

FOR RESIDENTIAL, MUNICIPAL AND INDUSTRIAL CLEANING CONTRACTORS

Cleaner



**SHOW
ISSUE**



The Old Is New Again

United Industrial Services prospers in a time of high fuel prices and environmental awareness

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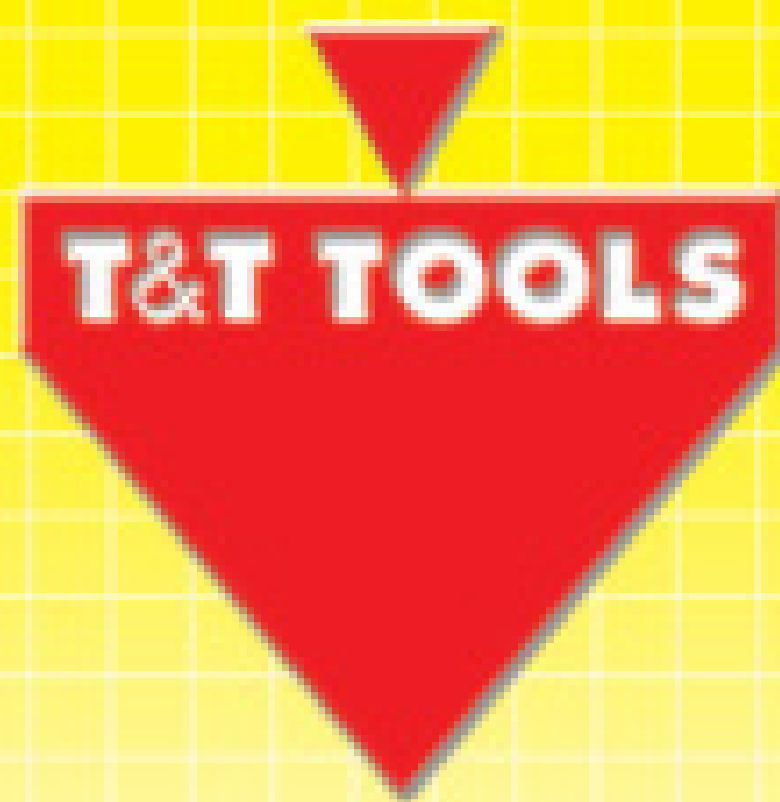
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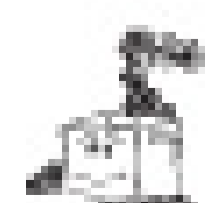
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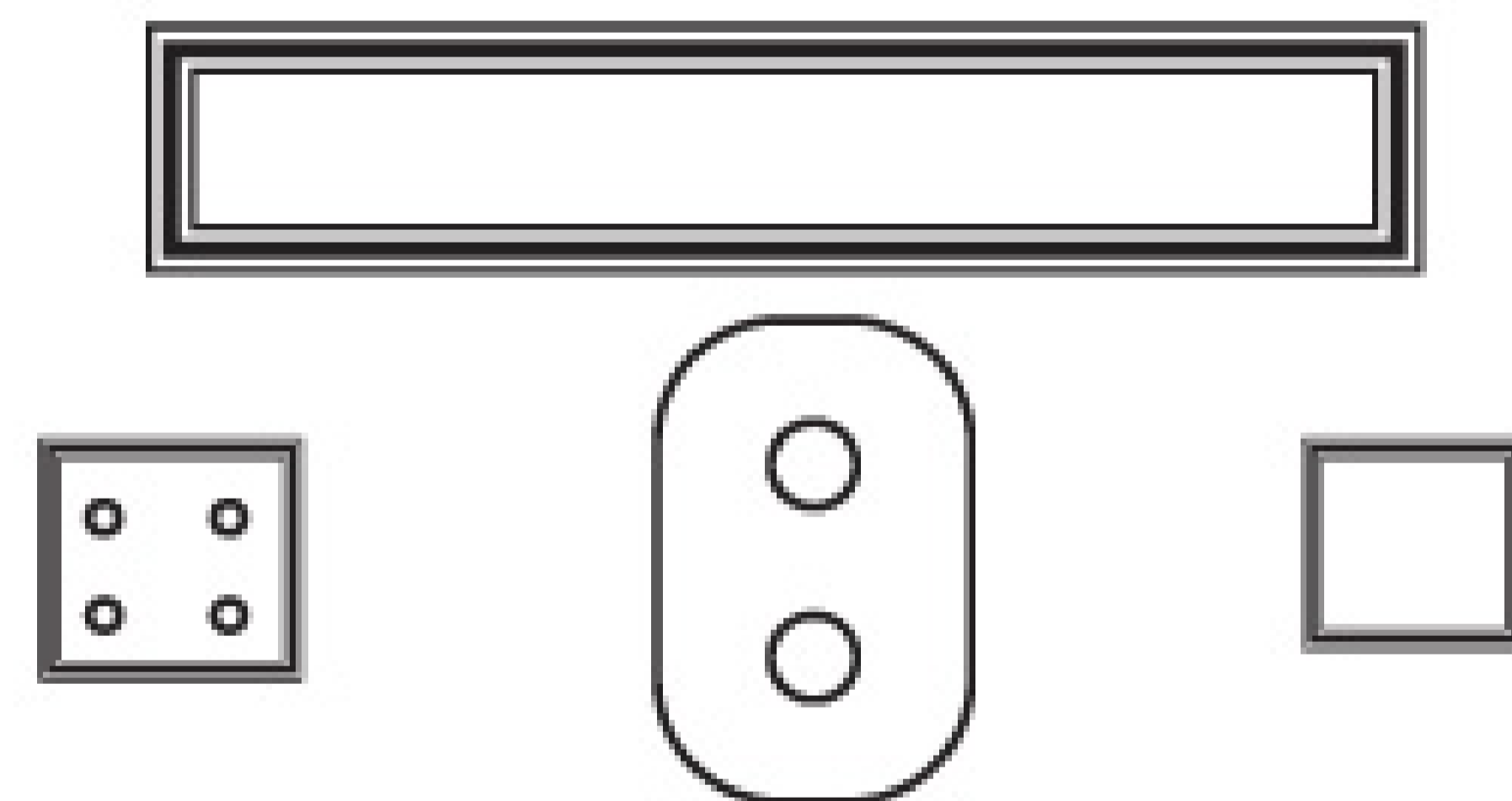
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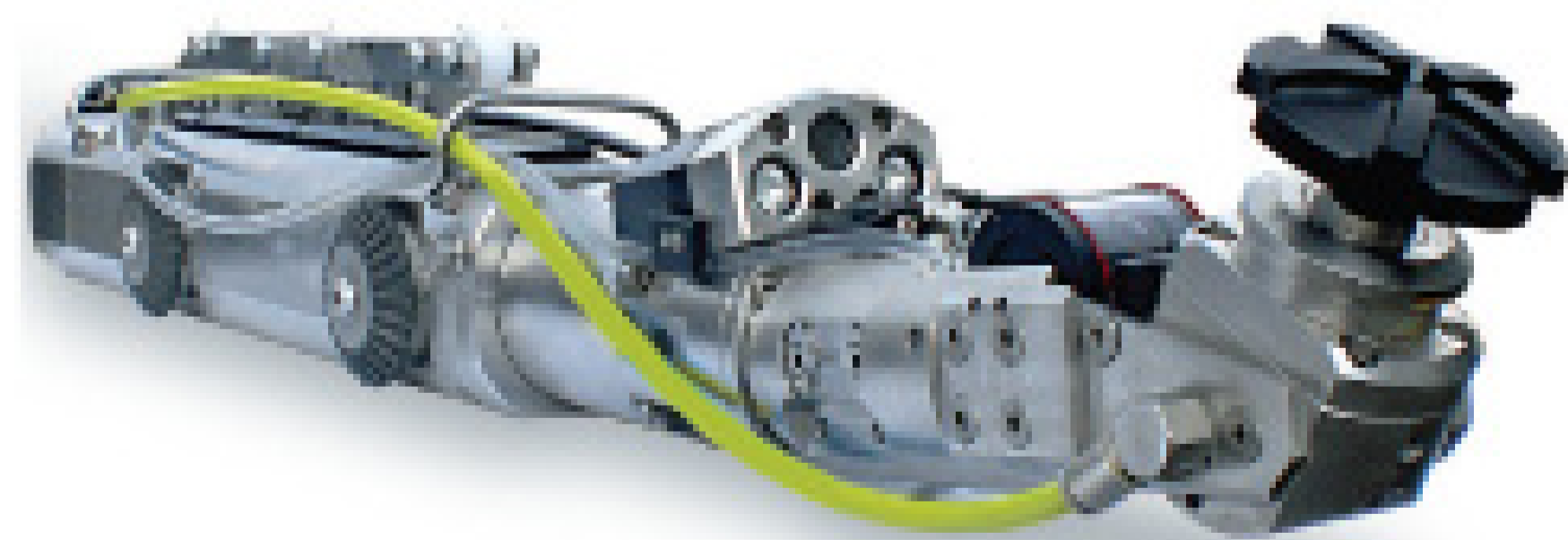
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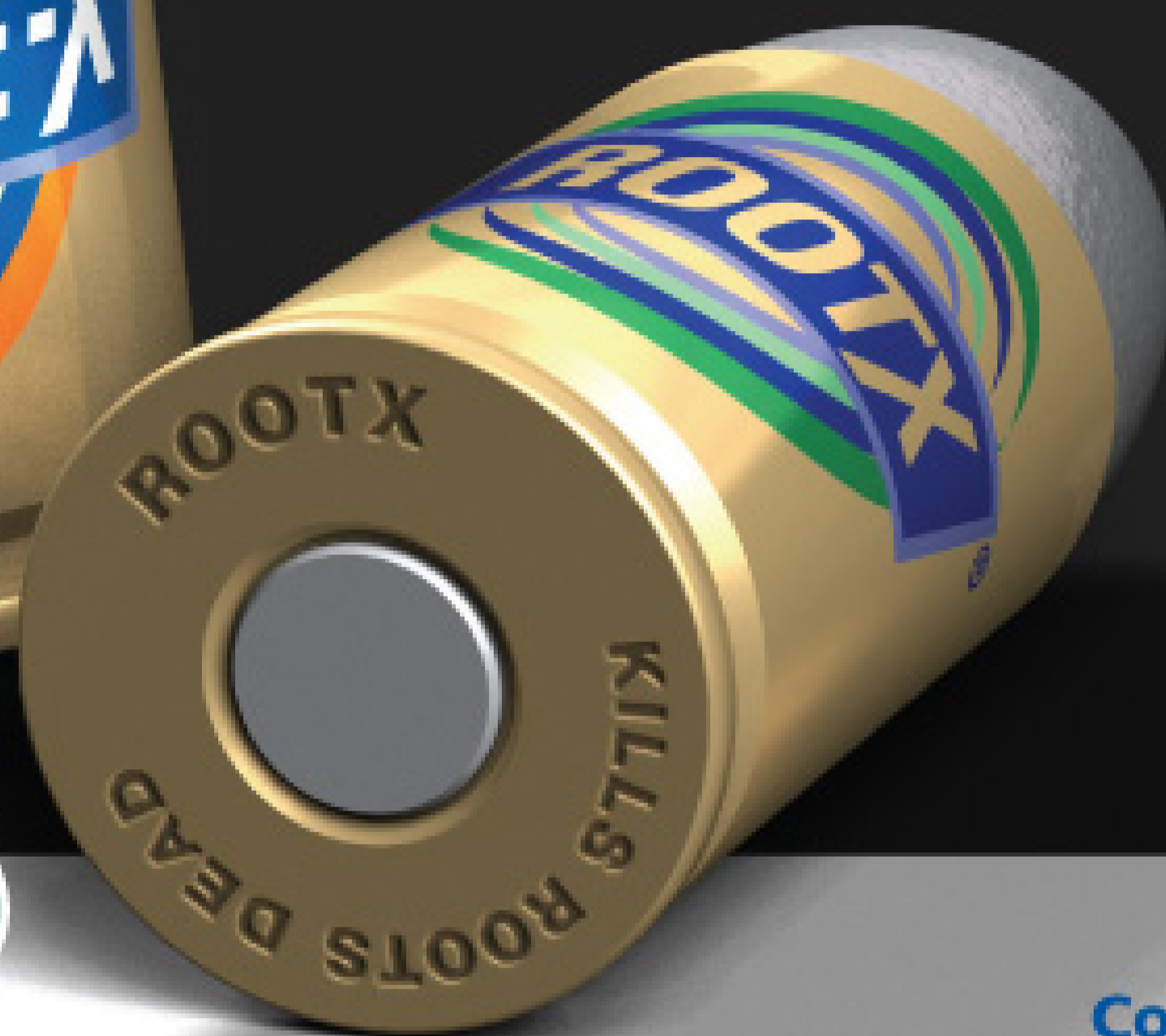
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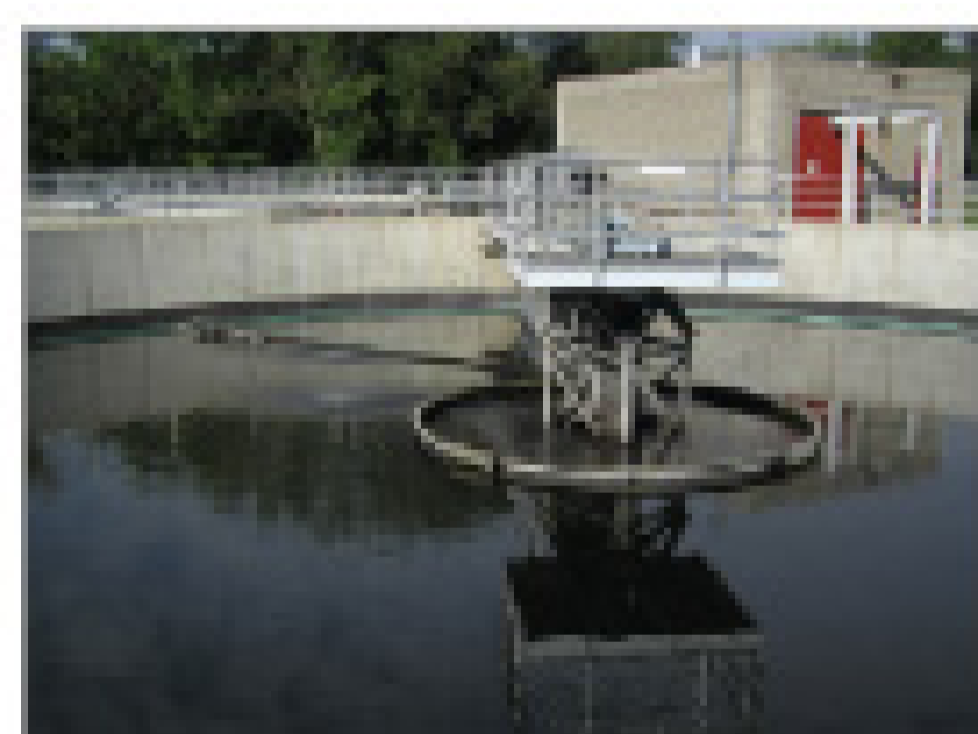
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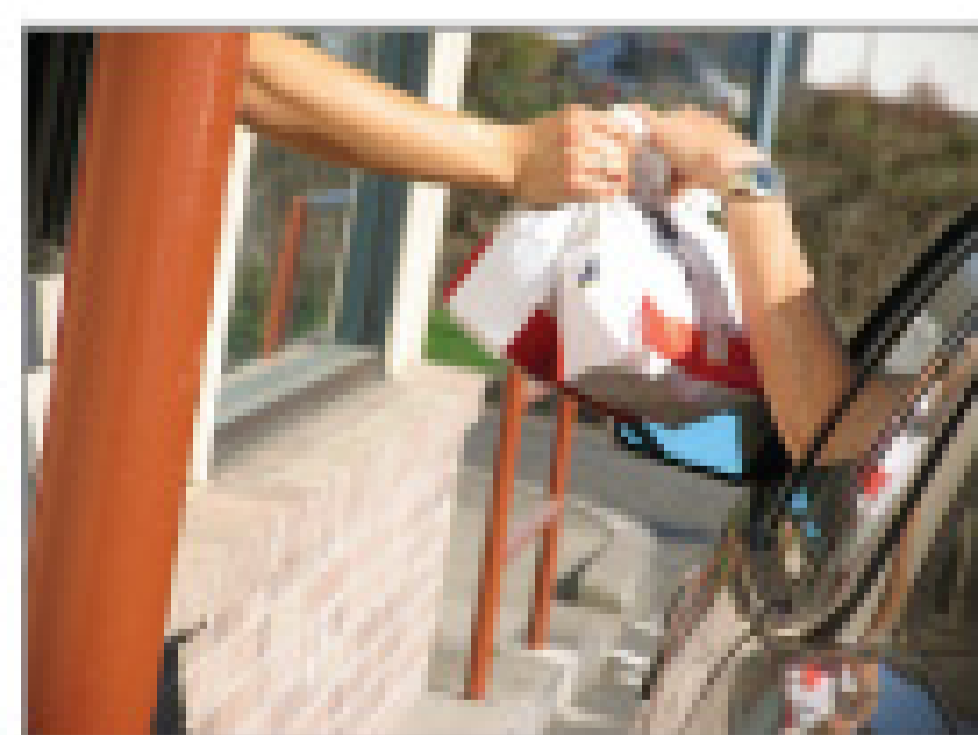


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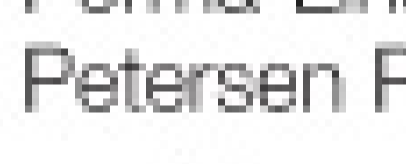


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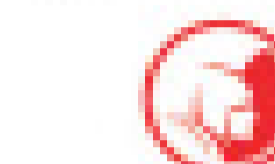
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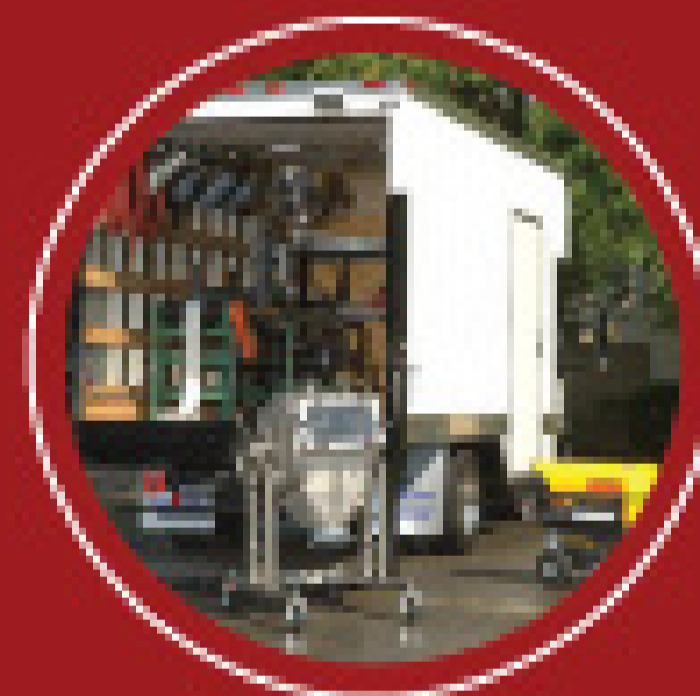
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What Percent Do You Use?

You may never use or need all the computing power that's on your desktop. But chances are you could be using more of that power than you are today.

Ted J. Rulseh



There's a scene in the movie "Tommy Boy" where the snotty David Spade character tries to teach the thick-headed party boy boss's son about the one-and-a-half-percent carrying charge for merchandise in the Callahan Auto warehouse.

"Let's try an association," the Spade character says. "The average person uses 10 percent of his brain. How much do you use? One-and-a-half percent."

Well, anyway, the common belief that the average person uses just 10 percent of his or her brain is a myth. But odds are most of us use no more than 10 percent of the electronic brain of the computer that sits on our desktops.

Watching the young

I'm reminded of this often when I see my son working on the computer at home. He gets things done so fast my head spins; he seems to know all the shortcuts so that he can do basic things like finding and opening files, organizing pictures, and conducting Internet searches in half to a third the time it takes me.

Of course, I spend most of my time writing (typing) in a word-processing program. It's not as if I need to know multiple software packages to do my job. But I'm pretty sure I don't use even that one program to full advantage. So I wonder, what

about business owners and their office staffs who probably work with software for word processing, spreadsheets, databases, accounting, dispatching, page design and slide creation (for marketing materials), and more.

Software today is to a great extent simple and intuitive – if you know the basic Windows or Apple operating system, you can get reasonably up to speed on most programs without a lot of help. Still, to what extent are your people really proficient versus just getting by on what they've picked up by themselves? What percent of that computing power are they really using?

A revelation

I remember the first company I worked for that used electronic communication extensively – this was in the early 1990s. They offered a couple

surprised at what I could now do with the machine, and how fast.

Today, I know I could benefit from some professional instruction in the software programs I use, and probably from learning a few tools that I don't use now, or use sparingly, but are common currency in business.

How productive?

It makes me wonder: How proficient are most people working in critical office functions for service contracting businesses? A good deal more proficient than I am, no doubt, but how much do they really know and use versus what they could or should?

Have you assessed your people's computer skills lately? Is it possible that if given some formal instruction in the programs they use, they could

To what extent are your people really proficient versus just getting by on what they've picked up by themselves? What percent of that computing power are they really using?

of in-house courses on their e-mail and calendar systems. I was doing all right with both, I was busy with my job and didn't feel as if I had a half-day to spare for training. But I took the course anyway. It opened my eyes.

About once every five or ten minutes I found myself saying silently, "You mean I can do THAT?" Things I learned in that course saved me an absolute ton of time from that point on. And when I got my first home computer (around that same time) I made it a point to take the tutorials on the software that came with it. Again, I was

get their work done faster and more accurately and use new productivity tools they have not been using up to now?

Maybe the modest tuition and a few hours off from work to attend software-specific classes at a local technical college would be a wise investment for your key office team members. Maybe some additional training from your provider of routing or dispatching software would help you take performance up a notch.

I am by no means suggesting that your people aren't up to the task. I am simply asking if your company is really getting the most from your electronic tools. Are your people using just a small percentage of that computer's brain? And if they could use a bigger slice of it, how would that help your business? ■

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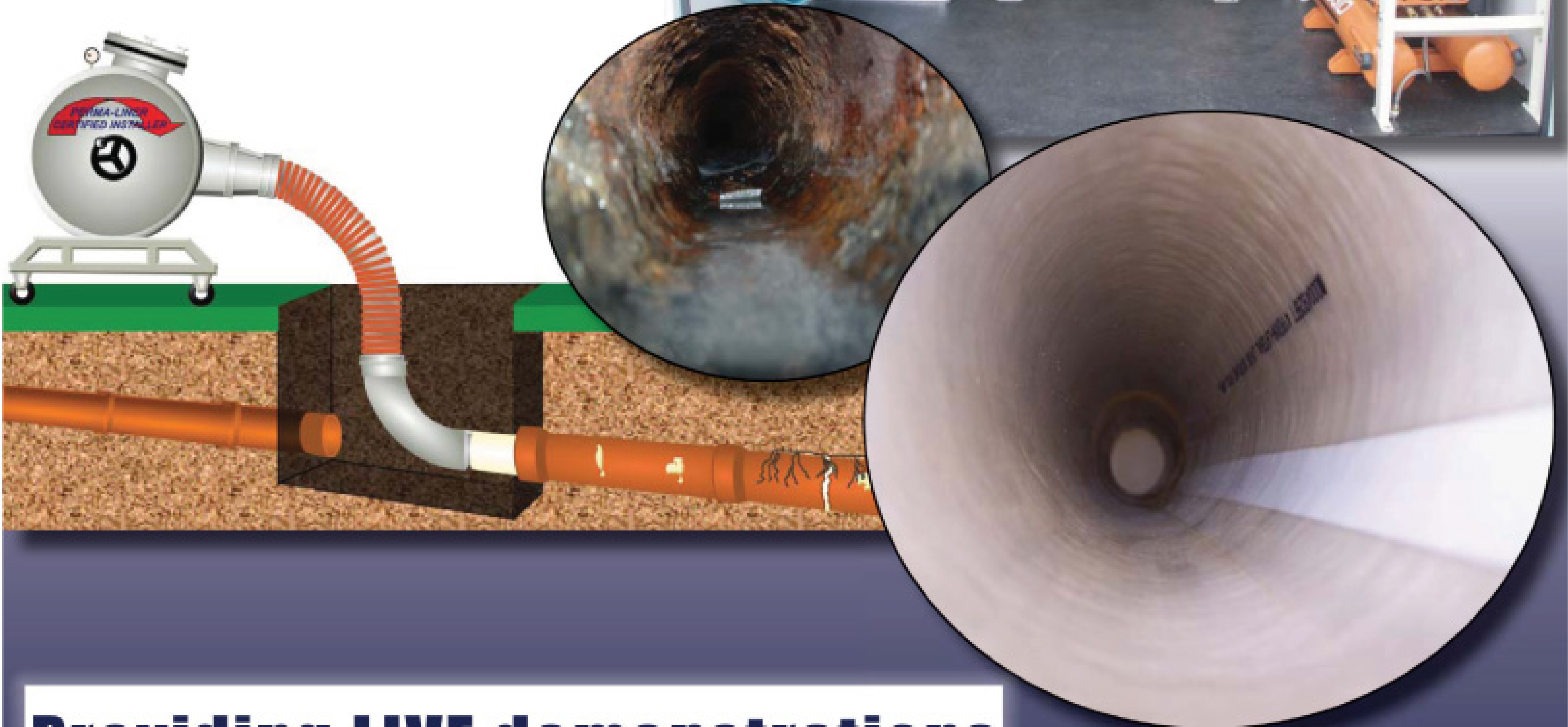
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Too Extreme? Or About Time?

The National Safety Council proposes a national ban on cell phone use while driving

By Ted J. Rulseh

The National Safety Council has not only called on motorists to stop using cell phones and messaging devices while driving – it is urging businesses to enact policies prohibiting those practices, and asking governors and legislators in all 50 states and the District of Columbia to pass laws banning them.

Safety FIRST

In a January news release, NSC president and CEO Janet Froetscher observed, “Studies show that driving while talking on a cell phone is extremely dangerous and puts drivers at a four times greater risk of a crash. Driving drunk is also dangerous and against the law. When our friends have been drinking, we take the car keys away. It’s time to take the cell phone away.”

It would be a mistake to underestimate the NSC’s credibility or effectiveness. The council led the adoption of the “Click It or Ticket” seat belt-use campaign from a one-state pilot project to a 50-state program. “We believe the same kind of culture and behavior change must – and can – be achieved to stop cell phone use while driving,” Froetscher says.

Another distraction

The NSC puts cell phone usage in the larger category of distracted driving. The council observes that driver inattention is a leading cause of traffic crashes. The National Highway Traffic Safety Administration (NHTSA) says driver inattention is responsible for about 80 percent of all collisions.

“Studies show that driving while talking on a cell phone is extremely dangerous and puts drivers at a four times greater risk of a crash. Driving drunk is also dangerous and against the law. When our friends have been drinking, we take the car keys away. It’s time to take the cell phone away.”

**Janet Froetscher
President and CEO
National Safety Council**

And cell phone use, hands-free or not, is a major source of distraction, the NSC argues. The council cites a study from the Harvard Center of Risk Analysis estimating that cell phone use while driving contributes to 6 percent of crashes, which equates to 636,000 crashes, 330,000 injuries, 12,000 serious injuries and 2,600 deaths each year.

The study also put the annual financial toll of cell phone-related crashes at \$43 billion.

Talking on a cell phone may be less distracting than some other activities people may engage in while

driving, but the use of cell phones and texting devices is much more pervasive, making it more dangerous overall, Froetscher states.

The NSC also points to studies from the University of Utah showing that hands-free devices do not make it safe to make cell phone calls while driving. “Another study demonstrates that talking to passengers, as

opposed to talking on a cell phone, actually makes adult drivers safer, because passengers help alert drivers to potential driving risks,” the news release says.

Froetscher adds, “When you’re on a call, even if both hands are on the wheel, your head is in the call, and not on your driving. Unlike the passenger sitting next to you, the person on the other end of the call is oblivious to your driving conditions. The passenger provides another pair of eyes on the road.”

Big use in business

The NSC acknowledges that a significant amount of vehicular cell phone use occurs on the job. “Many businesses have already acknowledged the injuries and costs associated with this behavior by adopting policies that ban cell phone use by employees on the roads,” the council states.

Among NSC member businesses that responded to a survey, 45 percent said they have company policies prohibiting on-road cell phone use. Of those, 85 percent said the policies make no difference in business productivity.

“Anyone with a busy job knows the temptation to multitask and stay in touch with the office while driving,” Froetscher says. “Believe me, I’ve been there. I didn’t realize how much risk I was taking. Most people don’t. Employers understand how dangerous the behavior is and their potential liability. We are asking all businesses to join us by adopting policies banning calling and texting while driving on the job.”

Froetscher has sent letters to all governors and state legislative leaders encouraging them to adopt statewide bans. She acknowledged that achieving and enforcing bans in all states will be a challenge, but she said the NSC has successfully faced similar challenges in the past – notably, seat belt enforcement.

‘There will be a day ...’

“It may be hard for some people to imagine how certain laws, such as those concerning drunk driving, teen driving, seatbelt use and booster seats, can be enforced by observation alone,” Froetscher said. “Smart people in law enforcement get together to address such issues. They develop creative and successful measures to identify violators, such as high-visibility enforcement strategies.”

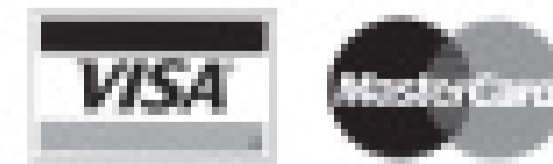
The NSC will take a three-fold approach to leading change: advocating legislation; educating the public and businesses about the risk of cell phone use while driving; and supplementing distracted driving content in its training of 1.5 million people annually in defensive driving.

“The change we are looking for, to stop cell phone use while driving, won’t happen overnight,” Froetscher says. “There will be a day, however, when we look back and wonder how we could have been so reckless with cell phones and texting devices.”

For a fact sheet, data resources and other information concerning cell phone use while driving, visit the NSC Web site at www.nsc.org. ■

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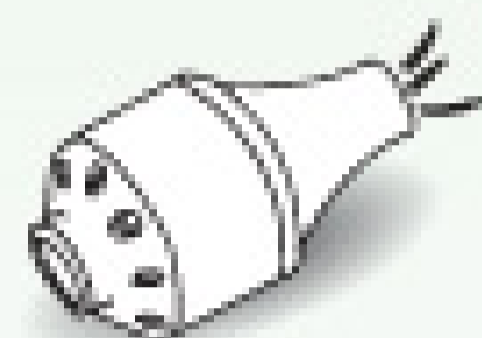
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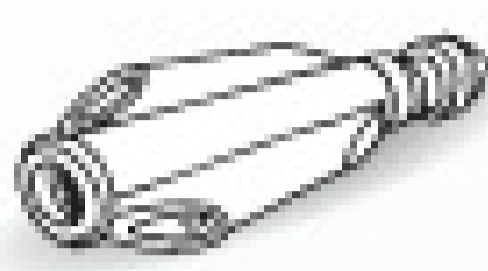
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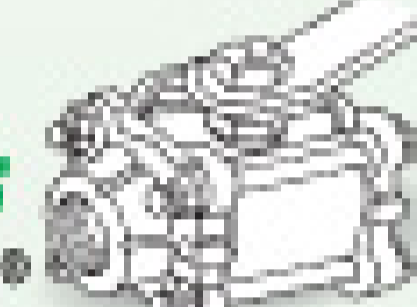
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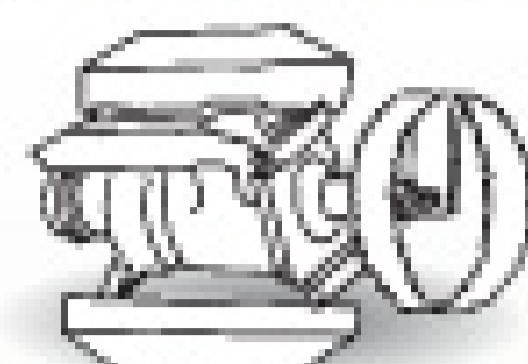
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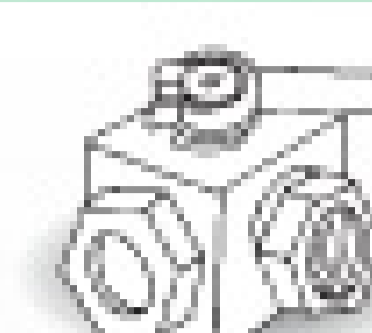
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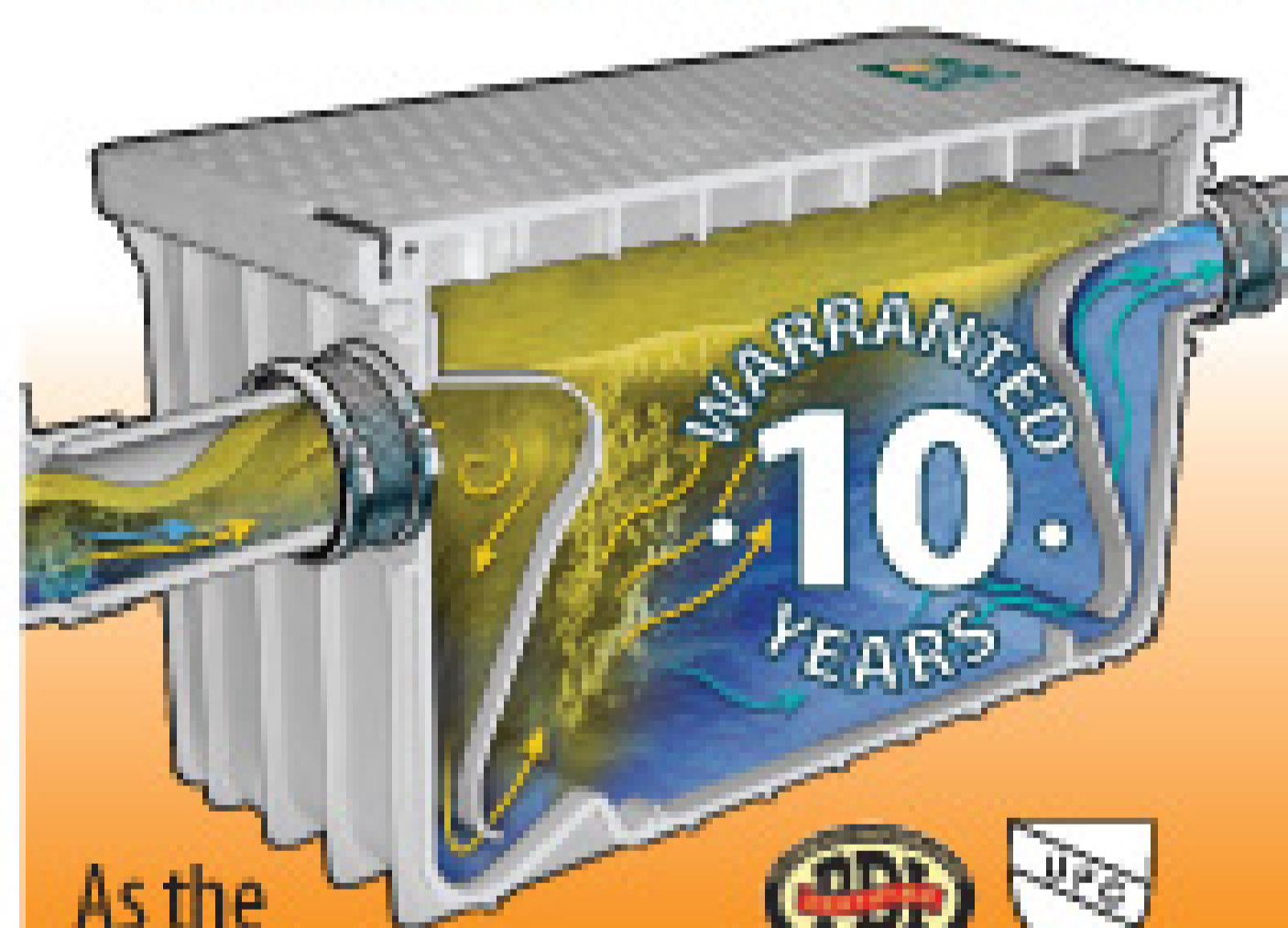
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WEDNESDAY February 25, 2009

- Education Day - All Day - No Exhibits
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- Networking 5-7 p.m.

THURSDAY February 26, 2009

- Certified Onsite Installer Course
- Exhibits Open: 9 a.m. - 5 p.m.
- Educational Seminars: 8 a.m. - 12 p.m.
- Women's Wine, Cheese and Fashion Show
2 p.m - 4 p.m.
- Industry Appreciation Party
5 p.m. - Refreshments Available

FRIDAY February 27, 2009

- Exhibits Open: 9 a.m. - 5 p.m.
- Educational Seminars: 8 a.m. - 12 p.m.

SATURDAY February 28, 2009

- Exhibits Open: 9 a.m. - 3 p.m.
- Saturday Evening Jam
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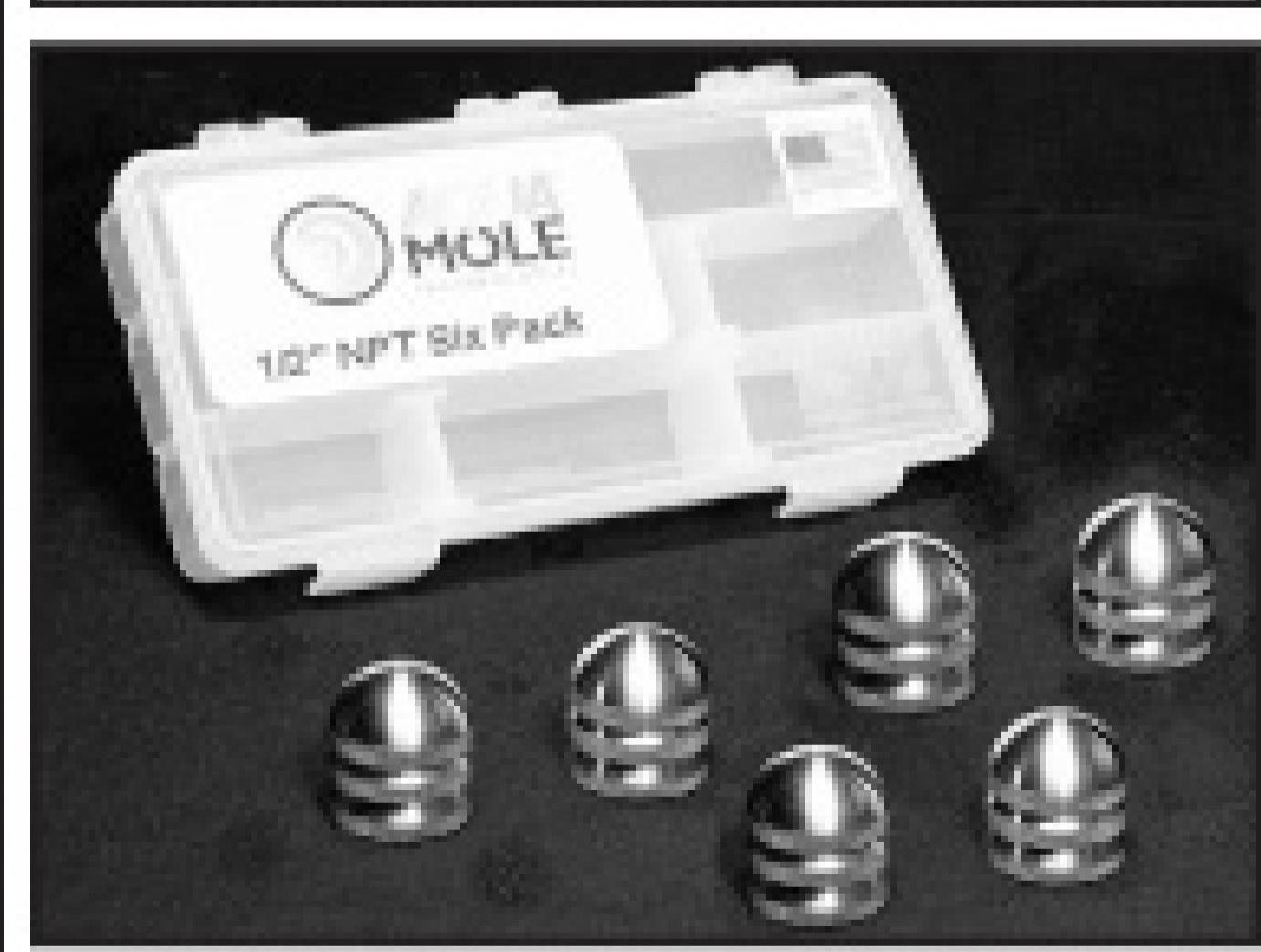
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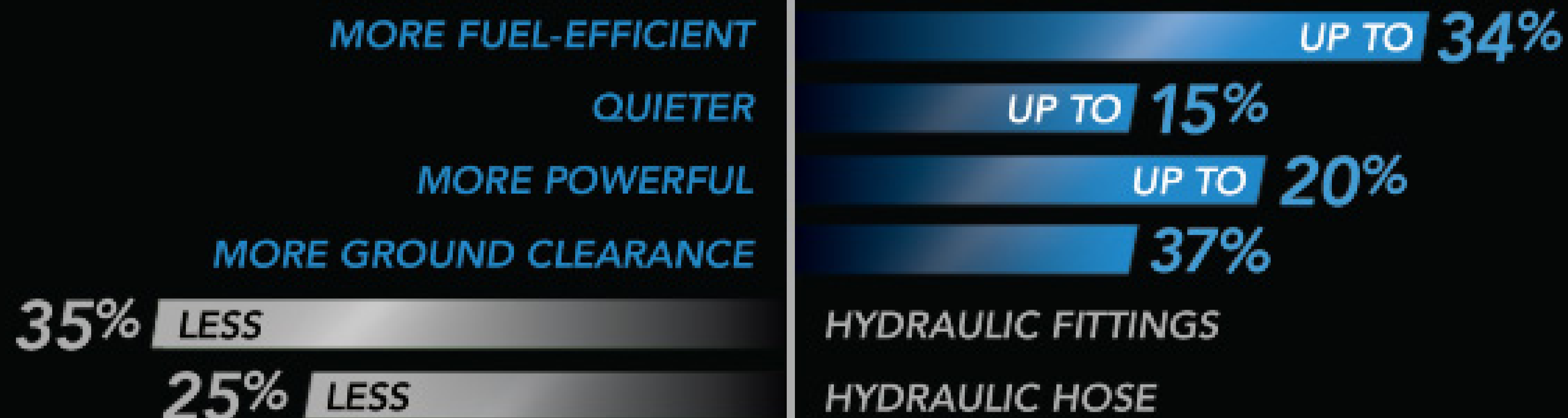
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Finding a Parking Place

Your cash reserves don't have to sit idle. With a little planning, you can put these dollars to work earning more for your business.

By Erik Gunn

A healthy business generates cash. But what to do with your earnings can be a more challenging question. For too many small business owners, cash not yet paid out for expenses just sits around in a checking account, or perhaps a pass-book savings account.

That's OK if you need quick access to that money. But with just a little bit of inquiry you could do much more with it, and earn a little more money in the process.

So where do you park your money?

The first thing to consider is how soon you need the money you're parking. "People need to know their business and their business cycle," says Jerry Love, a certified public accountant in Abilene, Texas. "Just the fact that you have money today does not mean you're not going to need it 30 days from now or six months from now."

Look at cash flow

So take a close look at your cash flow budget. Your month-to-month bills – payroll, fuel, supplies, insurance – should be fairly predictable. Your monthly gross revenue may be a bit less so. But if you look over the last year, you should be able to estimate how much you need on hand in order to meet your expenses in any given month.

"If you've got to have that money six months from now, you need to know that," says Love, president and CEO of the accounting and consulting firm Davis, Kinard, and Co. Love has another tip: Start very close to home in your search for a cash-management solution. "In most cases, small businesses are best served by going in and sitting down with the banker they already have a relationship with."

Whatever you put cash in, it should be as secure and easy to get at as possible. That means, not the stock market. Because stocks can go down as well as up, they're best investments made with a long time horizon, and even then, you may be better off picking a broad-based mutual fund rather than individual stocks.

"The general consensus is, don't go to the stock market with something you need in less than five years," Love says. The good news is you have other options.

"The general consensus is, don't go to the stock market with something you need in less than five years."

Jerry Love

Consider CDs

Certificates of deposit (CDs) are short- and medium-term savings instruments available at the bank. They pay higher interest than almost any savings or checking account, and like your bank account, they're insured by the federal government.

CDs have one big drawback, though. They're for a set time period, and if you suddenly need the money before they mature, you'll pay a penalty. At the very least, you may be forced to forgo the interest you've earned, and depending on the policies of the institution, you may have to pay an additional fee.

Still, for medium-term savings, they're a safe haven. You could even view the penalties as an advantage, if you need that kind of a roadblock to keep you from spending otherwise ready cash impulsively.

You can also make your money a little more accessible by purchasing several small CDs that expire at different times, instead of buying one big CD. "Laddering" CDs in this way makes at least some of the money available at almost any time.

Money market checking

A money-market checking account doesn't pay as much as a CD, but it offers an important advantage: The money is immediately accessible. Money market accounts usually carry minimum deposit requirements: If your account falls below the minimum, you get no interest and may be charged a maintenance fee.

Bond funds

Various kinds of bond funds may be an option if they don't tie up your money for longer than you can realistically afford. "If you've been through a full business cycle and you're confident that you've got so much money or more available to you, then you might look into moving into a bond instrument that would give you a bit higher return than a CD rate," says Love.

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



Use caution, however: Bonds are safer than stocks, but they aren't risk-free. Pick a bad one and you could wind up losing money. Also, like CDs, they'll lock up your money for a time.

If, after consulting with your financial adviser, you decide bonds make sense, you have one other question: taxable, or tax-free? Various kinds of municipal or government bonds pay less interest than private-sector bonds, but their tax-free earnings can actually make some of those funds a better deal.

Sweep accounts

Banks offer these accounts to people with substantial amounts of cash. A sweep account is one that lets the bank put your money overnight into a money-market fund. Essentially the bank is borrowing money for very short-term investments, using the cash to oil the wheels of commerce. You get the money back, along with an interest payment, by the time business opens the next day.

Ask questions

Web sites such as www.money-rates.com can give you ready access to information about the best deals on these and other accounts nationwide, but it's important to be sure that you're doing business with an institution that allows you easy access – to its personnel and to your money.

"You're still going to need to move money back and forth," Love points out. "You need to make sure that you know something about them." You'll also need to make sure no single bank account you carry exceeds the federal limit for deposit insurance.

Never make a change in your current banking and investing arrangements without first understanding your alternatives and the risks and benefits of the change you plan to make. As Love notes, your existing banker is a good place to start.

Indeed, if you move money to some other bank chasing a higher rate, you may find your current bank – where you may hold a line of credit or have a good loan history – will hike your lending rate in the future, because you're no longer a favored customer.

But don't let those warnings turn you away from exploring all possible alternatives. After all, you work hard in your business. Your cash should, too. ■

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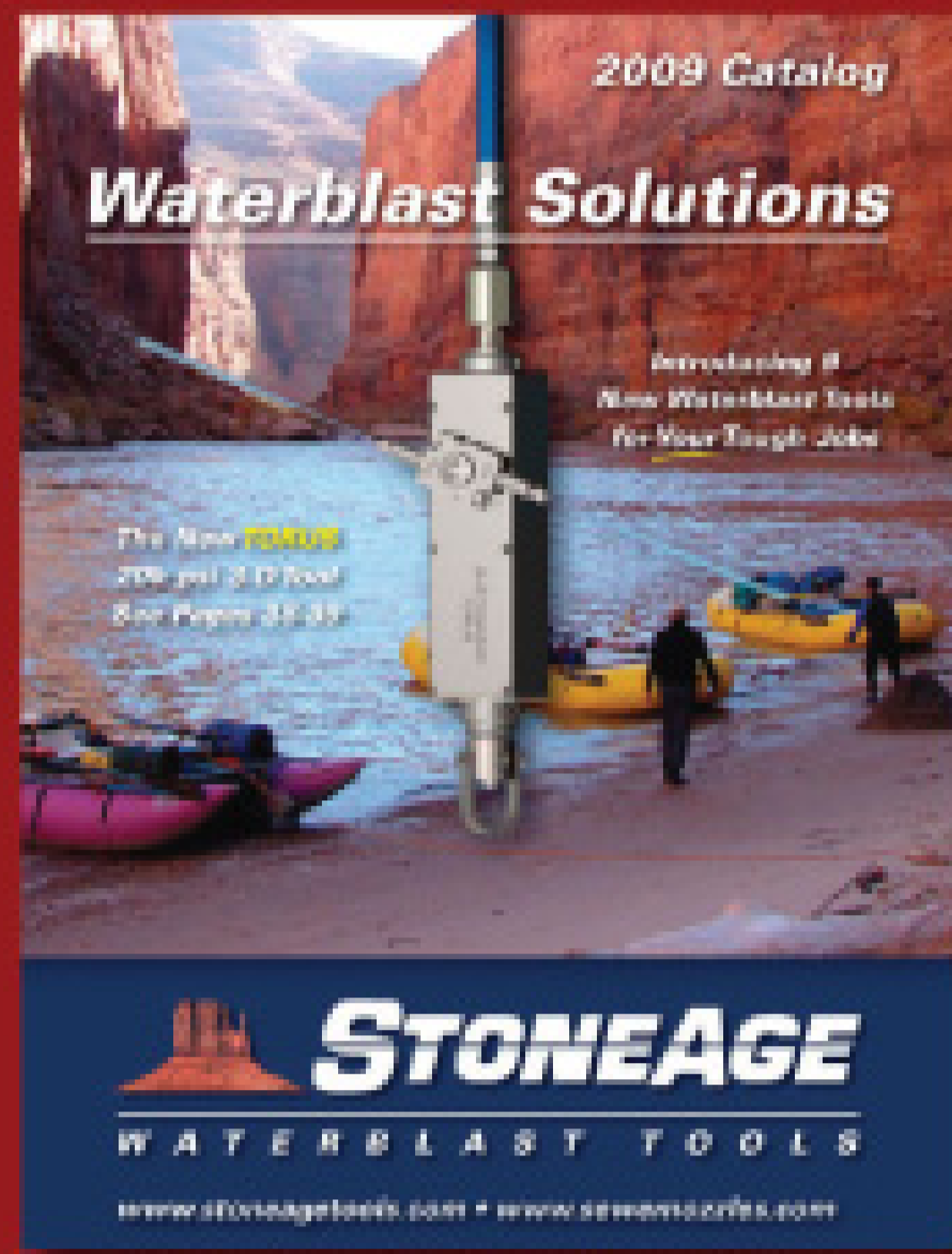
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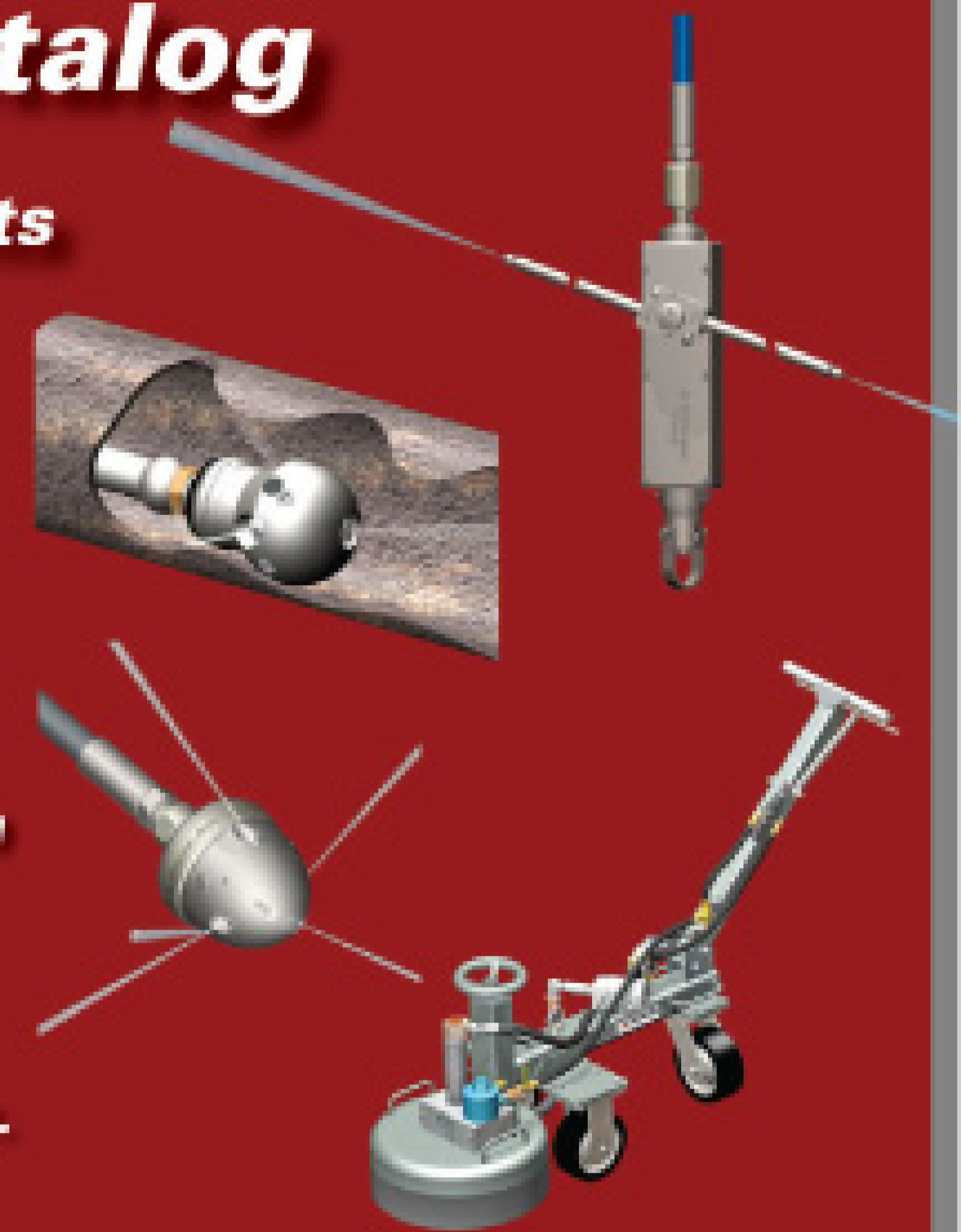
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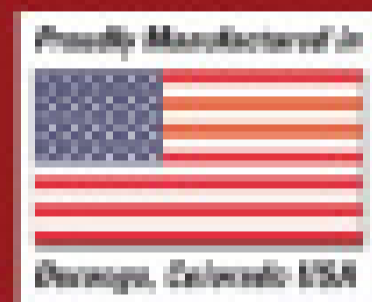
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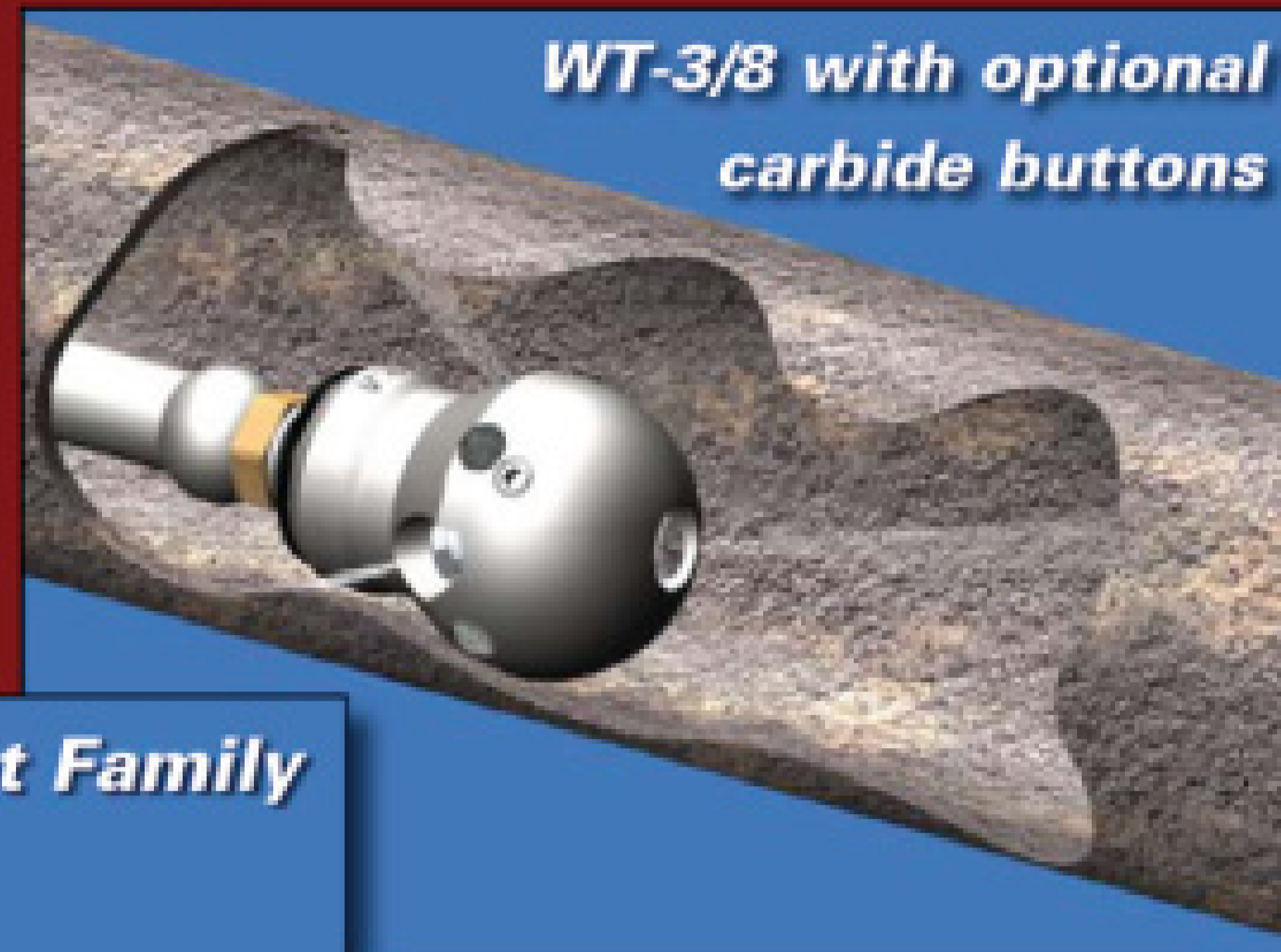
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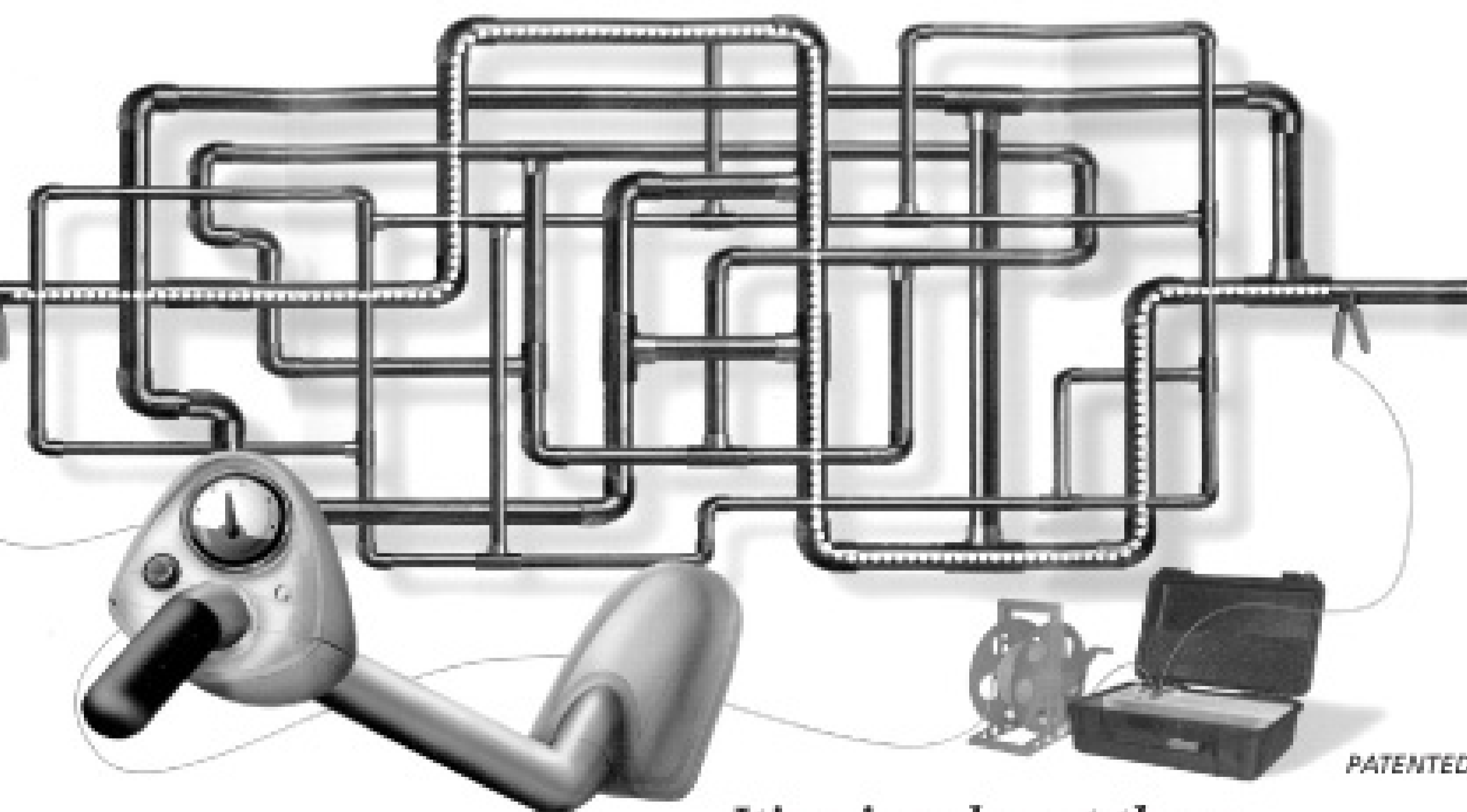
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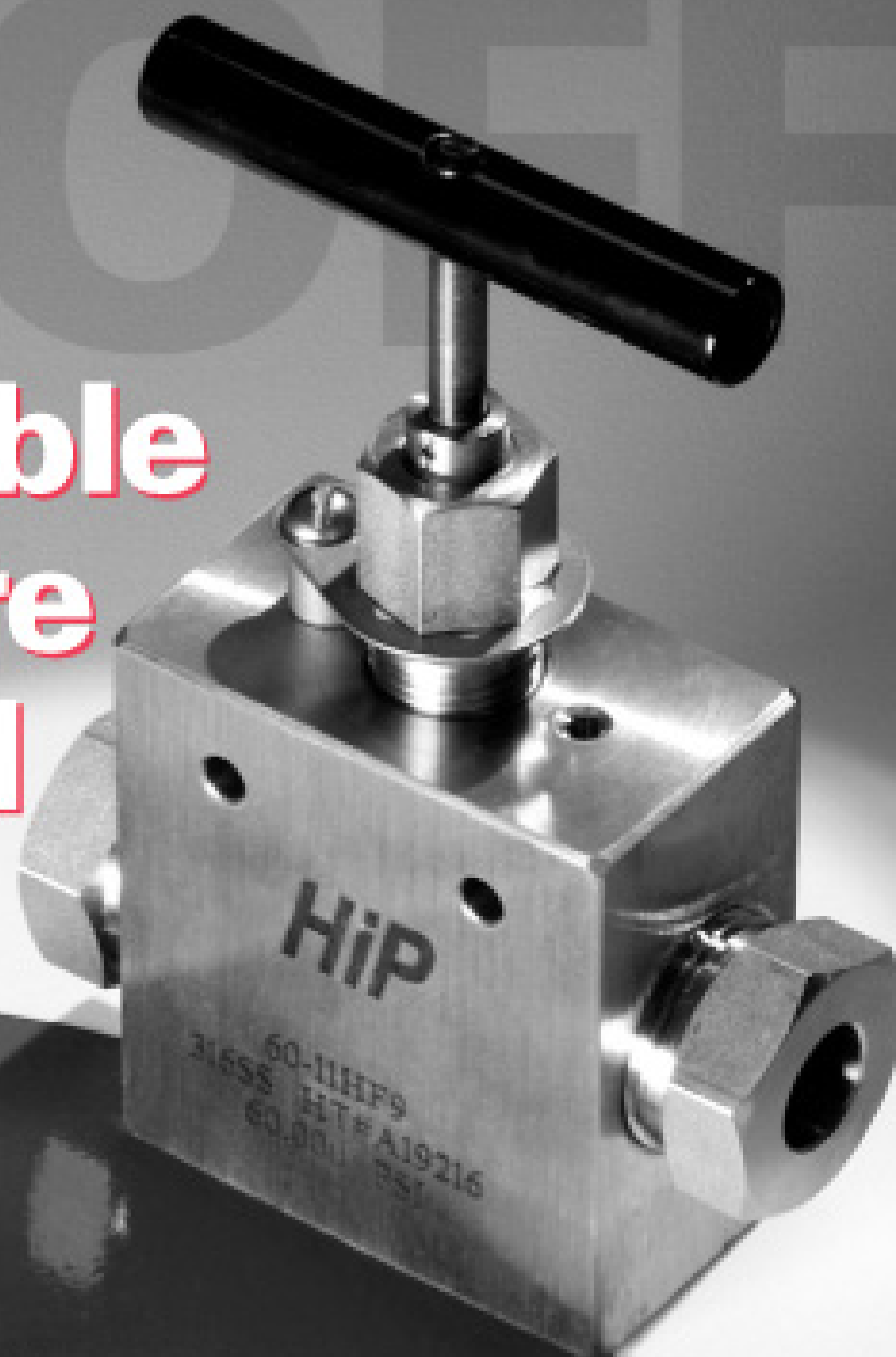
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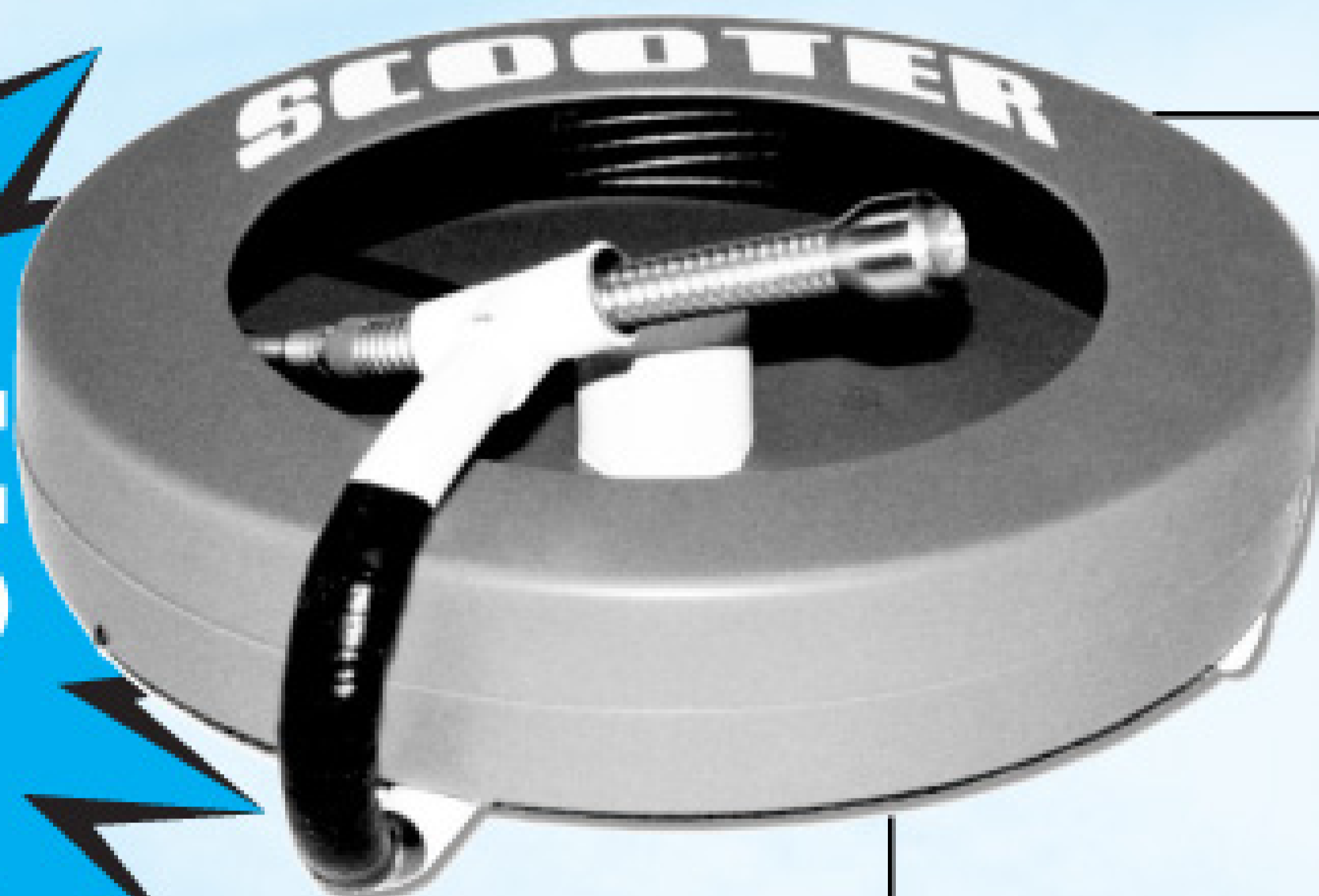
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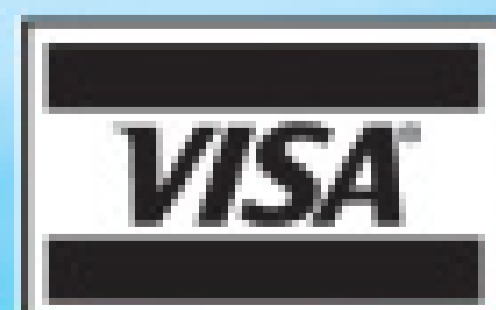


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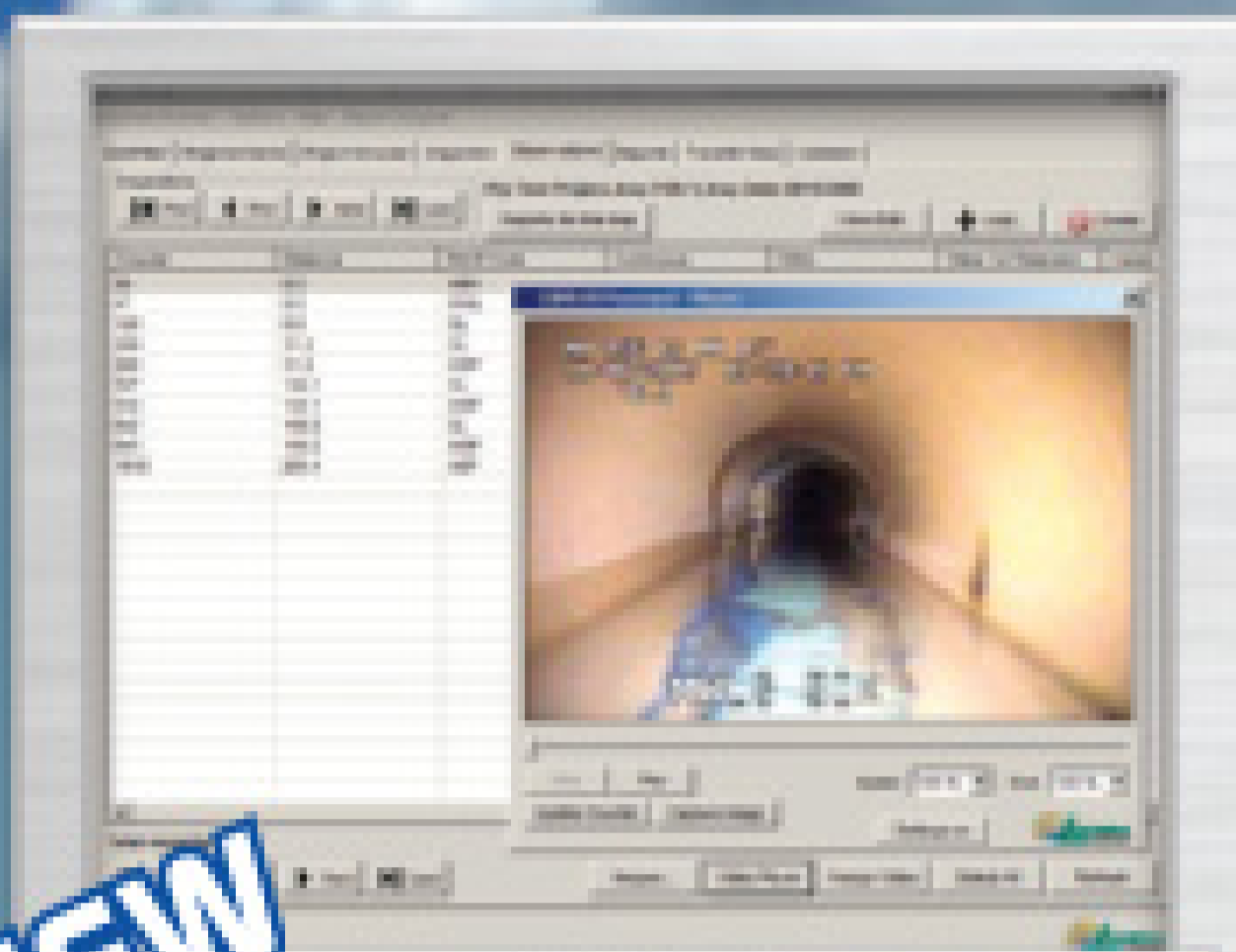
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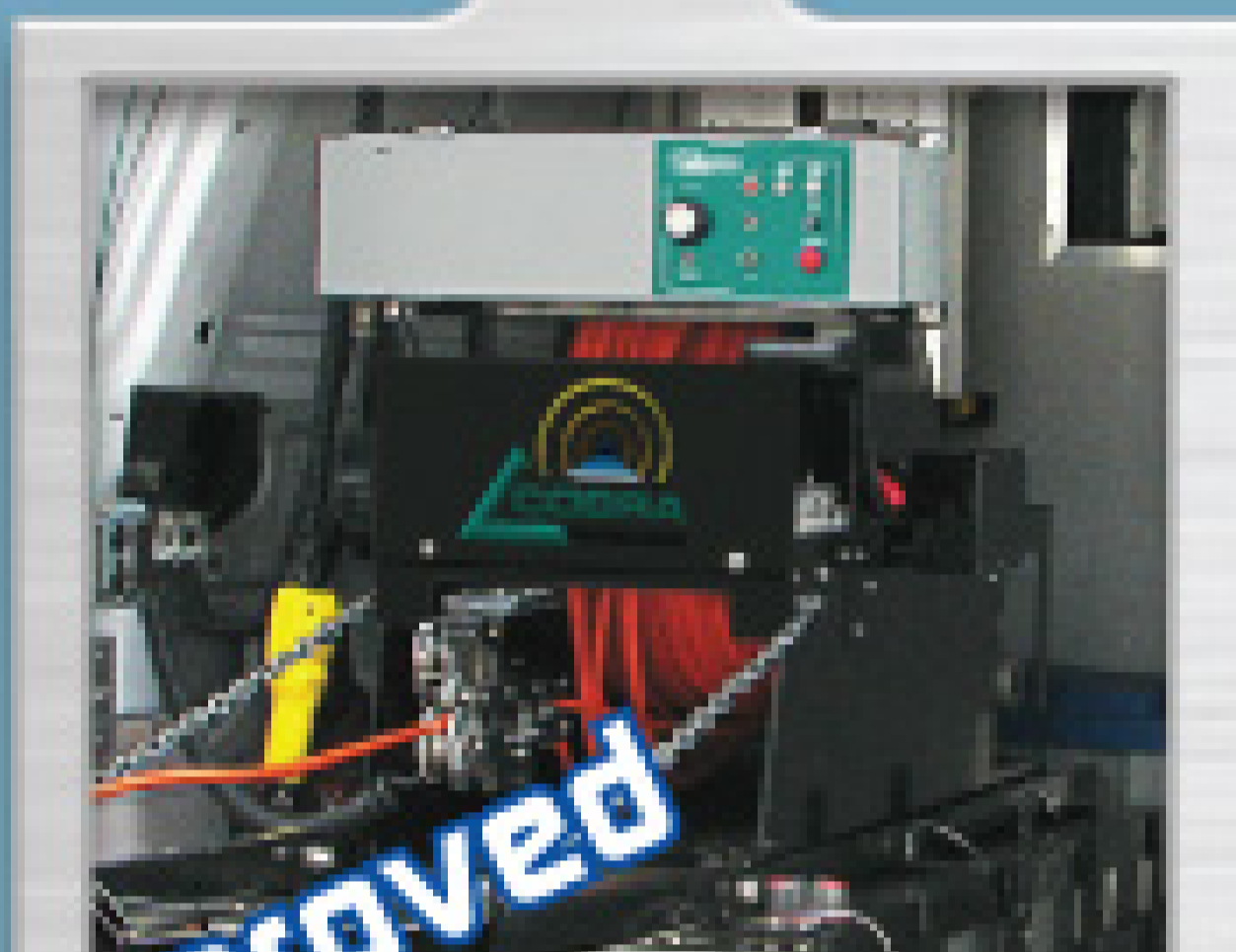


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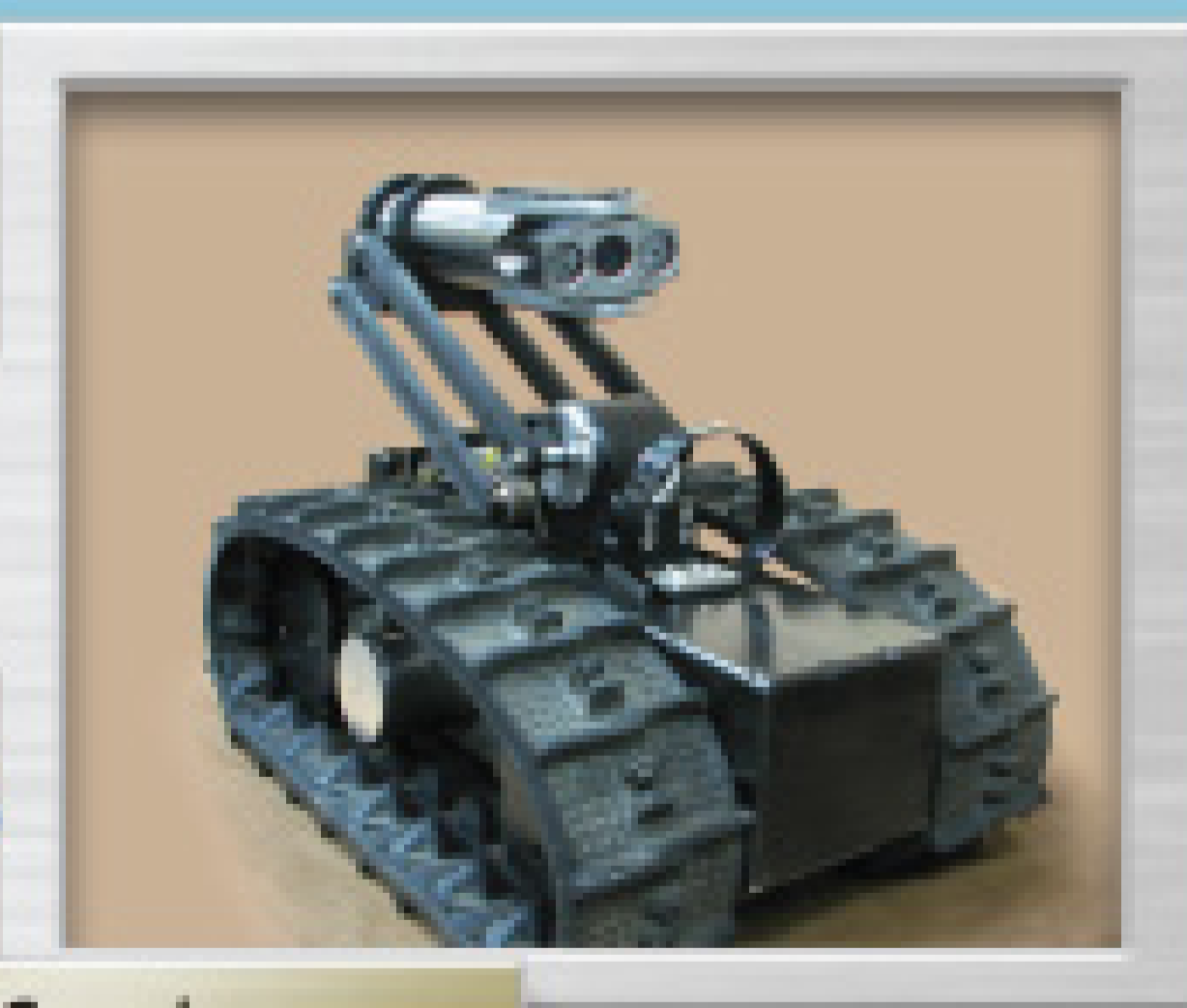
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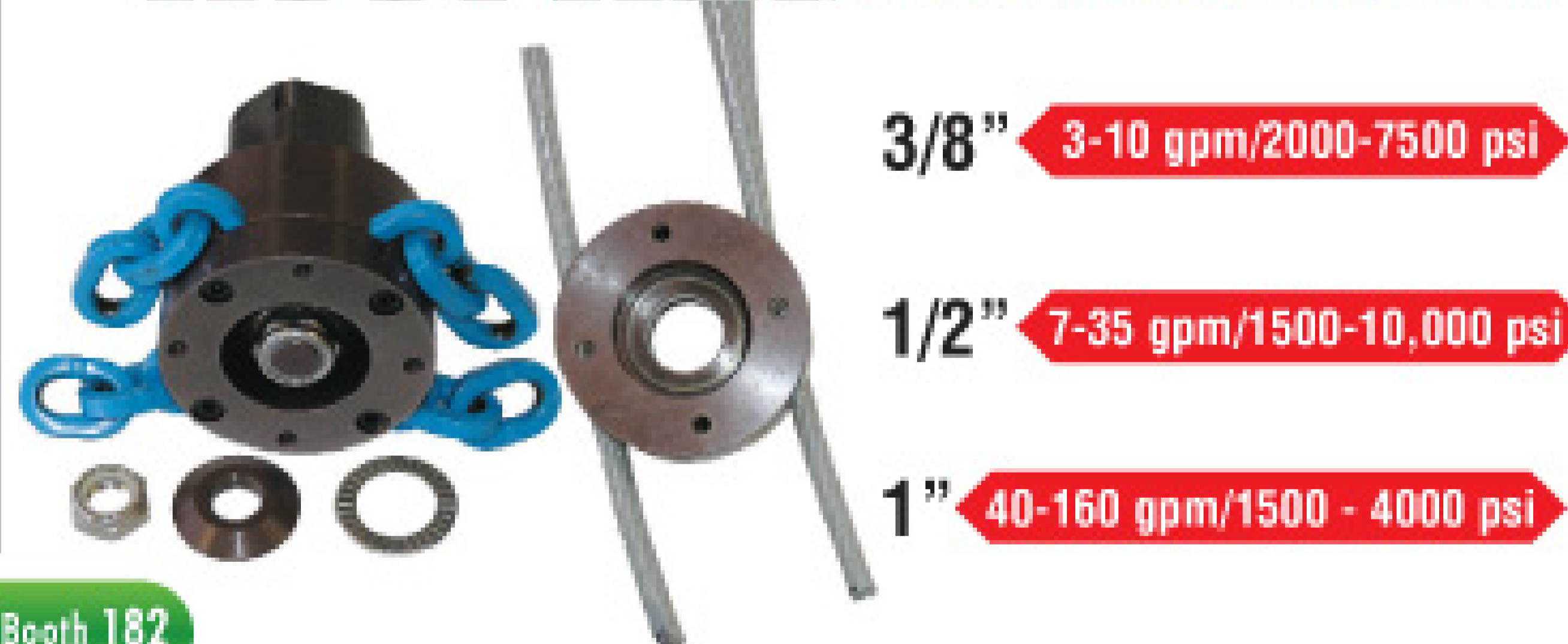


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Protecting Your Idea

If you've ever thought of taking an invention to market, here are some strategies for keeping control of what you have created

By Fred S. Steingold

It's a dilemma that perplexes many an inventor: You want to make sure that no one steals your great idea. At the same time, you're reluctant to spend \$5,000 to \$10,000 – or even more – to file a full-fledged patent application through a patent attorney. Maybe you need more time to explore the commercial possibilities of your invention before committing the big bucks.

Fortunately, there's an easy way to resolve this dilemma. You can file a provisional patent application, which will safeguard your claim for up to a year. This is a do-it-yourself procedure that lets you buy time before you decide to take the full plunge.

Like a full-blown patent application, the provisional version is filed with the U.S. Patent and Trademark Office (USPTO).

Many advantages

In their book *Patent Pending in 24 Hours*, attorneys Richard Stim and David Pressman say that filing a provisional patent application offers these benefits:

- You can take up to 12 months to decide if your invention will be profitable before you spend thousands of dollars on a regular patent application.
- You can use a Patent Pending notice to head off competing inventors.
- You can delay building and testing your invention.
- You can establish an official filing date for your invention.
- Your application is kept confidential.
- Your patent's expiration date is extended if your patent is later approved.

In their book, Stim and Pressman recommend that you begin the process by checking on earlier patents so that you avoid spinning your wheels on something that's not really new. You also want to avoid claims of patent infringement. You can conduct much of your research online.

The application

A provisional patent application consists of two main parts: a drawing and a description. The drawing can take many forms. Certainly, a line drawing will qualify, but so will a flowchart, a schematic or a photograph. The drawing must be understandable and fit in a regular file folder.

If you're artistically challenged, review the dozens of practical tips that Stim and Pressman offer in their book. And if you're still intimidated by producing a graphic representation of your

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.



invention, you can always hire a graphic specialist at modest cost.

The description or text part of your provisional application can be written in plain English rather than in the technical, formal style required for a full application. The heart of the application consists of four types of information:

- The parts or components of your invention.
- How the parts or components connect or interact.
- How your invention achieves its result.
- Alternative ways, if any, that your invention can achieve its result.

If this sounds a bit abstract, don't worry. Stim and Pressman provide several sample applications that you can use as a model for your own. Remember, it's OK to write in the first person: "I invented a device for removing seeds from watermelons."

Feel free to use bulleted lists: They make your application easier to read. To make sure you're communicating clearly, ask a friend to review your application and give you constructive criticism. If you're still uncertain, have a patent lawyer review your work.

Once you've filed your provisional patent application, you can mark your application Patent Pending or refer to it that way.

Finishing up

You can file your provisional patent application by mail or online. You'll find details at the patent office site (www.uspto.gov) or in the Stim and Pressman book. For small businesses, there's a \$100 filing fee; for others, the fee is \$200.

Once you've filed your provisional patent application, you can mark your application Patent Pending or refer to it that way. If you manufacture your invention, mark it – and the packaging – U.S. Patent Pending. But don't do this for more than a year, unless you file a regular patent application.

Although you have a full year to file a regular application, don't wait until the last minute. At least two or three months before the year is up, start preparing your regular application if you're convinced that your invention can be profitable.

You can still file a regular application if you've missed the 12-month deadline, but you'll lose some benefits. For details, see *Patent Pending in 24 Hours*, published by Nolo and available at bookstores and online (www.nolo.com). ■

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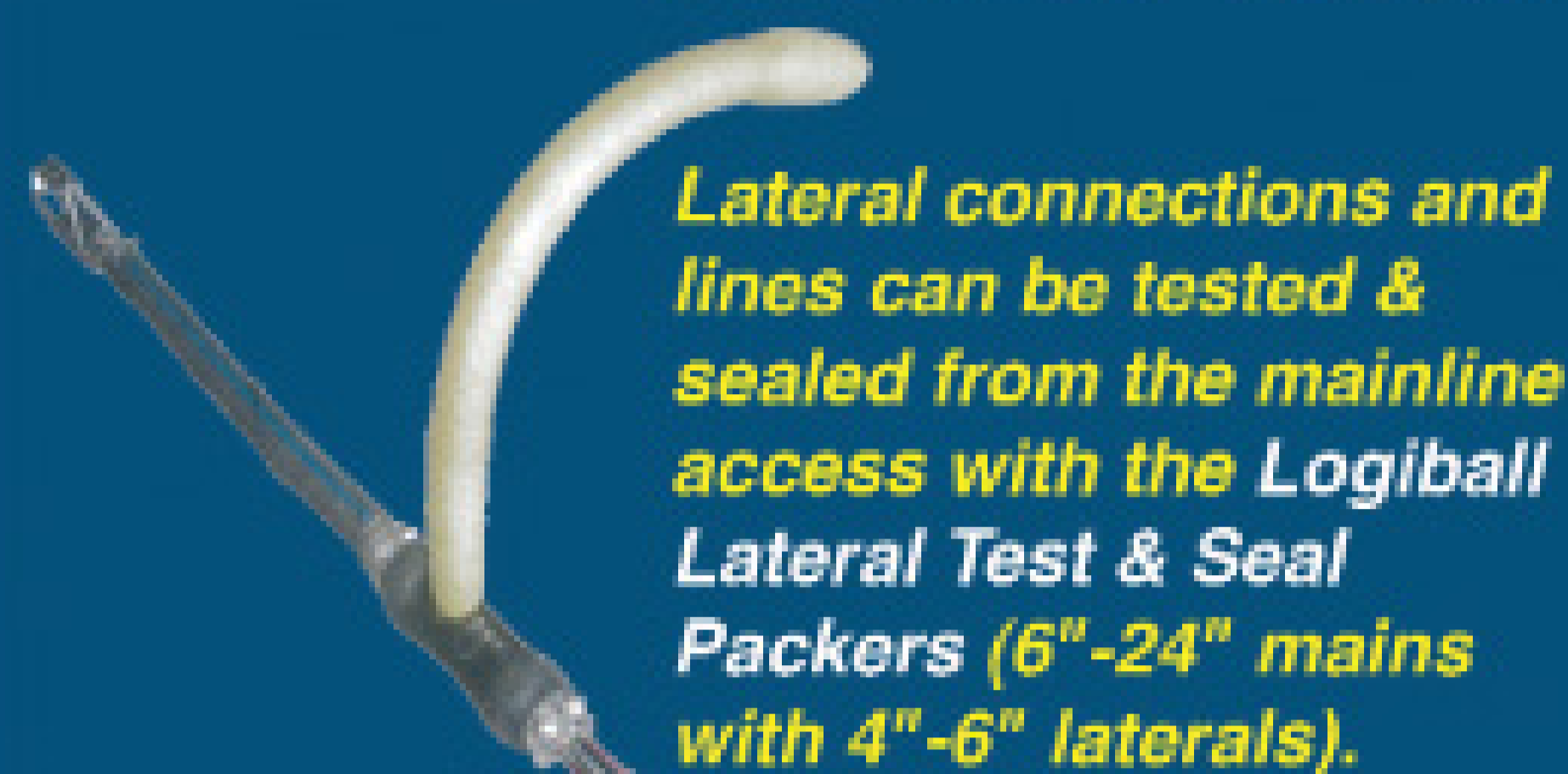
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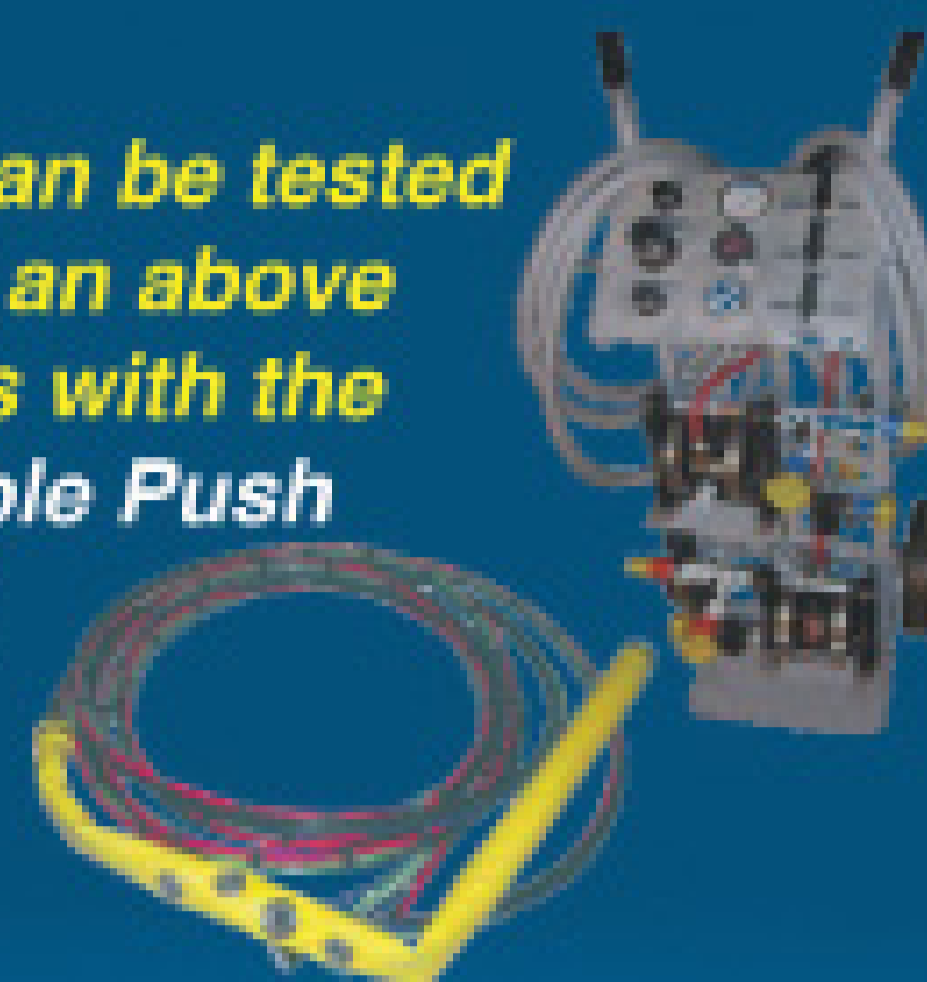
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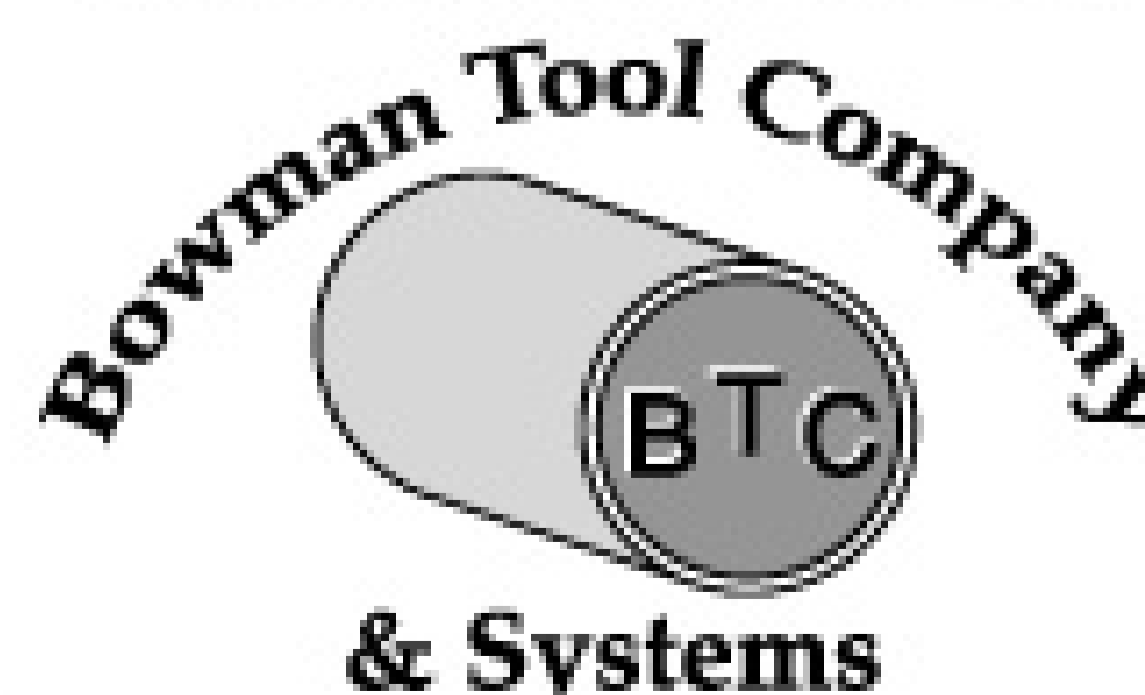
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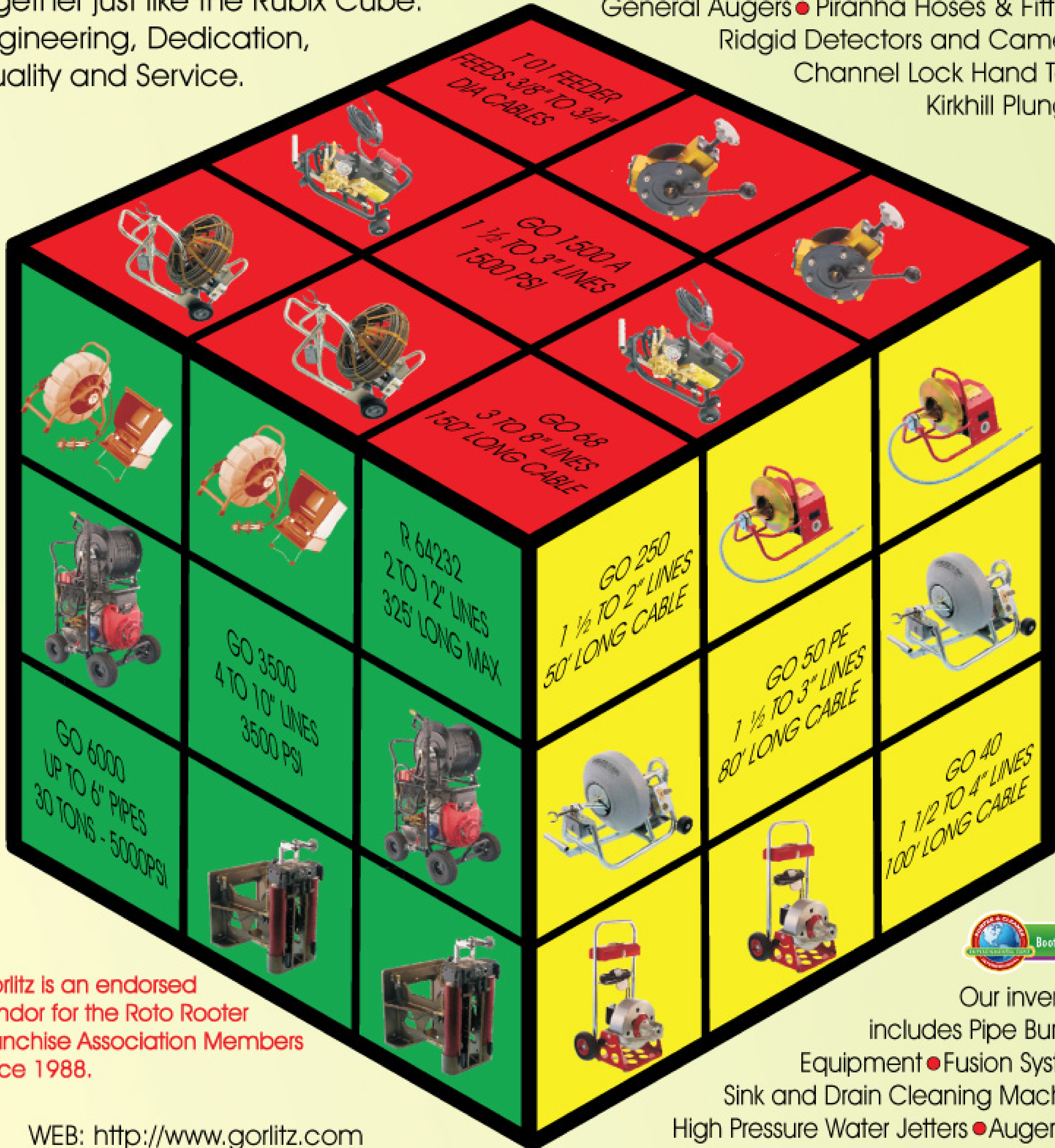
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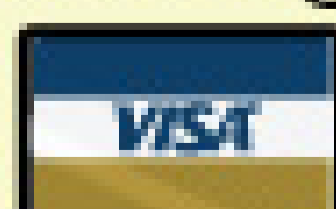
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Starting Over

Farrell Brown invested in video technology and relaunched his business as an inspection and cleaning service. Now he's added pipe bursting and pipe lining.

By Erik Gunn



Top photo, Mark Tomlinson and Alex Marchuk of Sewer Line Video Inspection make sure the pipe, pulled from the other side by a Pipe Genie bursting unit, goes in without incident. Lower photo, Marchuk runs a SeeSnake inspection camera from RIDGID into a pipe. (Photography by Patrick Botz-Forbes)

California plumber Farrell Brown's success is an unusual mix of new and old.

Brown has spent the past several years reinventing his business, step by step. A native of South Africa, he spent 20 years as a service plumber in the Greater Los Angeles area. In 2000, he decided to take a new direction, focusing on sewer inspection.

The success of his company, Sewer Line Video Inspection Co. Inc., has been "unbelievable," he says. He has branched out even further, adding pipe bursting and, later, pipe lining to his portfolio, working from the Woodland Hills area northwest of L.A. His target customers? Other plumbers, who hire him as a subcontractor.

"I have a group of plumbing companies that I've had since the day I started," Brown says. "They keep me busy every single day."

Brown has employed some up-to-date business strategies, zeroing in on a niche market and embracing new technology. Yet there's something refreshingly old-fashioned about the keys to his success: Know your stuff. Respect your customer. Build relationships. Show up on time.

A great cheerleader doesn't hurt, either, and Brown's wife and

business partner, Lynda, is just that: "He's a very, very good plumber and very confident in his knowledge," she says. "Other plumbers liked that. The guys clicked with him, and then they felt comfortable always calling him."

Long way from home

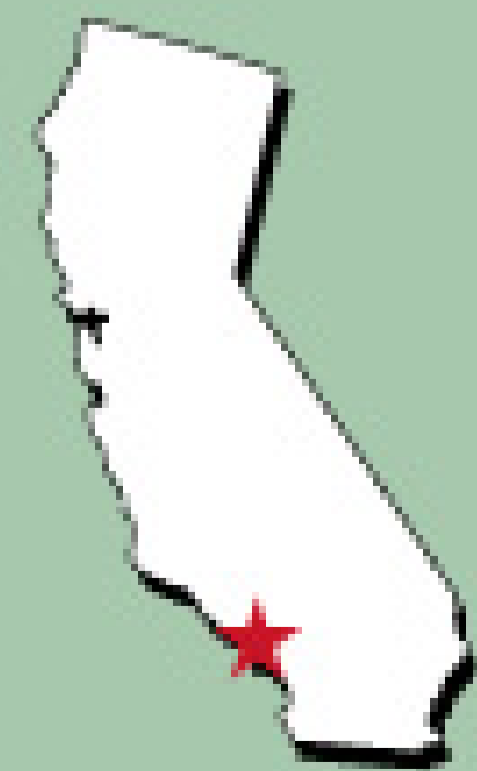
Brown learned the plumbing trade back in South Africa, where he spent seven years at it until he immigrated to the United States in 1979. "I liked Los Angeles because the weather was great," he says. "It's got everything you want – the beach, skiing in the mountains. And the business opportunity here was unbelievable. But most important was the weather."

He first worked for a plumbing contractor who hired him and agreed to sponsor him for a green card. That only lasted a few months, though: His sponsor fell ill and

PROFILE

SEWER LINE VIDEO INSPECTION CO. INC., WOODLAND HILLS, CALIF.

OWNERS: Farrell and Lynda Brown
 FOUNDED: 2000
 SPECIALTIES: Pipe inspection, location, trenchless rehabilitation
 EMPLOYEES: 6
 ANNUAL REVENUE: \$800,000
 WEB SITE: www.sewerlinevideo.com





Members of the Sewer Line Video team: owner Farrell Brown, Alex Marchuk, Mark Tomlinson, Jose Carlos and Esaias Zspon.

decided to close the business. "He said, 'Don't worry about it,'" Brown recalls. "Go out and get work on your own, and I'll still sponsor you to become a legal resident of the United States."

Brown got a state contractor's license and started his own business. With a dash of humor, he dubbed the business Farrell Faucet Plumbing, punning on his own first name and that of actress Farrah Fawcett of TV's "Charlie's Angels."

In those days he focused on ordinary plumbing, primarily repairs – garbage disposals, water heaters and the like – as well as sewer repairs, drain cleaning, remodeling and some new construction. The business got big enough for him to own two or three service trucks.

"I did OK, but it was always a struggle," he says. "I was a very good technician, but not a good business-

man." As he got a little older, the work started wearing on his body.

Making a break

He needed a change, but couldn't imagine which direction to go. "The only thing I knew was plumbing," Brown says. "I didn't even know how to turn a computer on."

He credits Lynda with the breakthrough. From time to time as a plumber, he had jobs where he needed to hire a locating company to find a sewer line, or a video inspection contractor to examine one. Lynda suggested he learn that

same level as we are. You're going to be doing water heaters and breaking your back. You need to invest the money and take a chance."

He bought a pair of RIDGID cameras and learned to use them. He changed the company name to Sewer Line Video Inspection Co., sold the Farrell Faucet truck, and bought a new Ford E350 cargo van.

A focus on fellow professionals instead of the general public made selling a lot more straightforward. "I was dealing with plumbers who talk the same language," he says. "It's less stressful for me to explain

"Every step we took, she said, 'Farrell, we have to take risks. If we don't take the risk, we're going to be sitting at the same level as we are. You're going to be doing water heaters and breaking your back. You need to invest the money and take a chance.'"

Farrell Brown

aspect of the business, and she figured out how to market it.

"My wife is really the business brain," Brown says. "She said, 'We're going to go to other plumbers and subcontract to them.'" He was worried about the size of the investment in camera gear, but Lynda spurred him on.

"Every step we took, she said, 'Farrell, we have to take risks. If we don't take the risk, we're going to be sitting at the

something to a plumber than it is to a homeowner."

He also saved on advertising costs. "We made a mass mailing to about 5,000 plumbing companies in the Los Angeles area," Brown says. "Lo and behold, the next day I had an immediate response. I had people calling, and I gave them a good deal."

Selling experience

Brown admits he underbid his more established competitors so he could gain a foothold in the market. He also offered something many firms already in the business lacked: experience.

"The guys I used to call out to assist me in locating sewer lines and things like that weren't really even

A NICHE IN REAL ESTATE

Sewer Line Video Inspection Co. has found one niche market outside its usual group of customers: Real estate agents call him for inspection before home sales. Most of that business comes to him by word of mouth.

Home inspections have long been a standard condition when a house is sold, and many real estate brokers have added sewer inspections to that package. "Should there be a problem, sewer laterals are very expensive to repair or replace," Brown says. When inspections do turn up problems, Brown often gets the repair work.

plumbers," Brown says. "I could offer my customers a much better service with my knowledge, and give them a better deal."

It paid better, too. He found it easy to charge a set rate for a camera job, which he almost always finished in less than 90 minutes. "I got in, I got out, I picked up the check and left," he says. "It was very easy for me. I did four or five jobs a day just on my own."

Growth was rapid, and he hired a second worker. Business kept growing, along with his reputation, which spread almost entirely by word of mouth. "All the advertising was done by the plumbers," Brown says. "I saved an enormous amount of money."

Profit margins grew, but so did competition. "I started noticing after two or three years that plumbers were starting to buy their own cameras," Brown says. Worried that he would lose business, he decided to diversify in 2003, adding pipe bursting with Pipe Genie equipment from Trenchless America Ltd.

Beautiful systems

Brown was an enthusiastic convert to the trenchless technology, once again working as a subcontractor to plumbers. "It was a beautiful system because you didn't have to tear up lawns," he says.



Farrell Brown checks the chain on the pipe-bursting unit as he prepares for a pull.

Three years later, Brown diversified again, adding cured-in-place pipe lining, using the MaxLiner USA process. "Instead of digging up the streets and punching holes, all we have is one hole," he says. "We shoot the liner into the line, going all the way up to the city sewer, allow it to cure, pull the balloon out and then bring the inspector back for a final look at it. We can line a lateral sometimes for 50 percent or even 70 percent less than it would take to dig up the street. It's become really profitable."

The combination of services became like a three-legged stool for his business. "One thing went hand-in-hand with the other," Brown says.

A lot of the inspection and locating work is routine, such as when someone is remodeling a home and simply needs to know where all the sewer lines are. But about 25 percent of his camera jobs lead to bigger work when the inspections uncover major problems that call for repairs.

In addition, other plumbers regularly call in Brown to install CIPP lining in laterals connecting to municipal sewers.

Because he's established such a strong rapport with his plumbing customers, he's found it easy to sell them on his additional pipe-bursting and CIPP lining services. The advantages of those systems are readily apparent to other plumbers (not to mention their customers), and he has earned their trust over the years.

Farrell Brown's personal style helps keep them. "I have a way about me," he says. "I think it must be my accent." By focusing on plumbers as his customers (in addition to getting some calls from the public), he has built good communications that keep business coming back time after time. "They would



Breaking cones on the bursting unit are used to shatter the existing clay pipe.

"The guys I used to call out to assist me in locating sewer lines and things like that weren't really even plumbers. I could offer my customers a much better service with my knowledge, and give them a better deal."

Farrell Brown

talk to me like I was a psychiatrist," he says. "I could get on the same level with them."

His advice to those who would hope to copy his success? "Be very

punctual. Be very personable. And you've got to know what you're doing. That's the big key. That's a thing you learn as you go along. Experience is worth a bundle."

And one other thing: Don't poach from plumbers who provide work. "I would never approach their customers," he says. "You cannot do business with somebody and then go behind their back."

Today, he and his wife have four employees. The original E350 has given way to two 2008 vans of the same make and model. The firm uses five RIDGID SeeSnake or Mini SeeSnake cameras, along with three DVD color monitors and four NaviTrack locators, also from RIDGID.

For pipe bursting, Brown uses the Pipe Genie 40-ton pulling machine equipped with 400 feet of 5/8 grade 100 alloy chain and a 6-inch shark fin with pulsating water. For cleaning lines, he uses two cable machines: a Gorlitz 68 HD and a Spartan 1065, along with a RIDGID 1000 rodding machine. He also uses a Gorlitz 35 hydrojetter.

Timing is everything

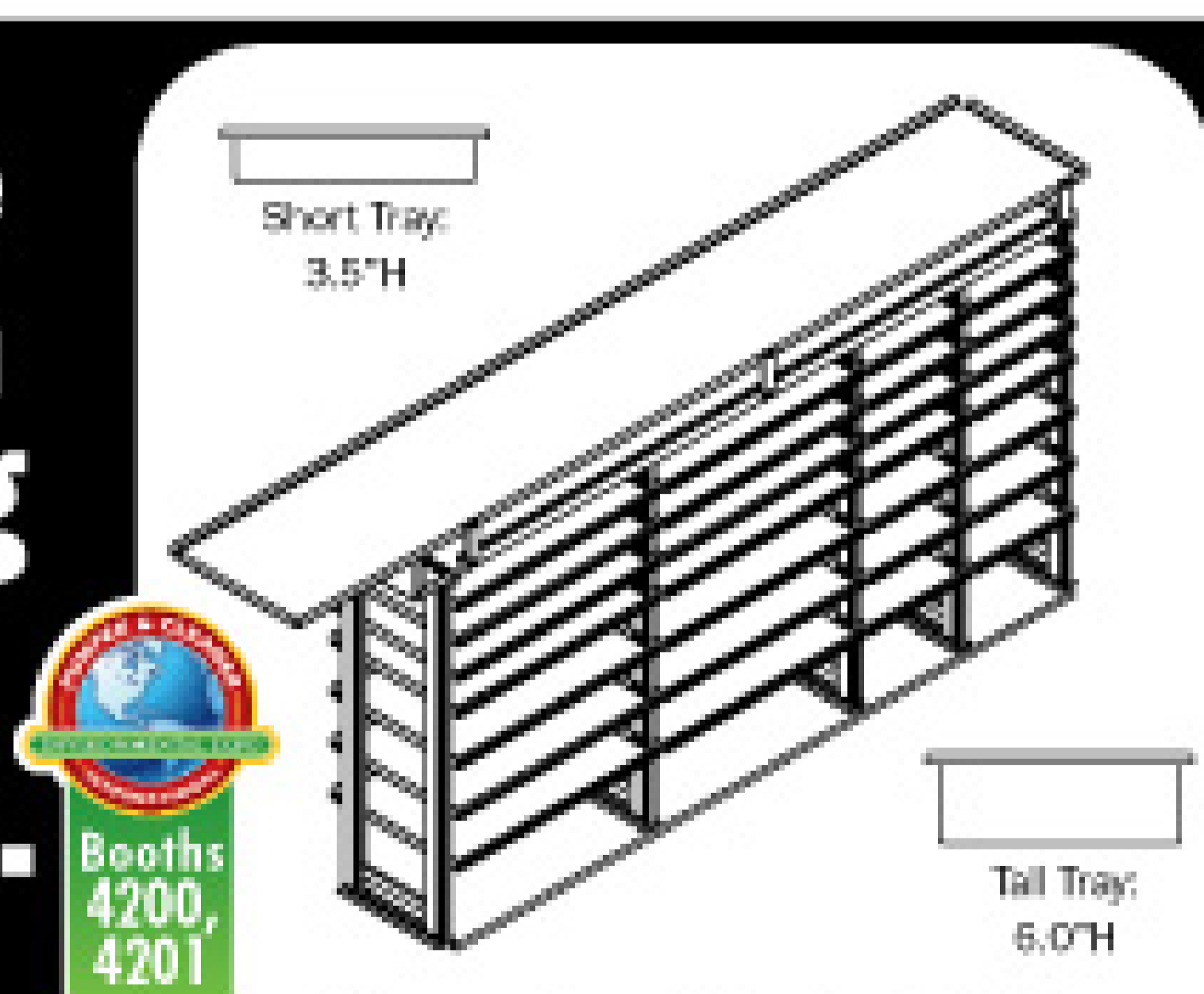
Lynda Brown points out that the switch to Sewer Line Video Inspection was a case of being at the right place at the right time. Farrell Brown promptly got a California C-42 bonded sewer contractor's license to go with his C-36 standard plumber's license, she notes. And the marketplace for inspection and cleaning services was still uncrowded a decade ago.

It's different now, as growing numbers of franchise operations vie for the same business. "We couldn't start it today because of the competition," says Lynda Brown. "The customers we've established are the ones that we got in 2000 and 2001."

Today's economy hasn't dampened his success. Brown is modest about it when talking to plumbers because he doesn't want to encourage them to compete against him. "I'll say, 'I'm OK, I'm doing all right,' but in the meantime, I'm doing unbelievable," he says. "Customers call me every single day, day after day, and I don't have to advertise anything." And when it comes to second lives, you can't do much better than that. ■

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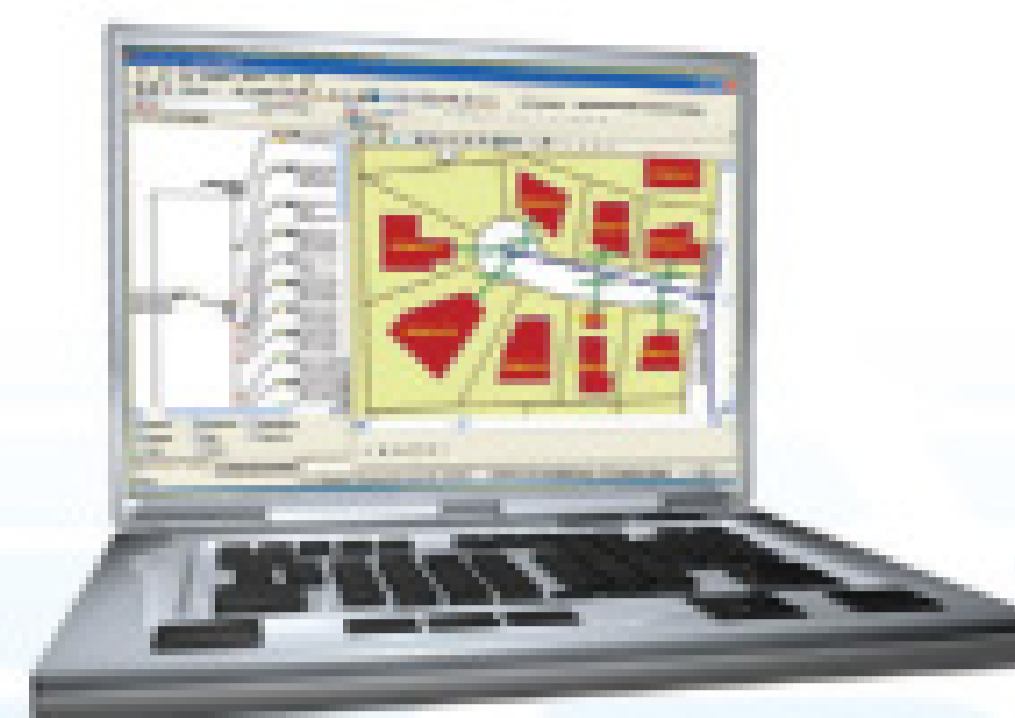


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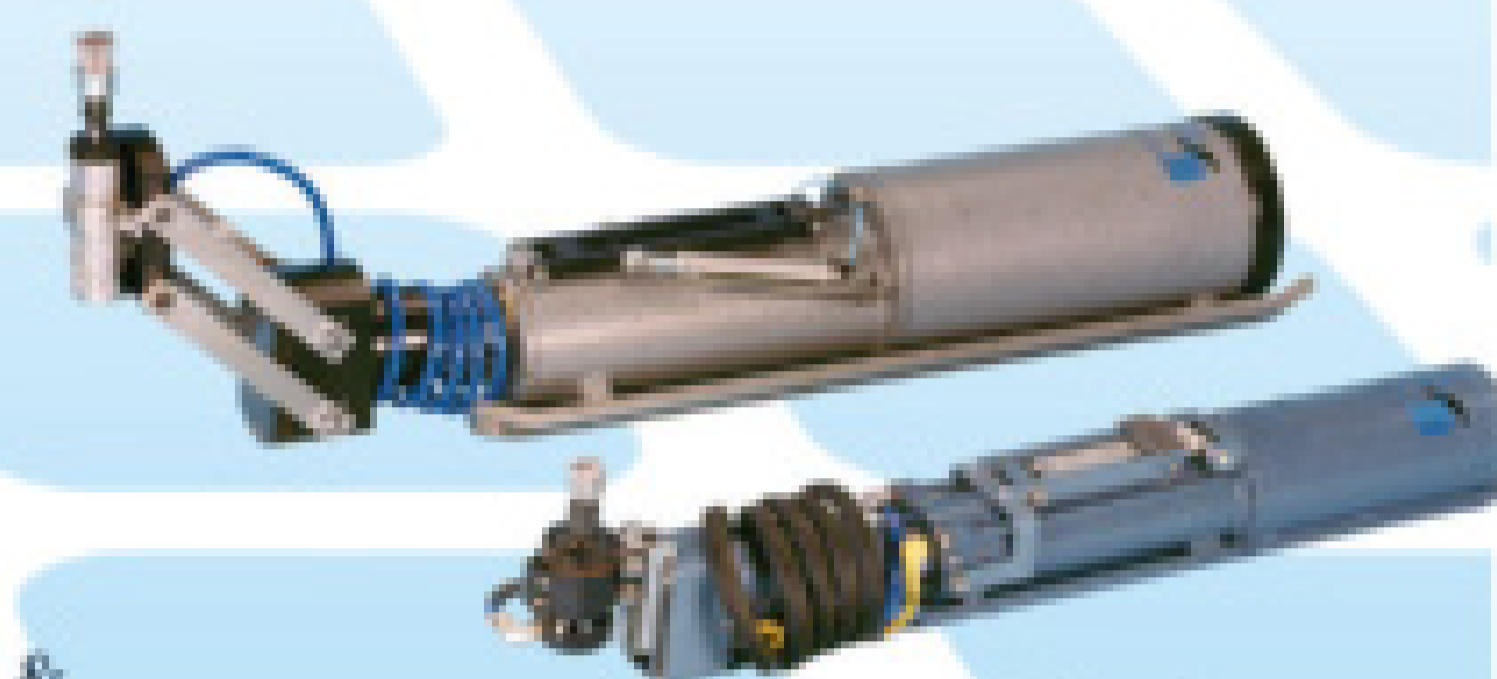
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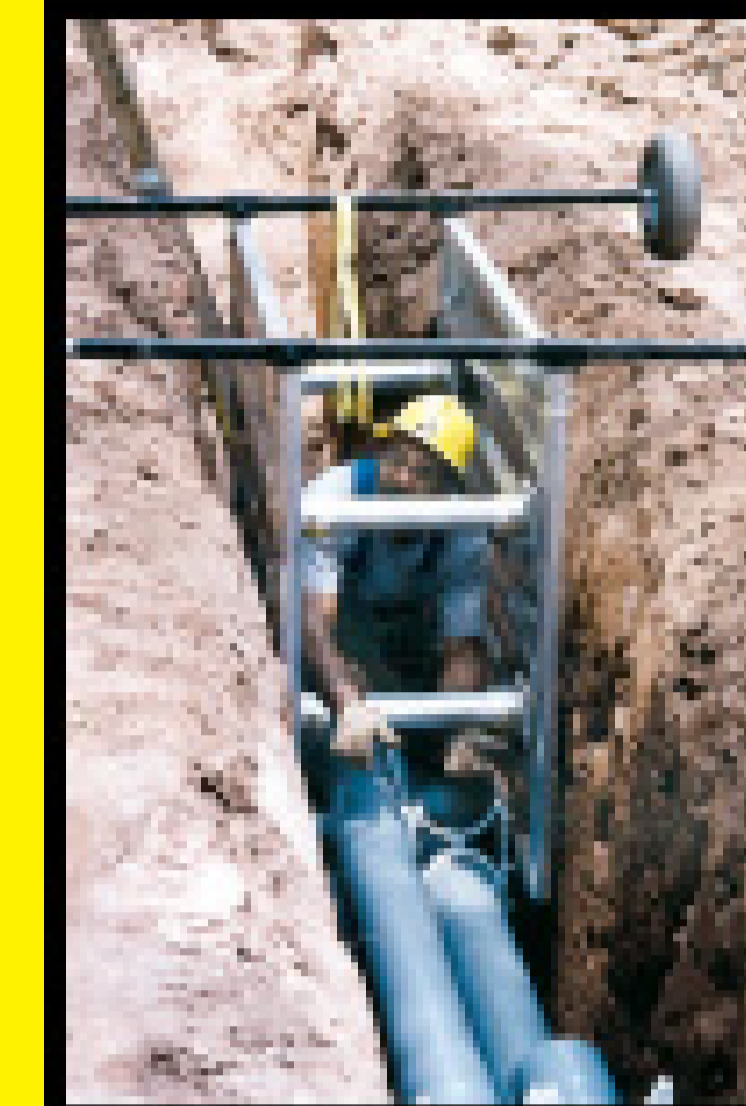
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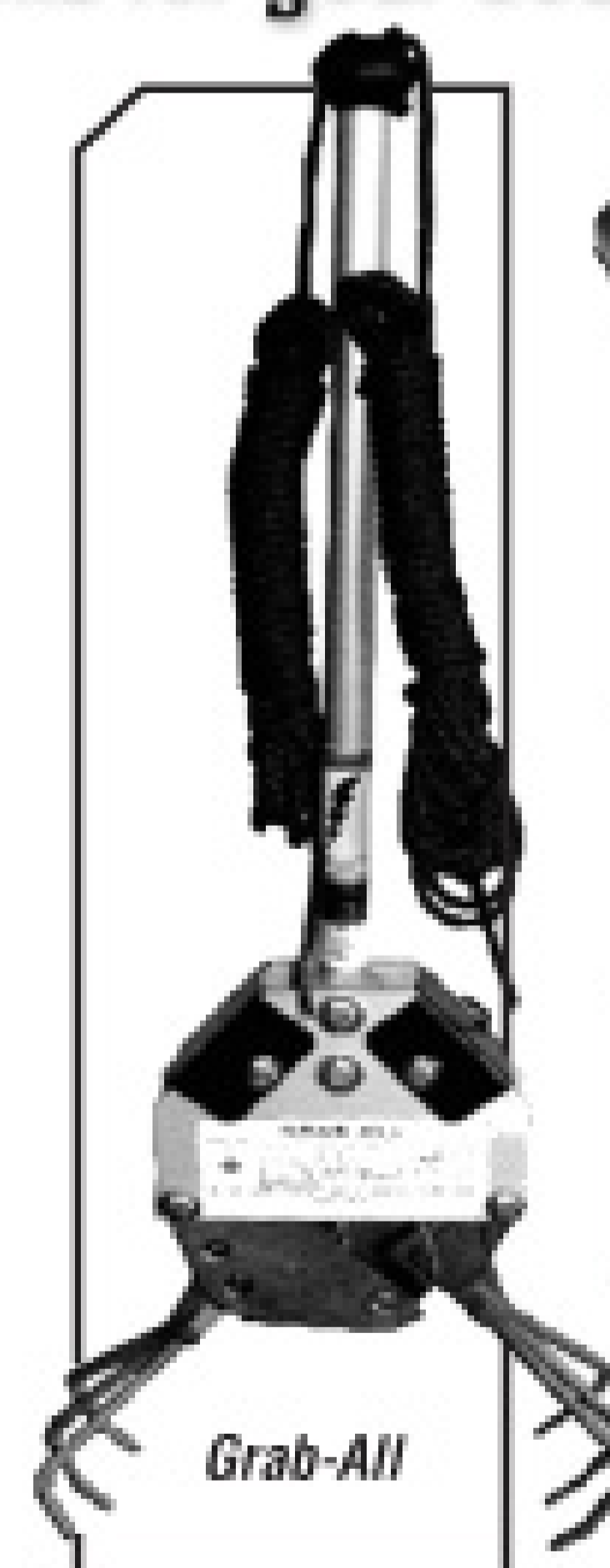
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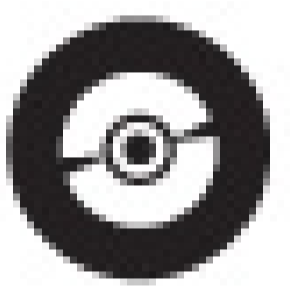
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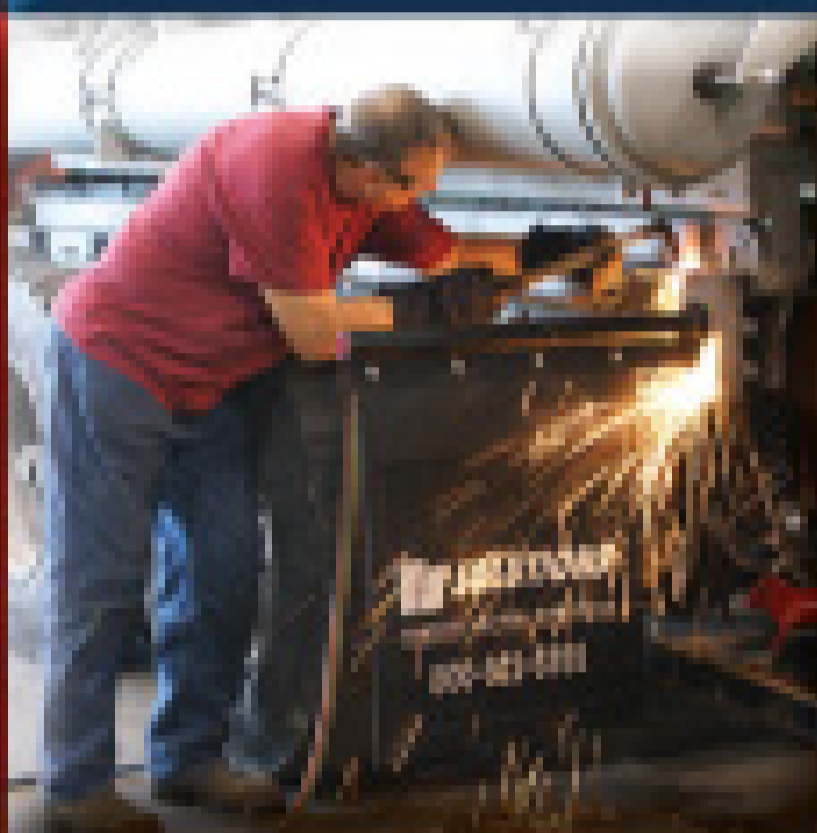
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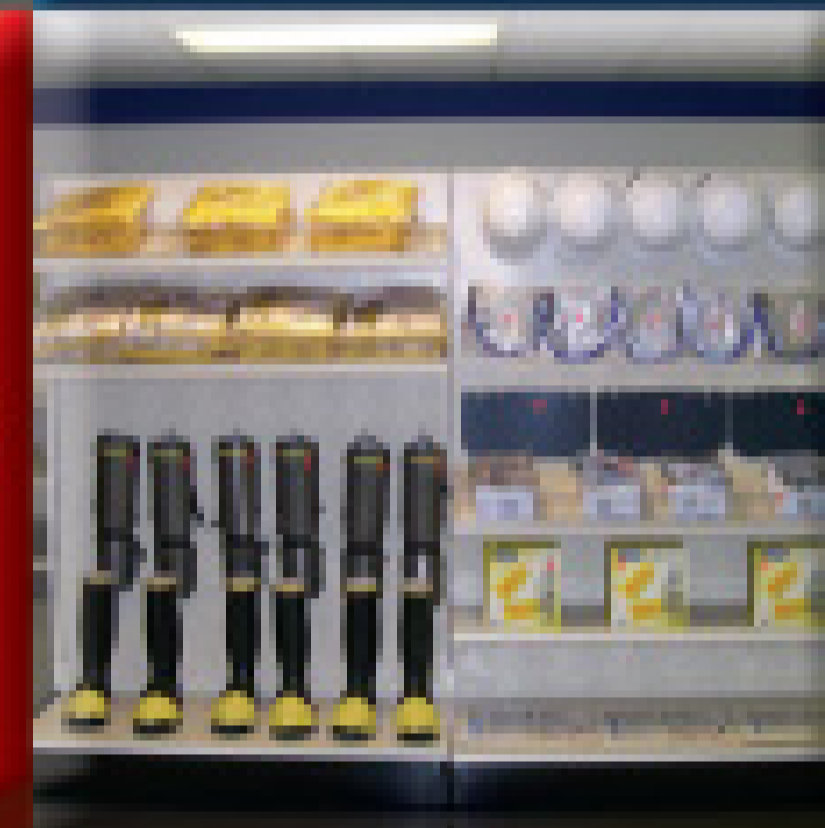
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Nate Rodriguez vacuums oil and fuel waste from a storage tank inside United Industrial Services in Meriden, Conn. Rick Fielding, another UIS worker, supports the vacuum tube. (Photography by Johnathon Henninger)

The Old Is New Again

A business born amid the oil shocks of the 1970s now prospers in a new era of high fuel prices and environmental awareness

By Mary Shafer

The first oil crisis in the mid-1970s opened David Carabetta's eyes to the reality that earth's resources are finite and need responsible stewardship.

The epiphany launched his company, United Industrial Services, in Meriden, Conn. It operates on a "total recycling" business model, reusing everything from the wastes the company collects to the containers they are shipped in.

It's an ideal setup for a diverse business that includes industrial cleaning and vacuum loading of waste from customers and internal processes. How these processes fit into the company's larger mission is a lesson in planned, scaled, service diversification.

A strong, clear vision, combined with hands-on management, has helped the company secure its bottom line in an uncertain world.

Born of necessity

Carabetta formed United in

1976. It is now a privately owned company with 12 facilities in five states. "We started in the agricultural business, looking for alternative fuels in the 1970s fuel crisis," Carabetta recalls. At that time, there was a need for more industrial services, so the firm expanded into spill cleanup as United Oil Recovery.

Carabetta soon realized that waste products had potential value as fuel, and he created methods to process those materials to fulfill that potential. That led to calls for more services, says Tom Pappalardo, special projects manager.

The firm now offers dozens of services, from emergency spill response and industrial vacuum loading to transportation, storage and treatment of various hazardous and regulated wastes. The firm serves New England and the northeast corridor states, and customers include companies in manufacturing, aeronautics, construction and demolition, pharmaceuticals, textiles, and property management, as well as municipalities.

United owns and operates transfer, storage and treatment facilities in Meriden and Bridgeport, Conn., and Stoughton, Mass., that have permits from the federal EPA Resource Conservation and Recovery Act (RCRA), Part B. The company also has transfer and storage facilities in Northborough, Mass., and Newington, N.H. The main office and vehicle maintenance facilities remain in Meriden.

Sustainable growth

Though expansion has been rapid at times, it has always been planned. "Our growth was a combination of various acquisitions, and our desire to minimize our environmental footprint," Carabetta says.

What comes in as waste may leave as a saleable product. What comes in as a waste container may leave as a processed bulk material headed for a recycling plant. "What

"Our growth was a combination of various acquisitions, and our desire to minimize our environmental footprint."

David Carabetta



A view of one of the many storage rooms at United Industrial Services in Meriden, Conn. Waste removed from spills and collected from industrial sites are processed in Meriden.

we collect, we transport," Carabetta says. "We generate waste from some of our field service projects, and then we treat it. Our treatment plants then generate fuel, such as when we capture thermal energy from the incineration of hazardous materials."

material matches its profile and satisfies permit criteria.

One of the marketable products created through the waste treatment process is Norlite, a lightweight, porous ceramic material, produced by expanding and vitrifying select

"You need a strong infrastructure to really get into this industry. Anyone can buy a truck and the equipment, but you really need the trained employees, a large and viable customer base, so many things."

David Carabetta

The real advantage is that this diversity evens out the highs and lows in activity and cash flow: Some areas may be slow, while others remain busy.

The company's waste analysis plan requires that all material entering the facilities be sampled and analyzed before shipment. The firm's laboratories assign a specific material profile, which determines proper shipping, storage and treatment. Waste is analyzed again before the truck is off-loaded to verify that the

shale in a rotary kiln. This process, using waste-derived fuel, produces a consistent quality aggregate that's strong, stable, durable and environmentally inert. Engineers and designers use Norlite to reduce dead loads, lower thermal conductivity of building products, improve fire ratings and enhance soils.

Tools of profit

The operation depends on a large fleet and equipment inventory. United operates more than 150

FROM ZERO TO 10 IN FIVE YEARS

The waterblasting service at United Industrial Services has grown from nonexistent to 10 percent of the company's billings in the past five years, "with another percentage to support our own facilities," reports Tom Pappalardo, special projects manager. The Field Service Division does the waterblasting, mostly industrial heat exchanger cleaning.

Internally, it involves confined-space entry for tank and oil/water separator cleaning. "We do some surface preparation, but it's at a lower pressure," Pappalardo says. "It's not a big portion of our work. Most of that is some type of maintenance program: de-scaling, floors, inside storage tanks. Every 10 years, facilities owning above-ground storage tanks need to do an inspection inside tanks and we go in to remove scale before they do that."

United has expanded in part by developing alternatives to liquid blasting. "A lot of manufacturing in the Northeast is in the aerospace industry, and they use some unique coatings," Pappalardo says. "They don't like water, because it can compromise the high-tech metals, so we use dry ice surface preparation. Compressed CO₂ pellets are conveyed through a nozzle similar to a sandblaster to scour surfaces clean. Then they vaporize on impact."

"We'll also take resin and paint off tanks where plastic compounds are made," says David Carabetta, president. "When a batch is bad, we go in to clean that out of the reactor vessel before another batch can be made."

Pappalardo says technology has come a long way. "Manufacturers have taken some of the fatiguing aspects out of the equipment," he says. "Easier trigger pulls, better configurations on rotating nozzles. They've made it much easier to service. Now you can tear down a 20,000-psi unit in an hour.

"The adaptation of high-capacity vacuum units to mobile equipment has increased field productivity the most," Pappalardo says. "It's all a function of fulfilling what our customers ask us to do. We get a lot of requests for problem solving. We're continually looking at projects and asking how we can make the process better."

waste transportation vehicles, including vacuum trucks, bulk tankers, tractor-trailers, box trucks, and vans. For cleaning and pumping, the company has seven high-capacity vacuum trucks, with liquid ring pumps that enable simple and efficient handling of liquid and heavy sludges. Four are fitted with baghouse dust collection and filtration systems to allow loading of dry materials.

United built one truck of each style in-house. The rest use Hibon pumps delivering 3,700 to 3,800 cfm. Two have bodies by Keith Huber Inc., one with a 3,500- to 3,700-cfm pump from Kaiser Pump & Valve Inc., and the other with a liquid ring 3800-cfm pump from Gardner Denver Nash. These trucks also carry secondary low-vacuum blower pumps delivering 400 to 750 cfm.



A 20,000-psi cleaning nozzle used by United Industrial Services.

PROFILE

UNITED INDUSTRIAL SERVICES, MERIDEN, CONN.

OWNER/PRESIDENT:	David Carabetta	
FOUNDED:	1976	
EMPLOYEES:	275	
SERVICE AREA:	New England and northeastern states	
SPECIALTIES:	Industrial vacuum loading, waterblasting, water treatment	
AFFILIATIONS:	Environmental Treatment Council (Washington, D.C.); Expanded Shale, Clay and Slate Institute (Salt Lake City, Utah)	
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Top: A high-capacity vacuum truck is used to remove soil from a tank on a jobsite (photo courtesy of UIS field service supervisor Joey Verrastro). Right: Tom Pappalardo, special projects manager, points to the gauges reading the vacuum truck's negative pressure and hydraulic pressure.



Besides high-capacity vacuum trucks, United fields about 35 pumper trucks with 3,000- to 4,000-gallon stainless steel waste tanks on Kenworth, Peterbilt, Freightliner and Mack chassis.

Beyond trucks, Pappalardo says United's operation depends on smart growth, and that depends on strong management and staff. "You don't want to grow too fast and get out of control, because you need to maintain quality and efficiency," he says. "That's always a concern."

Building a family

Carabetta adds, "We're very fortunate to have a seasoned group of individuals we've developed over more than 30 years." Like other companies, United finds it challenging to locate quality people, but has no trouble holding on to them. "We treat them well and they take care of us," he says. "We pay well, but it's more than that. We like to look at it as one big family."

Staff development includes exhaustive training for new hires and ongoing professional development. Employees receive hazardous material handling and confined-space entry training. Annual training includes confined-space rescue. United's field employees receive 40-hour OSHA Hazardous Waste Operations and

Emergency Response Standard (HAZWOPER) certification.

Field workers go through safety training, then shadow a veteran driver or field service technician. "All the book learning in the

of the innovation we use to deal with that," he says. "Ninety-eight percent of our managers came from the field,

"It's all about getting in and out of your customers' plants and giving them the least downtime possible. There's lost profit when they have to shut down any longer than necessary. We've been through that learning curve."

Tom Pappalardo

world is great, but you have to see the work happening to really understand it," Pappalardo says. Supervisors decide when employees are ready to work on their own.

United extends safety training to its customers, if requested. "It's not like what you'd see from training-only companies," Pappalardo says. "We do our own in-house training, and customers will ask to join in."

Leveraging experience

Carabetta says the biggest challenge is growing the customer base and offering diverse services while maintaining quality and efficiency. "Our employees are very much part

and they keep their hands in the business. We have always promoted from within. That's how we keep our team tight and retain our employees."

Pappalardo adds, "Facility workers will occasionally express interest in moving to a different position. Within reason, you want to put people where they want to be."

United management is active and involved. Every morning, managers talk to field personnel about what they are doing, who they are doing it for, and what safety precautions they are taking.

Carabetta is clear-eyed about the state of the industry, and cautions would-be cleaning contractors who

think of it as an easy target for instant profits. "You need a strong infrastructure to really get into this industry," he says. "Anyone can buy a truck and the equipment, but you really need the trained employees, a large and viable customer base, so many things.

"I think there's a desire out there for higher quality companies," Carabetta says. "There are a lot of people who supply service, but I think customers are looking for their best option. And that's not always just a price."

Pappalardo agrees. "Just because you have the low bid doesn't make you the best," he says. "It's all about getting in and out of your customers' plants and giving them the least downtime possible. There's lost profit when they have to shut down any longer than necessary. We've been through that learning curve. In presenting quotes, we go over experiences from similar jobs, and show why we're more economical."

He believes the most immediate issues facing environmental cleaning contractors is diversification – giving customers what they need, when they need it.

Carabetta says the most important element of a successful future is the ability to think creatively and innovate. "For instance, we're in the process of a major upgrade at one of our treatment facilities," he says. "The object is to do as much biological treatment as possible, and we let that drive the way we're doing the upgrades. In this industry, you've got to be innovative, so you can be ahead of the curve and not behind it." ■

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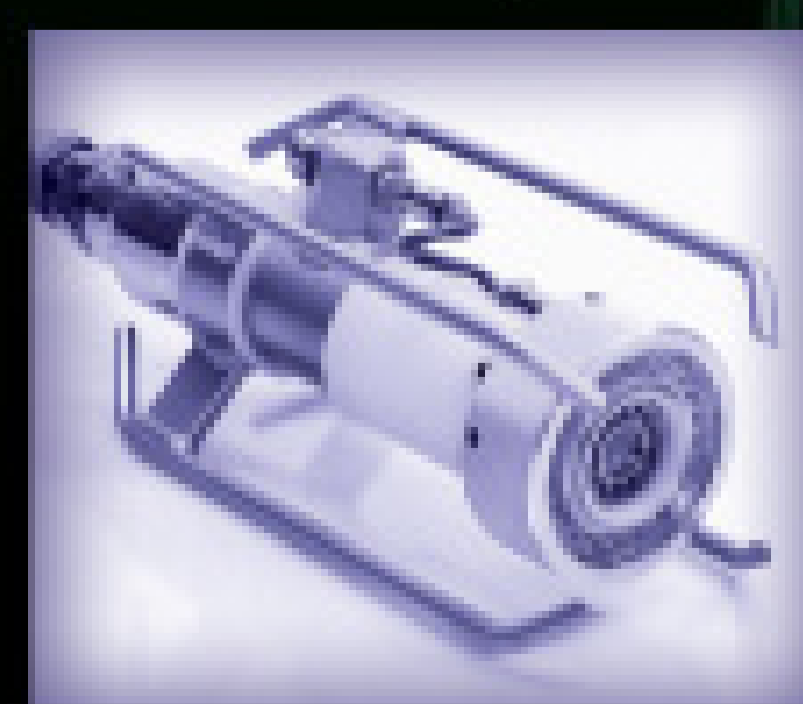
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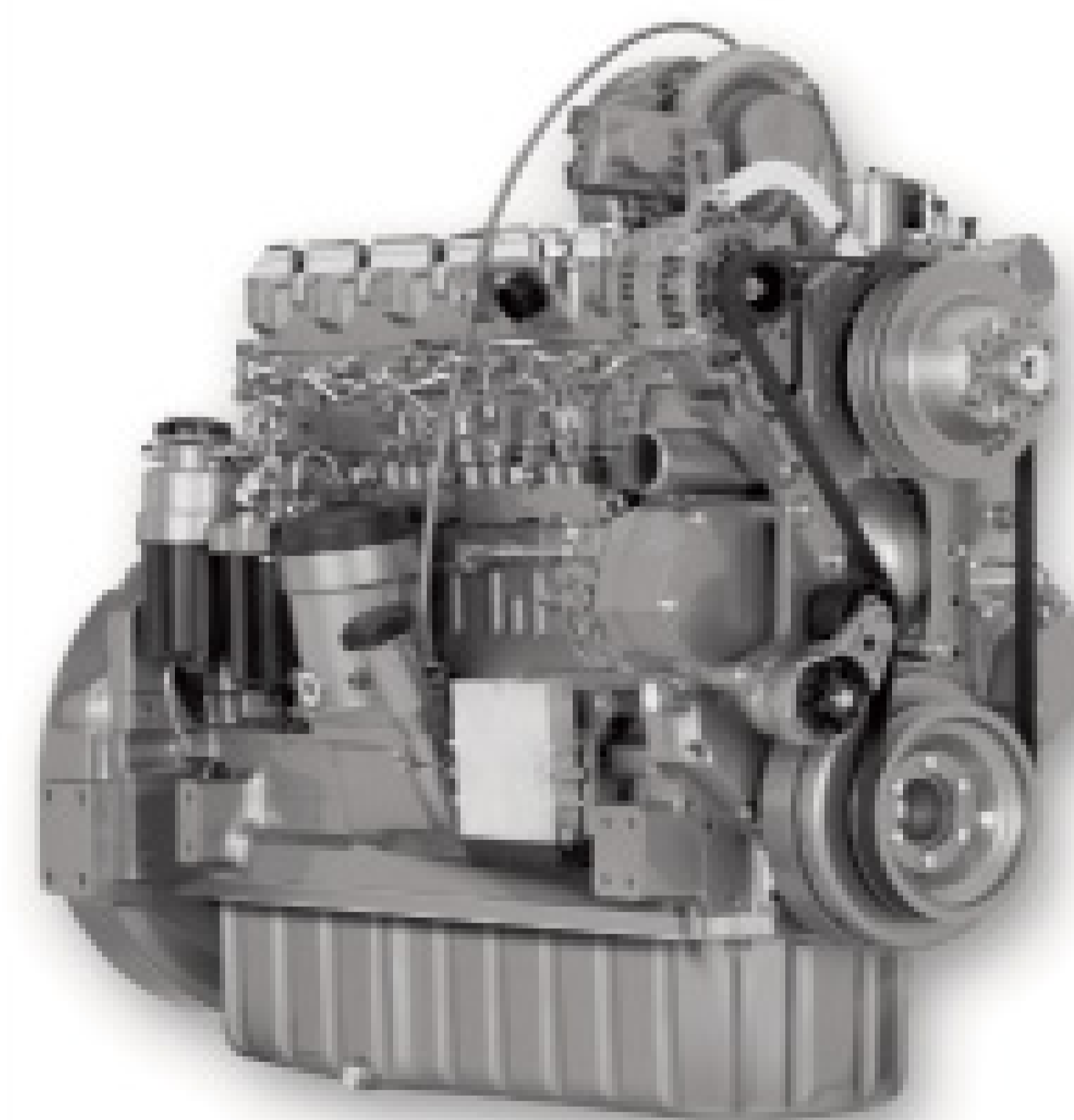
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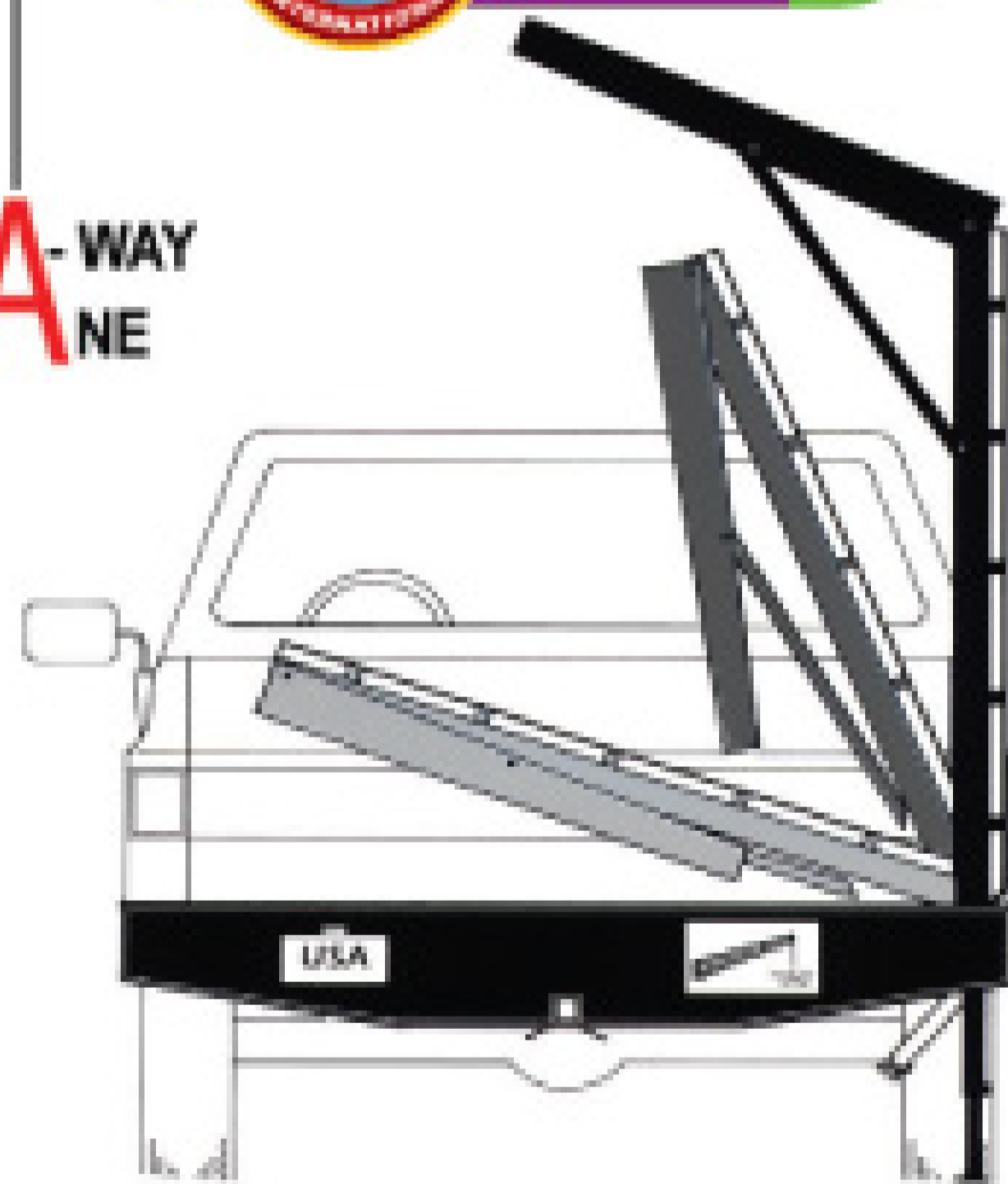


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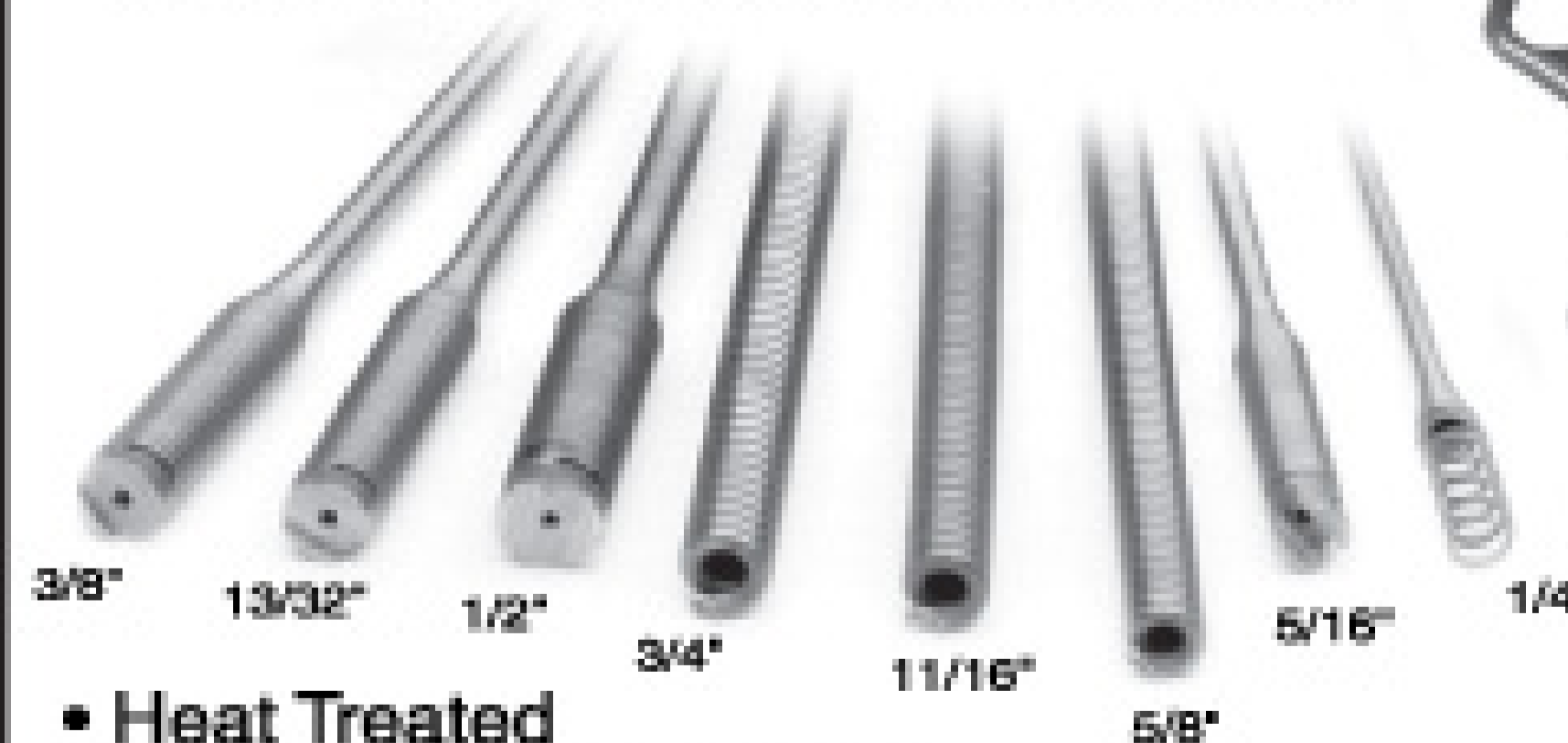


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Spirit and Determination

Despite visual impairment, a Pittsburgh contractor returns to college at age 41, aiming to earn his degree and set an example for his children

By Christa Kolster

When Bob Beall can't be found on the premises of his Mr. Rooter franchise in Pittsburgh, Pa., he can surely be found close to a computer screen.

That's because Beall, at age 41, is pursuing an online college degree in business. Now halfway through his studies with the University of Phoenix, Beall admits it hasn't been easy. Legally blind since birth, he's always been one to persevere. He says his determination to earn a degree is motivated by a greater incentive: self-empowerment and hopes of inspiring others.

"I want to be an example to my kids," he says. "I want to show them how education can be a gift to them. I didn't feel like I could tell my kids to do something I didn't do myself."

With thick glasses, face close to the computer, Beall compensates for his visual impairment. He has always turned disadvantage into advantage. He never believed anything would keep him from striving toward a goal. "It may take me a bit longer to read and type, but I just do it," Beall says. "I've always been persistent."

An inspiration

Despite his visual impairment, Beall followed the footsteps of his father, starting a career as a plumber in 1985 in Cleveland, Ohio. He moved to Pittsburgh, Pa., when a business opportunity presented itself. In 2001, he purchased his Mr. Rooter franchise. Today, he runs the business with 50 employees and \$8 million in sales.

Education plays a big role in the Beall family. He and his wife, Carol, have three adopted children, now pre-teens: J.P., Megan and Alex. They first took them into their care as infant foster children. Carol, a partner in the business but now a stay-at-home mom, has four adult children and five grandchildren. Her oldest son is a teacher in North Carolina with two grandchildren,

"I want to be an example to my kids. I want to show them how education can be a gift to them. I didn't feel like I could tell my kids to do something I didn't do myself."

Bob Beall

Maureen and Audrey. Her youngest son, Brian, works at Mr. Rooter while attending the local plumbing trade school, with the vision of possibly becoming an integral part of Mr. Rooter some day.

Beall's determination to complete his degree has already encouraged Megan to inquire about the educational requirements for becoming a teacher. "I think if you're willing to study, you can do anything," Beall says.

The children race their father to the computer when his grades come through. His nine A's and two B's have brought hurrahs from his cheering squad. "The kids get almost more excited than I do," Beall laughs.



Mr. Rooter franchise owner Bob Beall, and his three adopted children, from right, Megan, 10, Alex, 9, and J.P., 12, check their dad's grades on the computer. Beall is taking online classes from the University of Phoenix in pursuit of a business degree. (Photo courtesy of Bob Beall)

One difficulty during the past year of study has been the time consumed by course work. Completing the class work takes 15 to 20 hours a week, most of it evenings and weekends, as Beall runs his Mr.

Rooter franchise full-time. But neither has it been easy for Beall to return to school after last studying a textbook in 1985, when graduating from high school in Geneva, Ohio.

best for him. "One of the biggest advantages of an online program is the flexibility of the schedule," he says. "I can attest that attending a 'virtual classroom' would work best for anyone with a busy schedule." Business degree online programs vary from one institution to the other. Several colleges and universities offer flexible schedules from which their students can choose. One reason he chose the University of Phoenix is that students enroll in classes that last five to six weeks. That enables him to focus on one subject at a time. Although he already runs a successful business, Beall is convinced the degree will help him in many ways. Already growing his skill in business management, he's bringing new knowledge to areas of leadership, communication, organization and teamwork. He's sure all of that will bring him even greater prosperity and satisfaction. ■

Cyberspace classroom

After ten years as a business owner, Beall believes furthering his education has become a necessity. He decided an online course was

After Hours is an occasional feature that describes how business owners reconcile work life with family, leisure time, charitable pursuits, and personal interests and passions. Cleaner welcomes story ideas. If you take part in something interesting outside work, or if you know someone in the cleaning business who does, please send a note to editor@cleaner.com.



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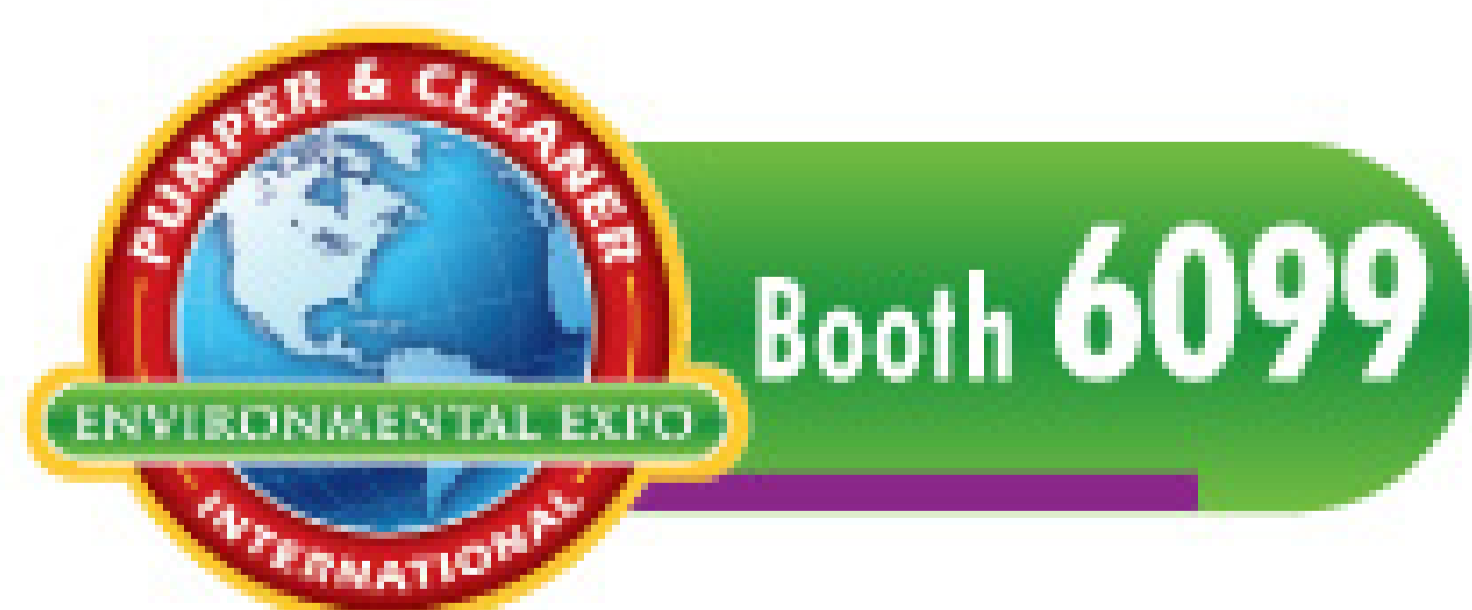




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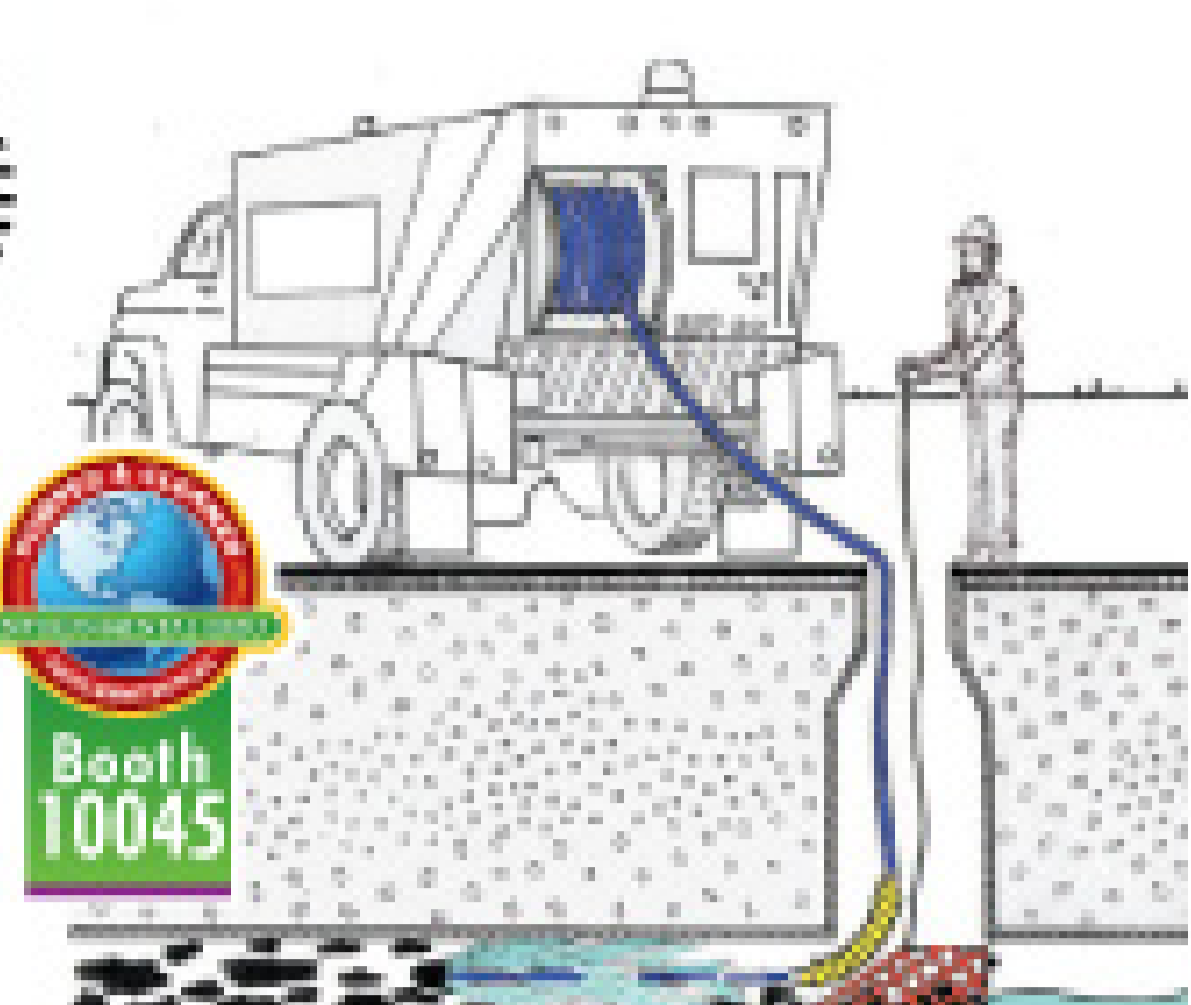
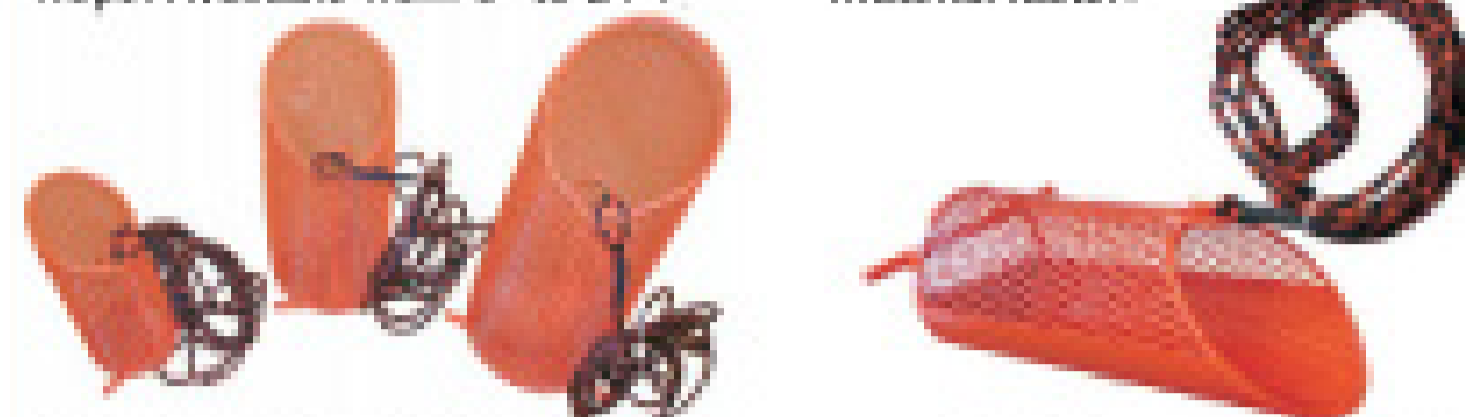
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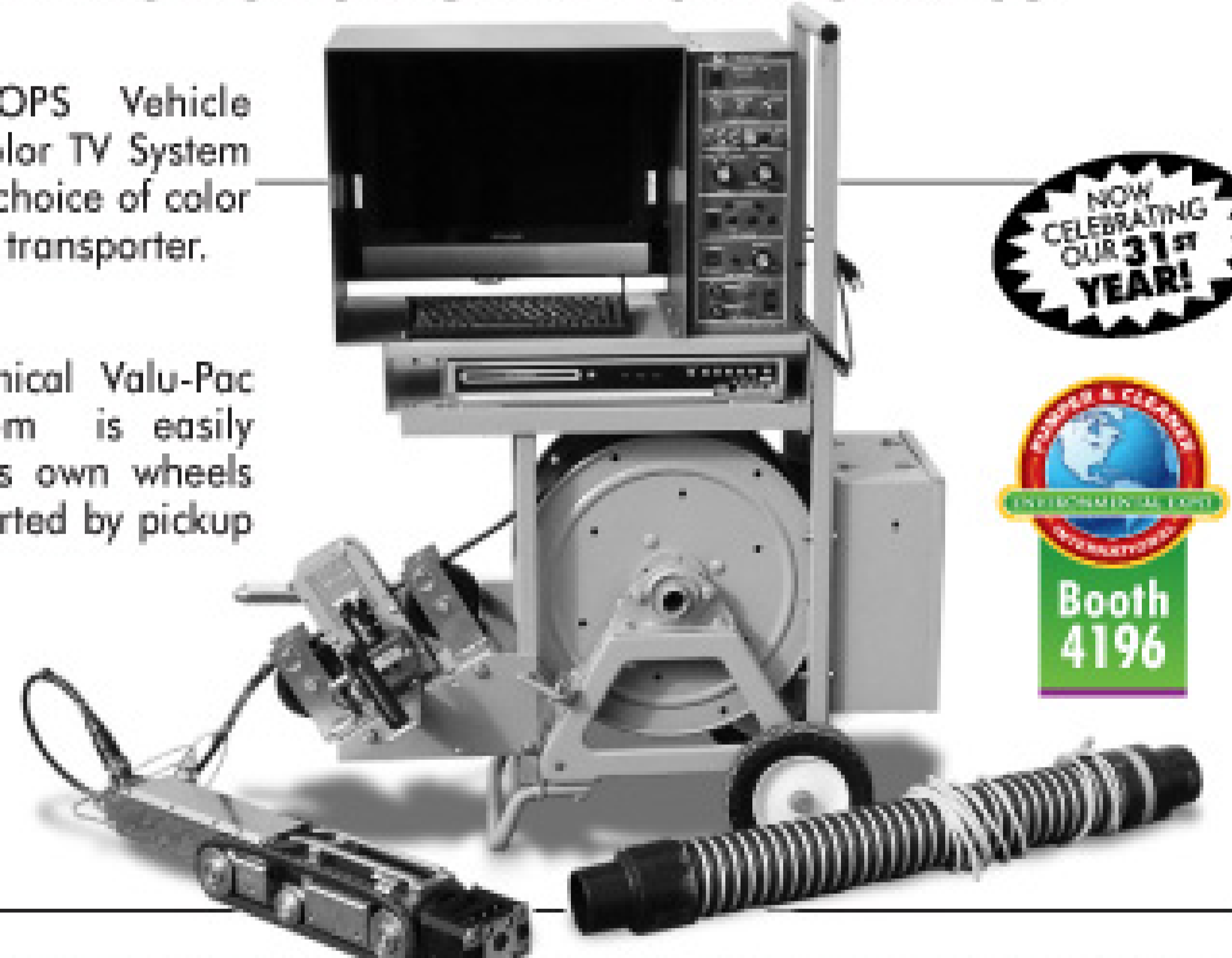
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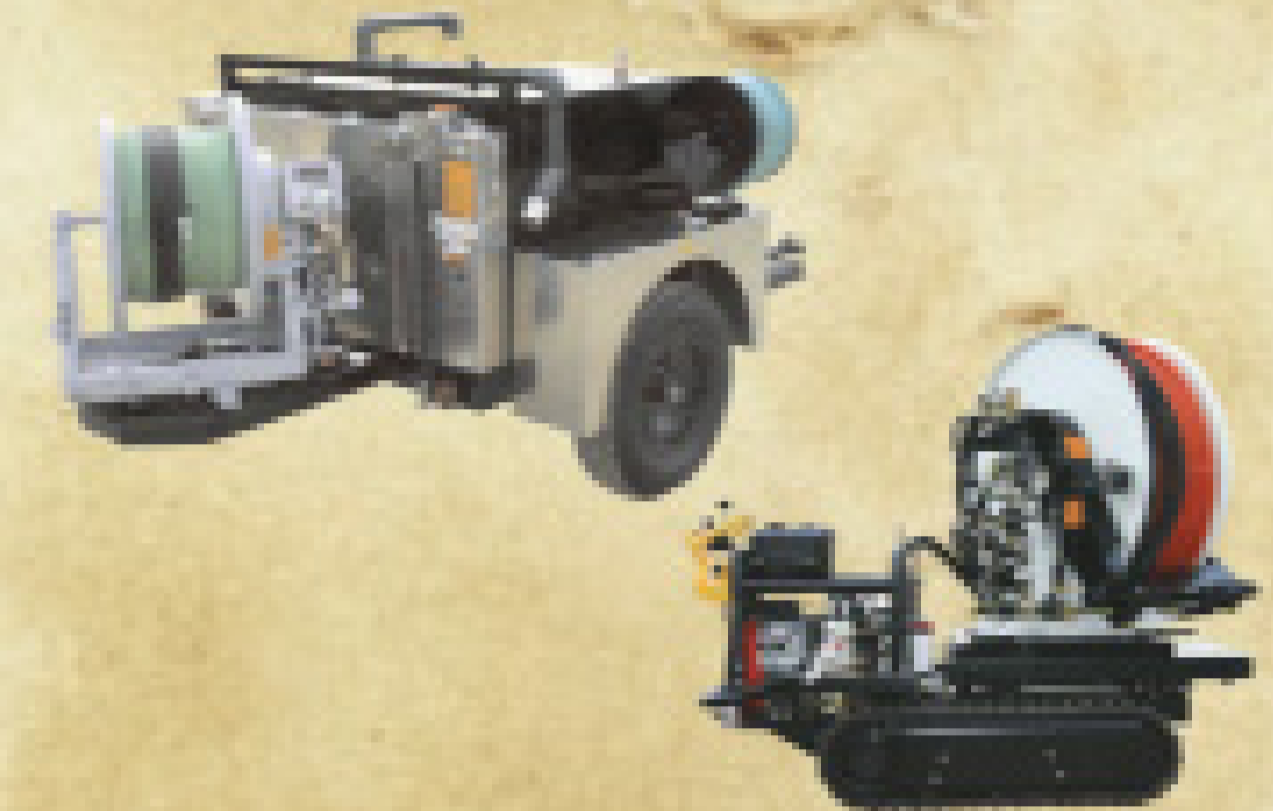
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Giving a Lift

Cranes help technicians move heavy equipment to and from service vans, saving their backs and helping to prevent accidents

By Ken Wysocky

When technicians at Frank Bonetti Plumbing need to take a load off on the job, they head for their Dodge Sprinter service vans. They reach for a rear-mounted, 1,500-

The Vancrane, made by Pickup Equipment Inc., is bolted to the floor and roof and takes up minimal space in the rear corner of the van. Bonetti and his crew installed the cranes on all six of the company's service vans.

MONEY Machines

pound-capacity electric crane that helps them lift equipment. It minimizes equipment damage and keeps

The cranes earn their keep when technicians use the drain cleaners that each truck carries: Models 1065, 300, 100 and 502 from Spartan Tool LLC. The trucks also carry a Gatorcam digital pipe inspection camera, made by WCT Products, and an RD 4000 pipe

MONEY MACHINES

OWNER:	Frank Bonetti Plumbing, Castro Valley, Calif.
FUNCTION:	Drain cleaning and plumbing
VEHICLE TYPE:	Dodge Sprinter van
PRIMARY EQUIPMENT:	Four drain machines (Spartan Tool LLC), Gatorcam inspection system (WCT Products), RD 4000 locator (Radiodetection/SPX).
COST:	\$46,000

the spring in the technicians' steps, says co-owner Dan Bonetti.

"The cranes lift our heavy sewer machines in and out of the vans," says Bonetti, whose company is in Castro Valley, Calif. "We've even used one to reset a fire hydrant.

"We had ramps for a while, but they weren't built in, so they always seemed to be in the way. Plus, even with a ramp, you still have to wheel the machine up or down, which makes you prone to injuries. Our workmen's compensation insurance rates never go down, but the crane helps to keep them from going up even higher."



To prevent equipment damage and employee injuries, Frank Bonetti Plumbing of Castro Valley, Calif., has outfitted its service vans with the Vancrane, a rear-mounted, 1,500-pound-capacity electric crane made by Pickup Equipment Inc. (Photos courtesy of Frank Bonetti Plumbing)





MAKING WAVES

Dan Bonetti wanted to make a splash with a white 2007 Chevrolet Colorado pickup truck. The result is a vehicle that makes waves wherever it goes. Hand-painted waves that adorn the front of the truck.

"Everyone seems to put flames on trucks, but since we're in the plumbing business, we decided to use water," Bonetti says. Whether it's parked at a jobsite or on a golf hole sponsored by the company at a charity outing, the truck and its \$5,000 paint job draw admiring glances.

"When people find out it's not a vinyl wrap, they always step in for a closer look," Bonetti says. "They say they've never seen a plumbing truck like this before. It's pretty cool."

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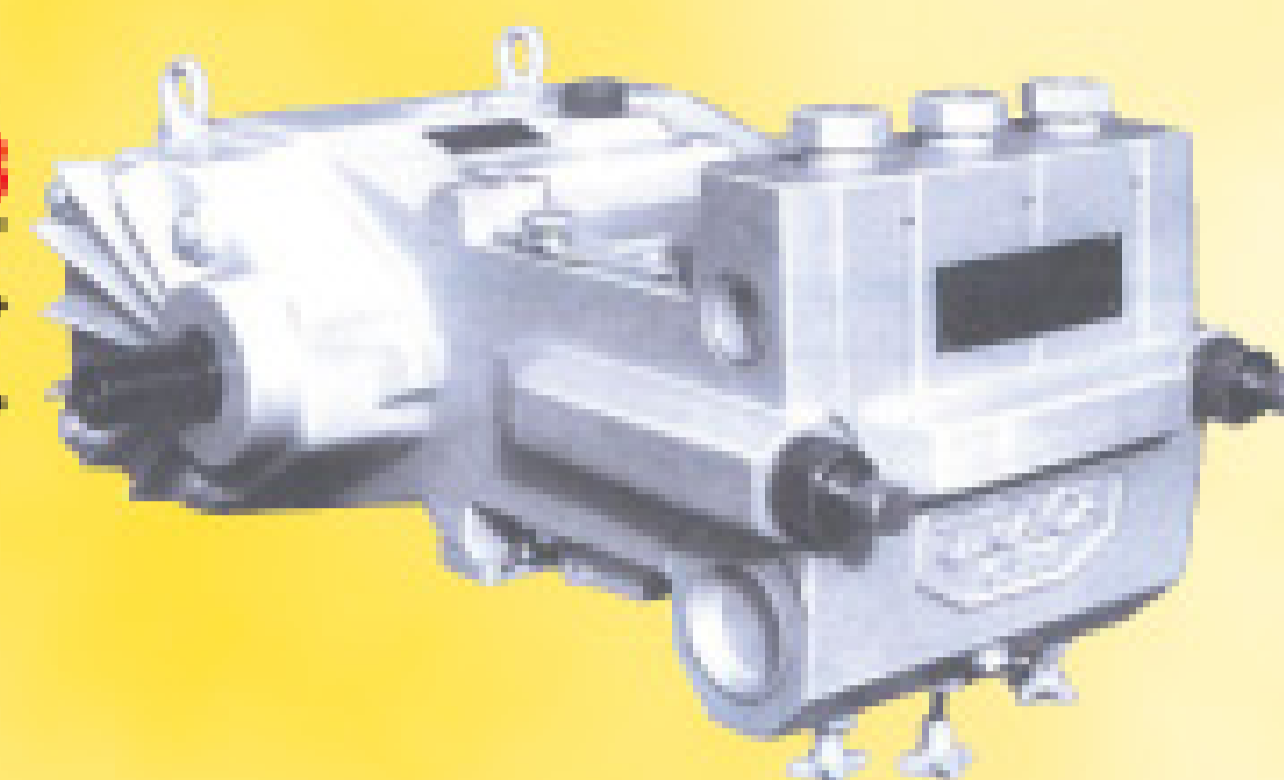
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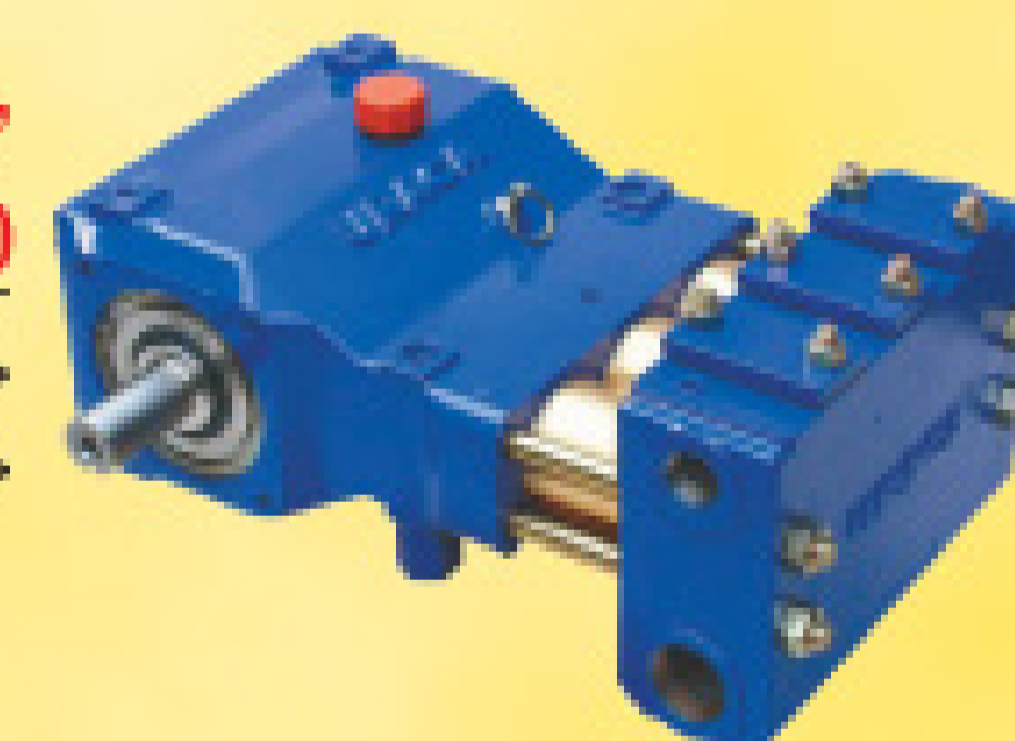


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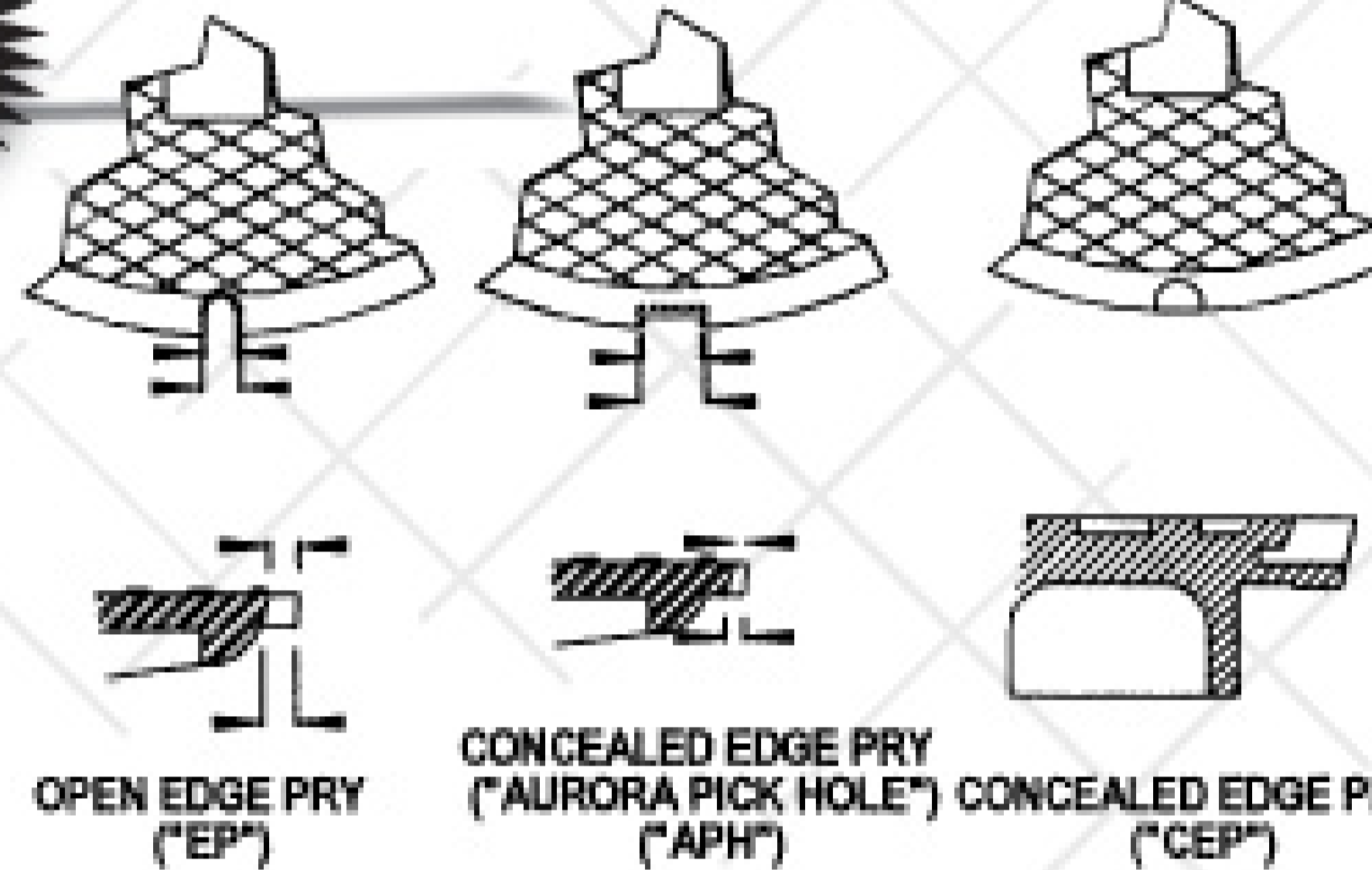


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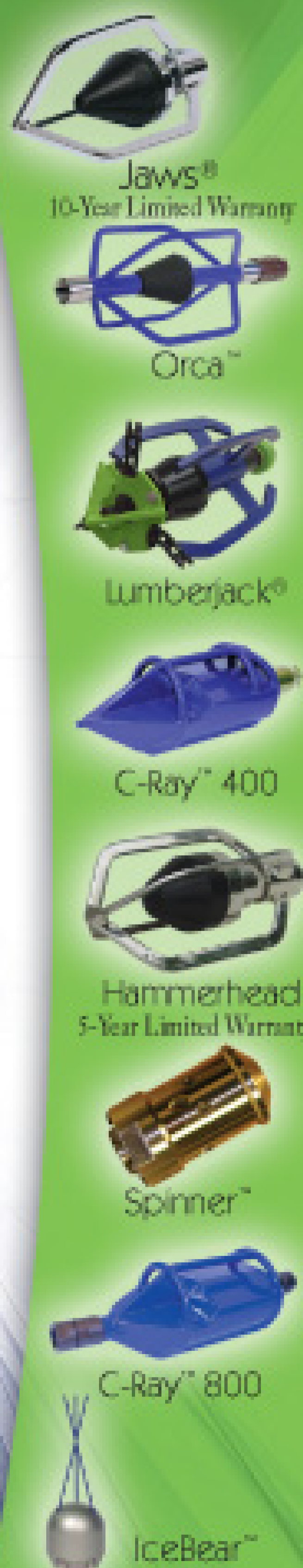
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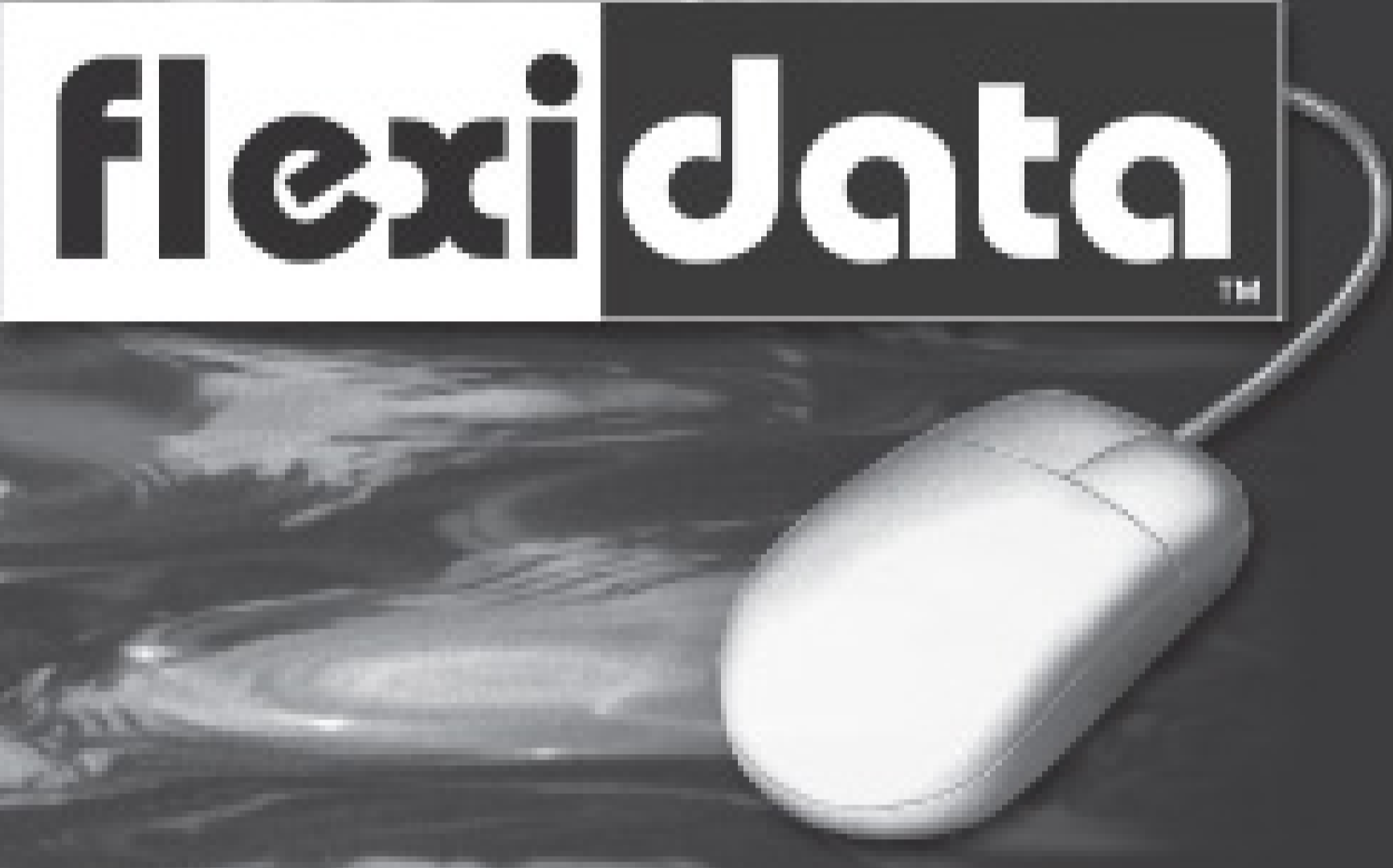
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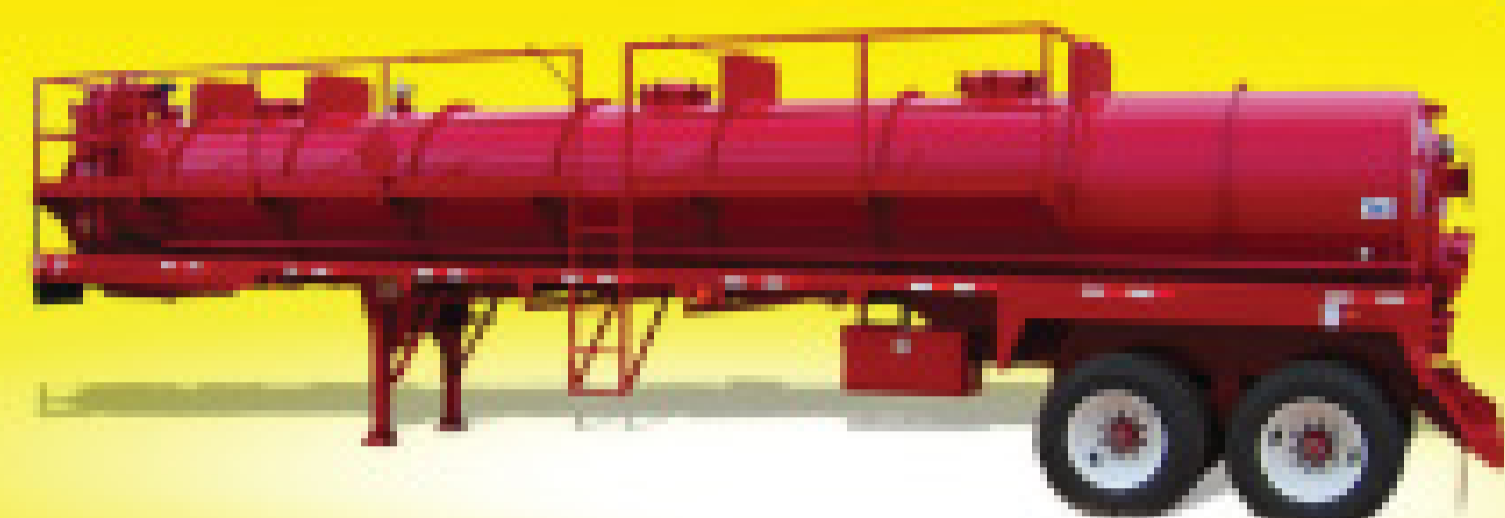
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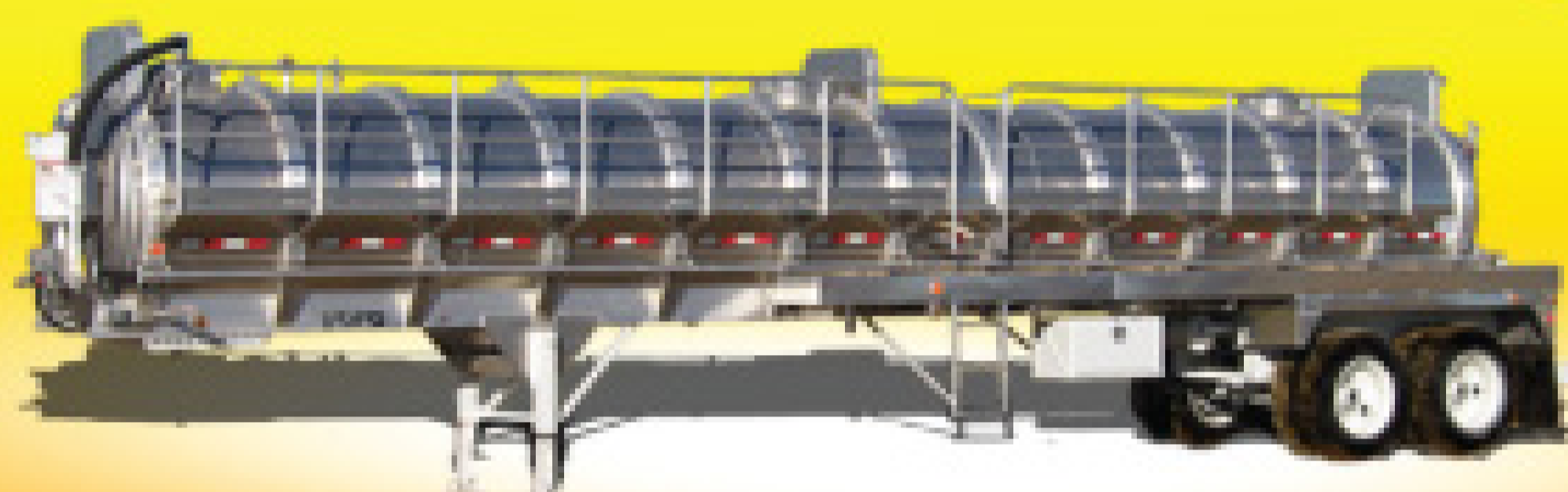
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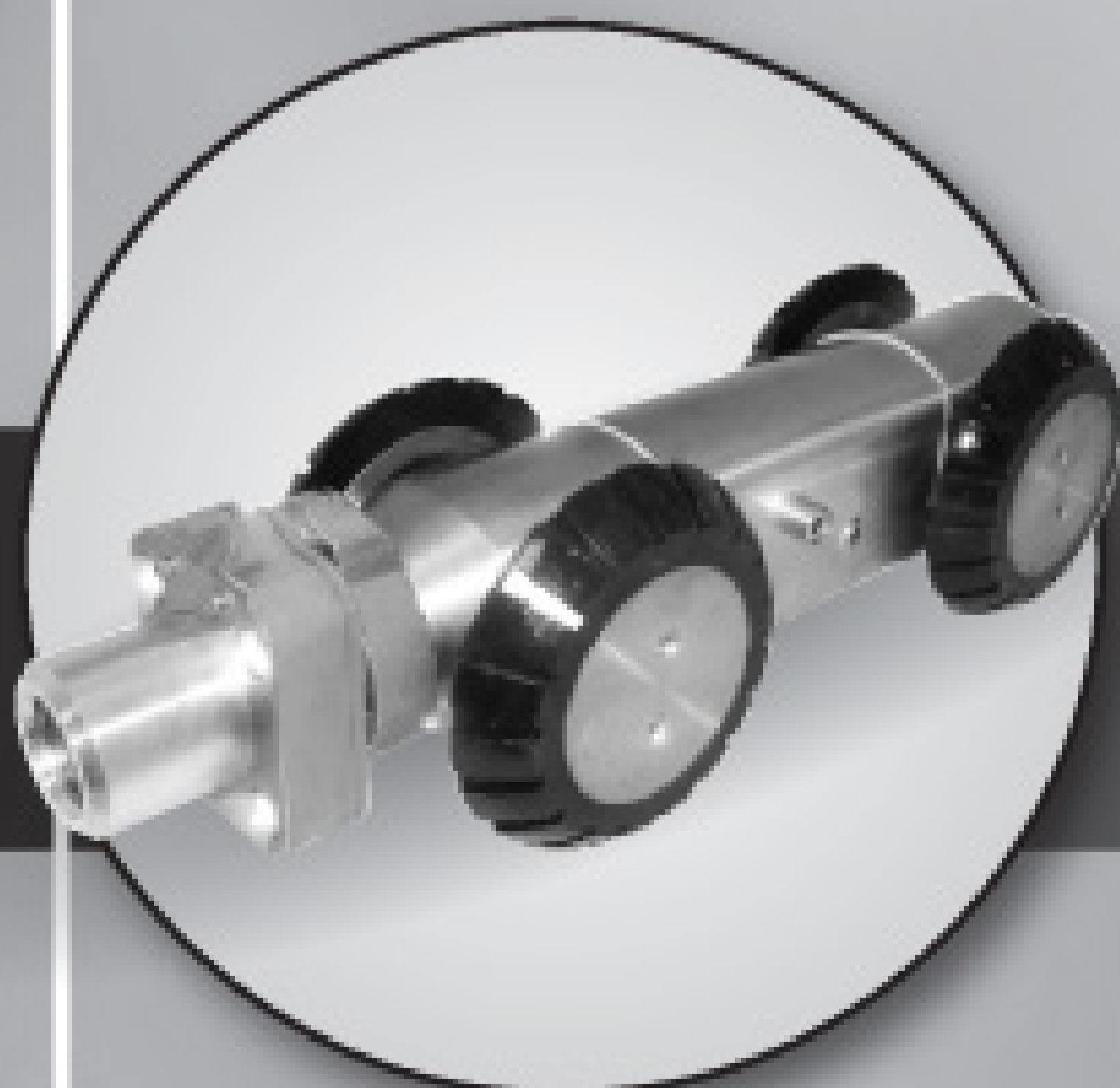
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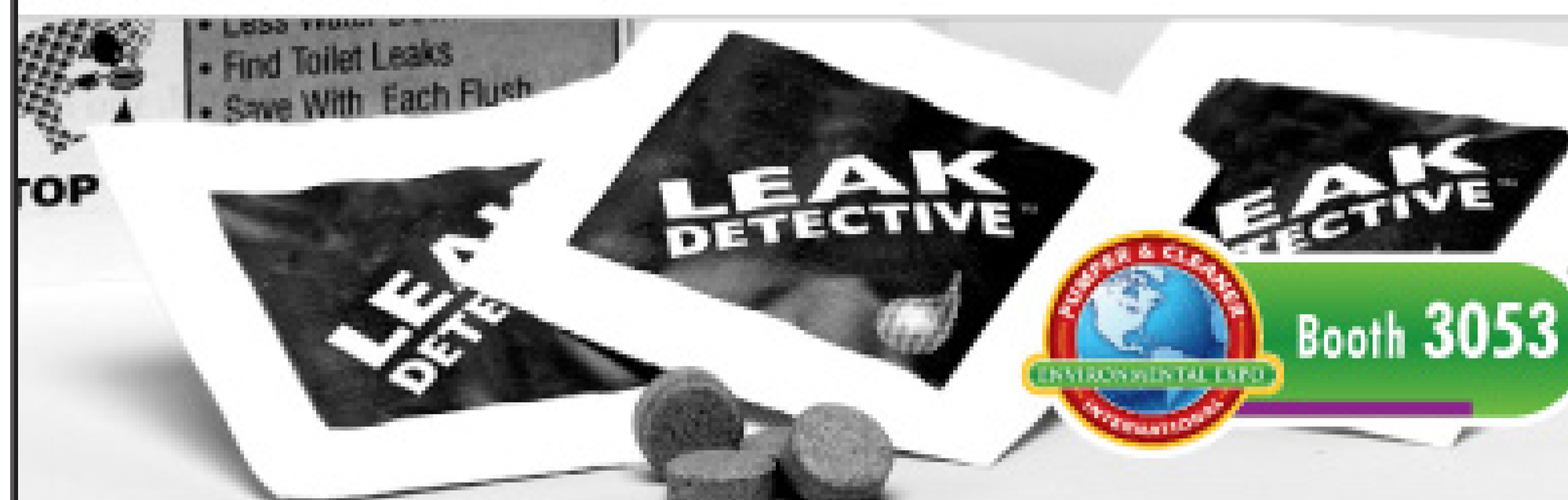
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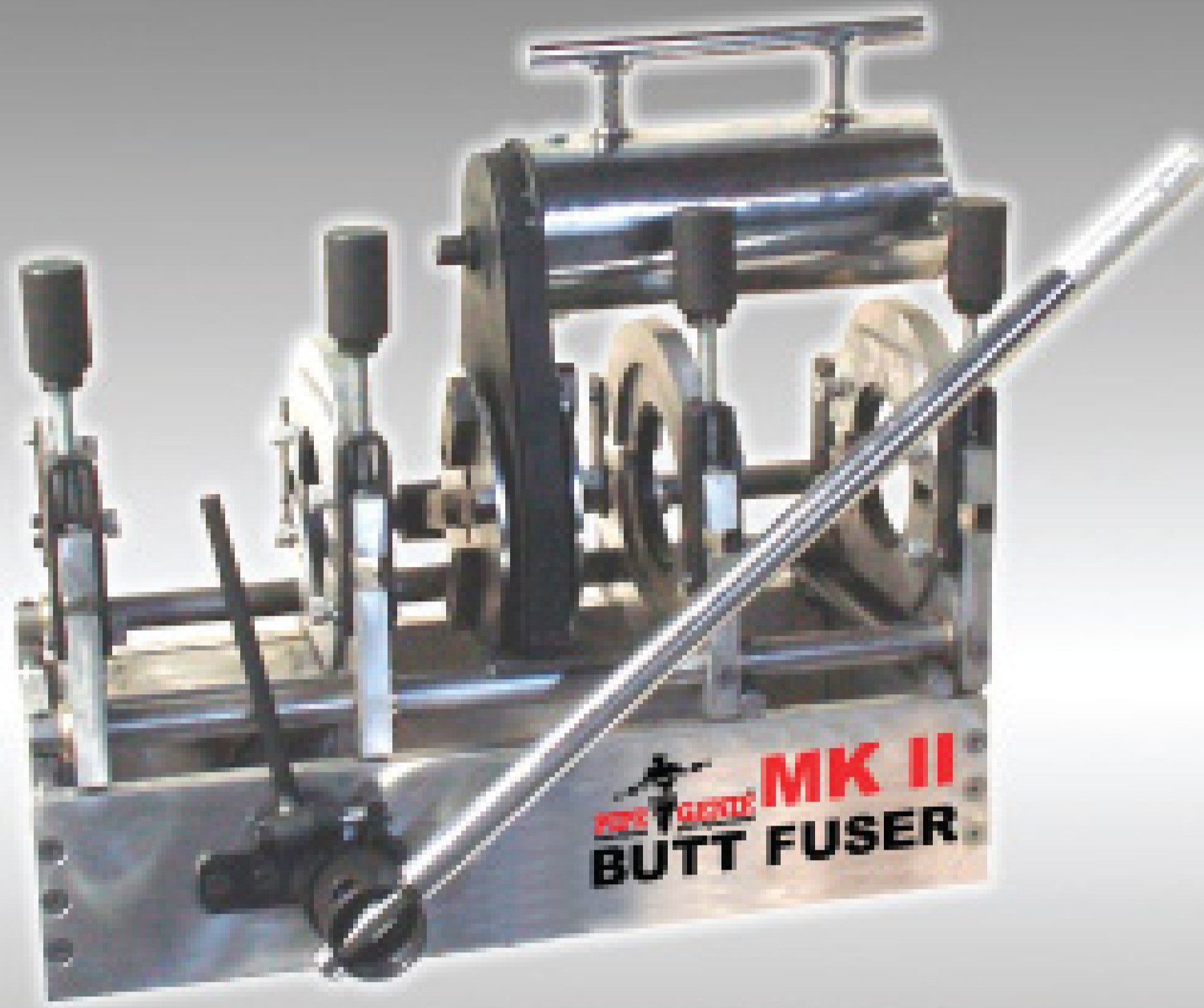


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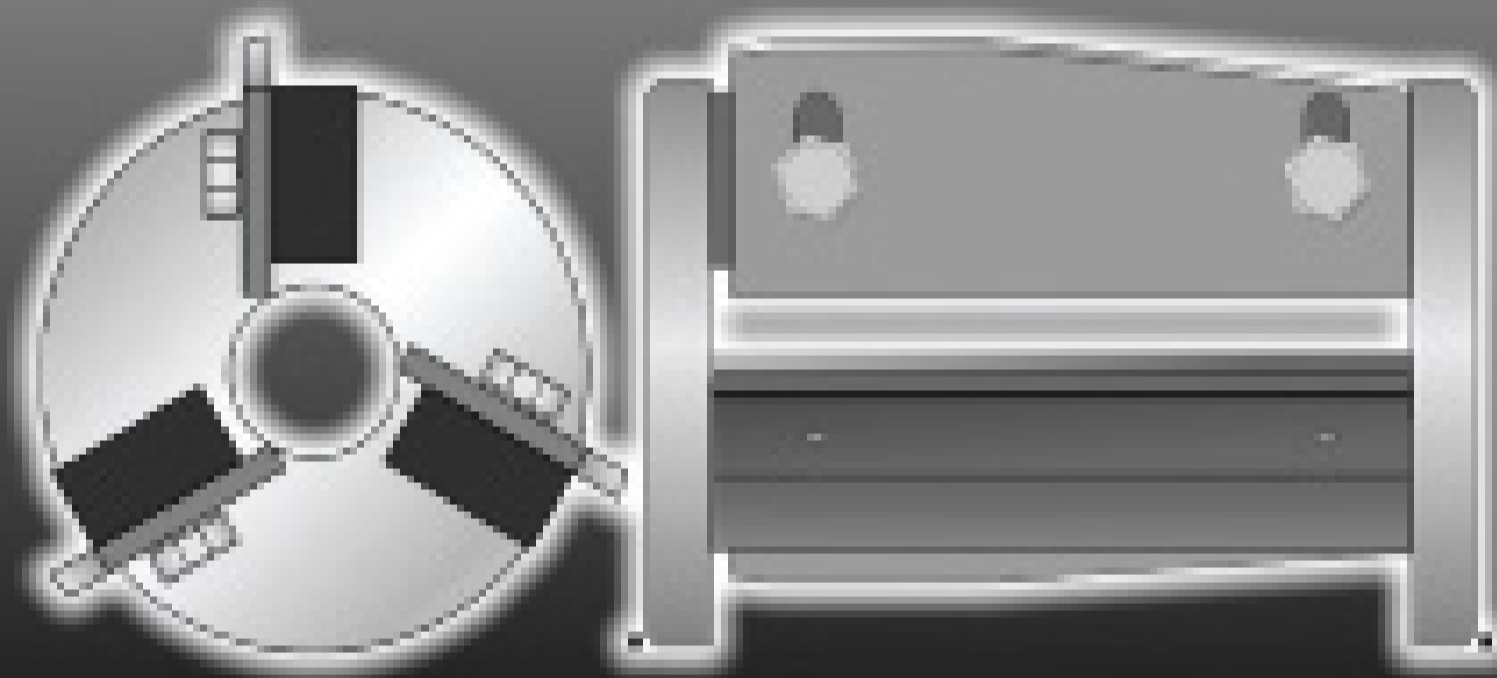
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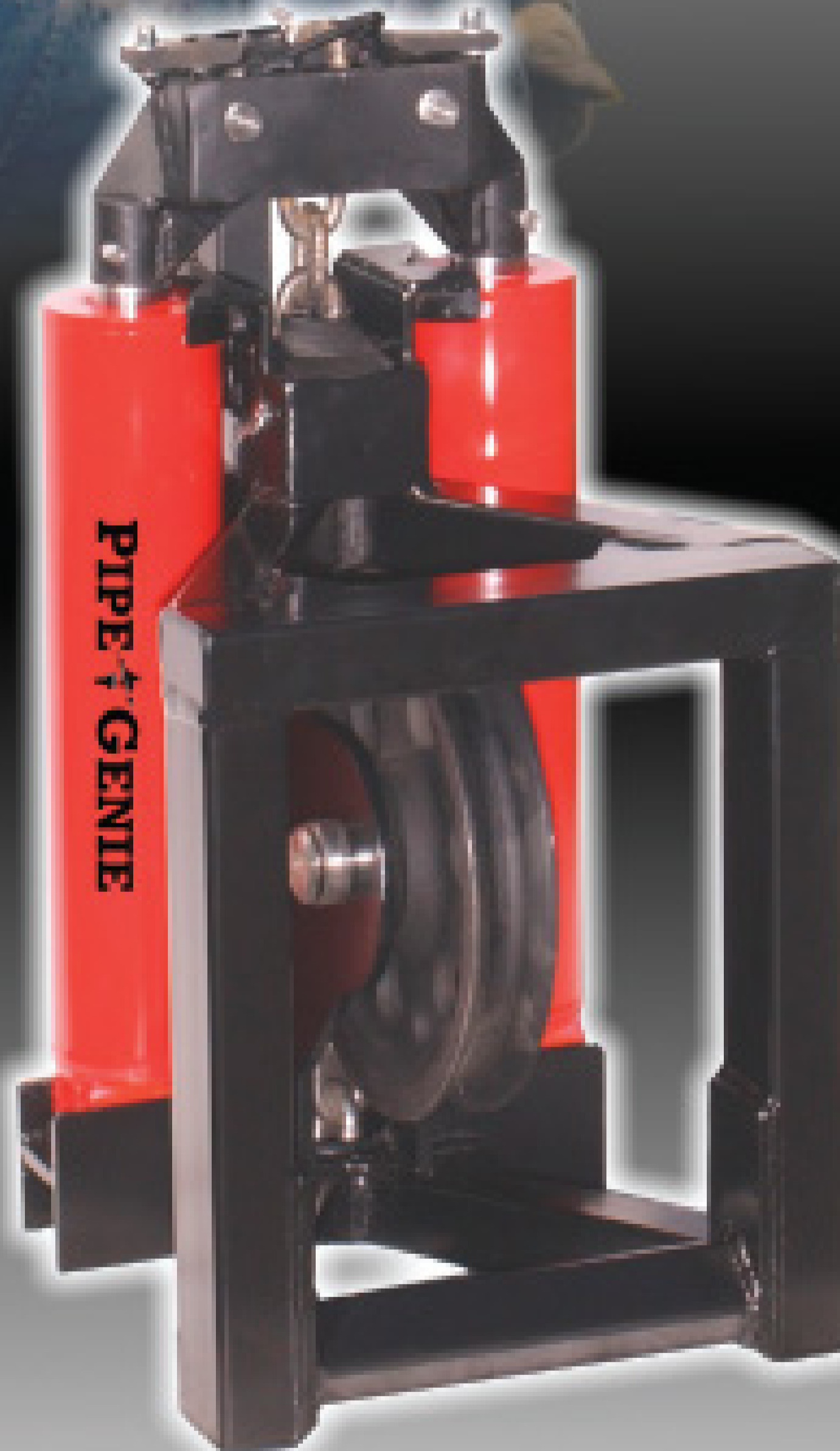
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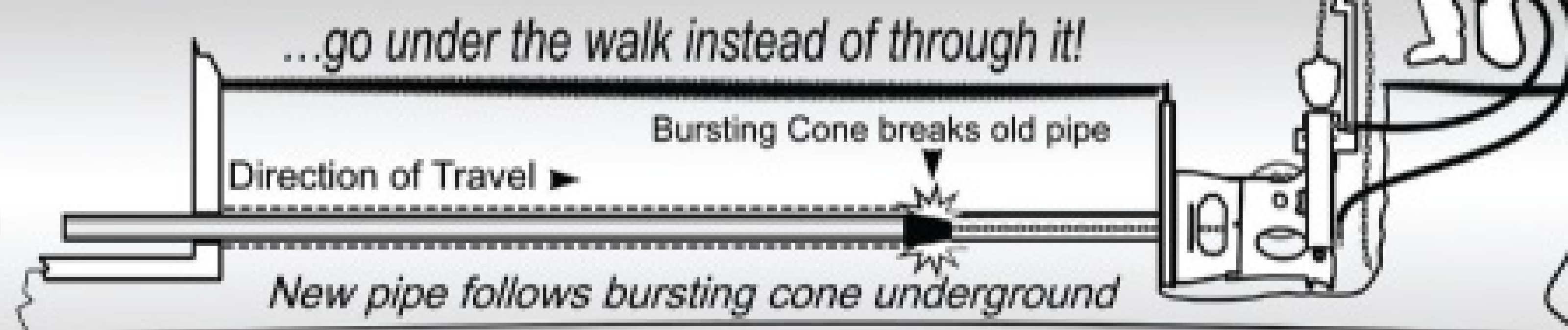
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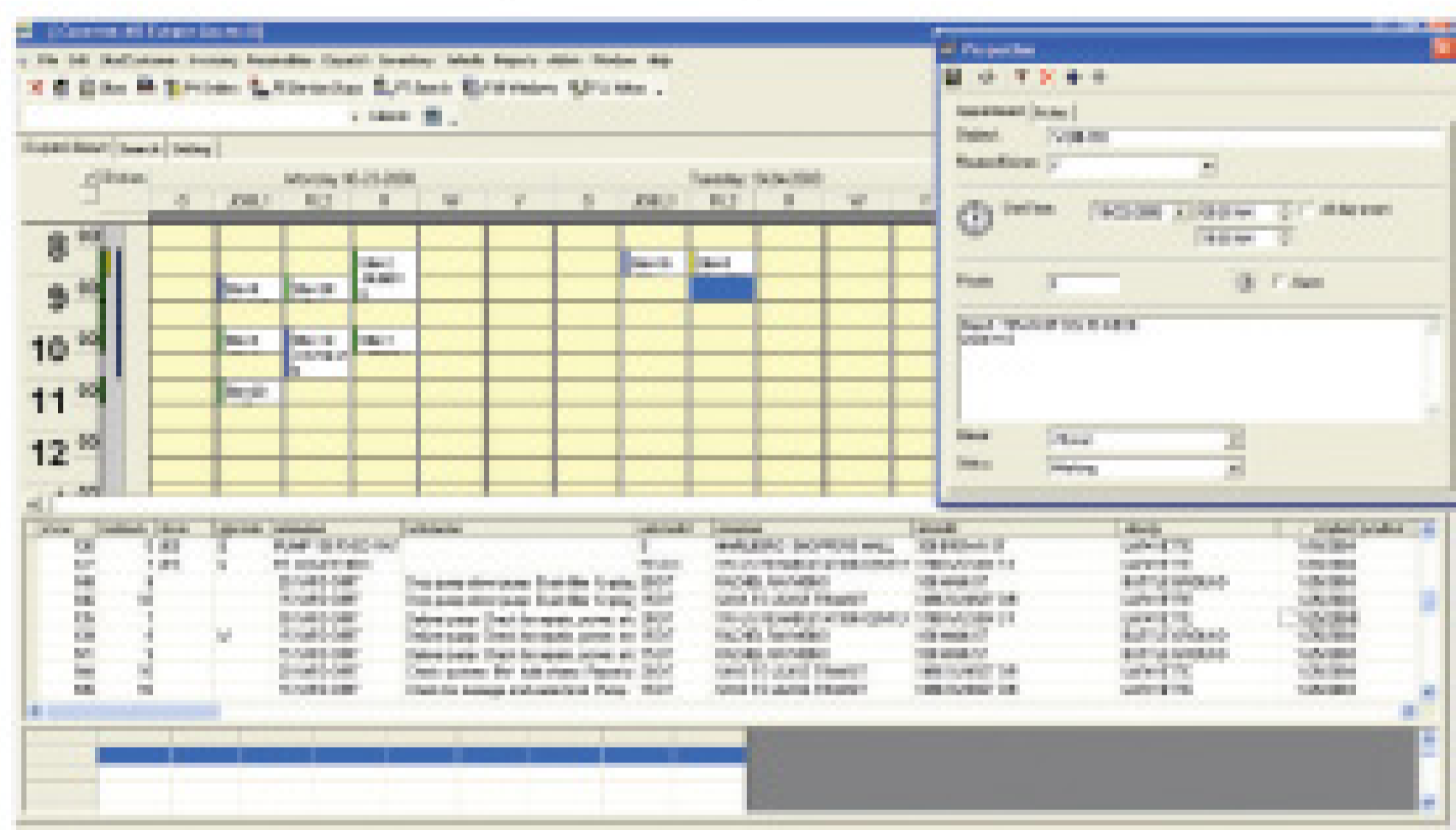
The latest versions and tools in business and office productivity software help service businesses stay on top of routing, finance and much more

By **Scottie Dayton**

The bull work gets done in the field, but it takes a strong office to make a contracting business run well. Every year, providers of business and office productivity software upgrade their offerings to help make work life easier and deliver better records, better routing, and generally more efficient operations. Here are the latest offerings from software providers dedicated specifically to the kinds of businesses cleaning and pipe repair contractors operate.

Next Generation

Total Activity Control 2009 from Clear Computing Inc. increases office and route efficiency and lowers operational costs. A drag-and-drop dispatch board lets dispatchers quickly schedule and dispatch jobs onto route or driver calendars. Dispatchers can select and filter jobs to view, and schedule them by date range, rate code and location.



Special tools enable tracking of production by work order, driver, site and market, and scheduling of recurring services. The Standing Orders feature handles accounts done during different days, weeks, months or years. This release has structured query language (SQL) 2005/2008, full audit logs on all transactions, and free integrated Google maps. It also integrates with caller ID and credit card processing.

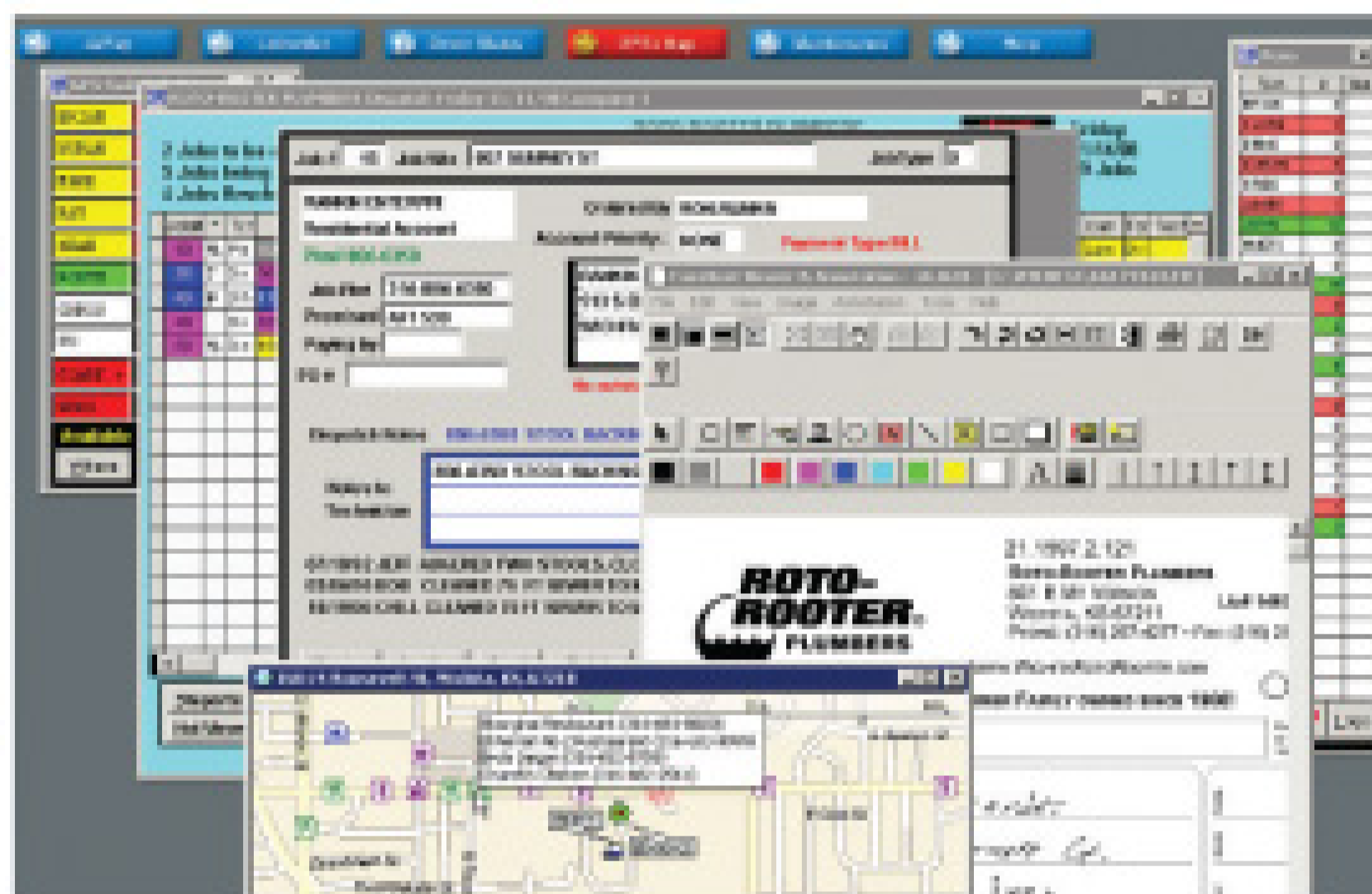
With StreetEagle GPS and TACTrackerPRO, companies can track vehicles and rental inventory. 888/332-5327; www.clearcomputing.com.

Field Service System

The JaRay Software Inc. field service system from Famhost Hosted Applications manages and schedules preventive maintenance agreements, tracks bids and proposals, handles follow-up calls, and enables users to create lists and mailings from customer and noncustomer residential and commercial databases.

Dispatchers can sort jobs by time promised, job type and customer priority. They can click on a driver ID and sort jobs by proximity or click a job

and show the closest drivers. Live dashboards instantly alert dispatchers when vehicles start up or digital pen images are received. Pop-up calendars enable scheduling ahead, and the job information goes automatically to any cell phone display.



The application allows customers, jobsites, employees and vehicles to have multiple attachments, including notes and scanned images such as permits, invoices, packing lists, photos and digital pen documents.

Bookkeepers can calculate payrolls with multiple commission schedules by job type and with different hourly rates. They can set up sales taxes for different rates for labor and parts with city, county and multiple-state reporting. The system also tracks inventory for each job and generates purchase orders automatically. No matter where it runs, the data is backed up. 800/658-1676; www.famhost.com.

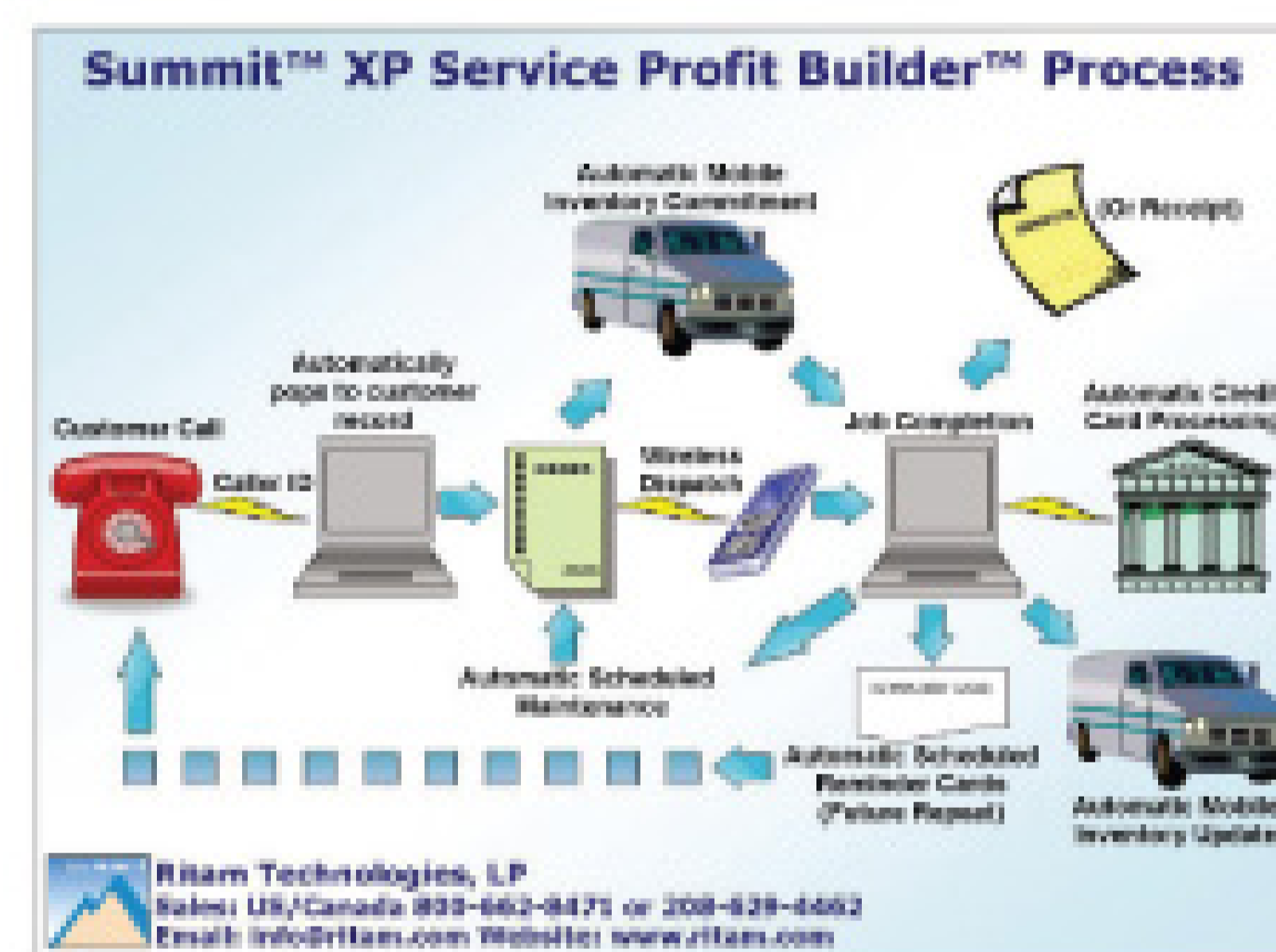


Hauling/Scale Management

With just a few mouse clicks, PC Scale Tower software from PC Scale Inc. makes routing and mapping, dispatch, billing and collections, scale management, and customer service easier. The program integrates with third-party software, such as accounting, structured query language (SQL), and client/server computing. 800/962-9264; www.pcscaletower.com.

Modular Design

The Summit Service Profit Builder from Ritam Technologies is a work order-based job tracking, customer accounting and operations management system. Tasks include detailed order entry with diagrams, technician and sales commissions, invoicing and receivables, automatic credit card processing, complete job history with warranty tracking, automatic scheduled maintenance or repeat business reminders, wireless priority dispatching and appointment-based dispatching with equipment reservations, basic or advanced mapping, GPS links, and technician and shop inventory control.



Besides more than 30 ways to view sales data and business sources, the software has numerous scheduling and accounting reports and an advanced version of caller-ID tie-ins. A modular design accommodates budgets and allows features to be added as needed. The application eliminates double entry of customers, technicians, vehicles and inventory, and requires no special security devices. Work orders can be based on time and materials or a flat rate. 800/662-8471; www.ritam.com.

Maintenance Program

The Service Program enables contractors who clean holding tanks and grease traps to easily create work orders and recurring orders, and track gallons dumped, dump locations, time

INTRODUCING MaxLinerCLS

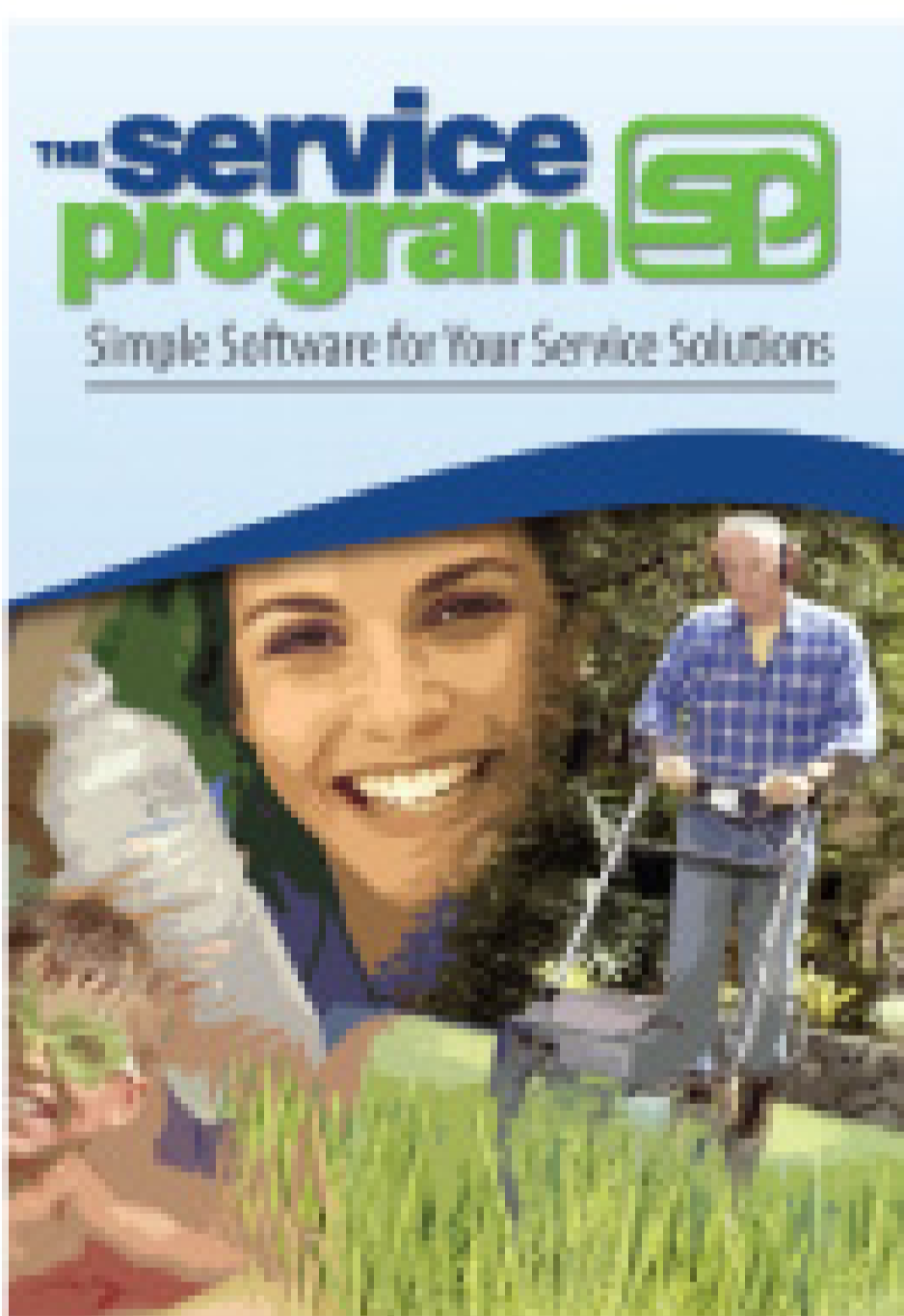
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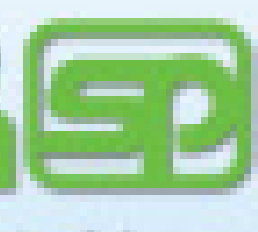
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pumped/dumped, and dump fees by county, permit or tax key. The software also tracks tank and rental equipment locations and sends them into QuickBooks accounting software for printing invoices. It links drawings to customer records. Users can easily create routes and verify that all units are being serviced. The program works with Mappoint and Mapquest for mapping and routing, and includes a Palm/Windows mobile interface. Users can route and map to an LAT/LONG. The Pay as You Go program allows users to pay a small setup fee, then a fixed fee per month. 866/480-1879; www.theserviceprogram.com.

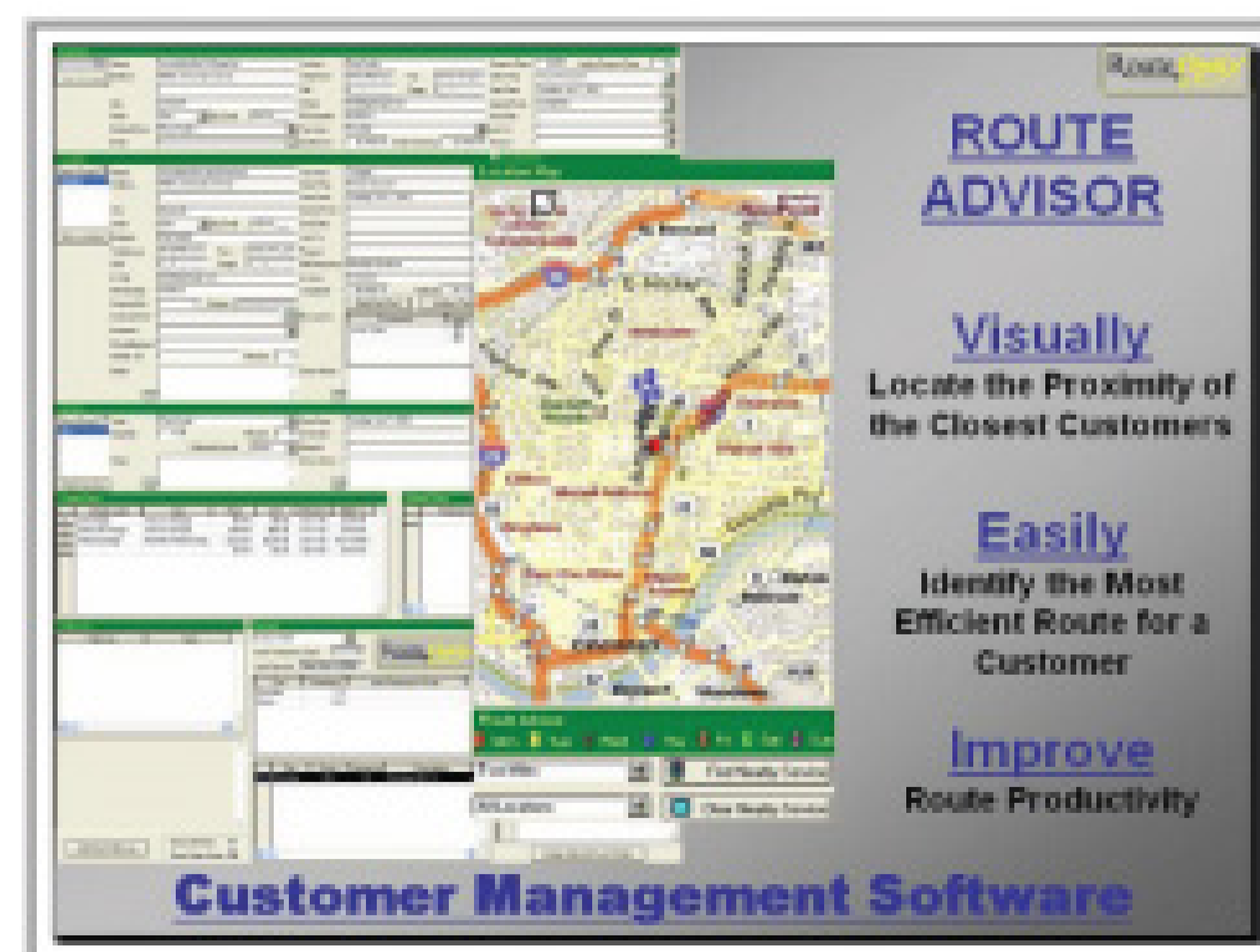
For Septic Pumps

Septic Tracker from Tracker Solutions tracks customer and transaction information. The software generates annual reports for pumping, holding tanks, income and vehicle service. Delinquent customer payments and service-due reminders print with mailing labels, and invoices print at the office or in the truck.

Dispatching has e-mail capability, and work orders have a calendar scheduler. The application provides disposal site usage with automated alarms, tracks employee information, and can import files from other programs. 888/308-0651; www.septictracker.com.

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ment Systems Inc. is designed to streamline business. It records detailed customer information, including mailing and billing details, locations with visual map-based confirmation, multiple services, follow-up calls, asset details, charges and routing on a single screen.

A customer service module enables dispatchers to create immediate or future work orders, track routes, and update calls to reflect the service performed. From a single screen, users can generate invoices or review revenue from parameters such as customer, frequency and billed-to-date. MapPoint technology allows users to visually analyze geographic densities by service type, sales representative and service frequency. 866/926-7849; www.routeoptix.com.

Tracking Services

EZTrakR from EZTrakR Systems Inc. validates every service, delivery and pickup with a date and time stamp using tamper-proof iButton technology and PulseStar data collectors. Mapping modules select service days, assign routes, and optimize individual routes.

Probe or GPS tracking appears on high-quality Microsoft MapPoint maps. Point-and-click reconciliation of all deliveries and pickups lets users keep a complete inventory and histories for any unit, location or customer. Most fields for order entry populate automatically. The application integrates with QuickBooks accounting software for invoice production and financial reporting. 866/529-1938; www.eztrakr.com. ■

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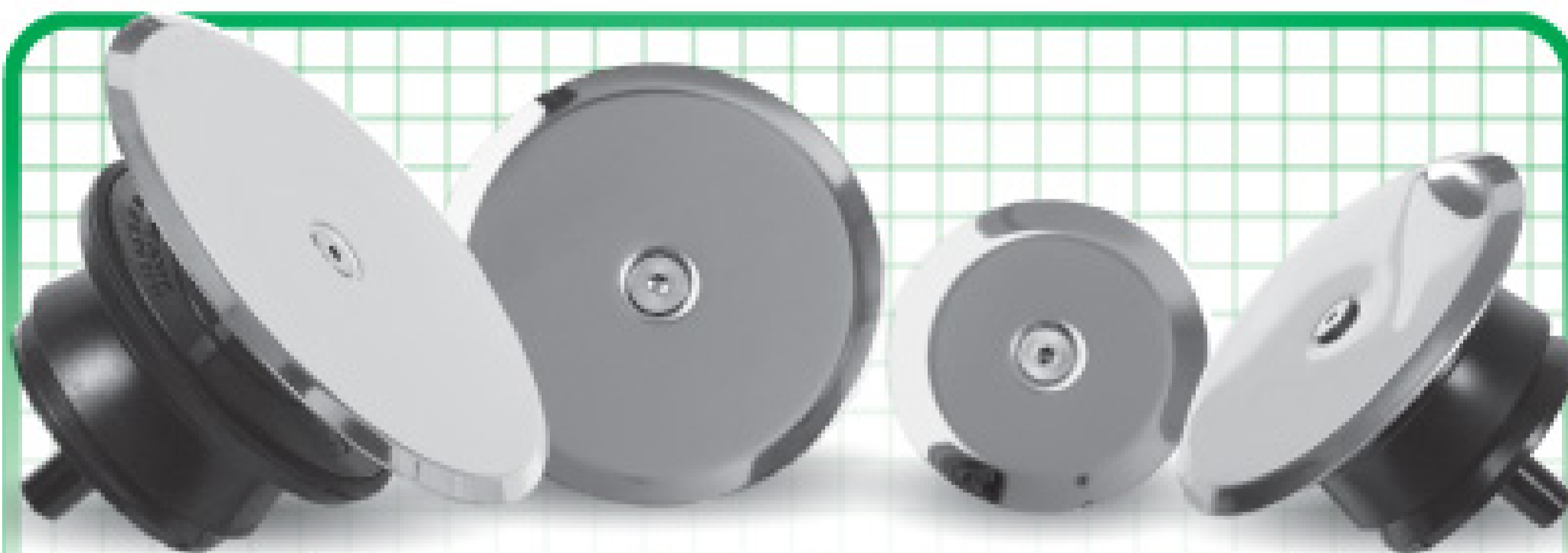


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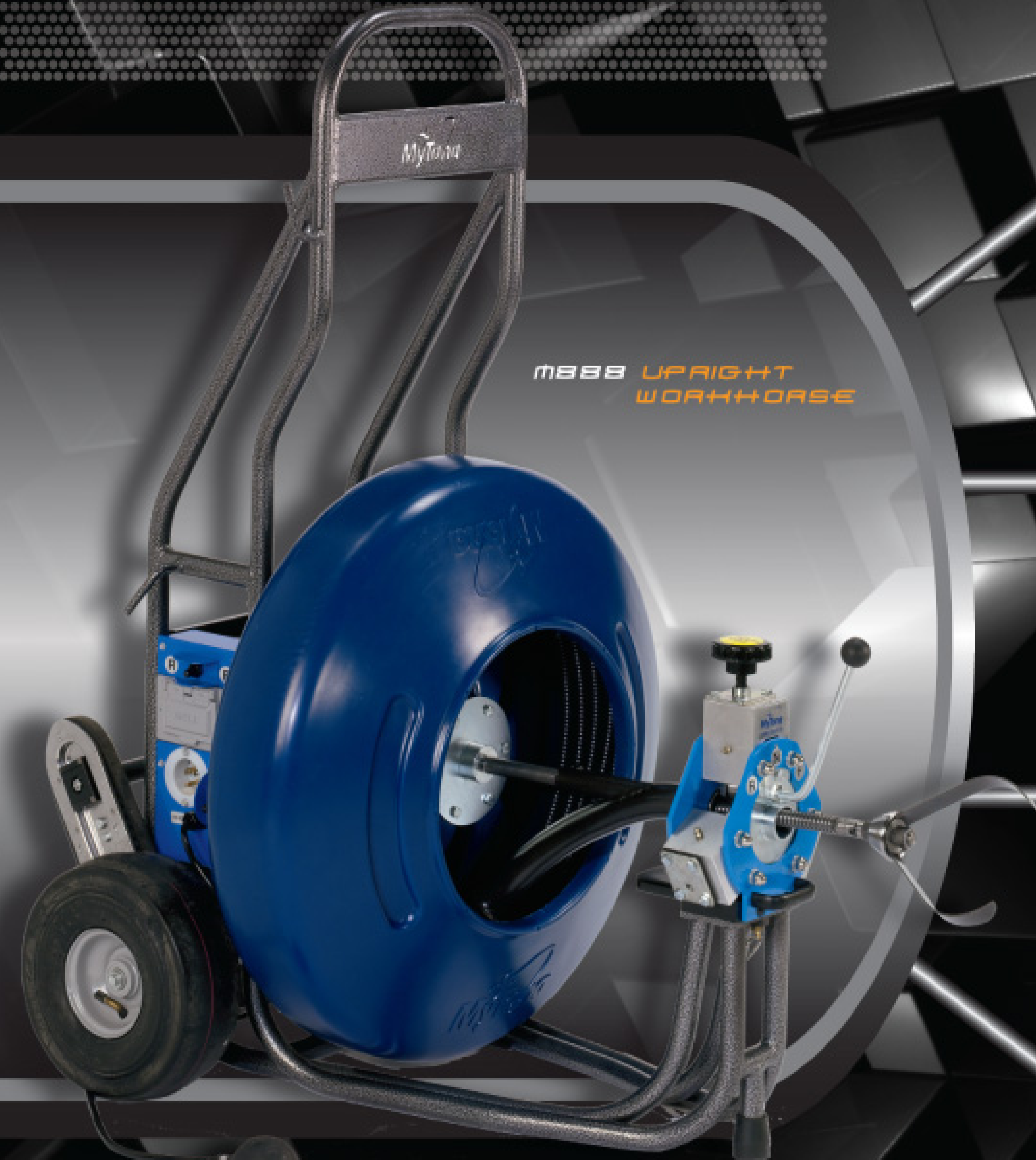
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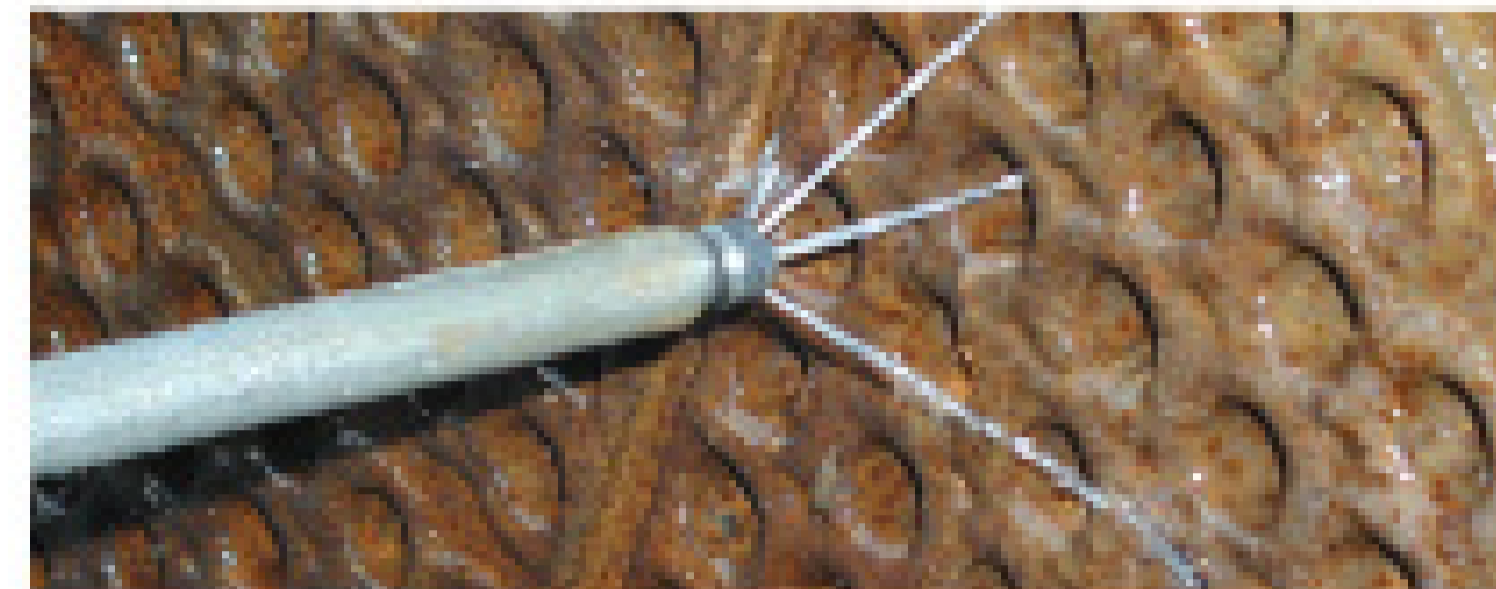
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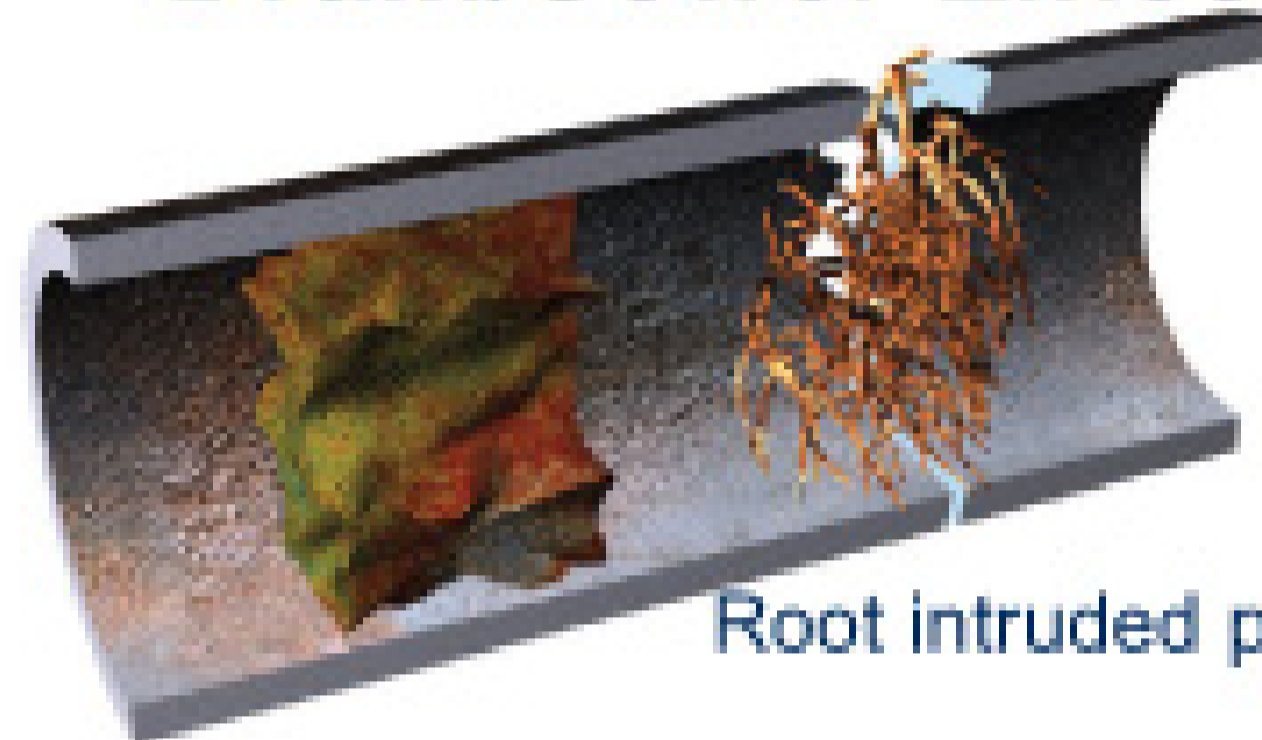
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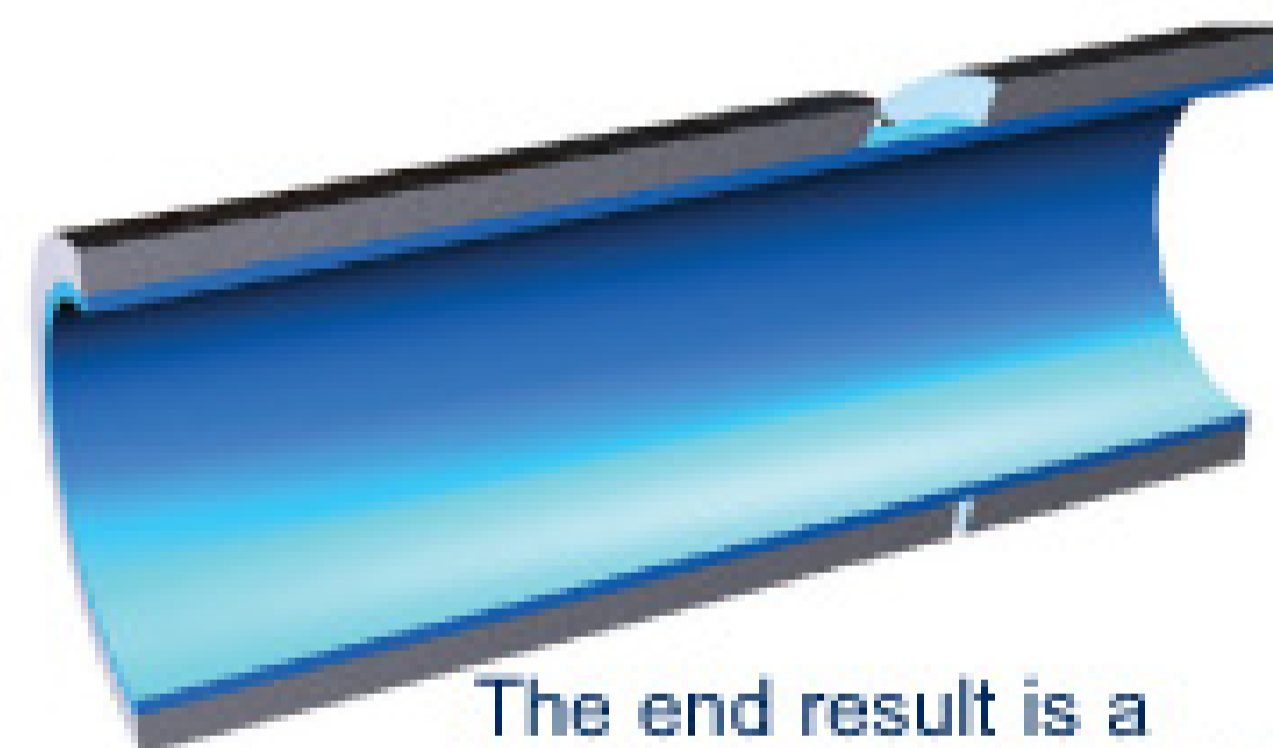
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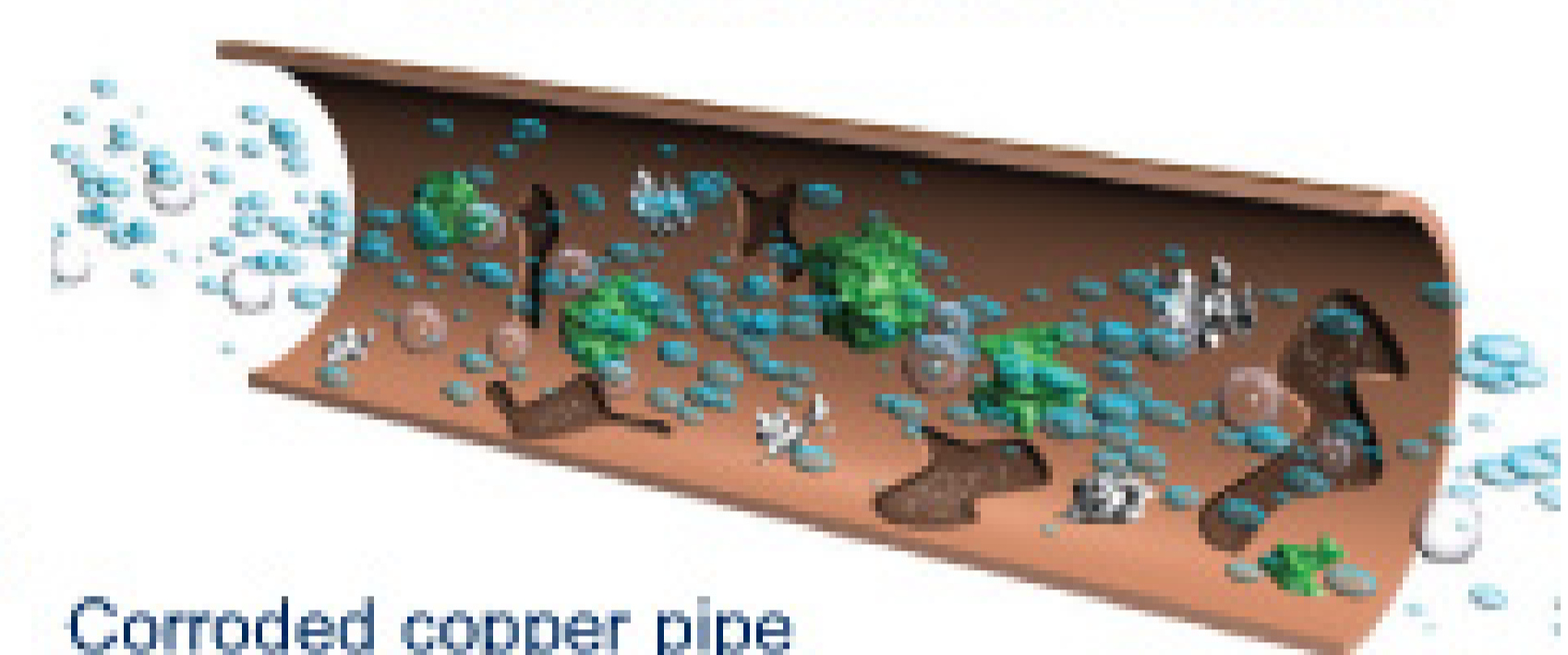
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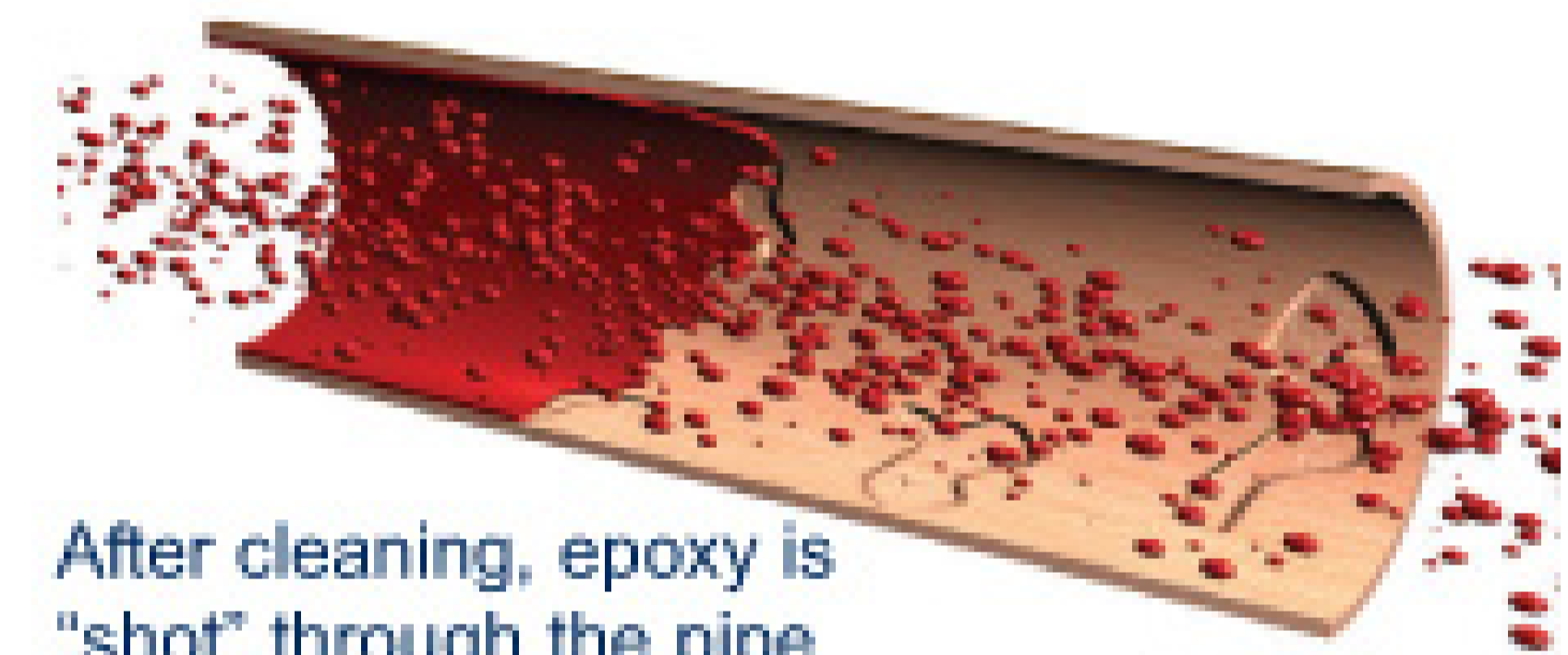
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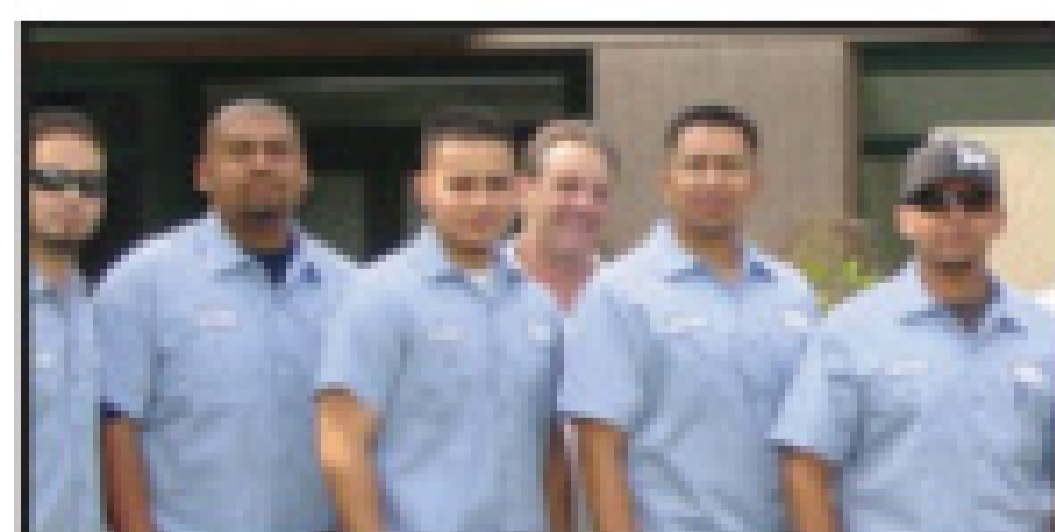


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Tech Perspective

An Ounce of Prevention

Like any machine, your computer needs regular maintenance. Here is some basic advice for keeping your system running fast and protecting it from threats.

By Doug Day

You tell your customers to do maintenance on their drain and sewer systems. Do you take your own advice when it comes to your computer?

Like any machine, your computer needs care. If you neglect it, it will slow down significantly and cause you all manner of other problems. Here is some basic advice on keeping your computer equipment – without which your business can't function – in the best possible operating condition.

Basic housekeeping

You may not know it, but your computer is full of junk files. Every time you open a file, your computer stores a record of it. The same is true of every Web site you visit, every change you make to a document, every e-mail you send or receive, every program you install. It doesn't take long for all of these little bits and bytes to add up, and slow your computer down.

Want to see how much junk you have lying around? If you use Windows, click on Start, All Programs, Accessories, System Tools, Disk Cleanup. There, you'll see the junk, from old and useless setup files, to temporary files from the Internet and programs you use, to your recycle bin.

There are many free or cheap programs that will help you keep your computer clean and efficient: registry cleaners, spyware and virus programs, start-up managers, and others. But be careful! Stick with well-known programs or companies,

or you may just make the problem worse. It helps to do a quick Internet search to see what other people are saying about such programs before installing them yourself.

Or better yet, hire someone to do all of this for you. Any computer repair shop or IT firm will know what to do (as will many 13-year-olds).

Why it slows down

You might think of your hard drive as a filing cabinet. In a way, it is a file cabinet, but one that belongs to a very disorganized person. Every time a file is changed, its data gets saved in different places; it is not all kept together. It's like putting pieces of paper in a filing cabinet in the order you receive them instead of in separate folders.

The computer is smart enough to go around and piece it all together. Over time, though, you get all sorts of wasted data sitting around on your hard drive. So it takes the computer longer to find everything. The fix is called a defragmenting (defrag) of your hard drive. It takes all those little file segments and puts them together.

In Windows, you access a simple defrag tool at Start, Programs, Accessories, System Tools, Disk Defragmenter. There are other programs available for a small fee, or even free, over the Internet.

Shut it down

As a general rule, you should get into the habit of turning your computer off now and then if you don't turn it off every night. Turning

your machine off lets all the programs reboot, cleaning out some of the junk that may be slowing your machine down or causing it to crash. It also clears out the computer's memory and will shut down any unneeded or defective applications that are running in the background.

To see all the processes that are running, open Task Manager (in Windows) by holding down the Control, Alt, and Delete keys at the same time (or Control, Shift, Escape). Now click on the Processes tab and you'll probably find dozens of little programs that are running. Many programs even keep running in the background after you shut them down.

Stay updated

Are your computer programs and operating system up to date? Most offer a free update service when you install them. Use it. Updating fixes little bugs in the program and fixes any security vulnerabilities the crooks have found. Sometimes, the company sends out an update that simply improves the program's performance or features.

Use the firewall

Your operating system probably includes a firewall. Use it. Simple explanation: A firewall helps keep bad guys and bad stuff out of your computer. It does not protect from viruses or spyware, though virus programs sometimes include a firewall. In Windows, you turn the firewall on by clicking on Start, Control Panel, then double-clicking on Windows Firewall.

Keep the registry clean

First, a disclaimer: If you don't know what a registry is, you don't want to mess with it. If you know what it is, you still don't want to mess with it. If you really know what you're doing, mess with it at your own risk. You can do permanent damage.

A computer's registry keeps track of everything on your computer – all the settings, programs, user preferences and configuration information, and a whole lot more. If you're curious, you can see the registry (in Windows) by clicking on Start and Run, type in regedit and click on Okay. You'll see about five funny-looking folder names like HKEY_CLASSES_ROOT. Just click on one of the plus signs to expand that folder and you'll see hundreds or thousands of settings – and that's just the beginning. Now, close the editor and don't ever go back there again.

The registry can be corrupted by viruses, and installing and uninstalling software will leave unneeded settings that will eventually reduce the performance of your computer. Registry cleaners know what to clean out and what to leave alone.

Danger lurks

If you are connected to the Internet, you are vulnerable to attacks from hackers, crooks and just plain old ruffians who happen to know a lot about computers. If you don't protect yourself, you will eventually have a problem with malware – the generic term for malicious software. It could be a nuisance, or it could

destroy your computer. While most malware is designed to attack machines running Windows, some target Macintosh machines. Spyware is a risk to both.

A computer virus destroys data or programs, can copy itself, and spreads through the Internet and portable storage devices like flash drives. You need an anti-virus program. But do some research – some anti-virus programs slow down your computer so much that they are worse than many viruses! There are any number of free programs available

Spam is normally advertising a scam, such as the lady in Zimbabwe who wants you to help her get money out of the country and will give you \$3 million for your trouble. (Yes, people do fall for that – on a regular basis.)

Spam also advertises rip-off schemes, such as donations for otherwise worthy causes, products that don't work or that will never be delivered, counterfeit medicines, and college degrees without taking classes.

Phishing is similar to spam, except it is an outright, boldfaced

crime. It tries to trick you into entering passwords and personal data like bank account numbers by pretending to be from a legitimate business. It can be hard to detect, but it's easy to avoid. Your bank or other business won't ask you for such personal information in an e-mail.

Don't be surprised the first time you run this program – it will find literally thousands of fixes, and then fix them in just a minute or two.

CCleaner from Piriform. This free program quickly cleans out junk files and cookies (little packs of data sent from Web sites to your browser), cleans your registry, and speeds up your computer. It's quick and effective, but not as broad as Advanced SystemCare. Neither catches everything, and both catch some things the other misses.

system the more work it will take.

Is it worth it? Well, imagine losing all the data about your company: billing records, tax records, customer information, work schedule, payroll – everything! Backing up comes at a cost, but it is much less expensive than the cost to recover data from a failed hard drive.

If you're working on a single computer or a few that are not networked together, you'll need some kind of a storage device, such as an external hard drive, and software to conduct the backup function for you.

There are many free or cheap programs that will help you keep your computer clean and efficient: registry cleaners, spyware and virus programs, start-up managers, and others. But be careful! Stick with well-known programs or companies, or you may just make the problem worse.

and, for the most part, they work as well as the ones you buy. Either way, make sure the program includes an update feature. New viruses hit the Internet every day.

If you've spent more than 18 seconds on the Internet, you have some kind of spyware on your computer. Sure, that's an exaggeration, but you get the point (it probably doesn't take 18 seconds to get infected). Spyware can get into your computer in any number of ways, usually through some kind of a download (though you may not even know you're downloading it).

Spyware is much like a virus. It can collect information about you and your computer and send it to someone you probably wouldn't like very much. It can also install other software and spyware, change your settings, and make your computer do things you don't want it to do. It is also a common reason for your computer operating slowly. If you suddenly start getting a lot of advertising pop-ups, your Internet home page changes, or your computer slows down or just starts acting funny, you are infected.

Spam and phishing

Spam e-mail is more of a nuisance than a threat, though spam messages can also carry viruses that turn your computer into a secret spamming computer. Experts say spam makes up from 80 to 95 percent of all e-mail traffic.

Do not reply to spam or click on an unsubscribe link – or any other link – in a spam message. Replying only tells the spammers they have found a working e-mail address. So they'll add it to all their lists and then sell it to other spammers. What do you do? Just use your delete key.

Do not reply to spam or click on an unsubscribe link – or any other link – in a spam message. Replying only tells the spammers they have found a working e-mail address. So they'll add it to all their lists and then sell it to other spammers. What do you do? Just use your delete key.

Protection

Invest a little bit of time to build up your computer's defense system. Without making any endorsements, here are a few popular programs – there are many others. Check each program's user agreement to see if you qualify for the free version. If you don't, the subscription is usually only a couple of dollars. Normally, it takes just a couple of minutes to download and install these services.

Advanced SystemCare from IObit. With one click, the free version quickly finds and erases spyware, malware and many viruses (and prevents them), safely cleans up your registry, and cleans out junk files. It also optimizes your Windows settings, looks for settings that have been hijacked by malicious software, defrags your disks, and even cleans

Ad-Aware from Lavasoft. The free version is very effective at searching out and destroying spyware, malware, viruses and adware. (Like the others, adware downloads ads to your computer based on such things as which Web sites you visit).

Spybot Search and Destroy. A free program that asks for voluntary contributions to help with the cost of keeping the program current. It is one of the most popular spyware programs that removes threats and also prevents known spyware programs. It even protects critical portions of your registry.

SPAMfighter Standard. A free service from SPAMfighter for Outlook, Outlook Express and Windows Mail, it can also be upgraded with a paid subscription.

avast! Home Edition. This is another free anti-virus program that can be upgraded with a subscription. While not perhaps as fancy as paid services, it seems to do a good job without bogging down your computer.

There are many commercial programs that protect you from malicious software. Among the popular companies are BitDefender, Kaspersky, Webroot AVG, Trend Micro, McAfee and Norton.

Back it up

Last and probably most important is to make regular backups of your computer. Depending on your setup, this could entail a fair amount of work. Oddly, the smaller your computer

You can also do it to CDs or DVDs or flash drives, though that can be limited by the amount of data you are backing up.

If you're on a network, you can add software to do it for you. You can also use one of the many online services that will store your backup as encrypted files. One of those, Carbonite, says that 43 percent of computer users lose important files every year.

A local backup can prevent problems from sudden computer or disk failures, viruses, worms and the other killers. Better yet is a remote backup, where files are stored somewhere away from your place of business. That will protect you from small problems and major disasters such as fire, flood or tornado.

Business simply doesn't function without computers these days. So take the time to protect one of your most valuable assets. For those who decide to heed this advice: Good job! For those who choose to ignore it, you might as well hear it now: Told you so. ■

Doug Day is a writer and frequent contributor to COLE Publishing magazines. He's not an information technology professional, but his two adult sons are. They reviewed this article and were surprised by how much dad had learned from them.



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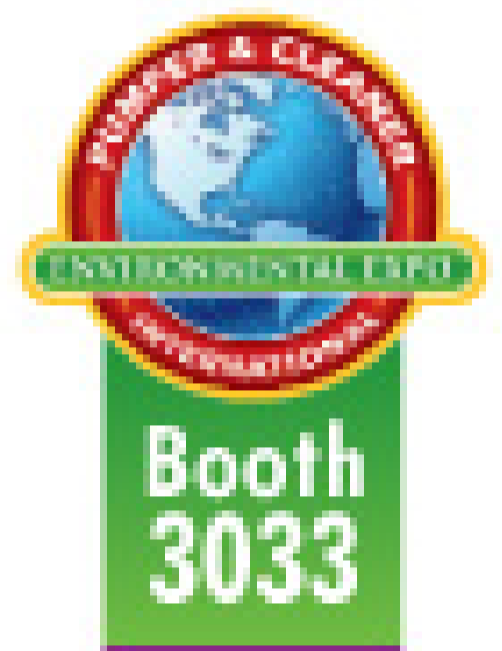
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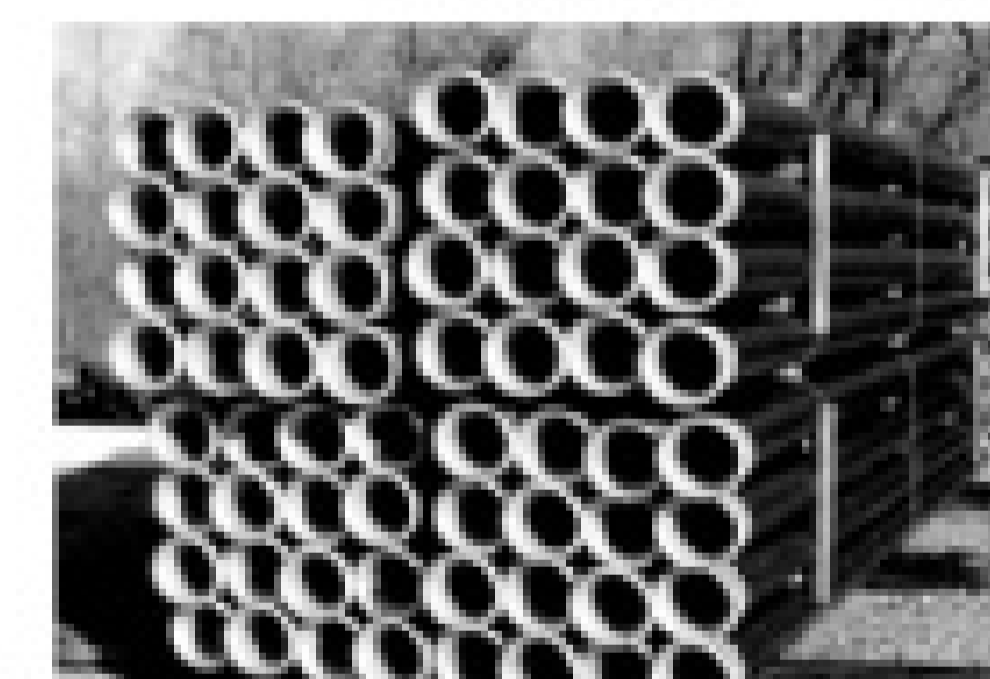
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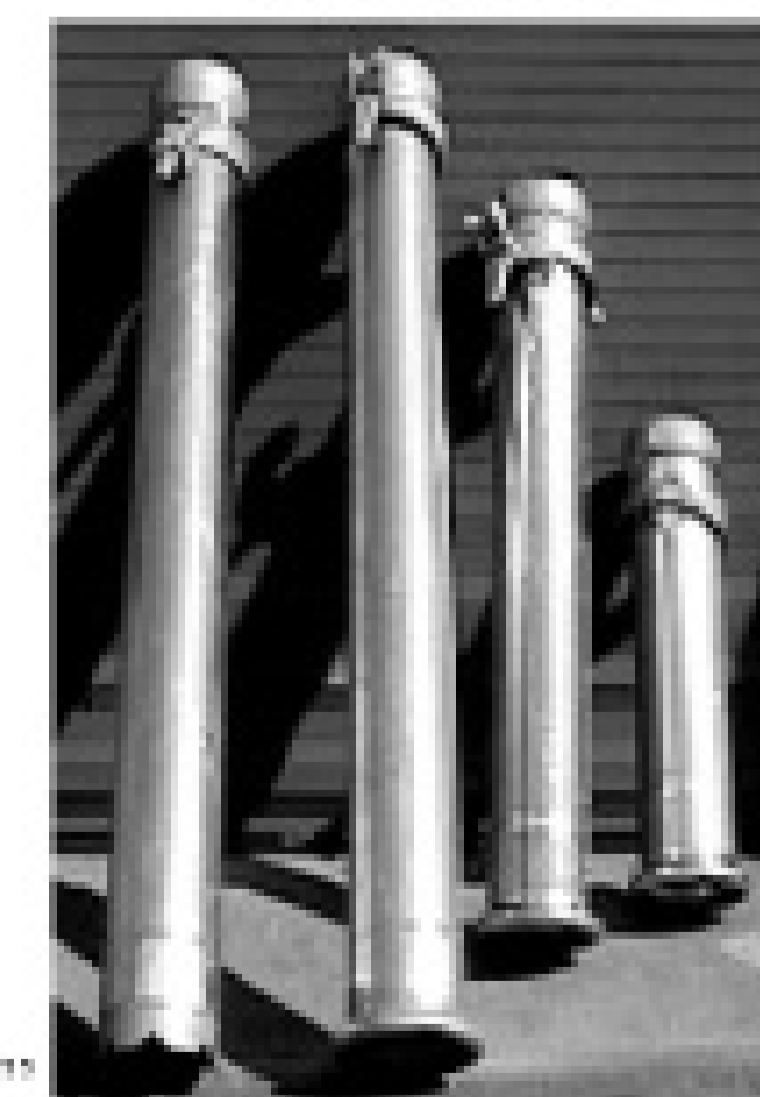
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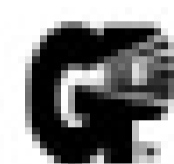


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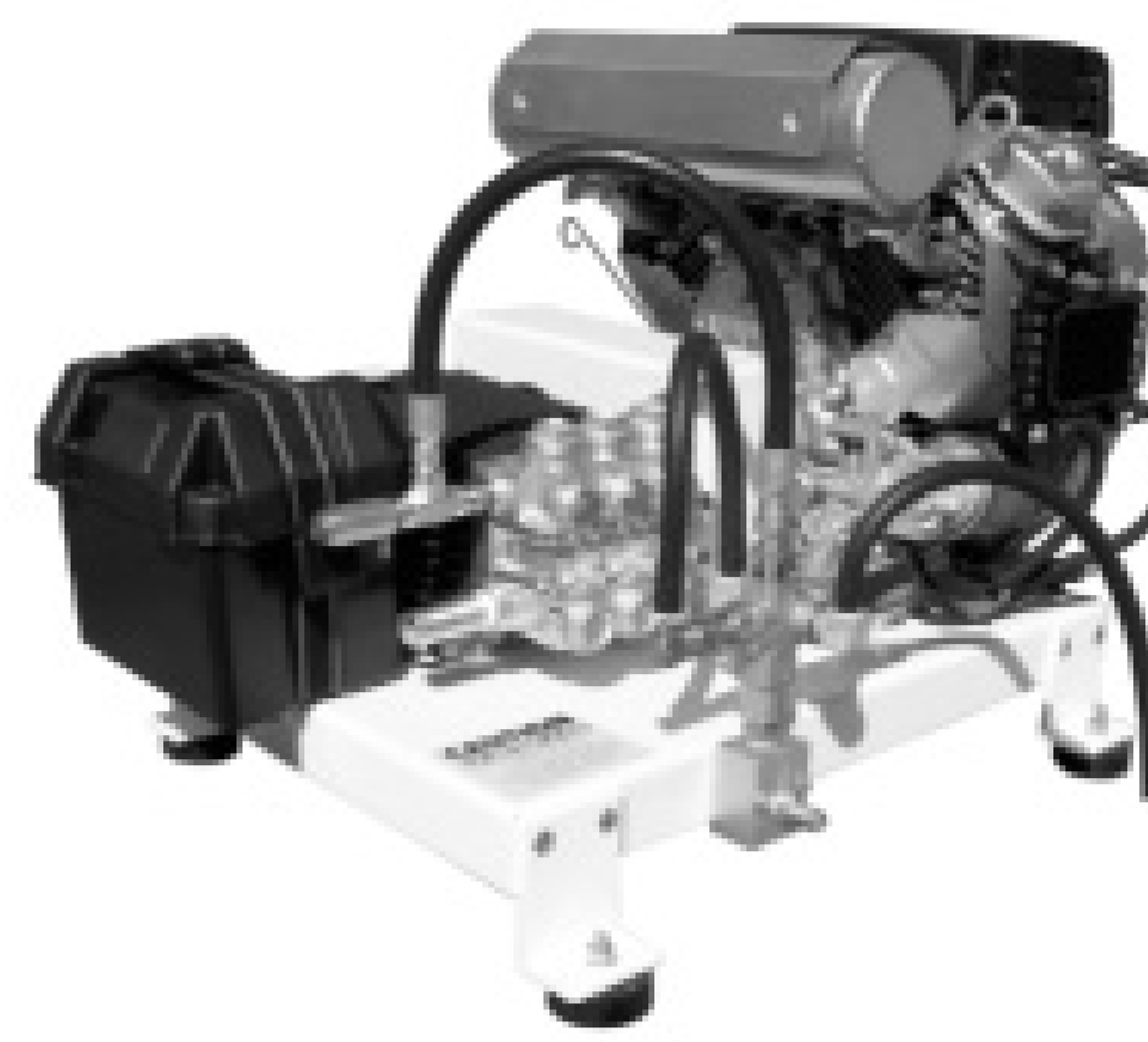


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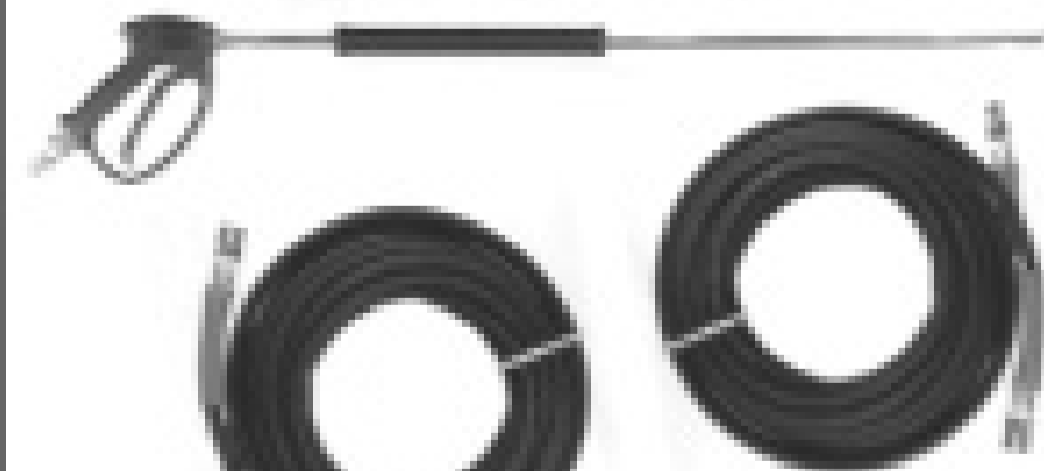


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Talking Tech

Contractors describe how they have adopted technology and innovation to make their businesses more efficient, profitable and satisfying

By Mary Shafer

Bigger, better, faster, more – this has always been the promise of technology, whether in business or personal life. We've all noticed those long, white wires hanging down from people's ears to their iPods. And who could miss the phenomenon of rapid thumb movements on tiny keyboards as people text away to friends and colleagues?

But the real interest in business is how technology is moving the industry forward, helping contractors to do their jobs



Justin Mizell
Vice President
Sleuth Plumbing Technologies,
Sarasota, Fla.
 Employees: 20
 Years in Business: 16

more effectively. Here are some perspectives on innovations that people in the business have adapted to their everyday operations.

"We are a technology company," says Justin Mizell of Sleuth Plumbing Technologies in Sarasota, Fla. The firm does line location and televising, pipe bursting and relining on Florida's central west coast.

Every service it performs involves the latest technology. "We consider ourselves troubleshooters and problem solvers," says Mizell. "Camera work is the primary tool we use, and that leads to employment of trenchless technologies." Sleuth also uses GPS technology to track its trucks and create dispatch efficiencies in its fleet.

"We are a technology company. We consider ourselves troubleshooters and problem solvers. Camera work is the primary tool we use, and that leads to employment of trenchless technologies."

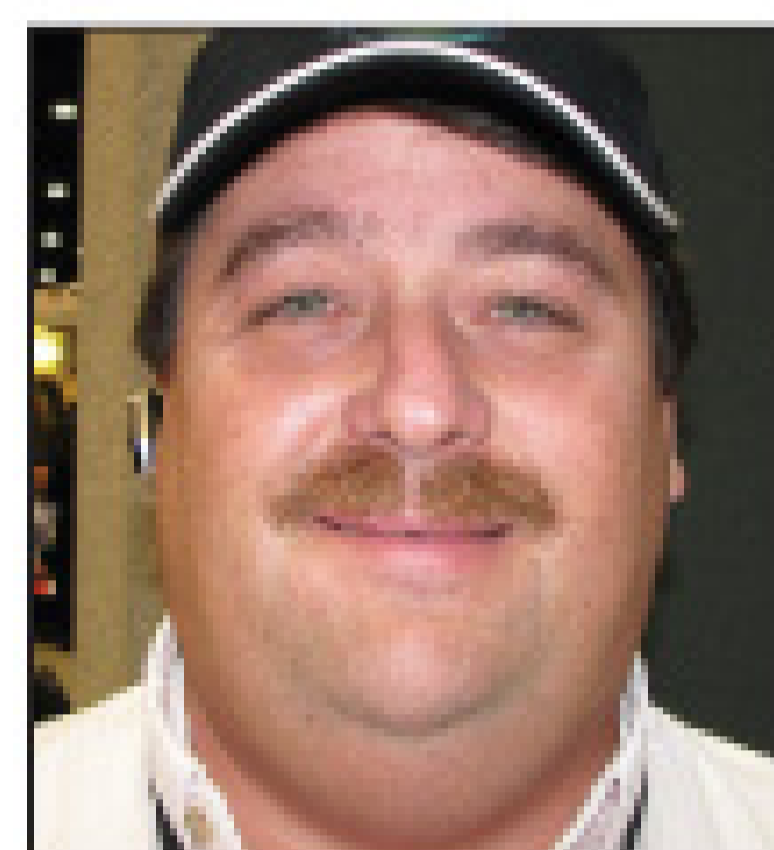
Justin Mizell
Sleuth Plumbing Technologies
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"We do a lot of line locating using our cameras and locators," says Chris Zabawa, owner of American Hydra-Jetting Service in Alvin, Texas.

"Just having those tools has made a big difference in our business. Before, you just kind of dug where you thought something was, and now we can locate something to within 2 inches.

We don't do plumbing, but we work for a lot of plumbers, and it has made a big difference for them."

It's also been a big benefit for customers, who are happy not to have a bunch of useless holes dug in their lawns. Zabawa also



Chris Zabawa
Owner
American Hydra-Jetting
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 Employees: 4
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leans heavily on his Bluetooth cell phone earpiece. "It's for a wireless phone with Internet access," he says. "So now when I get an e-mail at the office, I can get it wherever I am. I don't have to be at the office.

"It's a shortened version of it, but at least I know I got it. Instead of just checking e-mail in the morning and the evening, I get it right now. Then I know if I need to contact the sender or not. Before, I'd have to tell people, 'Don't email me, I won't be there to check it.' Now I know." Though Zabawa's phone also has GPS capabilities, that's still one of the bells and whistles he hasn't used.

It's not so much new technology, but new ways of using existing tools that has made major inroads for the Gantt Sewer District's root intrusion program, according to director Mike Stansell.

"When I first came into the district, all they had was a standard mechanical root cutter," he says. "We were running nearly 50 stoppages per year on a 107-mile system." There were so many root problems that crews



Mike Stansell
Director
Gantt Fire, Sewer & Police
District, Greenville, S.C.
 Employees: 5
 Years in Business: 6

felt if they could get the camera through, the line was clean enough, and they'd just keep going.

Stansell looked at more modern ways to treat root intrusion and chose chemical foaming agents at first. However, the city wastewater treatment plant began to exhibit bacteria kills, and operators blamed the root treatment.

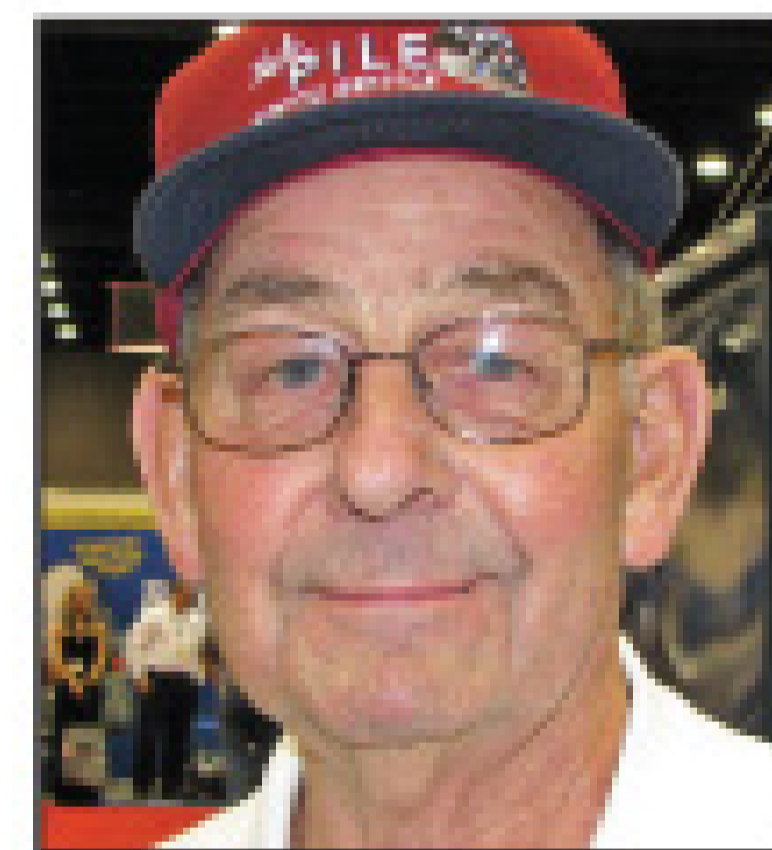
So it was back to the chain flails, but Stansell also researched and purchased improved versions

of that older technology. He also instituted a firm procedure of first televising each line for every job, no matter how small.

"When you use flails, you have to know what's in that line ahead of time," so the televising rule is critical, he says. Gas mains could be punctured and cause explosions, and high-voltage electric lines, if cut into, could kill the flail operators.

Aside from the safety considerations, this move ended up actually saving money. "The incremental investment of extra time to TV up front so increased our ability to continue standard maintenance that there have been three-month time spans with no calls after hours," Stansell says. "Our overtime rating is now running from 1.2 to 1.7 percent. It had been 5 percent."

Karl Pile, owner of Karl Pile Septic Service in Hagerstown, Md., is a veteran of more than a half-century in the business. He's been open to innovation from the start.



Karl Pile
Founder
Karl Pile Septic Service,
Hagerstown, Md.
 Employees: 3
 Years in Business: 54

"Even from the get-go, we started out with a built-up unit that used a surge milking pump for the vacuum," he recalls. "Then we came to find out that DeLaval pumps, with their 5-horsepower Briggs & Stratton engines, could create more vacuum, so we switched to that. The last truck we bought was a 2006 Sterling with a 2,500-gallon tank and 367 Jurop pump, the maximum. We've come a long way!"

The Pile fleet has benefited from most of the technological upgrades, including a few with GPS units. The business operations have remained fairly low-tech. "We still use manual billing and dispatching," Pile says.

Pile sees an encouraging trend in the industry that he believes is aided strongly by new technology. "Certainly, they're always talking about the environment, and you can see that people in the industry are environmentally inclined," he says. "That's why they're willing to pay the kind of money they are for the equipment they use to perform the service. It makes a mark, I think, on the general public to see that the industry can be very professional." ■

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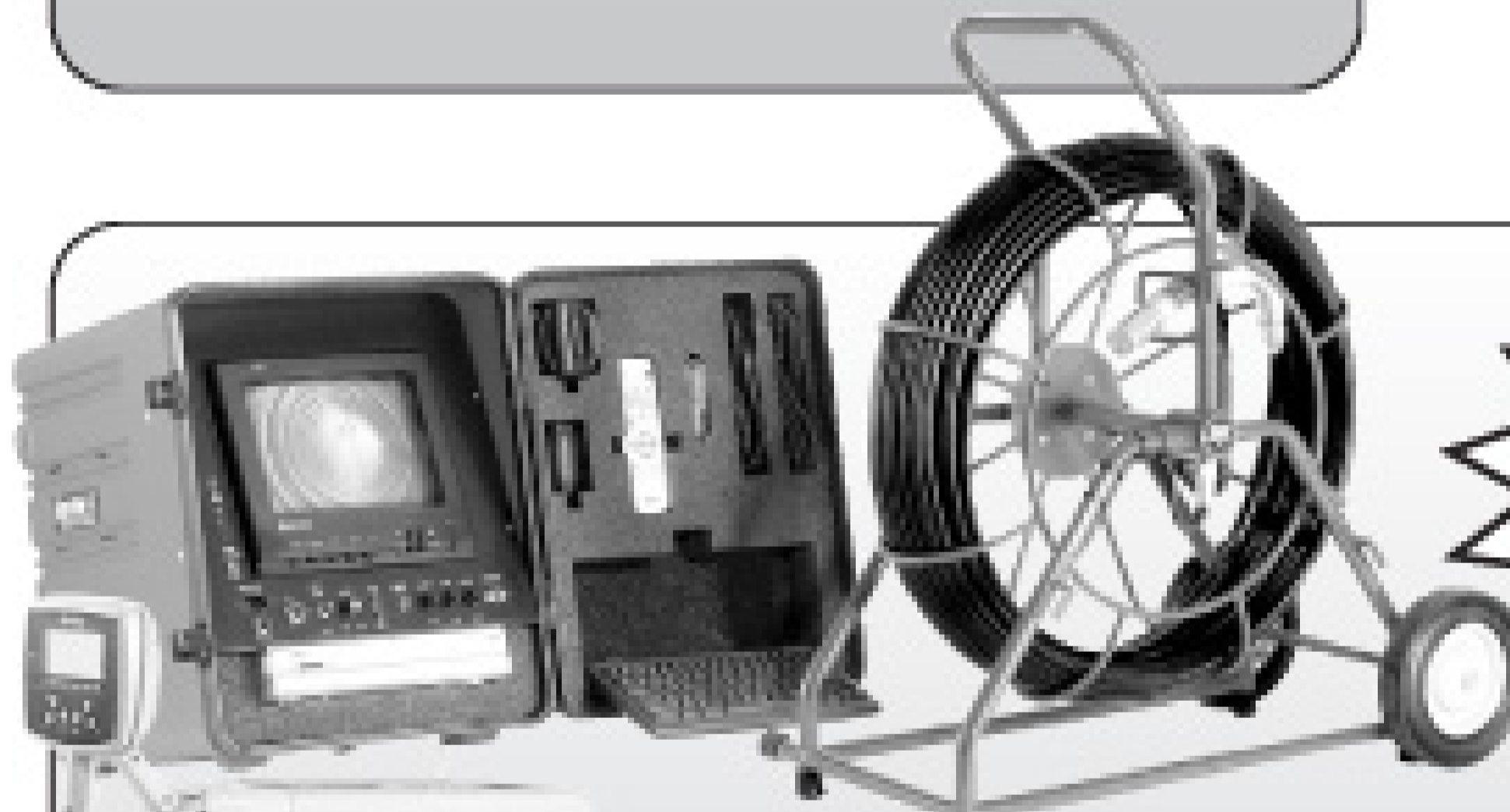
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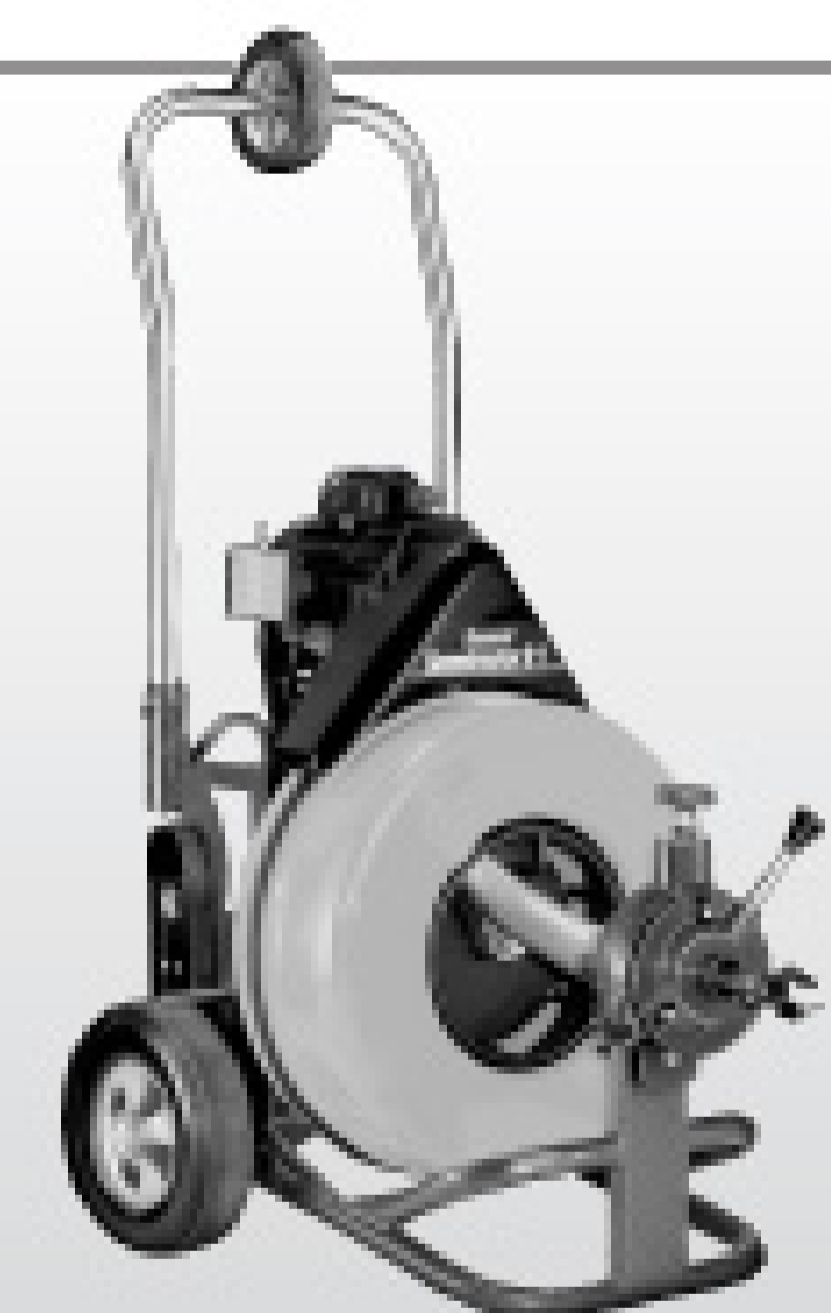
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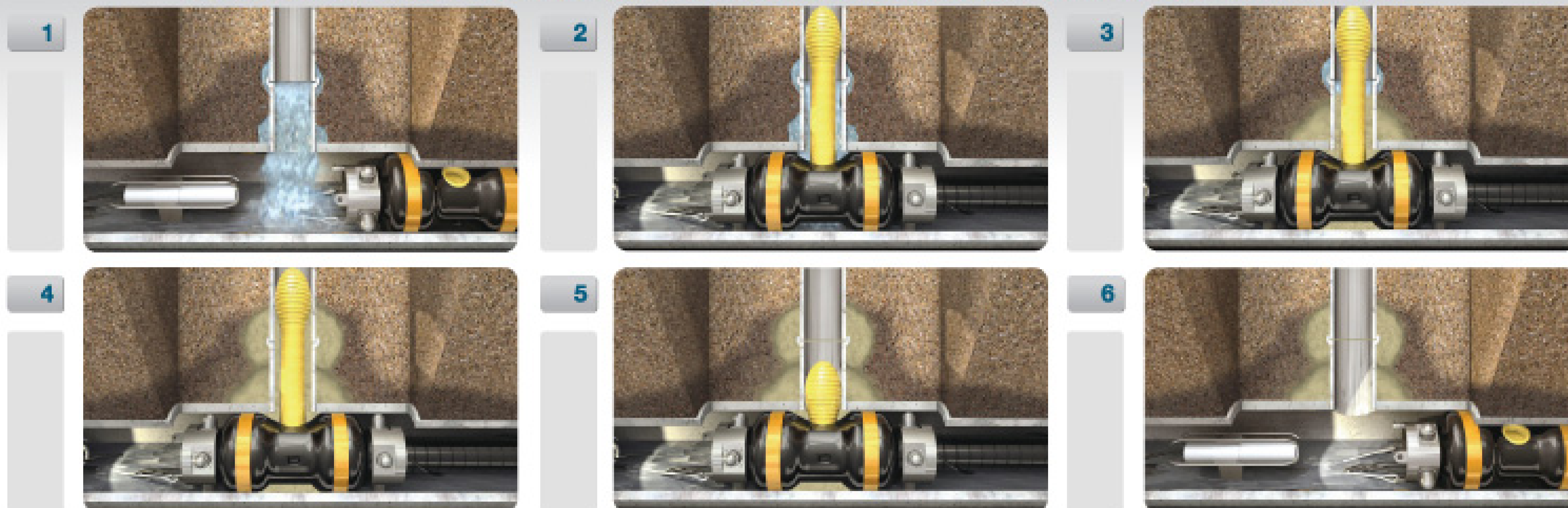


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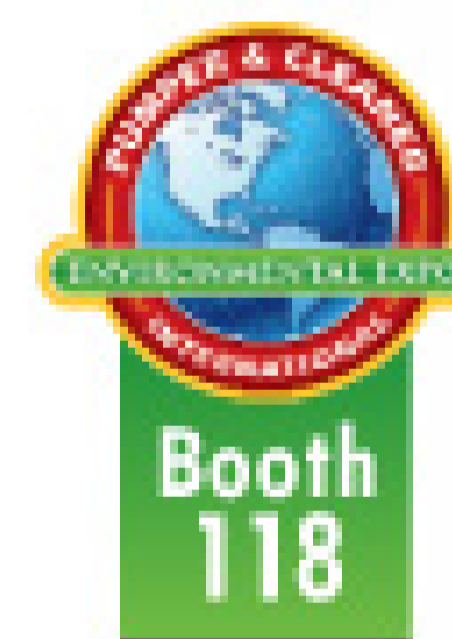
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Fruit Cocktail

A multilayered poly resin liner enables a Pennsylvania food manufacturer to stop leaks and maintain production

By **Scottie Dayton**

A field stone and concrete settling tank at the Knouse Foods applesauce factory in Orrtanna, Pa., was severely deteriorated and cracked. Groundwater infiltrated and some commercial wastewater – an acidic slurry of diced apples, seeds, cores and water – exfiltrated.

The corroding tank was an ongoing problem, and maintenance supervisor Pat Balog didn't know what to do. Replacement wasn't an option, as the cost was prohibitive and the plant couldn't afford to lose two or more weeks of production.

At a trade show, Balog's plant engineer met Gary Mock of Advanced Rehabilitation Technology (ART) of Bryan, Ohio, who evaluated the tank and found it a candidate for relining with SpectraShield. The multi-component stress skin panel liner system from CCI Spectrum in Jacksonville, Fla., stops infiltration and prevents exfiltration. Its installation saved Knouse Foods some \$67,000 and kept the factory's applesauce production on schedule.

Preparation

Built in the 1930s, the 21- by 30- by 7-foot-deep outdoor settling tank is connected to the 5- by 8- by 7.5-foot-deep interior tank by a 24-inch-square opening. A smaller enclosure inside the outdoor tank filters wastewater before it flows into the larger settling tank. All tanks are uncovered.

The plant treats its own wastewater, and 25 percent of the volume was groundwater infiltration. Treated water is used for irrigation.

"The 12-inch-thick walls in the outdoor tank were eroded 4 to 5 inches, and the 6-inch-thick walls of the smaller enclosure were eroded 2 to 3 inches," says Mock. "I was amazed at the corrosiveness of apple juice."

Mock, Matias Garcia Jr., and Josh Kimple arrived on a Wednesday morning to prep the tanks. Balog used the opportunity to shut down two production lines for maintenance, and workers replumbed the wastewater from a third line to a backup tank. They also drained the



TOUGH JOB

PROJECT:

Clean and rehabilitate a settling tank before employees return from three-day weekend

CUSTOMER:

Knouse Foods, Orrtanna, Pa.

CONTRACTOR:

Advanced Rehabilitation Technology, Bryan, Ohio

EQUIPMENT:

SpectraShield liner system, CCI Spectrum, Jacksonville, Fla.

RESULTS:

Tank lined and online on schedule

settling tanks, then the ART crew loosened the solids on the bottom using the plant's fire hose.

CV Wenger Co., Chambersburg, Pa., service provider to Knouse Foods, was unable to pump out the slurry because of a water main break at another Knouse plant. Mock's crew couldn't start hydroblasting until the vacuum truck arrived the following morning. ART uses the trailer-mounted Model 40201D high-pressure Ultra-Clean water blasting system from NLB Corp. in Wixom, Mich.

Cleaning the tank using 6 gpm at 40,000 psi was a slow, laborious process. The men rotated shifts, as pulling the trigger on the hand-held lance asserted 80 pounds of pressure against their bodies. After two hours of fighting the tool, they were exhausted.

One corner of the interior tank was badly broken out and full of whole apples. The vacuum truck couldn't dislodge them until ART jettied the tank. By Thursday night, the men had removed all traces of applesauce.



Men and hoses went back and forth between the outside and inside tanks through this 2-foot-square opening.

28-hour day

Four inches of rain fell Thursday night, activating numerous leaks around the big field stones in the tank. "The surface of the walls must be dry before we can apply the primer," says Mock. "Most leaks were minor, but they were all over. We saw about two dozen."

Mock set up three heavy-duty high-performance livestock fans inside the tank to facilitate drying. To stop severe leaks, Garcia and



The first layer of the SpectraShield system was a primer designed specifically for saturated concrete.

Kimple bored into the walls and injected fast-acting SpectraGrout, but the drill bit kept encountering field stones. A direct hit stopped them cold. "Moving a few inches up or down sometimes got us around the rock," says Mock. "Other times, we probably were on the edge of one and forced our way through it."

Minor leaks were stopped with quick-setting hydraulic cement. The men applied the powder with their

The first layer of the SpectraShield system is a proprietary primer designed for saturated concrete. The thin film provides adhesion to the substrate. As Kimple sprayed it on, leaks returned through different outlets.

"That was our next big challenge," says Mock. "Work stopped while Junior or I plugged the leaks, then we'd look for new ones as Josh began spraying again. We'd know

"The 12-inch-thick walls in the outdoor tank were eroded 4 to 5 inches, and the 6-inch-thick walls of the smaller enclosure were eroded 2 to 3 inches. I was amazed at the corrosiveness of apple juice."

Gary Mock

gloved hands, and could feel the heat from the chemical reaction. Plugging one leak often forced the water down the crack and out another opening.

The 6-inch-wide by 5-foot-tall missing corner section in the interior tank was rebuilt using cement bricks for backing. "We used a lot of grout to plug severe leaks and the hydraulic cement to repair missing areas," says Mock. The repair took two hours, and stopping infiltration in all the tanks took seven hours.

Drying the walls of the interior tank was more difficult, too. As evening wore on, cool air formed condensate on them. The ART crew fought back with propane torches.

"The tank had to be online when employees returned from their three-day weekend," says Mock. "To meet that deadline, we worked from 8 a.m. Friday until the lining process was completed at noon on Saturday."

right away if something was wrong. The primer becomes runnier or has a milky appearance if water mixes with it or the surface is too wet."

The men and hoses went back and forth between the outside and inside tanks by ducking through that 2-foot-square hole. They fought excessive heat in the tank and fatigue, but took breaks to cool off, rehydrate and catch catnaps when possible.

Home stretch

After the primer dried the required four hours, Kimple sprayed on a 50-mil layer of silicone-modified polyurea followed by a 1/2-inch thick layer of tight closed-cell polyurethane foam to fill voids and restore placement. "Building back the eroded thickness wasn't necessary," says Mock. "We wanted a fair surface that looks good and cleans easily."



Two layers of sprayed-on foam sealers finished the tank restoration job. Matias Garcia Jr. applies a layer of polyurethane foam over the pink primer in the outside tank.

The foam dried tack-free in 8 to 12 seconds. Kimple then applied a second thin film of silicone-modified polyurea, which provided the final corrosion barrier and dried just as quickly. The tank was ready to go online. Balog gave the ART team free bottles of apple juice and asked Mock to evaluate another corroded concrete tank requiring cleaning and resurfacing. ■

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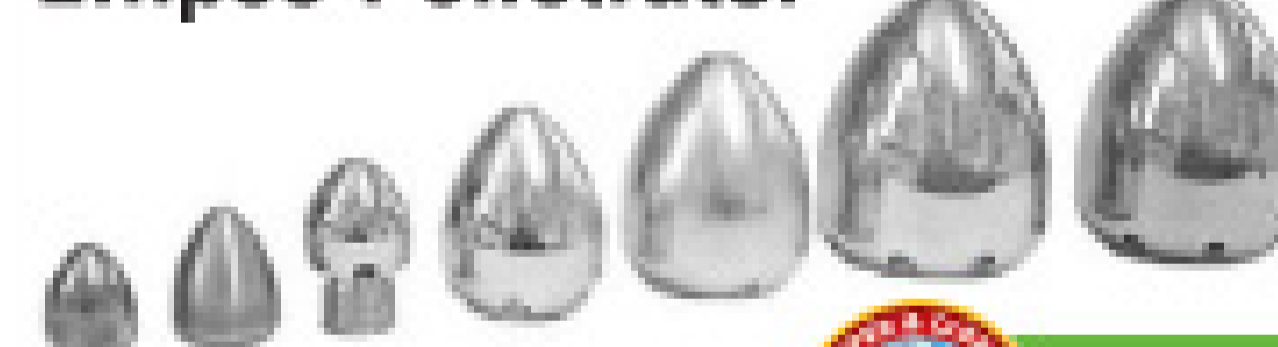
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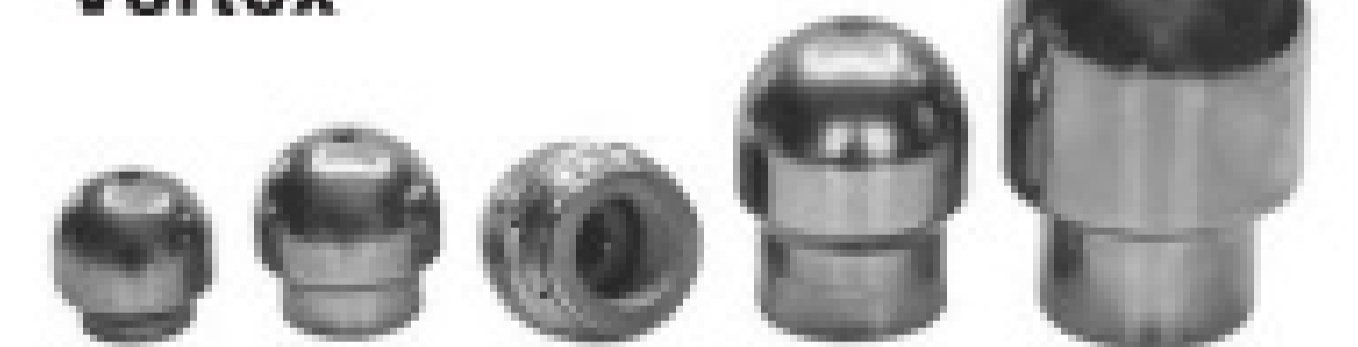
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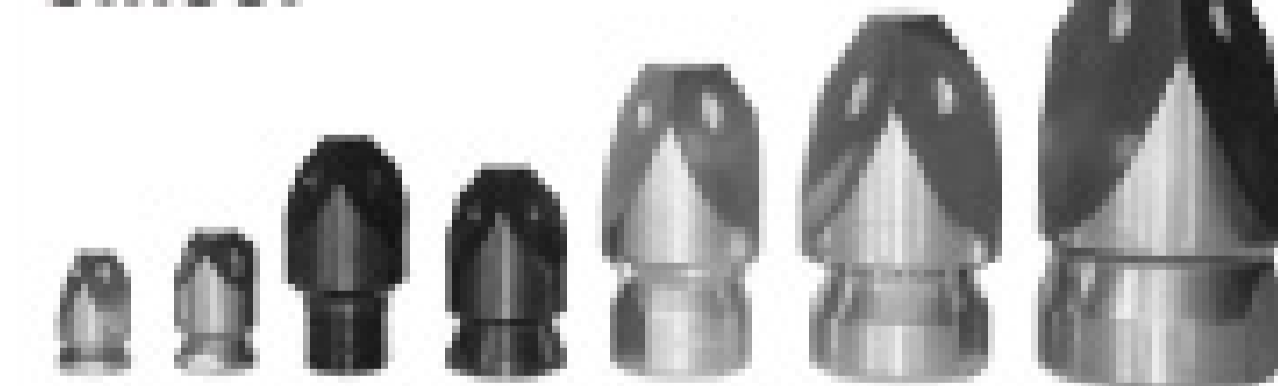
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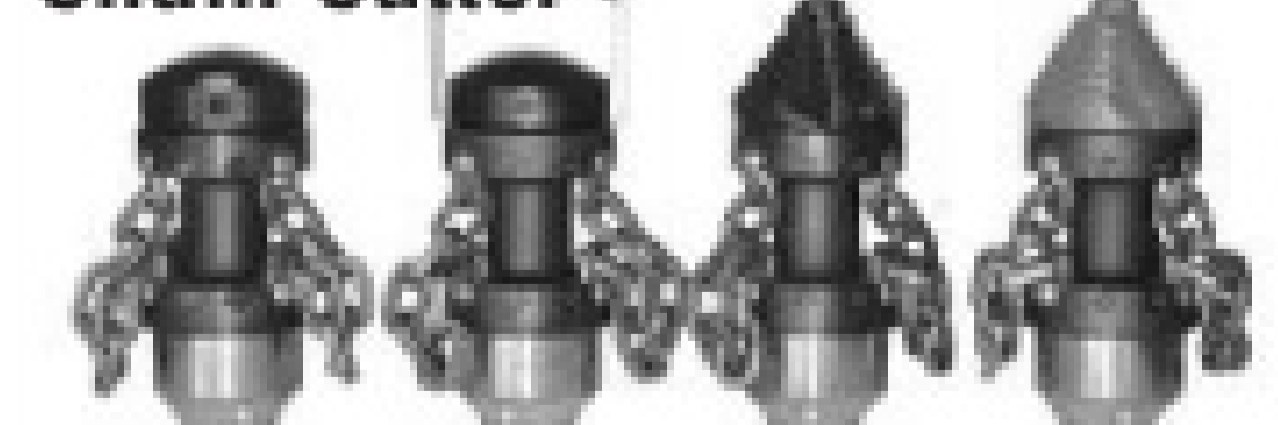
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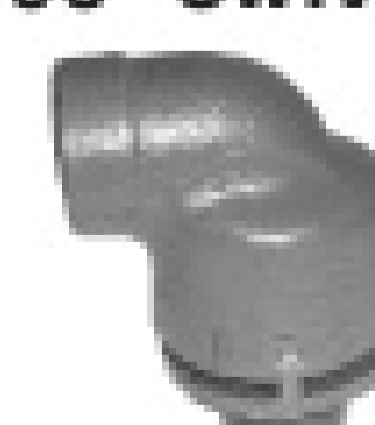
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Very successful established Midwest based full service Trenchless Sewer Company with municipal and industrial experience and contacts available for acquisition. Serious confidential inquiries only. Please respond to P.O. Box 170053, Irving, TX 75017-0053 or email: cippcompany@yahoo.com. (CM4)

PORTABLE TOILET BUSINESS located in Albany, NY. 600+ units, 3 service trucks, 2 P&D trucks. 20 years family built business. Excellent growth potential. Call Stanley @ 518-441-7222. (CPT2)

BUSINESSES WANTED: Septic pumping, grease trap, drain cleaning and other ancillary businesses wanted. We are buying well run businesses in New England, Mid-Atlantic and Florida. All opportunities will be given proper consideration. Confidentiality ensured. Will move quickly for the right opportunity. Serious inquiries only. Please contact Richard Bedard @ Blue Water, 617-326-3344 or rbedard@bwseptic.com. (CPBM)

For Sale: DESERT SNAKE MANUFACTURING, a small drain cleaning business. We make snakes, manufacturing machines, cable manufacturing. Located in Phoenix, AZ. Call for details. 602-295-9198 Victor. (CBM)

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BUSINESS OPPORTUNITIES

If you are in need of a REGISTERED SEPTIC TANK CONTRACTOR to qualify your Florida-based septic company, send me an email @ BLRSepticService@aol.com or call 561-723-5001. (P4C5)

REDUCED! MUST SELL DUE TO OWNER'S HEALTH. Drain cleaning, jetting, plumbing business for sale in Myrtle Beach, SC. 3 trucks, jetter, all equipment. Strong customer base. Will consider holding plumbing license. Willing to train. 843-997-5570. (CBM)

WWW.ROOTERMAN.COM. Franchises available with low flat fee. New concept. Visit web site or call 1-800-700-8062 x26. (CPBM)

GREAT BUSINESS OPPORTUNITY: Quality manufacturer looking for independent representative or distributor to sell profitable consumable product to wastewater/collections market. Call 877-444-3549. (C3)

DRAIN/SEWER CLEANING EQUIP.

Rodder Truck (Sreco Flexible) 1990 Ford F450 w/123,000 miles, 7.3 L Diesel, auto tran, A/C, sectional rodder. Truck, tires and rodder motor in good condition, needs rod-ding segments replaced. Check website www.ziamunicipal.com for more information or call 614-419-4579. (CP5)

Used and rebuilt cable machines, cameras, water jetters and locating equipment. Ridgid K-7500, K-3800, K-1500, K-38, General Model Speed-roter, T-3, Mini Rooter, rebuilt Spartan #1065 - \$1400; #100 - \$650. The Cable Center. 1-800-257-7209. (CBM)

GLOVES

GLOVES brown jersey (100% cotton) 25 dz/cs, latex exam, shoe covers, sewer gloves, cotton, leather, PVC, welding. Any glove is available. Metro Industrial Supply 888-358-1923; www.easygloves.com. Visa/MC. Money back guarantee. (CP3)

JETTERS-TRAILER

1978 Myers trailer jet, Wisconsin gas engine, 300 gallon water tank, 500' 5/8" hose, new white paint. 515-864-1036. (C3)

SPARTAN 2000 798 TRAILER JETTER rated @ 4000 psi @ 18 gpm, new hose, always housed inside in heated building. Call for details. 630-554-3336. (CM4)

Pre-owned PipeHunter model 38T44 jetting unit, trailer mounted unit w/335 poly water tank, 4000 psi @ 25 gpm, 600' hose and attachments. In stock!!! (Stock #4313V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C3)

1987 Aquatech 600 gallon sewer jet trailer, excellent condition, Ford 4 cylinder gas, 35 gpm @ 1,800 psi, 500' of 3/4" hose. Good overall condition. 515-864-1036. (C3)

1999 O'Brien 3604 trailer jet. 600 gallons of water. 40 gpm @ 2000 psi. Root cutter kit and misc. nozzles. Continental gas engine. Call Jay Barnwell 1-315-437-1471. (C6)

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)

New PipeHunter Model 38T44 jetting unit, trailer mounted, w/335 Poly water tank, 4,000 psi @ 25 gpm, 600' of hose and attachments. **In stock!!!** (Stock #13317) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C3)

1981 FMC model 3530 trailer jet tandem axle, Ford 4 cylinder gas engine, 3/4" hose, 35 gpm @ 1,800 psi, good working condition. 515-864-1036. (C3)

2008 O'Brien 7040-SC trailer jet. 65 HP Cummins. 500' 3/4" hose. 700 gallon tanks. 40 gpm @ 2000 psi. Call Jay Barnwell 1-315-437-1471. (C4)

New O'Brien Model 3518-SC jetting unit, trailer mounted unit, w/350 poly water tank, 4000 psi @ 18 gpm, 400' hose and attachments. In stock!!! (Stock #3024V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C3)

JETTERS-TRAILER

For Sale: Aries Saturn 3 Camera System with cable reel mounted in a Cargo Sport Trailer, with overhead AC system. For additional cost, will include transporter and camera. Unit has shore power or generator. For more information, contact Woody Willis @ 904-219-6491. (CMP3)

JETTERS-TRUCK

2000 SECA water jet. Front mounted, hose reel, Myers 50 gpm 3000 psi, 1500 gallon plastic water tank. Was a city owned unit. In excellent condition. 714-639-8352. **www.empireequip.com.** (CPBM)

1996 Ford F800, Cummins 5.9L diesel, automatic, Underground model "Pipe Hunter" 500 gallon poly water tank, articulating hose reel, diesel auxiliary engine, 500' of 1/2" hose. Nice unit. 515-864-1036. (C3)

1995 Harben, 925 hours, in excellent condition, mounted on 1998 Ford F800, 5.9 diesel hydromatic, 500 gallon water tank. Asking \$21,000. In Florida. Call 561-740-2010. Cell 396-4469. (CP3)

1986 CHEVY C-65 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. \$15,000 (a steal). 770-527-0376. (CMPBM)

1991 International 4700 DT diesel, 190 hp, 6-spd. manual trans., SA, hydraulic brakes, 1997 Sewer Equipment Company of America model 747 sewer cleaner, rotating hose reel, 500' of 3/4" hose, Perkins diesel auxiliary engine, 40 gpm @ 3000 psi pump. 515-864-1036. (C3)

2006 GMC TC6500 cab & chassis truck mounted jetting unit w/Jet Eye camera system, 3000 psi @ 50 gpm, 1000 gallons water, 600' hose, 500 cfm blower, debris tank and attachments. In stock!!! RENT ME!! (Stock #13234) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C3)

PLACE YOUR AD ONLINE AT www.cleaner.com - IT'S ALWAYS THERE TO MEET YOUR BUSY SCHEDULE

JETTERS-TRUCK

2002 International 4900, DT-530, Allison MD3560P automatic, S/A, AB, air ride drivers seat, very nice SRECO FLEXIBLE truck mounted sewer jetter body, Myers pump, 65 gpm @ 2,000 psi, about 500' of 1" hose, 1,500 gallon poly water tank, only 20,700 miles and 2,210 hrs. on this unit. This is a very nice truck jet!! 515-864-1036. (C3)

1979 Ford F700, MYERS Truck Jet, SA, 370V4 gas engine, 5-speed manual, 2-speed rear axle, 40,000 miles, MYERS Model MHV-6-10L6 truck jet body, 65 gpm pump, 400' of 1" hose, Ford 6 cylinder gas auxiliary engine, new 900 gallon poly water tank. This is a very nice older jetter!!! 515-864-1036. (C3)

JET VACS

2001 Vac-Con Model V390 SHA, 3-stage fan, 80 gpm 2000 psi pump, 600' of new 1" jet hose, new paint. Was city owned. 972-938-1905. www.empireequip.com. (CPBM)

1991 International with a Vac-Con combination vacuum jetter unit. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).**(C3)

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. Reduced to \$62K OBO. 716-523-6813 after 5:00 pm. (CP3)

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)

2003 Vac-Con VPD4216LHA, mounted on Sterling 9501, 16 yard, 800' hose reel, 1500 gal., 85 gpm/3000 psi, hydrostatic blower, clean good running truck. \$149,800. Call 561-718-2736. (C3)

VACTOR 1994 remanufactured Model 2115, 100 gpm @ 2,500 psi pump, two-stage fan. Many options. \$49,000. Call 440-352-9472 Cell 216-299-1396. (P3C4)

1996 Vactor Model 2110, **PD blower**, 65 gpm, 2000 psi pump, 10-yard debris tank, new paint. 972-938-1905. www.empireequip.com. (CPBM)

JET VACS

1995 Ford L8000, diesel, automatic, S/A, outstanding 5 cu. yd. Vac-Con combo unit, articulating hose reel, 500' of 3/4" hose, 3,000 psi @ 30 gpm FMC pump, 8" diameter front telescopic boom. Low miles and hours. Outstanding unit!!! 515-864-1036. (C3)

1999 Mack Camel, 65 gpm, 2000 psi, automatic, PD blower, extension boom, 32,000 municipal mi., well maintained. \$65,000. 585-248-6490. (CM4)

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. Reduced to \$77,500 OBO. 716-523-6813 after 5:00 pm. (CP3)

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)

1994 Ford LNT8000, diesel, automatic, tandem, 24,000 miles and 1,250 hrs., Vac-Con model V311THA combination sewer cleaning unit, 3-stage fan, 11-yd. debris body, 1,300 gallon water tanks 10' boom, articulating hose reel, hydrostatic drive, John Deere diesel auxiliary engine, only 1,600 hrs., 56 gpm pump. With fresh white body paint. 515-864-1036. (C3)

1986 Vactor 1200 on a Ford L-8000 w/3208 Cat w/Allison auto, 68000 miles. Pony motor, 6V53 Detroit w/4365 hrs. Body washout, recir. and anti-freeze systems. \$12,500. Jim @ 313-849-2667. (CP3)

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. Reduced to \$47,500 OBO. 716-523-6813 after 5:00 pm. (CP3)

Looking for a couple late model Vectors with low hours. Please contact Steve @ River City Environmental, Inc. 503-969-7591. SteveM@rivercityusa.com. (CP5)

JET VACS

(1) 2002 Vactor 2110; (1) 2002 2115; (1) 2003 2110. **All PD units.** All were city owned units in excellent condition. Located in Dallas. 972-938-1905. www.empireequip.com. (CPBM)

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)

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)

CAMELS: 2008 Camel 200 DEMO unit, only 8,500 miles+/- . Like new with Cat Diesel, Sterling tandem chassis, 10 cy dump, front reel mount, winter circulation and vacuum excavating packages, never titled. 1997 Camel 200 on Ford LT8515 tandem chassis. One owner truck with only 67,000 miles, Cummins 275 Diesel, auto shift, 10 cy dump body and behind the cab reel. 1990 Camel 200 on a Ford LNT 8000 chassis w/a Ford Diesel, auto shift, 10 cy body, front reel and only 42,000 miles, municipal owner. Check website www.ziamunicipal.com for more information or call 614-419-4579. (CP5)

Jack Doheny Supplies Inc. offers a full range of late model combo units and DOT industrial vacuum loaders. Call us @1-800-3DOHENY. (CPBM)

LEASE/ FINANCING

North Star Commercial Credit: Commercial Loans for Trucks or Equipment. Flexible purchase programs to fit your budget. 21 yrs. in the industry. Contact **Tom Myers - 877-804-2274.** (CPBM)

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Top quality aerators at wholesale prices. We have replacement units for most name brands and also carry Linear Regenerative Rotary Vane pumps. Flagg Air, Gast, Thomas, FPZ, Secoh, Medo and more. Call a company that understands aerators and aeration systems. Septic Services Inc. 800-536-5564. (CPBM)

PARTS & COMPONENTS

Piranha Horizontal Hose Repair Machine (Swaging): 1- Vactor snorkel nozzle kit #50507, 1- O'brien root cutter with spiral blades 6", 8", 10" 1- Hydro Excavation tube and misc. Vactor parts. \$1,200 takes it all. Please call 802-948-2082. (C3)

US JETTING provides aftermarket rebuilding services and **replacement parts for Harben® pumps.** Low prices, fast response. Why pay more? Call today. 1-800-538-8464, ext 25 or 18. (CBM)

PIPELINE REHABILITATION

2008 UV Curing System - Reline pipes from 6" to 42" and 450' of cable with front & rear cameras. Chase is a Ford E450 with a 30 kilowatt generator. 250-962-9382. (C3)

Need plugs? Have seven 30"-60" flow through sewer plugs for sale. Brand new! Paid over \$6,500 US each. Make an offer! Kim 734-955-2508 x25. (C4)

Cues TV/Cutter Trailer: 2007 Evolution package, with or without camera, cutter or compressor. Call or go to our web site for photos and specs. www.mccannunderground.com. Financing available. Kelly 608-279-2299. (CBM)

One trade-in model of Pipe Genie heavy duty pipe bursting equipment. Excellent condition, looks new. 30-ton, 100 feet cable, full 2 year warranty. 877-411-7473. (CBM)

PORTABLE RESTROOMS

Portable Toilets: Poly constructed, molded seat, urinal, latching door. Handicap accessible units available. New and used. CCI/Brian Touey 805-896-3777. (CBM)

PORTABLE RESTROOM TRAILERS

Restroom Trailer - Gold Series: 32', new and used. Women's - 5 stalls, 2 sinks; Men's - 2 stalls, 2 urinals, 2 sinks. CCI/Brian Touey 805-896-3777. (CBM)

PORTABLE RESTROOM TRAILERS

Restroom Trailer - Platinum Series: 30', new and used. Women's - 4 stalls, 2 sinks. Men's - 2 stalls, 3 urinals, 2 sinks. CCI/Brian Touey 805-896-3777. (CBM)

PORTABLE RESTROOM TRUCKS

2002 International Pumper Truck: 4700 series, DT466, automatic, air brakes, 1200 gallon waste, 300 gallon fresh water, Masport 75 pump. CCI/Brian Touey 805-896-3777. (CBM)

POSITIONS AVAILABLE

SBP, Inc., a Northwest Florida-based company, is seeking qualified personnel willing to travel. If you are experienced in cured-in-place pipe lining, high pressure cleaning and video and/or manhole or lift station rehabilitation using epoxy lining systems, fax your resume to 850-478-4507 to the attention of Wanda Murphy. (C2)

Contractor seeking experienced employees to operate sewer cleaners, tv/grout/cutter, and Cured-in-Place Pipeline and Manhole equipment. Must have CDL, airbrakes, clean MVR and DOT. Most projects within 100 miles of St. Louis. Fax resume to 618-397-0098 or email: watincoffice@aol.com. (CM3)

PUMPS- SUBMERSIBLE

Wholesaler for Hydromatic, Zoeller, Myers, Liberty and ABS pumps. We also supply Grinder pumps and basins. Will help you size them. Septic Services Inc. 800-536-5564. (CPBM)

PUMPS- VACUUM

Complete line of Moro, Conde and engine-driven, stand-alone pump systems, DC10 washdown pump. Call us for any of your vacuum truck parts from shut-off valves, primary and secondary valves, hoses, vacuum pumps and drive systems. Septic Services Inc. 800-536-5564. (CPBM)

PUMPS-WATER

1 or 2 XT-8 pumps, 8", Model X-T8, 14 3/4" impeller, each with 40 hp 400 motors, less than 50 hrs. each. Also available control panels. \$7,500 each pump and motor. 727-576-1111. (CP3)

RENTAL EQUIPMENT

Liquid vacs, wet/dry industrial vacs, combination jetter/vacs, vacuum street sweeper & catch basin cleaner, truck & trailer mounted jettors. All available for daily, weekly, monthly, and yearly rentals. **VSI Rentals, LLC, (888)VAC-UNIT (822-8648) www.vsi rentalsllc.com.** (C3)

RODDERS

Nice Sreco trailer rodder, 20 hp Onan engine model NHB-MS 3604C, between 300' and 400' of rod. Very low hours. 515-864-1036. (C3)

1997 Chevrolet 3500 4x4 dually, 6.2L diesel, automatic, Sewer Equipment Company of America model 444 truck mounted sectional rodder sewer machine. About 52,000 miles. 515-864-1036. (C3)

SEPTIC TRUCKS

2004 International Model 4300 series, 2000 gallon Progress tank serial #20980, diesel, AC, Stereo/CD, power steering, 36,000 miles, original owner, want to sell ASAP. \$55,000 OBO. 818-912-1220. (CPTI3)

SERVICE/REPAIR

Sewer Cam Reel and Camera Repair: 48-hr. turn-around time. General Wire, Ratech, Electric Eel, Gator Cams. Quality service on all brands. For more info. give Jack a call. Dynamic Cable Repairs, Lodi, NJ 07644. 973-478-0893. (CBM)

www.servicewithasmile.com
Sewer Cam Reel and Camera Repair: Authorized for General Wire, Ratech & Ridgid. Quality service on all brands. Need more info? Give Chuck a call. Electronic Repair Co., Birmingham, AL 35206. 205-836-0454; email: part@servicewithasmile.com. (CBM)

SHOWER TRAILERS

Shower Trailer - Gold Series: 32', new and used. Men and women sides each have 3 private shower stalls with changing area, 1 restroom stall, 1 sink. CCI/Brian Touey 805-896-3777. (CBM)

SWEEPERS

2008 American La France Condor with a Vac/All Model VS10DC 3-in-1 machine (sweeper, catch basin, leaf collector), 350 water comp, 10-yr. debris body; vacuum system: 16,500 cfm belt drive with silencer, driven by Cummins turbo charged 6 cyl. diesel. In stock RENT ME!!! (Stock #1791) **www.Vacuum SalesInc.com, (888) VAC-UNIT (822-8648).** (C3)

TOOLS

T&T Tools: Probes, Hooks. Probes feature steel shafts with threaded and hardened tips. The insulated **Mighty Probe™** tested to 50,000 volts. **Top Poppers™** open manhole covers easily. Free catalog. **www.TandTtools.com.** Phone **800-521-6893.** (CPBM)

TRAILERS: VACUUM/TANKER

Dyna Vac Portable Grease Trap Svc. Unit. Hardly used unit, trailer mounted 200 gal. tank, 49 CFM vacuum pump and 115V elec. motor. Ramp and winch for easy loading/unloading and optional jettors. \$7,800 OBO. 518-885-7324; jimteneyck@aol.com. (CP3)

TV INSPECTION

New Cyclops Sewer Camera System mounted on 2001 Ford E-150 van. Heavy duty transporter, 500' cable, DVD recorder, keyboard data, LCD monitors front and rear, straight-view color camera. \$39,000. Or \$49,000 with pan/tilt camera. 830-249-9756. (C3)

Cobra Camera Truck: 2005 E450 Ford diesel. Contact service@jetplumbing.com for full pictures-details-price. Perfect condition. Sparks, Nevada. (P2CM3)

2008 Cues video/cutter truck, Cues OZII zoom camera with ultra shorty crawler, two Bowman Dominator cutters c/w control & Ridge power winch. 2006 GMC 16' cube van. 250-962-9382. (C3)

TV INSPECTION

For Sale: Cues Nite Owl pan and tilt camera in excellent condition. \$7,000 (CDN). 506-624-3993. (CP4)

Pearpoint TV Inspection Trucks: 1995, mounted in Isuzu NPR, turbo diesel, low miles, two cameras with small & large transporters, diesel generator, many extras. \$30,000. 559-276-0186. (CP4)

Used and rebuilt color and black & white camera kits. Ridgid SeeSnakes, General, Gen-Eye, Pearpoint. The Cable Center. 1-800-257-7209. (CBM)

Oceanquip sells Xtreme Green 12 conductor flexible cable & PUSH cables; connectors, pig-tails, assemblies for all major video tractor/cutter mfgers. Order from website: **oceanquipllc.com.** VISA & MC accepted. See us at P&C Booth 3031. (C3)

REBUILT INSPECTION CAMERAS: Gen Eye I, II, III. For more information call Jack at Dynamic Cable Repairs. 973-478-0893. (CBM)

2003 RST Ford Van 350, 67K, P&T Omni Eye 3 CD/DVD, Posom system, great cond. \$47,000 firm. Will train and deliver. Call David 214-536-2915. (C3)

TV INSPECTION BODIES, 3 available, **BRAND NEW,** dual compartment, heated/AC control rooms, LCD flat panel monitor, sound mixer, Panasonic VHS player with monitor, silent air compressor, Grundfos 12V water system, rear view camera, Karcher high pressure washer, motorized cable reel, GIS winch, multiple tool boxes, rear awning, refrigerator, and much more! Must sell, only 3 left, save thousands - **\$19,900 each or make a reasonable offer.** Bodies are in NH. Call 866-779-5438 or 603-491-8692 ask for Ron. (CM4)

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TV INSPECTION

Cues Mainline inspection truck, 97 GMC 1-ton Savana with 68k miles. Pan & tilt camera, shorty transporter, DVD & VCR format, Cues studio design, with AC/heat, Honda generator and many extras. Sharp clean unit for sale. \$49,000. Call 319-759-7774. (C3)

14 'High Cube RST CCTV. Nice looking truck, 1990 GMC truck. Ready for work. Retrofitted 8 years ago. 40K original miles, Onan 65KW generator, OE3 pan & tilt camera tractor system, front & rear monitors & controls, work bench, tool boxes, Rhino covered floors. Many, many extras. Will accept the 1st offer over \$38,500. Excellent buy! Pictures via email. 541-396-6414, Oregon. (P2C3)

New Cyclops Sewer TV System mounted on raised roof Ford E-150 van. Pan & tilt camera, Crawler, 625 ft. cable, DVD, on-screen keyboard data. \$39,000. Call Bill 830-249-9756. (C3)

2002 Chevy 3500 CCTV Van: RST equipped with Wincan software, crawler with pan and tilt camera, stainless single conductor, Honda generator, 76,000 miles. \$55,000 OBO. 412-221-1113. (C3)

Refurbished Cyclops sewer TV camera van. Pan/tilt camera, crawler, 530' cable, screen footage, VCR. Mounted on Ford Aerostar minivan. \$22,500. 830-249-9756. (C3)

Pads and Chain Assemblies: Silicon carbide filled for maximum traction and long life. Single and double hole pads for all makes of tractors. Money back guarantee. Contact **Pipe Tool Specialties** (503) 1-888-390-6794 or fax 1-888-390-6670. Samples sent upon request. Same day shipping. We are a 6/12 company. (CMBM)

Wanted: Used tractors, crawlers, straight-pan/tilt cameras, lighthoods, power controls, cables, reels, monitors, software, etc. Working or not. 902-435-8200, fax 902-435-8222. (CBM)

VACUUM LOADERS

1986 IME Model trailer mounted sewer vac, 20 hp Onan engine model NHC-MS 3888D in very good condition with only 500 hrs. 515-864-1036. (C3)

2007 6027 Supersuckers: Mounted on 380 HP Sterling Cat chassis, low hours and miles. \$190,000. Call Mike 219-398-4000 or 888-551-1998. (CP3)

WANTED

WANTED: Ridgid K-7500 machine, working or not. Call 651-492-8699. (CP3)

Wanted to Buy: Vactor 2100's and late model Guzzlers. Cash. 800-336-4369. (CPBM)

WATERBLASTING

Gardner Denver 620-671 Detroit 20K @ 11 gpm. **Gardner Denver** IL450- Volvo 20K @ 17 gpm. **Aquadyne** GA 200 variable speed 3116 CAT 20K, 20 gpm. **Aquadyne** 0450DS-Cummins 20K @ 36 gpm. **Jetstream** 4220-Cummins 20K @ 17 gpm. **Jetstream** UNX-6V53 Detroit 10K @ 26 gpm. **NLB-Ultraclean** Cummins 36K, 7 gpm. **NLB** 10-600 Cummins 10K @ 104 gpm. **NLB** 5-250 Cummins 3600 psi, 182 gpm. **US Jetting Sewer Unit** 4K @ 14 gpm. **Boatman Ind. 713-641-6006. View @ www.boatmanind.com.** (CPBM)

2002 NLB-4075D diesel, 40,000 psi, 3 gpm, trailer mounted, 300' new hoses, 620 hrs. Perfect condition. Price \$45,000. Contact 973-476-7194. (CP6)

2001 Vactor Vaxjet, closed loop surface cleaning system, 10,000 psi, 1000 gal. tank. Call for details. \$160,000 OBO. 330-270-9900 ext.109. (P2C3)

NLB 860E, 2 units, 3000 hr. ea. 12.5 gpm @ 8k, also NLB 812 trailer w/453 Detroit. All units excellent. \$12,000 ea. 262-783-8100. (P2C3)

Water jetting equipment. We rent, sell and repair water blasters. Visit us at: www.waterjettingequipment.com or phone 714-259-7700. (CPBM)

2005 NLB 40K 40201, excellent condition. \$75,000. Call for details. 330-270-9900 ext. 109. (P2C3)

06 Jetstream Hydroblaster, 172 hrs., 10k, 15k, 20k. Hydraulic hose reel with 500' of 10K hose (new). Mounted in a custom 28' enclosed gooseneck. Long list of lances, nozzles, etc. \$96,750. 605-886-4225. (M3C4)

Sapphire nozzles for all major 40,000 psi waterblasters at wholesale prices! Same-day shipping. UHP replacement parts, hoses. waterjet@bell.south.net, 772-286-1218. (CBM)

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| <input type="checkbox"/> Businesses | <input type="checkbox"/> Hand Tools | <input type="checkbox"/> Parts & Components | <input type="checkbox"/> Pumps-High Pressure | <input type="checkbox"/> Septic Tanks | <input type="checkbox"/> Vacuum Loaders |
| <input type="checkbox"/> Business Opportunities | <input type="checkbox"/> Hazardous Waste Units | <input type="checkbox"/> Pipeline Rehabilitation | <input type="checkbox"/> Pumps-Submersible | <input type="checkbox"/> Septic Trucks | <input type="checkbox"/> Vanes |
| <input type="checkbox"/> Cable Machines | <input type="checkbox"/> Hydroexcavation | <input type="checkbox"/> Portable Toilets | <input type="checkbox"/> Pumps-Vacuum | <input type="checkbox"/> Service/Repair | <input type="checkbox"/> Vehicle Tracking |
| <input type="checkbox"/> Computer Software | <input type="checkbox"/> Jetters-Trailer | <input type="checkbox"/> Portable Toilet Tanks | <input type="checkbox"/> Pumps - Washdown | <input type="checkbox"/> Slide-In Units | <input type="checkbox"/> Wanted |
| <input type="checkbox"/> Dewatering | <input type="checkbox"/> Jetters-Truck | <input type="checkbox"/> Portable Toilet Trailers | <input type="checkbox"/> Pumps-Water | <input type="checkbox"/> Sludge Applicators | <input type="checkbox"/> Wastewater Transfer |
| <input type="checkbox"/> Drainfield Restoration | <input type="checkbox"/> Jet Vacs | <input type="checkbox"/> Portable Toilet Trucks | <input type="checkbox"/> Rodding Machines | <input type="checkbox"/> Tanks | <input type="checkbox"/> Waterblasting |
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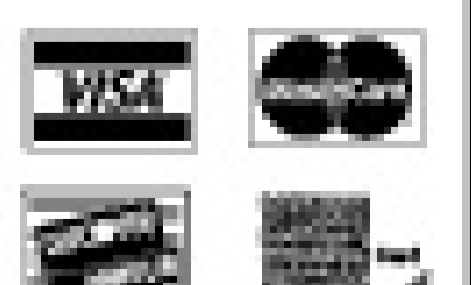
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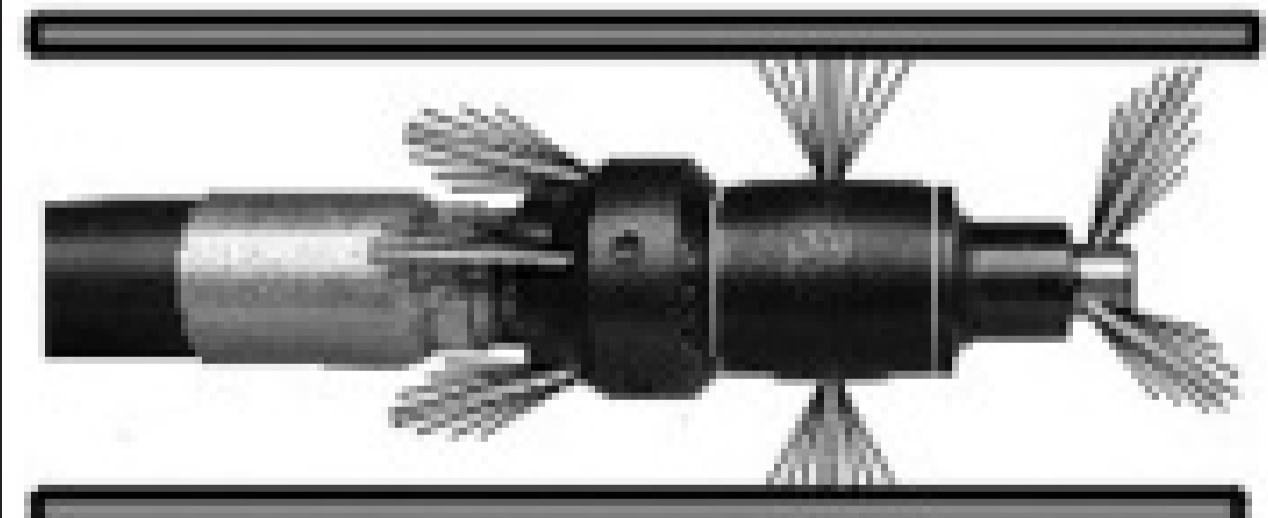
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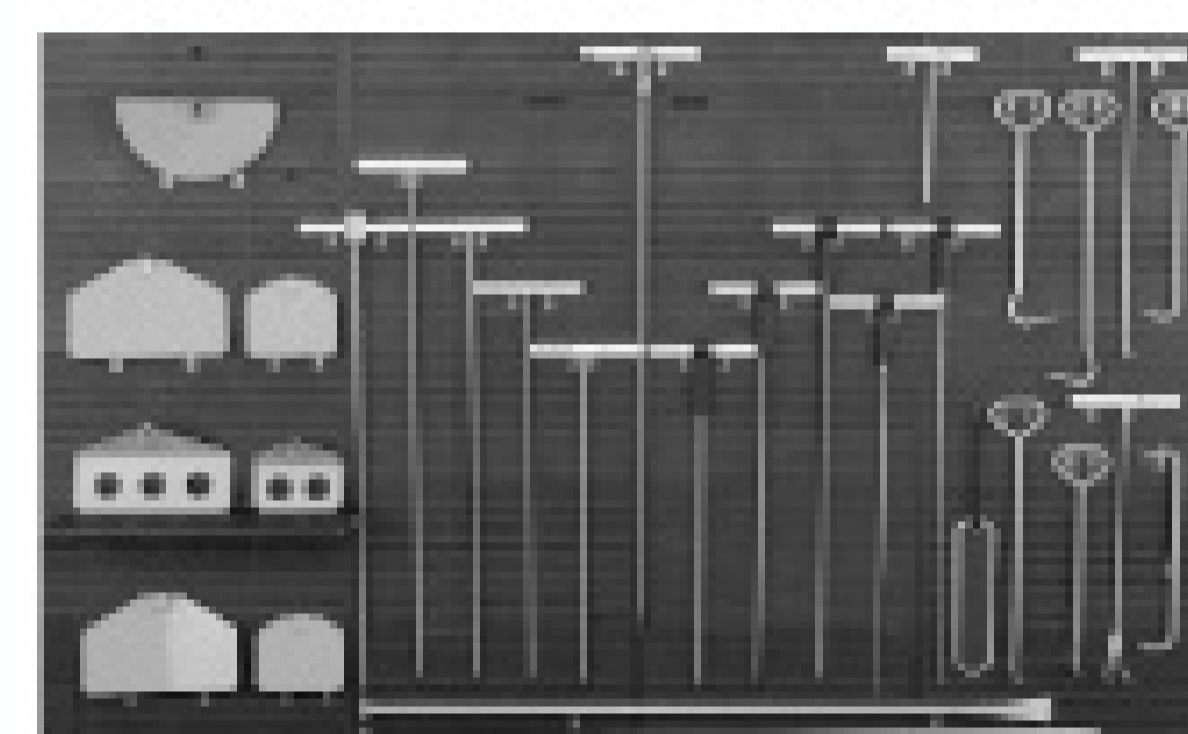
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Marketplace

Compact Crawler Camera System Provides Versatility

By Ken Wysocky

Obstacles in pipes that normally make it difficult to see defects farther down the line are now easier to examine with the P350 Flexitrac series of crawlers and camera inspection systems from Pearpoint.

The unit has 10x optical zoom capabilities. Three available interchangeable, high-resolution camera heads are available: straight view, pan-and-tilt, and pan-and-tilt with zoom. The cameras are designed with ultra-bright white LEDs for long, maintenance-free life. The P354 crawler operates in 4-inch pipe, and the P356 steerable crawler operates in pipes 6 inches and larger.

The P350 series is made to combine the simplicity and portability of a pushrod system with the performance of more expensive crawler systems, says Tom Schmandt, vice president of inspection products for Radiodetection.

"The straight-viewing camera and P354 crawler are compact enough to fit inside a 4-inch

pipe," Schmandt says. "Plus, the controller also works with our P330 pushrod system, so you can employ either a tractor-based system or a pushrod system, all operable with just one controller. There's no need for a second control unit."

The series also includes digital recording for high image quality. The cameras transmit images to an 8-inch, industrial grade TFT screen. Operators can zoom and rotate photos and edit live and recorded video in real time.

The control module, which along with the drum has a weatherproof rating of IP53, records survey data on a 2-gigabyte flashcard. Using a card reader that plugs into the USB port of a PC or laptop computer, the operator can download videos and data with special Windows-based software, and edit the videos and convert data reports to Microsoft Word documents.

"You can burn the video onto a DVD or e-mail it to a customer's compatible cell phone," Schmandt says. The crawlers are made of brass



and stainless steel, can operate fully immersed and are water-resistant and rated IP68 up to 100 meters. The unit comes with either a manual drum or motorized drum that can handle up to 825 feet of cable.

For information: www.radiodetection.com; 800/688-8094.



Electric Eel Offers Pipe-Thawing Machines

The UES 190D and 200D pipe-thawing machines

from Electric Eel Manufacturing Co. Inc. are designed to thaw frozen copper or steel pipe up to 75 feet in length, depending on pipe O.D. The units use low-voltage, high-amperage power and come with 115-volt power pack, two 25-foot cables with pipe clamps and circuit breaker to protect against overloads. 800/833-1212; www.electriceel.com.

RIDGID Introduces microExplorer Inspection Camera

The handheld microExplorer digital inspection camera from RIDGID enables users to take digital quality JPEG images and record video onto a secure card inserted into the integrated SD slot in the unit. An integrated mini USB port also is available to transfer data onto a computer where it can be saved, e-mailed or posted online. The camera features 3X zoom and/or pan functions and 3.5-inch LCD screen. 800/769-7743; www.ridgid.com.



Cam Spray Introduces VM Series Drain Jeters

The model VM4007H drain jetter from Cam Spray produces 4,000 psi at 7 gpm, while model VM3508H produces 3,500 psi at 8 gpm. Standard features on both include a 24-hp Honda engine, triplex ceramic plunger pump, power pulse, 500 feet of 3/8-inch hose on a DC-powered reel, four-nozzle kit and 125-gallon water tank. 800/648-5011; www.camspray.com.

Reelcraft Offers Side-Mount Cart Handle

The side-mounted handle option on Reelcraft hose reel carts enables the cart to easily attach to mobile equipment for transport to multiple locations. The square, tubular-steel frame resists deformation. Corrosion-resistant, baked-on powder coat finish guards against the elements. Designed to be used with Reelcraft's 6- and 12-inch Series 30,000 reels, the cart also features a zinc-plated 1/2-inch steel axle and 8-inch semi-pneumatic tires. 800/444-3134; www.reelcraft.com.





Guzzler Introduces Predator Vacuum Tanker

The Predator liquid vacuum tanker from Guzzler Manufacturing is designed for

handling bulk liquids, sludge and semi-solid waste. The tanker features 3,000-gallon payload capacity, standard vacuum pump capable of 27 to 29 inches Hg and maximum airflow of more than 400 cfm (300 cfm at 18 inches Hg). Alternate pump sizes are available. The unit's single compartment, carbon steel tank is rated for continuous maximum vacuum operation and 15-psi working pressure. Built in accordance with Section VIII of the American Society of Mechanical Engineers boiler code, the tank also complies with the U.S. Department of Transportation specification DOT412 for hauling hazardous materials on the highway. 800/627-3171; www.guzzler.com.

General Pipe Updates Mini-Rooter XP

The updated Mini-Rooter XP cable machine from General Pipe Cleaners features an upright frame with roll bars to protect the motor while traveling up stairs or loading the unit into a truck. The drain cleaner can feed or retrieve cable at up to 16 feet per minute and adjust to 1/2- or 3/8-inch cable without additional tools. The powder-coated drum can hold up to 75 feet of 1/2-inch cable and has an inner drum cage to prevent cable tangling. 800/245-6200; www.generalpipecleaners.com.



Reline America Introduces Mobile Curing Truck

The mobile curing truck from Reline America is designed

for use with the Blue-Tek cured-in-place-pipe system. Built on a small truck chassis, the system is equipped with a 500-foot cable reel (upgradeable to 1,000 feet) and a portable control unit that features an integrated touch-screen panel and Quality-Tracker system that documents every foot of the curing process on a tamper-proof computer file. 866/998-0808; www.relineamerica.com.

NLB Introduces Roto-Reel Units

Roto-Reel hose reels from NLB Corp. are designed to automatically feed high-pressure waterjet hose for industrial pipe and sewer cleaning. The reels also rotate the hose as it feeds, enabling it to get through tight bends and maximize cleaning coverage. The model Roto-Reel 200 has a hose capacity of 200 feet and is intended for applications requiring water pressure of up to 20,000 psi. The Roto-Reel 500 model has a hose capacity of 500 feet and is made for applications up to 10,000 psi. Both models feed hose at up to 40 feet per minute and rotate the hose reel at 30 rpm. Available with air or hydraulic power, the reels come skid- or trailer-mounted and feature a protective cap. 248/624-5555; www.nlbcorp.com.



Coxreels Designs Hand-Crank Power Cord Reel

The 1125 PCL Series professional grade hand-crank power cord reel from Coxreels features an all-welded "A" frame. Models are designed to handle up to 250 feet of 12/3 gauge and 200 feet of 10/2 gauge SO type power cord. Other features include an integrated cable keeper to prevent the 5-foot pigtail from whipping or twisting and either a hand crank or electric motor rewind. 800/269-7335; www.coxreels.com.

Vivax Introduces vLoc Pro Line Locator

The vLoc Pro digital line locator from Vivax Corp. is a multi-frequency locator with three antennae configuration modes. The unit is designed to locate the target line and display the depth and current measurements instantaneously on its bright color display. The receiver is powered by rechargeable and alkaline batteries. When the rechargeable batteries drop below a certain voltage, the alkaline batteries take over. The unit weighs four pounds and is both Bluetooth- and GPS-compatible. 866/332-1688; www.vivax.biz.



Thompson Offers 4-inch Dry-Prime Pump

The modular 4-inch, dry-prime pump from Thompson Pump and Manufacturing Co. Inc. features a high-efficiency impeller design and delivers flows up to 1,450 gpm, heads up to 150 feet and solids up to 3 inches. The unit utilizes a fuel-saving, three-cylinder diesel engine and offers three priming systems, including compression/venture, vacuum pump and diaphragm primer. 800/767-7310; www.thompsonpump.com.

Hannay 6000 Series Designed for Longer Hose Lengths

Hannay's 6000 series reels are designed for a variety of power rewind options, while their heavy-duty construction allows for efficient handling of longer lengths of hose. Reels operate at pressures to 1,000 psi and can manage temperatures from -80 degrees F to 185 degrees F. Features include either a manual gear-driven crank rewind or chain and sprocket driver powered by an electric, hydraulic or compressed air motor. The standard inlet is a 90-degree ball-bearing swivel joint and 1-inch female NPT threads with 1-inch female NPT standard outlet. Crank rewind reels have a pinion brake, while power reels have a comet brake. 877/467-3357; www.hannay.com.



StoneAge Offers Barracuda Cartridge Upgrade

The 40,000-psi Barracuda cartridge upgrade from StoneAge Inc. is designed to increase the operational life of the high-pressure seals. The upgraded cartridge assembly will retrofit into existing 40,000-psi Barracuda, Gopher and SL tools. 866/795-1586; www.stoneagetools.com. ■



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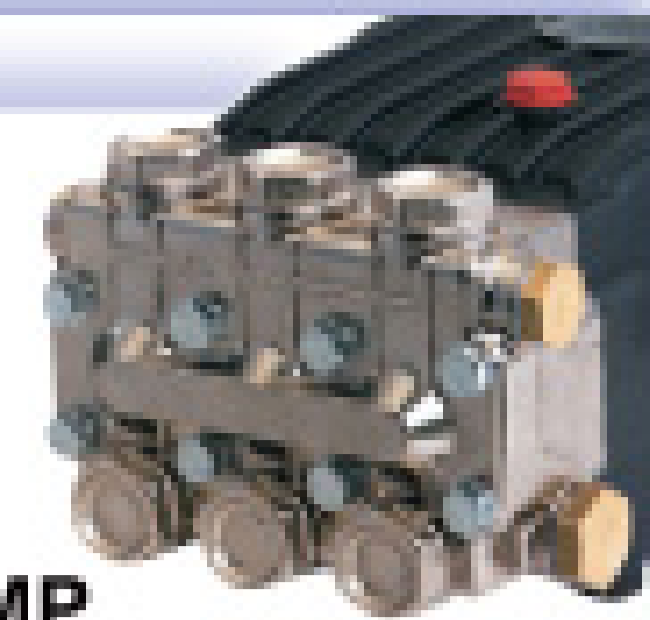
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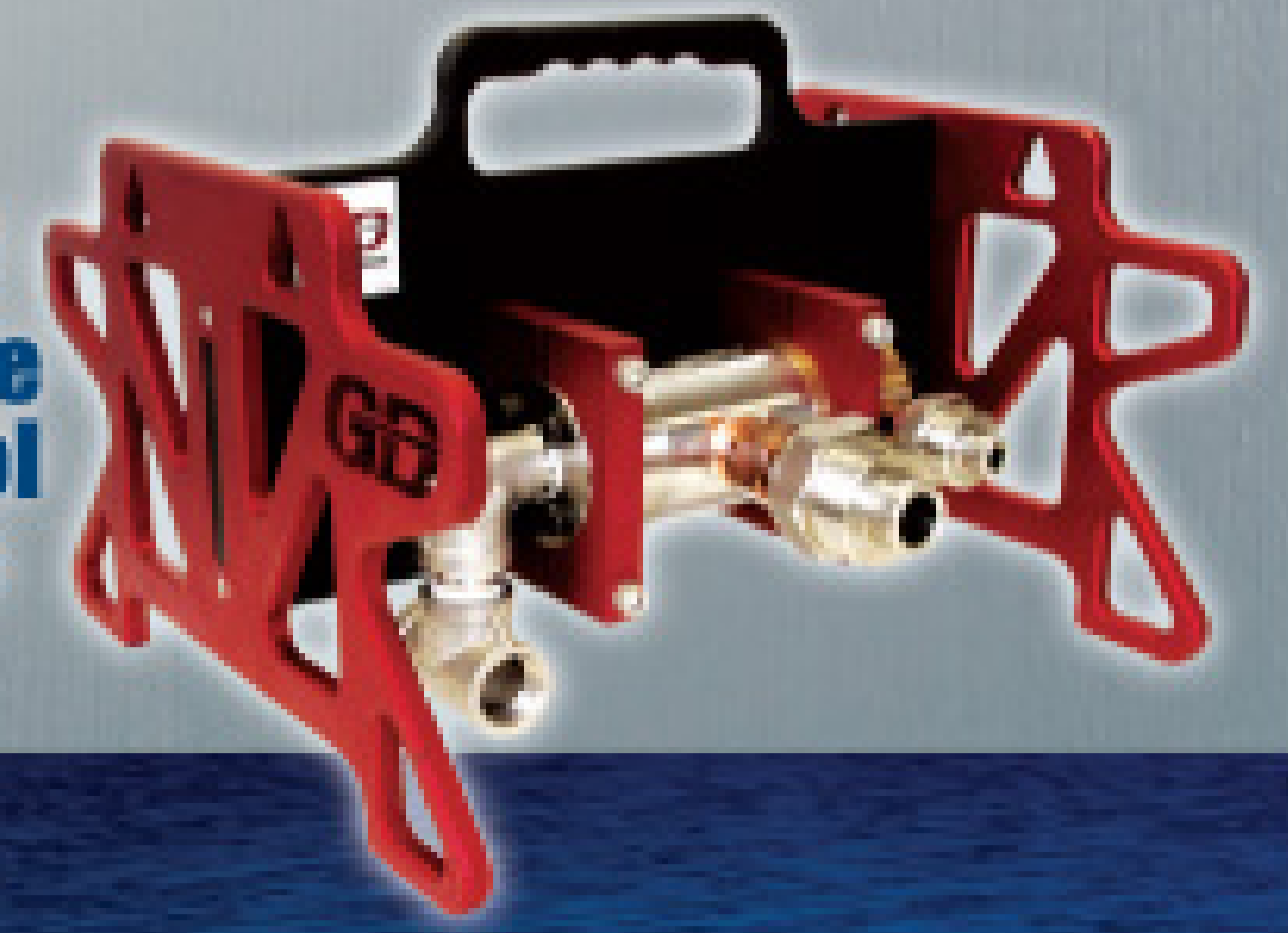
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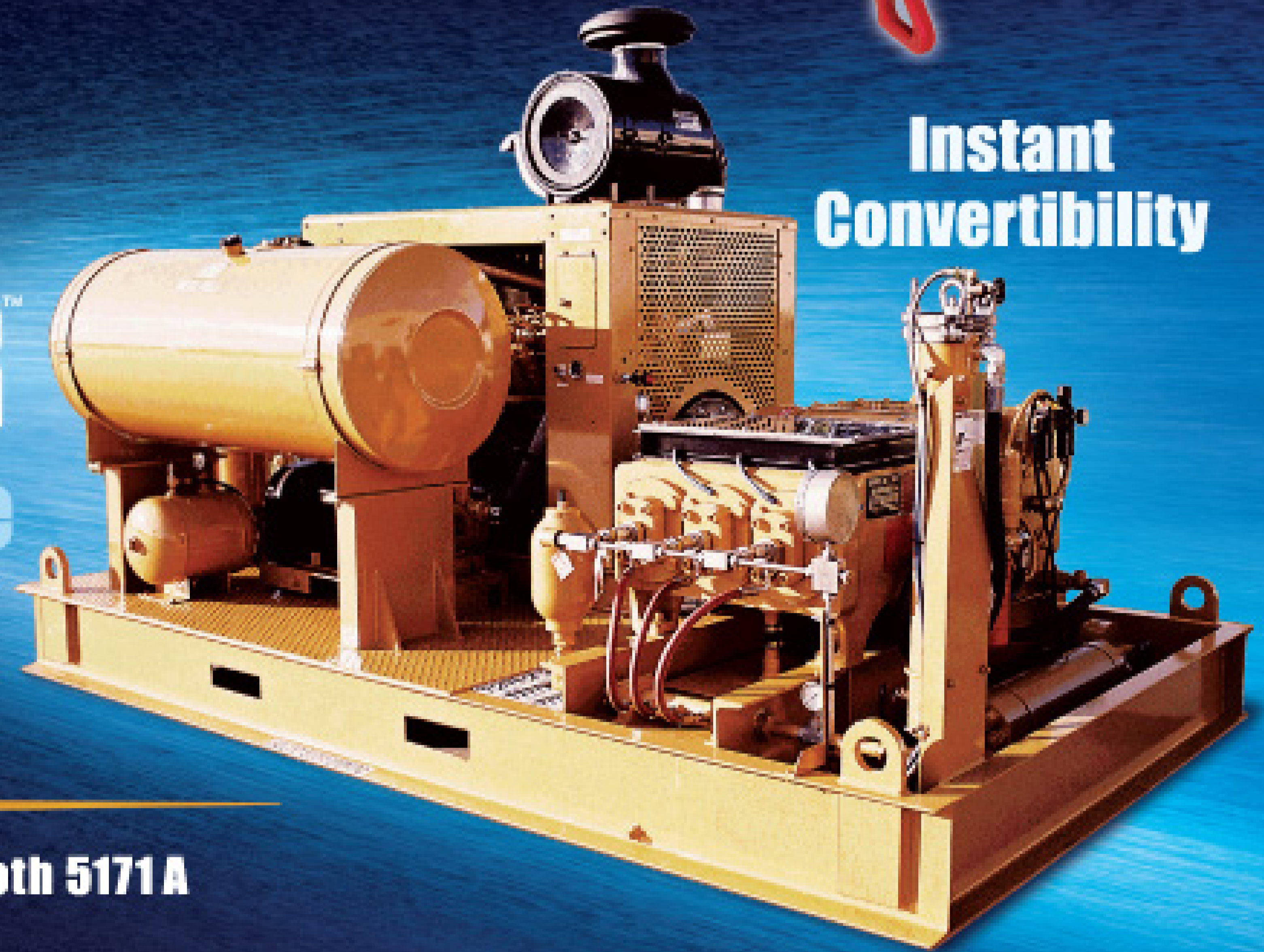
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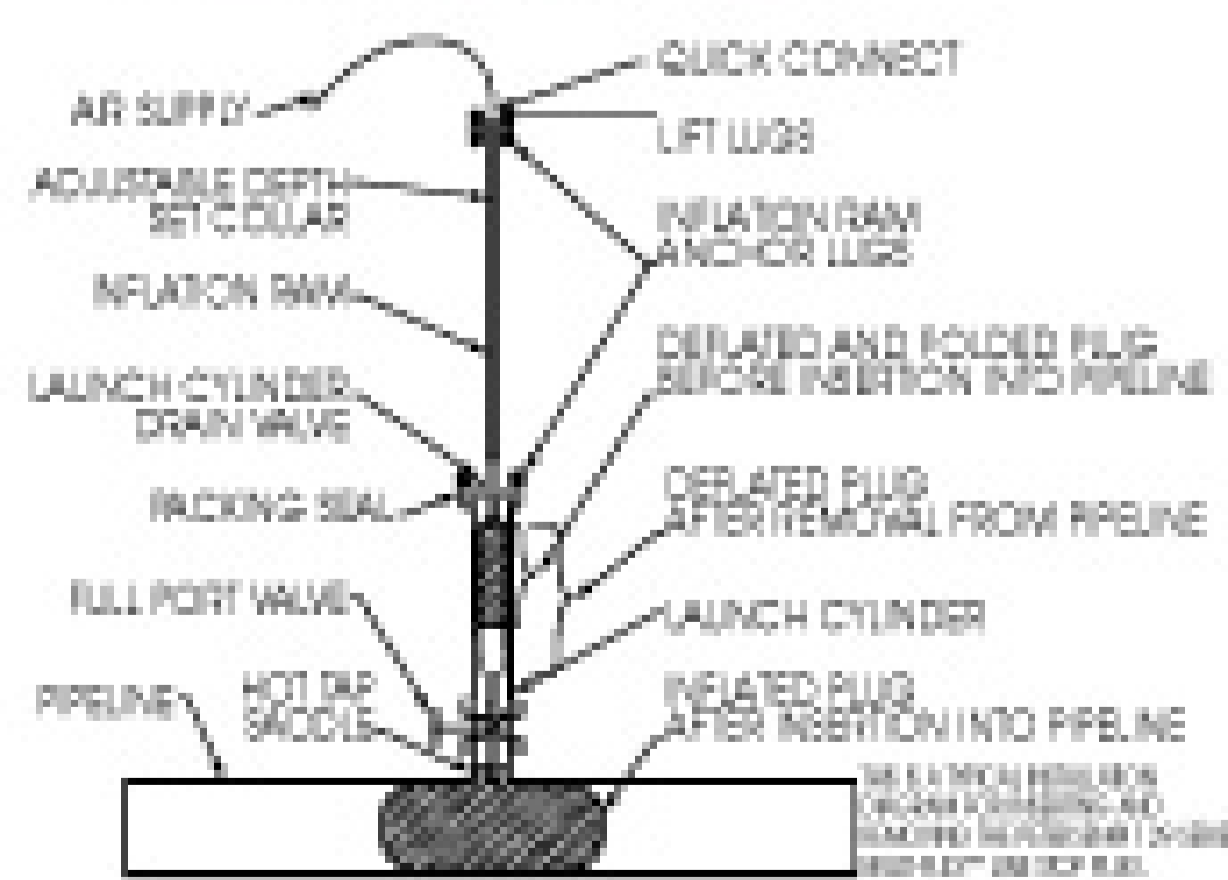
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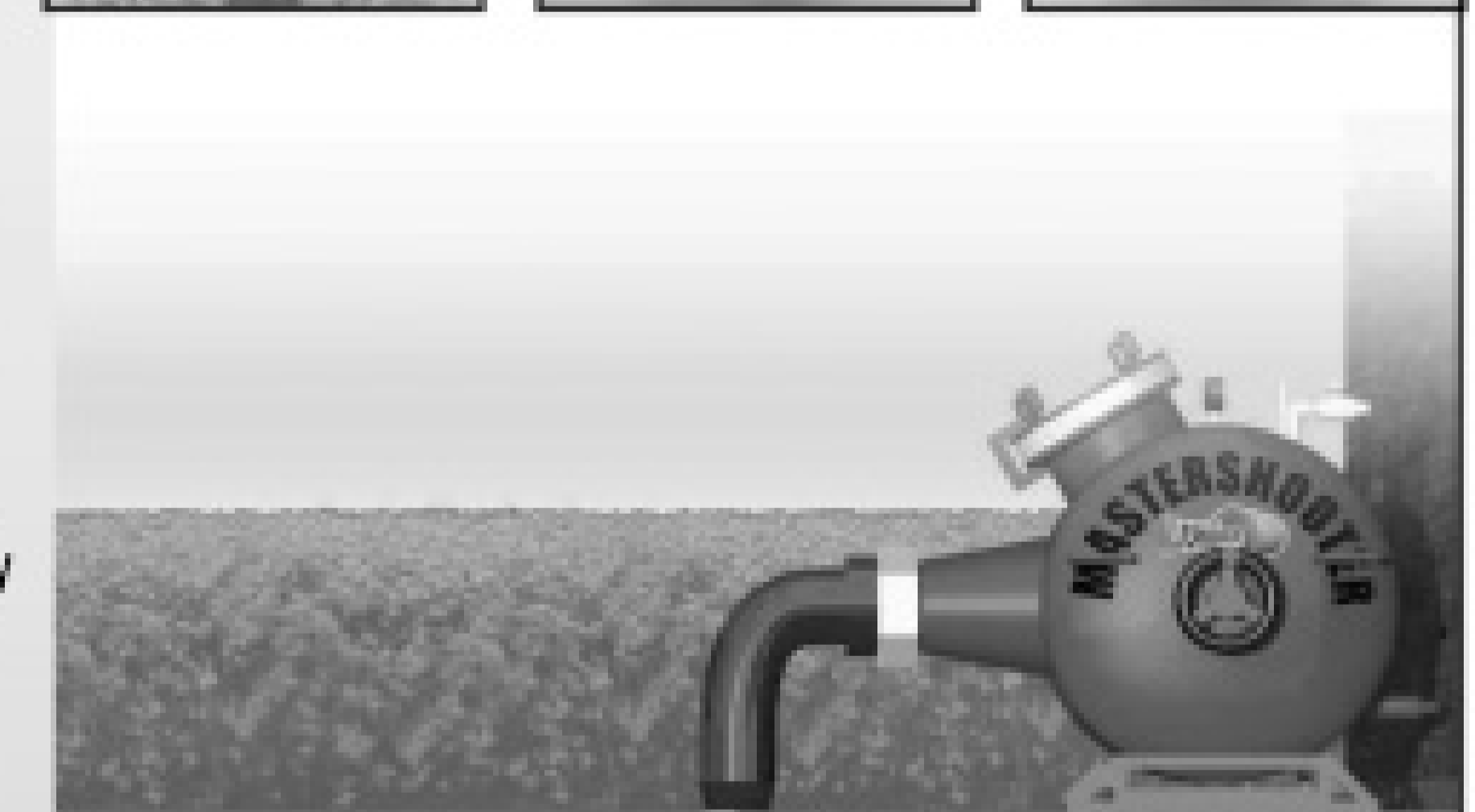
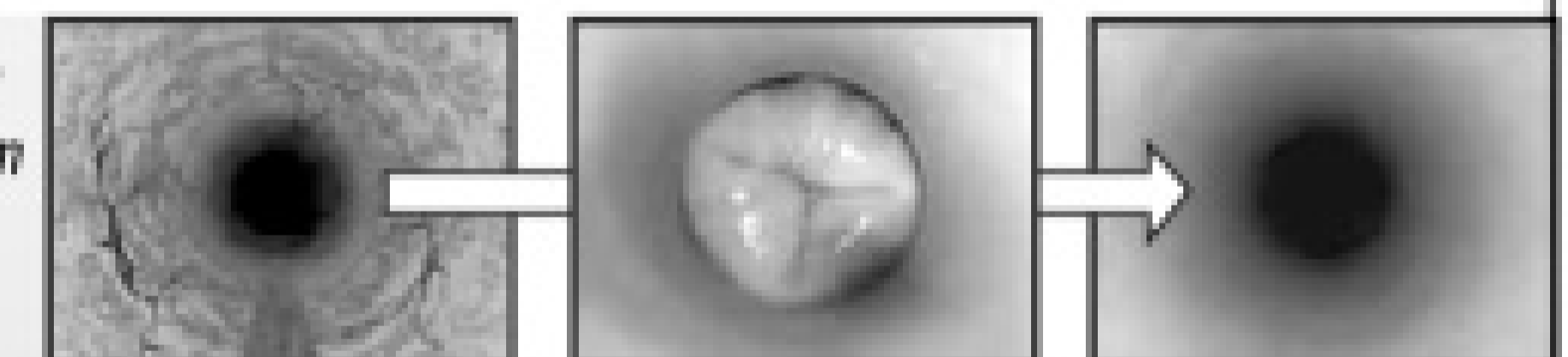
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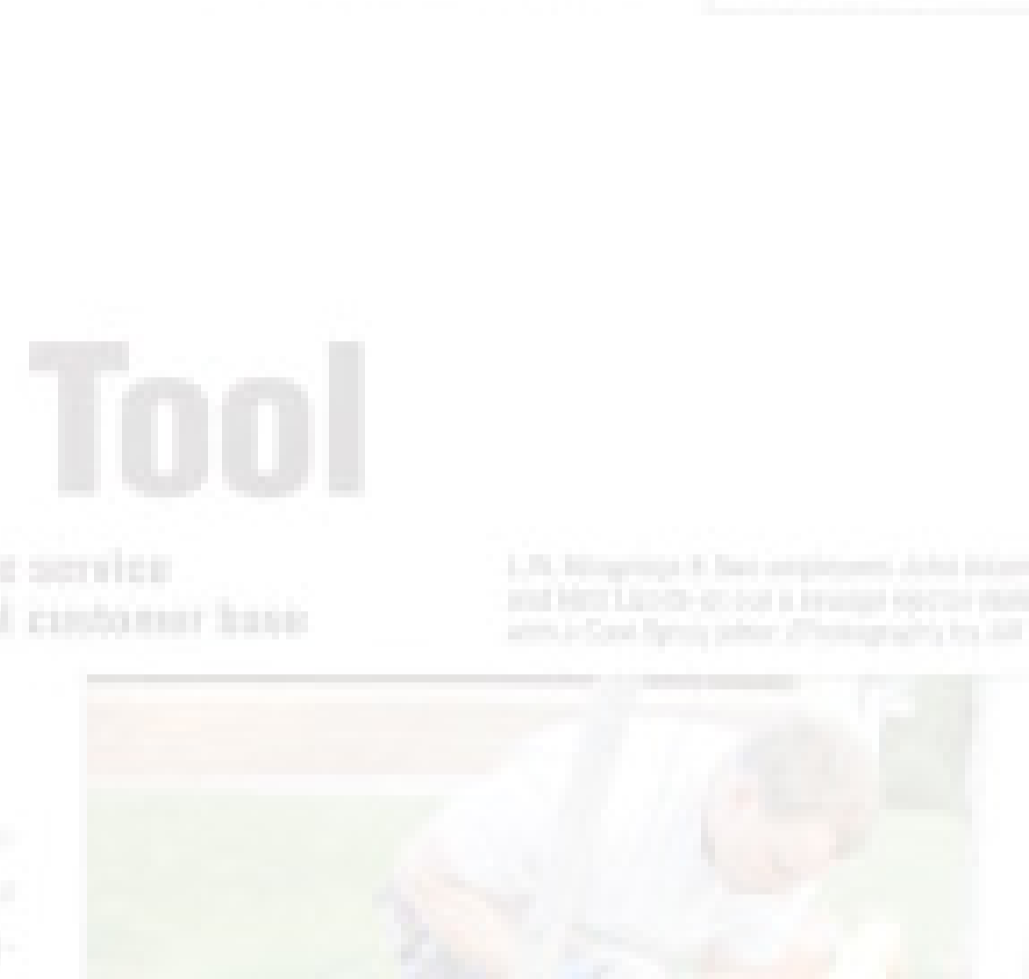
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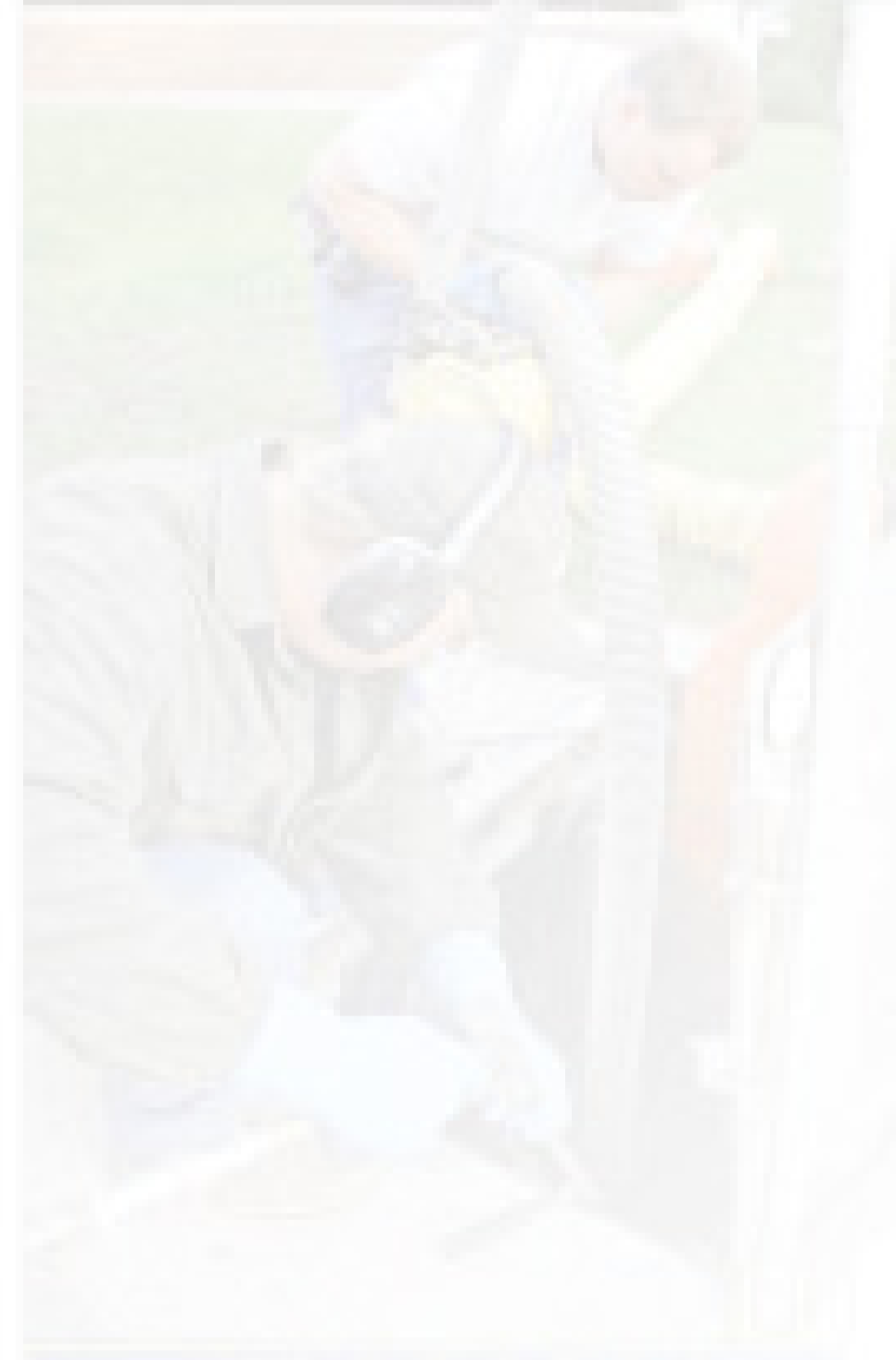
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EelCam Offers Pipeline Inspection Brochure

The EelCam Pipeline Inspection Systems brochure from Electric Eel Manufacturing Co. Inc. features a range of inspection systems, from the black-and-white EelCam Micro to the full-color EC-10LCD with self-leveling camera.

Vanair Moves to 60,000-square-foot Manufacturing Plant

Vanair Manufacturing Inc. has moved to its new 60,000-square-foot vehicle-mounted air compressor and generator manufacturing plant in Michigan City, Ind.



Federal Signal Launches Online Store

The online store from Federal Signal Environmental Solutions Group, www.fssolutionsgroup.com, features fast search capabilities to locate and buy thousands of parts and accessories for the Guzzler brand, as well as the Vactor HXX and other vacuum excavators.



Envirosight Names Adams Operations Manager

Jim Adams has joined Envirosight LLC as operations and service manager. He will assist the company's sales partners in becoming authorized Envirosight service centers. ■

Perma-Liner Names Business Development Managers

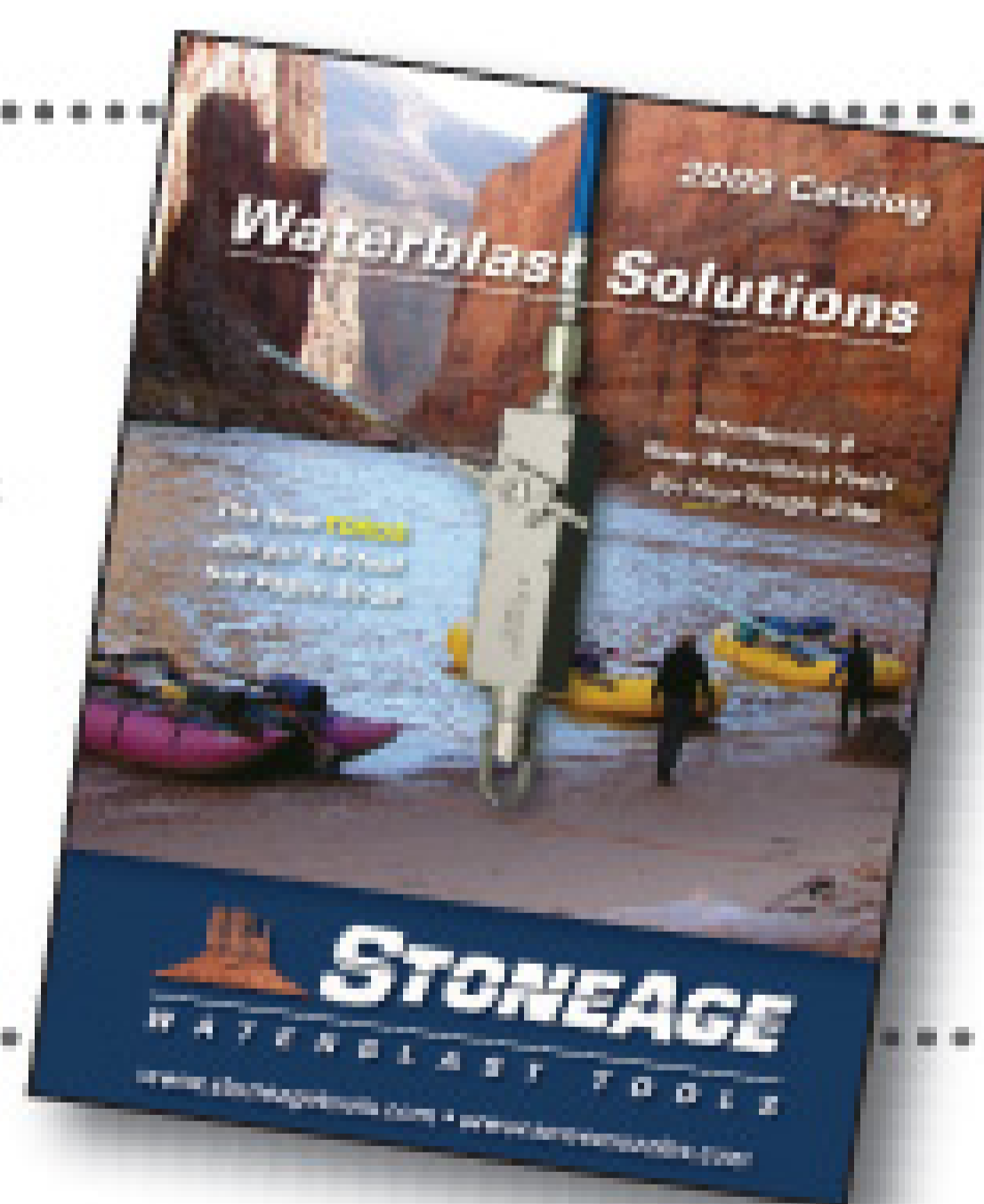
Cole Perkins has been named southeast business development manager and Rich Cristi has been named northeast business development manager for Perma-Liner Industries Inc. Perkins has a degree in industrial distribution and logistics from East Carolina University and three years of sales experience.

LMK Launches New Web Site

LMK Enterprises Inc. has launched its new Web site, www.performanceliner.com. The site offers online product brochures, installation specifications, access to ASTM standards, lining material specifications, technologies for renewing lateral pipes and more.

StoneAge Releases 2009 Product Catalog

The 2009 product catalog from StoneAge Inc. features nine new products for all waterblasting applications, including tanks and vessels, pipes, tubes, sewer cleaning and surface preparation.



Super Products CEO Retires, Successor Named

Mike Vanden Heuvel has been named president and chief executive officer for Super Products LLC. He had served as vice president of industrial sales. Vanden Heuvel replaces Jim Wurster who retired at the end of the year. Wurster joined Super Products in 1976 as a project engineer and was named president and CEO in 1984.



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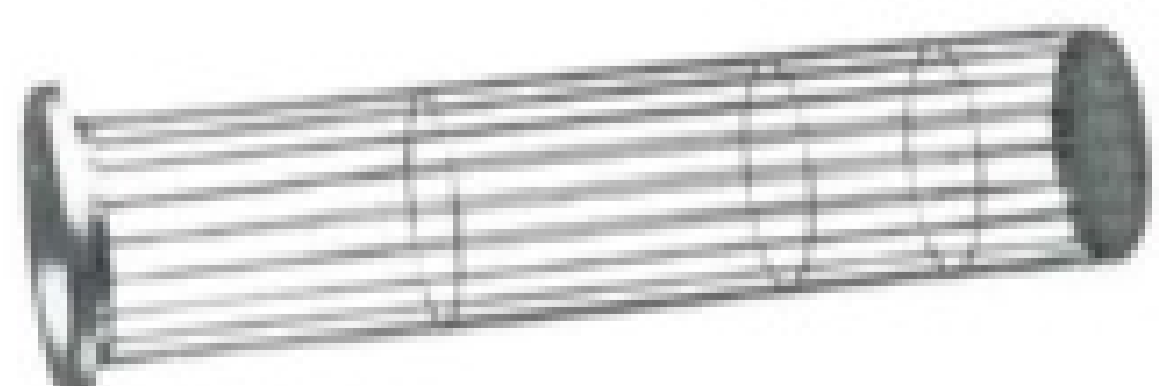
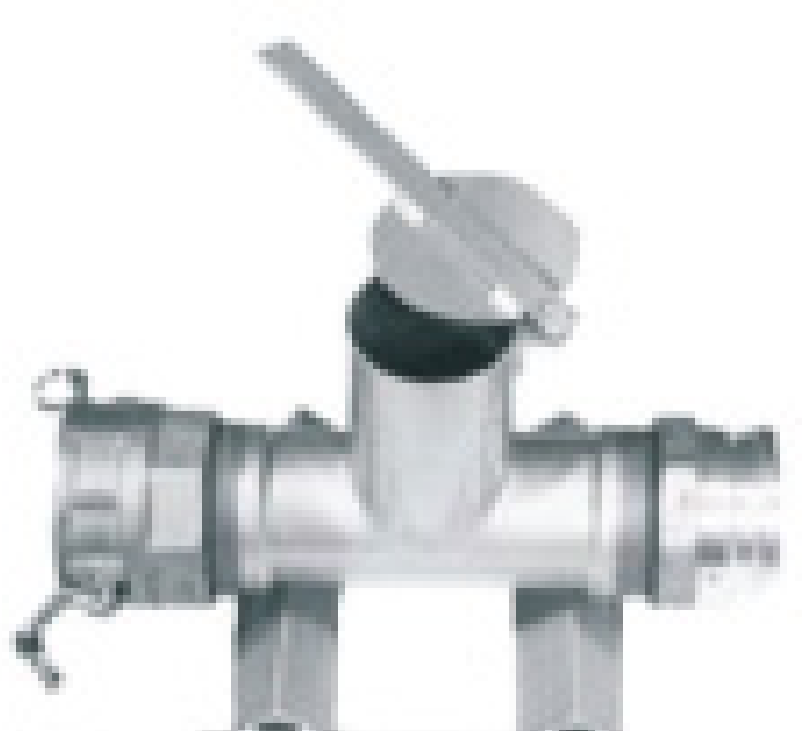
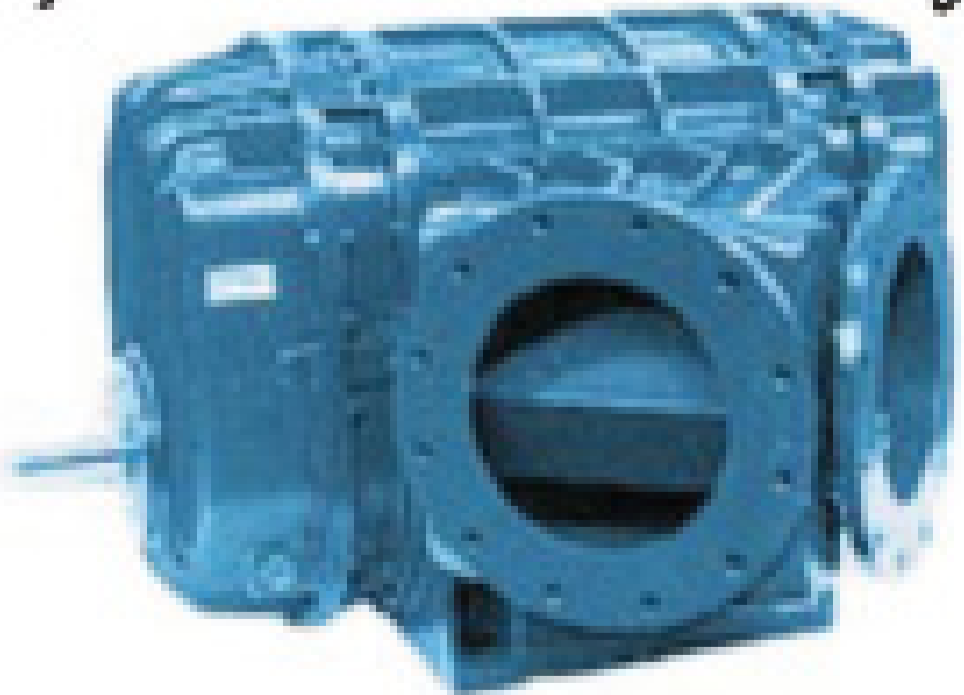
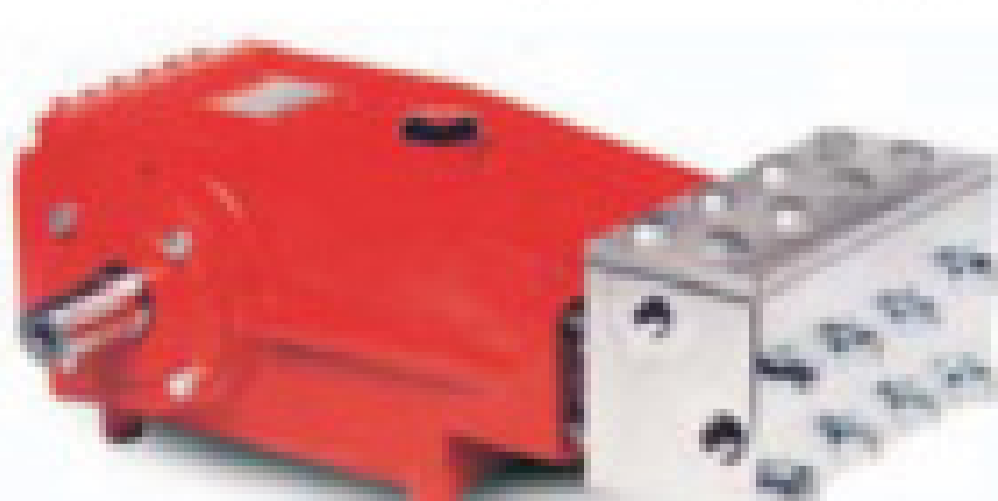
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NEW Model CT Drain Cleaner

MAXIMUM

Cable Control

UNIQUE Variable Speed Motor Feature gives the operator maximum cable control and exceptional cleaning power from 75 to 350 RPM with constant torque.

- The New Model CT Drain Cleaner is professionally engineered to clean 3/4" to 2-1/2" diameter drain lines up to 50 Ft.
- **Standard unit features a hand tighten Jacobs Chuck.** The CT is also available with a 2-way auto cable feed that keeps hands off rotating cable as it advances and retrieves cable with the push of a lever, and helps keep work area clean.
- Heavy-duty housing protects motor and internal wiring.
- Rugged stainless steel cable drum will not rust and resists denting.
- Well balanced, heavy-duty steel tubular frame allows for versatile two position operation.
- Built-in GFCI on 20 Ft. line cord protects operator from electrical shock.
- Air operated foot switch and cord assembly for ease of operation.
- Runs 1/4", 5/16" and 3/8" cable.



Patent Pending



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Tom Griffin, New York
SPARTAN REP SINCE 1986



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SERVICE LIKE WE DO SERVICE.”**



SPARTAN
FOR TOUGH CUSTOMERS.
SINCE 1943

The president of the local state college called me not long ago. Now, as a college, they usually have work done for free by the state. But one day their Commons was completely backed up, it was four in the afternoon, and the guy they normally call was going home for the day. So I went out, sold them the jetter they needed and trained them how to use it so they could handle their own jobs in the future. Just shows you — for customers that work for a corporation or institution, nobody does service like we do service.