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Playing the Float

Camera boats or pontoons enable quality inspections of high-flow sewers

PAGE 70

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MONEY MACHINES

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Correction

The Warrior waterjetter from Spartan Tool LLC is equipped with an 83 hp diesel engine. An item in the August issue of Cleaner listed an incorrect engine size. COLE Publishing regrets the error.

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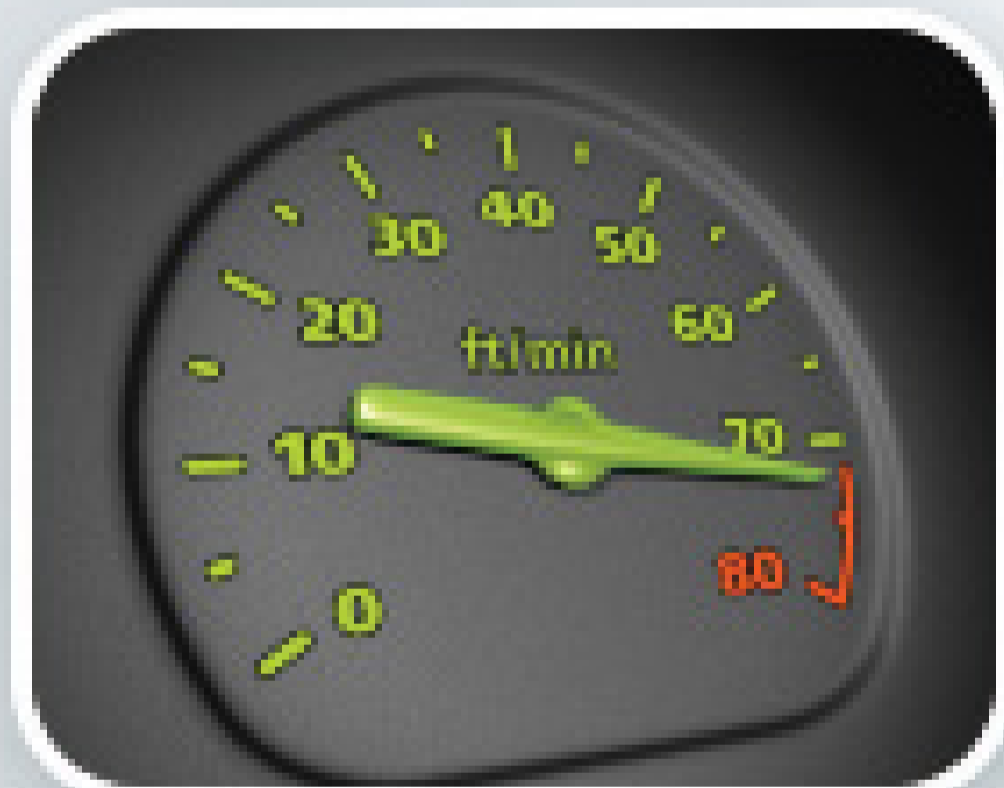


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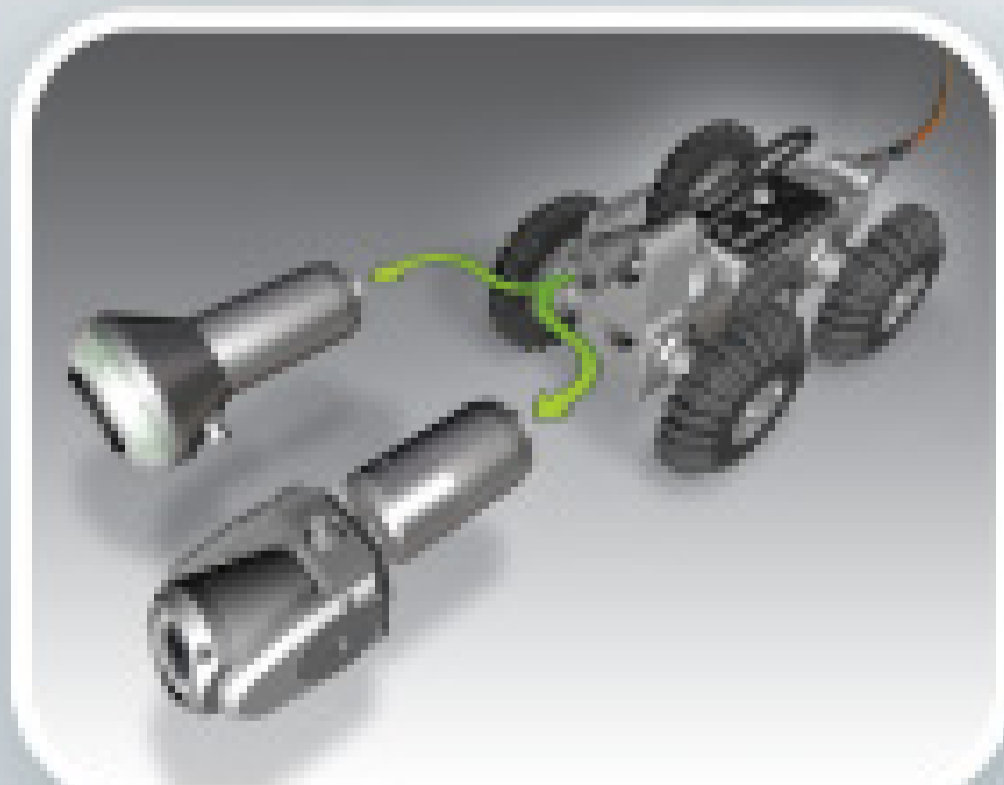
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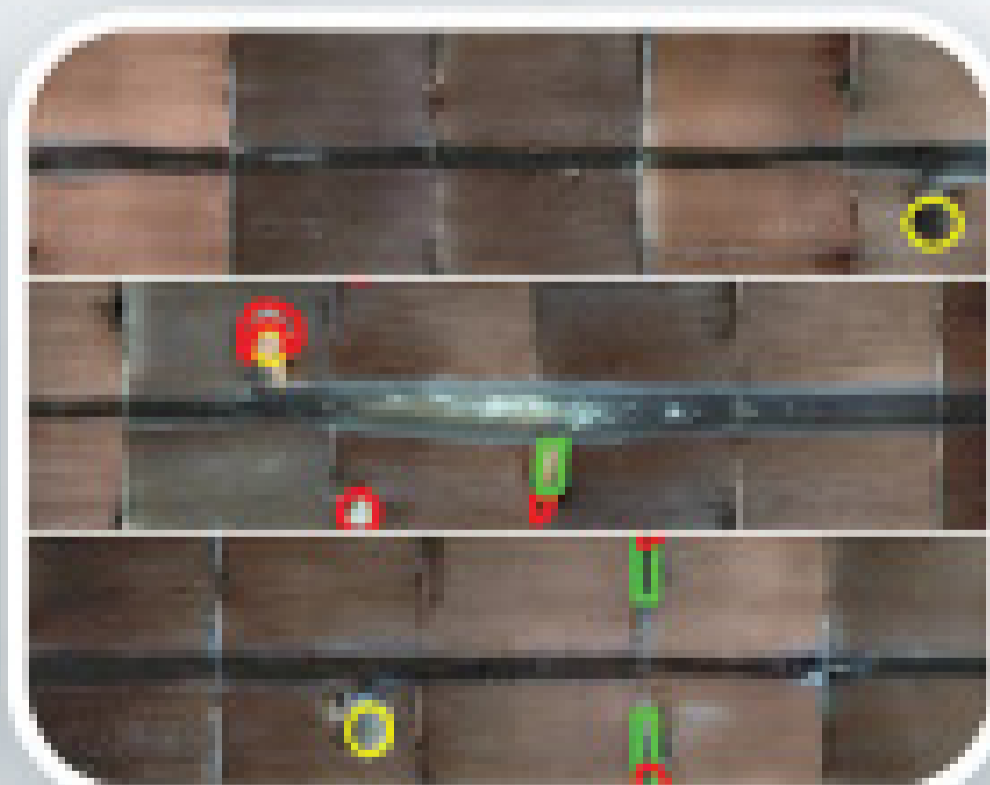
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- Better Business: When the best service is no service

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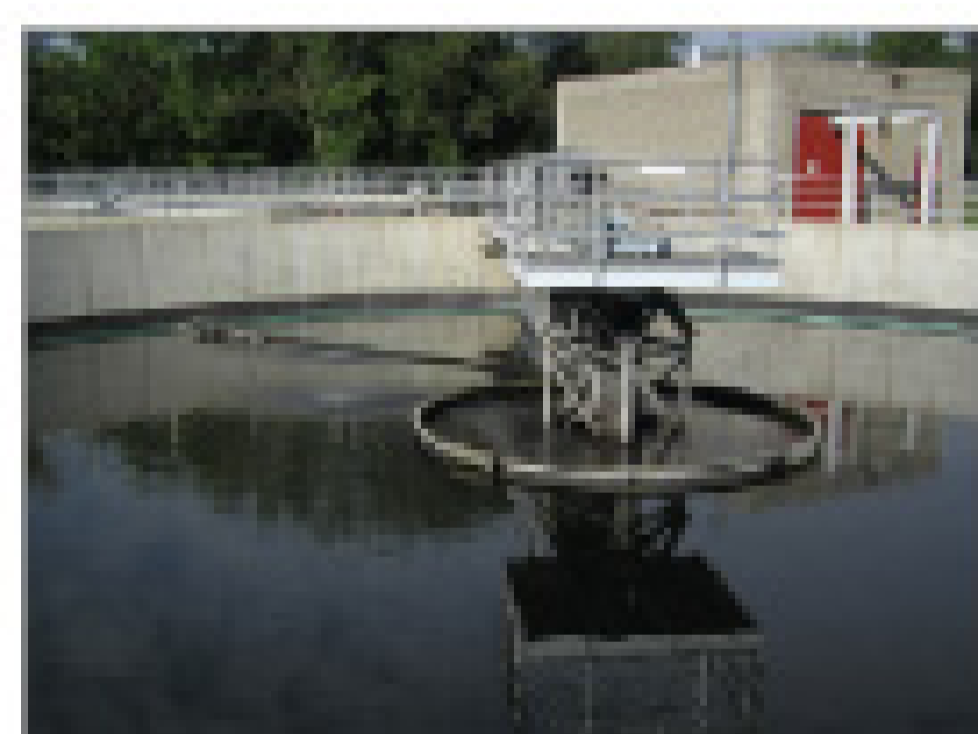
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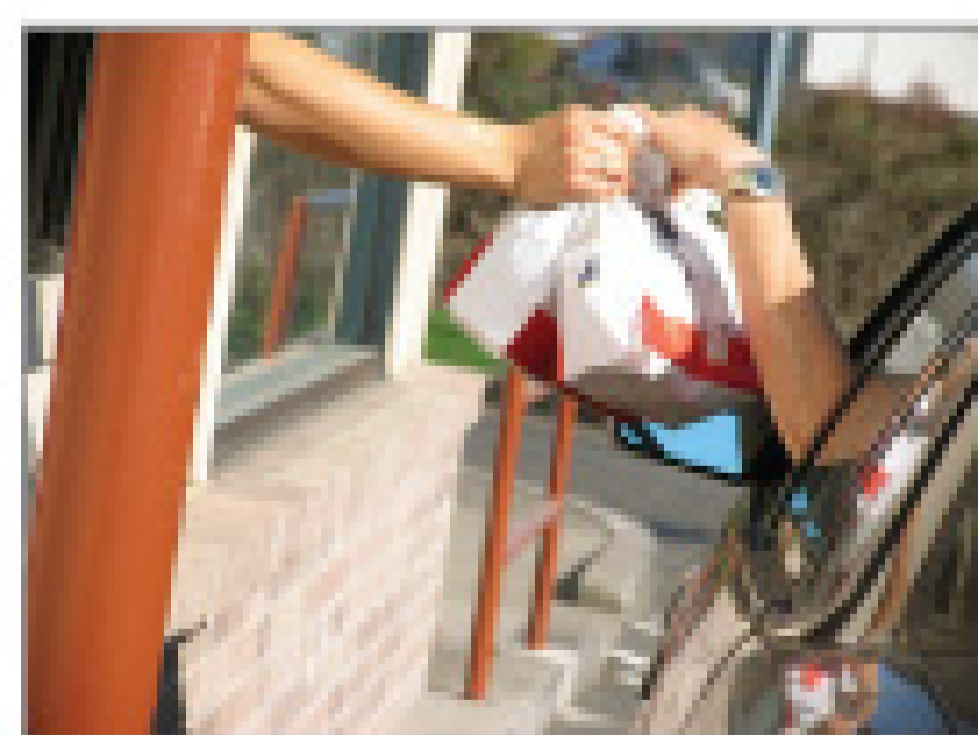
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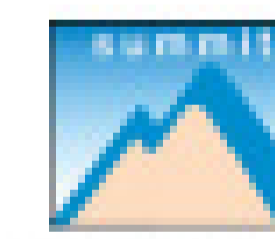
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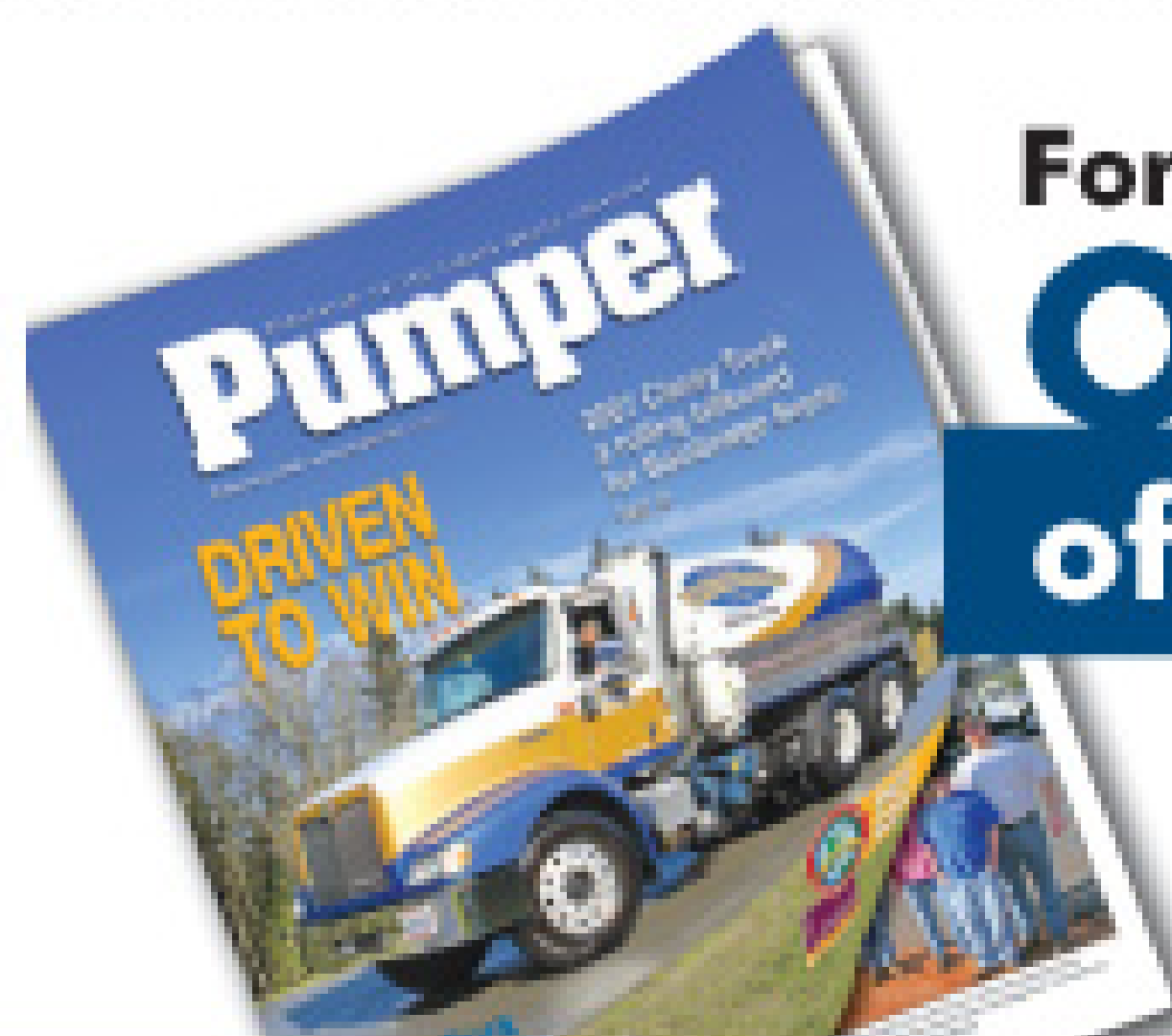
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Lessons From the Trenches

Wisdom developed by successful salespeople can help business owners establish a strong foundation and sustain healthy growth



Ted J. Rulseh

I ride a bicycle for exercise. I promise myself to ride at least 1,000 miles at an aggressive pace every season, which in this Wisconsin climate means May through September. Every spring I hang a calendar on the garage wall near where I park the bike and write on each month my mileage goal.

Then I track progress. After each ride, I mark the mileage on the calendar. At the end of the month, I total it up. I've made my goal in each of the five years I've been doing this. I got the idea – putting my goal in writing – from salespeople I've met in previous work lives.

There is something a bit magical about committing goals to writing. Maybe I would still do my 1,000 miles if I didn't have that calendar on the wall. But it helps my discipline to know it's there: The calendar makes it that much harder just to skip the ride on an evening when I don't feel very energetic.

I've picked up many bits of wisdom from salespeople. While I'm not in sales, I respect people who are and who make a success of it. Selling is tough. It's also a function without which most businesses could not survive. Almost without exception, the people who do it well have learned lessons that can help people new to the profession, and for that matter, people in almost any profession.

In particular, their wisdom can help people who own businesses and are ultimately responsi-

ble for growth and prosperity. Here are a few lessons I've learned.

Live in day-tight compartments. This bit of advice belongs to a noted physician, Sir William Osler (1849-1919). To Osler, it meant living today, without regretting yesterday or fearing tomorrow. Salespeople I've known put an additional twist on it: They set daily goals as well as long-term goals, and they stick to them.

Suppose your goal is to visit at least 10 new

The conventional wisdom says to work on your weaknesses. Current wisdom says to make the most of your strengths – and hire people who are skilled in the areas where you are weak.

prospective customers per five-day work week. That amounts to two per day. So if you're living in day-tight compartments, you want to see those two prospects per day, every day, without exception.

Why not give yourself a little slack? Suppose it's Monday and you only make one visit. You've got the rest of the week to make it up, right? Salespeople tell me that's a slippery slope. If you make concessions like that, pretty soon you're telling yourself it's all right to see only seven in a week – you can catch up later in the month. And so it goes, all year long.

Have a mission-first mindset. You're out there selling to make a living, but if all you think

about is the money, you increase the chances that you will fail. That's because customers don't want to deal with someone who only looks at them as a commission. They want to deal with someone who cares about solving their problems.

So keep your mission first and foremost. Why are you in business? What exactly is it

that you offer that makes you and your business essential to people? At the end of the day, what (besides money) gives you real satisfaction? Whatever that is, keep it in your sights all the time. In the end, you will earn more money if you do.

Never sell a service. Always sell a program. A service feeds you for a day. A program feeds you for the long run. It may be a service (unclogging a drain, repairing a lateral) that gets you in a cus-

tomers' door. But never miss the opportunity to sign that customer up for a program, such as a scheduled maintenance plan.

Invest in yourself. If you're going to sell clothing, the saying has it, you had better be a sharp dresser. Invest in what it takes to look the part of a professional who believes in what he or she is selling.

Beyond that, invest in the skills and resources you need to be as effective as possible. Subscribe to all trade magazines relevant to your specialties. Attend industry trade shows and conferences regularly. Take advantage of all relevant training. Invest in modern equipment and systems. By doing this, you'll position yourself to deliver top-shelf service to customers and gain a critical competitive edge.

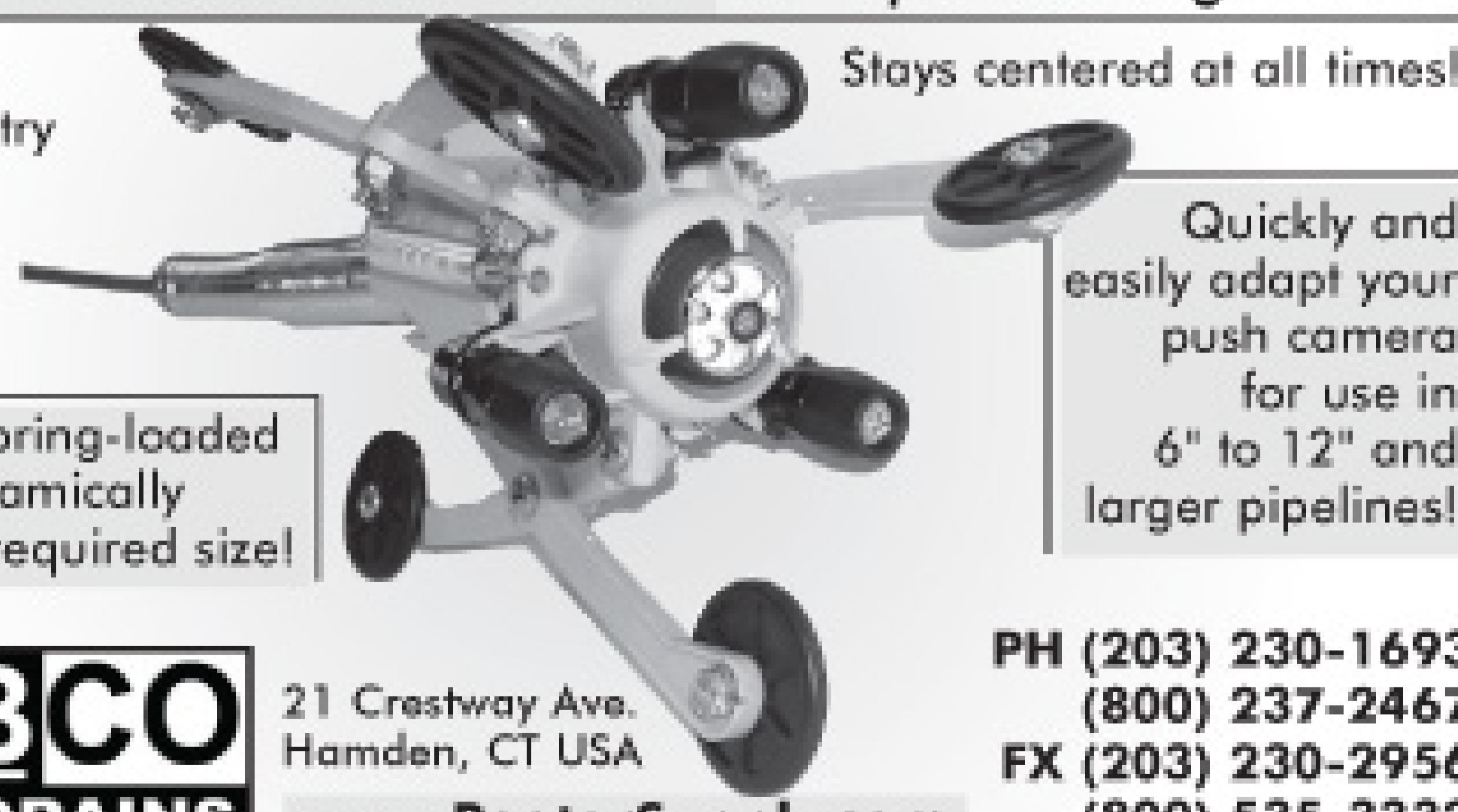
Concentrate on your unique abilities. The conventional wisdom says to work on your weaknesses. Current wisdom says to make the most of your strengths – and hire people who are skilled in the areas where you are weak.

Do some soul searching and identify your unique ability – the thing you can do better than almost anyone else, the thing you find easy, fun, energizing and motivating. Most likely, the more time you spend putting that ability to work, the more successful you and your business will become. ■

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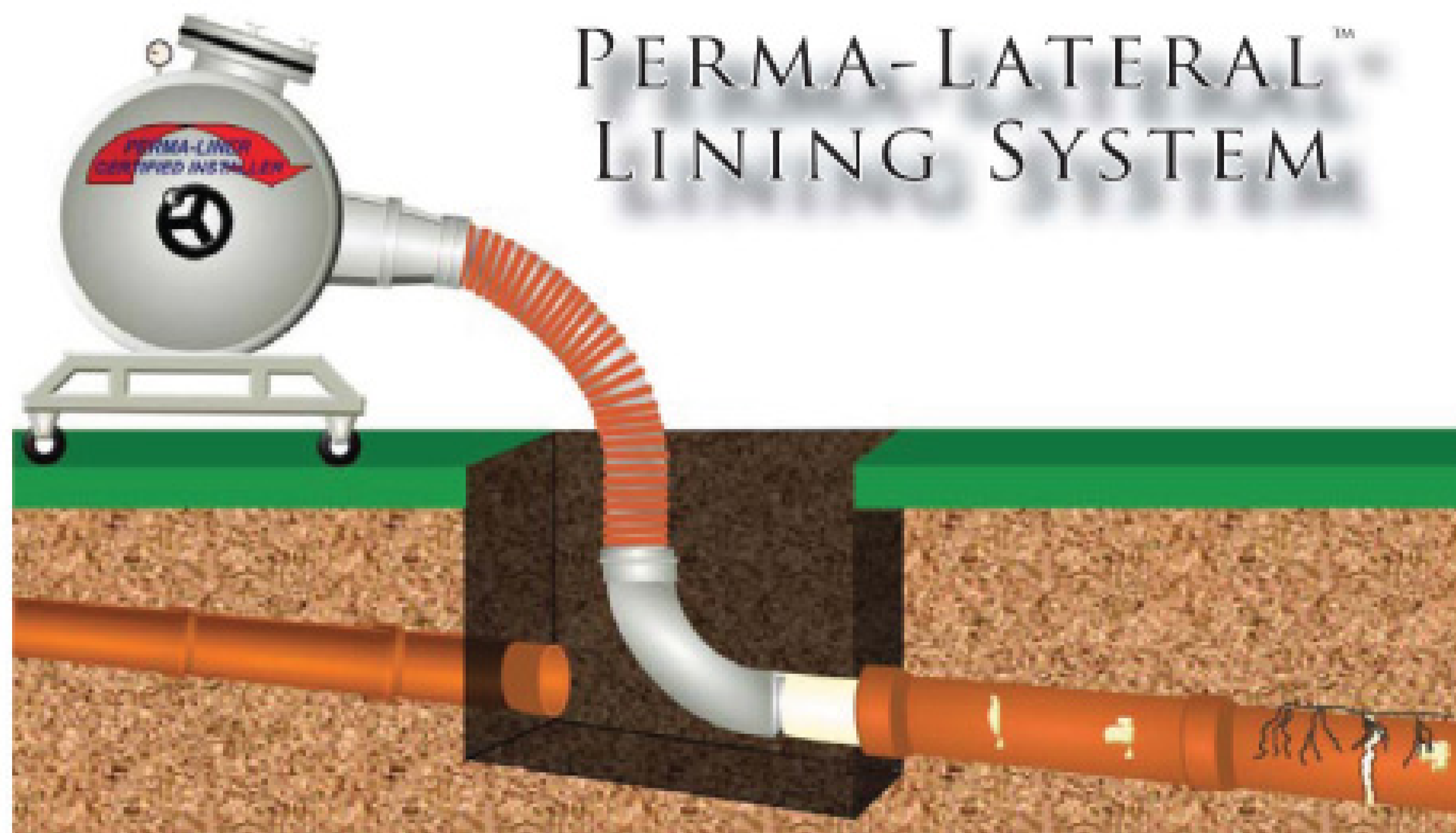
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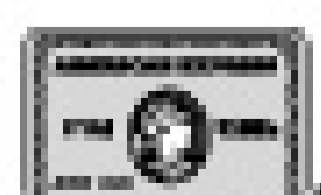
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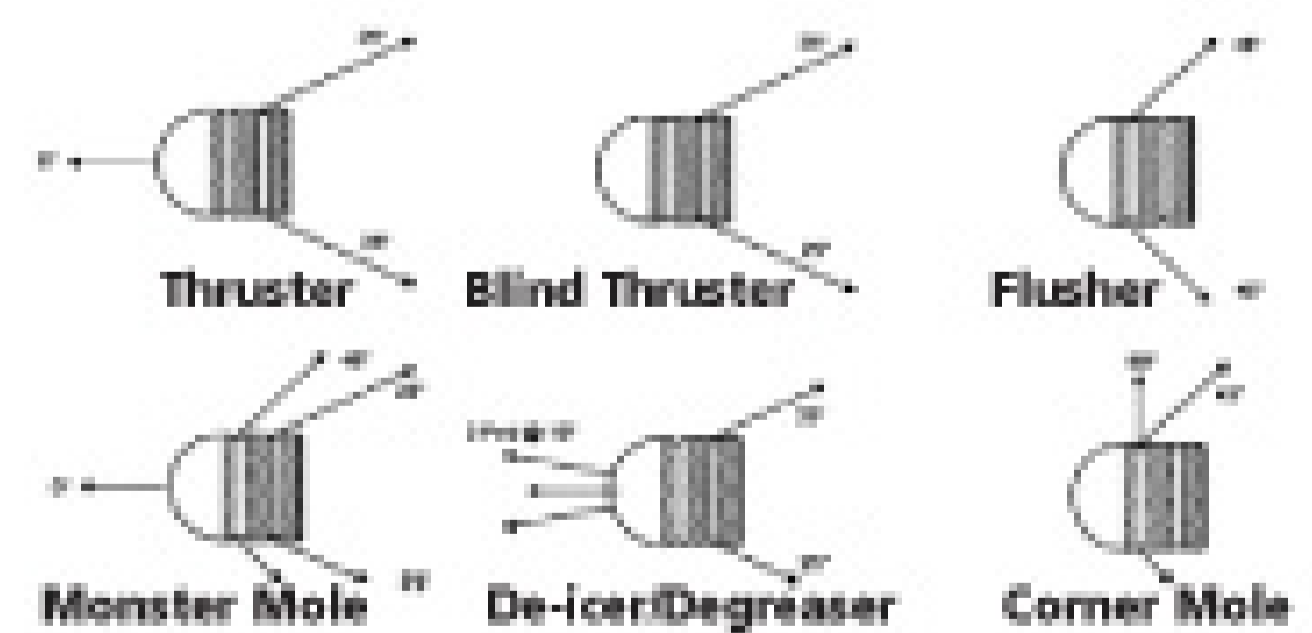
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What Does the Team Think?

How strong is your safety program?
Employee surveys can point to answers.

By **Scottie Dayton**

Most authorities agree that at least 95 percent of workplace injuries are easily preventable. To achieve zero OSHA-recordable injuries, one tool companies use is a periodic employee safety-perception survey.

Construction Industry Institute research has found that companies are more likely to achieve zero injury when owners and project managers lead the safety program and make it part of every work plan.

Opinions count

Too often, companies wait until an accident exposes the weaknesses of their safety efforts. One way to prevent accidents is to develop an employee safety-perception survey. These surveys can be powerful because employees often know better than management about safe and

unsafe conditions on work sites. Often, they won't bring the issues up – unless they are asked.

Safety FIRST

Beyond providing valuable information, such a survey can be a powerful psychological tool, helping to win employees' cooperation and devotion. Workers usually feel honored when asked for their opinions because it signifies their value.

Carefully worded questions will reveal safety program deficiencies or breakdowns in communication. Emmitt J. Nelson, president of Nelson Consulting Inc. in Houston, suggests framing questions so that employees can respond easily, without having to write long sentences.

He suggests asking yes/no/don't know questions, such as:

- Does the company president review safety performance monthly?
- Are company injury incidence rates discussed monthly?
- Have company leaders set zero injury as their expectation?
- Are company leaders involved in injury investigations?
- Do safety representatives report to company leaders?
- Does each project have site-specific safety plan documentation?

- Quality of company safety training.
- Effectiveness of safety communication.
- Faithfulness of employees in reporting first-aid cases.
- Quality of injury investigations.
- Encouragement given for near-miss reporting.
- Quality of safety recognition.

Once employees offer their perceptions, you have an obligation to respond within days. "Waiting weeks to give feedback undermines the positive aspects of conducting

"The more honest you are in reporting the feedback, especially when it is critical of leadership, the more productive the survey. Take action immediately to correct negative responses and employee misunderstandings."

Emmitt J. Nelson

- Is a hazard analysis performed before major work begins?
- Are funds placed in project budgets for safety training?
- Do all receive classroom safety orientation before work begins?
- Do superintendents and managers receive safety training?

Also effective are statements that employees assign ratings to on a scale from one (poor) to ten (world-class) for various safety program attributes, such as:

- The degree of interest in safety shown by top leaders while at the jobsite.
- Strength of leaders' support for achieving zero injury.
- Quality of leaders' involvement in injury investigations.
- Comfort in stopping a job for safety reasons.
- Effectiveness of safety staff.
- Quality of jobsite-specific safety plans.
- Quality of daily safety inspections.

the survey, as employees become skeptical of what is going on, or perhaps not going on," says Nelson.

"The more honest you are in reporting the feedback, especially when it is critical of leadership, the more productive the survey," he says. "Take action immediately to correct negative responses and employee misunderstandings."

Nelson emphasizes that employees will give usable information only if they do not fear reprisal. Assure them that their answers will be confidential and anonymous.

Their perceptions then will provide a revealing look at how well you are communicating your safety objectives, and the quality of safety efforts on projects. Use the surveys to shore up your emphasis on safety. By quickly correcting misconceptions and mismanagement of safety details, you can create a zero-injury work culture. ■

Emmitt J. Nelson can be reached at nelsonci@worldnet.att.net or 713/953-1228.

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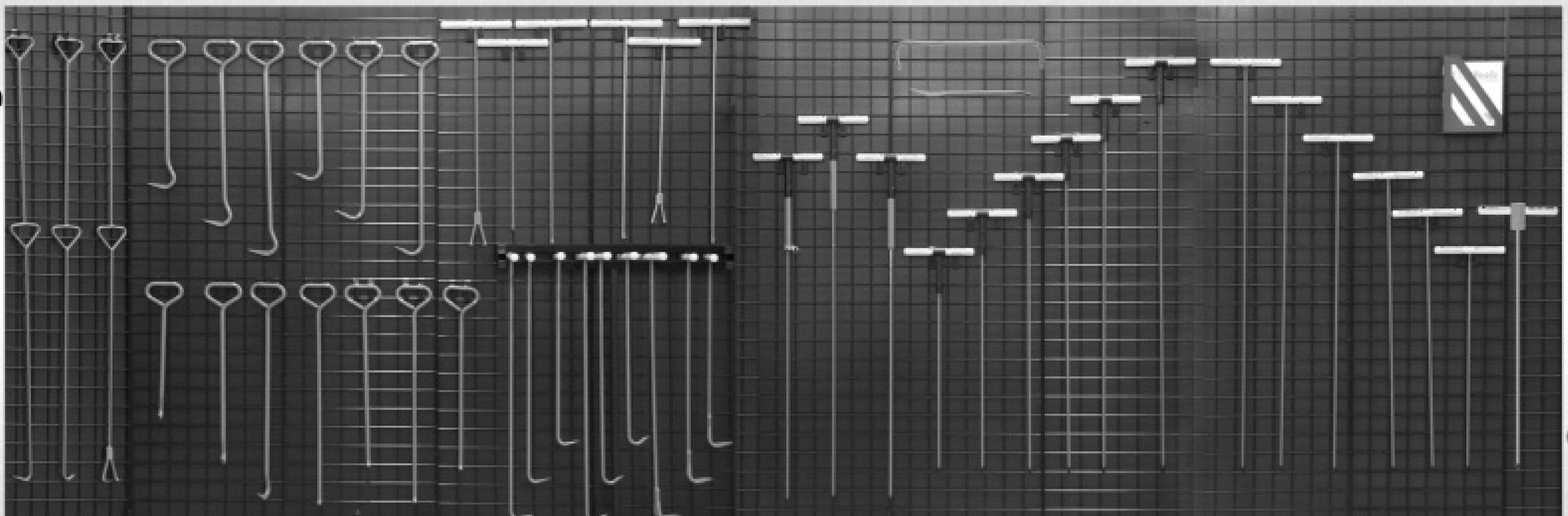


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Go With the Flow

A healthy profit may not mean a healthy business if poor cash flow leaves you with too little money on hand to meet your regular obligations

By Erik Gunn

Chuck's business makes a healthy profit. George's business has a strong cash flow. Who is better off?

Answer: It depends. Profit is essential for your business, but without good cash flow, you could still wind up in big trouble. And don't mistake one for the other.

Profit is the money left over after you pay all your expenses. Cash flow is the interplay of money coming in and going out over time. Let's say it costs you \$250 to do a job for which you charge \$350. That's great profit margin: better than 28 percent. But suppose you bill the customer in March, and you don't get paid until June. Or suppose you bill out \$10,000 worth of work in a month, but the payments dribble in over three months.

That's lousy cash flow. Month after month, you've had to pay for supplies, fuel, wages, the lease for your building and more. And don't forget estimated tax payments. If your cash flow is poor, you may not bring in enough to pay those bills when they're due.

So what happens? You may have to tap your business line of credit to cover the shortfall. The interest you accrue can add even more expense. And yet on paper you are making a solid profit.

"If too many of your customers begin to be late paying you, you can feel that pretty quickly," says Don Shultz, controller for Newcomb Marketing Solutions in Michigan City, Ind., and the Leaders' Resource Network (LRN), which provides business advice to companies in the environmental service industry. Shultz was a speaker during the daylong LRN seminar series at the 2008 Pumper & Cleaner Expo.

So how do you master and improve your cash flow? Here are five steps.

1. Map out your income and expenses. Look at the last calendar year, or even the last two or three, and track your income and your expenses. A cash flow report can cover any period of time, but the most useful one goes from month to month. Specific designs can vary, but a typical one is shown in the accompanying table.

For a really big-picture view, you could combine a whole year's data in a single column. On the other hand, if you're just starting out and cash is really tight, you might want to expand this to take into account individual weeks or days of the month.

Keep in mind that all the numbers in the document should be in real time. Sales, for example, shows the money that *came in* from customers who paid that month, not what you may have *billed* that month.

2. Analyze the results. This imaginary business had a little upsurge in February, while its costs remained constant. In March, however, things went the other way. Payment on work billed in February was slow to come in, so the sales line took a dip. At the same time some payments went up.

It looks like March actually continued a busy streak. The upsurge in payroll probably reflects overtime expenses from a flood of new calls. Expenses on supplies went up, too, to replenish the stocks used in February and March. And overhead soared, probably for the additional fuel spent on all those extra calls in March. The bottom line: At the end of March, the cash is below water at a negative \$1,600. A negative cash position is a bad place for a business to be.

By April, things have begun to recover. The income from all that extra work in February and March has begun to come in. Payroll has settled down, and expenses for supplies have reverted back to the usual pattern. The cash balance is back in positive territory. And in May things look healthy again, although the cash shortfall from

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.



March is still working its way through the system.

It's not hard to see that tweaking a number here or there could set things seriously awry. What if that April income didn't bounce back? What if someone quit in March, and to hire a replacement, the company suddenly had to pay a lot more money, driving up the payroll costs even more than the overtime? Or what if gas prices increased permanently, as they have in real life? That would probably push overhead higher and keep it there.

3. If your cash flow is poor, consider why. Remember, cash flow has two components: expenses and income. Take expenses: Not every bill comes once a month. Some, like insurance premiums or property taxes, come once or twice per year, but when they do arrive, they take a big bite. On the income side, a chief cause of poor cash flow is customers who don't pay on time. Another term for that is "aging receivables."

4. Look at strategies to improve. Suppose your cash flow is generally good until December, when your property tax bill arrives. That's a problem you can easily solve, says Shultz. "At the end of the year, you have this bill hanging out there," he says. "You need to have the cash to pay that when the time comes. So you really need to expense that each month and save up for it." To do that, you can create a special account and set aside one-twelfth of the year-end bill each month. Then

Cash Flow Statement

	January	February	March	April	May
Starting Cash	\$5,000	\$4,800	\$5,600	-\$1,600	\$1,200
Income					
Sales	\$10,000	\$11,000	\$7,000	\$13,000	\$11,000
Total In (Sales + starting cash)	\$15,000	\$15,800	\$12,600	\$11,400	\$12,200
Payments					
Payroll	\$4,000	\$4,000	\$5,000	\$4,000	\$4,000
Supplies	\$2,000	\$2,000	\$4,000	\$2,000	\$1,500
Insurance	\$500	\$500	\$500	\$500	\$500
Overhead	\$3,000	\$3,000	\$4,000	\$3,000	\$3,000
Debt. Service	\$700	\$700	\$700	\$700	\$700
Total Out	\$10,200	\$10,200	\$14,200	\$10,200	\$9,700
Cash Balance	\$4,800	\$5,600	-\$1,600	\$1,200	\$2,500

when the bill arrives, you can pay it without much pain.

Or suppose the real problem is how money comes in over time. A more sophisticated cash-flow analysis can help you see that your customers are typically taking 45 to 60 days to pay. In that event, you need to speed up payments. To do that, you can:

- Start taking credit cards.
- Institute a policy of billing at the time of service rather than sending the bill later.
- Shorten your payment terms. Some contractors offer terms as short as net 10 days instead of the standard 30 days.
- Slap on penalties for overdue bills; 1.5 percent per month is typical.

“If you do a lot of billing, you really need to stay on top of and manage your accounts receivable. If they’re outstanding 45 days, you need to call them right away. People are going to pay the squeaky wheel first.”

Don Shultz

- Don't let late bills linger. Send out second notices or call to check after a reasonable time.

“If you do a lot of billing, you really need to stay on top of and manage your accounts receivable,” Shultz says. “If they’re outstanding 45 days,

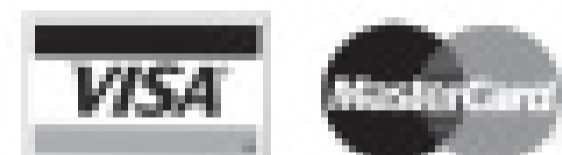
you need to call them right away. People are going to pay the squeaky wheel first.”

5. Project the future. You can never be sure how business will go tomorrow or next year. But with enough past information, and with good projections of how costs like wages or fuel prices or supplies will go up, you can make reasonable estimates about next year that allow you to set aside money in the fat months to smooth over the lean ones.

If you aren't already subjecting your business to a regular cash-flow analysis, it's time to start doing so. The insights you gain will help your business run more smoothly and help you put more money in the bank. ■

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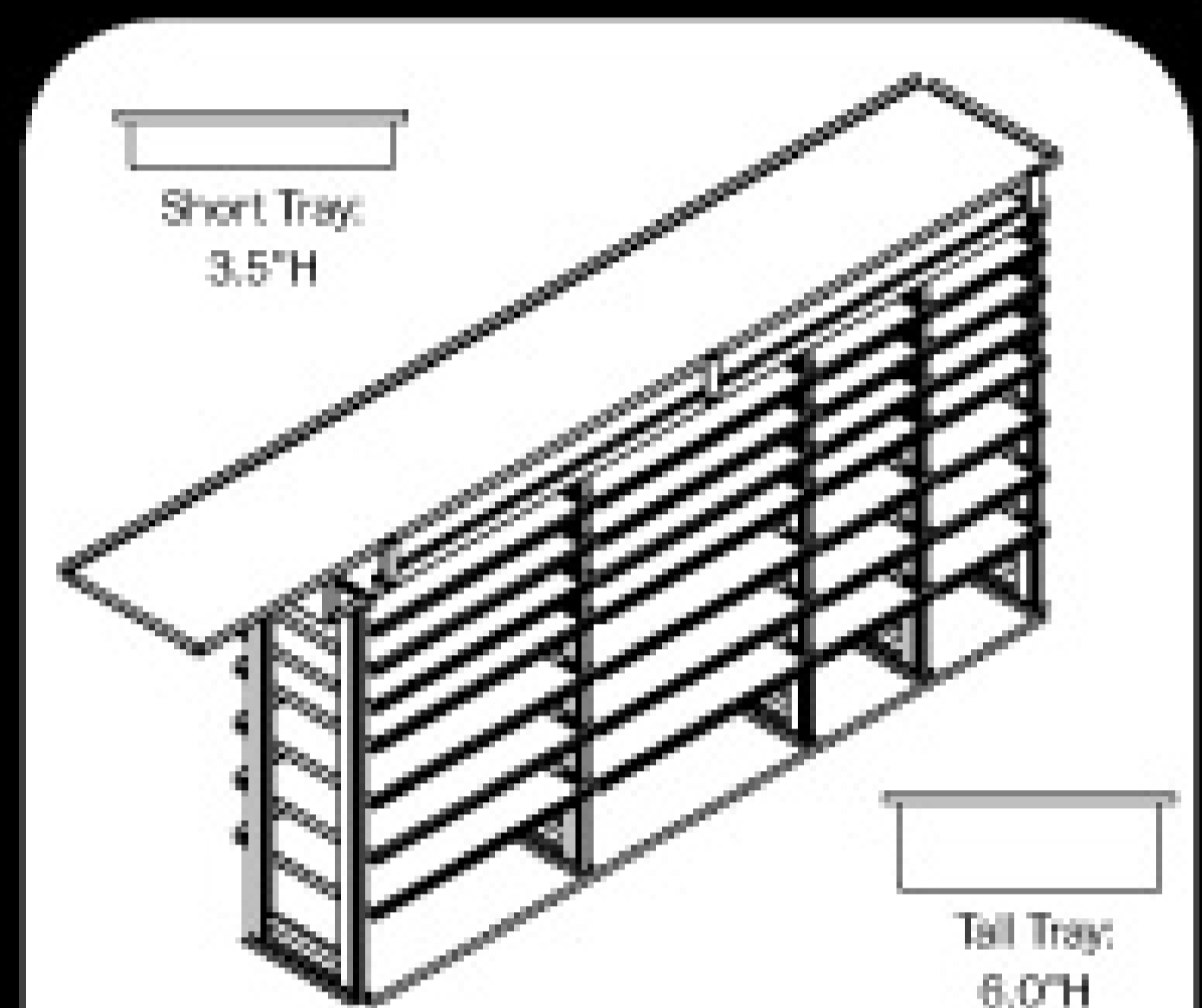
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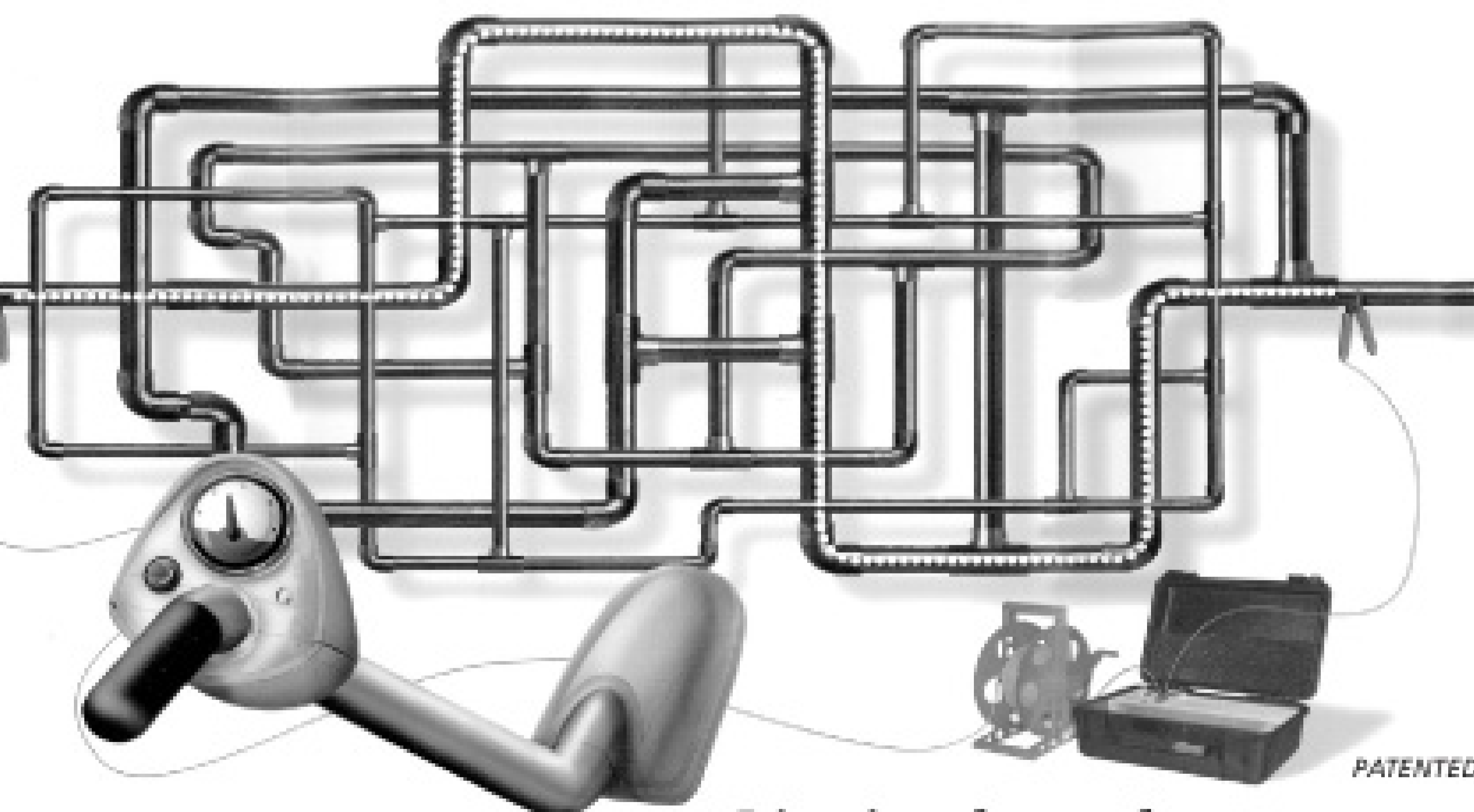
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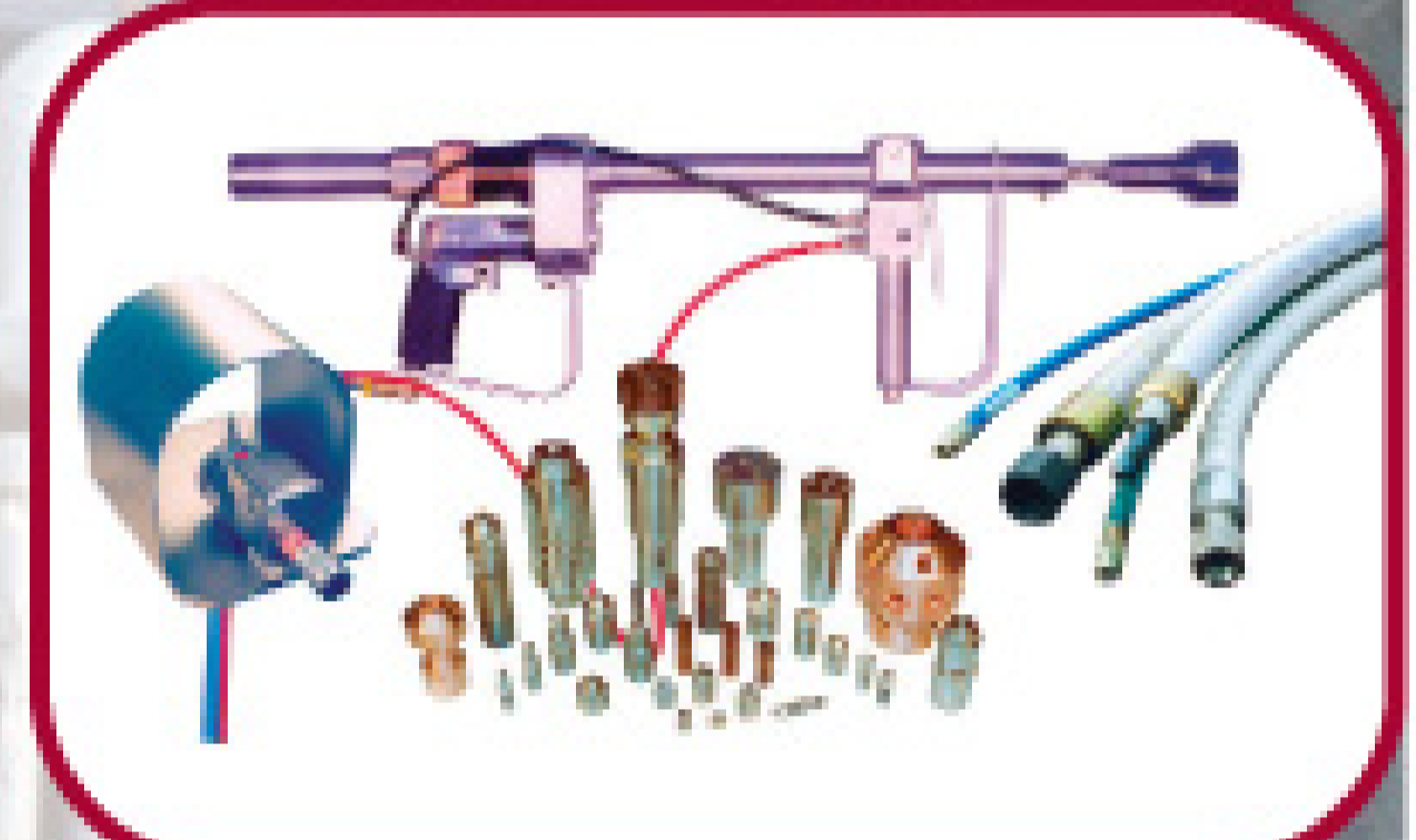
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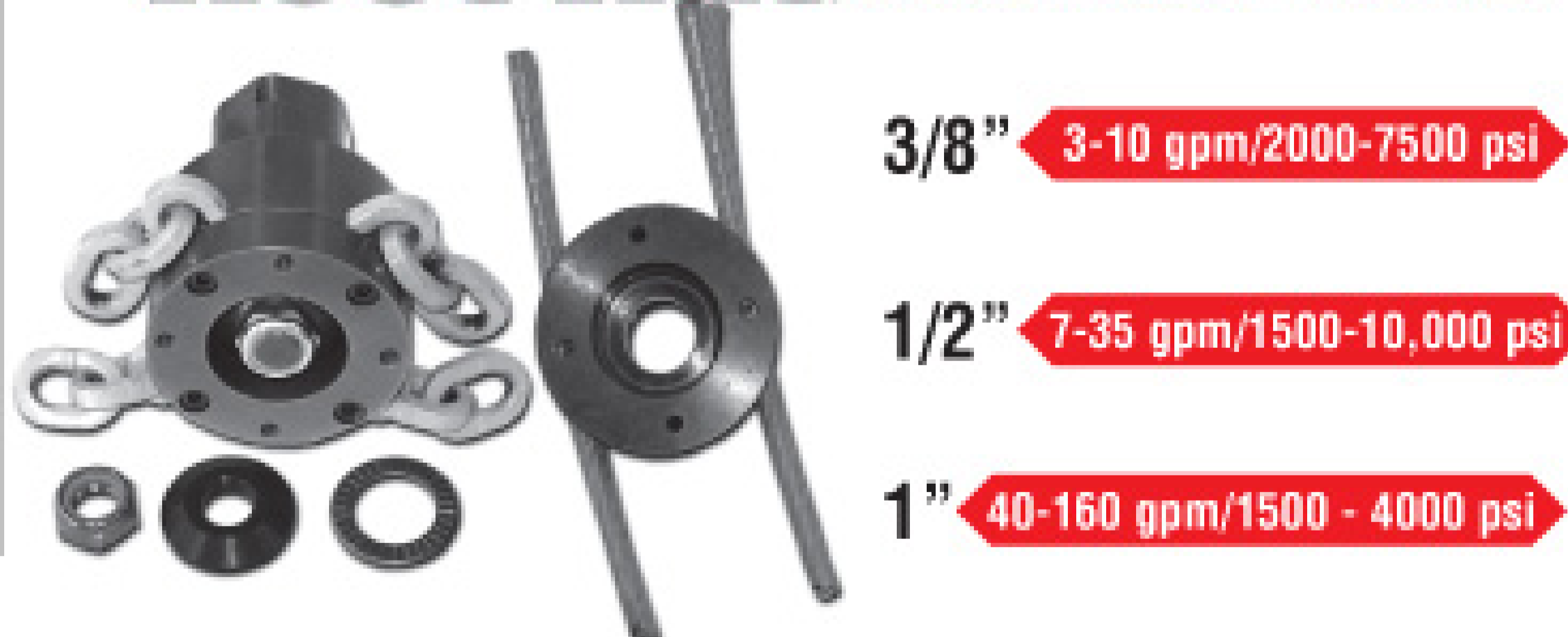
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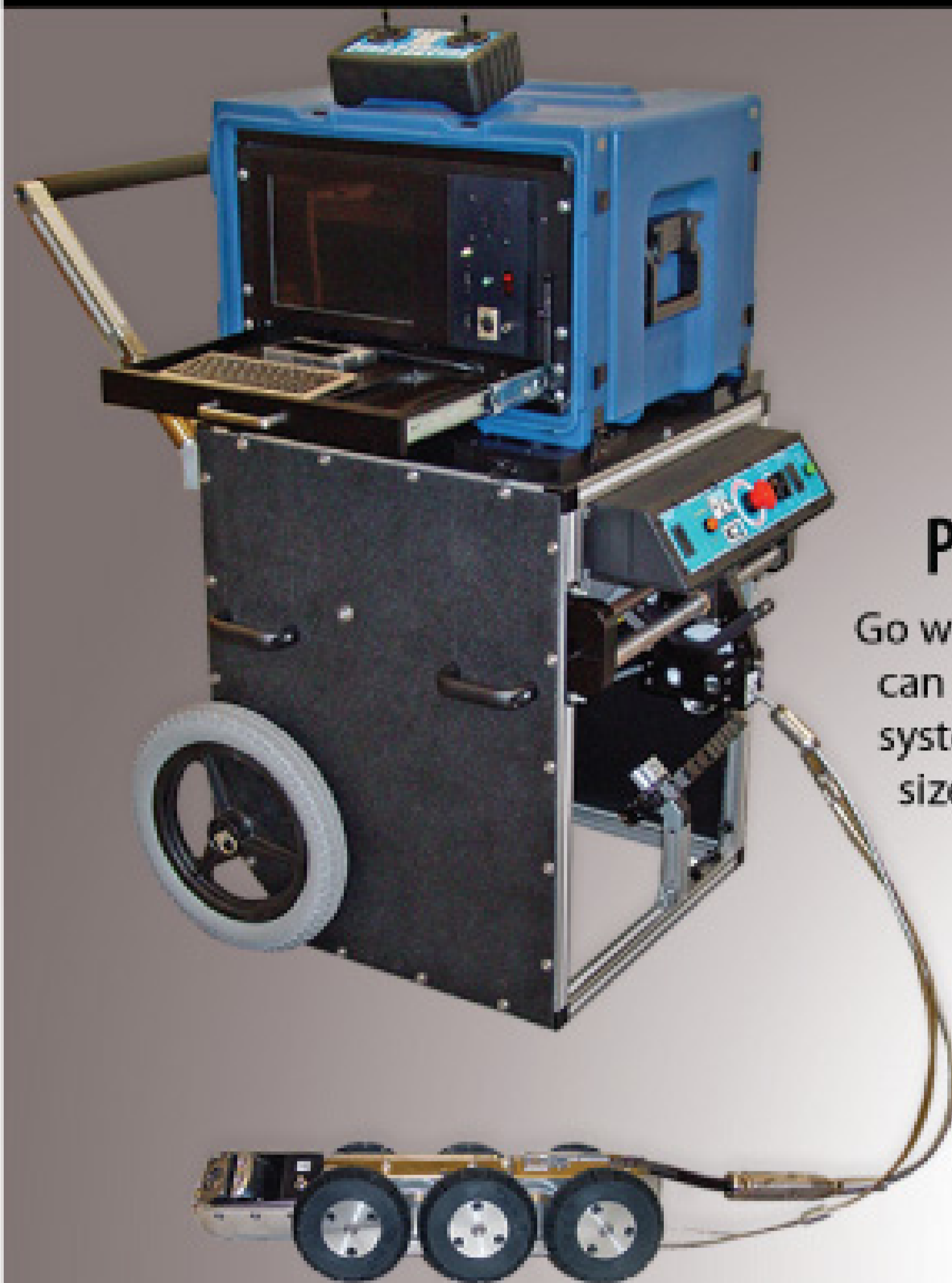
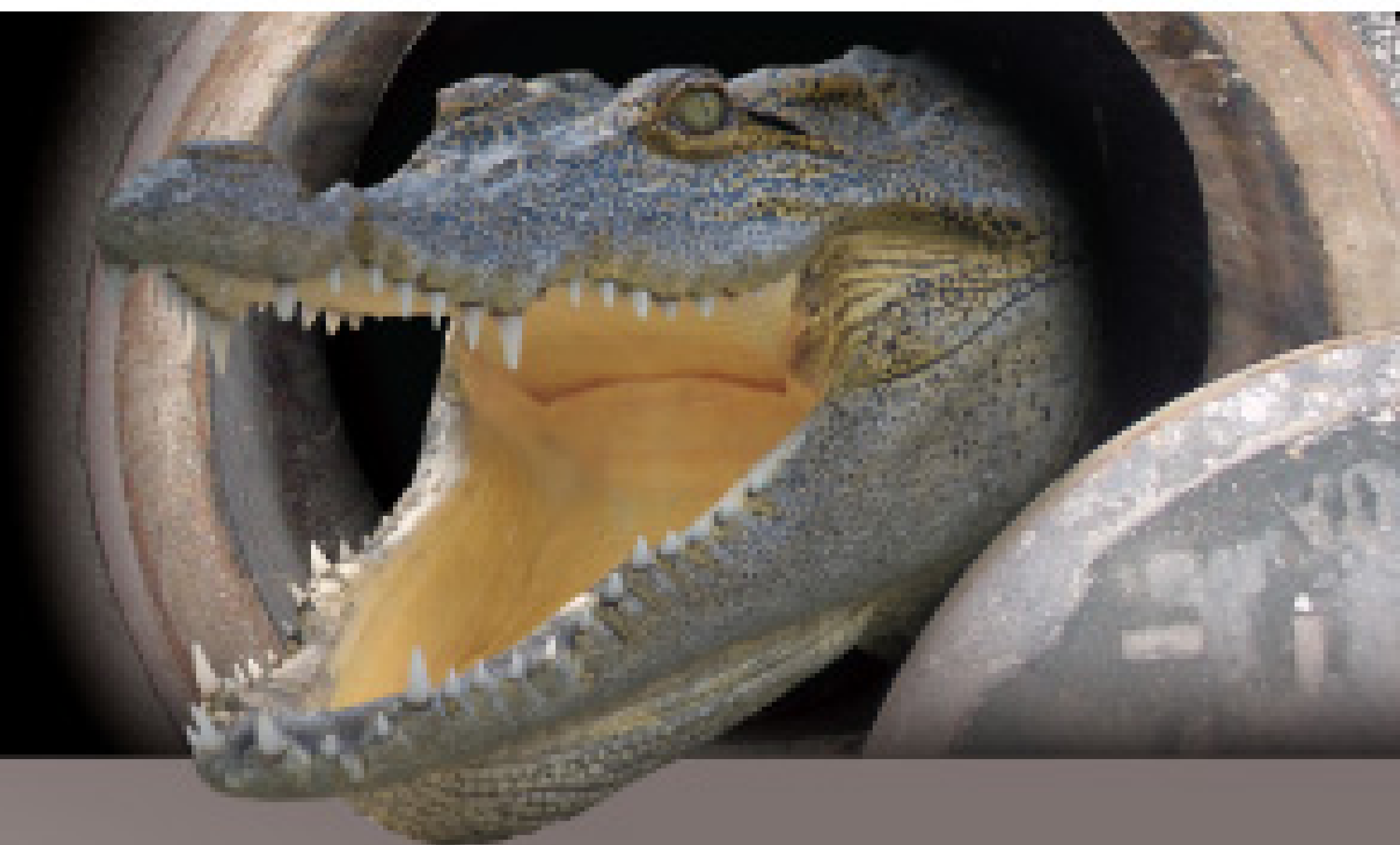


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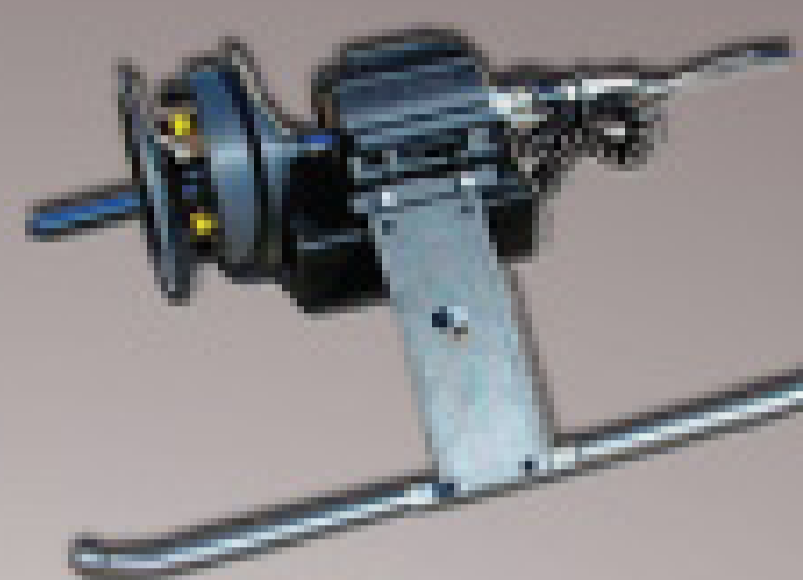
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Employee or Contractor?

If you improperly classify someone who works for your business, you could end up facing trouble, including big tax penalties

By Fred S. Steingold

Be careful in how you classify workers. Most people who work for you are likely to be employees and not independent contractors. But if you treat someone as an independent contractor and the Internal Revenue Service determines that he or she is really an employee, you may have to pay some big tax penalties.

The IRS much prefers that businesses treat workers as employees. Why? Because the IRS believes it will take in more tax revenue that way. The belief is that independent contractors often avoid paying income tax, as well as the self-employment tax that covers Social Security and Medicare. Employers can usually be counted on to withhold and remit all these taxes for their employees.

Getting tougher

It has always been necessary to classify workers correctly. But these days, for a number of reasons, the odds are higher that the IRS will check up on you. A respected tax resource, *The Kiplinger Tax Letter*, cites three developments:

- More states are aiding the IRS. Some 33 states are showing the IRS the results of their payroll tax audits.
- The IRS is using software to spot businesses that send Form 1099s to workers who have no other income. (Form 1099 is the annual income statement that an independent contractor receives; an employee, by contrast, receives Form W-2.) Based on its software matches, the IRS can look into whether the 1099 recipient should be reclassified as an employee.

• Workers who believe that a business misclassified them as independent contractor can now file a new form: Form 1819, Uncollected Social Security and Medicare Tax on Wages. Again, this alerts the IRS to take a closer look.

If you classify a worker as an employee and meet your payroll tax duties, you have nothing to worry about. You only have a problem if you make a mistake in classifying someone as an independent.

Making certain

So how do you avoid a mistake? By understanding the IRS approach. The IRS looks mainly at how much control you have over the worker. If

If you classify a worker as an employee and meet your payroll tax duties, you have nothing to worry about. You only have a problem if you make a mistake in classifying someone as an independent.

you control or can control what is to be done and how it's done, the worker is an employee. Here is an example:

Star Brite Drain Manufacturing hires Lou Ann as a consultant in the sales department. She is to ensure that the department is fully staffed and that sales brochures are stocked and available. She also is to review all sales contracts. However, Star Brite requires Lou Ann to get approval before she hires or fires anyone, purchases additional sales materials, or accepts any sales contract.

The IRS views the requirement of prior approval as evidence that Star Brite controls

Fred S. Steingold practices law in Ann Arbor, Mich. He is the author of Legal Guide for Starting and Running a Small Business and The Employer's Legal Handbook, published by Nolo. Legal strategies may vary depending on the state in which you live and the specifics of your situation. See your lawyer for legal advice.



how Lou Ann gets her work done. If Star Brite simply lets Lou Ann exercise her own discretion, the company would have a good basis to treat her as a contractor.

Also, if a worker needs to buy or rent equipment to get the work done, that can help a company justify its position that the worker is an independent contractor. The worker's investment in equipment must be significant, however. You also have a stronger position for calling someone a contractor if he or she:

- Works off your premises.
- Is paid by the job, not in regular amounts at stated intervals.
- Sets his or her own work hours.
- Works for other companies in addition to yours.

Getting advice

The IRS offers several online articles and publications dealing with worker classification. There's a good overview in the article called "Employee or Independent Contractor?" Look for it on the IRS Web site at www.irs.gov.

The topic is also covered in IRS Publication 15-A, *Employer's Supplemental Tax Guide*, also available online. If you're unsure whether it's safe to classify a given worker as an independent contractor, check with a lawyer or CPA. Or you can seek a determination from the IRS by using its Form SS-8.

To be on the safe side, you can ask the worker to form a one-person corporation, a fairly simple and low-cost process. The worker would be an employee of his or her own corporation. You'd pay the invoices sent to you by the worker's corporation, and the corporation, in turn, would pay the worker.

In virtually all cases, the IRS will accept this type of arrangement and will not re-classify the worker as your employee. But heed this warning: Don't help the worker set up the corporation or pay for incorporation costs. If you do, the IRS may treat the arrangement as a sham and hold you responsible for payroll taxes. ■



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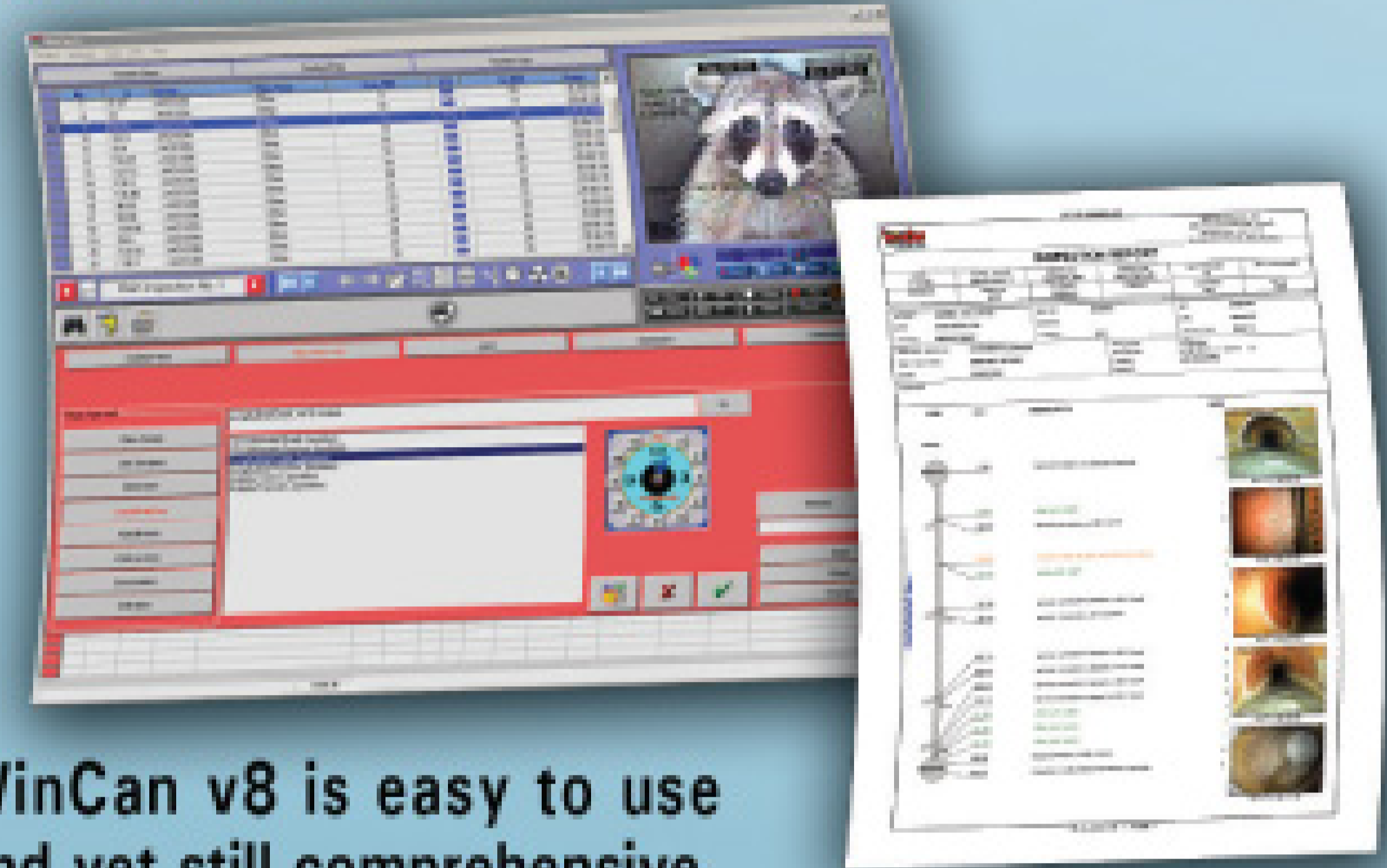
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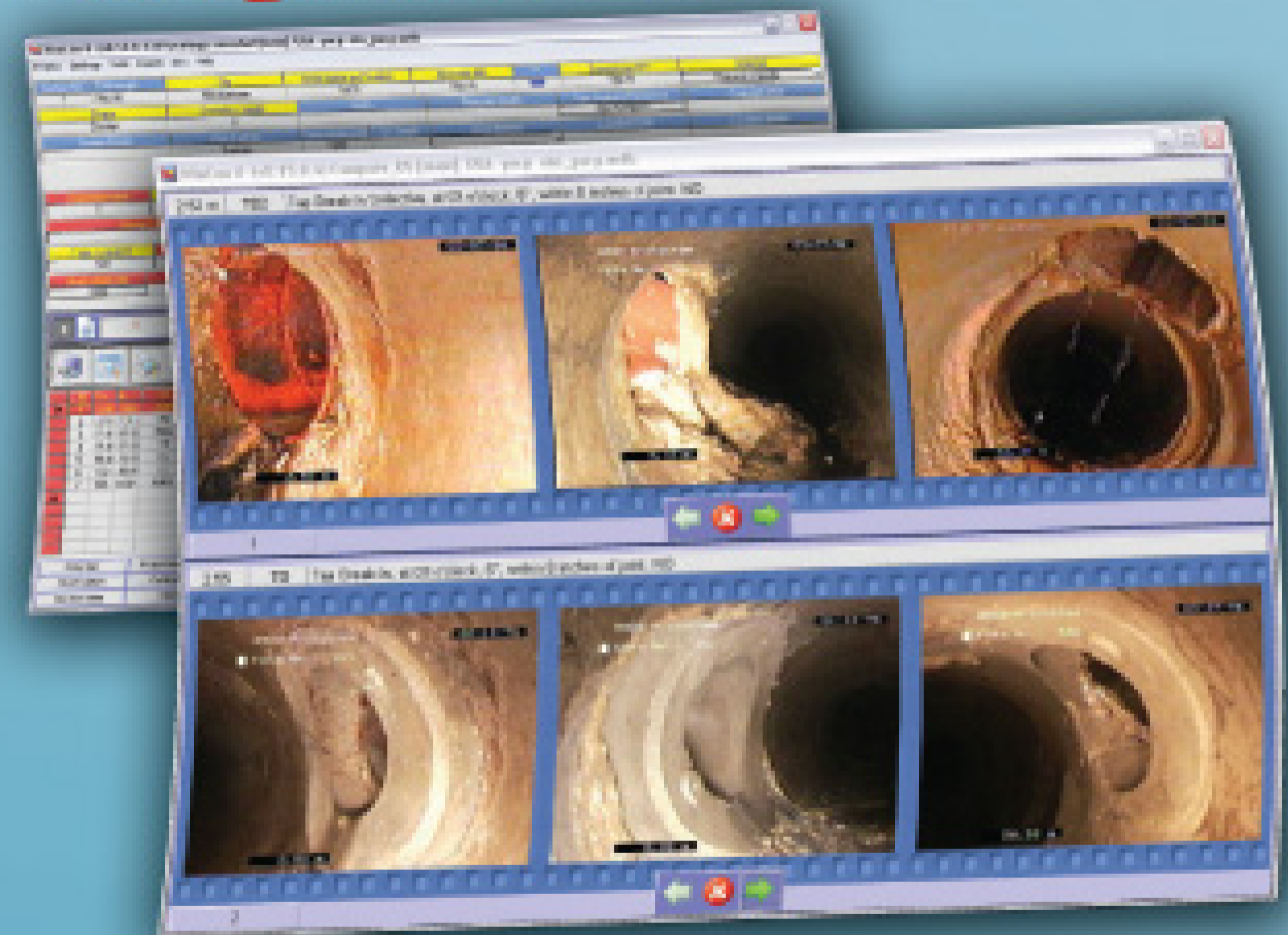
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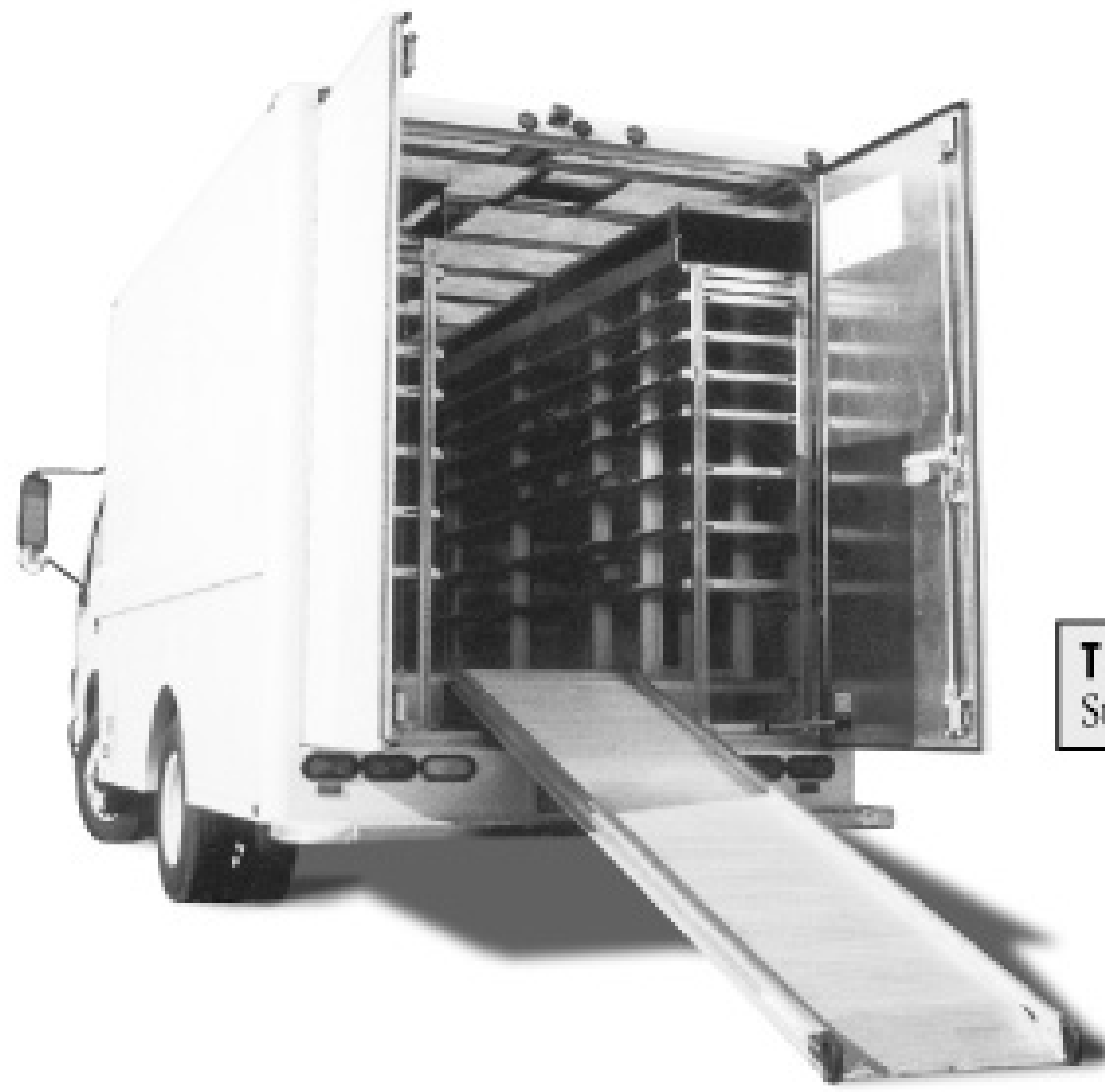


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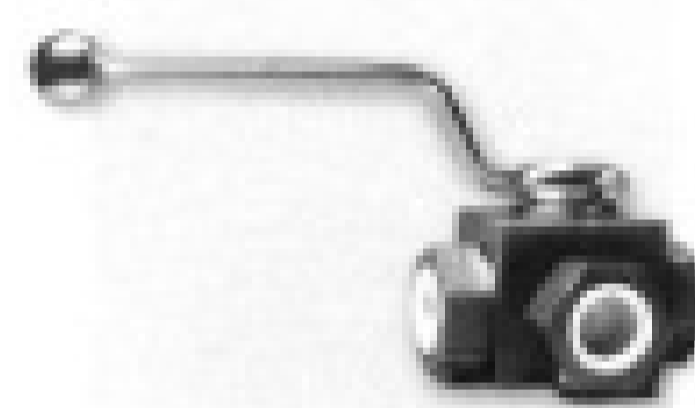
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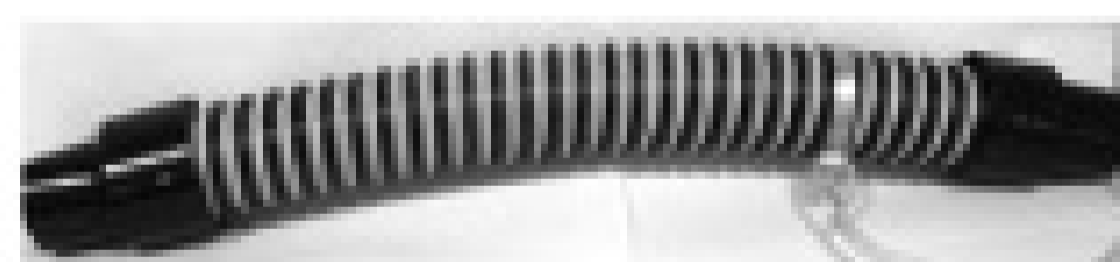
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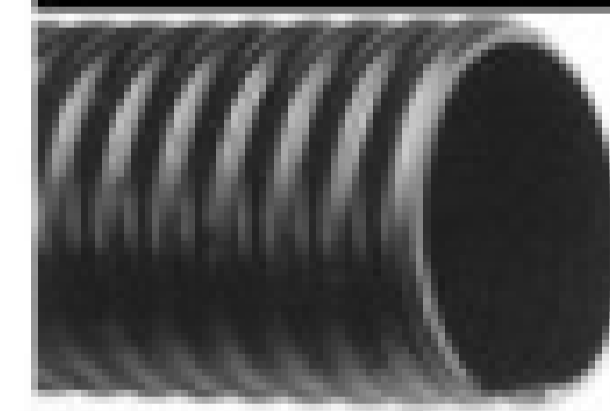


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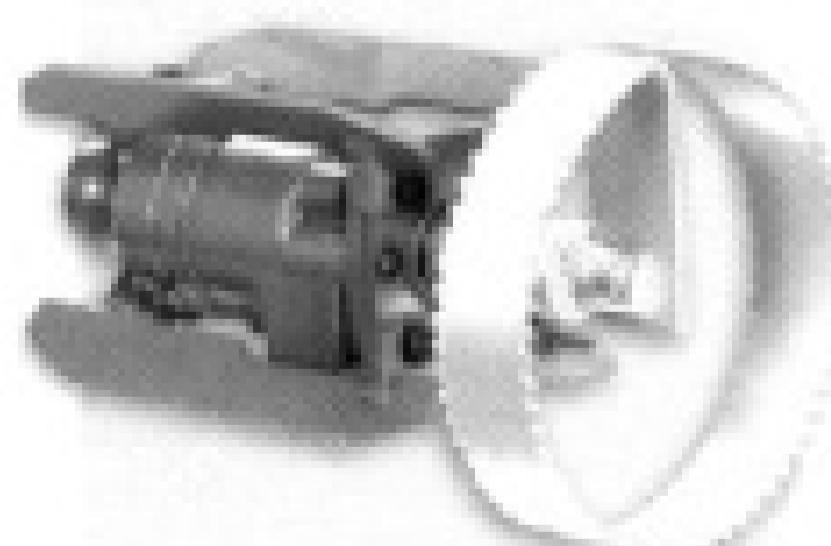
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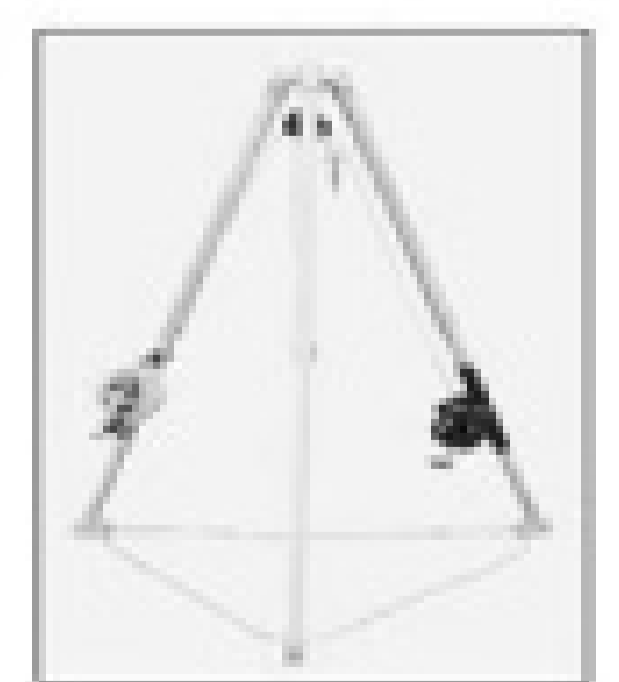
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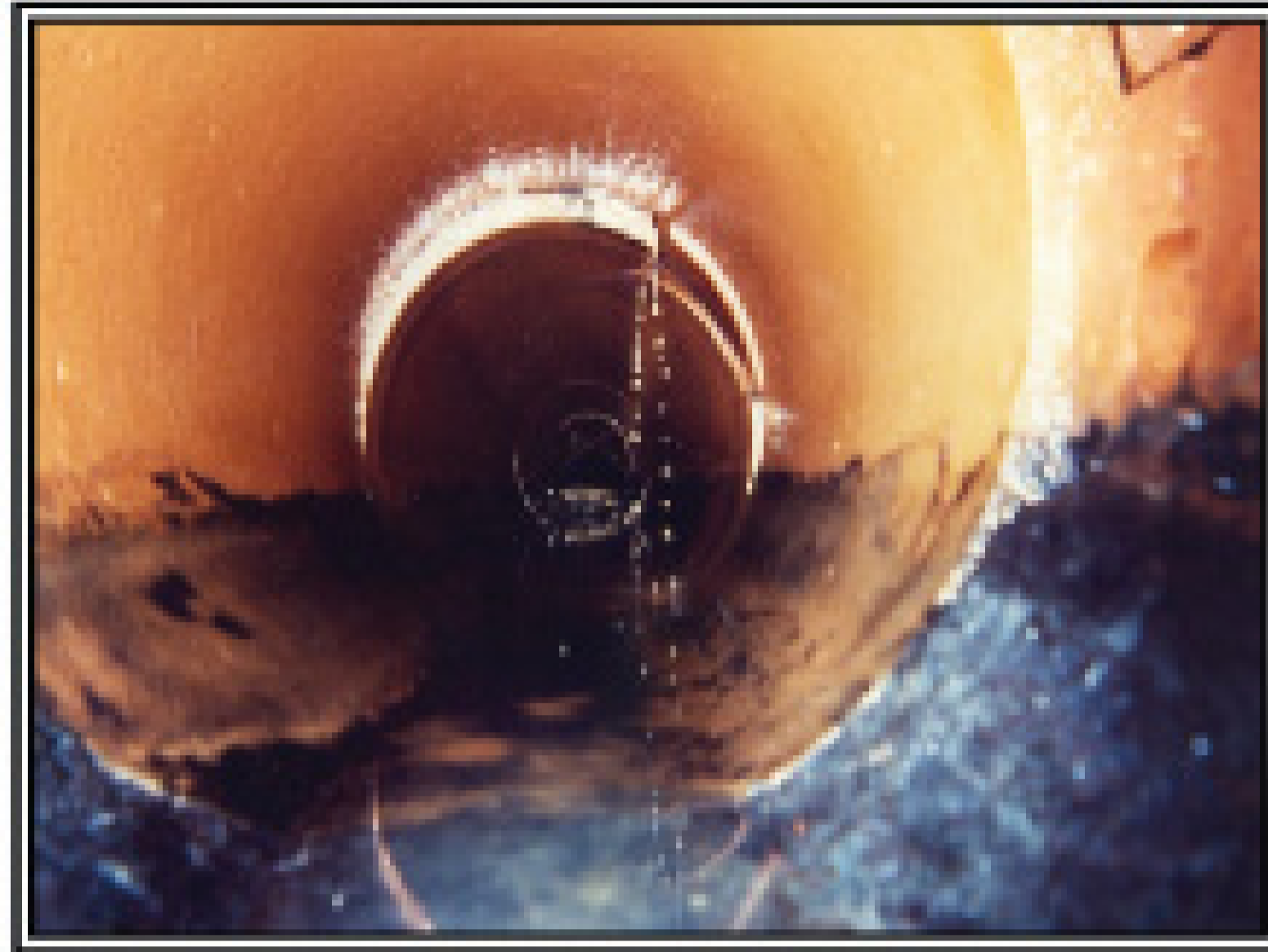


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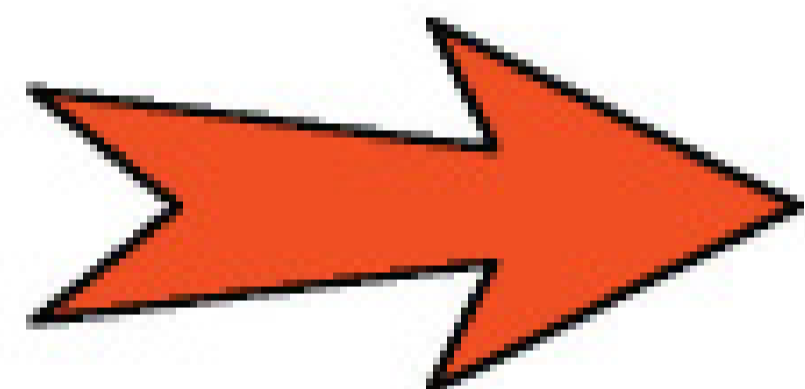
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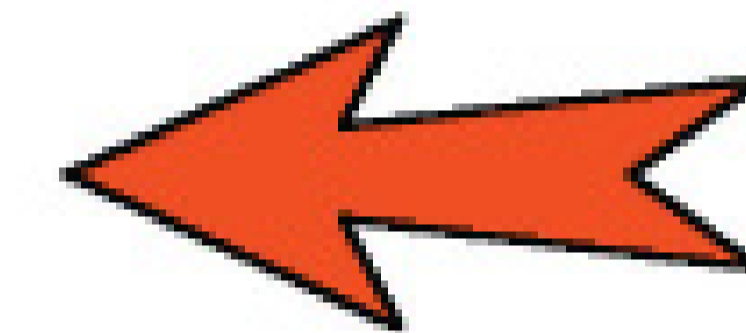
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The Perfect Tool

Water jetting helps a Maine company deliver reliable service around the clock and build a large, diverse and loyal customer base

By Marian Bond

In 1998, when William Morgridge decided for health reasons to downsize the business his father had founded, he reduced the workforce from 30 to two and ultimately redirected the entire operation.

Morgridge, dealing with a heart condition, sold off most of the inventory, keeping two vacuum trucks and two tank trucks to haul swimming pool water. The heart problem was repaired with surgery in 2004. Morgridge then had a new opportunity to shape the company, L.W. Morgridge & Son Inc. of Eliot, Maine, to fit the market and take advantage of new technology.

Morgridge and his wife Raymah sought out new and underserved niches in their area. In particular, the

large complement of drivers and laborers that entails. William now runs a much smaller and refocused company with five employees, and the elder Morgridge, 89, still contributes when he can.

The addition of the water jetter, from Cam Spray, has been a key to the company's growth for the past four years. The winter of 2003-2004 in the area was extremely cold, and because little snow fell, frost penetrated 5- to 6-feet-deep in the ground.

“Most jetters are exposed to the weather. I started looking that spring for a way to go out in any condition. It doesn't matter who the customer is – a hotel, hospital or residence. They don't want to hear, ‘We'll see you in the morning,’ all because I couldn't find a subcontractor and didn't have the equipment myself.”

William Morgridge

purchase of a water jetter gave them a new and valuable service to offer a client list that has since grown to more than 6,000.

The company now offers a diverse array of services in a 20-mile radius around its home base. With a commitment to around-the-clock service, the company has gained a solid reputation and a strong growth position in a competitive market.

Self-reliant

L.W. Morgridge & Son, founded by Leon W. Morgridge in 1948, started as an excavating business with all the rolling inventory and

“We were using jackhammers where necessary to uncover frozen lines and septic tanks,” William Morgridge says. He considered what equipment he would need at any time of day or night to handle customers' problems, without resorting to digging. A jetter was an obvious choice for many situations.

“We had some tremendous contractors to call on, but we found it difficult to find someone to come out with a jetter when we needed to thaw a line in the middle of the night,” Morgridge says. “Plus those we could call had their own customers to take care of.”

L.W. Morgridge & Son employees John Adams (left) and Matt Lizotte jet out a sewage ejector station tank with a Cam Spray jetter. (Photography by Jill Brady)



P R O F I L E

L.W. MORGRIDGE & SON INC., ELIOT, MAINE

OWNERS:	William and Raymah Morgridge
FOUNDED:	1948
AREA SERVED:	20-mile radius
SPECIALTIES:	Sewer cleaning, pipe inspection, pump station construction and service
EMPLOYEES:	5
BUSINESS MIX:	75 percent residential, 25 percent commercial



Jason Beauregard, left, of Sturgeon Creek Enterprises, keeps a federal report of gas levels while Hunter Smigelski works in the confined space. Second from left is Sturgeon Creek owner Mike Dupuis, and to his right is Dan Flint. At the far right, Bill Morgridge, owner of L.W. Morgridge & Son, and employee Matt Lizotte monitor Smigelski's progress in the tank.



Hunter Smigelski of Sturgeon Creek Enterprises LLC, a subcontractor of L.W. Morgridge, is lowered by a crane and supported by a lifeline during a confined-space entry, picking up rocks and debris from a hospital's sewage ejector station.

“If a hotel kitchen is backing up, or if a major pump station is going into alarm, any response over 30 minutes is unacceptable.”

William Morgridge

“Most jettors are exposed to the weather. I started looking that spring for a way to go out in any condition. It doesn't matter who the customer is – a hotel, hospital or residence.

They don't want to hear, ‘We'll see you in the morning,’ all because I couldn't find a subcontractor and didn't have the equipment myself.”

Seeking solutions

Morgridge called on Cam Spray looking for a completely enclosed and insulated jetter that he could use in cold weather. He had a unit within a few weeks. The jetter, housed in an Avalon service trailer, is a Model SK251B that delivers 11 gpm at 3,200 psi, either hot or cold water. It carries a 400-gallon tank and two hoses: 250 feet for hot and 500 feet for cold.

His first thought when it was delivered: “We've spent thousands on this. We sure hope it flies.” Within two weeks, he

knew he had made a good decision. The unit paid for itself in the first year. “We take that jetter behind a pickup truck on many jobs,” Morgridge says. “Now we show up for a job with everything. If we need a plumber or electrician we have a subcontractor, Michael Dupuis, who shares our philosophy and rents space in our building.”

An important part of the business is building and maintaining pump stations. “That is another job where the jetter comes in,” Morgridge says. “When we need to put a man in a big pump station for any reason, we can use the jetter before he goes into the tank, and it is totally pressure-washed and sanitized. Our man is much safer, and it's easier to do the work.”

The Morgridge team uses the jetter on a large percentage of jobs. Other equipment includes a Saturn

II camera from Aries Industries Inc. and two SeeSnake cameras from RIDGID. Some 75 percent of the work is residential. Other accounts include hotels, trailer parks, hospitals and country clubs.

Going commercial

With modern equipment and high-quality 24/7 service, the company quickly built a reputation. In emergencies, Morgridge often hears customers say, “We can't believe you're here so quickly.”

He observes, “People know that when they call us, something is



Bill and Raymah Morgridge of L.W. Morgridge & Son, Inc. outside their offices in Eliot, Maine.

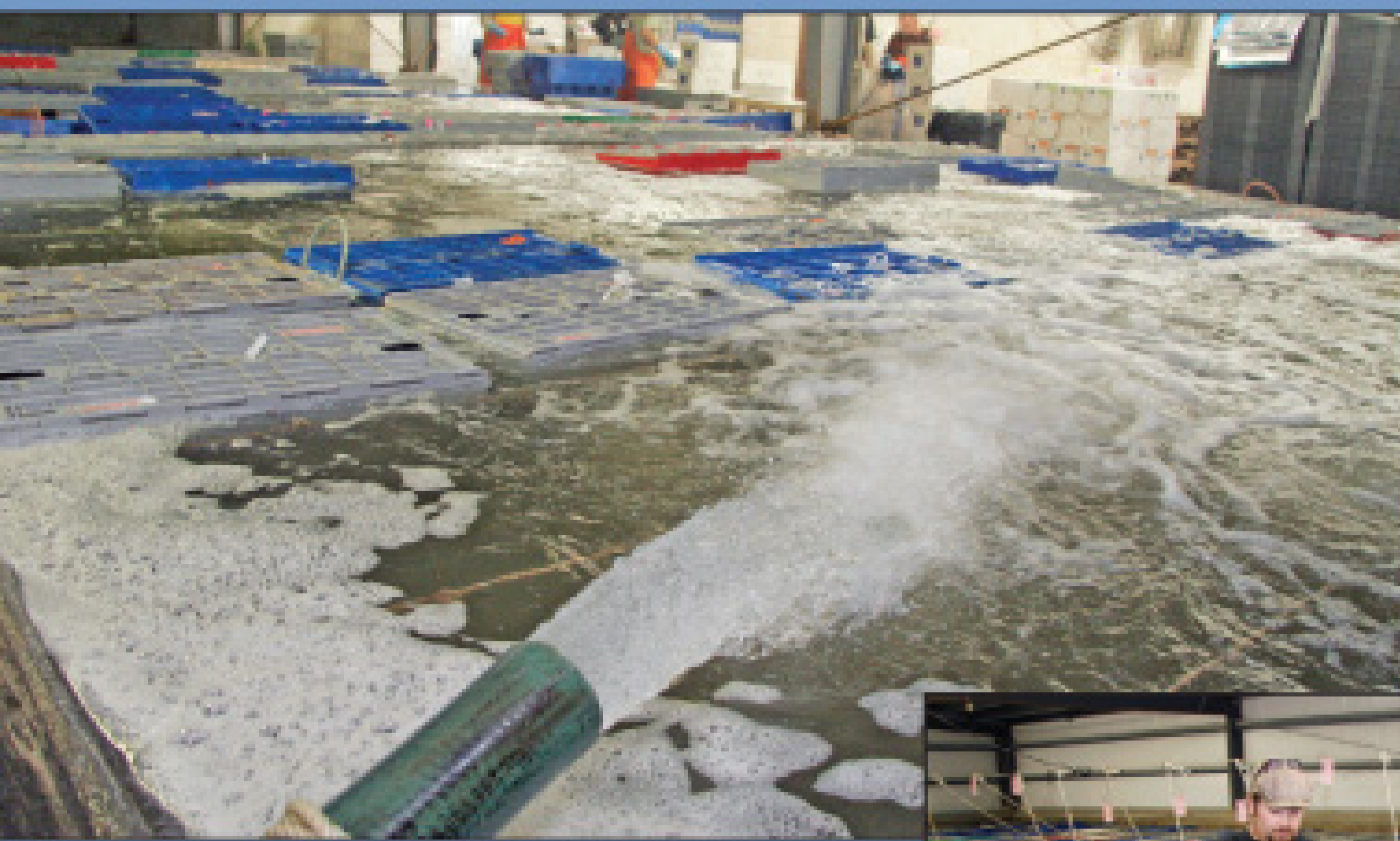
REWARDING NICHES

L.W. Morgridge & Son has evolved significantly since its inception in 1948. The company supplements its pipe-cleaning, pump station and septic tank service with offerings unique to the service area.

Through an association with a swimming pool manufacturer, the company hauls fresh water to fill new pools. Local residents and hotels rely on hauled water for that purpose because well water in the area is high in iron. Morgridge bought a tank truck and trailer that haul 7,000 gallons of chlorinated drinking water from the municipal water district. Some pools take up to 55,000 gallons of water.

Then property along the river and ocean became in demand for high-end homes, and lobster pond operators began selling property and relocating the ponds. Morgridge soon began hauling saltwater for the new ponds. "We are doing very well with this work," says Morgridge.

"We're in a small community with at least half a dozen competitors. We needed to offer additional services and add to our equipment list."



Above, crates of live lobsters float in tanks at Island Seafood in Elliot, Maine, where L.W. Morgridge & Son provides all the salt water. At right, John Farrand sorts the lobsters by size and weight.



Matt Lizotte, left, and John Adams of L.W. Morgridge attach the jetting wand to the hose on a Cam Spray jetter in preparation for a cleaning job.

going to happen. You can call me at 3 a.m. and I'll answer the phone. I carry a pager. I don't delegate that. I can best determine what can wait until morning. I don't need a technician to do that for me."

When the alarm does sound, day or night, a crew responds with

everything. Commercial customers like hotels and hospitals need immediate response when there is a problem, and because Morgridge is located in a tourist area, there are many such customers.

"If a hotel kitchen is backing up, or if a major pump station is

going into alarm, any response over 30 minutes is unacceptable," Morgridge says. "Within 30 minutes we're there, and our subcontractor is there or on the way. My men will have all the equipment and our vacuum truck will be in route, no matter what time of day. Almost every hotel has at least one pump station. Hospitals will have one pump station and sometimes more."

essential and offers it regularly. His headquarters recently hosted a class on confined-space entry. Confined-space certification is essential to the work the company does.

Morgridge believes that with its equipment, its full-time employees and its steady subcontractor, the business is well-positioned to serve customers. "We have always felt that if you are going out in the community,

"We have always felt that if you are going out in the community, sell something that very few people have."

William Morgridge

Looking to grow

Like many in the industry, Morgridge carefully plans for growth. While he intends to add a larger van better suited to carrying equipment, he has no plans to expand into specialties such as trenchless repair.

"If a problem comes up, if we televise and jet a line for a customer and find that it needs to be lined, I will call someone else to do the work," he says. "If I had sons, or if I was younger, I would do that. But I have phenomenal people I can call to provide those services."

Morgridge counts his subcontractor as essential to the company, but he also depends on two technicians who are fully trained on the equipment. He considers training

sell something that very few people have," he says. "We now have and can offer 24/7 full service to our customers. Full service is our niche." ■

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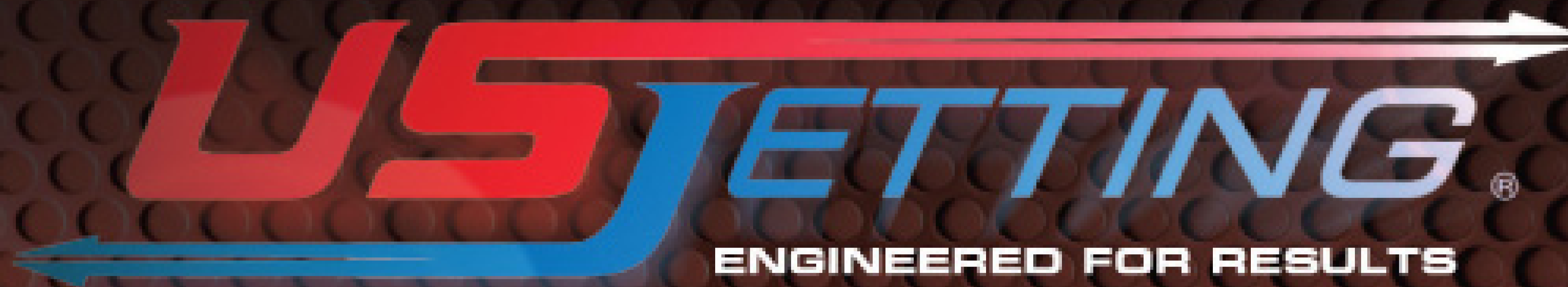


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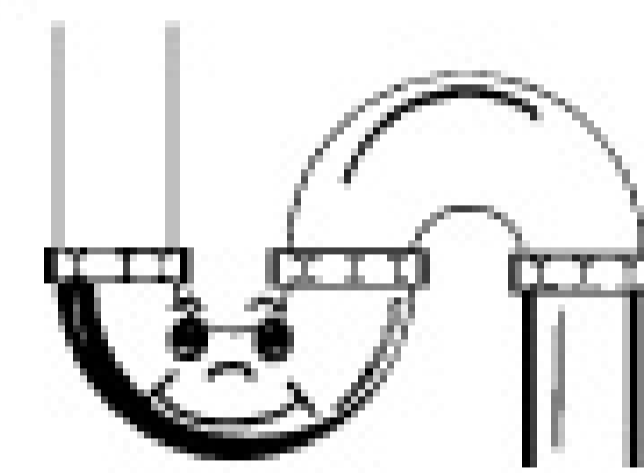
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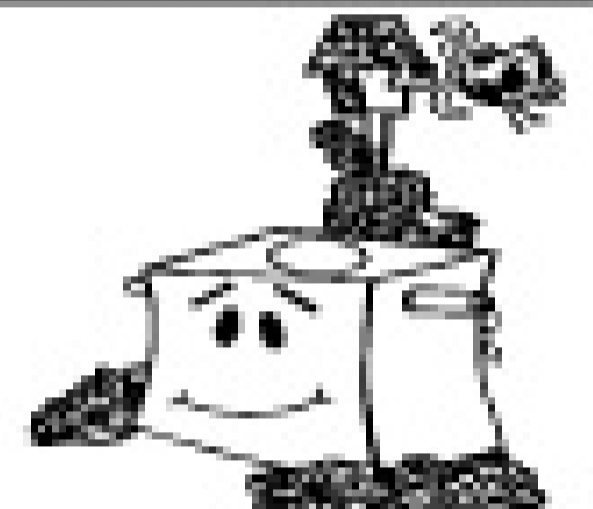
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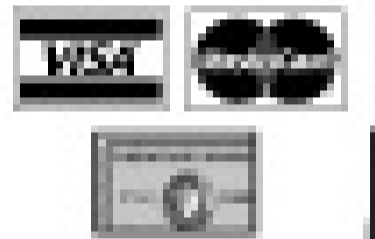
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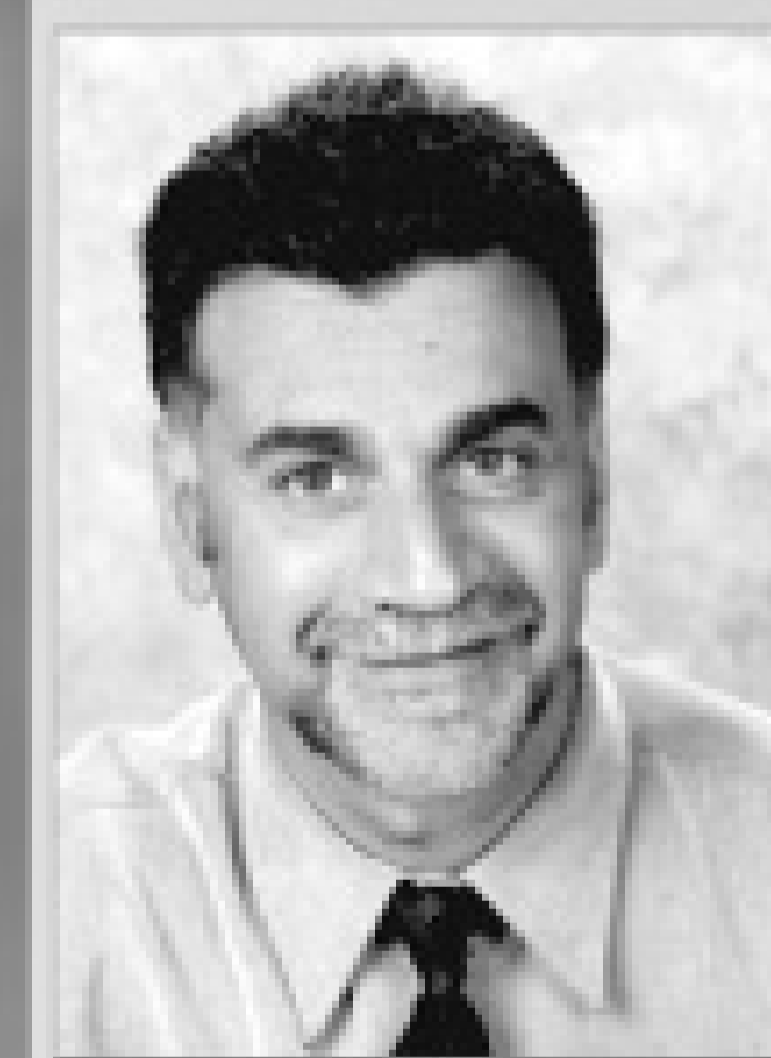
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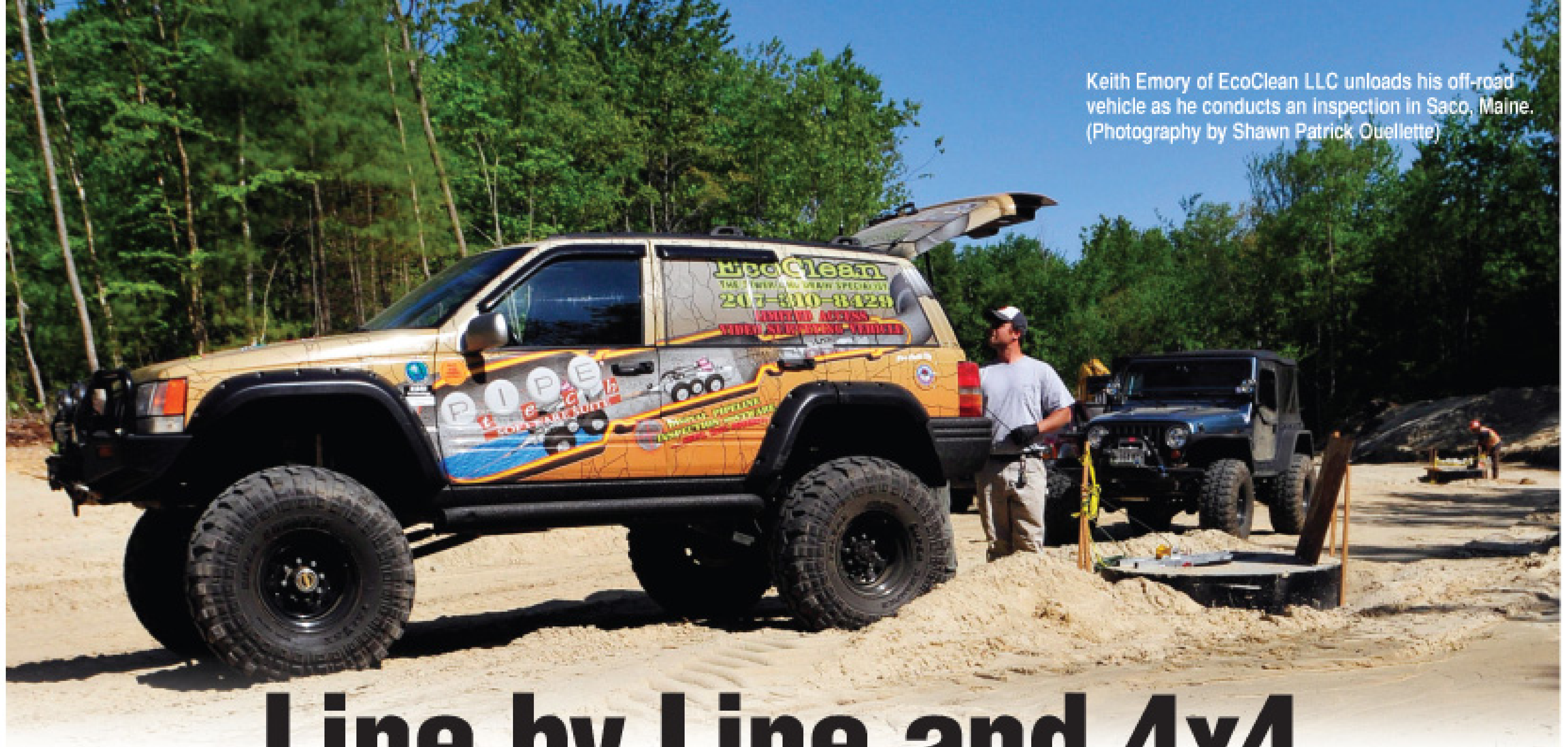
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Keith Emory of EcoClean LLC unloads his off-road vehicle as he conducts an inspection in Saco, Maine. (Photography by Shawn Patrick Ouellette)



Line by Line and 4x4

EcoClean combines a strong traditional pipe-cleaning, inspection and repair business with a special aptitude for working off-road in rough terrain By Peter Kenter

Sewer and drain specialist EcoClean LLC of Portland, Maine, turns heads with its showpiece inspection vehicle, a tricked-out 1999 Jeep Grand Cherokee that can handle the toughest terrain.

But make no mistake, owner Greg Goan isn't selling customers on the truck. He's carving out a niche for himself as a contractor who will take on the toughest, most remote off-road jobs any customer cares to throw at him. Working the hard contracts is helping to build a reputation that Goan hopes will propel his business to a national concern.

Goan grew up around the business. His father started a drain-clean-

ing company in Detroit in 1948. "It wasn't something that really interested me," Goan recalls. "I grew up with it, then went to college and got a degree, and sat in an office for a few months, until I couldn't handle it any more.

"I was sick of the office and sick of living in a big city like Detroit. My brother had moved to Maine to start a family and I followed him out there in 2000."

Rugged terrain

The Detroit suburbs offer relatively tame terrain for drain cleaners. The same can't be said for Maine. With the Appalachian Mountains to the north, rugged beaches and coastline to the east, and cities and towns joined by roads that straddle rough terrain, forests, mud, sand and bogs, much of the state isn't easily accessible to the typical cleaning contractor.

vegetation. We're going to the places that never had a road, over rocks and hills and through creeks and gullies where equipment hasn't ventured for 50 years. If I had to rate some of these jobs on a scale of one to five, where five is the worst terrain I've ever seen, some of these are four-and-a-half's."

Goan's off-road truck was already built and needed only to be converted to business use, with the

"I was sick of the office and sick of living in a big city like Detroit. My brother had moved to Maine to start a family and I followed him out there in 2000."

Greg Goan

But Goan's new location suited his hobby and after-hours passion – driving off-road vehicles. Goan started EcoClean in 2004, combining a sewer- and drain-cleaning business with his hobby.

"It was a niche that nobody here was exploiting," he says. "Even contractors who offer to handle the tough jobs are only willing to travel where the roads are overgrown with

addition of specially designed drawers and mounts designed to house and protect sensitive equipment. Onsite, the rear hatch of the vehicle protects the equipment from the elements when it's raining or snowing.

He doesn't work by one off-road vehicle alone. A 1998 Jeep Wrangler provides support for the main vehicle, crashing through overgrown vegetation with rigid brush

PROFILE

ECOCLEAN LLC, PORTLAND, MAINE

OWNER:	Greg Goan
YEARS IN BUSINESS:	4
ANNUAL REVENUE:	\$750,000
MARKET AREA:	Maine, New Hampshire
EMPLOYEES:	5
SPECIALTIES:	Off-road inspection, inspection, cleaning, jetting & repair
WEB SITE:	www.ecoclean1.com





Company owner Greg Goan operates an EnviroSight robotic crawler from inside a van during an inspection in Kennebunk, Maine.

bars and a plate-steel hull, taking it on the chin for the star. The support vehicle also contains spare parts, a compressor and a welder.

More than a niche

When the business opened, EcoClean received a few calls for off-road work, but many jobs still fell into traditional categories. "The business can't survive on niche work alone," says Goan. "We basically do anything that has to do with cleaning, inspecting, pipe bursting, relining, spot-lining, cabling, snaking and jetting – even unclogging a kitchen sink. The jetting and the spot-lining we can perform in remote locations."

In addition to the two off-road inspection vehicles, the company owns one inspection van and two service vans. Among its arsenal of tools, the company offers:

- Three cable machines from Spartan Tool LLC.
- Two trailer-mounted jettors from Sewer Equipment Company of America.
- Two inspection camera-crawlers and one pole camera by EnviroSight, LLC.
- A push camera by Pearpoint Inc.
- A RIDGID video probe.
- Pipe bursting equipment by Pipe Genie Manufacturing Inc.

- A trenchless PipePatch pipe repair system by Femco Inc.
- An epoxy pipe liner by Nu Flow Technologies Inc.
- An underground utility locator from Prototek Corp.

To get himself started, Goan sent letters to the surrounding municipalities letting them know what he could do. Much of what followed was the result of word-of-mouth advertising that landed him contracts with customers including municipalities, private corporations and the U.S. Navy.

"If I had to rate some of these jobs on a scale of one to five, where five is the worst terrain I've ever seen, some of these are four-and-a-half's."

Greg Goan

Taking tough jobs

Four years later, off-road contracts comprise about 25 percent of EcoClean's contracts by dollar value, although the niche work is intermittent. "About 80 percent of these contracts are jobs other contractors



A computer monitor inside the EcoClean inspection van shows the inside of a sewer line as viewed by crawler-mounted camera from EnviroSight LLC.

can't or won't do, with the occasional sub-contract," says Goan.

Most of the off-road work involves inspection and fiberglass spot repairs with occasional jetting. The inspection work is key because the owners of the infrastructure simply have no idea what they'll find in pipes that haven't been inspected in half a century. The inspection work must precede any further decisions.

A case in point is a contract for the City of Portland, where sewer lines 40- to 50-years-old located outside of town required inspection. "At least two of the lines were so remote that they had never had a truck in there to begin with," says Goan. "The last vehicles to see the area were heavy excavators during original construction, and the only living beings we meet are moose and turkey, though they never give us any trouble."

Actually finding the location of remote infrastructure is part of the challenge of the off-road jobs. Ancient maps aren't always accurate, and five or six decades can make an enormous difference in terrain that's always changing.

SNOW BUSINESS, SHOW BUSINESS

A big Maine nor'easter that dumped 3 feet of snow last winter put an emergency jetting job beyond the reach of a traditional service van owned by EcoClean LLC. The trouble was, that van contained the equipment and hauled the jetting trailer required to complete the job.

That's when owner Greg Goan looked to the company's signature vehicle: a 1999 Jeep Grand Cherokee built for the toughest off-road inspection jobs. "We devised a unique solution to get the job done," says Goan. "We hooked the jetting trailer to the van, then hooked the van to the back of the Jeep and pulled them both like a single trailer all the way to the job in Cape Elizabeth, then hauled them all the way back."

The roundtrip through the vicious storm took about 50 minutes, not much more than might be expected during ideal conditions. "When it comes to getting the job done, we don't mess around," says Goan.

But rubberneckers occasionally cause some grief. "The big Jeep is almost annoying to drive because everyone from 5-year-olds to 90-year-olds wants to stop and look at it," he says. "It was funny at first, but not any more. Sometimes we can't even switch lanes because someone is driving up beside it to take photographs."



Keith Emory lowers an EnviroSight camera and robotic crawler into a sewer line during an inspection.

“Brush and forests grow thicker, and erosion and streams take their toll on the land,” says Goan. “In many cases, there are no maps. The first part of these jobs is to sit down with the city engineers and their staff to look at where the infrastructure might be located.” Using GPS information and aerial photos, Goan works out the approximate locations of manholes and other checkpoints before heading into the field.

“They want this to work,” says Goan. “If we can’t make it in, they only have a limited number of alternatives. They can leave the pipes alone and do nothing at all, or they can build roads and bridges through the terrain to get regular vehicles to the checkpoints.”

Environmental contracts

Some of the off-road inspection work involves environmental contracts. “We go into places like old mills or industrial facilities to do the televising and infrastructure location

for them, in preparation for a site cleanup,” says Goan. Some old industrial sites contain mercury and oil spills. Other off-road work involves new developments, such as new subdivisions or potential industrial sites.

“We offer extreme inspection services, but sometimes our clients still underestimate just how extreme we are.”

Greg Goan

EcoClean employs five people, one in the office and four in the field, including two part-timers. Goan expects all field hires to have a specific skill set. “It’s a bonus if they have the experience to do the ordinary work that’s the bread and butter of the company,” he says. “But I’m looking primarily for people with a strong work ethic who will stick with the program and complete all the jobs that come our way. I want problem-solvers. But they also



Emory (left) and Greg Goan prepare to head out on an off-road inspection.

need to have interest in the niche work – the off-road portion. If they’re not into it, I’d rather give the truck to someone who wants to handle it.”

A new employee is given a trial by fire at the Navy and Marine Corps Survival, Evasion, Resistance and Escape (SERE) training school at the Naval Air Station in Brunswick, Maine. “That’s a trip we take every year to go and play,” says Goan.

“You have all of the different classes of off-road vehicles going, and you can see what each type of vehicle can or can’t do in a particular situation. It’s a great learning experience because someone without that specialized experience may get a vehicle stuck. The experts will get into that same vehicle and show them how to get out of it.”

Incorporating off-road work into the business doesn’t have any major drawbacks, says Goan. “Even the insurance on the off-road vehicle is cheaper than the insurance on my on-road televising van,” he says.

Looking to franchise

Maine has the distinction of bordering just one other state (New Hampshire), but Massachusetts, Vermont and Connecticut are close

and we were met with a bunch of municipal workers with chain saws who were dressed as though they were going to help us get through the woods,” says Goan.

“We just laughed and told them to relax and put away the equipment. We offer extreme inspection services, but sometimes our clients still underestimate just how extreme we are.” Maintaining a balance between the extreme and the traditional keeps EcoClean in the black, while its owner focuses on a more specialized future. ■

MORE INFO:

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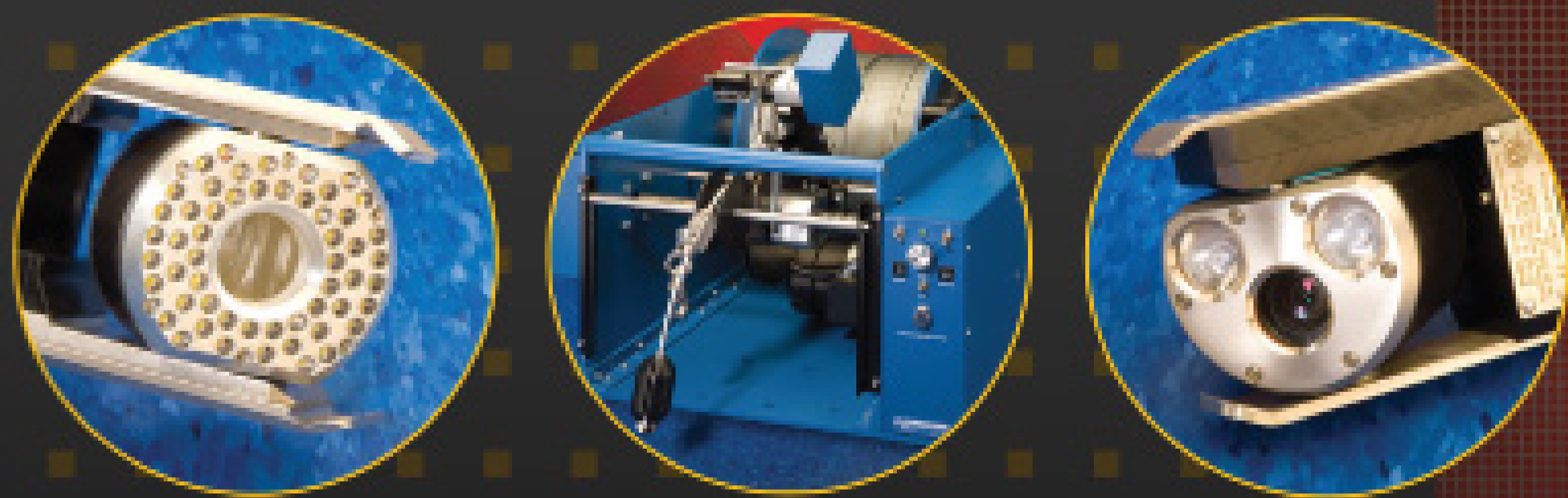
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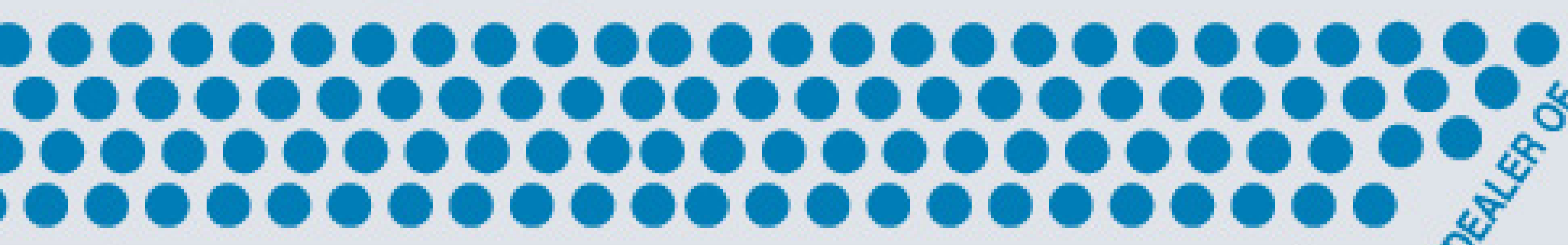
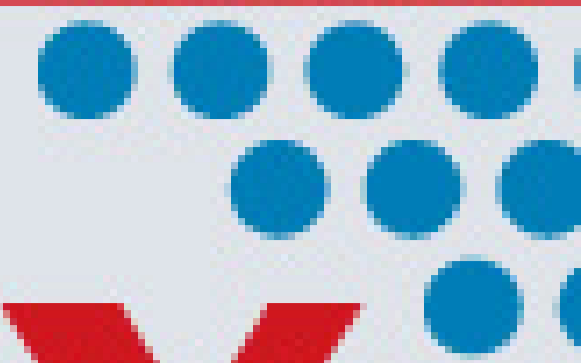
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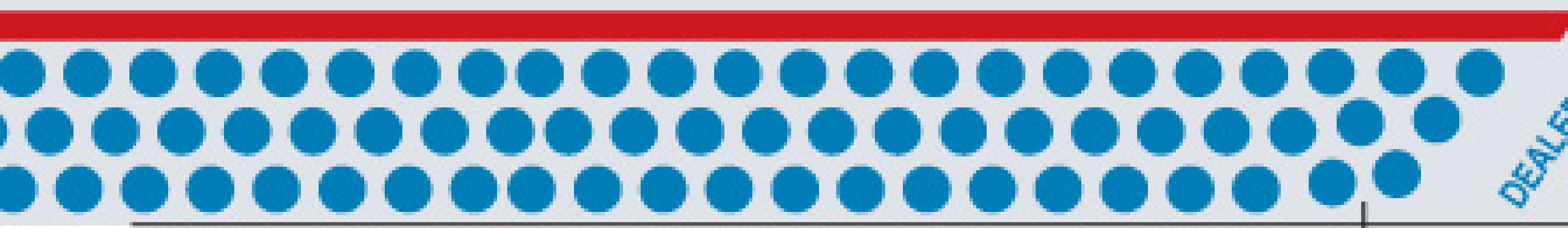
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See ads pages 25 & 87	Allan J. Coleman 5725 N Ravenswood Ave, Chicago, IL 60660 773-728-2400 Fax: 773-728-2499 www.allanjcoleman.com info@allanjcoleman.com	RIDGID, General, Electric Eel, Spartan, Insight Vision, U.E.M.S.I.	1 1/4" to 12"	100' to 400'	DVD, VHS, DVR		YES	YES	YES		YES
 See ads pages 52-53	Aries Industries, Inc. 550 Elizabeth Street, Waukesha, WI 53186 262-896-7205 Fax: 262-896-70999 www.ariesindustries.com sales@ariesindustries.com	Aries	3" to 120"	100' to 2500'	CD, DVD, VHS	YES	YES	YES	YES	YES	YES
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See ad page 56	CYCLOPS Electronics, Inc. PO Box 1796, Boerne, TX 78006 830-249-9756 Fax: 830-249-8535 www.cyclopstv.com cyclopstv@boernewireless.com	CYCLOPS	1" to 48"	500' to 1000'	DVD, VHS	YES	YES	YES	YES	YES	
 See ad page 58	Duracable Manufacturing 300 Ashworth Road West Des Moines, IA 50265 800-247-4081 Fax: 515-223-4220 www.duracable.com sales@duracable.com	RIDGID, Pearpoint	1 1/4" to 12"	100' to 325'	DVD, VHS	YES		YES	YES		YES
	Dynamic Repairs 40 Arnot Street, Unit 20 Lodi, NJ 07644 973-478-0893 Fax: 973-478-0895		2" to 10"	100' to 400'		YES					YES
	Electronic Repair Co. 8518 1st Ave No. Birmingham, AL 35206 205-836-0454 www.servicewithasmile.com part@servicewithasmile.com	General Wire, Ratech, Vision Technology, RIDGID Trojan Tool					YES				



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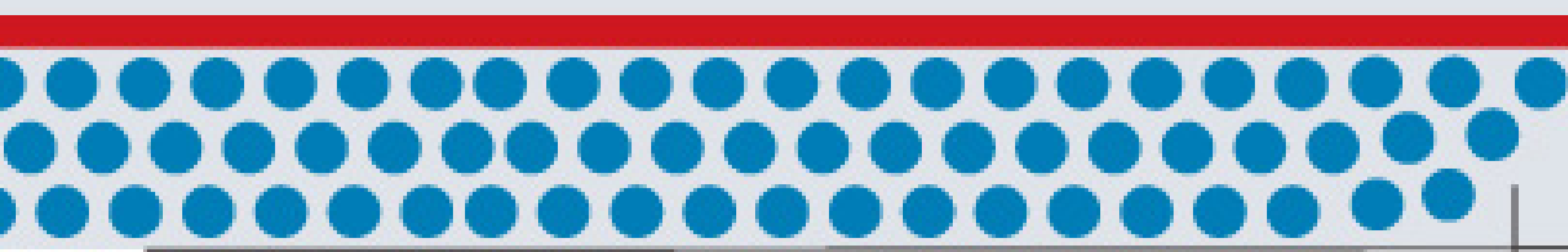
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See ad page 10	RABCO Sales 21 Crestway, Hamden, CT 06514 203-230-1693 Fax: 203-230-2956 www.rootersupply.com info@rootersuppl.com	Scooter, General, Electric Eel	1 1/4" to 12"	100' to 200'	CD, DVD, VHS, MP3				YES		YES
See ad page 54	 RapidView LLC 1828 W Olson Road, Rochester, IN 46975 800-656-4225 Fax: 574-223-7953 www.rapidview.com sales@rapidview.com	IBAK, Prokasro, Metrotech,	2" to 200'	100' to 1640'	CD, DVD, VHS, Digital	YES	YES	YES	YES	YES	YES
See ad page 19	 Ratech Electronics Limited 260 Spinnaker Way, #7, Concord, ON L4K 4P9 800-461-9200 Fax: 905-660-1519 www.ratech-electronics.com sales@ratech-electronics.com	Ratech	1" to 40"	50' to 1000'	CD, DVD, VHS, Hard Drive, Stick Flash Drive, Memory Stick	YES	YES	YES	YES	YES	YES
See ad page 38	 Rausch Electronics USA LLC 370 New York Avenue, Chambersburg, PA 17201 717-709-1005 Fax: 717-709-1009 www.rauschtv-usa.com reusa@rauschtv.com	Rausch Electronics	6" to 62"	500' to 1500'	DVD, VHS, Hard Drive	YES	YES			YES	YES
See ad page 41	RIDGID 400 Clark Street, Elyria, OH 44035 440-323-5581 Fax: 440-329-4551 www.ridgid.com info@ridgid.com	RIDGID	1 1/4" to 12"	200' to 325'	DVD, VHS	YES	YES				YES
See ad page 46	 RS Technical Services, Inc. 1327 Clegg Street, Petaluma, CA 94954 800-767-1974 Fax: 707-778-1981 www.rstechserv.com sales.info@rstechserv.com	RS Technical	1 1/2" to 200"	100' to 5000'	CD, DVD, VHS, External Hard Drive, USB Thumb Drive, Media Cards	YES	YES	YES	YES	YES	YES
	Sewer Equip Co. of America 2111 Chestnut St., Glendview, IL 60025 800-323-1604 Fax: 815-684-5568 www.sewerequipment.com sales@sewerequipment.com	Aries	4" to 18"	0' to 500'	DVD, VHS, Hard Drive, Laptop with DVD-RW		YES	YES	YES	YES	YES
See ad page 104	Spartan Tool LLC 1506 W Division Street, Mendota, IL 61342 800-435-3866 Fax: 888-876-2371 www.spartantool.com customerservice@spartantool.com	Spartan Tool	2" to 6"	100' to 200'	DVR	YES	YES	YES	YES		YES
	The Cable Center 8318 Olive Blvd, St. Louis, MO 63132 800-257-7209 Fax: 314-432-8024	RIDGID, General Wire, Pearpoint	1" to 12"	100' to 500'	DVD, VHS, Flash Card		YES	YES	YES		YES
See ad page 16	Triple R Specialty PO Box 60671, Jacksonville, FL 32236 800-356-9661 Fax: 904-786-0911 www.triplerspecialty.com sales@triplerspecialty.com	Tru-View	1 1/2" to 6"	100' to 400'	DVD, VHS		YES		YES	YES	YES
See ad page 30	 VIVAX CORP. 23-27 Bland St., Emerson, NJ 07630 201-265-5502 Fax: 201-365-5504 www.vivax.biz sales@vivax.biz	VIVAX	2" to 12"	100' to 400'	DVD, 60 gig HD	YES	YES	YES	YES		YES
See ad page 29	WinCan America, Inc. 1730 Montano Rd NW Ste. E, Albuquerque, NM 87107 505-341-0109 Fax: 505-341-0133 www.wincanamerica.com lesley.escobar@wincanamerica.com	WinCan America			CD, DVD, VHS, MPEG 1-2-4, DIVX, AVI	YES					

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The image is a composite. The background is a scenic landscape of a mountain range with snow-capped peaks, a dense forest of evergreen trees, and a clear blue lake that reflects the mountains and sky. In the bottom right foreground, a portion of a robotic crawler is visible, featuring two large, treaded black wheels with red hubs and a silver metal frame. The overall color palette is dominated by blues, greens, and greys, with the red of the robot's wheels providing a strong contrast.

Aries CoolVision Laser Profiler

The CoolVision Laser profilometry is a non contact inspection method used to determine underground piping profiles. The profiler uses an extremely accurate optical triangulation to gather highly precise dimensional results and measurements to accurately give the ovality or liner thickness of any pipe up to 48" diameter. Accuracy of the measurements is .25% of the diameter. The

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



Zoom Pole Camera

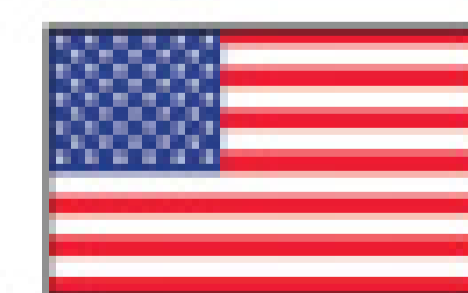
Aries high resolution camera module used in conjunction with the 432:1 zoom ratio and High intensity detachable LED lightheads, allows you see details that other cameras miss. The wireless operation makes the system extremely versatile and allows you to take it anywhere and transmit the video anywhere. 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.



Pathfinder

When size and performance matters, Aries Pathfinder is the best 6" televising inspection system available! The Pathfinder is designed and manufactured in the U.S.A. by Aries Industries, Inc. The high resolution camera module and high intensity LED lighting let you see details that other cameras miss. The brushless drive motors and electronic clutches in the tractor yield longer life, less maintenance and maximum power in a minimum size for optimal productivity. The standard back-up camera with LED lighting helps negotiate bends in the pipe while retrieving system. The Pathfinder is designed and built with the Aries performance and durability that you deserve and have come to expect.

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Before



After

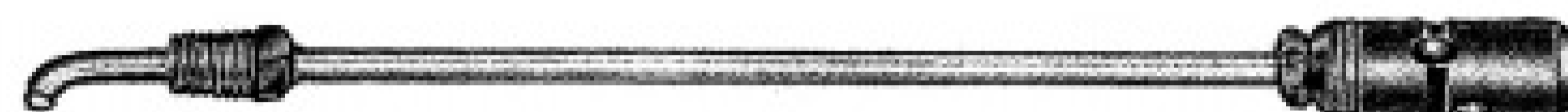


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Business Matters

Cleaning professionals weigh in on collecting bad debts and protecting themselves with waiver-of-responsibility forms

This feature in *Cleaner* reports noteworthy conversations that take place on the *Cleaner Online Discussion Forum*, offered as a service to industry professionals by COLE Publishing. The Discussion Forum enables exchange of information and ideas on pipe cleaning, rehabilitation and maintenance, trucks and equipment, high-pressure cleaning, business improvement topics, and much more. To take part in the forum, visit www.cleaner.com.

Question:

We are having trouble collecting on some of our accounts. Does anyone have suggestions on how to collect some of these outstanding bills? Do you use a third-party collection agency? Many of these accounts are small, but together they add up.

Answers:

We get all money upfront.



We use the phone and start off nice. After 30 days, it's just a reminder call. Then a week later, we make a call with a little more effort. Then we start sending letters. After three weeks late, we send a final notice.



If that doesn't work, I go to their home at supper time and ask nicely. It's your money, and you have a family to feed, too. I think after a while you get the feeling who you need to ask for the money upfront. The ones who ask to charge are usually OK; the ones who just take the bill and run are the ones to watch.

If you ask for the money upfront and they get upset, tell them it's not personal – just company policy. Sometimes it's not the best idea to let them know you're the owner or they start to deal. I like to give everyone a chance, but if you stiff me, I let other contractors know. It works well sharing with others, and it reduces the chance of getting ripped off. Don't forget: When they call, get all the information on them that you can.

Answer:

(Response from Peter Morici, The Drain Biz, www.drainbiz.blogspot.com) A commonly misunderstood point is that once the waiver is signed, the contractor has been relieved of any possible damages created during the performance of repair work. This is not the case.

Many companies use waivers of responsibility, but a waiver that protects you in the event that you get drain equipment stuck in a pipe has little or no value, unless it's under a very narrow range of conditions. The facts are: You are the expert; you should anticipate those possibilities and you are responsible.

The waiver you should use is one that covers pre-existing damage on the work site when you arrive, prior to doing any work. Examples include: cracked toilets, damaged floors, wet hardwood floors, ceilings and walls damaged by overflows, cracked bathtubs, something that's already disassembled when you arrive, and customer disclosures of prior problems.

Perhaps you can add situations like blowing out a rotted trap like under a tub, below a floor or inside of a wall. Those are hidden and unforeseeable areas where the materials may be degraded over time, that could be inadvertently damaged during the normal course of drain cleaning, through no fault of the operator.

Even though these may in fact get you stuck, the cause is arguably beyond the workman's control. But that's a very specific situation. To use a waiver, one essentially makes a list, walks the customer through the work site to show them the damage, and the customer then signs the waiver, acknowledging that prior damage.

You have now created a documented "meeting of minds." Now, the customer can't hold you accountable for that pre-existing damage, but you're not allowed to make it worse unnecessarily, either. There should also be a clause about unforeseen damages, like degraded piping materials and connectors and improper installation. Common items such as tree roots and foreign objects blocking a drain are not unforeseen. They are typical causes of stoppages that any professional encounters daily.

However you cut it, a waiver is designed to protect a company from unscrupulous claims, not to protect the company from damage caused by poor workmanship, improper tools and techniques, or overly aggressive drain technicians trying to open a drain. ■

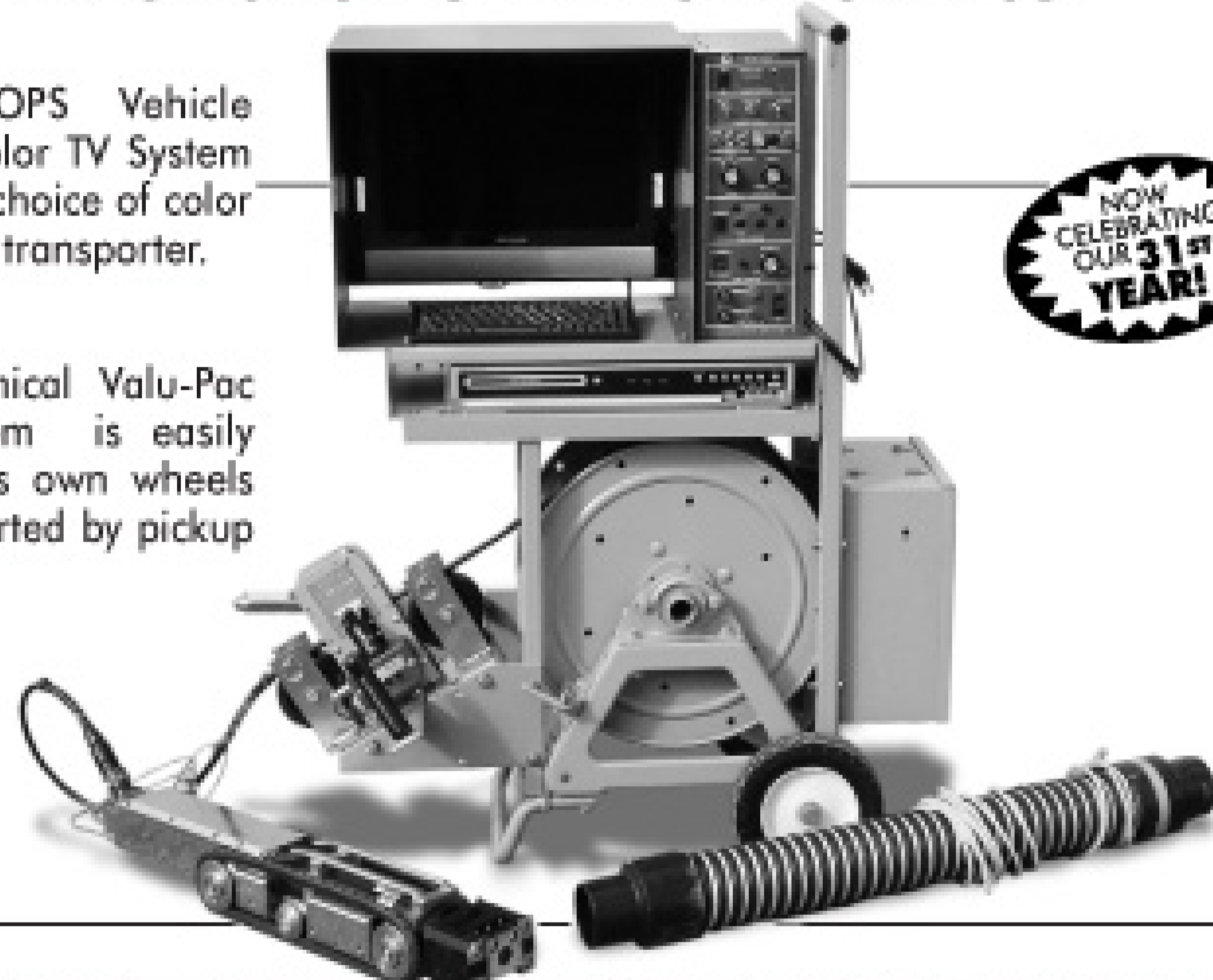
Question:

Does anyone use a waiver that a customer signs before any drain cleaning is done? It would state that the company is not responsible if the cable breaks or gets stuck, or if the cable damages the pipe. We are in the process of putting something together before it does happen.

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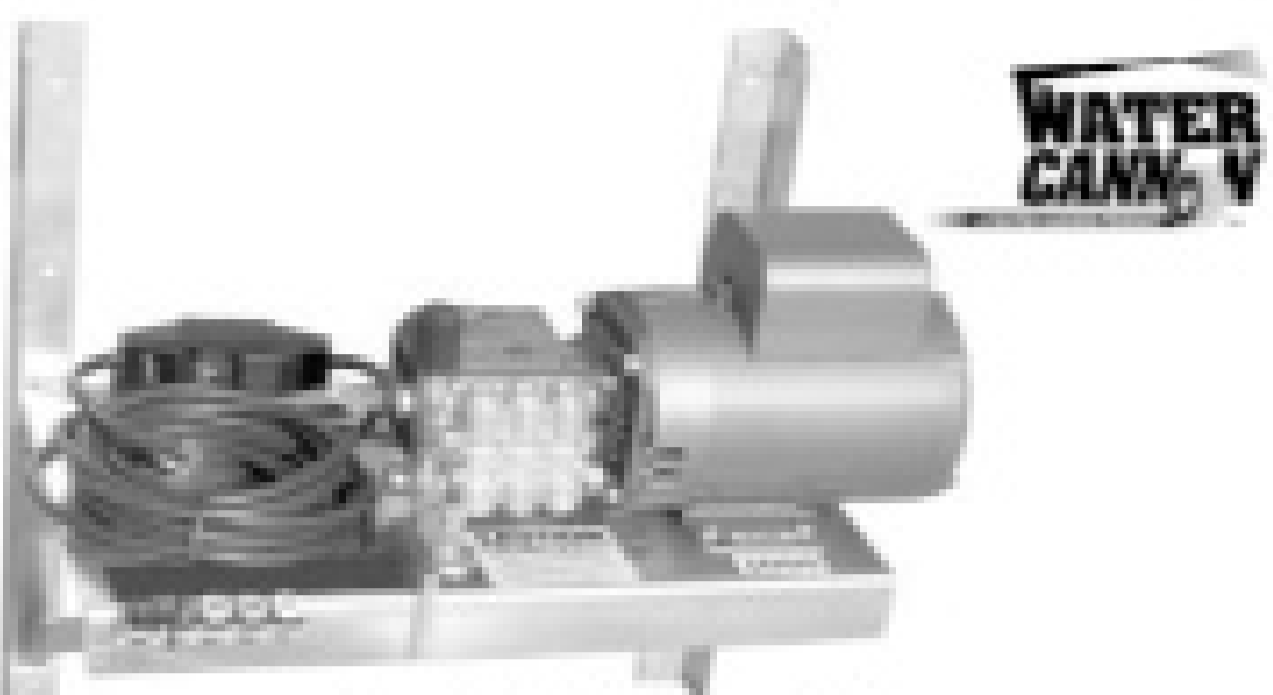
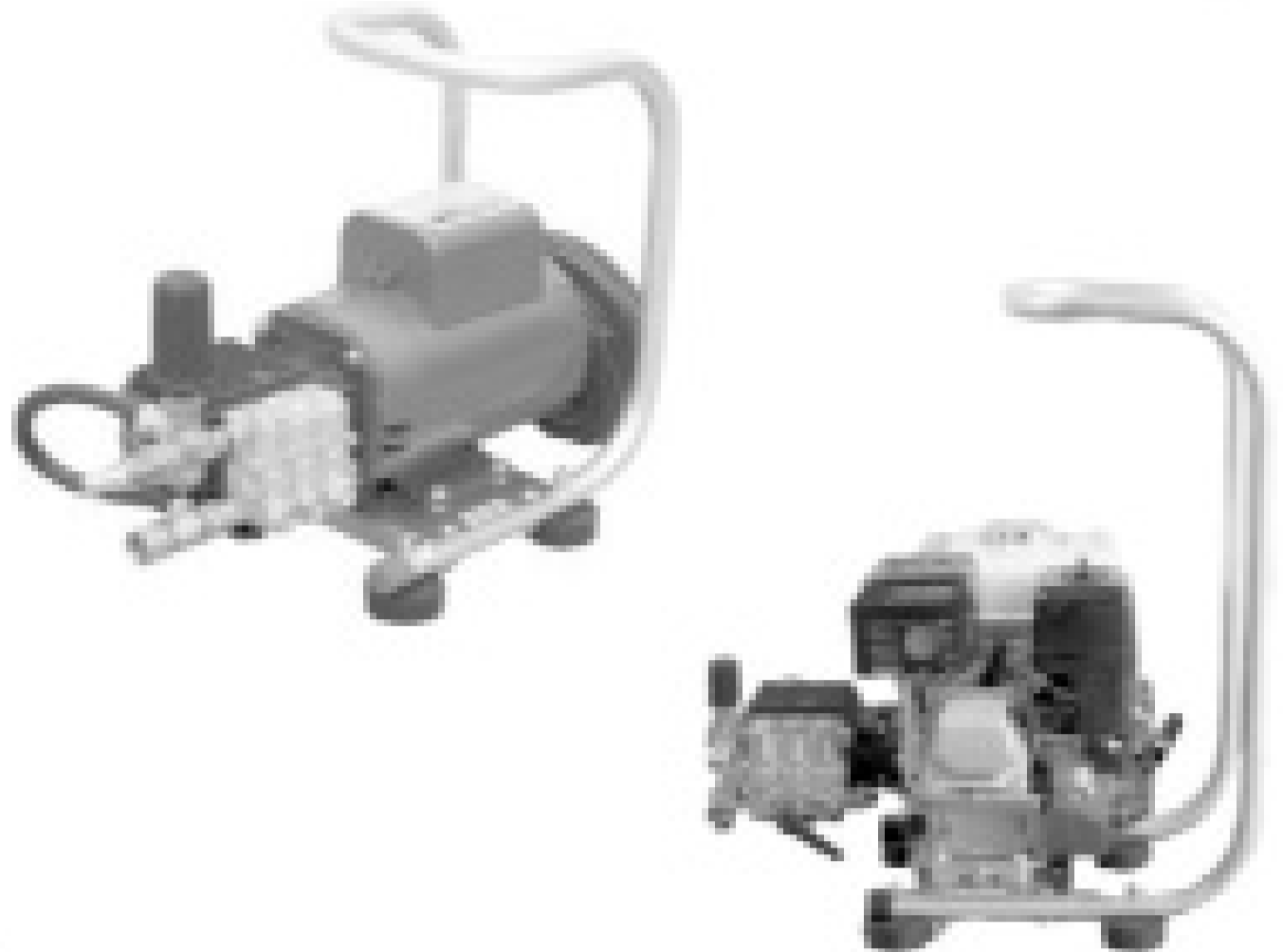








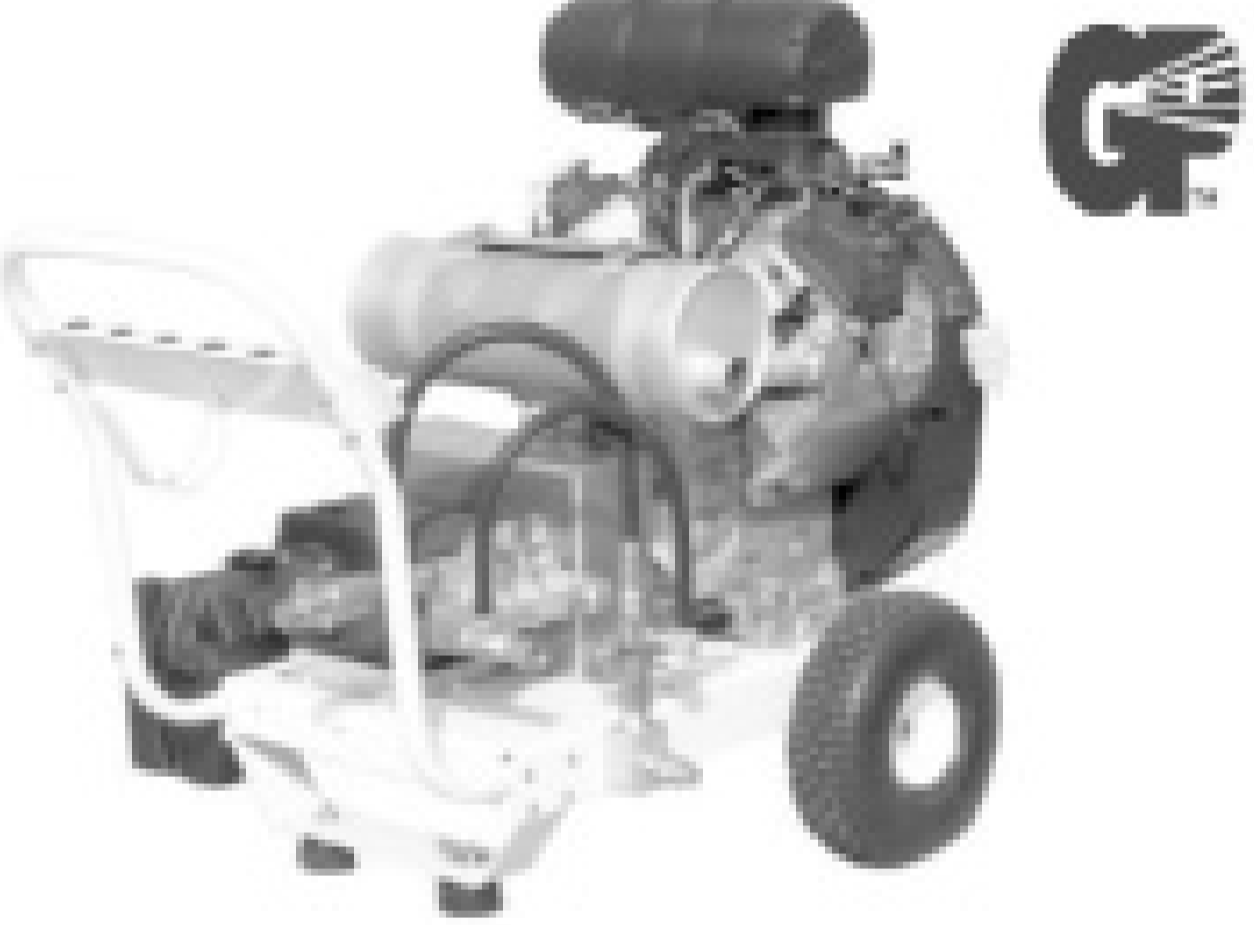
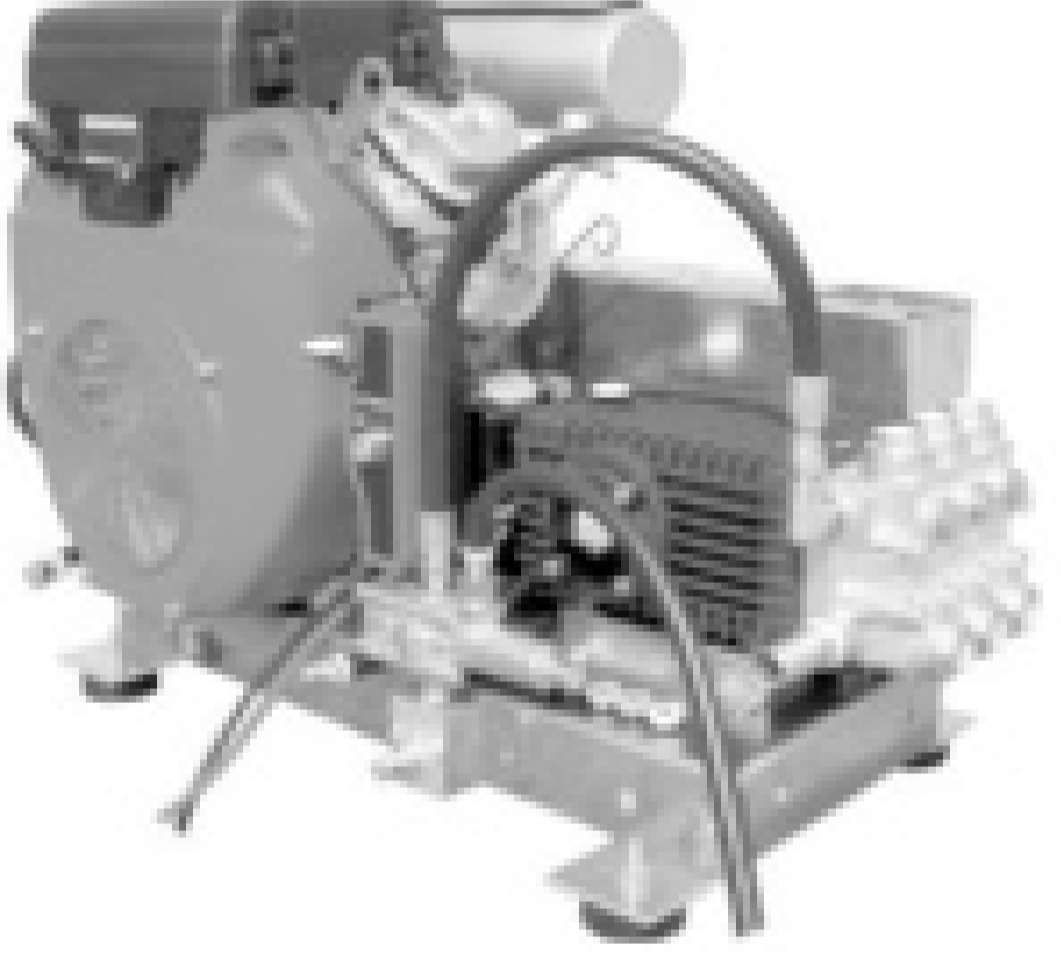

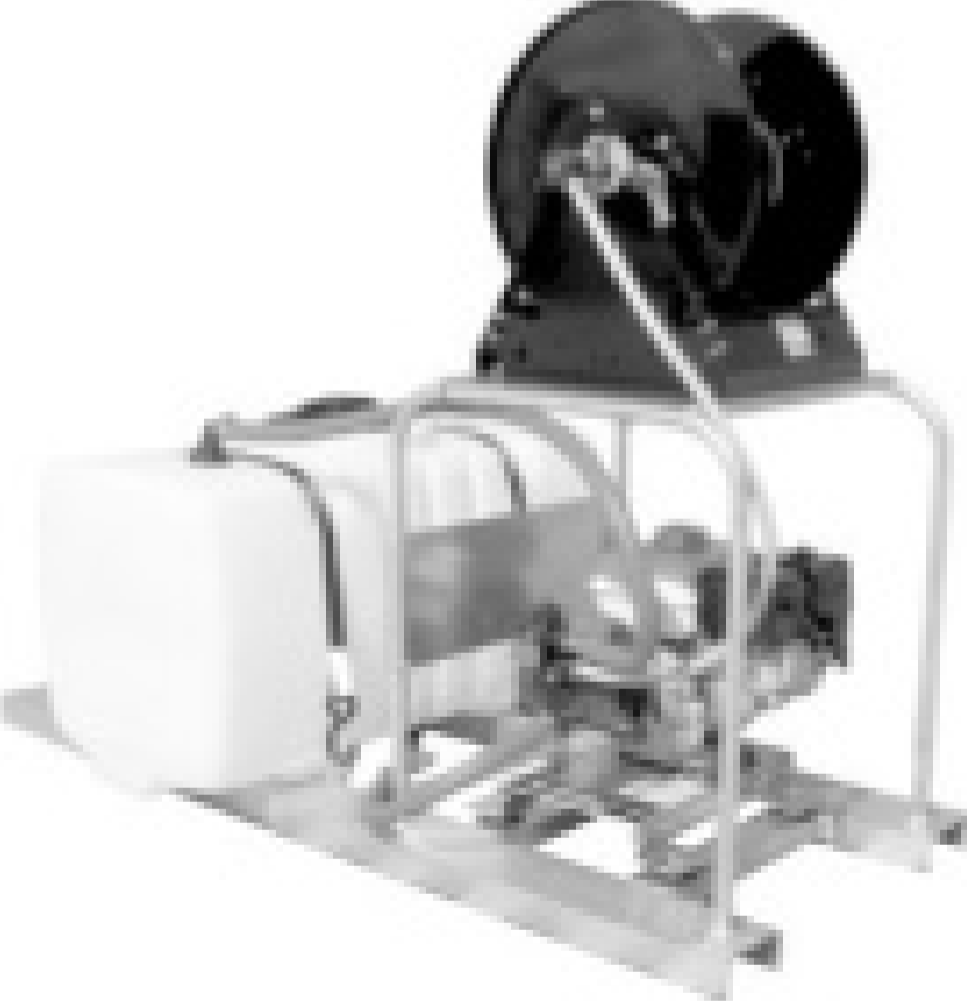

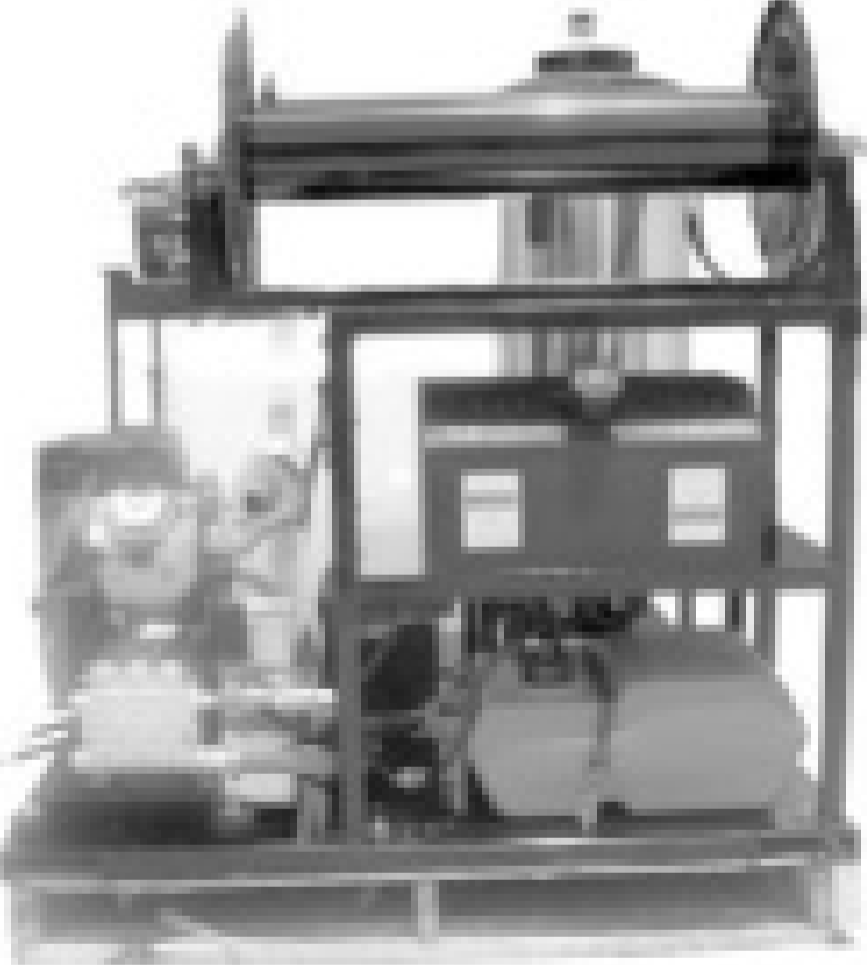


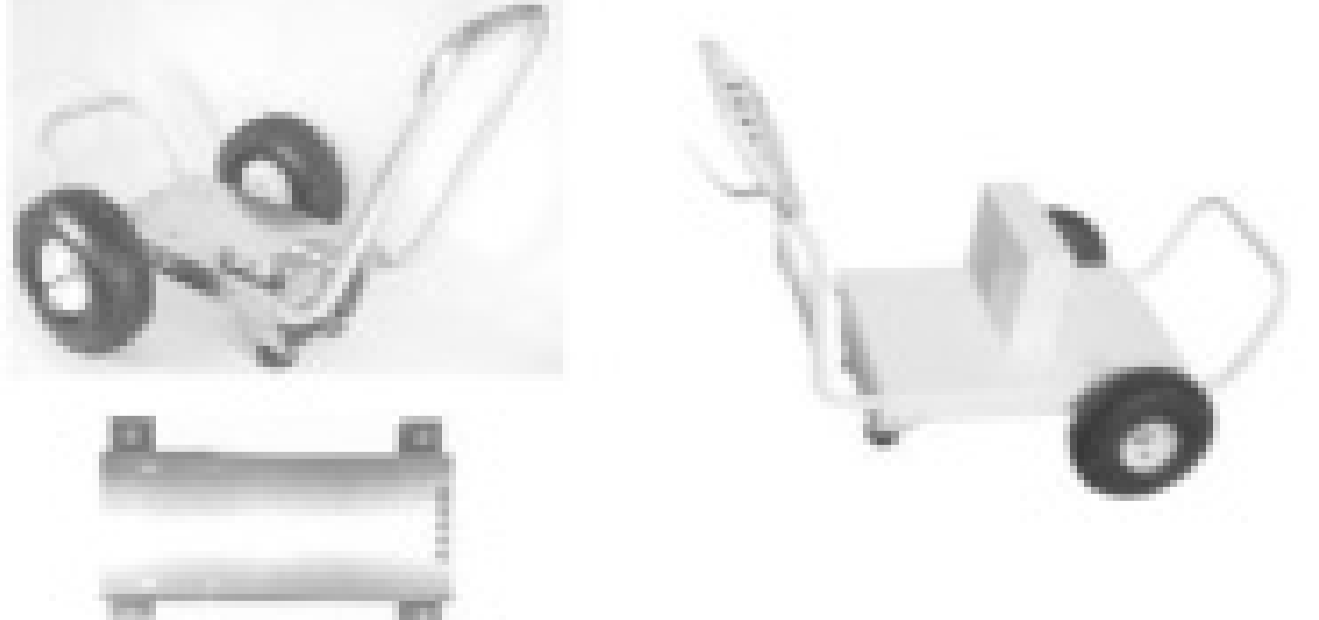

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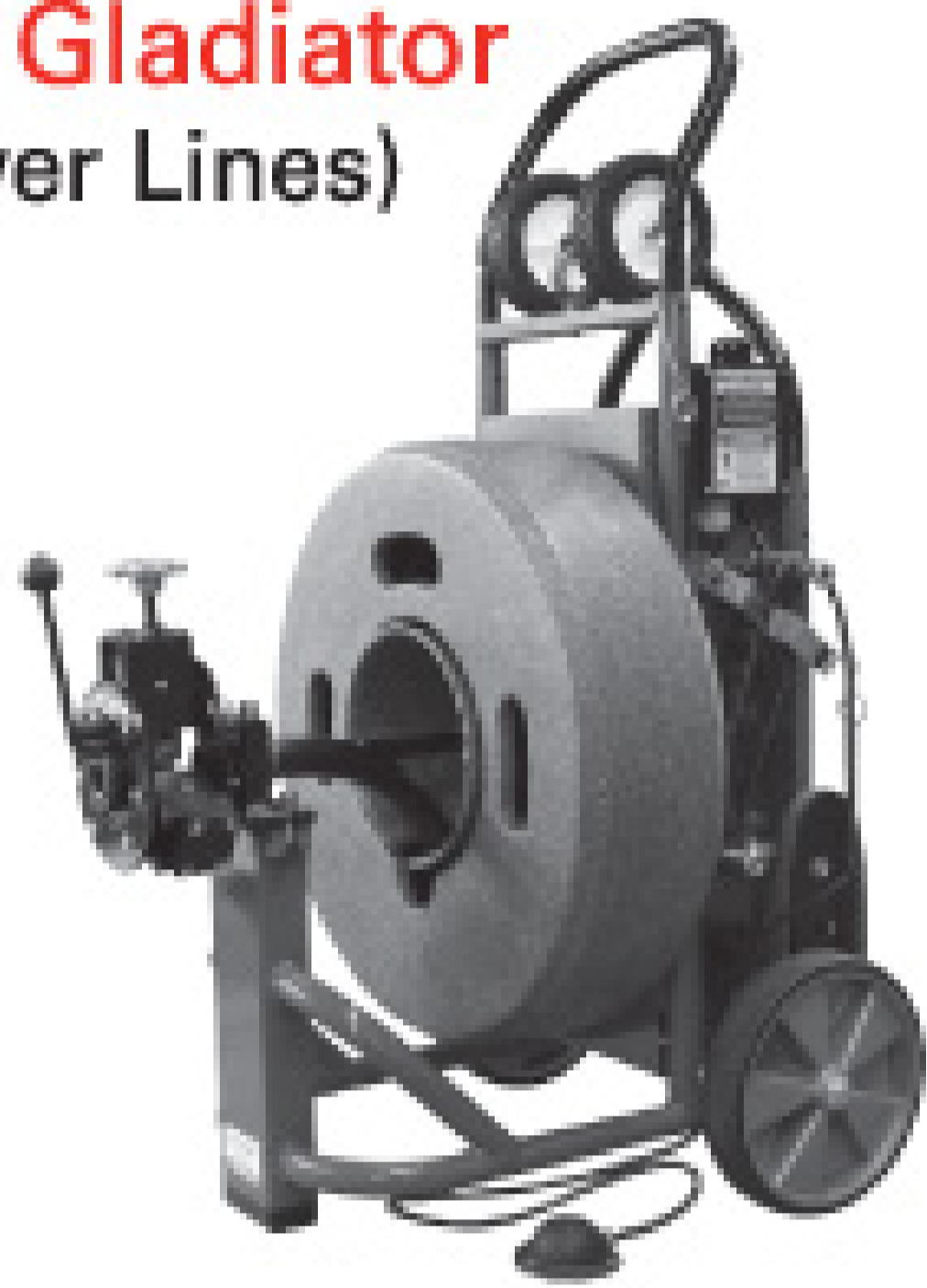
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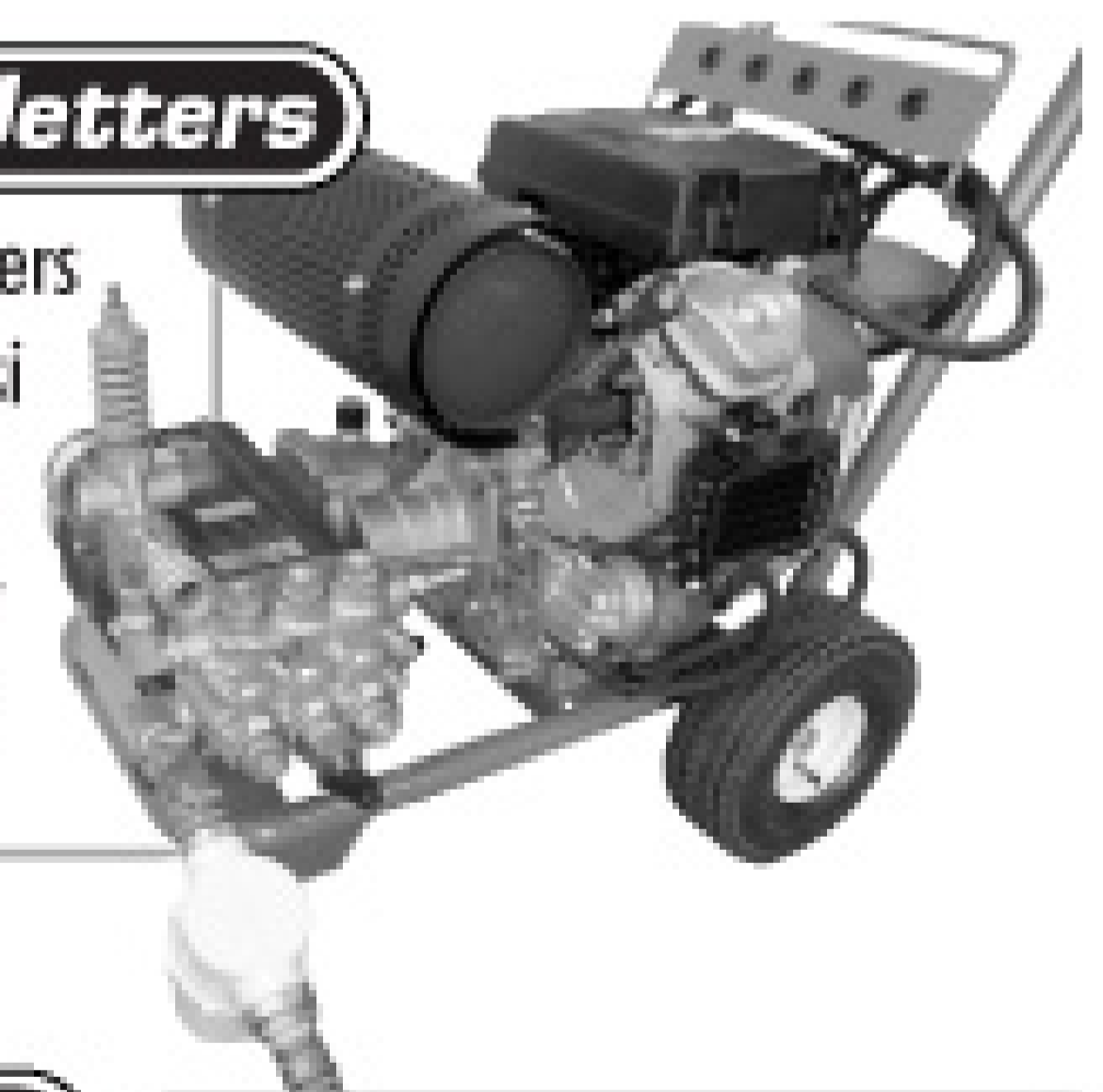
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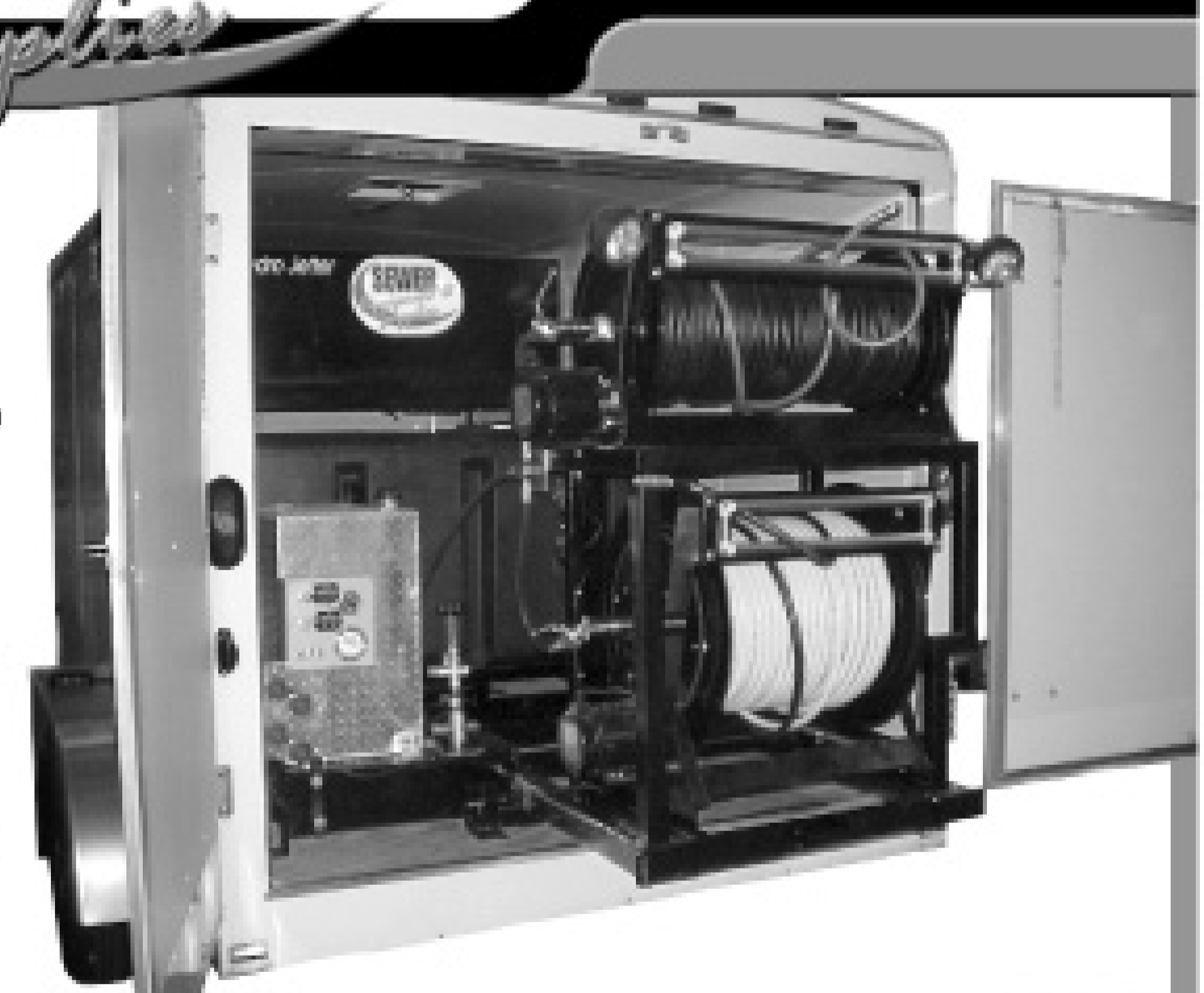
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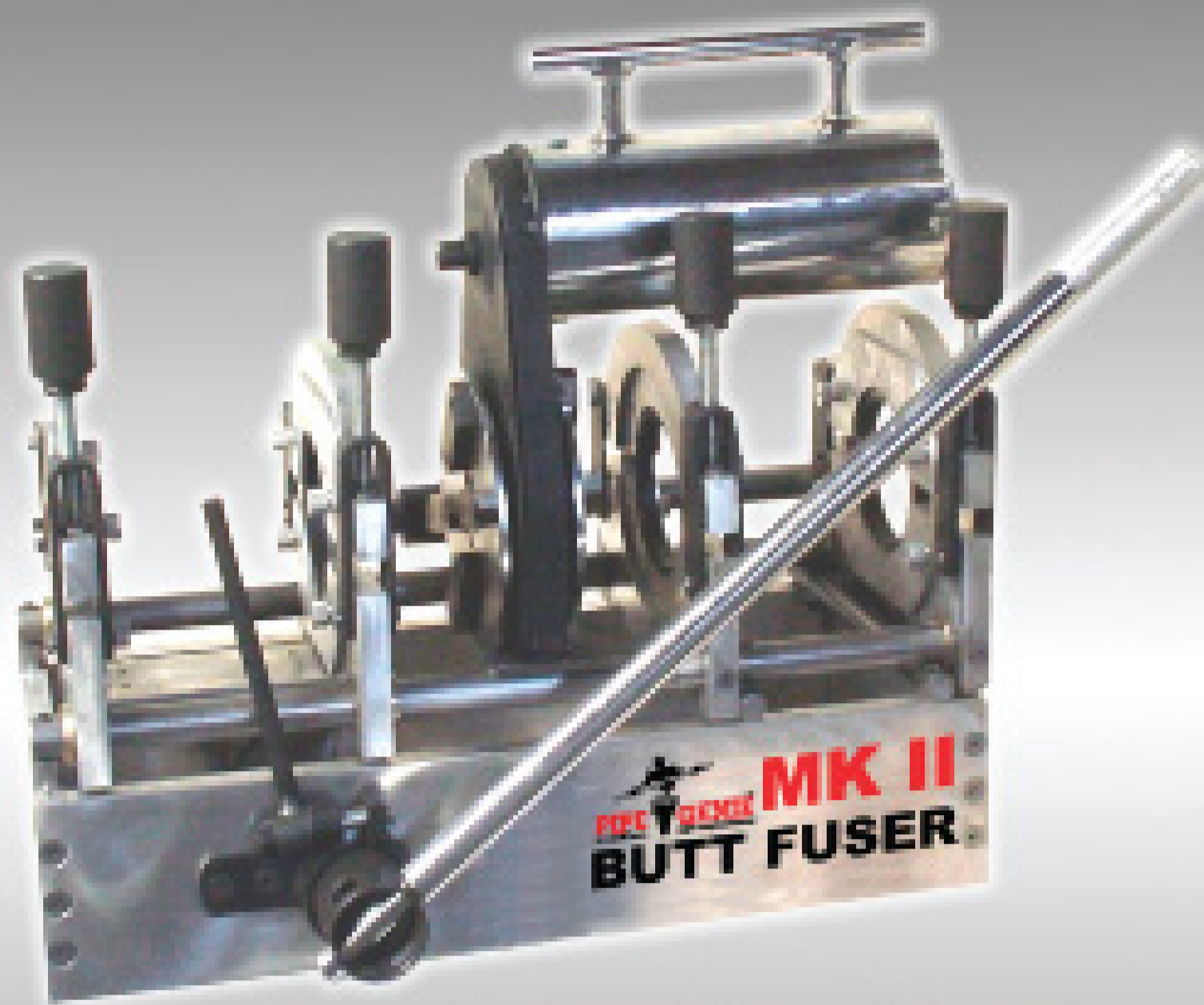
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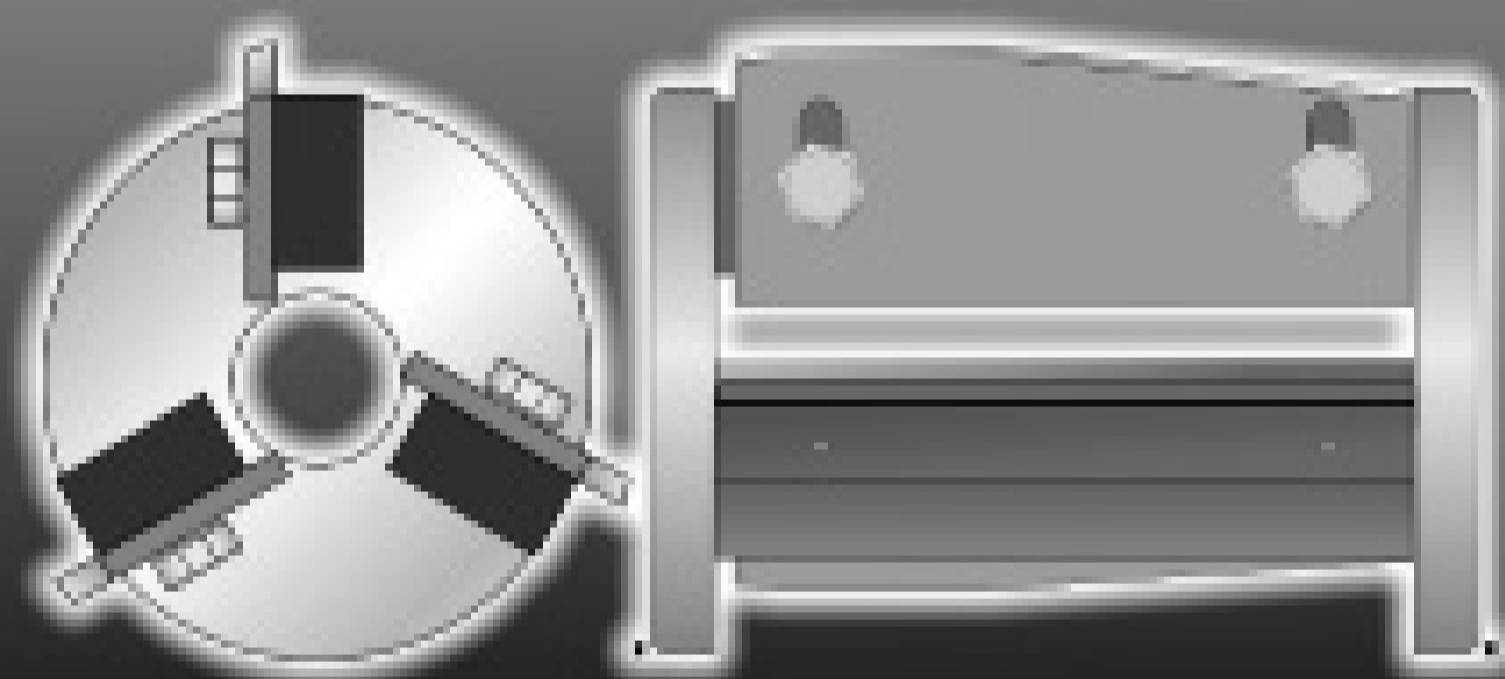
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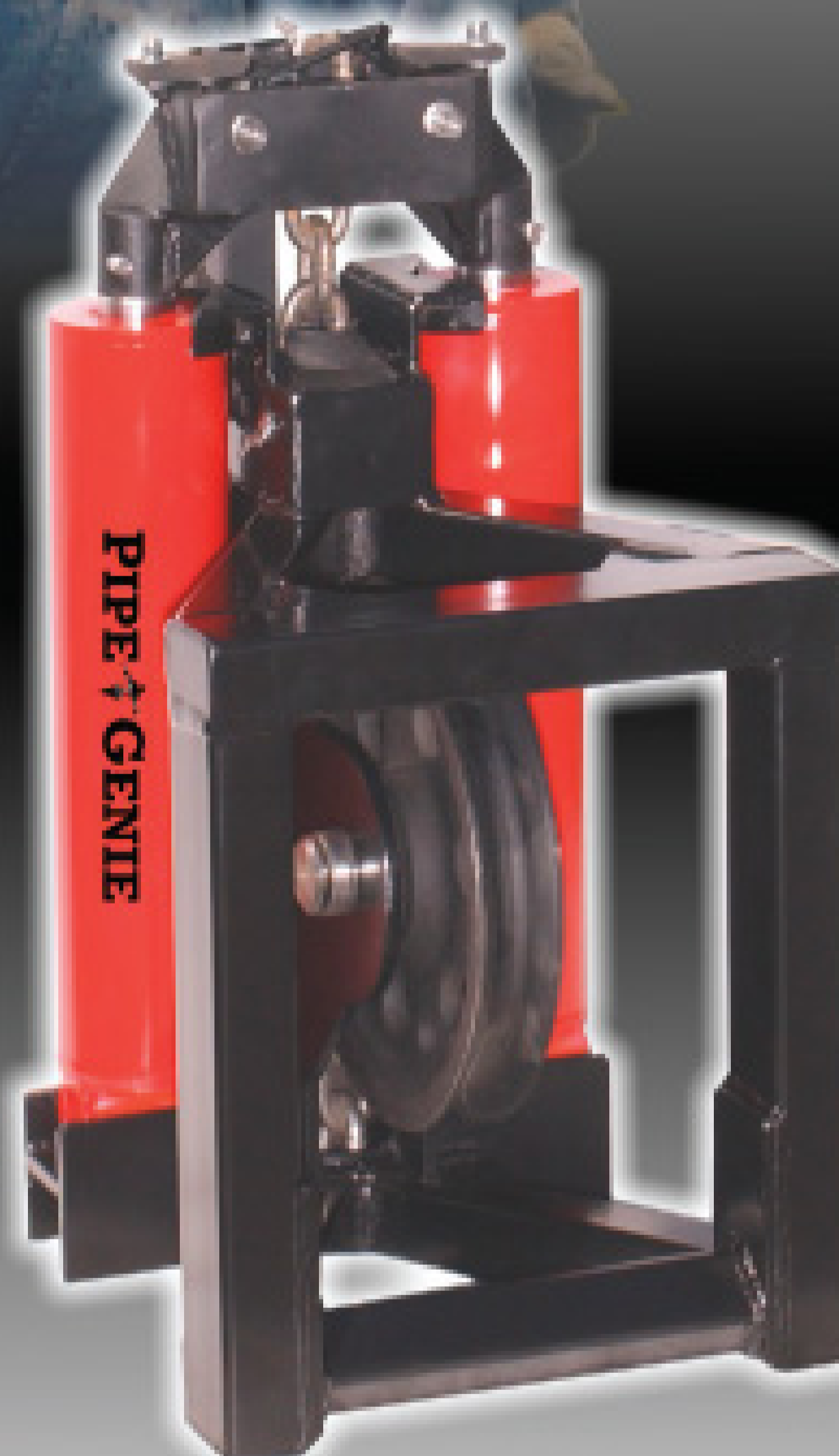
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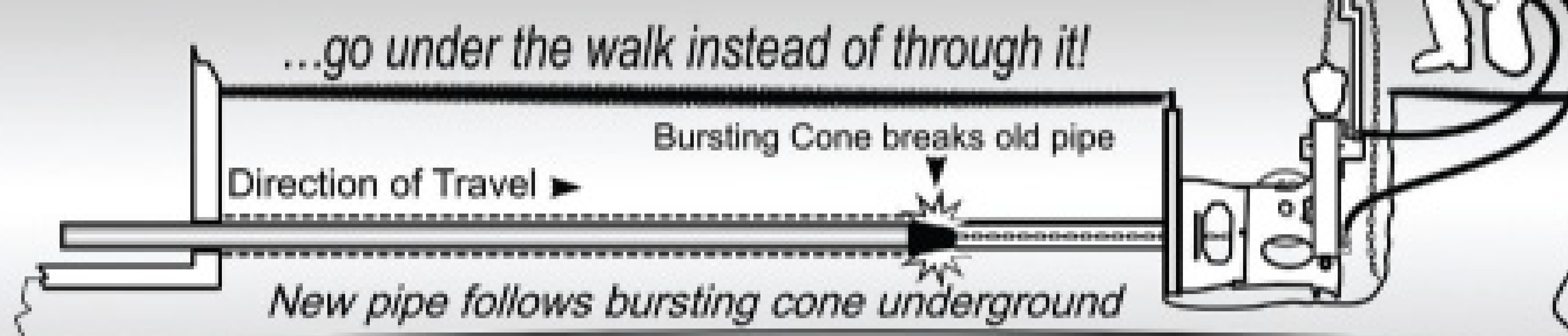
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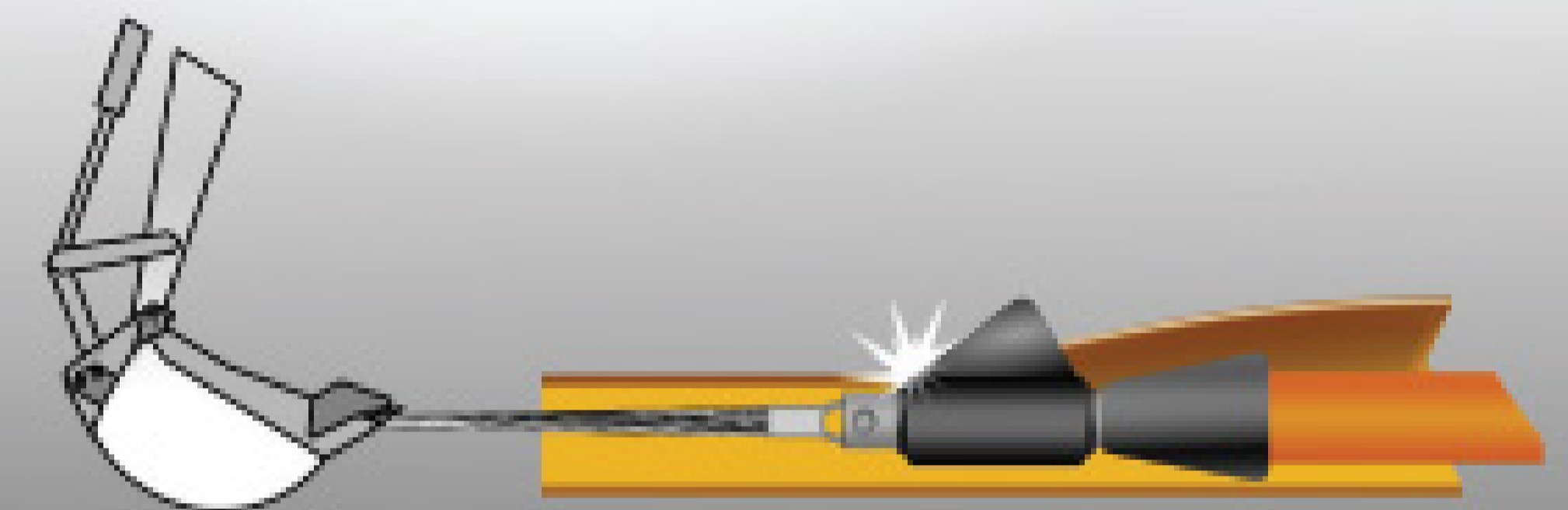
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Promotion Power

Acme Powerwash service trucks use bold graphics and sparkling appearance to make a highly potent marketing statement

By Ken Wysocky

The sleek 2007 Mitsubishi Fuso service trucks used by Acme Powerwash Inc. make a statement as powerful as the pressure-washing equipment mounted on the flatbeds: If the trucks look this good, imagine the quality of the service.

"I figure that if people see a dirty truck, they're bound to wonder how you're ever going to keep their property clean," says Ken Marciano, owner of the 12-year-old business in Phoenix.

steel around the edges of the 12-foot flatbed screams for attention, and the spotless pressure-washing equipment provides a high-tech appearance.

"I had a guy come up to me and ask me if it makes ribs," Marciano says with a chuckle. "People are blown away when they see the trucks. They've never seen anything like it – trucks so clean and decked out like this.

"People have called while they're sitting in traffic next to one of our trucks and asked how much

we charge to clean a garage floor or the front of a commercial building," he says. "I've even received calls from guys at other area pressure-washing companies who

say, 'Wow, I've never seen a rig like that.'"

Marciano is convinced the trucks generate business he otherwise would miss. "They build confidence in our services," he says.

"Most other companies have one truck with a little trailer that carries one machine. I started with one trailer and a machine, too, so it's not like small outfits can't do the job.

"But multiple units can do the job faster. Instead of one guy with one machine taking four days to do a job, we have four guys with four machines who can do the job in one day," he says. "We've easily doubled our business volume with these trucks."

The trucks also help Acme get work with large corporations and

high-end residential developments. "Places like that don't want a normal rig showing up," he notes. "They want to see professional-looking, high-end equipment. They consider us the most presentable company that provides the best service."

Marciano's brother convinced him to invest in the two trucks, which cost about \$80,000 fully equipped. Each carries two skid-mounted 3506 stainless-steel pressure washers (maximum 3,500 psi/6 gpm) from Mi-T-M Corp.; a 325-gallon plastic water tank; two 150-foot

MONEY Machines

The one-ton flatbeds stay clean as a whistle with weekly washings, and they also make a visual splash. The company name, logo, phone number and services are shown on all sides. A custom strip of stainless

MONEY MACHINES

OWNER:	Acme Powerwash Inc., Phoenix, Ariz.
FUNCTION:	Residential and commercial high-pressure steam cleaning
VEHICLE TYPE:	Mitsubishi Fuso flatbed
PRIMARY EQUIPMENT:	Two Mi-T-M Corp. pressure washers; 30-inch surface cleaner from Steel Eagle Inc.; 20-inch Whirl-A-Way surface cleaner from BE Pressure Supply Inc.
COST:	\$80,000
WEB SITE:	www.acmepowerwash.com

Acme Powerwash uses flatbed trucks equipped with two Mi-T-M pressure washers plus two surface cleaners.



“People have called while they’re sitting in traffic next to one of our trucks and asked how much we charge to clean a garage floor or the front of a commercial building. I’ve even received calls from guys at other area pressure-washing companies who say, ‘Wow, I’ve never seen a rig like that.’”

Ken Marciano

high-pressure, nonscuffing hose lines; one 250-foot water-supply hose; and two surface cleaners – a 30-inch ASE-0004 (4,000 psi/8 gpm) from Steel Eagle Inc., and a 20-inch Whirl-A-Way (4,000 psi/8 gpm) from BE Pressure Supply Inc.

“My brother told me my business will only be as big as my equipment is, meaning that one guy with one machine can only do so much,” says Marciano, who established the business when he was 21 years old.

Marciano also opted for the Fuso because its short turning radius makes it easy to maneuver in close quarters on construction sites. “Because everything is mounted on a flatbed, you don’t have to drag along a trailer, which takes up a lot of valuable space on a jobsite,” he

says. “These trucks can turn on a dime.”

Trucks that are practical, profitable and sharp looking to boot – now that’s a powerful statement. ■

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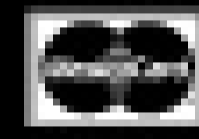
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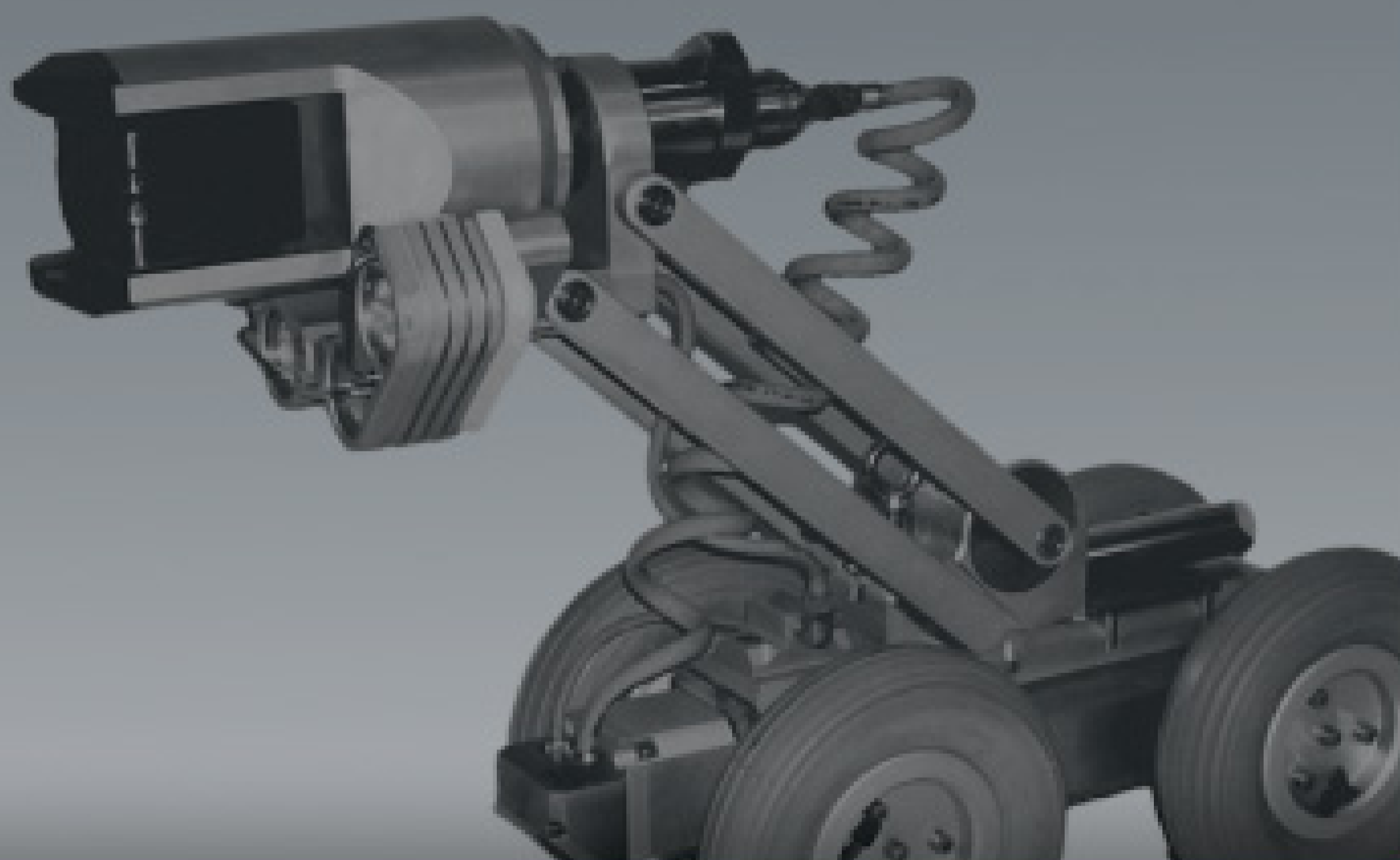
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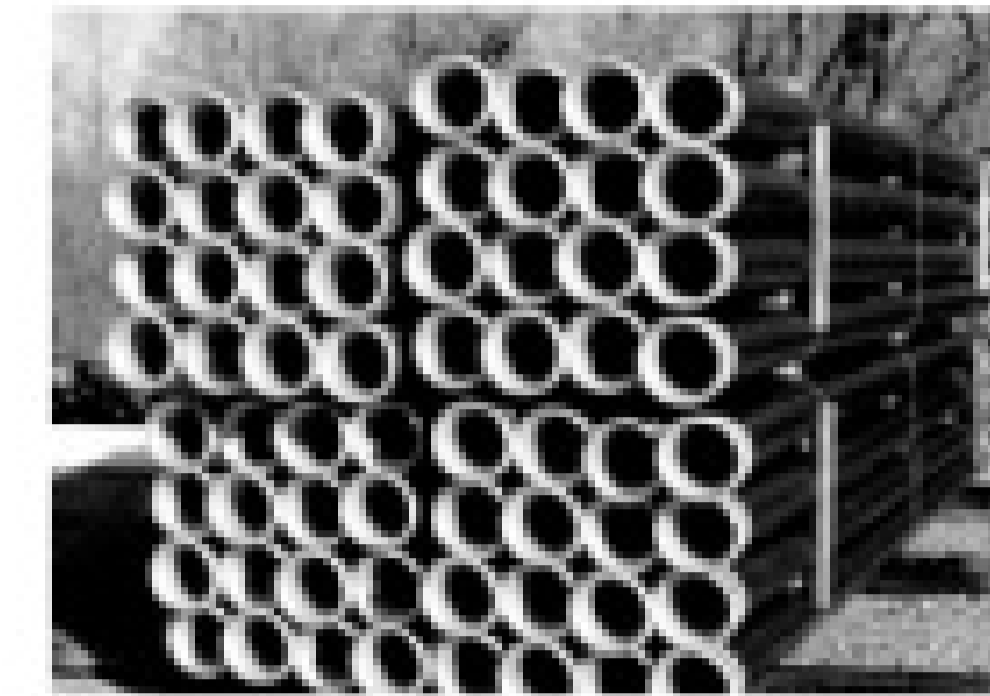
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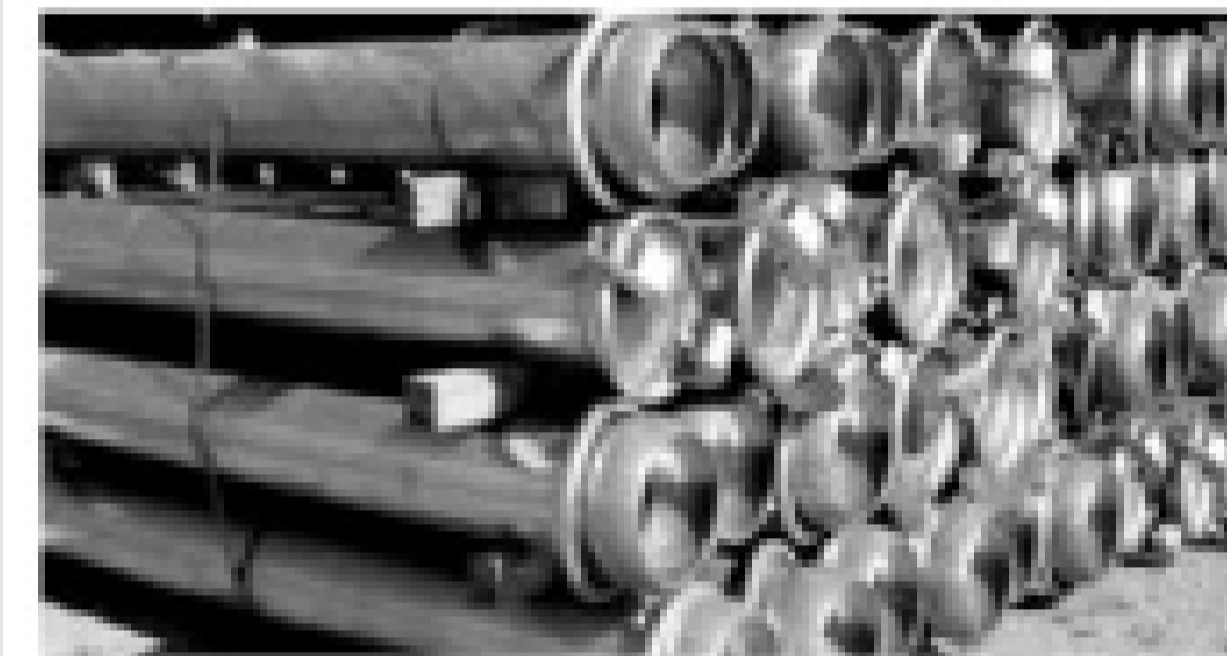


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Playing the Float

At high flows in large-diameter pipes, boat or pontoon platforms provide an alternative for performing top-quality video inspections

By Jim Aanderud

Cities and sewerage agencies often collect wastewater from large areas that must be conveyed to distant treatment plants. Handling this enormous volume requires large-diameter trunk lines.

It is not unusual to find trunk lines more than 100 inches in diameter. Because these lines carry such large flows, they often run well above the half-pipe and at more than 10 feet per second. This often prevents the use of standard camera crawlers for CCTV inspection.

Most inspection equipment manufacturers offer crawlers designed for large-diameter pipes. As water level increases, these crawlers have remote-controlled elevators, or scissor lifts, that raise the camera 1 to 3 feet. Usually, that is enough to keep the camera above water. But once the level exceeds the height to which a camera can be raised, an alternative method of inspection is needed. This is where floating platforms come into play.

Riding the surface

A floating platform (float) is a boat or pontoon on which a camera is placed. The float with camera is then pulled through the pipeline. This allows the camera to traverse the pipeline even when the water level is more than 3 feet high.

One disadvantage of this method is that the bottom of the pipe – the area below the water line – is not visible. However, with experience, an operator can learn to read turbulence in the line and determine where problems exist. Conversely, the floating platform is highly effective for inspecting the upper portion – or crown – of the pipe. The information from that alone can make this type of inspection worthwhile.

The County of Los Angeles Sanitation Districts, for example, operate a vast sewer system of large-diameter reinforced concrete pipelines (RCPs). The primary concern is the crown of the pipe, where hydrogen sulfide eats away at the cement and exposes the aggregate and rebar. CCTV inspections record the deterioration progress so that the districts can set mitigation priorities. In most cases, floating platforms are the only way to look at these pipes because they carry high volumes 24 hours per day.

Although some manufacturers fabricate floats, many contractors and agencies choose to construct their own. Any style is fine, as long as it



An inspection technician lowers a camera on a float rig into a mainline sewer. (Photography by Jim Aanderud)

is buoyant enough to support the weight of the camera.

Since a mainline camera is being used, all of the attributes of a standard pipeline inspection hold true. Operators can still scan and zoom in on points of interest while recording the inspection. The result is a high-quality inspection of the pipe crowns. In the largest lines, a standard inspection camera may not provide sufficient light. In this case, auxiliary lighting may need to be part of the custom float design.

The process of floating a pipeline can be quite involved. Most likely, the job will require additional personnel, and setups may take much longer than for a standard inspection. On the other hand, it may also be possible to inspect longer reaches where only the length of the cable is the limiting factor.

Working downstream

There are two methods for inspecting pipelines with floating platforms. The first is quicker to perform, but also carries more risk.

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.

Here, the CCTV vehicle sets up at the upstream manhole. The float is then tethered from the rear as it travels downstream through the pipeline. A small parachute can be placed in front of the float, with 20 to 30 feet of rope, to give the float added propulsion.

Some float crews use only the CCTV cable as a tether, but that can be very risky. If the cable or connector breaks, the camera and float could be lost. A safer approach (although more cumbersome) is to use an additional rope or cable attached to a winch as a safety line.

In this method, the propulsion for the float comes exclusively from the flow in the line. If the flow is slow or stagnant, this method may not work well. On the other hand, if there is a significant flow, holding back the float to get good data can be a real challenge.

Movement of the float is controlled with the cable winch. The operator inspecting the line must communicate the platform's speed and movement to the person controlling the winch. This requires a team effort to produce a quality inspection.



Left: A camera on a float proceeds down a mainline under heavy flow. Floats enable high-quality inspections under conditions where a traditional camera crawler cannot be used.

Below: A camera float rig is shown ready for deployment. Floats can be tethered from the upstream manhole only or from both ends.



As the float travels down the pipe, the cable or cables will become heavy, and the float will slow down. At some point, it may need additional propulsion. One effective way to increase velocity is to attach more parachutes.

If pre-fabricated parachutes are not available, they can be made out of tarps, heavy-duty garbage bags or even one-gallon plastic bottles. These items must be connected at all corners to a rope, which is then tied around the cable and allowed to float down the line. Once the parachute reaches the float, it engages and provides added power. More than one parachute may be needed, especially on runs longer than 1,500 feet.

For retrieval, heavy flow in the line makes it nearly impossible to pull the float and camera backward. For this reason, the float needs to be removed at the downstream manhole. A pole with a hook on the end or a rope with a grappling hook can be used to retrieve the float once the parachutes are visible.

water, it wants to take off, and it may have a tendency to flip over. Patience, practice and experience simplify the process over time. It is critical to use a safety tension release line to keep tension off of the main cable during insertion. This is another argument in favor of a backup safety line.

Removing the float can easily damage the camera. As the flow pulls against the float, it becomes difficult to manage. Since there is so much pull on it, only brute force can remove the float from the water flow. As the crew pulls up on the cables, the camera will tend to hit the crown of the downstream pipe. Every effort should be made to flip the float over and expose its underside – rather than the camera – to contact with the pipe.

stream. Once the line reaches the downstream manhole, it can be retrieved with a hook on a pole or a rope with a grappling hook.

Sometimes it is easier to float a light line first, such as fishing line, and then use that to pull the heavier line through. Either way, the line must be strong enough to pull the float and to provide enough strength if the other line breaks.

Obviously, this method requires someone at each manhole. While the winch lets out cable at the CCTV vehicle, cable is reeled in at the downstream manhole. Personnel on each end must be in continuous radio contact. Having the float tethered on both ends not only provides additional security, it also provides the needed propulsion. For this reason, this method can be used where the water flow is nearly stagnant.

As metropolitan populations continue to grow, so will the need for large-diameter trunk lines. Because diverting flow from these lines for inspection is cost-prohibitive, proper assessment requires some type of floating CCTV inspection. Eventually, more technologically advanced floats will be developed, but the basic concept of placing a camera on a floating platform will be around for decades to come.

Jim Aanderud is owner of Innerline Engineering, a video pipeline inspection company based in San Diego, Calif. ■

One disadvantage of this method is that the bottom of the pipe – the area below the water line – is not visible. Conversely, the floating platform is highly effective for inspecting the upper portion – or crown – of the pipe. The information from that alone can make this type of inspection worthwhile.

It is important not to let the float travel past the manhole, as that makes retrieval difficult. Once the hook grasps the rope and parachute, it can be pulled to the surface. This may require a lot of muscle, and the camera can become dislodged or damaged. Use of a confined-space tripod can minimize this effort considerably. Once the float and camera have been removed, the cables are disconnected and pulled back with the winch.

Inserting the float into the water can be tricky, especially in the beginning. Once the float hits the

Two-end tether

A second and perhaps more widely used method is to tether the float on both ends. This means the float is connected to the CCTV vehicle at the upstream manhole and is also connected at the downstream manhole. This method provides the most security and stability.

In this case, a cable is first strung from manhole to manhole. This can be done by tying the end of the line to a plastic one-gallon milk jug one-third filled with water and letting it float down-



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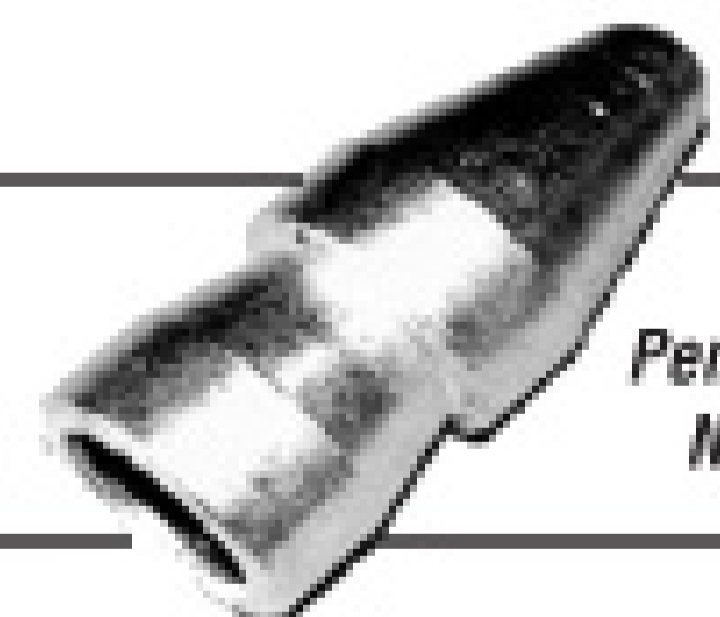
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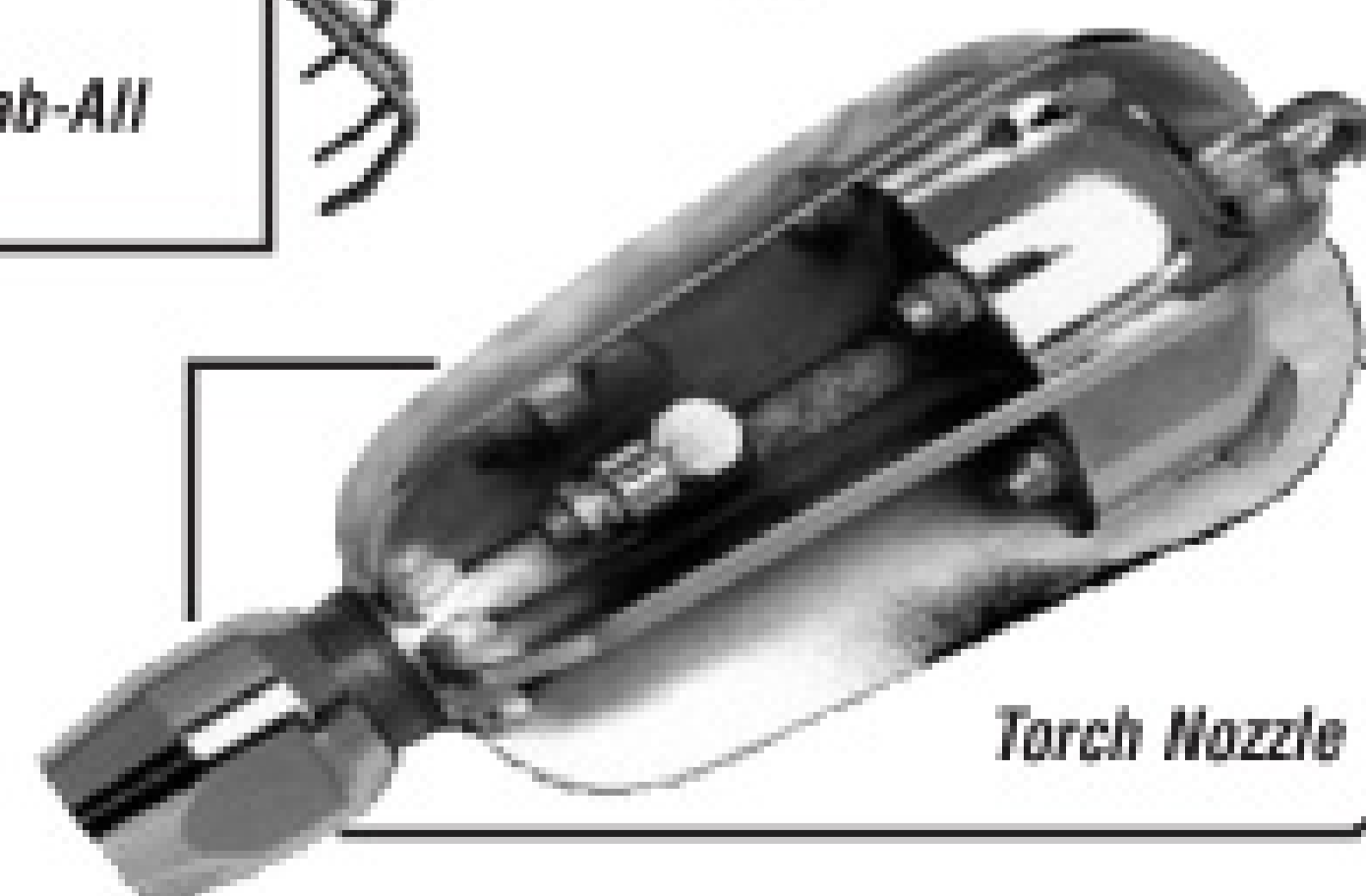
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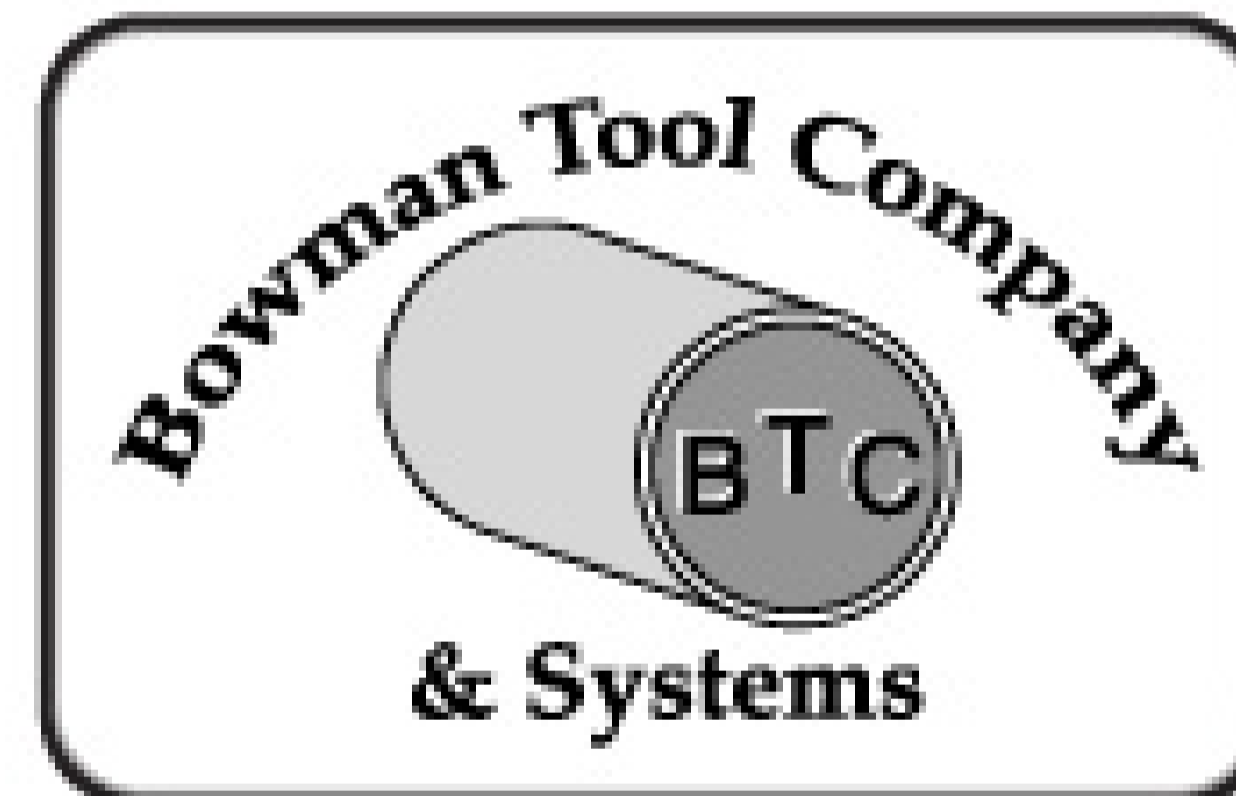
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Seeing Is Believing

Industry professionals find that TV inspection helps them diagnose and solve problems efficiently and boost customer confidence

By Mary Shafer

CCTV inspection technology has revolutionized the way pipe problems are discovered, diagnosed and the approaches taken to fix them. With an accurate picture of what they are up against, contractors can now make informed repairs or replacement decisions instead of educated guesses.

This accuracy also helps in estimating and cost control. But what about how this service is marketed to customers? Do most contractors use inspection mostly as a tool for their own use, or do they promote it as a service that positions them ahead of others? It seems the answer is: both.

"TV-line inspection is a main part of the services we offer, but we will use it to get other work," explains **Jason Demuth**, field technician for **Demuth Inc.** Demuth provides pipe cleaning and inspection, and manhole repair and lining in the Chicago area.



Jason Demuth
Field Technician
Demuth Inc., Highland Park, Ill.
Employees: 8
Years in Business: 42

"Whatever we find in the pipe, we'll let the customer know and give them their best options," Demuth says. The company doesn't do too much print advertising, but it does list TV inspection on its trucks and business cards.

"Most of our work comes from word-of-mouth, just having been around for a while," says Demuth. "It comes from having a good name."

Besides helping locate problem areas in lines, inspection serves as a public relations tool. Property owners are often fascinated with the technology and want to be around while the line is being televised. "A lot of times they don't know what's going on, but we try to explain as much as we can," Demuth says. "It's pretty easy once they get in there and see what we're seeing."

Demuth feels such demonstrations inspire confidence in the company's opinions and diagnoses. "It's better than just charging for something where they don't even understand what they're paying for," he says. "Before, there would just be this big hole in their yard and they wondered what we did."

"This way, we give them a videotape of the line and they can see what was actually there. It's also good because with that tape, no one else can come

"A lot of the towns we work for want line cleaning and inspection first, so we can make room to do our repairs, see what the town needs, and where they can spend their money most effectively."

Adam Howe
Pete Howe Industrial Inc.
Spencer, Iowa

in there and say something didn't get done, or that there's cracked clay pipe when it's PVC, or whatever. It gives them peace of mind that the job was done right."

"It's a service for us that leads to other work," says owner **Mike Williams** of **Just Drains LLC**, a 25-year-old business serving Philadelphia. His business card doesn't say anything about TV work, and he doesn't push it.

"If people have never had camera work done before and we're already on the job, we'll tell them about it and explain what it does," he says. "But that's not going to get us the work, because most folks don't know about it yet. So we use it to identify the other work that we can do."

Williams, who went on his first drain-cleaning call at age 6 with his grandfather, sees TV inspection as "a fantastic tool. A lot of times you go into a house and find that the drain problem might have occurred before we were called. If we do get the drain open and find that they've had the problem before, we definitely want to get that camera down there and see what's going on. The camera saves us a lot of time, and so it saves our customers money."



Mike Williams
Owner
Just Drains LLC,
Philadelphia
Employees: 3
Years in Business: 25

He finds credibility value in bringing the property owner in while the line is being televised. "If we do offer it to the customer, they feel more comfortable," he says. "They know you're not hiding anything, and they'll definitely call you back. We have the color monitor, the DVD and the VCR. It's fantastic to have the customer sitting right there with you while you're doing the job. It is cool, and they love it."

Williams touts the lasting value of a TV inspection to his customers. "We let them know

Comments may be directed to Mary Shafer in care of Cleaner. You may also e-mail pipelines@cleaner.com.



that having that tape or DVD to show a buyer is a great selling point for a home," he says. "When someone comes to look at your house, you can show them what's been done, that the property has been maintained."

Still, Williams says the primary value of camera work is in generating more work. "A lot of times we'll find major roots that have grown through the line, and we can show how they've knocked the line off course and it needs to be replaced," he says. "Then we'll do that line replacement."

"We also get curb traps and repair of leaky water services. Sometimes when we send the camera down a vent here in Philly, where all the services are right next to each other, we can identify that what's leaking isn't the customer's service, but the neighbor's. We get that work, too. But most of this business happens because we make it a point to educate our customers so they see the value of services we offer."

Pete Howe Industrial Inc. has been in business in Spencer, Iowa, for 69 years, performing hydrojetting, pumping, grouting and other services. **Adam Howe**, foreman, says TV inspection is a main service offering and a required service among the company's all-municipal customer base.



Adam Howe
Foreman
Pete Howe Industrial Inc.,
Spencer, Iowa
Employees: 6
Years in Business: 69

"A lot of the towns we work for want line cleaning and inspection first, so we can make room to do our repairs, see what the town needs, and where they can spend their money most effectively," Howe says.

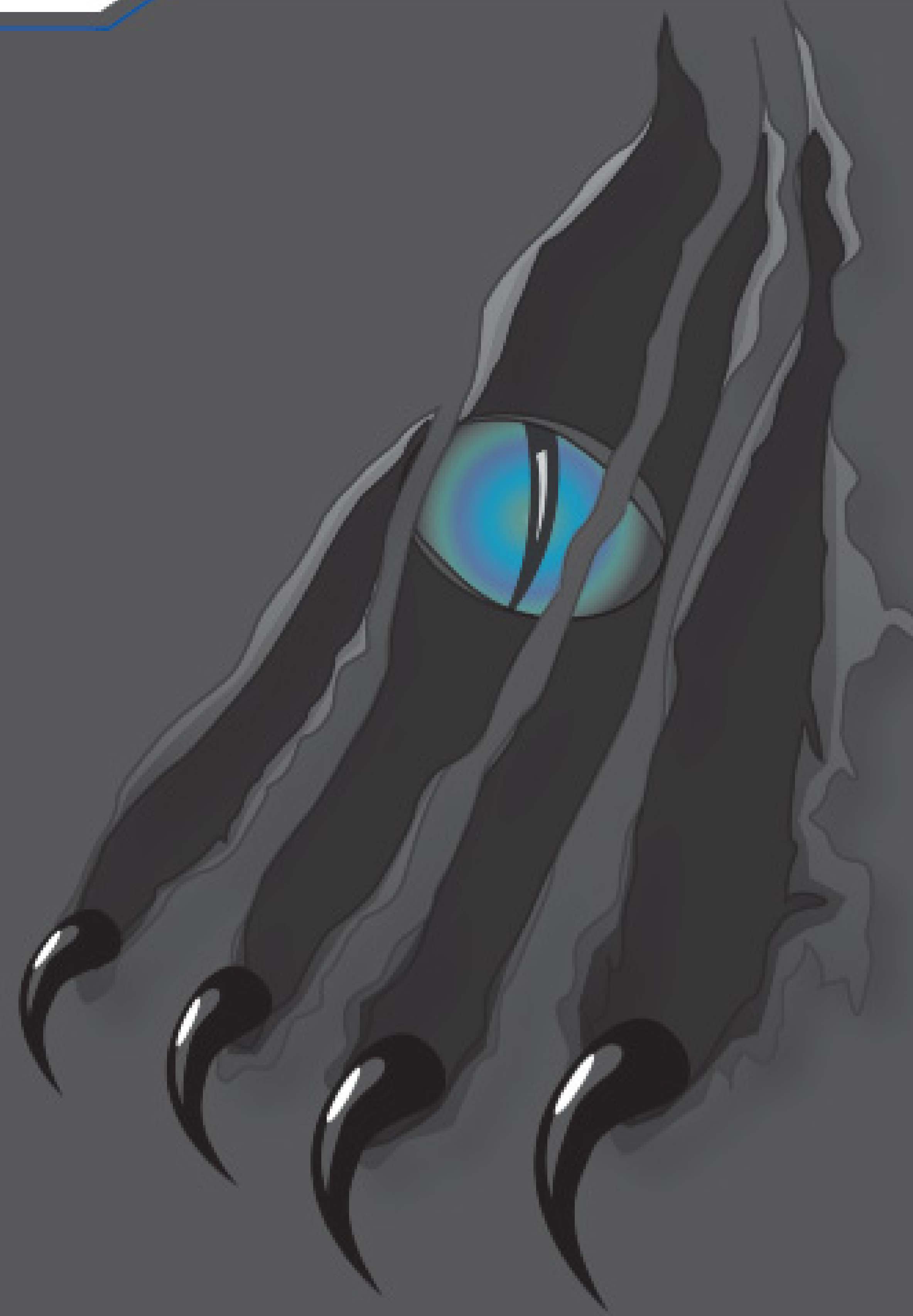
Howe likes having the customer there during inspections. He finds it helps establish confidence in the company's work, resulting in far less push-back on prices. "They can understand what we're doing," he says. "They can tell we can see the pipe very clearly, and that we're doing a good job cleaning, as well."

At least once per week, a customer asks him to send a camera down a line without cleaning it out first, to save money. "But that often backfires, since it can be too dirty to even see anything, so we end up having to go back and get the jetting truck," he says. "If we'd done that first, they would really have saved money." ■



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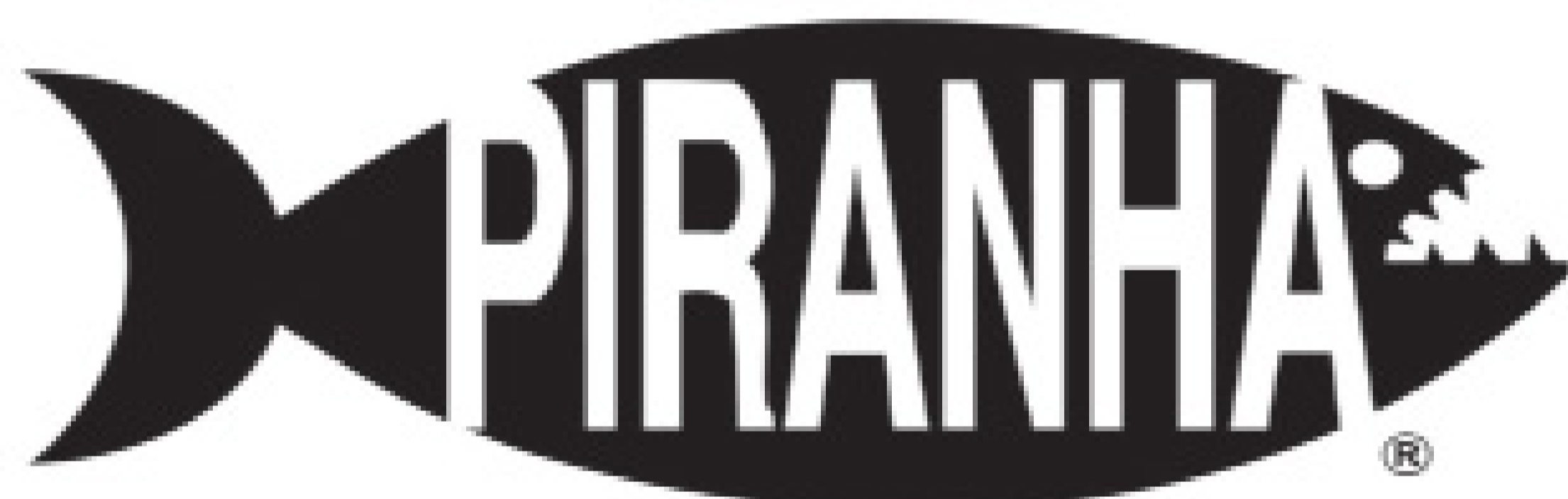
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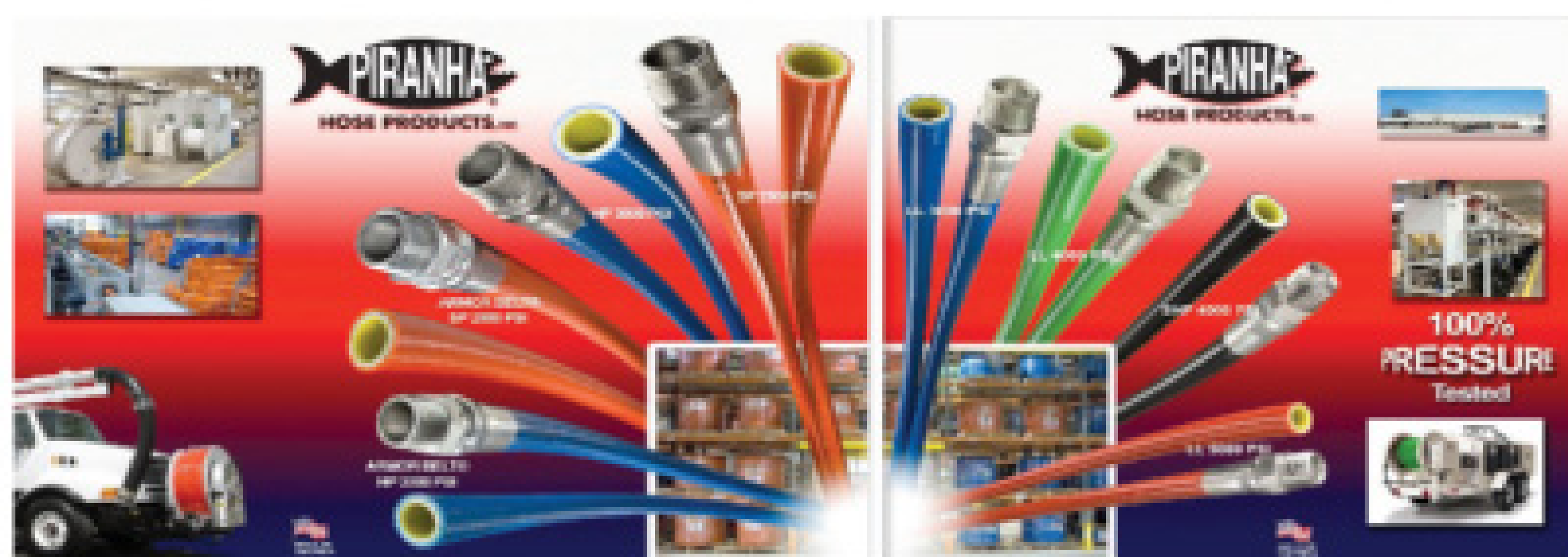
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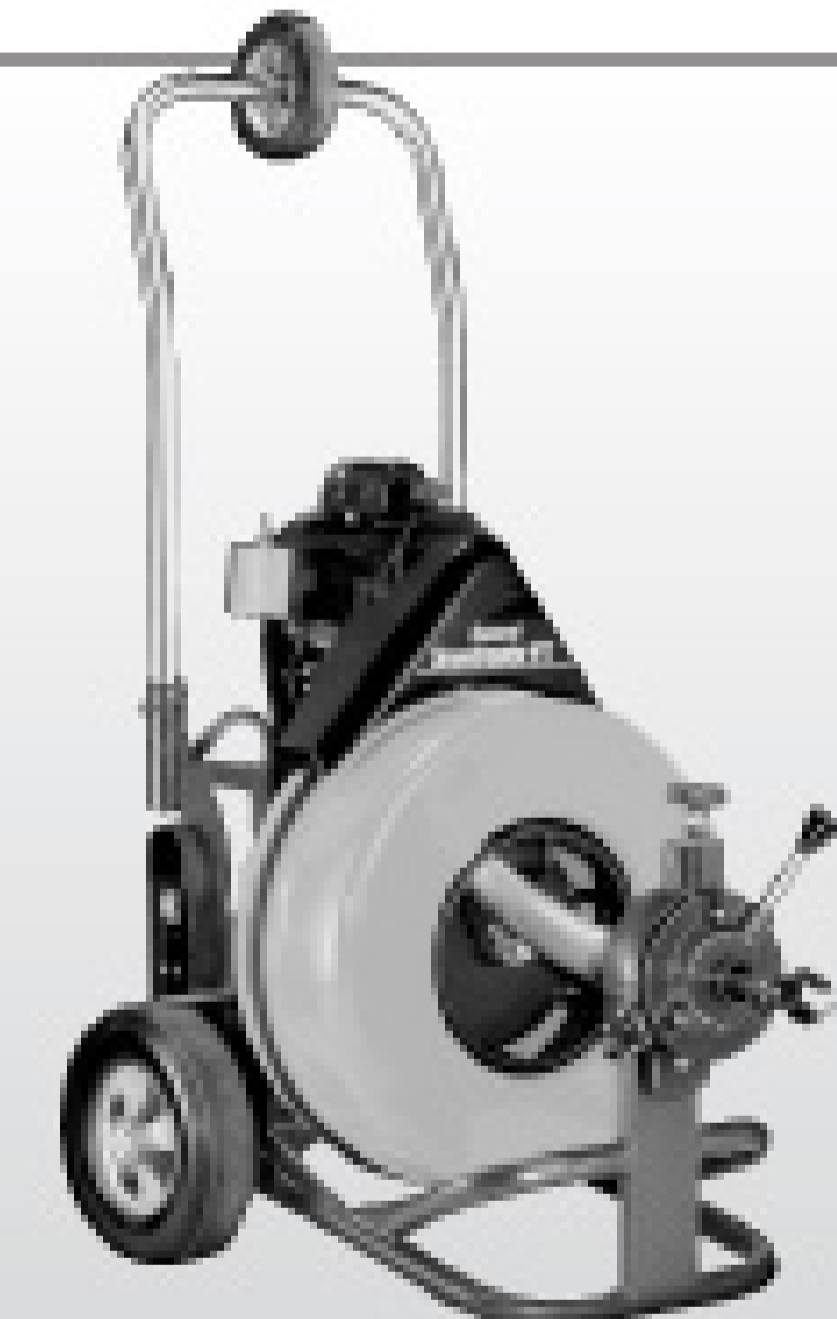
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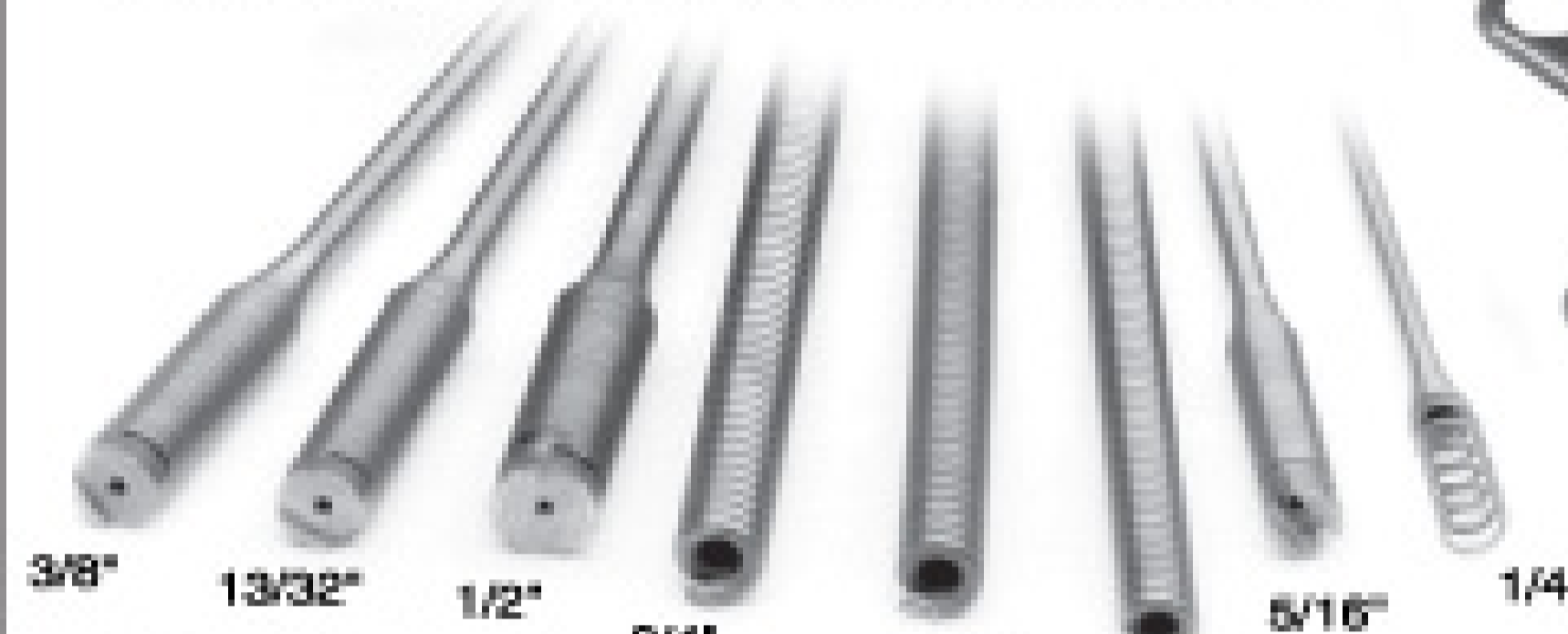
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Sky High

Heat, high-pressure water and a lot of skill enable a German company to clean the historic Space Needle in Seattle

By Scottie Dayton

Air pollution, algae, bird droppings, dirt and grease from three outside elevators had accumulated on the 605-foot-tall Space Needle in Seattle since it was painted in 1998. The grime was visible from the ground or as visitors rode the elevators to and from the observation deck and revolving SkyCity restaurant.

After cleaning the Statue of Liberty, Washington Monument, Mount Rushmore and more than 80 historical monuments worldwide, Kärcher GmbH & Co. KG in Winnenden, Germany, wanted another project in the United States. Officials contacted Space Needle LLC in Seattle, offering to clean its landmark for free. The opportunity

Groundwork

Two of Möwes' first three visits to the Space Needle involved test cleanings to determine the best approach, machines and nozzles. Chemicals would remove the grime faster, but it was impossible to protect the block occupied by the Space Needle from them. Overspray, sometimes carried on gusty winds, could land on nearby buildings, vehicles and vegetation.

"We decided to use plain hot water, which would have no effect on the environment, but certainly could damage the paint or its color," says Möwes. "The paint manufacturer said it could withstand 200-degrees Fahrenheit, so we chose 194 degrees."

"We decided to use plain hot water, which would have no effect on the environment, but certainly could damage the paint or its color," says Möwes.

"The paint manufacturer said it could withstand 200-degrees Fahrenheit, so we chose 194 degrees."

Thorsten Möwes

would provide feedback to enhance the company's research, development and manufacture of new products.

The challenges Kärcher supervisor Thorsten Möwes and Space Needle engineers faced in planning, testing and analysis included the structure's tripod shape, access points, protecting the surrounding city and – for the first time in the company's history – working at night. Three years of planning concluded when rope-access professionals cleaned the Space Needle in eight weeks using only hot water and high-pressure jets.

For two-thirds of the project, industrial climbers would rappel 492 feet. Kärcher's longest high-pressure hose was 60 feet, but coupling more than five together reduced velocity with each additional inch. Möwes asked Kärcher-USA in Camas, Wash., to manufacture three continuous hoses 450 feet long. The company also provided all other equipment, including three HDS 5.0/30-4S Ec electric hot-water high-pressure washers.

"By the time water at 3,000 psi travels 450 feet through a hose, it leaves the nozzle at 2,500 psi and reaches the surface at about 400



After its long climb, water at 3,000 psi leaves the nozzle at 2,500 psi and reaches the surface of the structure at about 400 psi. (Photography by Kärcher GmbH & Co. KG)

psi," says Möwes. "Further tests showed that our 40-degree flat jet nozzles and short spray wands with water at 5 gpm would remove the grimy film without damaging the paint."

Because it was too expensive to erect scaffolding around the landmark, Möwes hired rope-access technicians Reuben Shelton, Nathan Schuster and Matt Henry from Skala Group in Reno, Nev. They were experienced using high-pressure jetters and trained to national and international rope-access standards. Brian Warshow, the required Level 3 supervisor from Skala, and assistant Matt Waskiewicz oversaw safety and monitored the lines and rappelling equipment.

"This type of rappelling has nothing to do with mountain climbing," Möwes explains. "Mountaineers have only one line.

TOUGH JOB

PROJECT:

Clean a historical landmark without disrupting tourism

CUSTOMER:

Space Needle LLC, Seattle

CONTRACTOR:

Kärcher GmbH & Co. KG, Winnenden, Germany

EQUIPMENT:

HDS 5.0/30-4S Ec hot-water, high-pressure washers, 40-degree flat jet nozzles, short spray wands, Kärcher

RESULTS:

Surface cleaned and restored; attraction never closed

Industrial climbers have a working line and a safety line. We wear a full-body harness with ascending and descending devices to move up, down and around the structure. We also have a second rope for backup,



Plain water heated to 194 degrees Fahrenheit removes grime from air pollution, algae, bird droppings and elevator grease without damaging paint.

making this type of climbing safe and effective at any height.”

The Space Needle depends on the 1.3 million tourists who visit annually, so closing it was not an option. Cleaning occurred from 11 p.m. to 6 a.m., but the structure is so well lit that it was almost like working in daylight. The team wore helmet lamps mainly to illuminate what was in shadow.

Blown in the wind

The first two nights involved using the service elevator to bring jetties, hoses, trolleys and other equipment to the observation deck (O-Deck) one level above the restaurant. Cleaning began on the third night. The area around the Space Needle was taped off, and its securi-

Starting at the O-Deck, the team cleaned down to the restaurant. Trolleys fixed on the deck served as anchor points, enabling them to move easily around the entire five-level top house dome. Their nightly progress depended on the amount of dirt encountered. Surfaces near the elevators were the worst.

Their next access, through a restaurant window 500 feet above Seattle, allowed them to clean down to a stairwell hatch. “The pressure washers remained on the O-Deck, where we had water and electricity,” says Möwes.

In three weeks, the team neared the core of the structure – the halfway point. “Seventy percent of the time, I stood beside the

pressure washers.

Wind gusts of 30 mph or higher slowed the work. Two days with winds stronger than 50 mph stopped it. “Wind is a bigger concern when we’re hanging free of the structure or on long lines,” says Möwes. “It isn’t such a problem if we’re close to a surface or on short lines.”

Every rope-access technician could decide at what level he was uncomfortable with the wind and go inside. Work also stopped if Warshaw spotted lightning on the horizon or 30 miles away.

The team’s third access point was the stairwell hatch, a window opening to a fenced platform. “When we finished that section, we were two-thirds of the way down,” says Möwes. “Our last phase was moving the machines to the 200-foot deck, our only other source of water and electricity, and working to the base of the Space Needle.” Seattle’s most popular tourist attraction was once again squeaky clean. ■



High above the city of Seattle, rope-access professionals clean the 605-foot-tall Space Needle.

“Wind is a bigger concern when we’re hanging free of the structure or on long lines. It isn’t such a problem if we’re close to a surface or on short lines.”

Thorsten Möwes

ty team maintained camera surveillance. “Everything on our rigging and harnesses is secured with lines so nothing can fall down, but we’re human and accidents happen,” says Möwes. “We want no one in that work area except us.”

machines and organized everything from there,” says Möwes, who holds a Level 1 worker’s license. “I also inspected the cleaned surfaces, and if the technicians had problems I went out and told them what to do.” Doug Yates and Derrick Knight from Kärcher-USA helped maintain the

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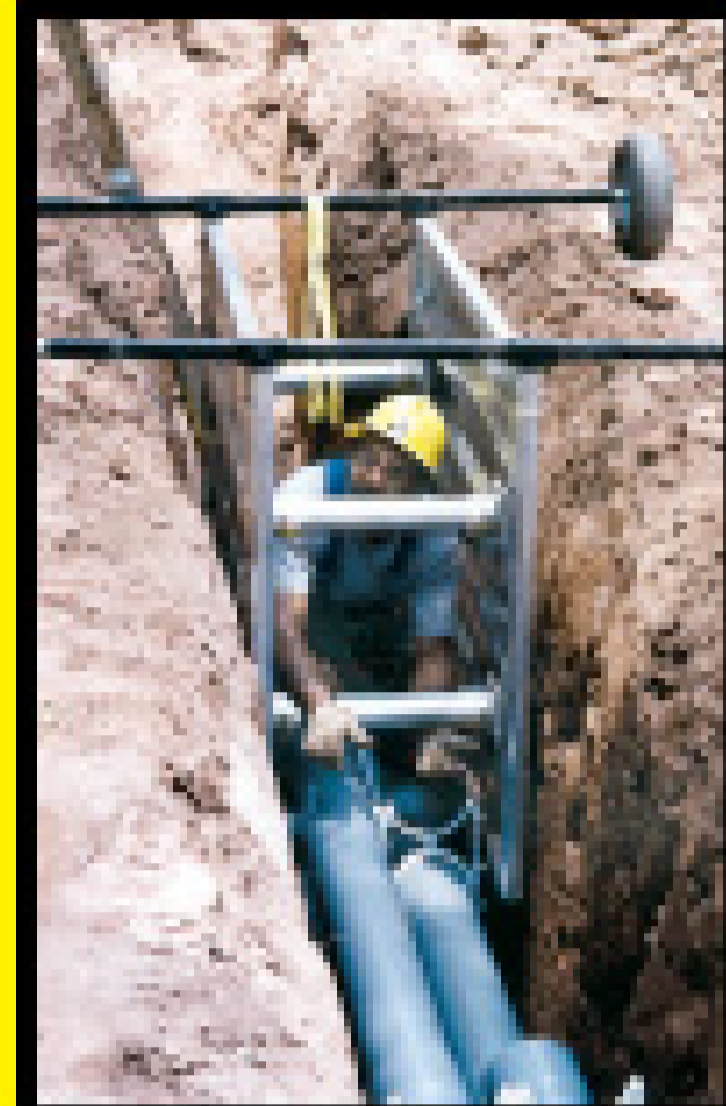
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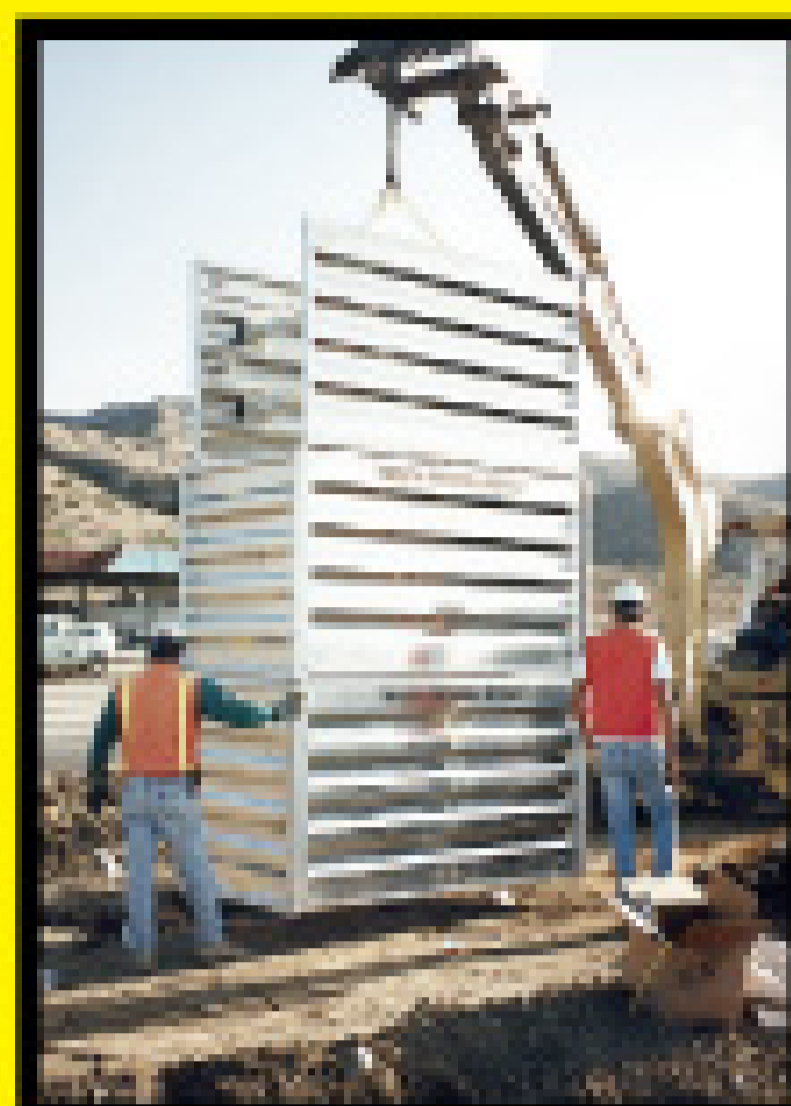
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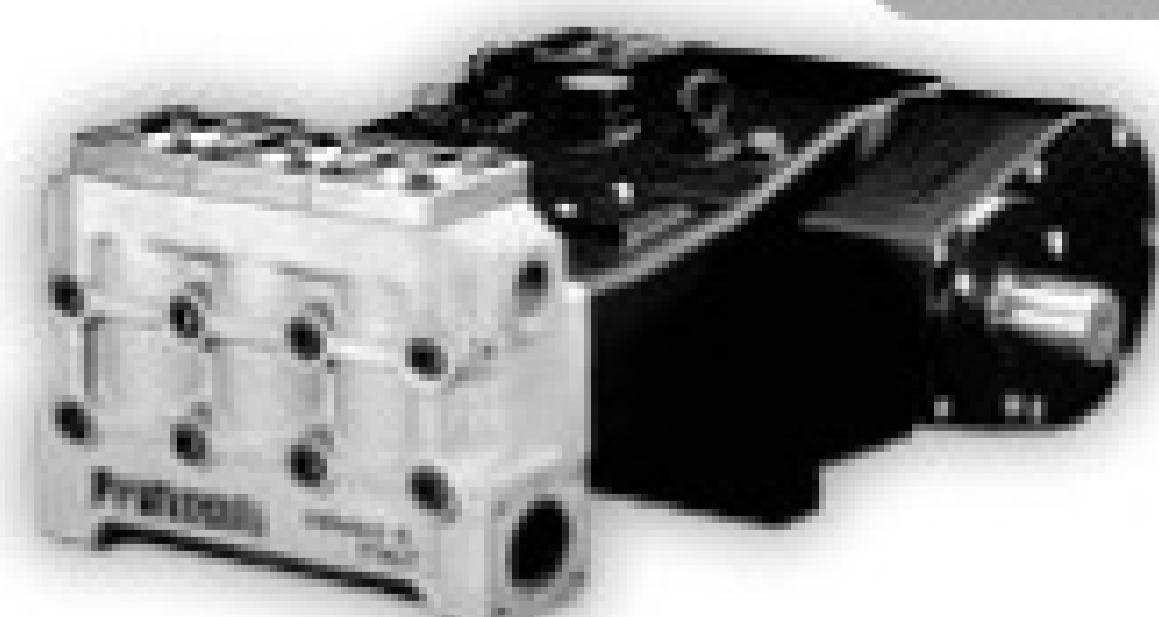
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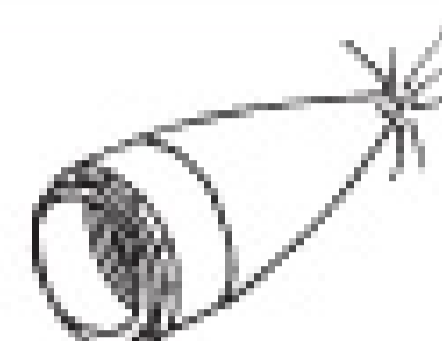
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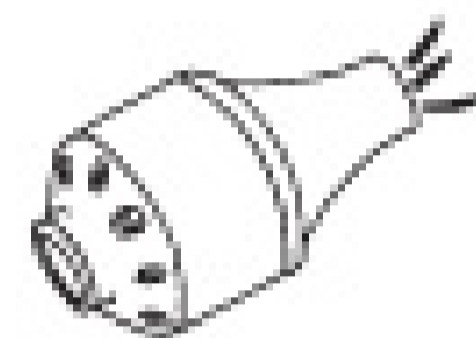
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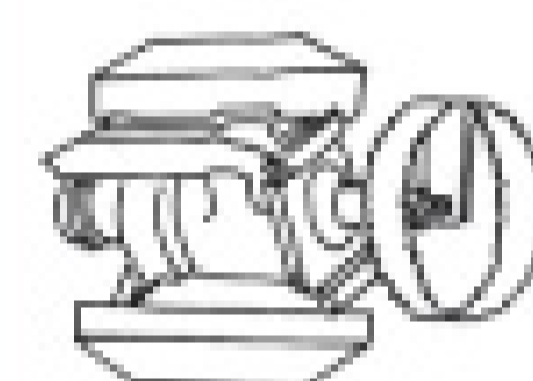
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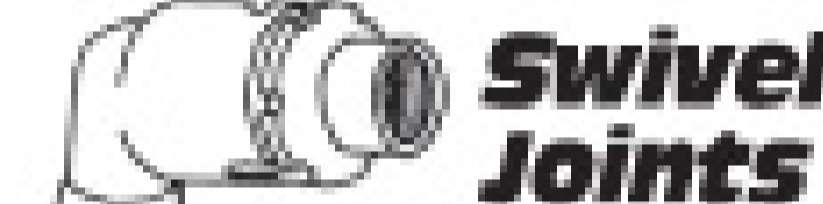
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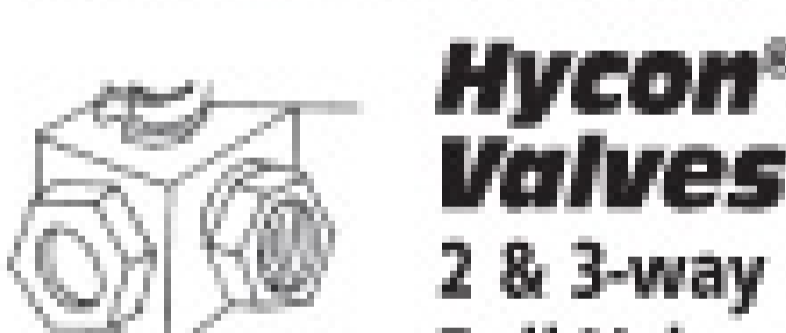
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2006 Volvo VHD 64F, AquaTech B-12 Combination sewer Cleaner, Hydro-Excavation Package with Boiler, 20,000 Miles, 1700 Engine Hr., 220 Blower Hr., TS56 Hibon Blower, 310 Water pump hr., 65gpm @ 2500 psi

PRESVAC



New 2007 Volvo VHD 64F, VacAll 1215 Combination Sewer Cleaner, Available with Hydro-Excavation package, Hibon TS56 Blower 18 Hg, MSS 55 Water pump 80 gpm @ 2000 psi



2000 Sterling LT9513, Clean Earth wet-Dry Dresser Roots 1021 DVJ Blower, 16 cy Debris 181506 Miles, 1610 Blower hr.



2005 International 7600, Vac-con 4716SMXD Hydro-Excavator, 16 cy Debris tank, 3000 psi @ 15 gpm cat 3560 73,370 miles, 2560 engine hr. 1175 blower hr. 1021 DVJ



2004 Sterling LT7501, Vac-Con V312LHAE Combo. FMC-Bear Water pump 80 gpm @ 2000 psi, 16 cy, 13330 miles, 2230 Engine hr., 555 Auxilliary eng. Hr.



New 2008 Hino 338, VacAll / Clean Earth E10 Sweeper, All new except 2004 Cummins 6BT Auxilliary engine with 583 hours.



2004 Sterling LT7500, AquaTech B-10, Lateral hose reel, Cat C-7 engine, 3034 hours, 64456 miles, 1000 gal. water, 80 GPM @ 2000 PSI, Roots 824 Blower, 15" Hg 3300 CFM



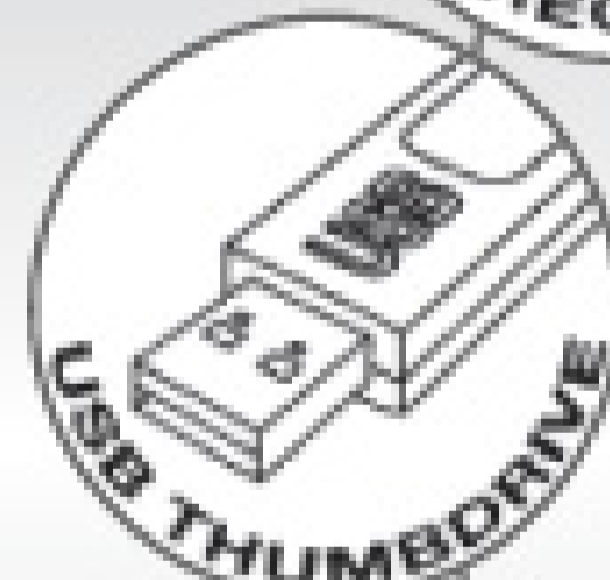
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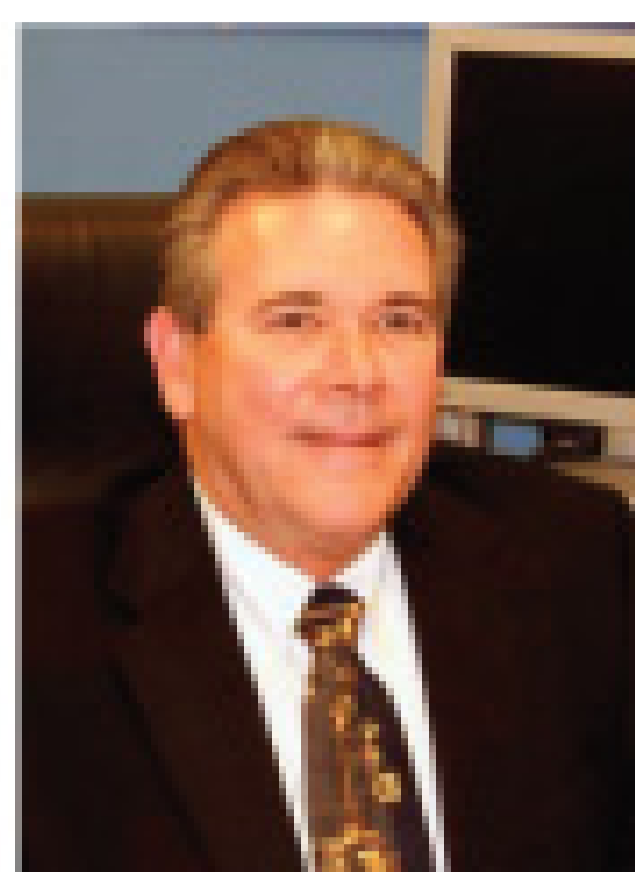


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Gardner Denver Appoints Sales Manager

Gregory Laux has been named area sales manager for Gardner Denver Water Jetting Systems. He will be responsible for the East Coast, Midwest and eastern provinces of Canada. Laux brings more than 25 years of experience selling and servicing high- and ultra-high-pressure water systems.



Pictured (from left) are RIDGID representatives Rich Bowles, Todd Westley, Paul Gress, winning students Nicholas Tierno, Joseph Recht and RIDGID representatives Jim Hamm and Matt Ondrejko.

Direct Acting Wins RIDGID Design Competition

The direct-acting hydraulic system design by Joseph Recht and Nicholas Tierno took first place in RIDGID's Case Western Reserve University design competition. The contest recognized students' design and conceptualization of an innovative, compact and lightweight pipe-tubing-pressing method. The winning team received \$7,500. Rose Glinka, John Roush and Daniel Shelberg placed second and received \$2,500 for their expanding gas design. Eric Diller, Zach Fredin, Sean Knowles, Mike Malguamera, Geoff Peyton and Russell Smith placed third and received \$1,000 for their electric-motor and ball-screw design. David Rear received the \$500 technical consultation award for his combustion-driven design. Five teams of two to six students with engineering and technical backgrounds were provided with a budget of \$2,000 for prototyping, resources and materials. Inventors whose ideas were patented received \$500, regardless of their finish in the competition. ■

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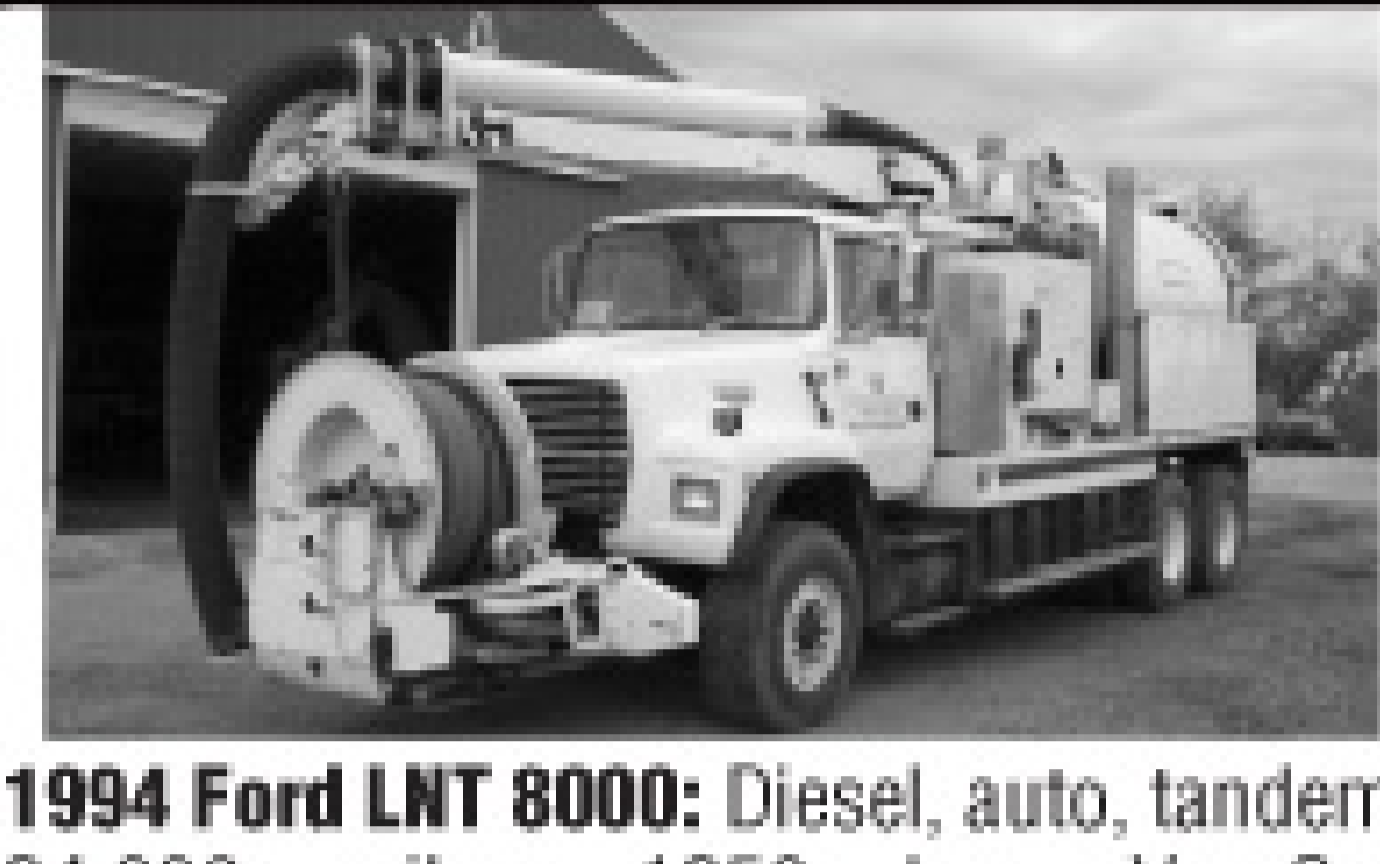
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1994 Vactor GMC White Cabover: Cummins 6 cylinder x2, 1,000 gallons, 5 yards, dual fans, excellent condition.
.....\$70,000 OBO
Contact Bill at 1-866-744-9921 CP9



2004 Vactor 2100 Series: 113,500 miles, 12 cubic yard debris tank, PD blower, 2500 psi, 80 gpm, Sterling chassis. Truck is loaded.....\$220,000
Call Darin 208-941-9421 MP8C9



1994 Ford LNT 8000: Diesel, auto, tandem, 24,000 miles, 1250 hrs, Vac-Con V311THA, 3-stage fan, 11-yd. body, 1300 gal. poly tanks, 10' boom, articulating reel, JD diesel auxiliary, 65 gpm pump. Great shape, fresh paint.\$50,000
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2001 Vac-Con: Low hours 6612, 11 cubic yd., 3-stage fan, remote grease station, hydrostatic, 350 gpm pump off, 500' new hose, 2001 Sterling, MD30665P, Allison auto, 300 hp Cat, Cummins 110 hp aux. engine, 684 hrs., 51,254 miles.....\$78,000
Frankie @ 800-527-4469 C9



1986 Chevy C65 Cat: Diesel 175K, 5-speed manual split shift. New brakes and tires. Pump-Meyers D-65, 2000 lbs @ 65 GPM. One hour on rebuild. Perkins diesel. 1000 gallon tank. Good hoses and nozzles. Ready to work.\$25,000 (a steal)
770-527-0376 CP8A)



1991 IH 4700: Diesel, 190 hp, manual trans., SA, hyd. brakes, 1997 Sewer Equipment Company of America Model 747 jetter, rotating reel w/500' 3/4" hose, 40 gpm @ 3000 psi pump, Perkins diesel auxiliary.\$17,000
800-786-4841 C9



2000 Ford E-350: Cues TV truck, 149,526 miles, data cap four, gold cable, Night Owl camera, new Honda generator. Excellent truck.....\$50,000
Call Darin 208-941-9421 MP8C9



2005 Vac-Con Combo: Cat chassis engine, Cummins pony motor, 12-yd. debris tank, 2000 psi @ 80 gpm, 3-stage fan. MUST SEE!!\$130,000 OBO
813-626-0700 C9



1999 Freightliner FL-80 - King Vac: Cat C2 rebuilt engine w/50,000 miles, 3000 psi jetter with hose, A/C, one-owner, VIN-ITCL, hub 044243, miles 248,604.
.....Asking \$35,000
Myrtle @ 504-362-1564 C9



2001 Vac-Con: Mounted on a 2001 Sterling LT7501 chassis. CAT 275 hp engine, 9-spd. trans., 109,500 mi., 20,000 lb. front axle, 40,000 lb. rear axle, 60,000 GVWR.
Call Joey @ 904-284-2141 C9



1995 Ford 4 Wheel Drive Super Duty: 500 gallon waste, 200 gallon galvanized water tanks. New brakes, clutch, rebuilt Masport, dual service. Aluminum boxes, excellent truck. Driven daily.\$19,500
360-431-7864 CMF9



1979 Ford F700: 370 gas, SA, 5/2 manual, 40,000 miles, Myers MHV-6-10L6 jetter, 65 gpm pump, 400' 5/8" hose, Ford gas aux., NEW 950 gal. poly water tank. This is a great older truck.\$15,000
800-786-4841 C9



2001 Vac-Con: Mounted on a 2001 Sterling LT7501 chassis. CAT 275 hp engine, 9-spd. trans., 112,000 mi., 20,000 lb. front axle, 40,000 lb. rear axle, 60,000 GVWR.\$98,000
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2001 Vac-Con: Mounted on a 2002 Sterling LT9501 chassis. CAT C12 380 hp engine, 10-spd. trans., 139,800 mi., 20,000 lb. front axle, 44,000 lb. rear axle, 66,000 GVWR.\$95,000
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Manhole Rehab. Trailer: 20' x 8' bed. Fully hydraulic. 99 hp John Deere diesel. Air compressor, generator, pressure washer, mortar mixer and pump, 300 gallon water tank, 50 ft. hose, gun and spincaster. Ready to work.
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Brian @ 708-745-1599 CBM



1999 Freightliner FL-80 - King Vac: Cat C2 rebuilt engine w/50,000 miles, 3000 psi jetter with hose, A/C, one-owner, VIN-ITCL, hub 044243, miles 248,604.
Asking \$35,000
Myrtle @ 504-362-1564 CBM



1998 GMC Cues TV System: Approx. 1,700 L.F. of multi conductor cable, pan & tilt, Shorty transporter, washdown system, lots of storage. Good condition. Ready to work. Financing available.\$55,000
Kelly 608-279-2299 CBM



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



1996 Ford L-8000, Vac-Con V-350: 8.3 Cummins, 275 hp, John Deere diesel upper, 600' 1" hose, telescopic boom, 3-stage blower, well maintained municipal truck.\$47,900
814-696-4343 - Hollidaysburg, PA OMP9



1996 Ford F800: Cummins 5.9L diesel, auto., Underground Pipe Hunter, diesel auxiliary, 500 gal. poly water tank, articulating hose reel with 500' 1/2" hose. Nice unit.\$17,500
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2002 IH 4900: DT-530 diesel, MD53560, SA, AB, only 21,000 miles, Sreco jetter, Myers 65 gpm @ 2000 psi pump, 1500 gallon poly tank, 500' of 1" hose, 2200 hrs.\$57,500
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1999 Vactor 2110J: 10-yd. debris body, 600' 1" rodder hose, 1500 gal. water tank, 8" vac hose, 8' hyd. telescoping boom, 80 gpm @ 2500 psi hydro-excavating package, 2-stage fan. More pics available at www.metroquip.com.
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2002 Sterling: EXCELLENT CONDITION! Clean Earth Safe Jet Vac. Equipped with a Meyers 80 gpm water pump, Perkins 180 hp aux. engine, Hibon 18" blower, rear mounted swivel hose reel. JOB-SITE READY!!.....\$90,000 OBO
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1993 Sreco model HV2060 trailer jet, 35 gpm, 2000 psi, Myers pump, 500' of 3/4" hose, 600 gal. plastic water tanks. Was a city owned unit. 714-639-8352. www.empireequip.com. (CPBM)

2 SECA trailer jets. Both have Myers 35 gpm, 2000 psi pumps. New paint on both. Located in Dallas. 972-938-1905. www.empireequip.com. (CPBM)

1986 IME trailer mounted Sewer Vac, 20 hp Onan engine, model NHC-MS 3888D. In very good condition, only 500 hrs. \$12,000. 800-786-4841. (C9)

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1978 FMC Model 3510 jet trailer, Ford 4 cyl. gas, 35 gpm @ 1800 psi Bean pump, good 3/4" hose. Good working condition. \$7,000. 800-786-4841. (C9)

1978 Meyers jet trailer, Wisconsin gas engine, 300 gallon water tank, 500' of 5/8" hose. \$ 5,000. 800-786-4841. (C9)

Two 1989 Sreco trailer jetters in good shape. 40 GPM @ 2,000 PSI, 600 gallon water tank, Ford 140 CID engine. Call 608-575-7060, Email nse@hughes.net. (C9)

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JETTERS-TRUCK

2006 Chevy C5500 with a Pipe Hunter with a Jet Eye camera and vacuum system. 1000 gallon poly tank, 50 gpm @ 3000 psi. (Stock #13234) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (C9)

JET VACS

1998 Cleanearth Safejet Volvo/Cummins. New PD blower. Jet 3000 psi @ 80 gpm, fully operational, ready to work. \$60,000. Call 201-788-5282. (C10)

2003 Sterling LT7501 with a Vac-Con Model VPD4216 LHA / 1300 combination vacuum-jetter unit. (Stock #4648C) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (C9)

2002 VacCon, Sterling cab/chasis. 43,104 miles, 6363 hrs., Jet Vac combo unit. 11 cubic yard debris, 1100 gal. water. Bean triplex, 80 gpm @ 2000 psi. Perkins pony, 5 small bullets, accessories, top mount beacons/floods, rear arrow board, excellent condition. Contact msaccoman@fcci.cc. (C9)

1982 Jet Vac, Vactor 810: New water pump, new Ford 300 vac engine. Works well. New 8" pump hose. Money maker! Call me and I will send additional photos. Joe @ 801-807-8335. (C10)

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1998 Vac-Con Model V350THA, 3-stage fan, 50 gpm, 3000 psi pump, 5-yd. debris tank, new white paint. Was city owned. 714-639-8352. www.empireequip.com. (CPBM)

1997 Guzzler Vac Truck. Tandem axle, rebuilt blower, includes HEPA filter attachment. Asking \$100,000. Truck located in California. Call 800-934-2399, ask for Paul. (C02)

1978 Ford L-800 with Vactor 810, gas/gas, ready to work. \$9,500 OBO. Call 262-617-7061. (C9)

1987 Vac-Con V390TH, single axle International, DT466, auto transmission, hydrostatic drive 3-stage fan, Cummins rear engine, new Gaso 80 gpm pump, 9-yard tank, good interior, mechanical condition, needs paint. \$17,500 OBO. 228-861-5065. (C9)

1994 Guzzler, Ford LNT8000, 126,250 miles, 275 hp, auto transmission, 9-cy debris tank, 16" Roots blower, Myers water pump, 2000 psi @ 80 gpm, 1500 gal. capacity, 8' extendable boom. Good condition. Asking \$67K. 716-523-6813 after 5:00 pm. (CP9)

1991 White Autocar Dry Vac, bag house, Cat 3306, 6 cylinder, Allison 5 speed automatic, Hendriksen Pad Suspension. Price \$45,000. Call 503-969-9557 or 503-682-2723. (C9)

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2003 VacCon on Sterling chassis, new 3-stage fan, new beam, 80 gpm @ 2000 psi water pump, rotating 600' hose reel. \$100,000. James 504-628-3067. (C9)

1997 Clean Earth, Ford LNT 8000, 98,575 miles, 275 hp, auto transmission, 4-cy debris tank, 16" Roots blower, Myers water pump, 2000 psi @ 80 gpm, 2000 gal. capacity, 4' extendable boom, rear mount hose reel. Good condition. Asking \$52K. 716-523-6813 after 5:00 pm. (CP9)

1996 Vactor 2110 jet vac mounted on Ford 8000 tandem axel, Allison automatic transmission, PD blower, extendible boom, rebuilt water pump. \$71,000. 559-276-0186. (CMP9)

2002 Vactor Model 2103 on an International 4700, 40 gpm, 2000 psi, **PD blower**, new white paint, **no CDL required**. Located in Dallas. 972-938-1905. www.empireequip.com. (CPBM)

1996 Vactor 2100, 12-yd tandem on Ford L8000 automatic, 2-stage fan w/1252 hrs. 1500 gallon water tanks, 80 gpm @ 2000 psi w/1215 hrs., 8" boom w/8' extension, rotating front hose reel w/dual controls, hydraulic tool hook up, 25' of tube and accessories. Very good condition, city owned. Call Mark @ 515-681-6321. (C9)

JET VACS

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. (CBM)

1998 Clean Earth, Ford Louisville, 136,900 miles, 275 hp, 10-speed Eaton Fuller, 10-cy debris tank, 27" Roots blower, variable speed Myers pump, 2000 psi @ 80 gpm, 1500 gal. capacity, 8' extendable boom. Also serves as a hydro-excavator. Good condition. Asking \$82K. 716-523-6813 after 5:00 pm. (CP9)

1994 Vac-Con Model V309THAZ Ford tandem, automatic, 78,000 miles, rebuilt motor and transmission. 11-yd. body, Triplex pump, nozzles, clamps, pipes. \$65,000. 603-279-0099. (C9)

(2) 1990 Vac-Cons, 9-yard, 3-stage fan, LN8000 Ford, automatic transmission, 60@2000, telescoping boom, John Deere auxiliary engine, split shaft drive for fan, new tires. \$18,000 each. 601-373-3736. (P8C9)

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

2002 Vactor 2112 on a 2002 Sterling, 80 gpm, 2500 psi, **PD blower**, new white paint. Located in Dallas. 972-938-1905. www.empireequip.com. (CPBM)

1993 Vactor 2100, 9-yd tandem on Ford L8000 automatic, single fan w/5641 hrs., 1500 gallon water tanks, 80 gpm @ 2000 psi w/4294 hrs., 8" boom w/8' extension, rotating front hose reel w/dual controls, hydraulic tool hook up, 25' of tube and accessories. Very good condition, city owned. Call Mark @ 515-681-6321. (C9)

1981 Vactor 810, great condition, on GMC Brigadier chassis, rebuilt diesel/diesel, 2000 psi/60 gpm, new 500' hose, 35K miles. \$26,500 OBO. www.direct-current.com/vactor. Call Aaron 248-921-1910. (CBM)

VacCon model VPD4209 THA on a 1997 Ford, **PD blower**, 4200 cfm, articulating hose reel, extendible boom, new white paint. Was a city owned unit. In excellent condition. 972-938-1905. www.empireequip.com. (CPBM)

Low hours, 1995 Vac-Con, 12-yd. debris, new water pump, newly rebuilt Roots blower, auto. trans., AC, tank vibrator, privately owned. \$65,000. 1-800-930-1123 or 954-981-2133. (CPBM)

1998 Vactor 2110 on a Freightliner FL80, 28,213 miles, 2-stage fan, 80 gpm, 2,000 psi pump off system accumulator. Was a city owned unit. Located in Dallas. 972-938-1905. www.empireequip.com. (CPBM)

1994 Vac-Con, 16-yard, 1250 gallon, 60@2000, telescoping boom, articulating hose reel, 3-stage fan, rebuilt automatic transmission, split shaft drive. \$50,000. 601-373-3736. (P8C9)

1994 Vac-Con model V311-TA, 3-stage fan, 11-yd. debris tank, 50 gpm, 3000 psi pump, new white paint. Was city owned. 972-938-1905. www.empireequip.com. (CPBM)

1986 Ford L-8000 with Cat 3208, Cummins pony motor with 2-stage fan. Extendable boom. Hydroexcavation package, only 31,770 miles and 2,435 hours. Good truck at great price. \$29,500. 406-265-9401. (P18C9)

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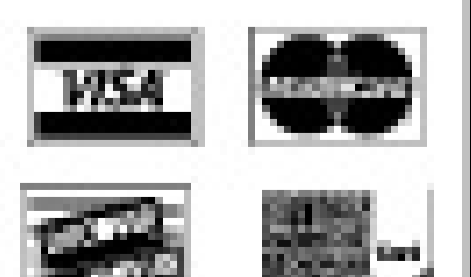
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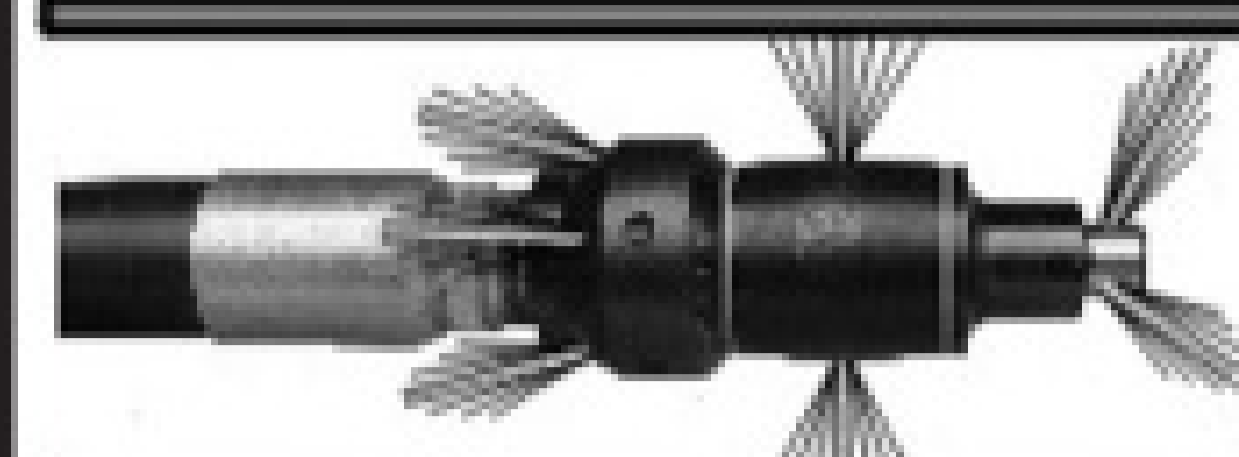


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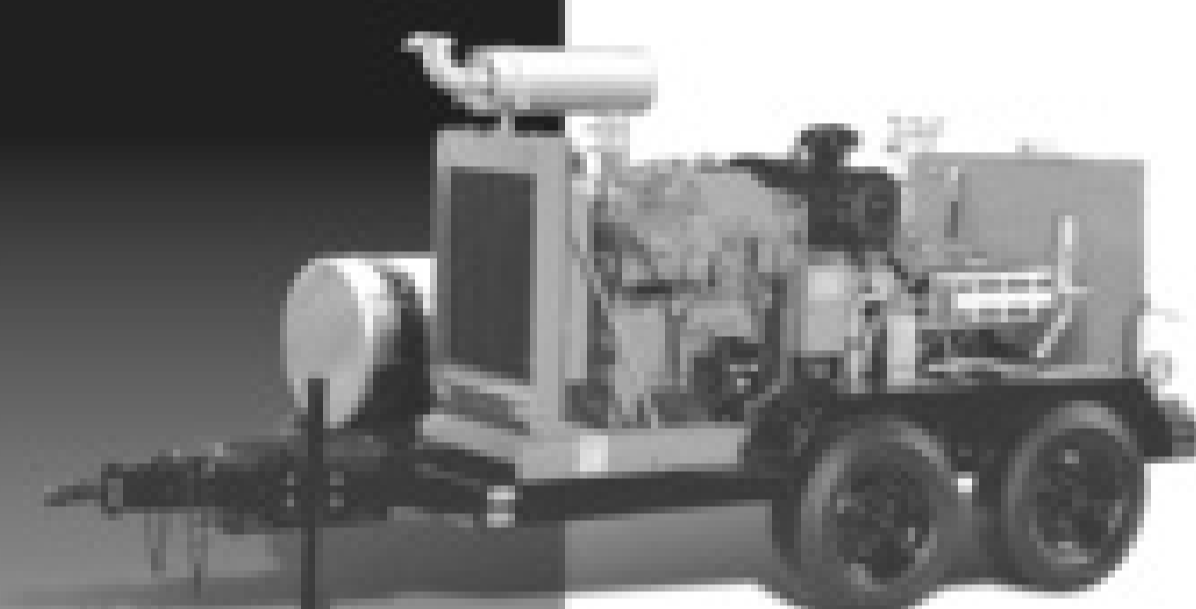
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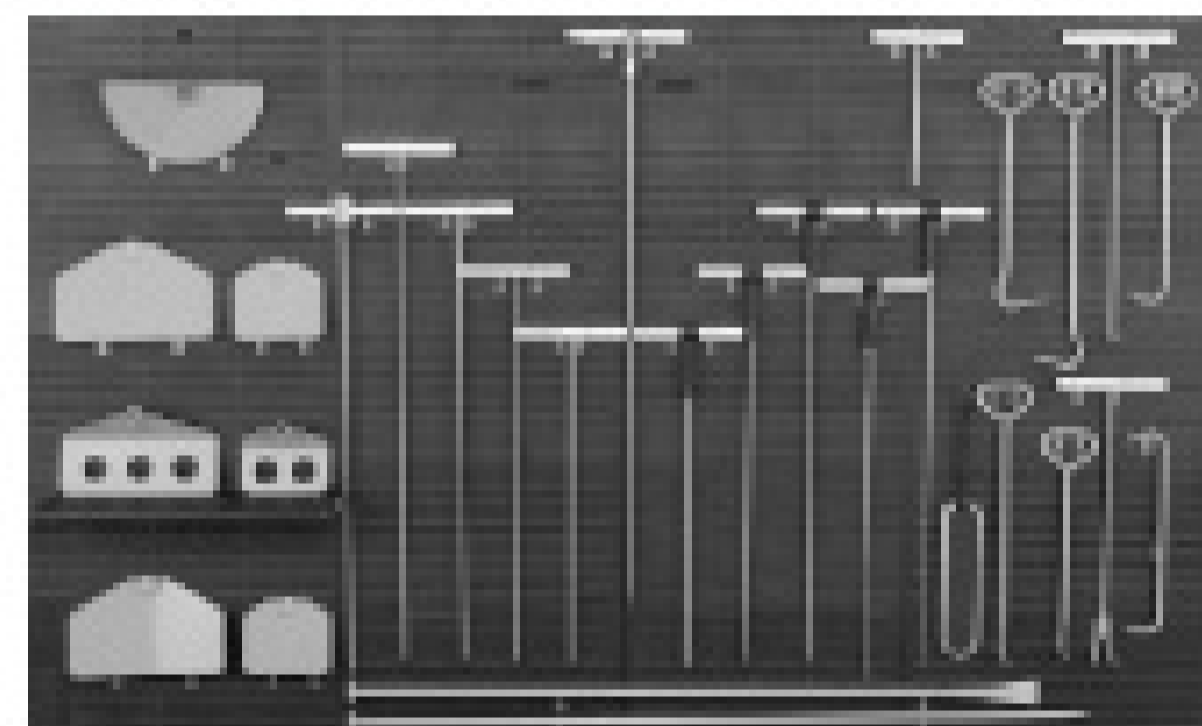
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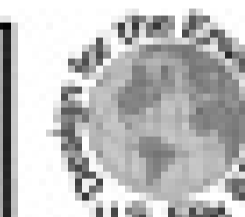
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Pipe Inspection Camera Is Always On the Level

By Ken Wysocky

When an inspection camera goes around a pipe bend and flips over, the upside-down image on the monitor can be annoying. With the latest generation Gen-Eye GL camera system from General Pipe Cleaners, technicians will never have to explain to customers why the water is suddenly on top of the monitor screen. "The color camera is self-leveling," notes Marty Silverman, vice president of marketing at General Pipe Cleaners. "The camera head 'floats' inside its stainless steel casing, so gravity always keeps it level."

Also available in black-and-white without the self-leveling feature, the camera is 1.3 inches in diameter and is designed to inspect 3- to 10-inch pipes. If the pushrod is cut or abraded, a gel inside it spreads out and hardens, effectively self-sealing the damaged area to protect it from moisture. A flexible Kevlar™ braid around the pushrod and a fiberglass core keep it from kinking and provide additional strength for pulling and pushing the camera.

The system includes a DVD recorder that provides better recording clarity than VHS technology,



as well as jitter-free freeze-frame images. The command module has a 9-inch color monitor in a padded case with a telescoping handle and wheels.

A built-in distance counter tells technicians how much pushrod is in the line. A date and time stamp allows them to document each job. In addition, a titler with a full keyboard provides up to eight pages of text to describe observations and display a company name and phone number. That provides valuable advertising if homeowners show the DVD to neighbors, as they often do.

"It's a way of showing the customer what you did during the day while they were gone, as well as a way to show before-and-after comparisons," Silverman says. The DVD recorder includes a microphone so technicians can record a voice-over narrative.

The camera head includes a transmitter that,

when used with an optional hand-held digital locator, helps technicians pinpoint problems. The locator is effective at depths up to 10 feet for cast iron pipes and to 20 feet for clay and plastic pipes.

The camera runs on either AC or DC power, and the standard system includes 3-to-6-inch trap skids that keep it in the center of the pipe and above the water line. A larger, expandable 6- to 12-inch skid is available. Standard reels hold 200, 300 or 400 feet of Gel-Rod pushrod. Mini-reels with 100 or 200 feet of mini-pushrod, designed for 2- to 4-inch lines, are available with either a color or black-and-white camera, but not with the self-leveling feature. For information: 800/245-6200; www.drainbrain.com.



Optional hand-held digital locator.



Coxreels Releases Latest Catalog

The 40-page, full-color catalog from Coxreels features product information on hose, cord and cable reels, including six new series of reels and more than 80 new models. For more information: 800/269-7335; www.coxreels.com.

Fernco Offers Industrial Pow-R Wrap

Pow-R Wrap Industrial pipe repair wrap from Fernco Inc. provides a strong, permanent and economic repair for 4- to 8-inch pipes. The water-activated fiberglass wrap cures in 30 minutes, is heat-resistant to 1,197 degrees Fahrenheit and holds up to 600 psi. The wrap works on wet, dirty or corroded surfaces and is safe for drinking water-system repairs. For more information: 810/653-9626; www.fernco.com.



NLB Designs Large Pipe-Cleaning Nozzle

The RPN2420 rotating waterjet nozzle from NLB Corp. is designed to clear blocked pipe up to 12 inches in diameter. The unit features five sapphire nozzles, rotating at up to 500 rpm and 20,000 psi that can typically clear a blocked pipe in a single pass. The self-propelling nozzle can clear blockages horizontally, vertically and in tight elbows. Field-reparable, the nozzle is made of stainless steel and weighs 3 pounds. For more information: 248/624-5555; www.nlbcorp.com.



Perma-Liner Introduces Box Repair Truck

The Box Truck Pipe Lining Repair System from Perma-Liner Industries Inc. is a 20-foot, built-out, box truck designed for lateral pipeline, mainline and sectional lining repairs. For more information: 866/336-2568; www.perma-liner.com.

Epoxytec Introduces CPP Gel Inflow Sealant

CPP Gel inflow sealant from Epoxytec prevents water from finding its way back through manholes after grouting active leaks. The fast-setting epoxy paste is moisture- and surface-tolerant, high-strength and hydrogen sulfide-resistant. It patches areas on and around chemical grout repairs to structurally seal and prevent further migration or corrosion. The paste is easy to use, often requiring just waterblasting or hand scrubbing to prepare the surface. The only necessary tools are two spatulas for mixing the A and B components, then applying the epoxy, which contains no volatile organic compounds. The paste bonds vertically and overhead. Available in 1-to-1 mix ratio (2-gallon kits or cartridges). **For more information: 877/463-7699; www.epoxytec.com.**



RIDGID Adds Tool Line for Cutting Stainless Steel

RIDGID has added the Model 35S stainless steel tube cutter and models 227S/223S inner-outer reamers for stainless steel to its line of tube-cutting and preparation tools. The cutter features the X-CEL knob and friction-reducing roller bearings for quicker cuts, and can also be used for copper, steel and aluminum tubing. The reamers include integrated measurement tools, while the 227S features 45 cutting edges on the inner core for quick, clean inner reaming and outer deburring or beveling of 1/2-inch to 2-inch copper and stainless steel tubing. The smaller 223S has 36 cutting edges. **For more information: 800/769-7743; www.ridgid.com.**

Vacall Introduces AllTrench Hydroexcavator

The AllTrench vacuum hydroexcavator from Vacall is designed to remove spoil for holes and ditches, as well as excavating around sensitive underground utilities. The unit features a 35 gpm@2,000 psi water pump with variable flow output controlled by the operator; 12-cubic-yard debris tank; 1,500-gallon aluminum water tank; and 5,000 cfm/16 Hg blower. It has a 26-foot boom reach with extension and infinitely adjustable boom speed. A front-mounted boom is standard with an optional rear-mount. Standard equipment includes a rear decant and cyclone separator designed to remove particles from 10 microns to 100 microns. **For more information: 800/382-8302; www.vacallindustries.com.**



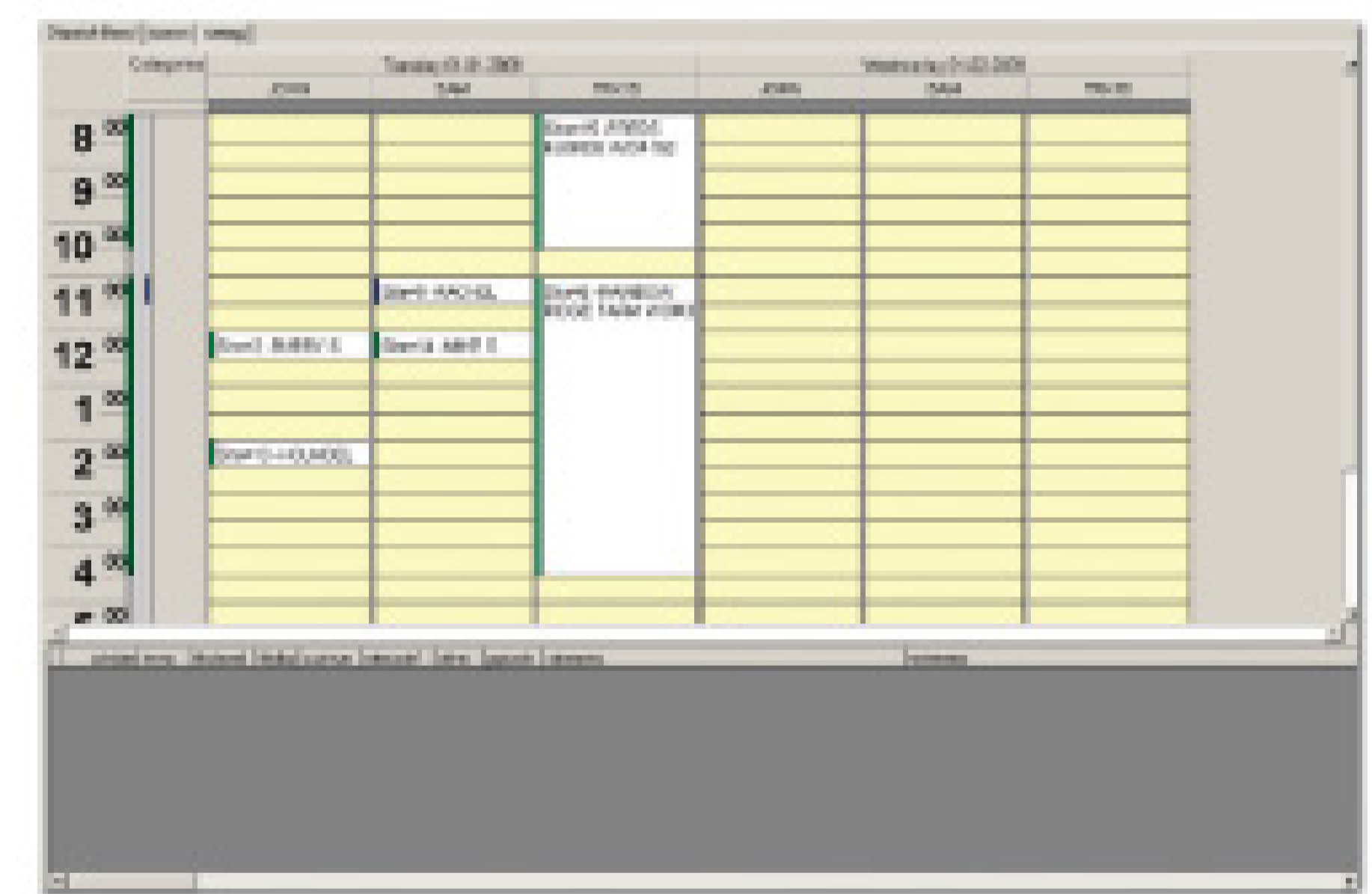
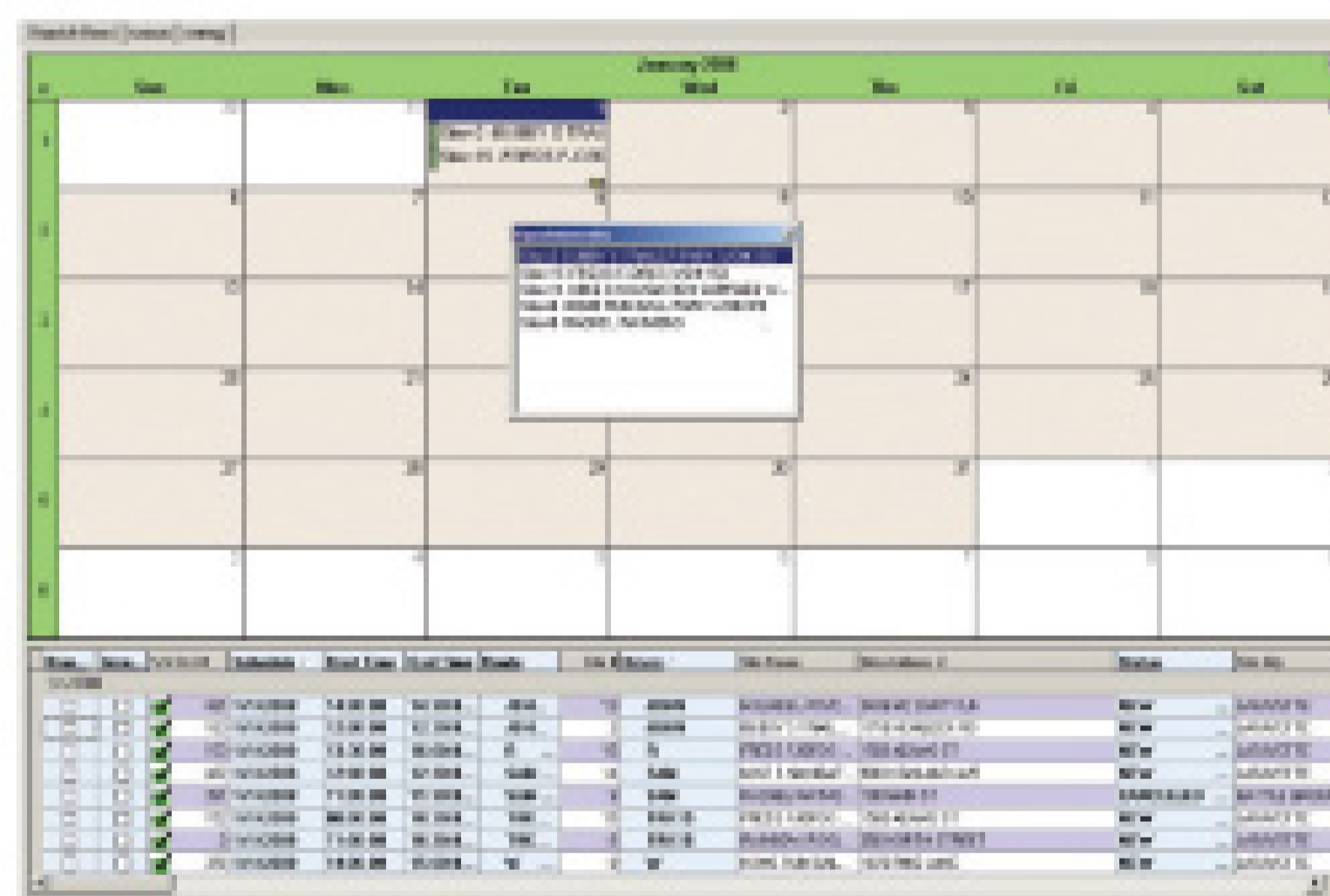
General Pipe Offers Green Power Cleaner

The Kinetic Water Ram from General Pipe Cleaners uses compressed air to generate a shock wave that pulverizes the stoppage with green cleaning power. The shock wave bypasses vents and goes around bends to reach the stoppage with only 2 percent loss of power. Designed to clean 1 1/4- to 4-inch lines, the built-in pump and pressure gauge lets the operator select the right amount of force for each job. An optional toilet attachment screws into the front of the ram, turning it into a powerful plunger. **For more information: 800/245-6200; www.drainbrain.com.**



Water Cannon Offers Spinner Attachment

The spinner attachment from Water Cannon offers universal hookup to any pressure washer, handles chemical ratings of pH 3-12 and heat up to 250 degrees Fahrenheit. The attachment is designed for cleaning small duct areas, including grease traps, urinals, trash and laundry chutes, chimneys and more with no splash back. **For more information: 800/964-9274; www.watercannon.com.**



Clear Computing Adds Work Order Tool

Clear Computing has added the Work Order Dispatch Board to its Total Activity Control 2008 software program. The drag-and-drop calendar view is made to schedule, assign, track and manage work orders. It can be changed to month, week or day view. Work orders can be dragged from the unassigned list to a driver's calendar, or moved from one route to another. Orders can be edited directly from the calendar and overridden as work is assigned. Work status is color-coded – indicating work is scheduled, on-hold or invoiced. The system also automatically sets time intervals based on the type of work scheduled. **For more information: 888/332-5327; www.clearcomputing.com.**



Electric Eel Introduces Counter-Top Cleaner

The CT counter-top drain cleaning machine from Electric Eel Manufacturing Co. features a 1/5-hp, 90-volt variable-speed motor (75 to 350 rpm) for maximum cable control and cleaning. Designed to clean 3/4-inch to 2 1/2-inch diameter lines up to 50 feet long, the cable machine is available with a two-way auto cable feed. The cable guide hose eliminates cable whipping and keeps work areas clean. The unit also includes a heavy-duty housing, stainless steel drum, steel tubular frame and runs 1/4-inch, 5/16-inch and 3/8-inch cable. **For more information: 800/833-1212; www.electriceel.com.**



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