspected because you're dealing

with steel. You want to make sure you will not have a breakage in the line. You have to check to make sure the cutter heads are sharp and structurally intact, with no weak points."

"If the cutters are not maintained properly, that can double your time on root cutting. You are no longer trimming the roots properly, and you are taking more of the customer's time. Result: an unhappy customer." Service technicians sharpen root cutters onsite and check for metal fatigue and wear.

**"My whole goal is to eliminate the possibility of vehicle defects and to have a paper trail of those defects, as well as for the mechanical work performed."**

**Terry Kelloway**

## GIVING 100 PERCENT

Terry and Melinda Lee Kelloway and their Roto-Rooter company in Parksville, B.C., serve an upscale clientele on 0.9 acres along Island Highway.

They have seen substantial growth by sticking to their goals of 100 percent customer service and 100 percent customer satisfaction. The Kelloways started doing 95 percent sewer and drain cleaning, but added plumbing, pipe bursting, excavation, and other services.

Keeping up with the latest technology and equipment is a top priority. "We try to be the leader in our area when it comes to equipment," says Terry. "We

were the first to purchase camera equipment and the first plumbing company to purchase leak detection and pipe bursting equipment."

Quality maintenance was essential. "It all starts with your basic service truck," Terry says. "If the service truck is not maintained, if the jetter units and sewer equipment are not maintained, it's a good possibility that the customer will never call you again. You want the potential for future business with every customer. You want to turn them into a return customer. You may have only one shot."



Technicians Travis Young and Kris Bergen auger a downspout.



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Mason Seguin uses a Bobcat excavator to backfill a perimeter drain.

### Outfitting service vans

The company's service trucks come fully equipped with proper racking and with cabinetry designed to keep equipment from coming loose. The cabinets isolate drivers from material inside the truck during emergency stops. Vans are also equipped with up-to-date first-aid kits and a fire extinguisher.

The equipment in the seven vans varies,



**“With a jetter, you want to pull in, turn the key on, and have it running properly, not sounding like a Harley-Davidson. High-pressure hoses have to be consistently monitored with every jetter job for any defects in the hose.”**

**Terry Kelloway**

since three are used solely for drain cleaning and the other four for all other duties. The company owns pipe bursting equipment made by Earth Tool Company LLC, Gen-Ear leak detection devices from General Pipe Cleaners, and SeeSnake push cameras from RIDGID.

Roto-Rooter recently added JaRay service business management software from Famhost. “It’s an online program developed for dispatching service technicians, keeping records and managing accounts,” says Kelloway. “It’s a web-based system and enables operation of our business from anywhere, even while we’re on vacation. We can log on and see in real-time everything happening in the office and in the service vehicles.”

### Old Man Winter

The company's challenges include dealing with weather. For about a month-and-a-half each year, says Kelloway, the temperature is at freezing. While the trucks can sit out, other equipment, such as jetters and cameras, must be brought indoors for the night.

After all, it's the service vans and equipment that keep things on the

move, no matter what the conditions outside. Roto-Rooter of Parksville keeps everything ready to roll, functioning efficiently and safely. It's all part of providing service with an eye on customer satisfaction. ■

### MORE INFO:

#### Earth Tool Co. LLC

262/567-8833  
[www.hammerheadmole.com](http://www.hammerheadmole.com)

#### Famhost

800/658-1676  
[www.famhost.com](http://www.famhost.com)

#### General Pipe Cleaners

800/245-6200  
[www.drainbrain.com](http://www.drainbrain.com)

#### Hi-Vac Corp./O'Brien Mfg.

800/638-1901  
[www.obrienmfg.com](http://www.obrienmfg.com)

#### Putzmeister America Water Technology

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CoolVision system is easily adapted to any new or existing Aries mainline inspection system.



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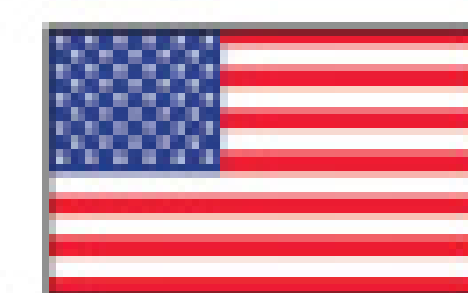
Aries high resolution camera module used in conjunction with the 312:1 zoom ratio and High intensity detachable LED lighthead, allows you see details that other cameras miss. The wireless operation makes the system extremely versatile and allows you to take it anywhere and transmit the video anywhere. When this system is used with the optional media case with 10" day light readable screen, it allows the user to inspect any pipe anywhere you can get to. For more versatility virtually any reporting software can be added to greater enhance the systems capabilities.



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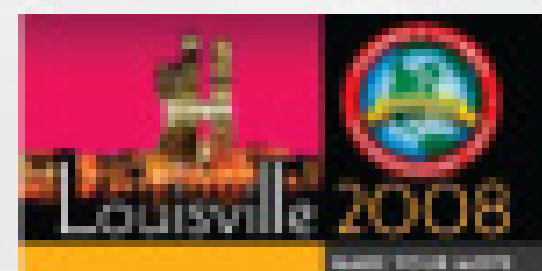
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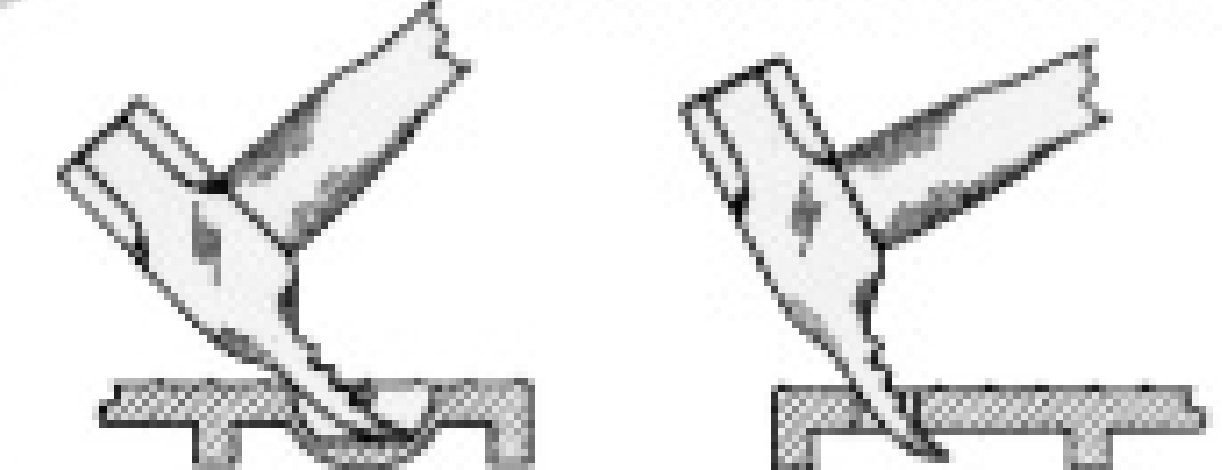


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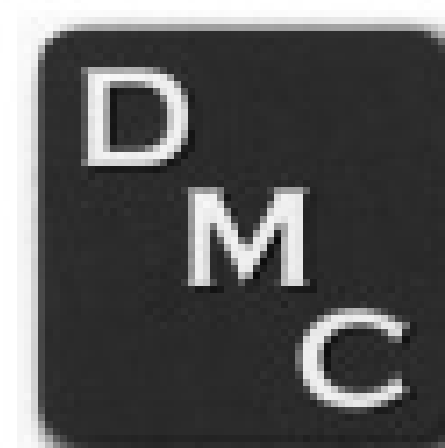
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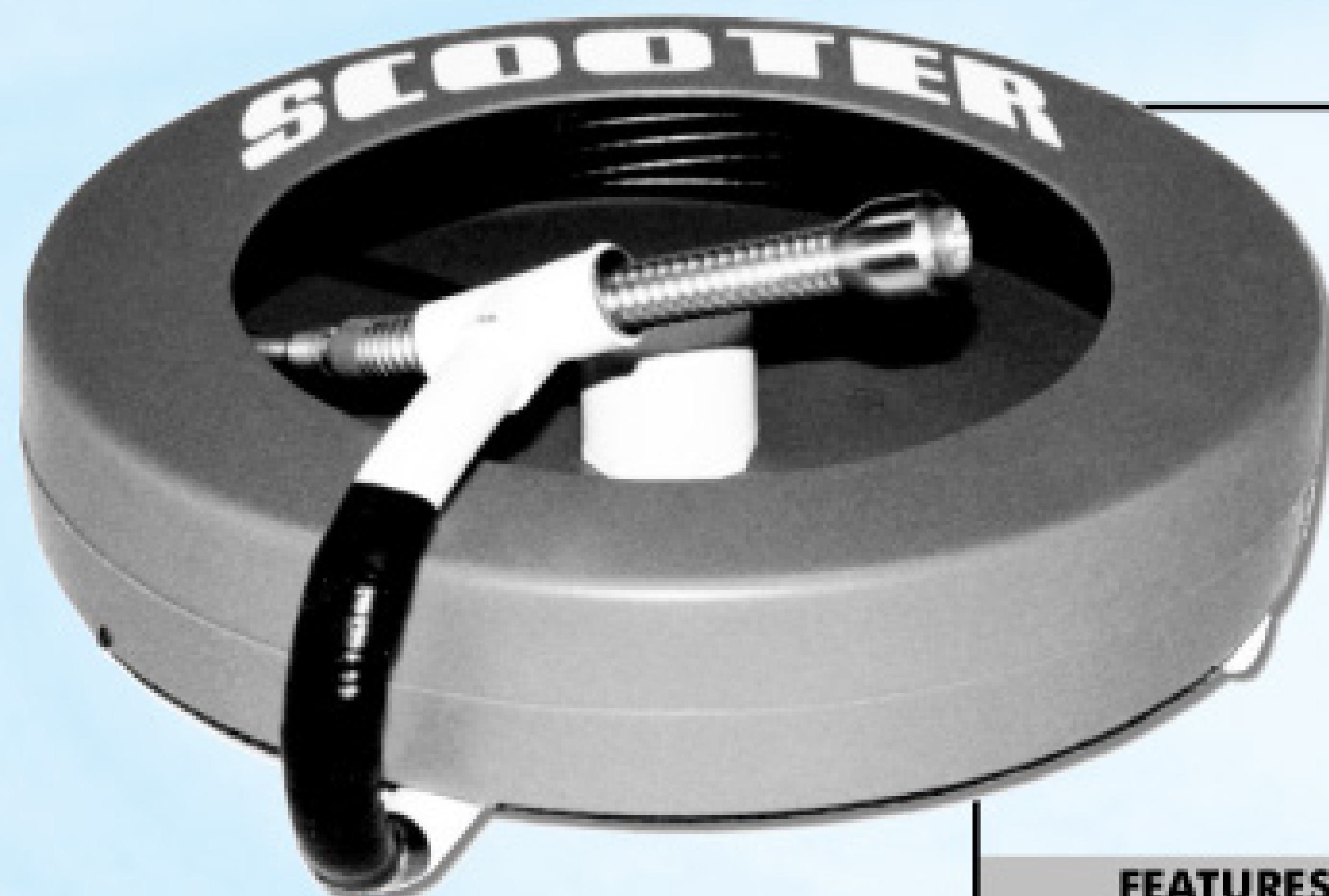


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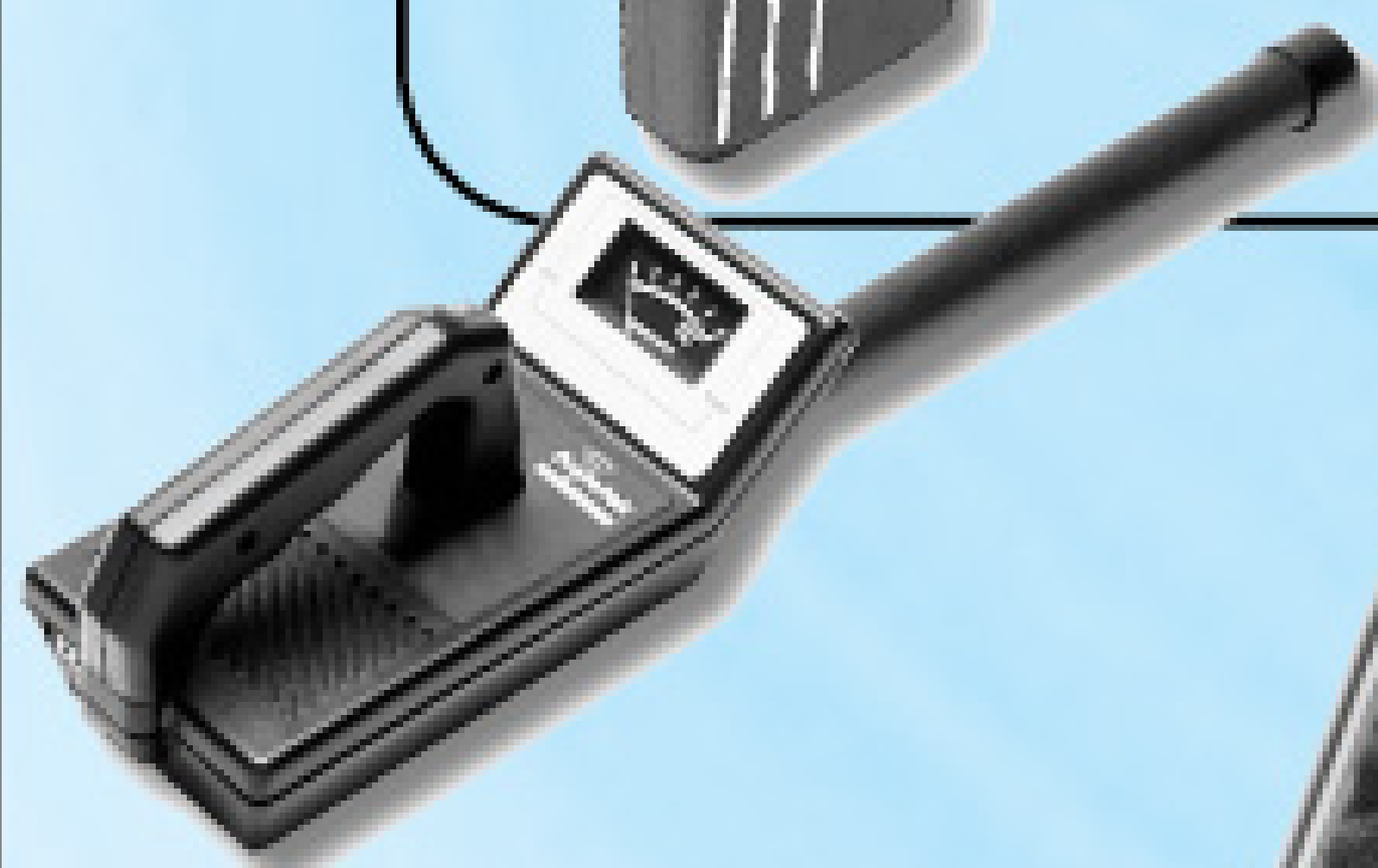
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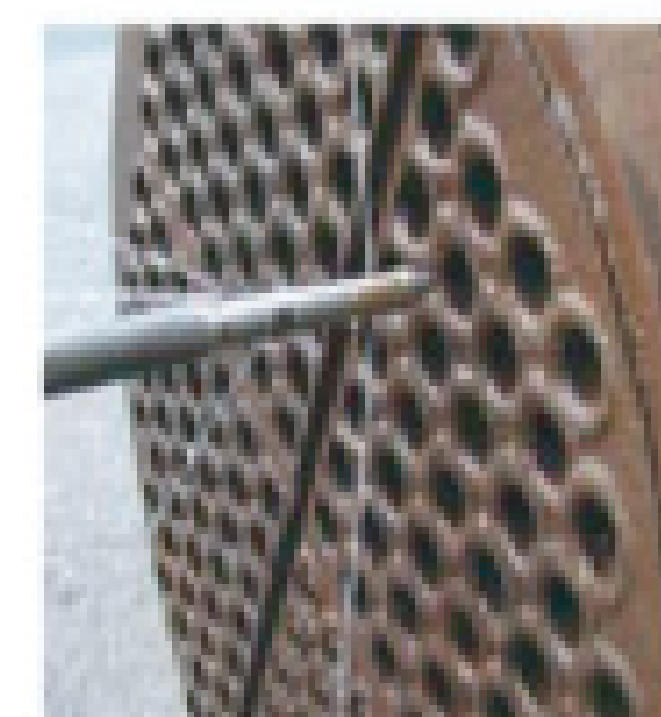
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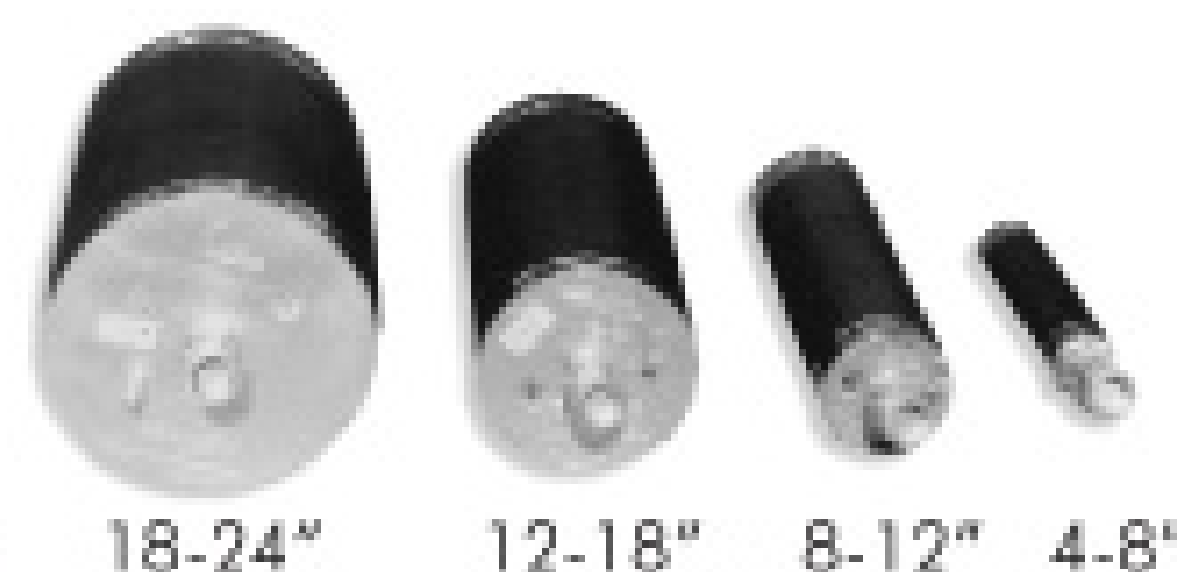
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# Extended Duty

**Drain Doctor Plumbers in central Florida gains high performance and productivity from its fully outfitted Dodge Sprinter cargo van**

By Ted J. Rulseh

**A**fter working in the drain cleaning business for 17 years, Thomas Bowden knew what he liked and didn't like in service trucks. So when he founded Drain Doctor Plumbers Inc. in Umatilla, Fla., in 2003, he kept his eyes open for the right vehicle.

He started out with a Ford extended van, knowing that soon he would want something with a longer, wider, taller cargo space. One

The vehicle served him well for four years, and last July he replaced it with a 2007 Dodge Sprinter 2500 extended van, 18 inches longer than the previous one. Bowden likes its clean appearance, its ample carrying space, its comfortable headroom, and the overall efficiency it brings to his work.

## Efficiency counts

Productivity is important to Bowden, who has a one-man operation but subcontracts some work and hopes to grow enough to hire permanent help soon. The van has a 3.5-liter V6 Mercedes-Benz turbo-charged diesel engine.

The side-opening door is 51 inches wide, and the back doors open 260 degrees.

The van's configuration enabled Bowden to devise what for him is an ideal layout. Because the 9-foot-high

## MONEY MACHINES

<b>OWNER:</b>	<b>Drain Doctor Plumbers Inc., Umatilla, Fla.</b>
<b>FUNCTION:</b>	Multi-purpose drain cleaning service vehicle
<b>VEHICLE TYPE:</b>	Dodge Sprinter 2500 extended cargo van
<b>PRIMARY EQUIPMENT:</b>	Duracable drain machines and cable reels, boom-type winch, SeeSnake camera from RIDGID, \$3,000 in parts stock
<b>PURCHASE PRICE:</b>	\$38,500
<b>WEB SITE:</b>	<a href="http://www.draindoctorplumbers.com">www.draindoctorplumbers.com</a>

## MONEY Machines

day he saw a FedEx delivery van that looked ideal and followed it until it stopped so that he could read the nameplate: Freightliner. He went to a nearby Freightliner dealer and placed an order.

It turned out the van was built by Mercedes-Benz in Europe and imported under the Freightliner and Dodge names. Because of a delay in shipment, Bowden ended up taking a Dodge Sprinter van with very similar specifications.

Below, Drain Doctor Plumbers' Dodge Sprinter 2500 van provides a clean appearance and an efficient workplace for owner Thomas Bowden. At right, an onboard laptop computer lets Bowden create invoices, track inventory, and pay bills while in the field.



roof would make it hard to reach roof-mounted ladders, Bowden hung a slide-in ladder rack from the ceiling. With its 170-inch wheel-base, the van can accommodate a 12-foot-long extension ladder. Bowden also mounted pipe hangers on the ceiling that hold pipes up to 14 feet long.

"I lost a little headroom, but I can still stand up in the truck," he says. "And the vehicle just looks cleaner without the exterior racks."

The extra length of the cargo space allowed Bowden to install enough lockable box bins on the wall opposite the side door to hold all his power tools and a SeeSnake



Three cable machines and cable reels occupy the rear of the vehicle.





Lockable bins and boxes secure power tools, camera, locator and parts.

got 20 mpg; the 2007 model gets 18 mpg. Either way, that's a significant savings —

especially at today's fuel prices — over the company's first van, which got 10 to 11 mpg. In fact, says Bowden, the monthly fuel savings offset the higher payments for the Sprinter vehicle.

Making things even more efficient, the van carries a laptop computer that tracks inventory and enables Bowden to prepare invoices and pay bills online using QuickBooks accounting software while in the field. At the end of the workday, Bowden copies the QuickBooks file to a flash drive and uploads it to his office computer.

The new van has made operations highly efficient for Drain Doctor Plumbers and provides a comfortable work environment. "Once you have worked out of a Sprinter," says Bowden, "you can't go back to a traditional van." ■

"I was able to spread out my stock and tools on a longer wall, which means I don't have it in the middle of the floor, where I would have to crawl over it."

**Thomas Bowden**

camera and NaviTrack locator, both from RIDGID.

Lockable shelf bins hold hand tools and copper, CPVC and PEX fittings. Plastic wall bins hold the rest of the plumbing stock. All told, the truck carries some \$3,000 in parts inventory, including faucets, garbage disposals, and a sump pump. "I was able to spread out my stock and tools on a longer wall, which means I don't have it in the middle of the floor, where I would have to crawl over it," Bowden says.

The rear of the van holds three Duracable drain and pipe cleaning machines and extra cable reels. A boom-type winch makes it easy to load and unload even the largest of the three machines.

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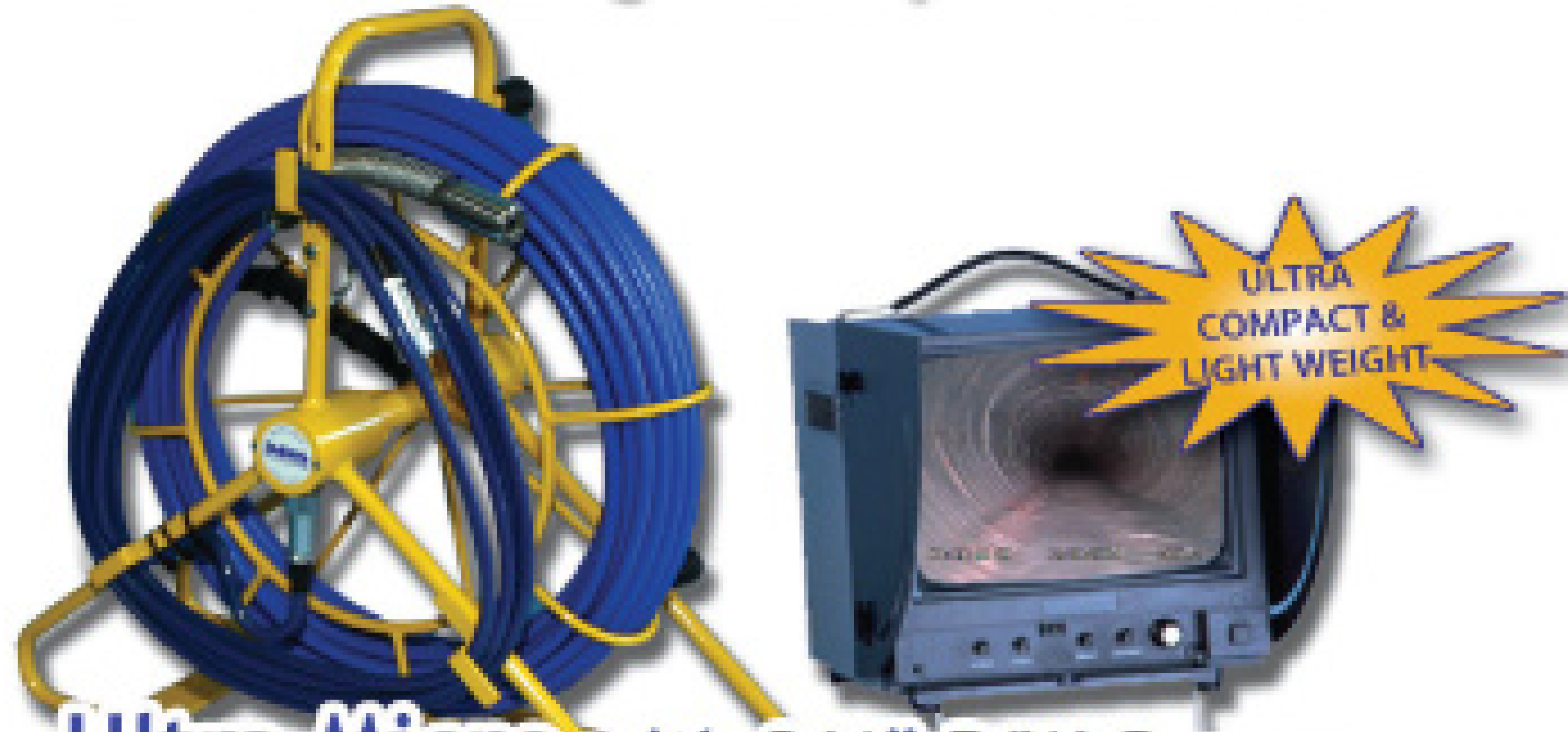
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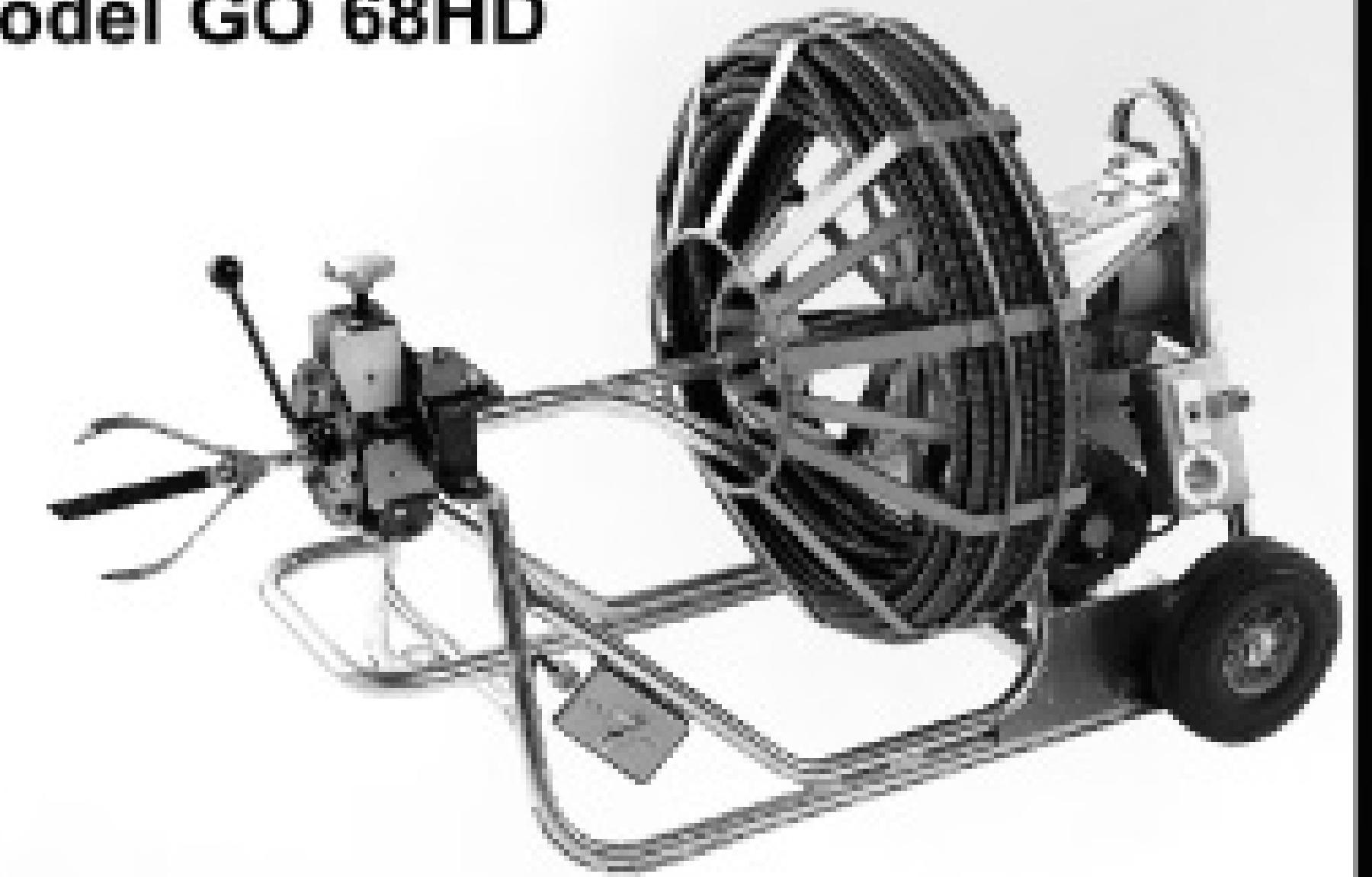
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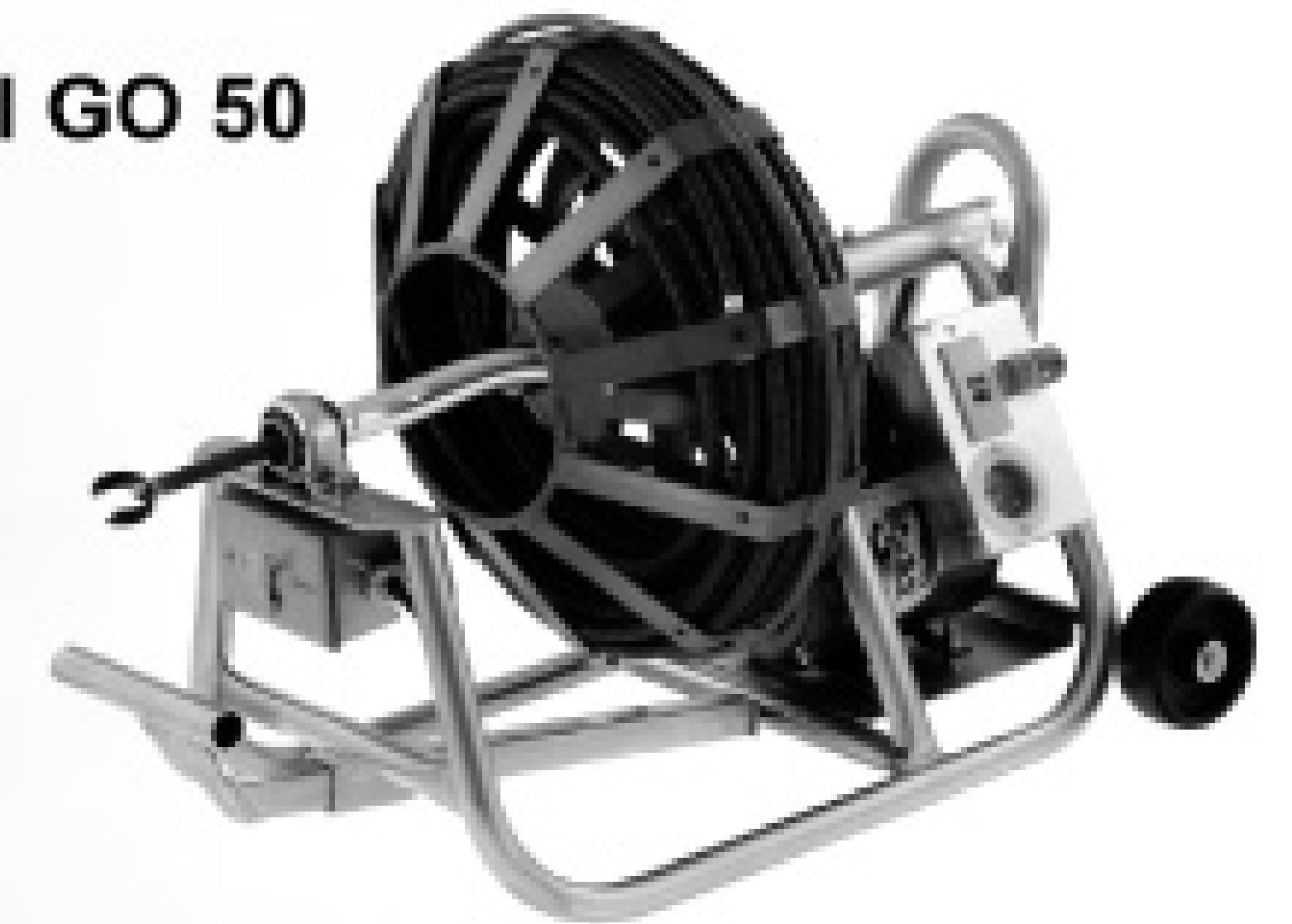
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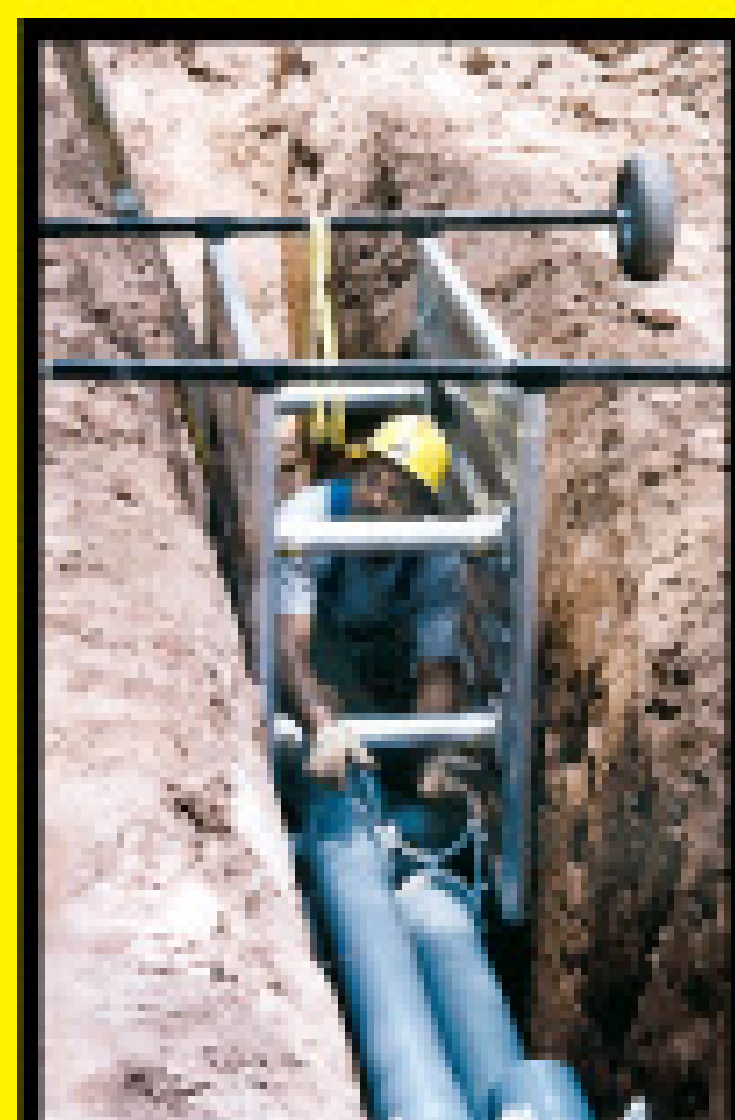
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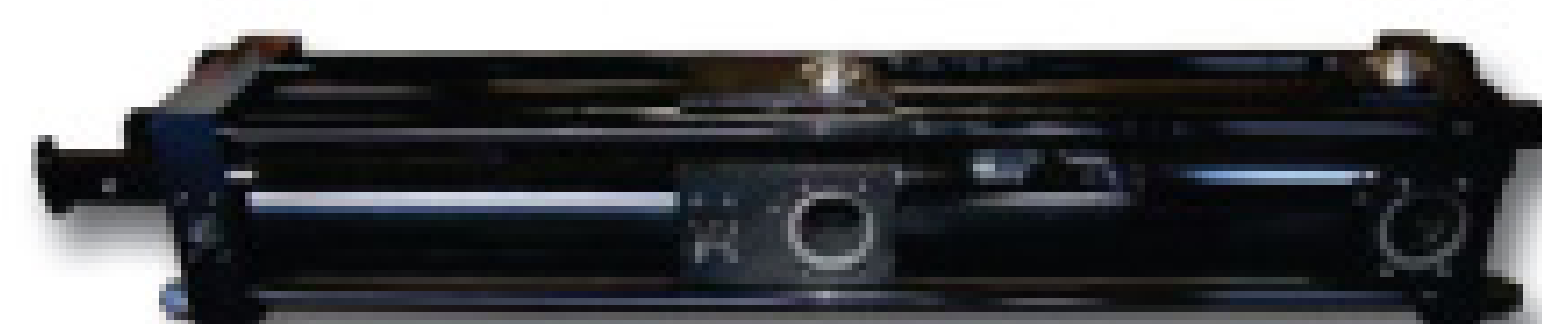




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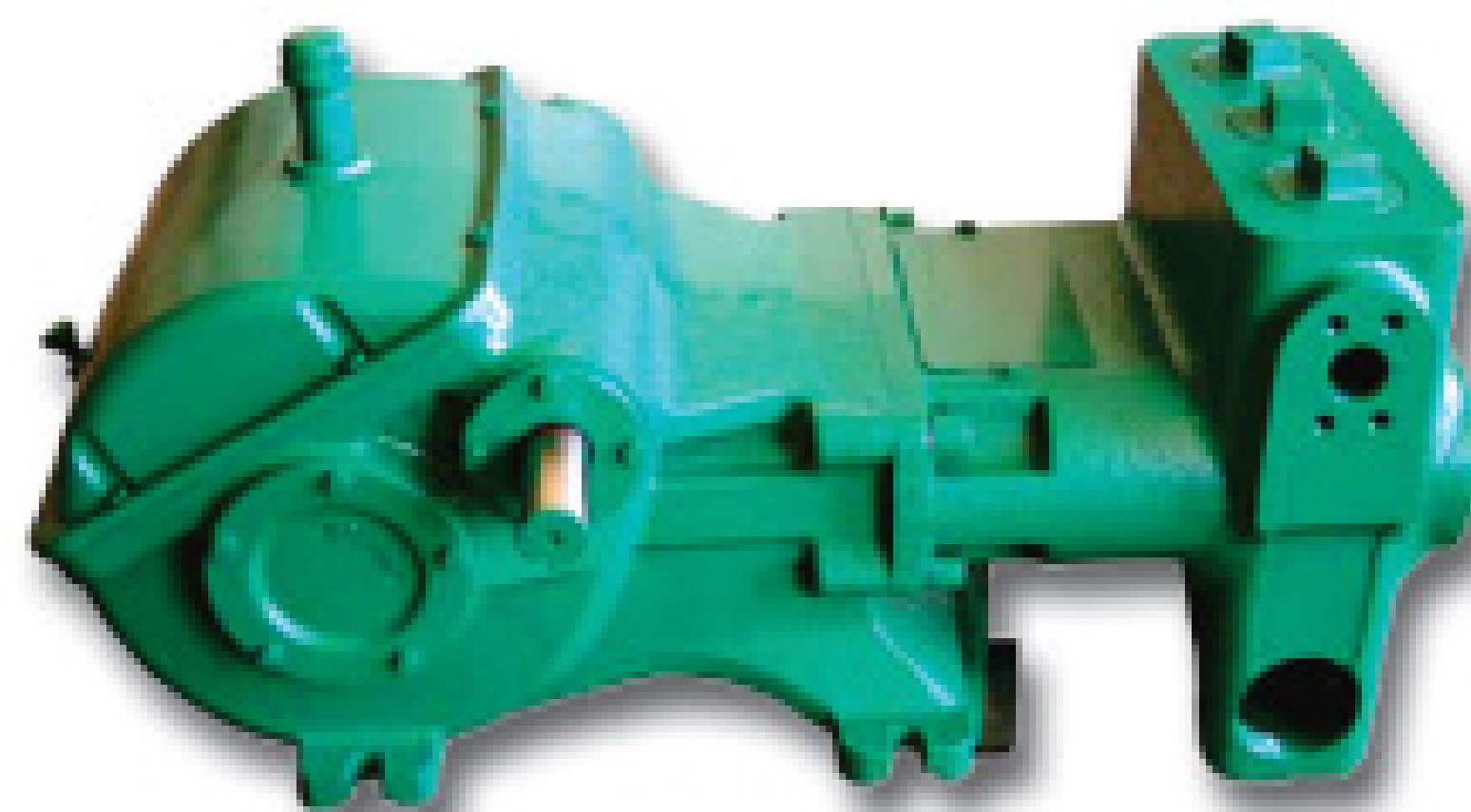
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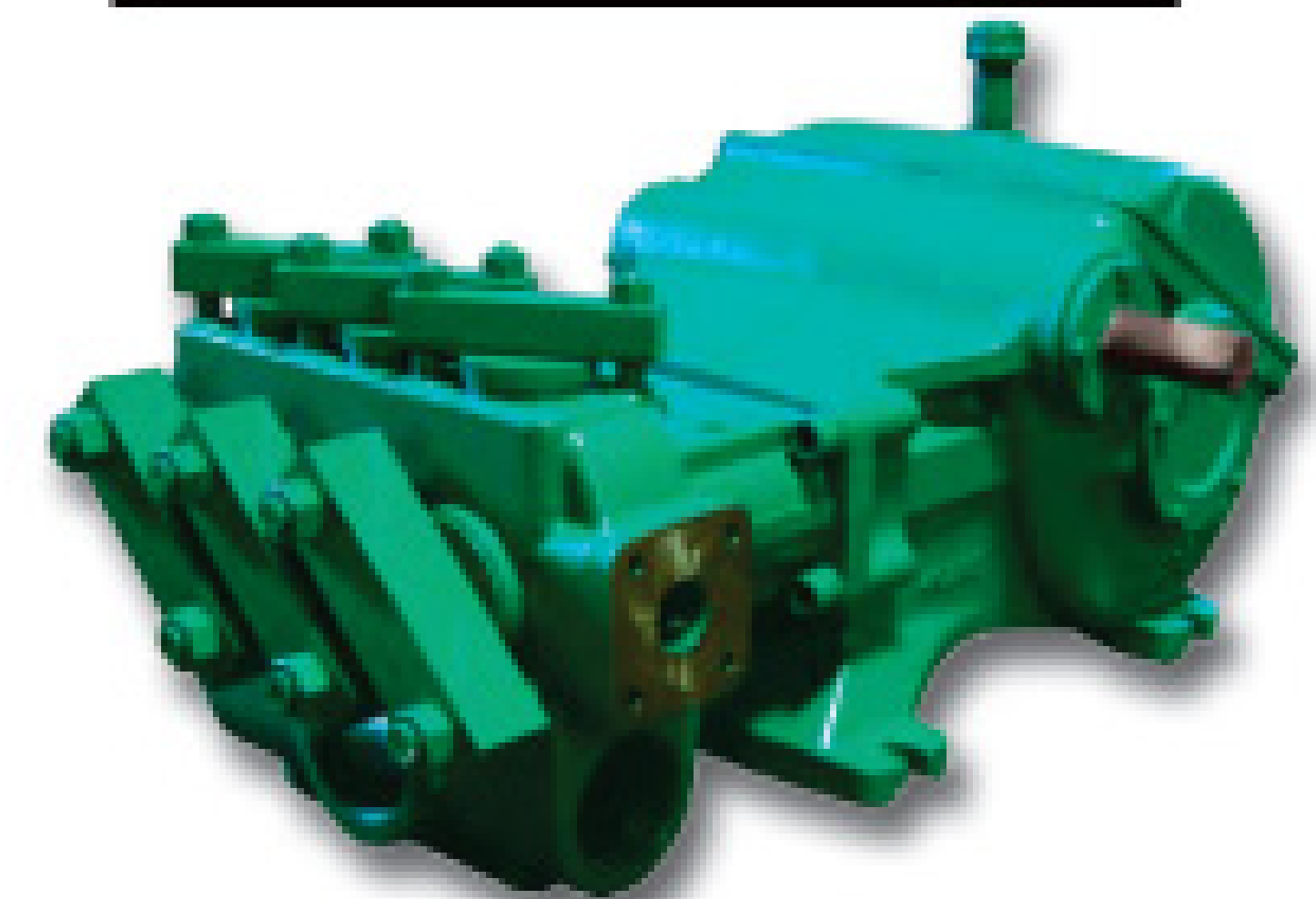
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# Optimum Cleaning

**A waterblasting equipment maker looks at how standoff distance, traverse speed, rotation speed and other factors affect surface preparation**

By Doug Wright, John Wolgamott and Gerald Zink

*Tech Perspective looks at technology-related issues and provides information and advice that cleaning professionals can apply to equipment selection and to their daily work in the field. Industry members are welcome to offer ideas for this column. Please direct them to editor Ted J. Rulseh, editor@cleaner.com.*

**H**igh-pressure water is a powerful tool in preparing surfaces for painting or finishing. But what determines the most efficient way to strip off old material and make way for new?

Our team looked at how variables such as standoff distance, traverse speed, surface speed, rotation speed, and head design affect surface preparation when using waterblasting tools at 20,000 to 40,000 psi.

## A range of equipment

The most common materials removed in surface preparation are coatings, oxidation and scale. A wide variety of equipment is available for waterjet surface preparation, but most such equipment now includes rotating nozzle heads. Handheld rotating guns are the most basic tools, but also common are self-propelled machines that clean much wider paths at controlled feed rates.

Previous research has focused on massive material removal at lower pressures and higher flow rates, but questions have arisen about whether these results apply at higher pressures and to the removal of thin coatings.

We performed our tests using an air-powered rotating assembly with various heads. This was attached to a traversing mechanism with adjustable feed rates (Figure 1). We tested samples placed underneath at an angle to vary the standoff distance from 0.37 to 3.5 inches.

For test samples, we used com-

mercial-grade, coated-steel-siding trim sections. We rated effectiveness by visually estimating the percentage removal of the top coating and the primer. All tests were conducted at 35,000 psi and 3 to 6 gpm. Jet path diameters of 3.6, 8.4, 12, and 14.4 inches were used, with rotation speeds from 500 to 3,200 rpm.

## Evaluating performance

Besides using different path diameters, we compared two general head types: a one-piece bar (Figure 2) and a multiple piece with individual bent jet arms (Figure 3). The bar heads had each jet port spaced 0.37 inches apart. The diameters given above are the largest of the jet paths. The majority of the tests used four 0.02-inch or four 0.015-inch-diameter sapphire orifices. Jet angles exiting the bar head and the quantity of jets were also compared.

**Standoff distance.** The majority of the tests were conducted with the test sample placed at an angle to produce a varying standoff distance. The main observation was the ineffectiveness of coating removal when the standoff distance was too small — every test showed this to some degree. This region of ineffectiveness is attributed to the jet still being coherent, and not yet having broken into droplets.

The other measurable effect of standoff distance was related to rotation speed. Figure 4 shows the effect of standoff distance relative to multiples of orifice diameter at two rotation speeds. The maximum “too close” range varied from 0.5 to 0.63



Figure 1. Test arrangement consisting of a rotating head and traversing mechanism

inches with the bar head but increased to as much as 1 inch with the bent-arm head.

In terms of multiples of nozzle diameters, this range varied from 18 to 42 times the orifice diameter for the bar heads and up to 67 times the orifice diameter for the bent arms. The most effective removal with the bar head occurred beyond 65 to 95 times the orifice diameter; in the fastest rotation speed tests, the jet effectiveness showed rapid deterioration beyond 150 to 160 times the

orifice diameter.

Slower rotation speeds allowed effective removal out to 230 times the orifice diameter, which was the greatest standoff distance tested. No deterioration at the maximum distance was observed using the bent arms at the fastest rotation speed tested.

**Rotation speed.** The purpose of these tests was to determine if there is a rotation speed where jets begin to lose power. The diameter of the jet path affects the velocity at

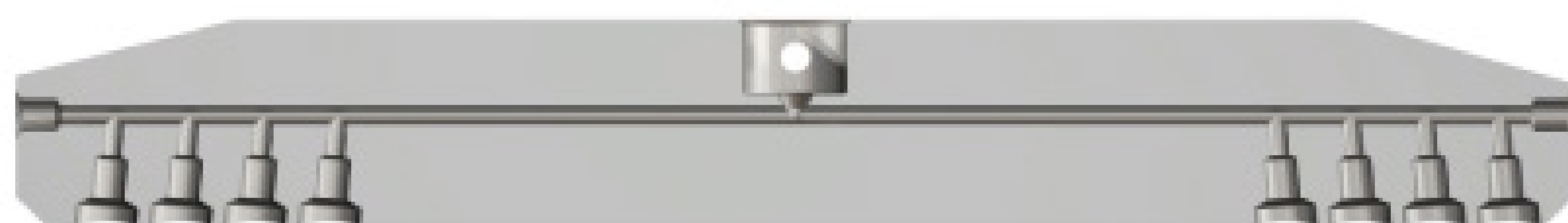


Figure 2. Bar head design.

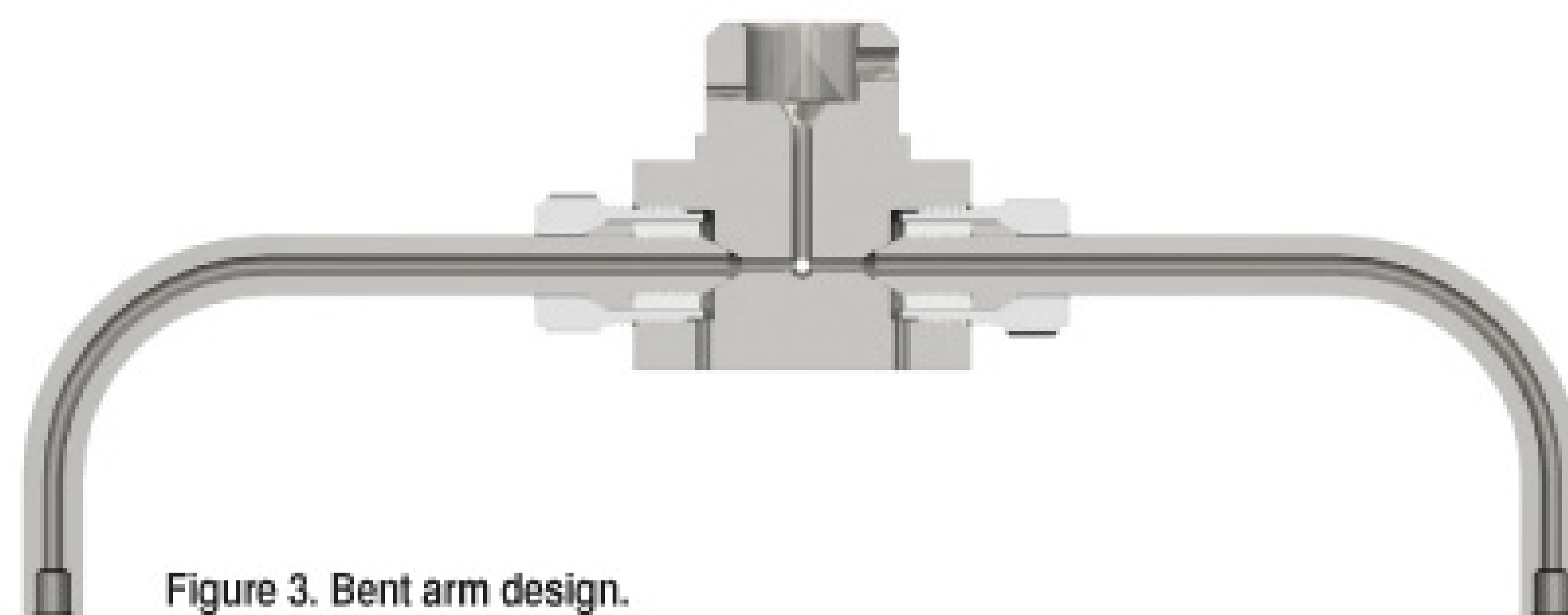


Figure 3. Bent arm design.

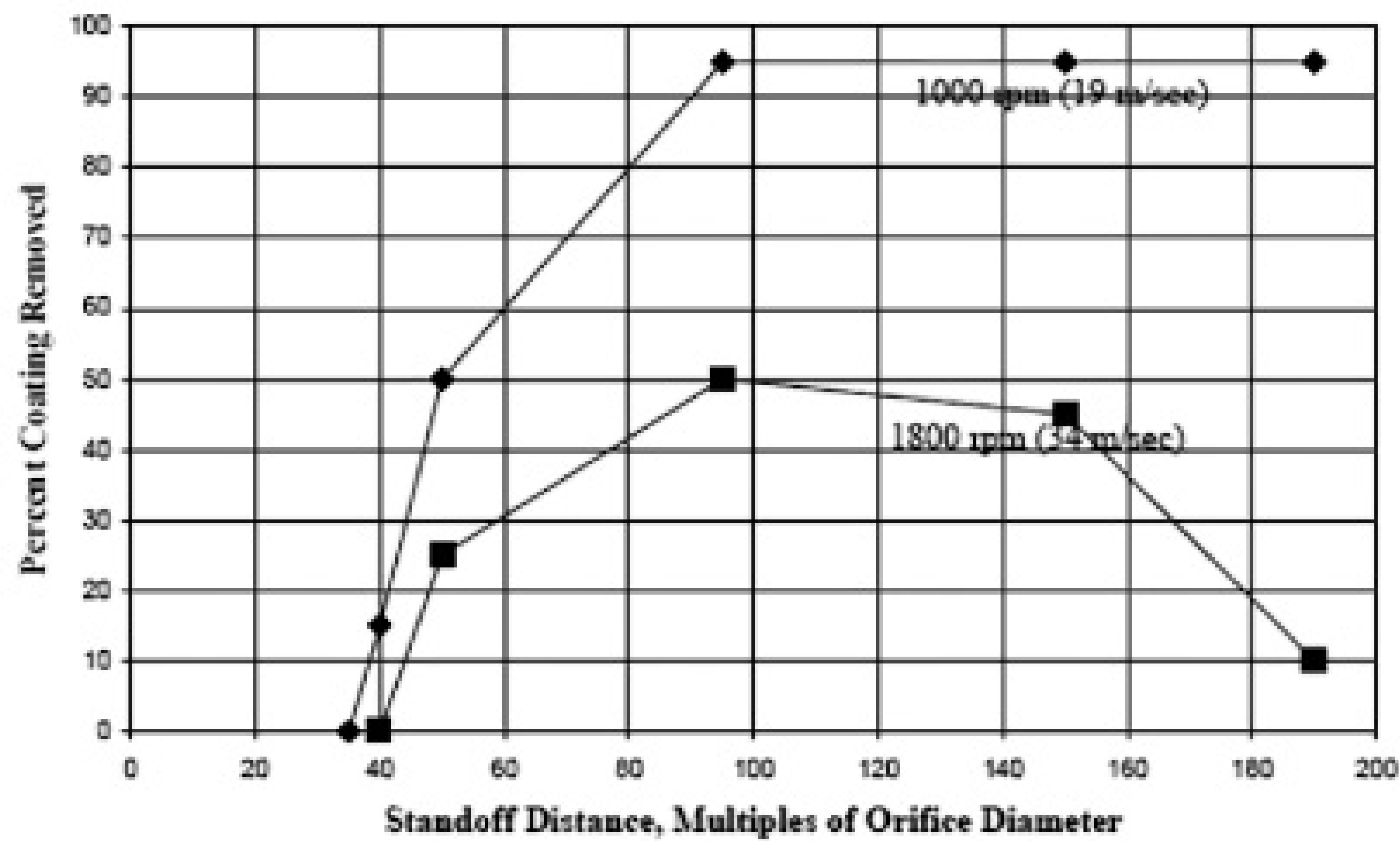


Figure 4. Effective standoff distance with 366 mm (14.4 in.) Bar head at two rotation speeds.

which the nozzle tip is moving.

For example, a jet path diameter of 3.6 inches rotating at 3,000 rpm results in a velocity of 47 ft/sec, while a jet path diameter of 14.4 inches rotating at 1,800 rpm results in a velocity of 113 ft/sec. One would therefore expect that as the jet path diameter increases, rotation speed should be slowed to maintain an effective velocity.

Four parameters varied the effect of rotation speed on performance: standoff distance, orifice diameter, feed rate, and head design. Increasing rotation speed with increasing standoff distance narrowed the effective standoff distance range.

Jet performance with increasing rotation speed deteriorated faster with a smaller orifice diameter. The

head at 1,000, 1,500, and 2,000 rpm, and the 3.6-inch head at 2,000 and 3,200 rpm. The feed rates were adjusted to produce the same rate of coverage. For the head diameters and speeds tested, the results fell on approximately the same curve, and deterioration in jet power began at a velocity greater than 66 ft/sec.

**Feed rate.** These tests showed the feed rate to have the greatest effect of all the parameters on percentage of coating removal. The 14.4-inch bar head was tested with rotation speeds of 500, 1,000 and 1,800 rpm at feed rates of 20, 30, and 40 in/min. The optimum efficiency occurred at 1,000 rpm and 30 in/min.

The 8.4-inch bar head was tested at 1,000, 1,500, and 2,000 rpm

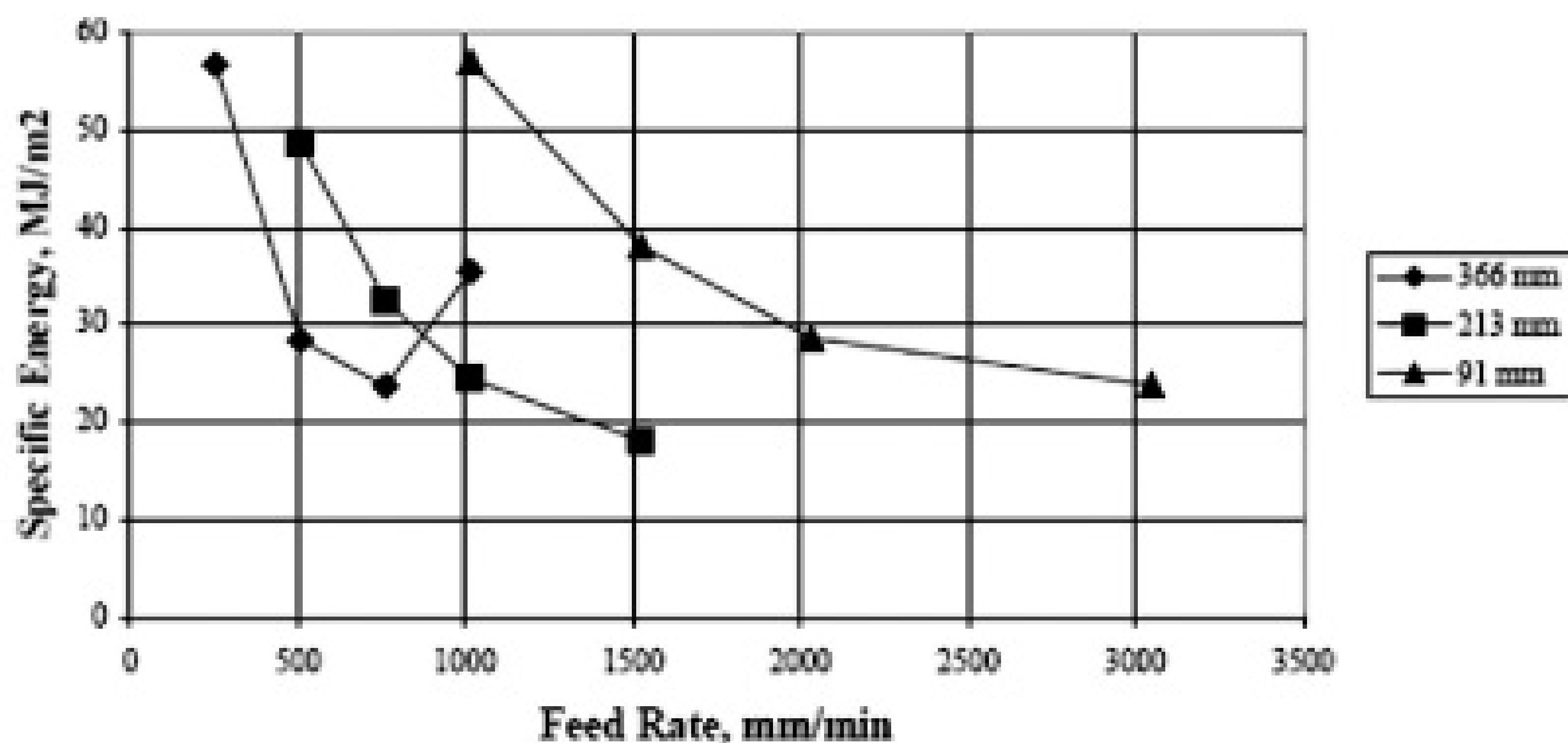


Figure 5. Coating removal efficiency as a function of feed rate for three bar heads.

effects of rotation speed made a slight difference as the linear feed rate increased.

Rotation speed was tested at three jet path diameters. The 14.4-inch bar head was tested at 500, 1,000, and 1,800 rpm; the 8.4-inch

at feed rates of 40 and 60 in/min. The best performance was achieved at 2,000 rpm and 60 in/min.

The 3.6-inch bar head was tested at 2,000 and 3,000 rpm at 80 and 120 in/min, and the best performance occurred at 2,000 rpm and 80

in/min. The efficiency relative to feed rate is shown in Figure 5; the curve for the larger bar head is much more sensitive than the smallest diameter head.

**Jet path diameter.** The efficiency of jet path diameter based on the bar heads tested is shown in Figure 6. For the three to be equal in efficiency, the 3.6-inch-diameter head had to have an effective feed rate three times that of the 14.4-inch head. The greatest efficiency appeared with the 8.4-inch head; it produced a cleaner pass than either of the two other heads at a feed rate twice that of the 14.4-inch head.

Referring back to the curves in Figure 5, the sensitivity of the larger head diameter curve may be another contributing factor in head diameter

by the 0.020-inch orifice size in the bar head. Further testing would be required to determine if this improved efficiency of the bent-arm design could translate directly into increased production.

## Conclusions

Overall, the parameter having the greatest effect on performance was the feed rate, which also directly affects efficiency. The next strongest parameter was the head design; the bent-arm head performance was 25 percent better than the bar head design, and jet angle improved performance by 15 percent.

Jet path diameter appeared to reach an optimum around the 8.3-inch size range, although this was not a strong influence. Rotation

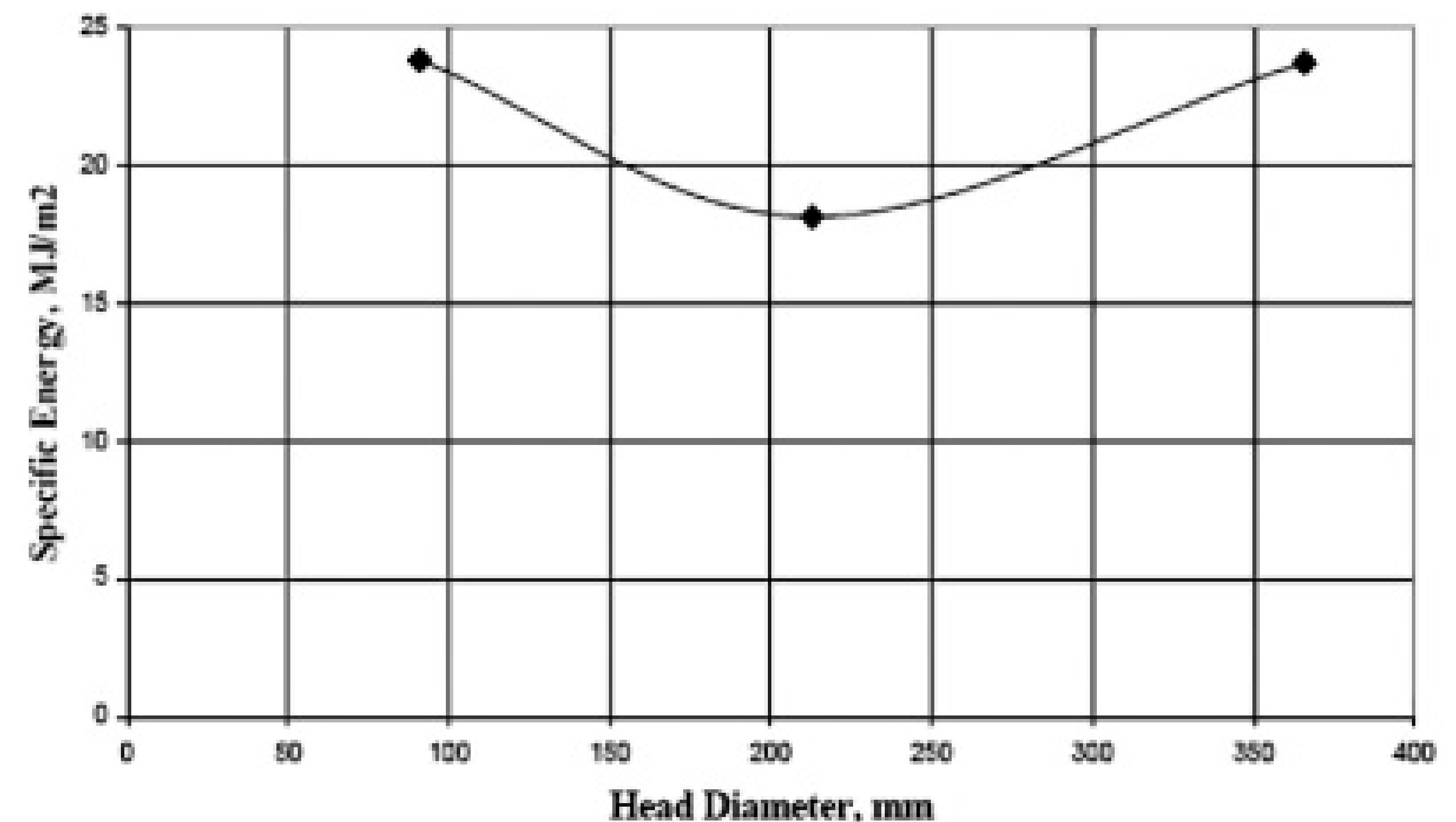


Figure 6. Efficiency of coating removal with bar head jet path diameter.

selection. The efficiencies of these heads are not too far apart, but if the trend continues beyond the diameters tested, one would expect a further loss of efficiency.

**Jet angle.** A 14.4-inch bar head with 5-degree outward angled ports was compared to a similar head with straight downward facing ports. The angled ports removed an estimated 15 to 20 percent more coating than the straight ports.

**Bent arm head design.** The bent-arm head was tested and compared to the bar head design. The greatest effect occurred with standoff distance. The bent-arm head showed less deterioration due to rotation speed, and the efficiency of coating removal compared to the bar head improved by 25 to 30 percent.

Nearly the same removal was achieved with the 0.015-inch orifice size in the bent arms as that achieved

speed affected performance in several ways, but was not shown to be very influential.

These tests showed that increasing rotation speed is not necessarily a direct path to a faster feed rate. It should be kept within a range to produce a velocity between 33 and 82 ft/sec for optimum performance.

Doug Wright is an engineer, John Wolgamott is president, and Gerald Zink is vice president and chief engineer with StoneAge Inc. in Durango, Colo. This article is based on a paper they presented at the 2007 WaterJet Technology Association (WJTA) American Waterjet Conference in Houston, Texas. They can be reached at 970/259-2869. ■



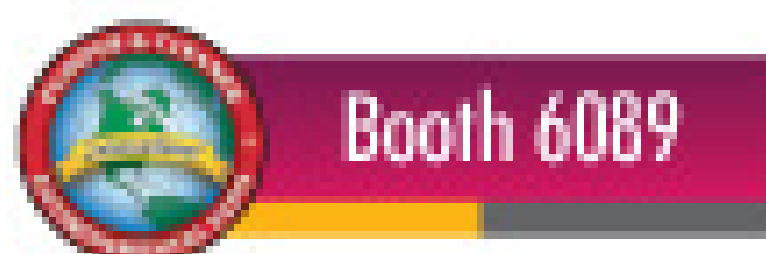
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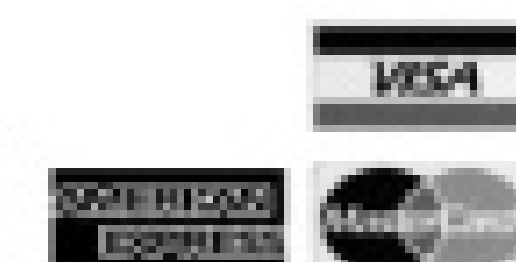
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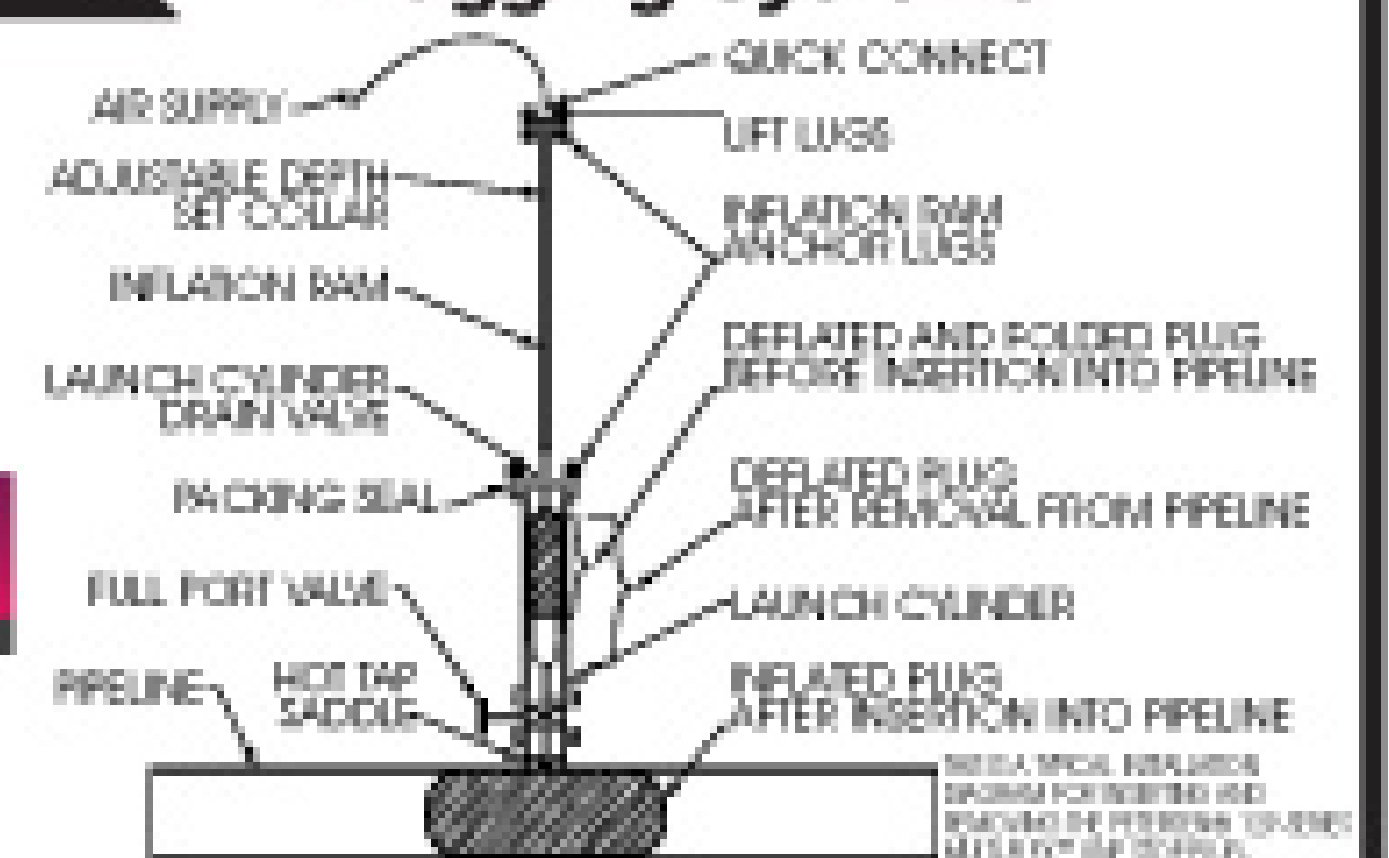


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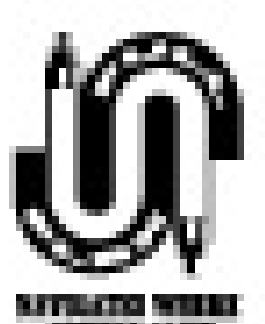
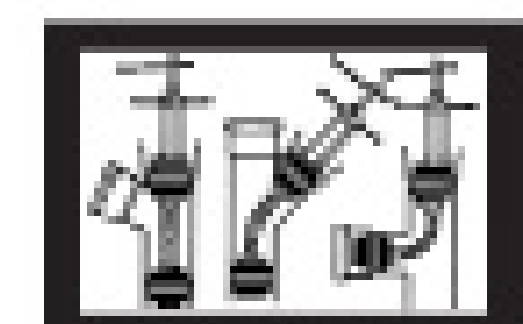
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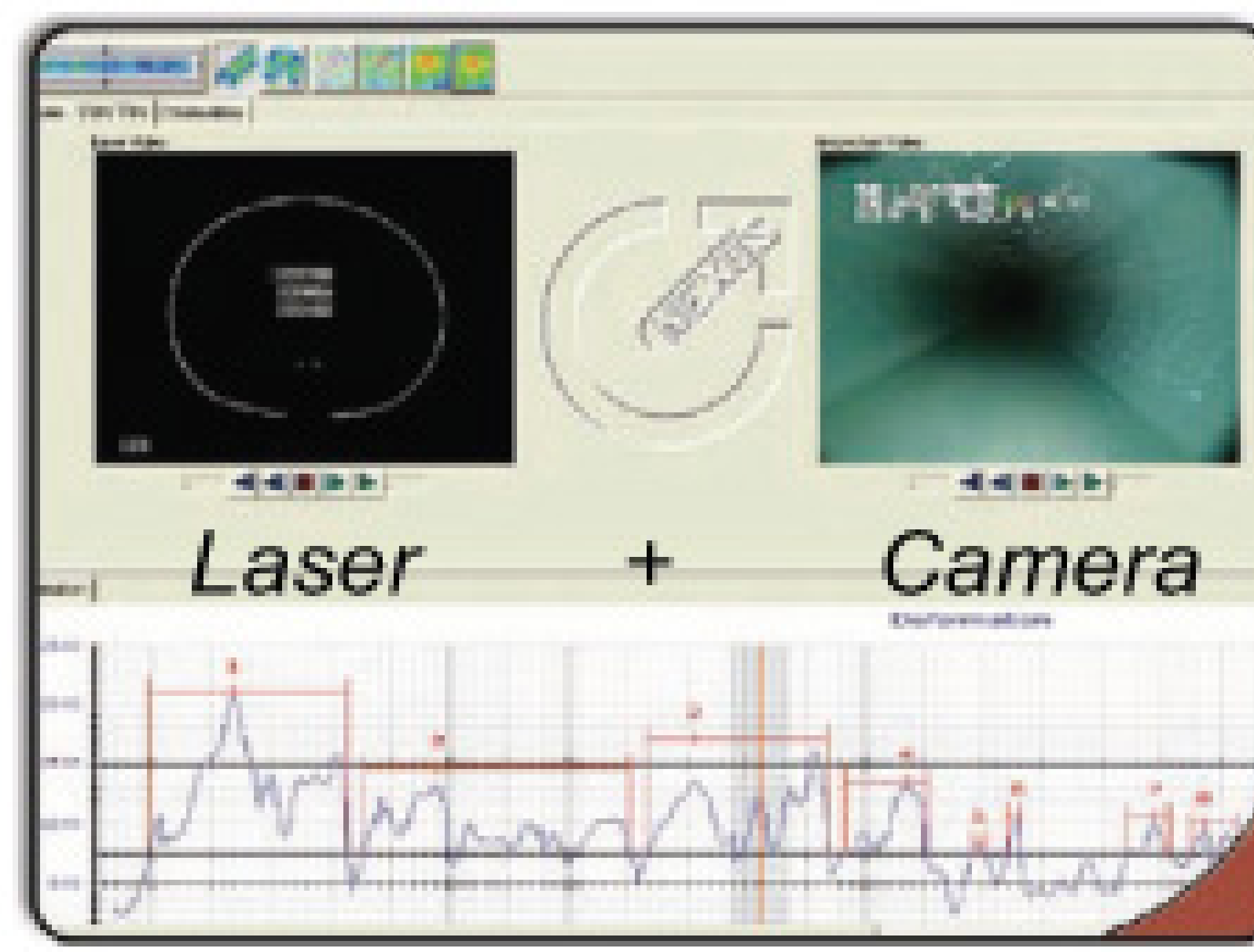
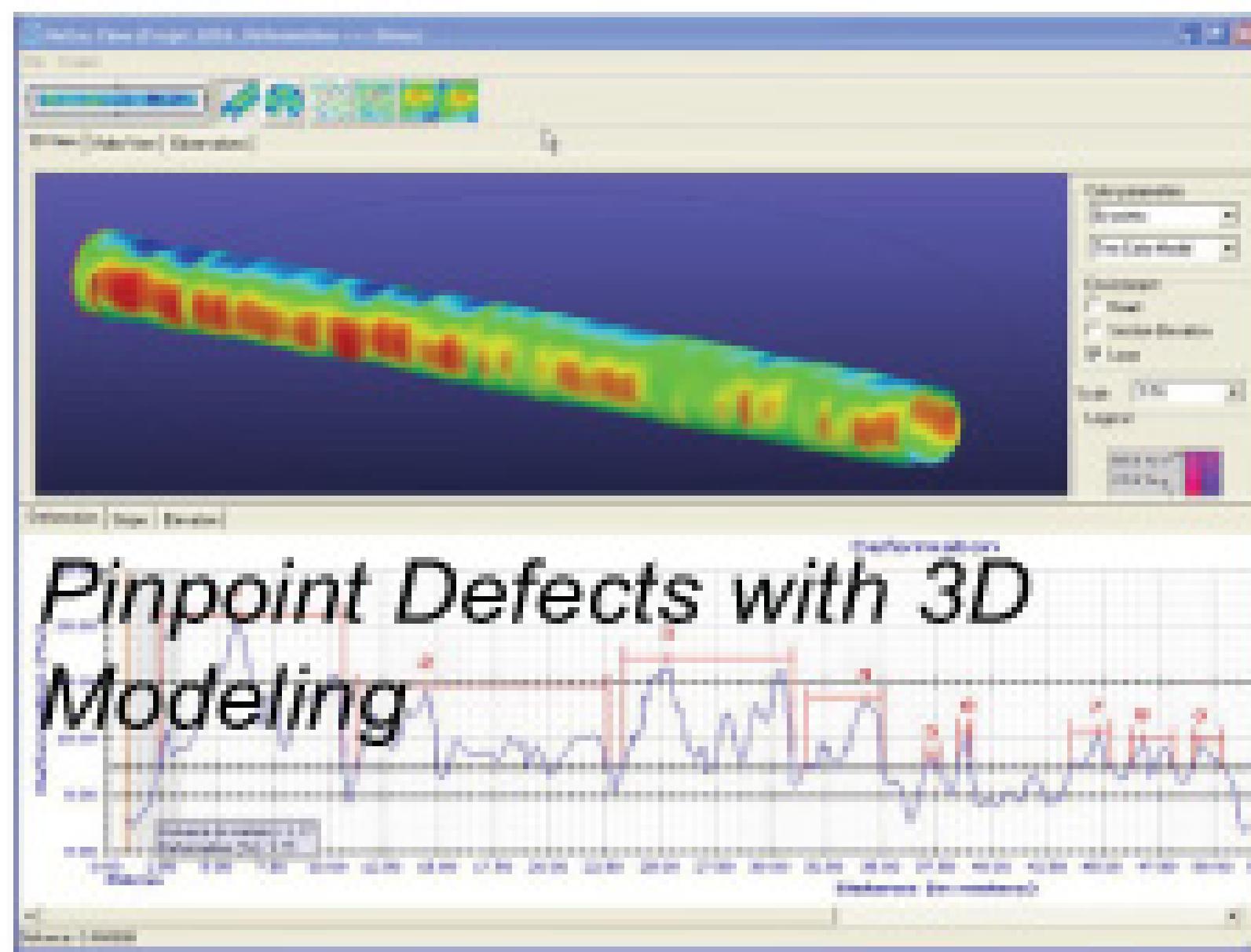
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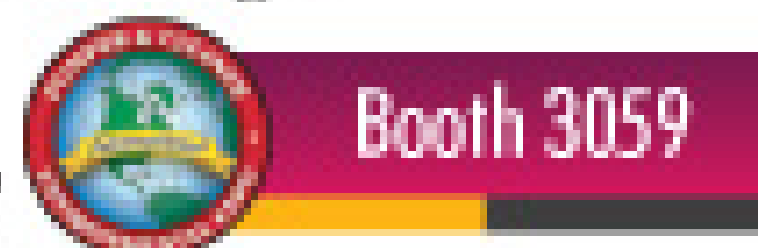
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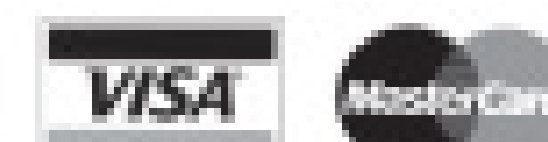
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# Signing on the Line

**Business owners vouch for the value of contracts as a way to display professionalism and protect both company and customer**

By Mary Shafer

**T**o sign or not to sign. That really is the question for many operators, wondering whether to work under a written contract with customers.

The advantages for the contractor are obvious: job scope and safety parameters are clarified, payment terms spelled out, and the document is legally binding, just in case. For the customer, the document becomes a written guarantee of service and something of a security blanket for containing costs.

But in an industry where a person's word and a handshake have long been considered enough to seal a deal, is there really a need for all the legal mumbo-jumbo of written contracts?

These three contractors think so, and the watchword seems to be "protection," for their companies and their customers. In a litigious society, legal liability becomes more and more important, no matter what line of work you're in. For operators dealing with potentially polluting substances, repeatedly entering private property, and driving heavy equipment, that's no small concern.

A small piece of paper, though it may add a bit of time to business negotiations, can provide substantial protection, legally and ethically. Both sides appreciate the peace of mind that goes with a contract.

**Kobi Andersen** is office manager for **Andersen Sewer Service**, which she owns with her husband, Stuart. They've been in business for 25 years, jetting sewers, pumping septic systems



**Kobi Andersen**

Co-Owner  
**Andersen Sewer Service**  
Billings, Mont.  
Employees: 3

and cleaning grease traps. The company also provides water trucks for fire service in Yellowstone National Park through the U.S. Forest Service.

"We don't use written contracts on smaller jobs, but we have standing maintenance agreements with local truck stops and restaurants to provide grease trap cleaning," Andersen says. "We often just use standard contracts provided by the customer, but we have a boilerplate document we start from, and we customize it for each job as needed." Government work always comes with a government contract.

Andersen says contracts are a good idea for her business and its customers, "You know where you stand if you have some paper backing you up," she

observes. "Everyone knows what to expect, and that means no awkward situations or surprises when it's time to get paid. Job terms have already been agreed upon."

Contracts also help the company allocate its human and equipment resources more efficiently. Andersen schedules on a day-by-day basis, slotting smaller jobs in around standing contract work and

**"You know where you stand if you have some paper backing you up. Everyone knows what to expect, and that means no awkward situations or surprises when it's time to get paid. Job terms have already been agreed upon."**

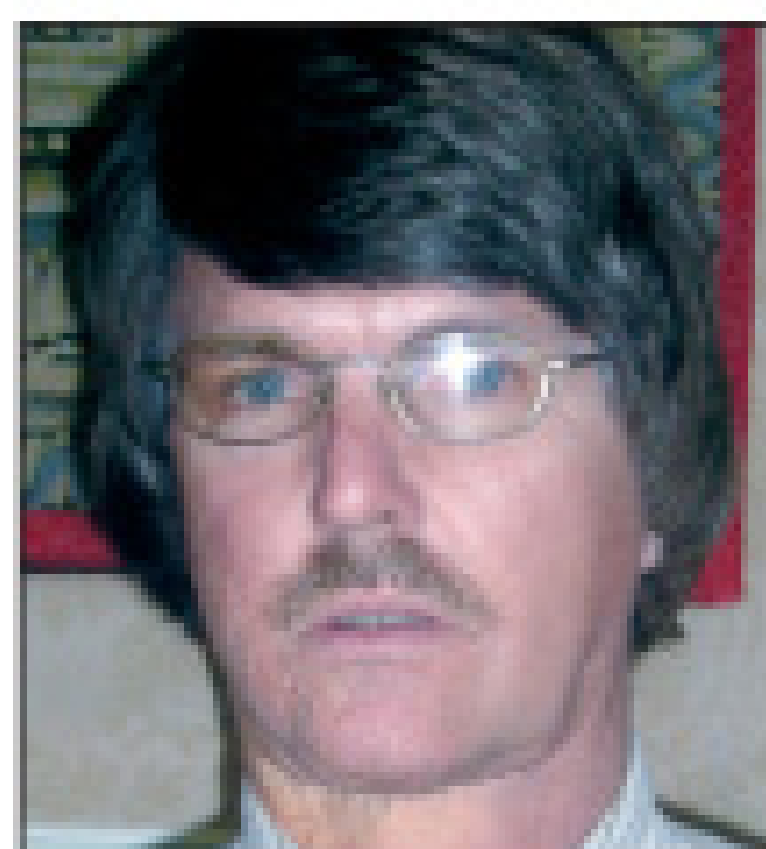
**Kobi Andersen**  
**Andersen Sewer Service**  
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emergencies. The contracts help her get a handle on the bulk of most days' assignments. That helps her anticipate what will be needed when.

And there is no discounting the value of that piece of paper in settling disputes. "We've been glad to have that contract when Stuart had to back up a system inspection when the system later developed problems," Andersen says. "The contract clearly states that it's not a guarantee of performance, only an educated professional opinion. "We stand by our work, but there are always things you just can't see, and that was one of those jobs. The contract protected us."

**Bob Earl** has been in business for 25 years, cleaning septic systems and providing portable restrooms and trailer service to long-term construction sites through his company, **Enviro-Clean**.

"We use contracts all the time for our commercial accounts," he says. "There's more money at stake with those jobs, and both parties want to feel



**Bob Earl**

Owner  
**Enviro-Clean**  
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protected. Written agreements define the job scope, and let the customer know what they're entitled to and responsible for.

"They also protect us when a customer calls claiming lack of service. That's usually about some-

Comments may be directed to Mary Shafer in care of Cleaner. You may also e-mail [pipelines@cleaner.com](mailto:pipelines@cleaner.com).



thing they didn't check, and we can point to the contract, which says what we will and won't pump, such as we don't take grease, chemicals or hazardous materials. That's especially important for commercial building protection and who carries what liability."

Earl says Enviro-Clean's contract has evolved. It now explains the company's 28-day billing cycle policy. With a tight definition of the payment policy, the company can keep a better handle on receivables and cash flow.

Written contracts also work well for **Giovanni Torreschico**, owner of **Red Lilly Sewer and Drain Service**. Torreschico has run the 82-year-old company for two years. "Lots of our customers are



**Giovanni Torreschico**

Owner, **Red Lilly Sewer & Drain Service**  
Los Angeles, Calif.  
Employees: 12

commercial interests, upscale restaurants and places where movie stars hang out," he says. "When we work in Hollywood, we're sometimes in those stars' homes, and nobody goes in there without signing something."

Whether the company is cleaning or replacing drain pipes or performing system inspections, the employees work under a three-page carbon form

**"We use contracts all the time for our commercial accounts. There's more money at stake with those jobs, and both parties want to feel protected."**

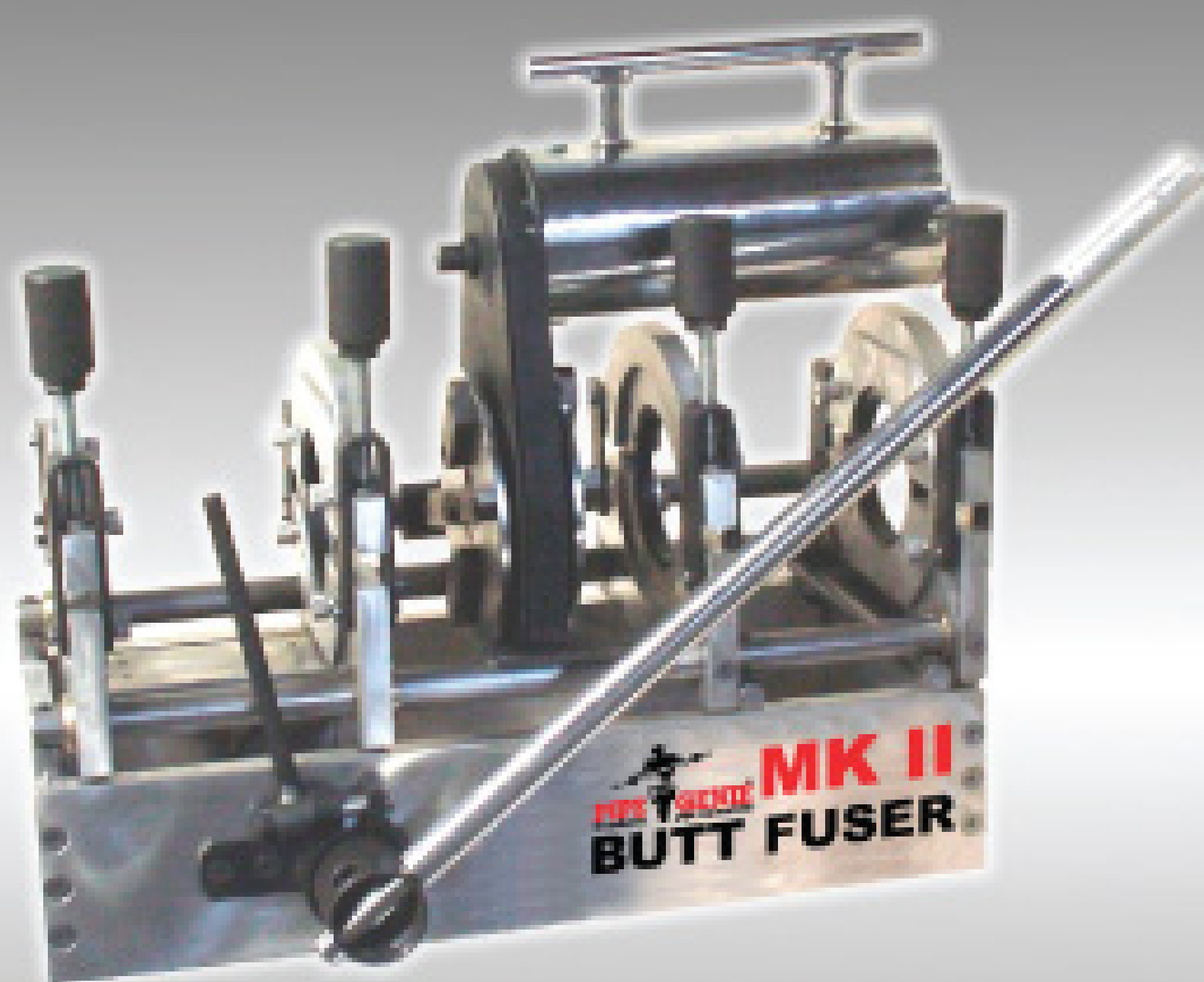
**Bob Earl**  
**Enviro-Clean**  
Clintondale, N.Y.

that was drawn up and is occasionally updated by the firm's attorney.

"It contains all the legal language about the work agreement, including any waivers and all project parameters," Torreschico says. "From our point of view, it proves we're an honest, honorable company, which is very important to our clients who are very protective of their privacy. For them, the contract provides peace of mind, knowing they're working with professionals who are there to get the job done, then leave them alone. They don't have time for hassles." ■

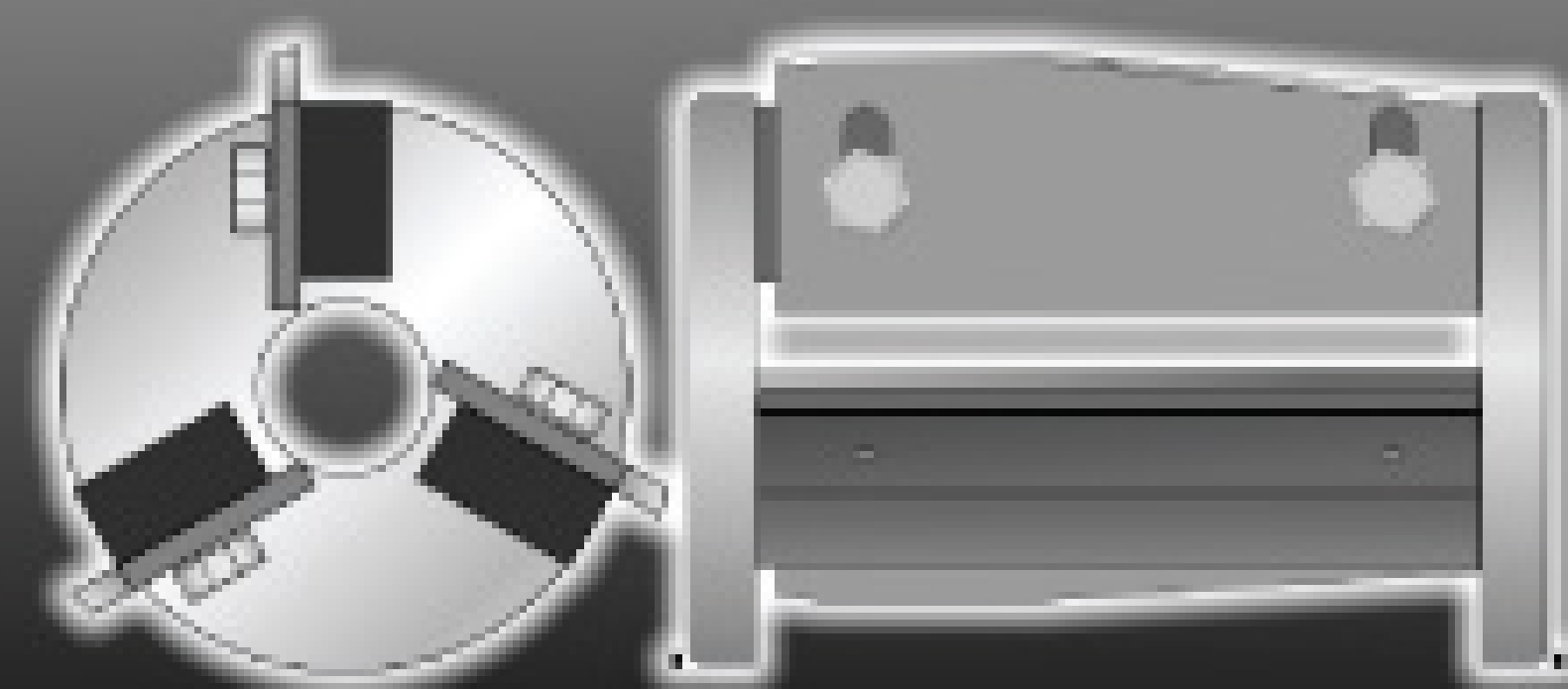
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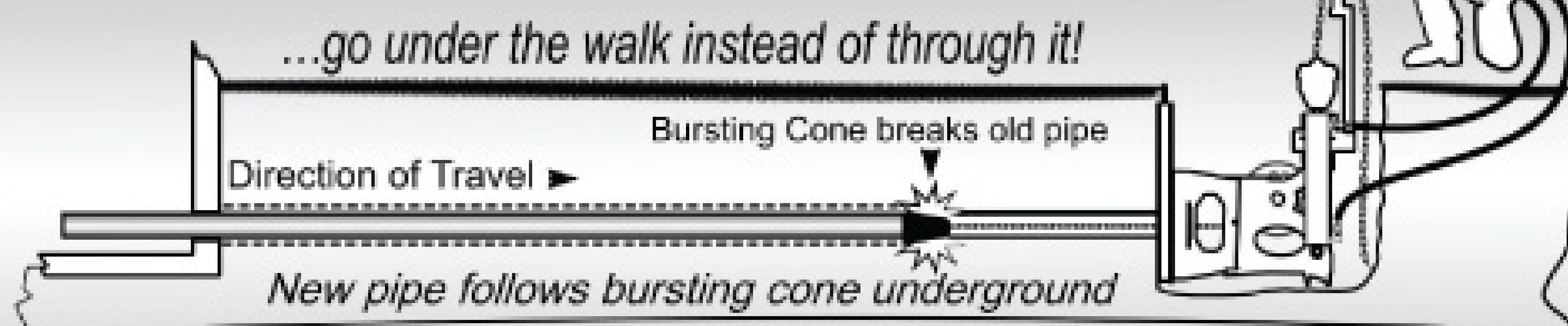
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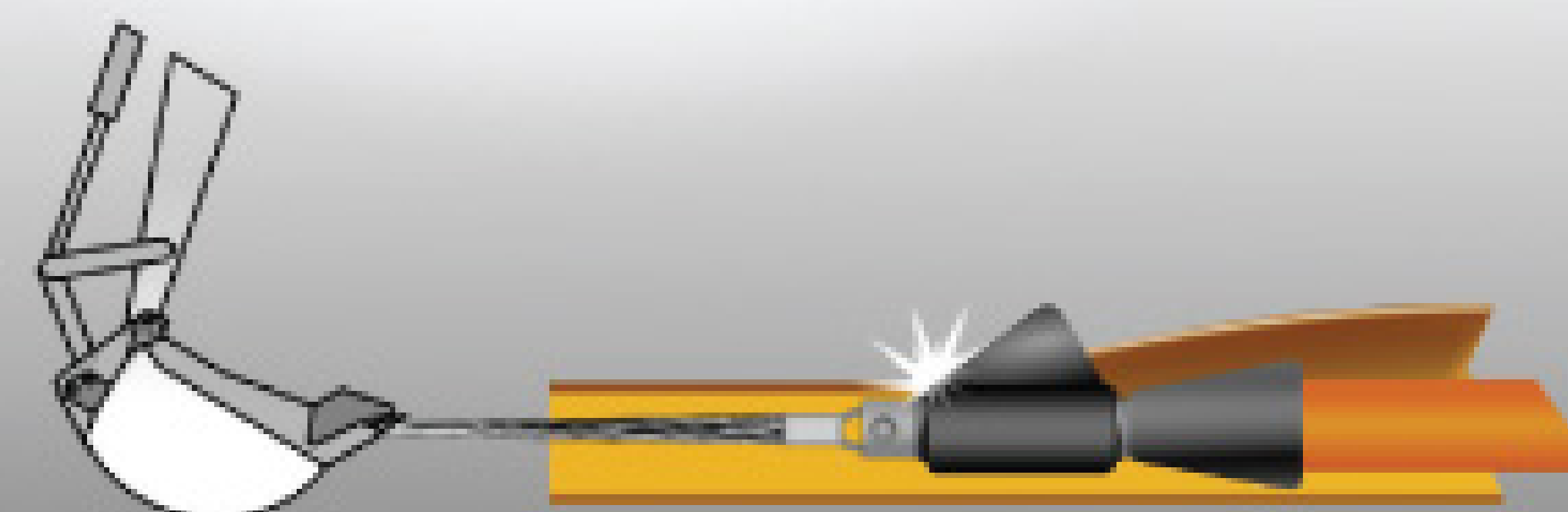
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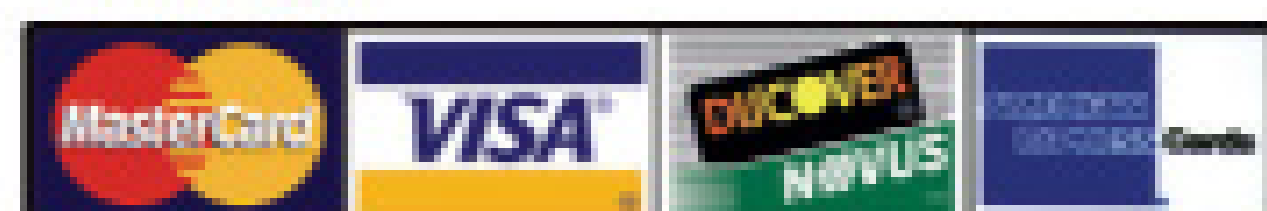
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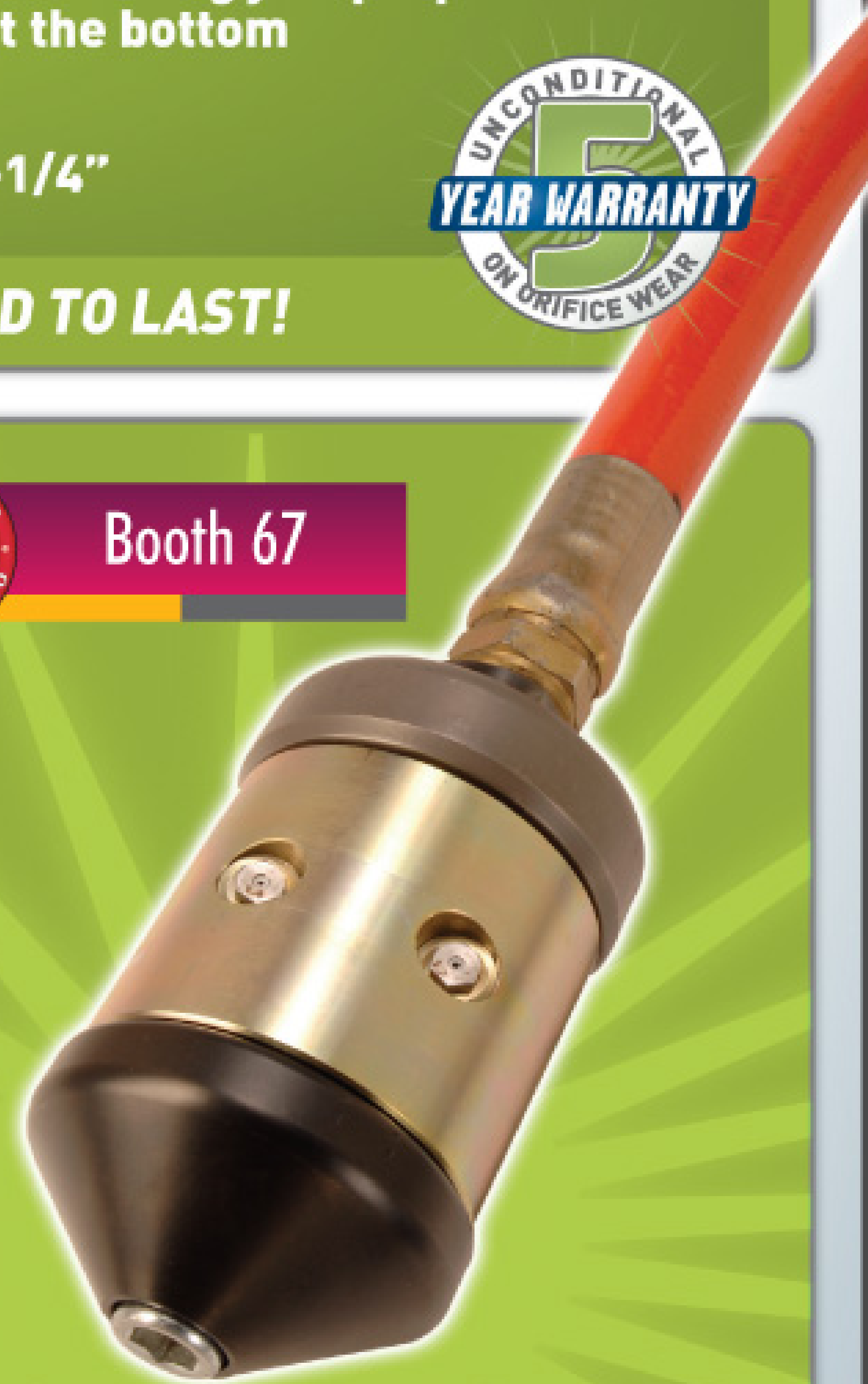
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# Sweet Rewards

**A new composite cutting blade and a hydraulic ram enable a California contractor to replace corroded pipes without disrupting a factory's production line**

By **Scottie Dayton**

**A** 6-inch sanitary sewer and 4-inch production line drain at the Ghirardelli Chocolate Factory in San Leandro, Calif., were backing up. Plant engineer Paul Gibula called Ben Patterson, a consultant with TRIC Tools Inc. in Alameda, for help.

Patterson found water standing under the cleanout grilles. A thick, opaque soup of cocoa butter mixed with debris from the floors packed the pipes, rendering his camera useless. Patterson taped a Rycom sonde from South Coast Equipment to his 1/4-inch duct rodder from Condux International to locate the two lines.

Since repairs had to be done without interrupting production,

---

**“The real nail-biter was what would we do if pipe bursting didn't work? No way did we want to dig there.”**

**John Rafferty**

Patterson recommended pipe bursting to replace the corroded sections of both pipelines. The TRIC team overcame accessibility issues, confined spaces, heat, and humidity to complete the job efficiently as chocolate bars rolled past.

## No ordinary sewer

At room temperature, cocoa butter has the consistency of hand soap. Patterson feared that metal jetting nozzles or cutting tools would damage the old, fragile cast-iron pipes, so he invented a cocoa butter cutter. The mirrored, sculpted, solid composite blade tapers to a point on

two sides and fits on the end of a standard sewer snake.

Patterson and crew cleaned the lines using cleanouts spaced 75 feet apart. “The material was dirty, ugly and hard, but the new blade performed as expected and got us down close to bare metal,” he says. “Using that blade was a first for everyone, as was working in a sewer that smelled like vanilla and chocolate.”

The sanitary sewer exited the east side of the factory, and the production line drain exited through the west side, but both converged at different angles into the same manhole behind the building. The outside pipe-bursting job pulled 80 feet of 6-inch SDR-17 polyethylene pipe from a cleanout box beneath the length of a newly installed chilled water facility to the manhole.

The inside job in the bean-roasting room pulled 30 feet of 4-inch SDR-17 beneath a 12-inch thick concrete slab protecting an electrical substation before passing under the building's foundation to the manhole. “The substation and foundation were at the rear of the production area,” says John Rafferty of TRIC. “The real nail-biter was what would we do if pipe bursting didn't work? No way did we want to dig there.”

## Food grade

Because Ghirardelli produces food, gasoline-powered equipment was not allowed in the factory, and work areas had to be enclosed to contain dirt and dust. TRIC workers received white smocks, hard hats, complimentary goggles, and earplugs. G.D. Nielson Construction Inc. of Napa arrived the day before the pull to build a 58- by 58-foot Mylar tent around the site of the exit pit. The crew then cut a 3-foot-square hole



## TOUGH JOB

**John Rafferty of TRIC Tools monitors the pull while a small fan circulates air from overhead. (Photos courtesy of TRIC Tools Inc.)**

through the 6- to 12-inch-thick concrete using electric saws.

While excavating down six feet by hand, they encountered abandoned intersecting lines, which they cut and removed. When exposed, the production pipe lay embedded in sand with bay soil above. Spoils were removed with a small skid-steer loader equipped with an air-purifying exhaust scrubber.

“Chocolate factories are hot places to begin with, but the additional heat in the bean-roasting room created sauna-like conditions inside the tent,” says Rafferty, who almost fainted from the stifling environment despite the 10-inch oscillating fan brought into the room for ventilation.

Rafferty found little space in the narrow pit for the 2-foot long, 4- by

### PROJECT:

**Replace a sanitary sewer and production line drain without disrupting production**

### CUSTOMER:

**Ghirardelli Chocolate Factory, San Leandro, Calif.**

### CONTRACTOR:

**TRIC Tools Inc. in Alameda, Calif.**

### EQUIPMENT:

**Pipe bursting system with 20- and 30-ton rams, TRIC Tools Inc.; prototype cocoa butter cutter from Ben Patterson, Turlock, Calif.**

### RESULTS:

**Pipes replaced without production stoppage**

6-inch wood cribbing. He could barely maneuver, and the two halogen lights shining down created more heat than illumination. The 2-foot square by 1-inch thick hard aluminum resistance plate went



against the pulling wall. He cribbed the plate back with wood to position the ram farther into the hole.

### Making do

A 1 1/4-hp, 7,500-psi electric hydraulic pump from Power Team replaced TRIC's regular gasoline-powered units. The company's smallest discontinued 20-ton hydraulic ram was chosen for the job because its narrow cylinder bore would respond with reasonable quickness to the lower-volume portable pump.

The 20-foot lengths of SDR-17 pipe were fused in an outdoor lot large enough to allow the pipe to be fed straight into the excavated, enlarged manhole. Both pulls were upstream from this entrance pit.

"We did the indoor pull first because it was the most difficult," says Rafferty. "We had to reset the cribbing several times because it shifted in the soft bay mud and sand bedding, and so I stayed in the exit pit the entire pull to assist the operation." He took one break for air.

The heat and humidity in the pit were so intense that a team member held the oscillating fan directly over Rafferty to provide some relief. "I was near fainting, and that's not typical of me," he says. The pull took two hours. Rafferty spent at

least half that time re-adjusting the downhole unit in the cramped, unstable pit.

The puller's top grippers were worn, too, and no spares were onsite. However, Rafferty knew a simple emergency fix. He grasped the cable with adjustable pliers just above the grippers, then raised the ram. That ran the grips against the pliers, forcibly setting them against the cable. "Since it was a short pull, we lost no time doing it this way," he says.

### Light and air

After sawing through the concrete at the culvert behind the building, Nielson had excavated the pulling pit for the 6-inch line. "Nothing was difficult about this portion of the job," says Rafferty. "The only odd thing was Nielson's inside construction traffic running up and down the access ramp beside the culvert."

Rafferty completed the outside pull in 20 minutes using a 30-ton ram with an 18-hp, 3-stage, 7,500-psi, gasoline-powered hydraulic pump from Power Team. "In both cases, the cast-iron pipe was badly corroded and bedded in sand, so it broke apart easily," he says. "We probably used about three to five tons of pull for the inside job, and between five and 10 tons for the outside one."

Michael Lien of TRIC Tools keeps an eye on the puller's pressure gauge.



After the pull, a Nielson Construction crew cuts off excess pipe at entry pit.

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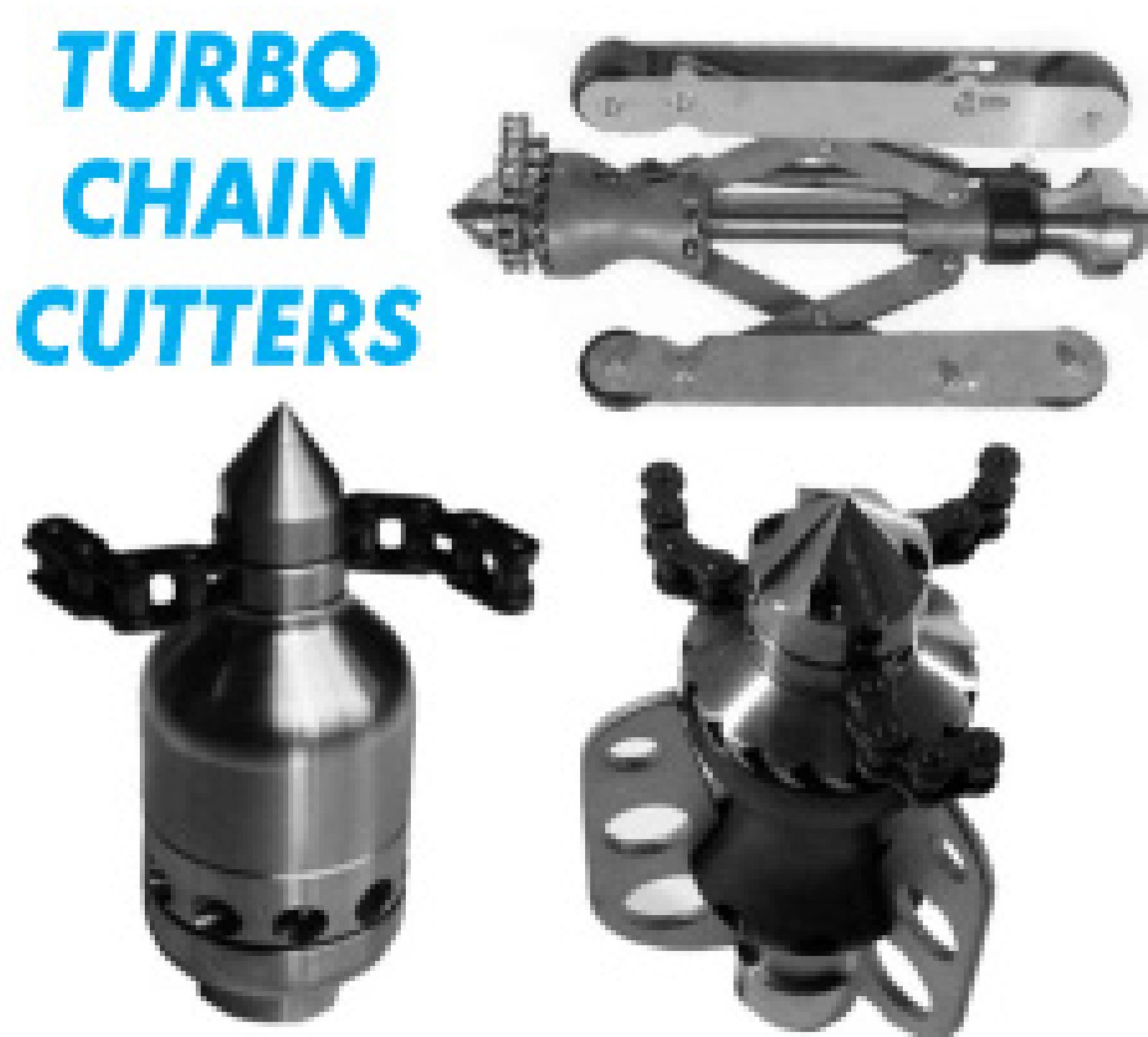
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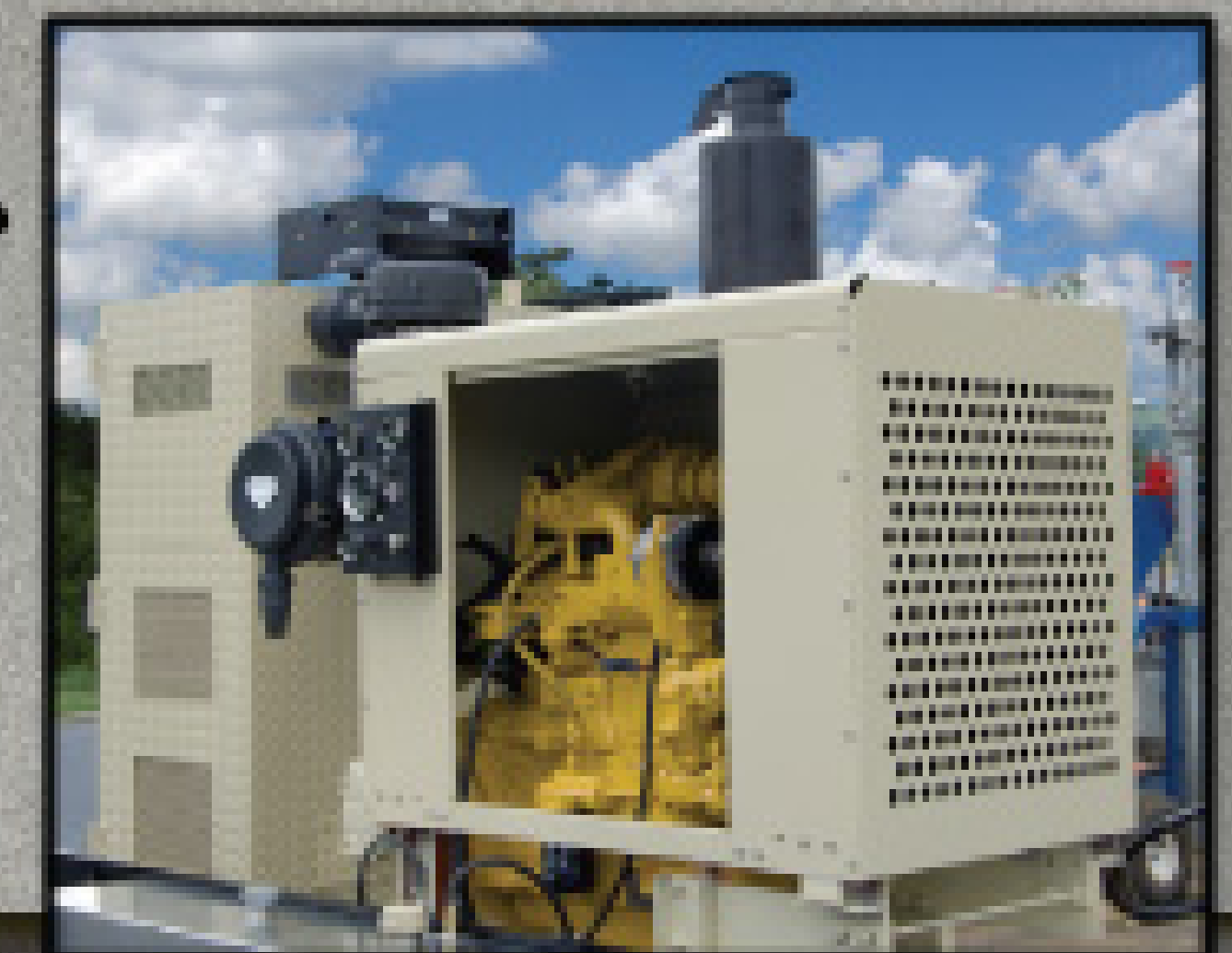
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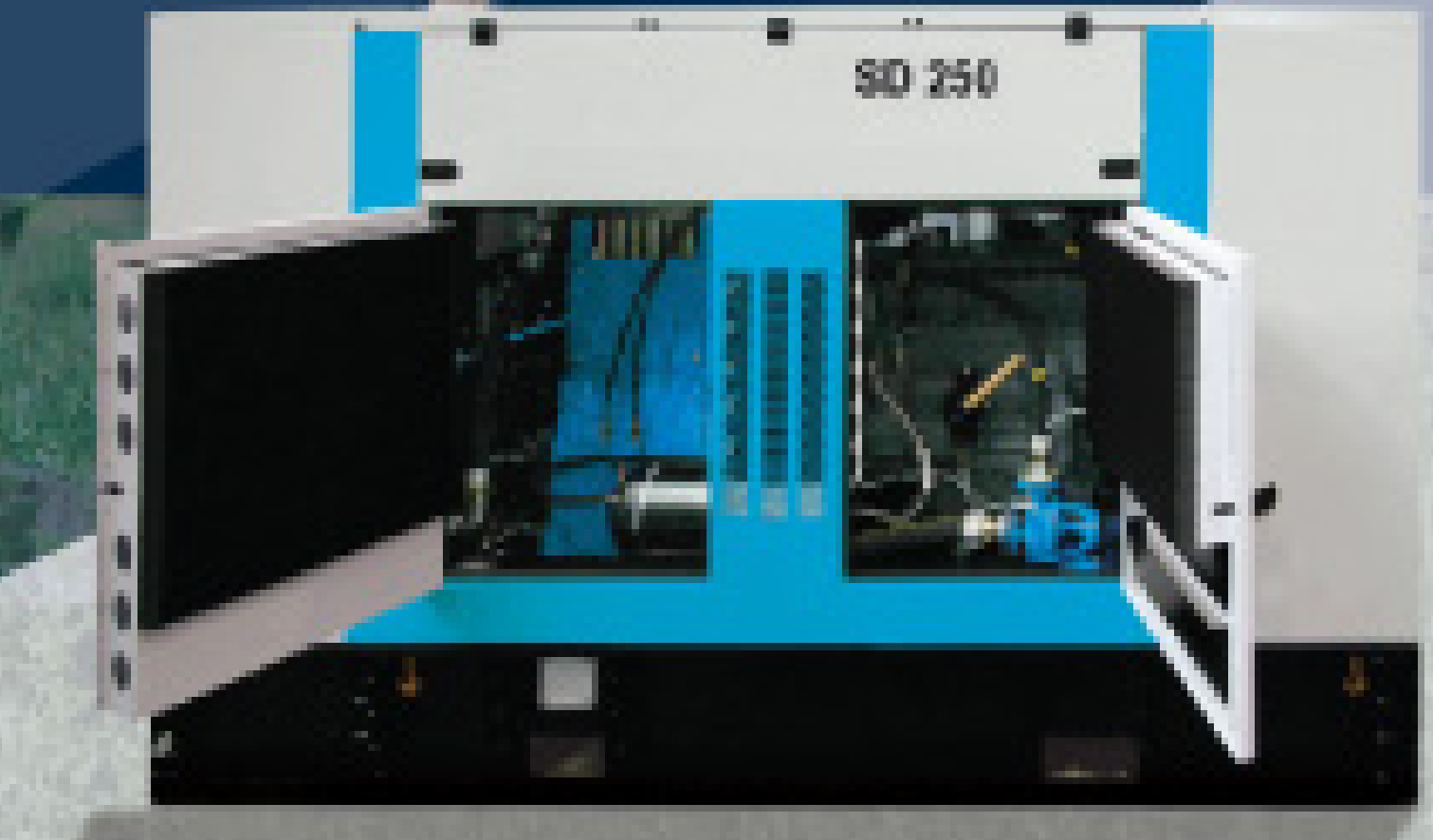
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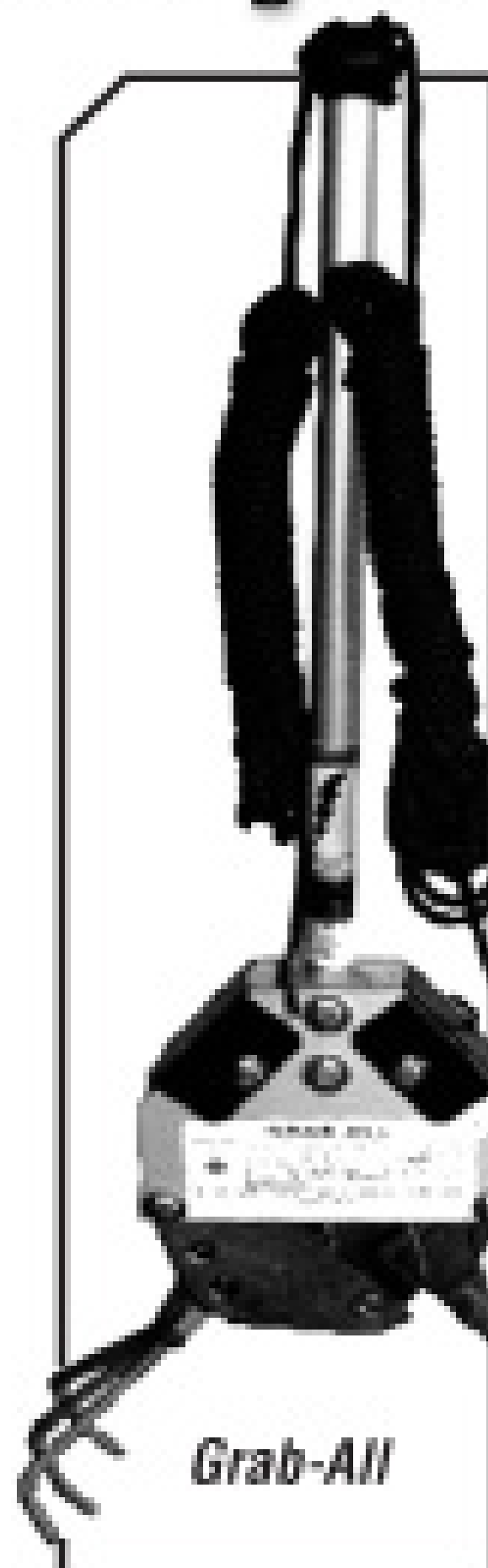
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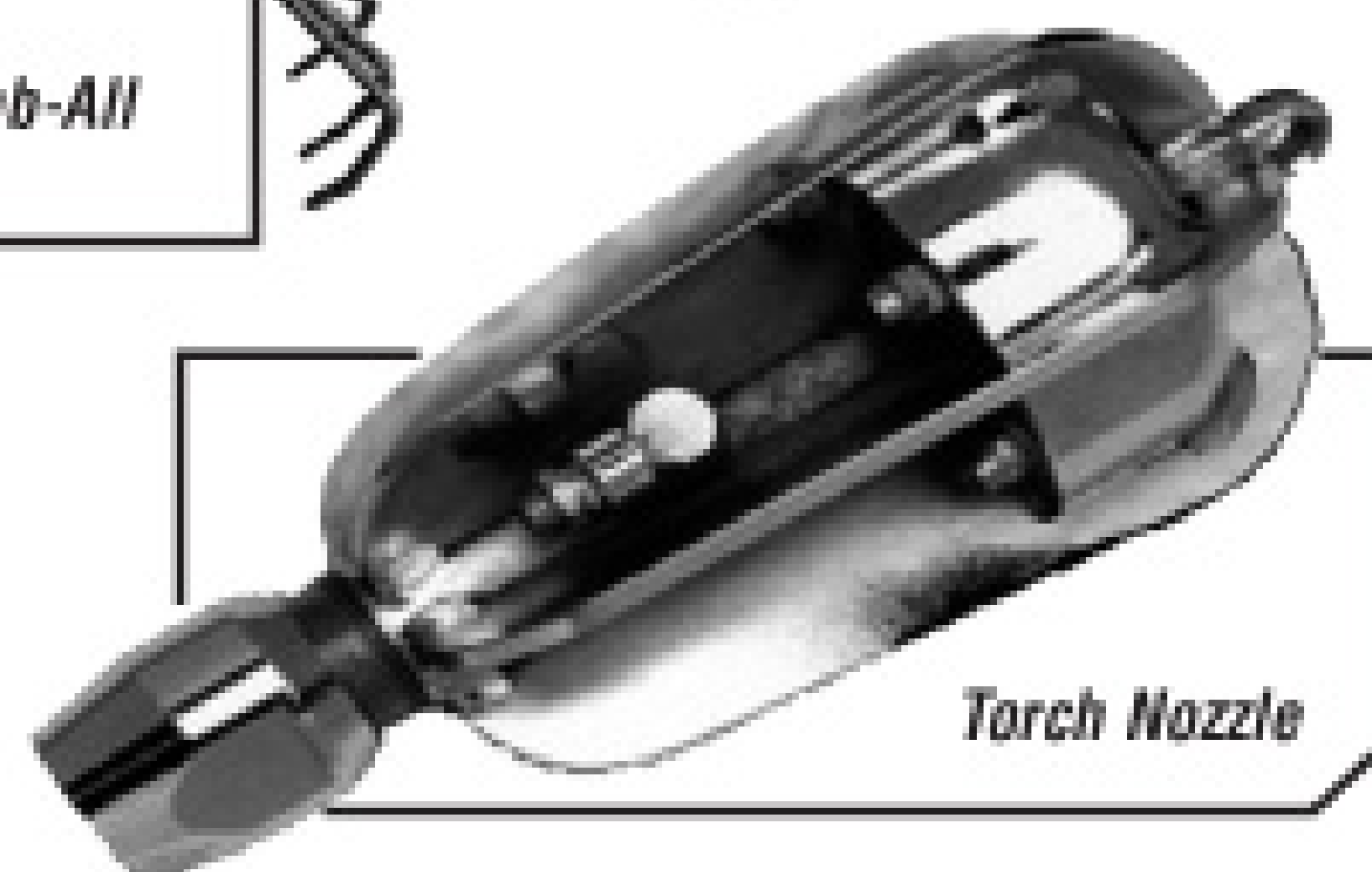
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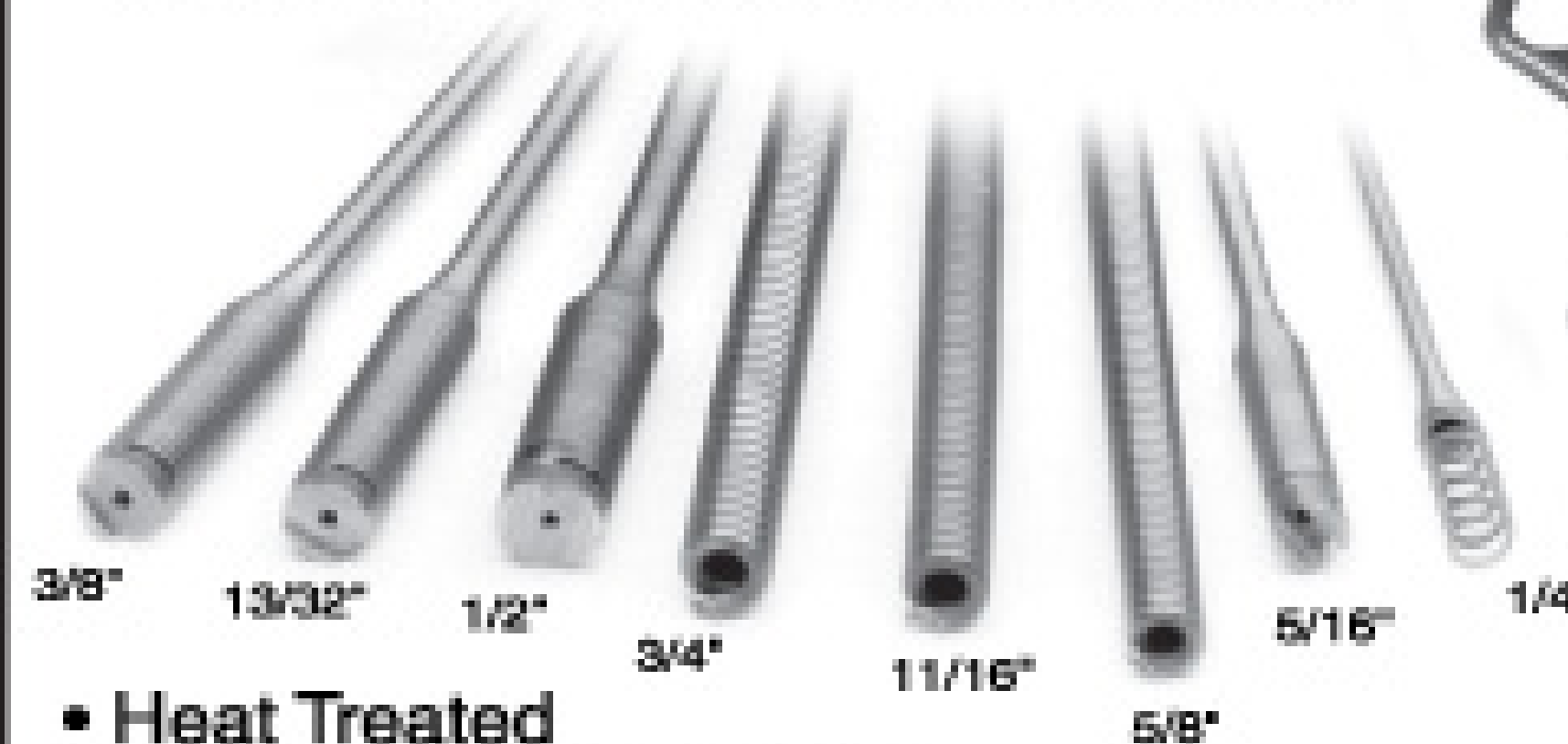


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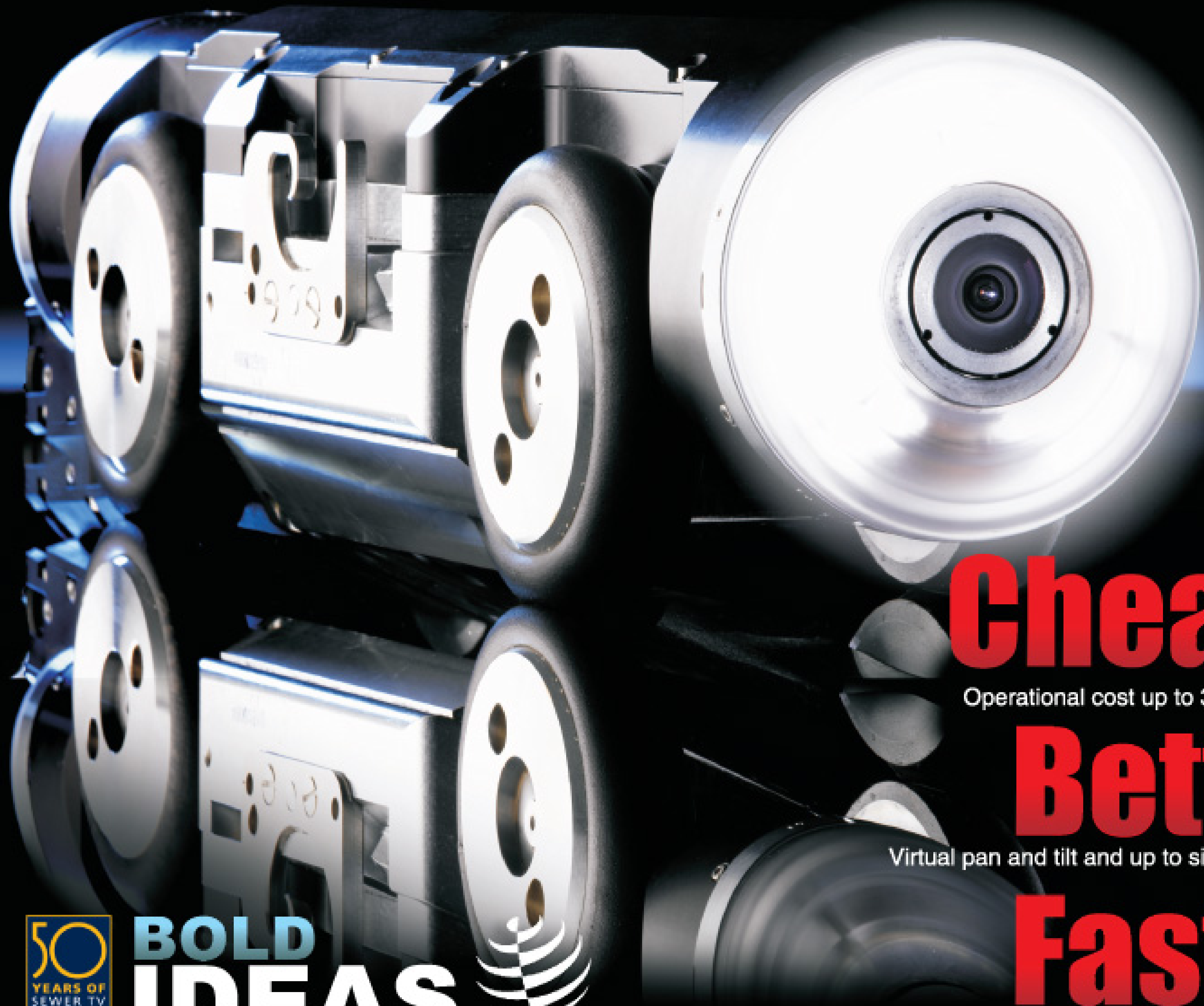
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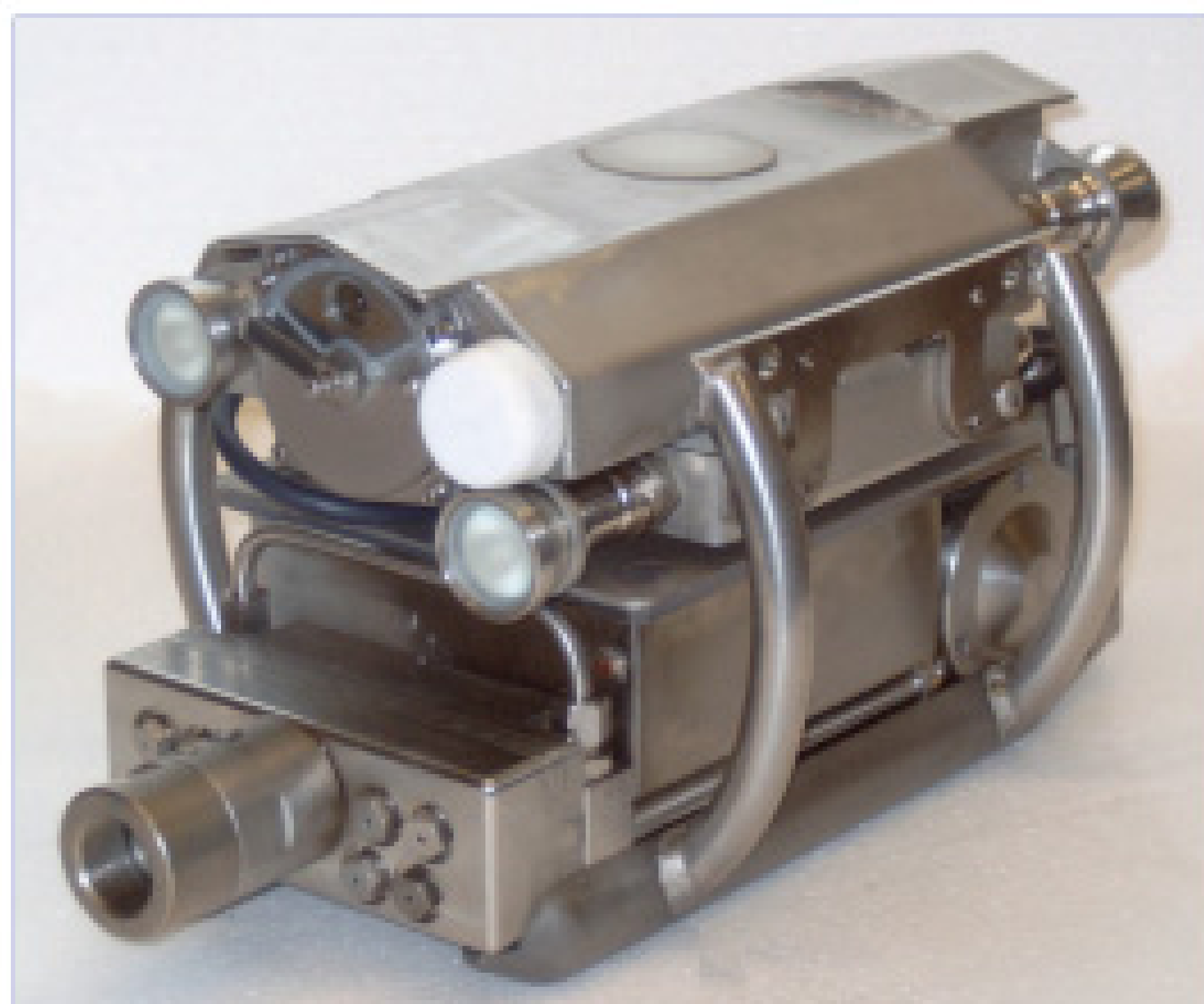
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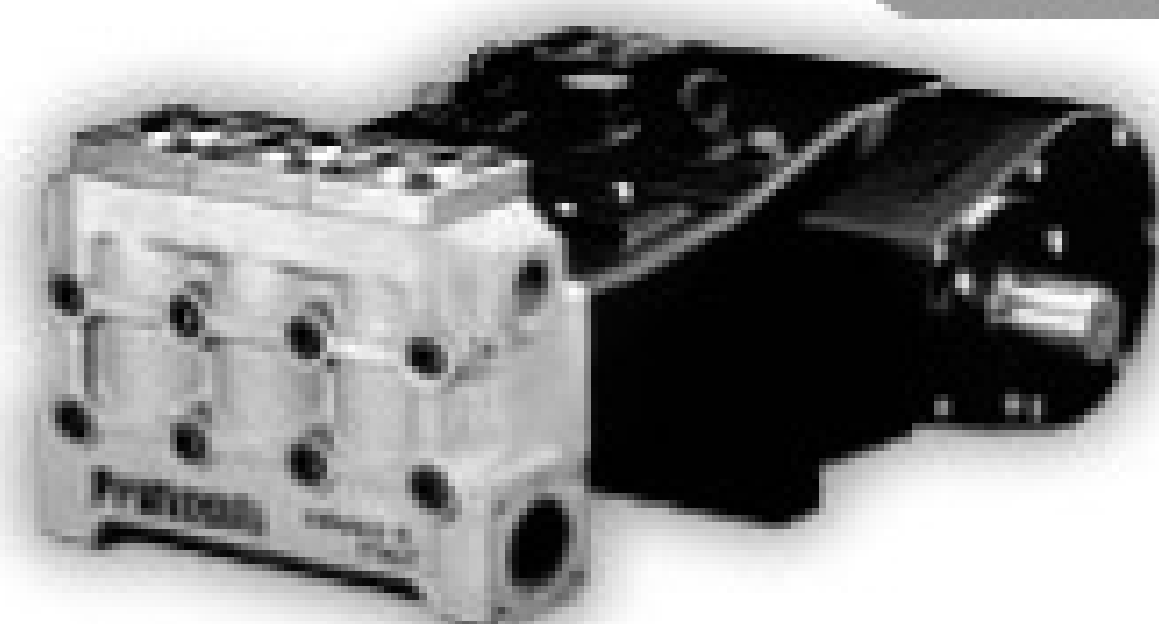
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# Industry

## NEWS

### AltunaMats Acquires Mobile Mats

AltunaMats Inc. has acquired Mobile Mats of Green Bay, Wis. Phil Schounard will continue to head Mobile Mats and operate out of the Green Bay facility.

### Perma-Liner Names Dance Southeast Sales Manager

Hunter Dance has been named senior Southeast sales manager for Perma-Liner Industries Inc. Dance has a bachelor's degree in industrial distribution and logistics from Eastern Carolina University.

### Putzmeister Launches New Web Site

Putzmeister Water Technology has launched its new web site, [www.pmawatertech.com](http://www.pmawatertech.com). The site features information on the division's full line of equipment and accessories, as well as its free DVD, Powerful Water Jetting Solutions.

### Keffer, Debris Dam Inventor, Killed in Car Crash

Business owner John Edmund Keffer, 61, inventor of the Debris Dam manhole safety device, and a member of the Coraopolis (Pa.) Water and Sewer Authority, died as the result of a car crash on Sunday, Dec. 2, in Eastern Pennsylvania. His wife, Jayne, sustained minor injuries.

Keffer was the owner of Northern Environmental Coatings and Consultants, a manhole chimney seal installation company. It was while seeking a product to prevent tools and sandblasting spoils from falling into manholes that Keffer came up with his concept for the Debris Dam, a lightweight, inverted umbrella-shaped product with folding mast. Designed to work at the top of the manhole, the device is held in place by extending arms or spines that pull tight against the side of the chimney cone. It can hold up to 34 pounds of debris.

Known for the expression, "Everyday's a winner," Keffer's death came just days after he had begun semi-retirement.

"He really brought a lot to the table," Thomas Cellante Jr., manager of both the borough and the water and sewer authority, told the *Pittsburgh Post-Gazette*. "John was a true gentleman in every sense of the word. He was well-versed in all matters concerning water and sewer issues, really a first-class asset to that board."

John Schombert, authority president, said Keffer was a hands-on board member who visited pumping stations and treatment plants. "He didn't like making decisions unless he saw what the facility was all about."

In addition to his wife, Keffer is survived by his son Daniel, daughter Christina, mother Betty, sister Sandra Finley, and grandchildren Mackenzie and Ethan. ■

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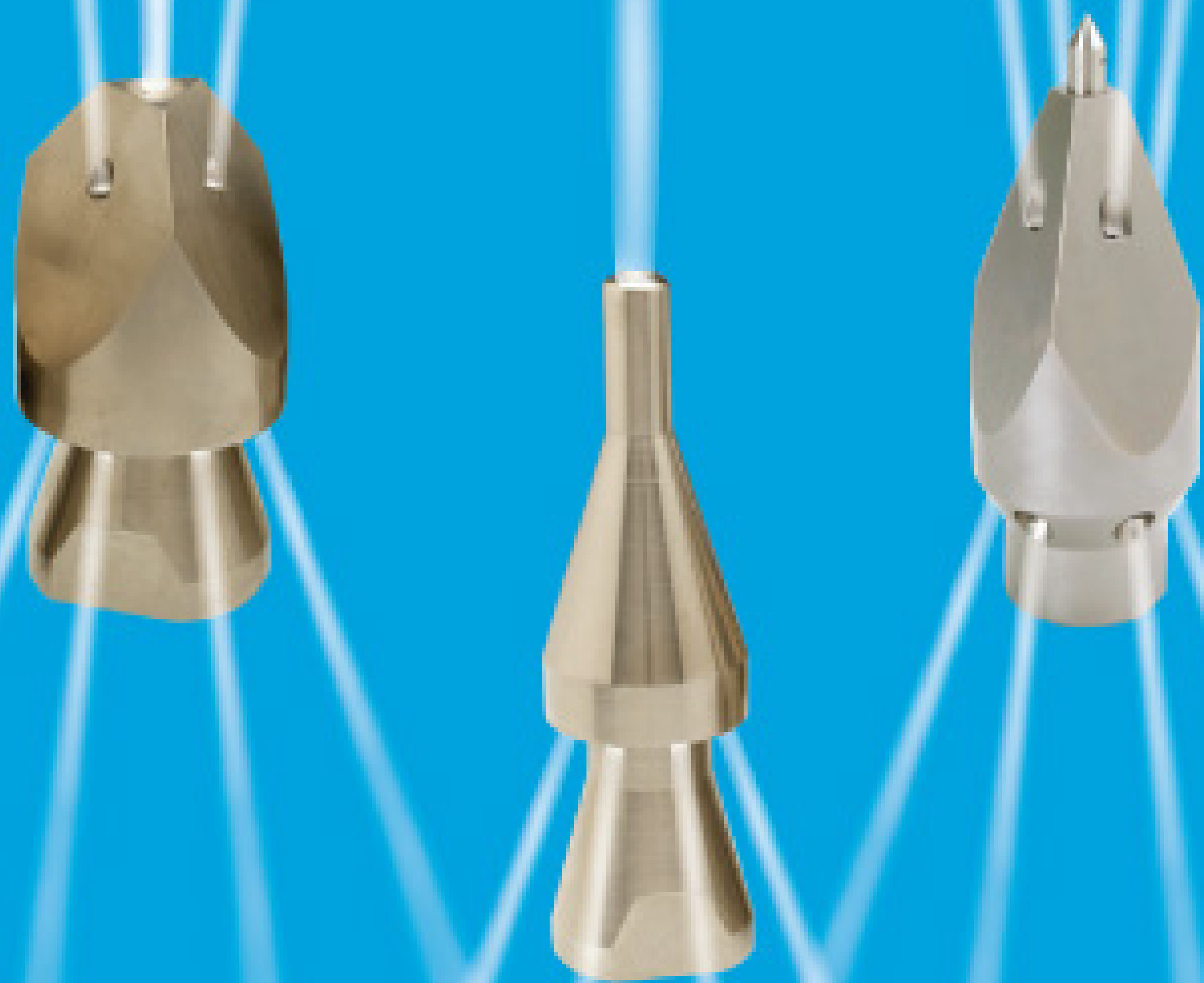


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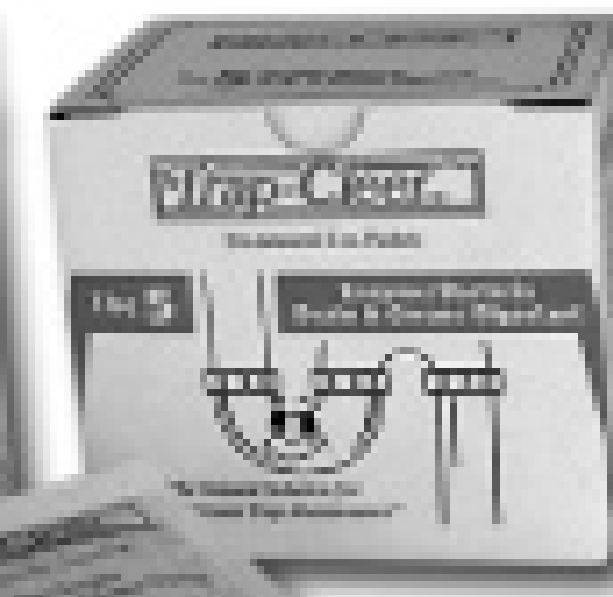


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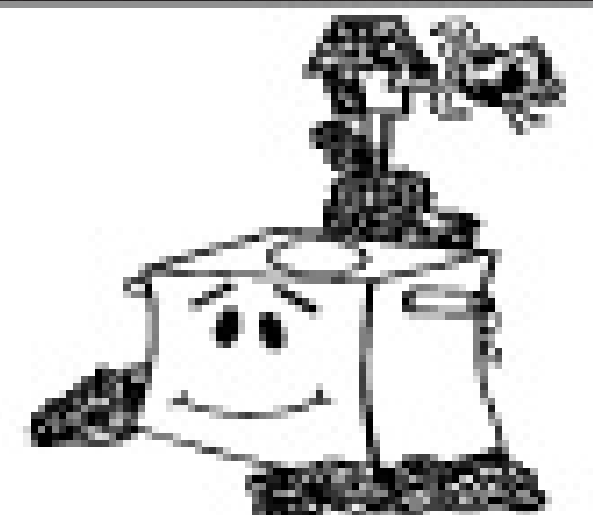
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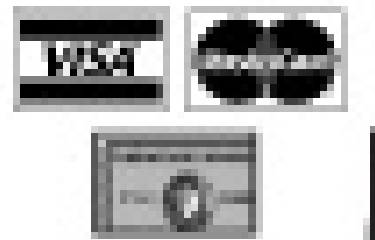
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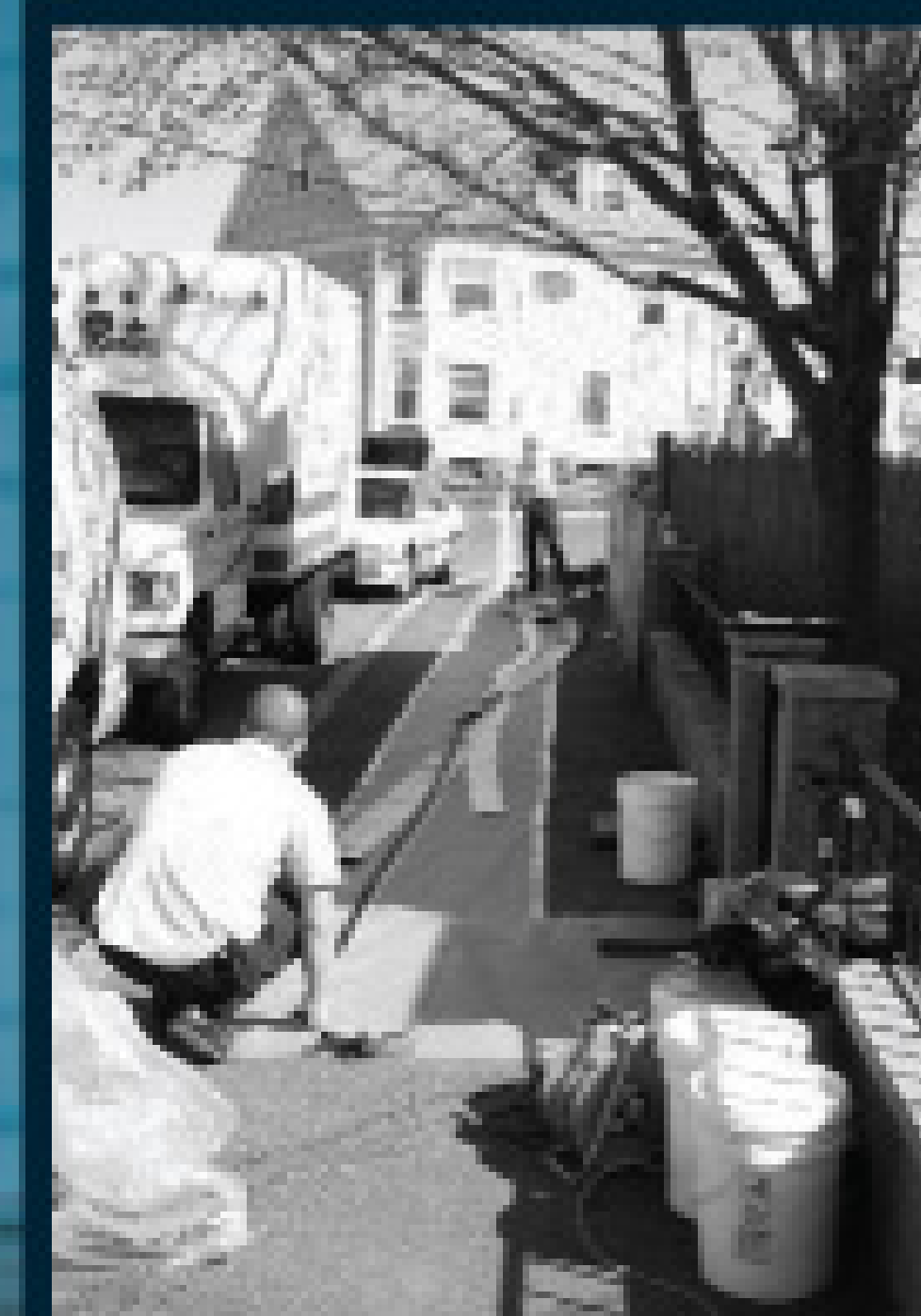
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2000 Harben 4016 with 800 hrs., Hatz Silent Pak, tandem axle, 300 gallon, tour key unit. \$14,500. Steve 716-894-9236. (C3)

2001 Spartan model 798 high pressure jet, 4000 psi, only 142 hours, very good condition. \$17,500. 330-539-6823. (CP2)

American Water Blaster Model WBD90. Delivers 10 gpm @ 10,000 psi. Detroit diesel 353 with Rockford PTO and stainless steel FE-85 Triplex mounted on a trailer. Well maintained, very good working condition. Asking \$14,000. Call 231-218-5398 with questions or e-mail [roe@magnumsolvent.com](mailto:roe@magnumsolvent.com). (CP2)

1993 SECA model 747 4000 trailer jet, 4 cyl. diesel, Myers pump, 18 gpm, 4000 psi. Was a city owned unit. 714-639-8352. [www.empireequip.com](http://www.empireequip.com). (CPBM)

## JETTERS-TRUCK

2001 SECA truck jet, Myers 35 gpm, 2000 psi water pump, 1000 gal. plastic water tank, new paint. Was a city owned unit. Located in Dallas. 972-938-1905. [www.empireequip.com](http://www.empireequip.com). (CPBM)

Pipe Hunter trailer mounted jetting unit model 38T44, 4,000 psi @ 25 gpm with a 335 US gallon water tank. (Stock #13317) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C2)

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Vactor water jet on a 1998 Ford F-800, Cummins diesel, 17,338 miles, automatic, 1000 gallon water tank. Needs water pump. This truck is like new. 972-938-1905. [www.empireequip.com](http://www.empireequip.com). (CPBM)

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1991 Camel 200, 6-speed, 65 gpm, 2000 psi, Roots 624 blower, tandem axle, ready for work, 169,000 miles, excellent condition. \$46,000. Call 920-655-7302 or 920-866-9109. (C2)

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1995 Safe-jet on a Ford L8000 chassis, automatic, tandem axle, Meyers 60 gpm pump, 2000 psi, 600' new 1" hose, articulating reel, 1000 gal. water tank, 5-yd. debris box, telescoping boom, 6' vacuum hydro-excavator tube, chain root cutter with skid plates, 91,427 mi. \$47,000. msubola@yahoo.com, 608-241-2382. (P1C2)

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2002 VacCon V390LHA on a Sterling L7501, articulating hose reel, 10' extendible boom, 3-stage fan, pump-off system, 65 gpm, 3000 psi pump, new paint, excellent condition. Located in Dallas. 972-938-1905. www.empireequip.com. (CPBM)

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1998 VacCon V312THA on a Ford LT8000, 3-stage fan, 65 gpm, 2000 psi pump, extendible boom, articulating hose reel, 12 yard debris tank, new paint. Was a city owned unit. Located in Dallas. 972-938-1905. www.empireequip.com. (CPBM)

## JET VACS

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## TV INSPECTION

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Used and rebuilt line locators: Gene-Eye II, Rapid Detection RD-4000, Prototek ARD4, Ferris and LF2100, Ridgid Navitrack. The Cable Center. 800-257-7209. (CBM)

1983 GMC 1-ton with Aries/Cues TV system, pan/tilt/zoom, transporter, ready to work. \$16,000 OBO. Call 262-617-7061. (C2)

Ratech Camera: Pan & tilt crawler camera, good condition. \$13,000 or trade for anything of equal value. 270-298-9596 or 270-256-2817. (C2)

1998 Cues TV grout unit, 34,880 miles, color camera, diesel, generator. 972-938-1905. [www.empireequip.com](http://www.empireequip.com). (CPBM)

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| <input type="checkbox"/> Drainfield Restoration      | <input type="checkbox"/> Jet Vacs               | <input type="checkbox"/> Portable Toilet Trucks   | <input type="checkbox"/> Rodding Machines    | <input type="checkbox"/> Tanks                    | <input type="checkbox"/> Waterblasting              |
| <input type="checkbox"/> Drain/Sewer Cleaning Equip. | <input type="checkbox"/> Lease Financing        | <input type="checkbox"/> Positions Available      | <input type="checkbox"/> Roll-Off Containers | <input type="checkbox"/> Tools                    |   |

**CHOOSE THE PUBLICATION(S):** (Deadlines are for the month preceding issue)

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> <b>CLEANER</b><br>Deadline: 1st of the Month                     | <input type="checkbox"/> <b>PUMPER</b><br>Deadline: 10th of the Month           | <input type="checkbox"/> <b>PRO</b><br>Deadline: 17th of the Month |
| <input type="checkbox"/> <b>MUNICIPAL SEWER &amp; WATER</b><br>Deadline: 1st of the Month | <input type="checkbox"/> <b>ONSITE INSTALLER</b><br>Deadline: 17th of the Month |  |

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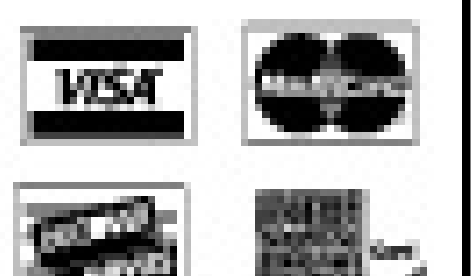
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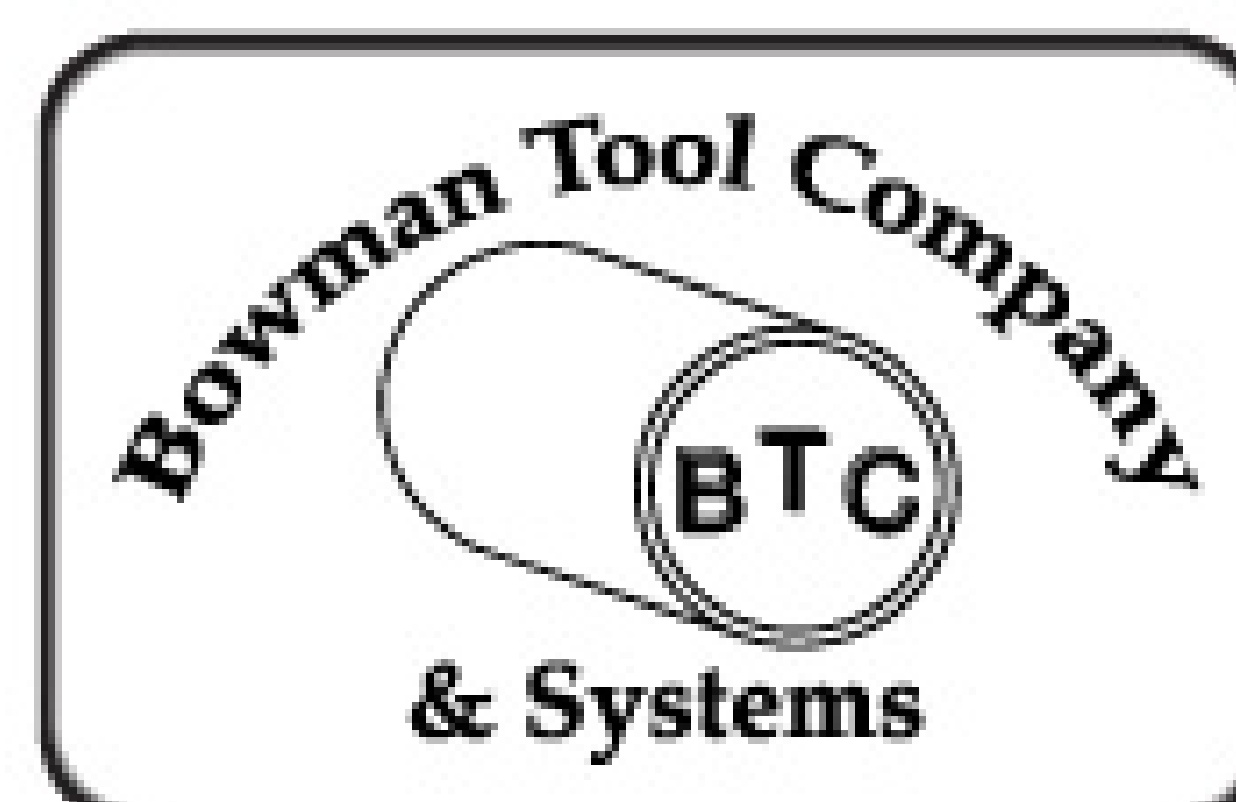
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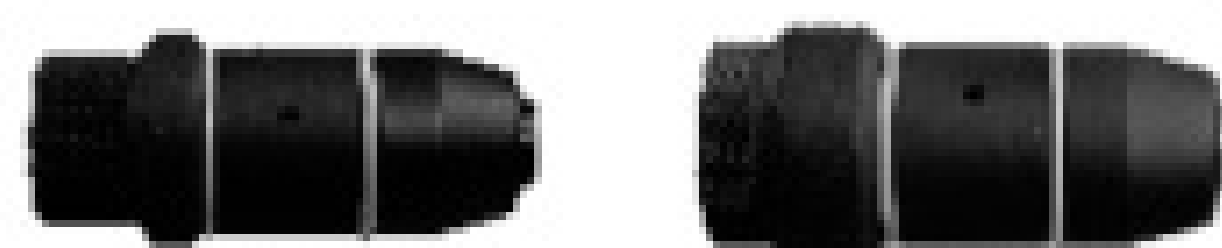


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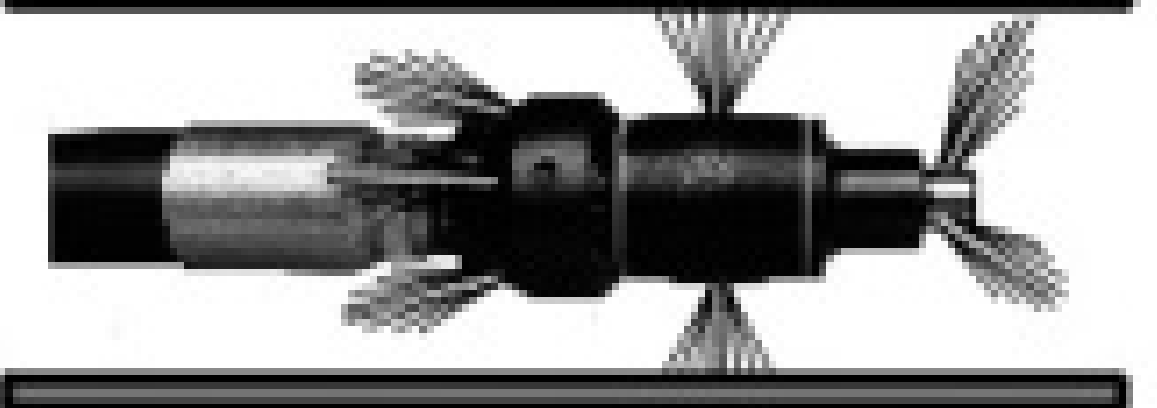
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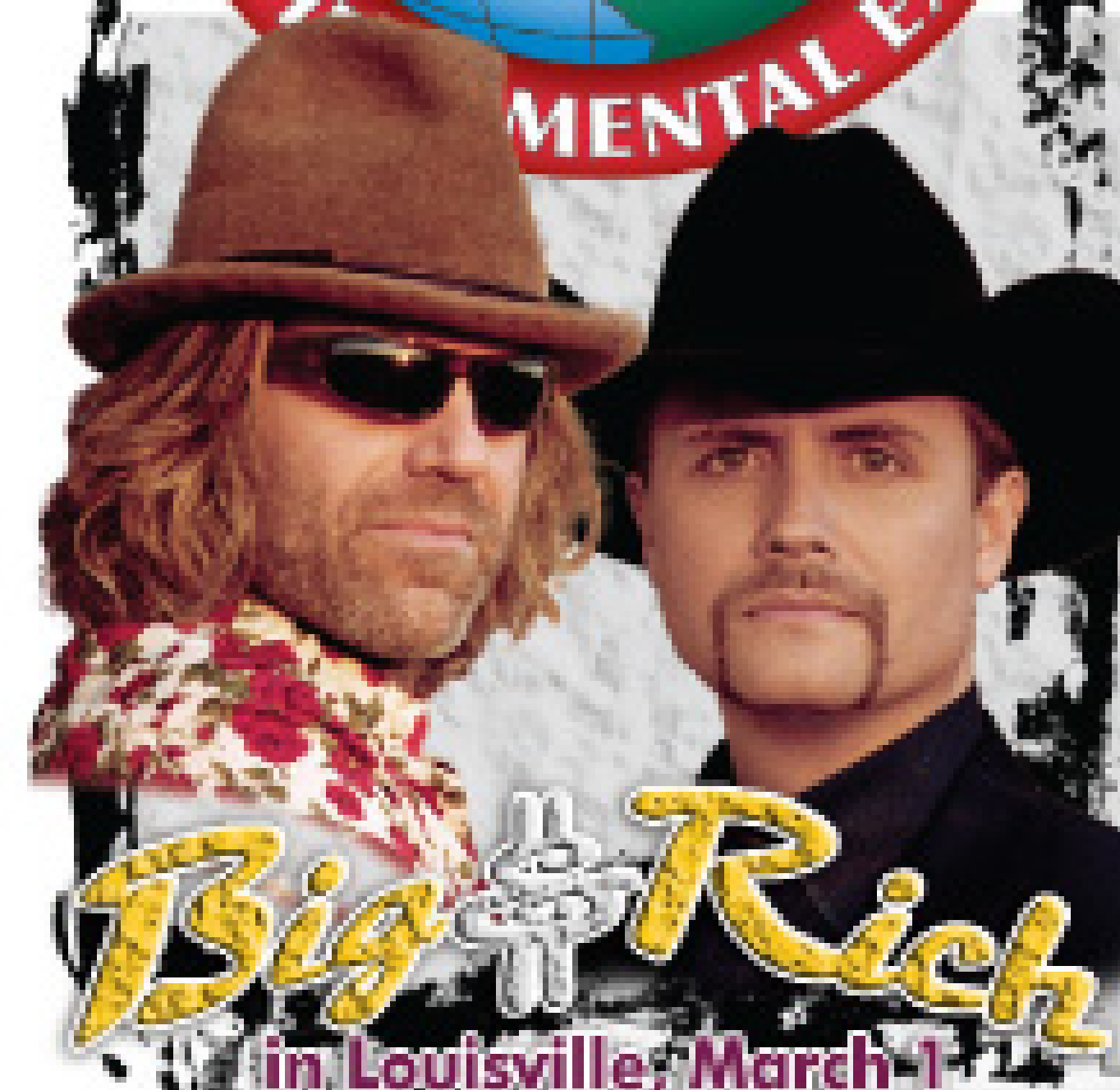
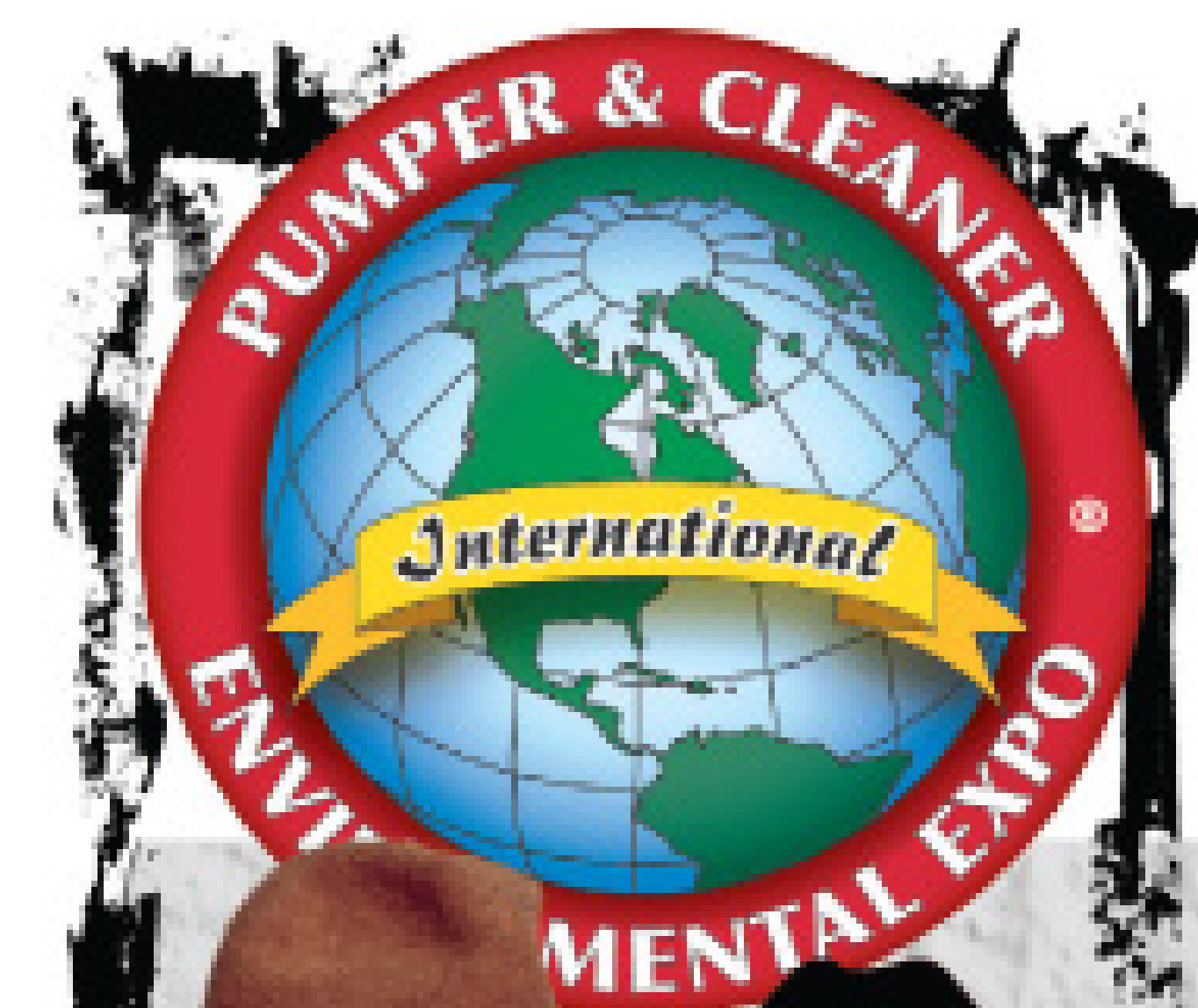
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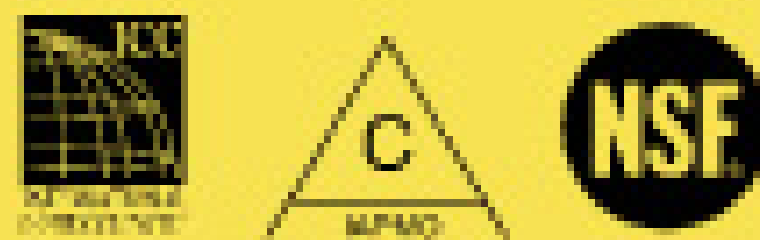
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# Education Day

Wednesday, February 27th, 2008

- Full day of seminars
- Exhibit hall closed
- Schedule subject to change

## ROOM C201 & C202

### LRN Leaders Resource Network

- 8:00 - 9:00 Building Your Business
- 9:30 - 10:30 Customer Focus
- 11:00 - 12:00 Operations Focus
- 12:00 - 1:00 Lunch Break
- 1:00 - 1:30 Starting Up and Running a Portable Sanitation Business Successfully
- 1:30 - 2:30 How to Read, Understand and Use Financial Statements to Help You Build Your Business
- 3:00 - 4:00 Leadership and People Focus
- 4:30 - 5:00 Building Your Business Wrap Up

## ROOM B101 & B102

### NAWT National Association of Wastewater Transporters

- 8:00 - 9:00 Responsible Management Entities
- 9:30 - 10:30 Experts Review of ATU Operation & Maintenance
- 11:00 - 12:00 A Visionary Review of the Agricultural Utilization of Septage
- 12:00 - 1:00 Lunch Break
- 1:00 - 2:00 Why a Municipality Opens a Septic Treatment Facility
- 2:30 - 3:30 When is Septage Really Septage?
- 4:00 - 5:00 How to Survive and EPA Audit

## ROOM C105 - 108

### NEHA National Environmental Health Association

- 8:00 - 9:00 Point of Sale Inspection
- 9:30 - 10:30 Becoming a Certified Installer
- 11:00 - 12:00 Working With Performance Based Codes
- 12:00 - 1:00 Lunch Break
- 1:00 - 2:00 Using Onsite Technology to Build Cost Effective Community Sewage Systems in Subdivisions
- 2:30 - 3:30 Management Guidelines, Model Codes, National Credential and You
- 4:00 - 5:00 Inches of Mercury and Feet of Bury

## ROOM C203

### SSGSC Southern Section Collection Systems Committee

- 8:00 - 9:00 Line Cleaning & Nozzle Selection
- 9:30 - 10:30 CCTV Nuts & Bolts
- 11:00 - 12:00 Building A Strong CCTV Inspection Program
- 12:00 - 1:00 Lunch Break
- 1:00 - 2:00 Pipeline Relining and Rehabilitation
- 2:30 - 3:30 Finding Your Way With As - Built Drawings
- 4:00 - 5:00 Confined Space "The Real World"

## ROOM B103 & B104

### NOWRA National Onsite Wastewater Recycling Association

- 8:00 - 9:00 Introduction Site Evaluation
- 9:30 - 10:30 Introduction to Soils
- 11:00 - 12:00 Water Movement & Treatment in Soils
- 12:00 - 1:00 Lunch Break
- 1:00 - 2:00 System Design Related to Soil & Site Conditions
- 2:30 - 3:30 Systems Design Process Related to Soils and Site
- 4:00 - 5:00 Post Construction Site Evaluation

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## ROOM C204 C205

### WJTA - PSAI - CBSA WaterJet Technology Association Portable Sanitation Association, Int. Cross Bore Safety Association

- 8:00 - 9:00 Intro to High Pressure Waterblasting (WJTA)
- 9:30 - 10:30 Safety - High Pressure Waterblasting (WJTA)
- 11:00 - 12:00 Information on Industrial Vacuum Process (WJTA)
- 12:00 - 1:00 Lunch Break
- 1:00 - 2:00 Procedural Breakdown for Special Events (PSAI)
- 2:30 - 3:30 Procedural Breakdown for Special Events Cont.
- 4:00 - 5:00 Cross Bores - CBSA (Cross Bore Safety Assoc.)

## ROOM B105

### NASSCO National Association of Sewer Service Companies

- 8:00 - 9:00 PACP / MACP / LACP
- 9:30 - 10:30 Laser Profiling, Joint & Crack Measurement in Sewers and Stormwater Drains
- 11:00 - 12:00 Sewer Main Cleaning - Best Practices
- 12:00 - 1:00 Lunch Break
- 1:00 - 2:00 Temporary Diversion Systems - Reliability
- 2:30 - 3:30 Replacing Aging Infrastructure - Pipe Bursting
- 4:00 - 5:00 Water Main Renewal Overview - Using Trenchless Technology

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February 28th, 2008

### ROOM C201 & C202 GENERAL BUSINESS TRACK

- 8:00 - 9:00 LENZYME - There is a Secret, Discover It
- 9:30 - 10:30 CLEAR COMPUTING - Increasing Profits
- 11:00 - 12:00 ACORP/ROOTERMAN - How To Develop an Employee Training Program

### ROOM C203 INDUSTRIAL TRACK

- 8:00 - 9:00 PATS PUMP & BLOWER - Blower Trouble Shooting & Repair
- 9:30 - 10:30 STONEAGE - Waterblasting Applications and Solutions
- 11:00 - 12:00 GAPVAX - Job Based Selection of Vacuum Truck Options for Industrial Applications

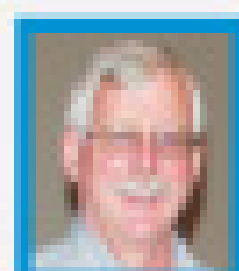
### ROOM C204 & C205 INSTALLER TRACK

- 8:00 - 9:00 SAFETY CORP. OF AMERICA - Safety in Excavation
- 9:30 - 10:30 ORENCO SYSTEMS, INC. - Water Softener Effects on Onsite Wastewater Systems
- 11:00 - 12:00 SOIL SURGEON - Hydro-Excavation Safety and Procedures

### ROOM B101 & B102 Certified Onsite Installer Course



**Thursday - 8 a.m. - 5 p.m.**  
All Day Course



**Jim Anderson & Dave Gustafson**  
University of Minnesota



## Friday

February 29th, 2008

### ROOM C201 & C202 MUNICIPAL TRACK

- 8:00 - 9:00 PIPE GENIE - Pipe Bursting & Pipe Splitting
- 9:30 - 10:30 HURCO TECH - Smoke Testing Sewer Mains and Plumbing Systems
- 11:00 - 12:00 GODWIN PUMPS - Temporary Diversion Systems - Reliability is Everything

### ROOM C203 PORTABLE RESTROOM TRACK

- 8:00 - 9:00 HAMPEL - Building a Portable Restroom Business
- 9:30 - 10:30 AMERI-CAM ENGINEERING - Building Profits with Restroom & Shower Trailers
- 11:00 - 12:00 SATELLITE - Maintaining the Modern Pump Truck

### ROOM C204 & C205 LIQUID WASTE TRACK

- 8:00 - 9:00 AMTHOR - How to Choose Vacuum Tank, Chasis and Pump Configurations
- 9:30 - 10:30 RABCO SALES - Gas Detection in Confined Spaces
- 11:00 - 12:00 ONE BIOTECHNOLOGY - Profitable Grease Trap Service

### ROOM B101 & B102 SEWER & DRAIN CLEANING TRACK

- 8:00 - 9:00 MR. ROOTER - Taking Your Business From Good to Great
- 9:30 - 10:30 SEWER EQUIPMENT CO. OF AMERICA - Equipment Needs to Grow Your Business
- 11:00 - 12:00 ALLAN J. COLEMAN - An Overview of Sewer & Drain Cleaning Equipment

### ROOM C203 MISCELLANEOUS TRACK

- 8:00 - 9:00 NSF INTERNATIONAL - Septic Tank & Grease Trap Solid & Liquid Separating Devices
- 9:30 - 10:30 ENVIROSIGHT - Visual Sidewall Scanning: Streamlining Collection & Analysis of Inspection Data
- 11:00 - 12:00 PHILADELPHIA FRO-O-DIESEL - Trap Grease



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# MAKE YOUR MOVE



## Hotel Accommodations

Louisville has many great hotels to choose from. Some hotels are in walking distance to the expo and some are a quick 10 minute drive from downtown – the choice is yours!

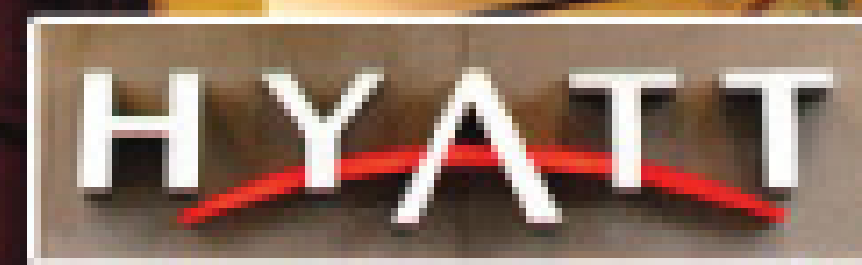
**Call the Louisville Housing Bureau for help with your reservation.**

Monday -Friday 9:00 am to 5:00 pm EST

**1-800-743-3100 (toll free)  
502-561-3100 (international)**

Or you can make reservations quickly online at **[www.pumpershow.com/hotels](http://www.pumpershow.com/hotels)**

Shuttles will be available for most official Expo hotels. **7a.m. - 10p.m.**



Shuttles are not available to Caesars Indiana.

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OR CALL **1-800-257-7222**



# EXPLORE Louisville

# 2008

## MAKE YOUR MOVE

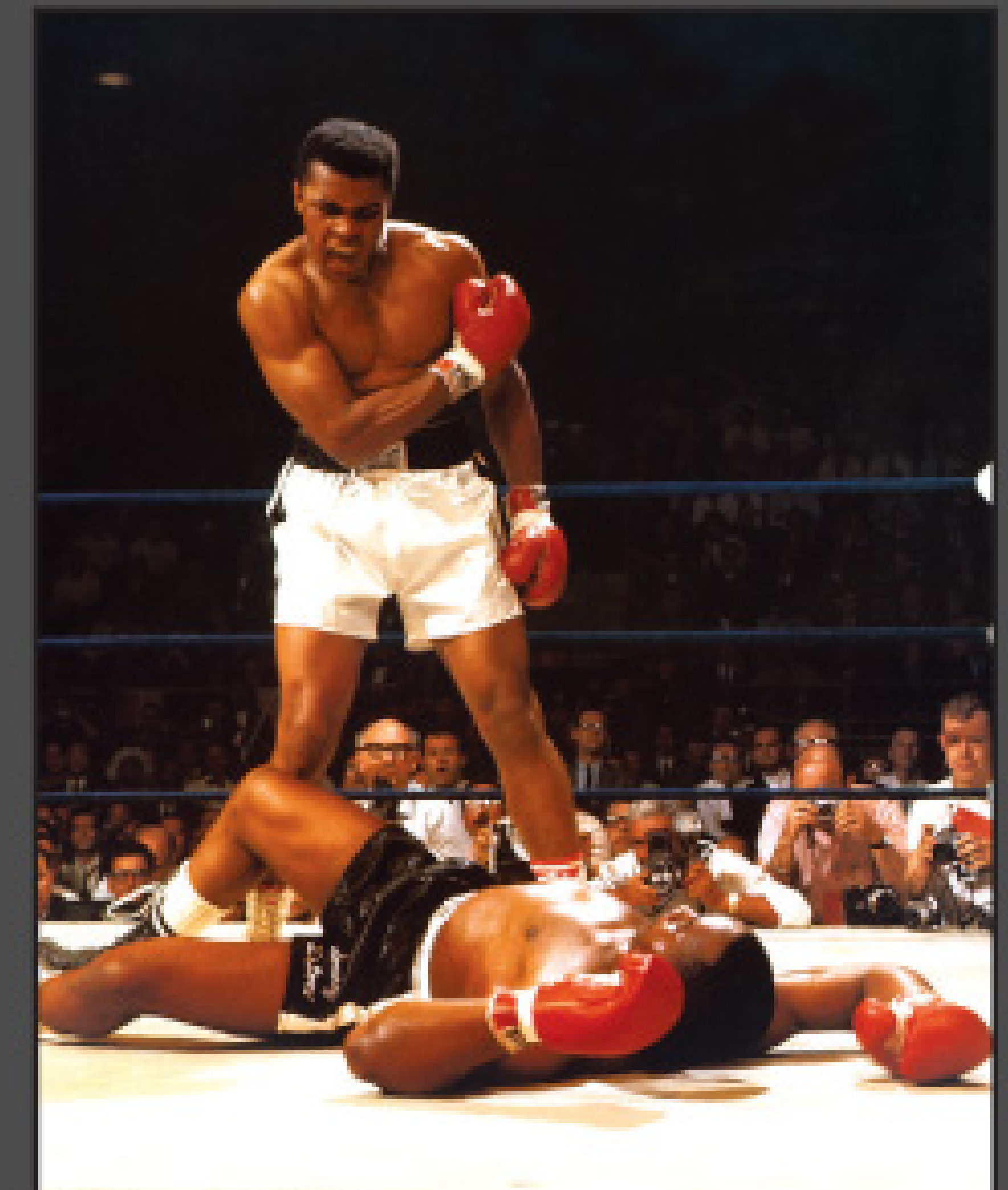
### Ali Center – History and Inspiration

Legend has it that Louisville native Muhammad Ali started boxing after another kid stole his bicycle. Ali told a local cop that he wanted to “whup” the boy who did it; the cop directed him to a local boxing gym.

At Muhammad Ali Center in Louisville, you can see a bicycle like the one Ali owned. You can also see a replica of the Louisville lunch counter where Ali (then named Cassius Clay), just back from winning an Olympic gold medal, was denied service because of his race.

The center traces the career of Ali, often called the world’s most recognized athlete, from his life as a boxer to his involvement with global humanitarianism. It is dedicated to the values that helped Ali achieve greatness and to inspiring visitors to be all they can be.

Ali Center, in downtown Louisville, has six levels that include exhibits, multi-media presentations, an interactive timeline of Ali’s life, hands-on boxing displays, Howard L. Bingham and LeRoy Neiman art galleries, a five-screen theatre, historic Civil Rights era media footage, photographs and films, a children’s Hope and Dream Wall, and a retail store. Visit [www.alicenter.org](http://www.alicenter.org).



Muhammad Ali Center

### DELICACY: Modjeskas

Soft, homemade marshmallow covered in creamy caramel. That’s modjeskas, a signature Louisville treat sold at Muth’s Candies, the city’s oldest and finest candy store, at 630 East Market Street. Modjeskas were created in the 1870’s by

Anton Busath, a confectioner from France. He named them after Polish actress Helena Modjeska, who impressed him when she performed at the old Macauley’s Theatre. When a fire destroyed Busath’s store, his son, Edgar, asked Rudy Muth to use his candy kitchen. He gave Muth the Modjeskas recipe, and the rest is history. Visit [www.muthscandy.com](http://www.muthscandy.com).

### DINING: North End Café

A Louisville Original independently owned restaurant, the North End Café offers casual dining. Located on historic Frankfort Avenue in two renovated houses, the café serves breakfast, lunch, and dinner seven days a week. The menu combines traditional items with modern and eclectic health-conscious cuisine with fresh seasonal ingredients.

For breakfast, guests enjoy cornmeal buttermilk pancakes with pure maple syrup. Lunch selections include a grilled vegetarian sandwich with zucchini, caramelized onions, roasted red peppers, fresh goat cheese, Dijon, aioli and mixed greens on wheat toast. A dinner favorite is all-natural Amish chicken served with dumplings, carrots, celery, onions and rosemary chicken jus. There is a full bar and outside seating. Visit [www.northendcafe.com](http://www.northendcafe.com).



North End Café

### SHOPPING: East Market District

Since 1812, the East Market District, between Baxter Avenue on the east and Preston Avenue on the west, has bustled with activity. Fourteen city blocks contain more than 200 busi-

nesses and eclectic shops. Offerings include antiques, home furnishings, gifts, the city’s largest fabric retailer, its oldest candy store, art galleries, and more fine Louisville dining, all within walking distance of downtown

### ARTS & ENTERTAINMENT: Louisville Science Center

Kentucky’s largest hands-on science center includes 40,000 square feet of exhibits and 4-story IMAX Theatre. Located on historic West Main Street, it offers something for all ages, including educational and entertaining activities in science, mathematics and technology.

A permanent exhibit, “The World Around Us,” brings natural and earth sciences to life. “The World Within Us” looks at seven body systems in action, and “The World We Create” celebrates the physical sciences and creative thinking. A Kid Zone caters to children seven years and under, and a Chemistry Kitchen lets visitors watch scientific experiments and presentations. Visit [louisvillescience.org](http://louisvillescience.org).

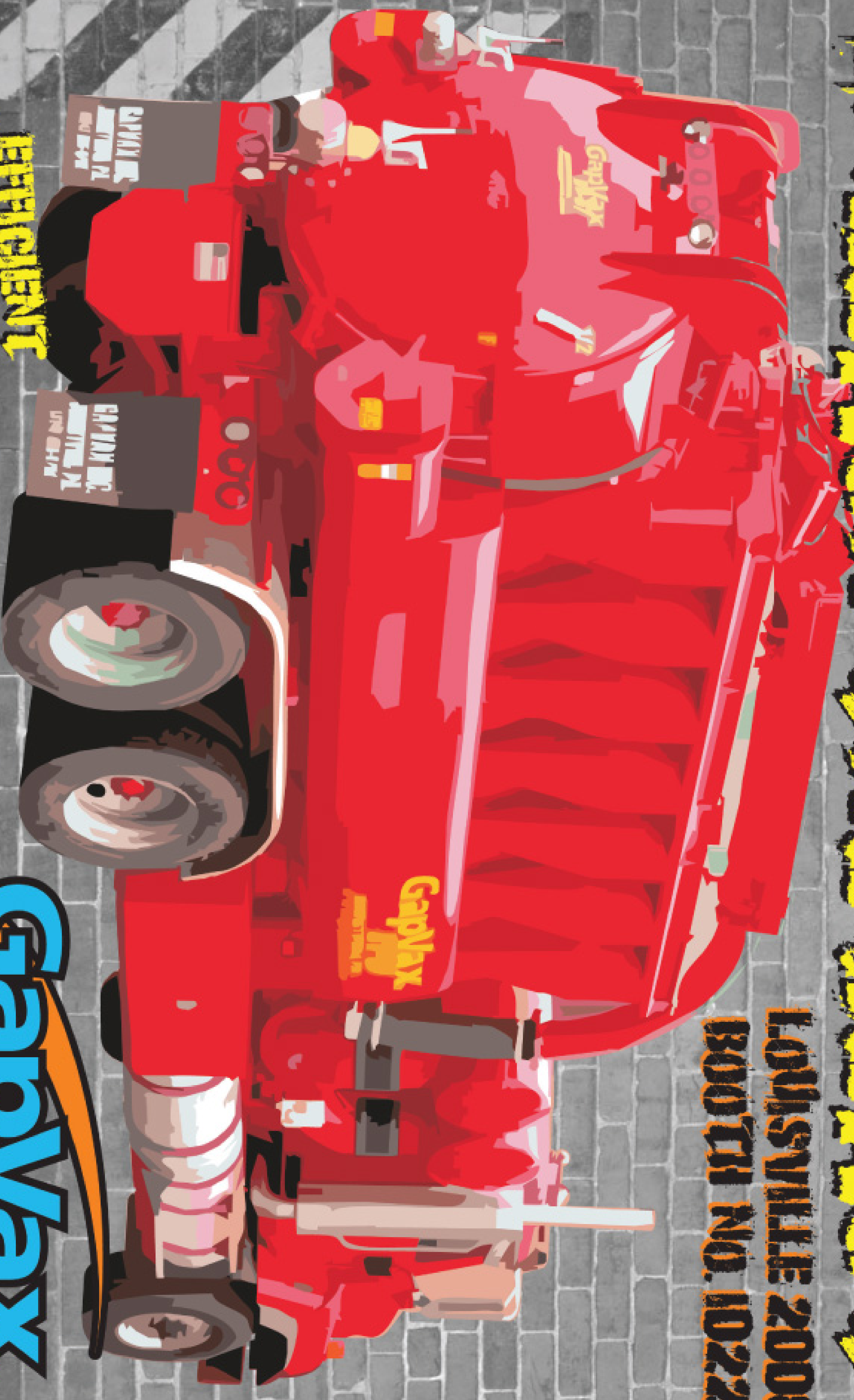


Louisville Science Center



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**Additional features include:** Large 10" solid wheels for easy maneuvering and stabilization while in operation; extra strength 1-1/4" steel tubing framework; 5 position height adjustment on handle; wheel brake; continuous belt skids and loading wheel built-in to handle; GFCI on 20 ft. line cord; and an air operated foot switch for easy operation.

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FOR TOUGH CUSTOMERS.  
SINCE 1943

I always say that cameras in this industry are by nature interesting creatures. 'Cause it's one of those things: once a customer has one and I teach 'em how to use it, they'll most often find that within 30 days time, it pays for itself. I mean, I have customers with a dozen trucks that have a Spartan camera on every one. And knowing that there's bound to be some normal wear and tear, they like the fact that I'm just a phone call away any time they need me.

**Tough Customer Preferred Product:  
PROvision 2.0 Next Generation Camera**

Durable, compact and technologically superior, this is the industry's most advanced digital camera system. The Spartan PROvision 2.0 — featuring digital video recorder (DVR) technology for optimum field reliability.

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- **Push rod:** 100' reel-mounted; secondary reel available for 150' or 200' lengths
- **Weight:** 40 lbs.

