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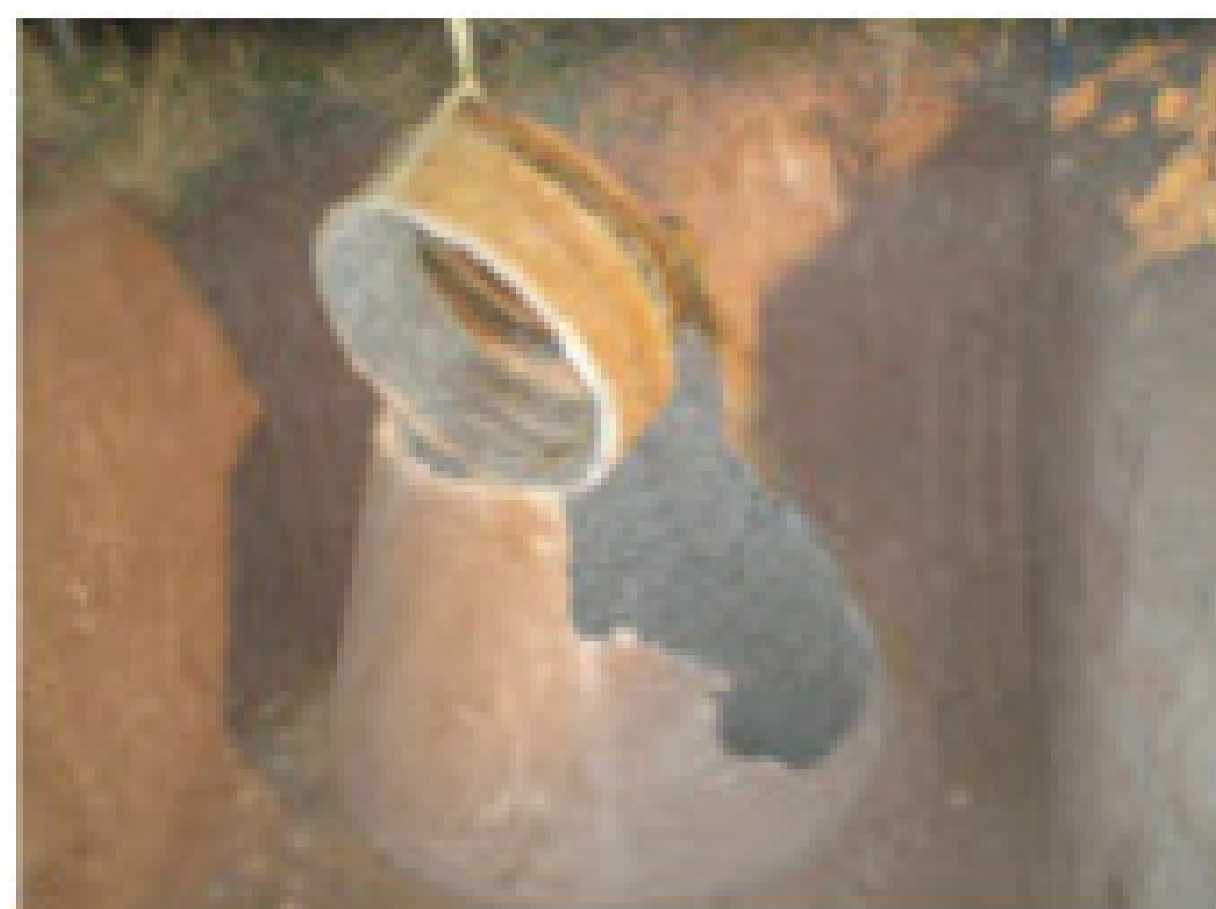
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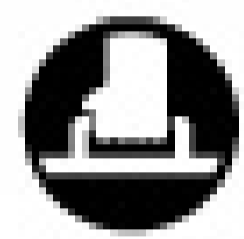
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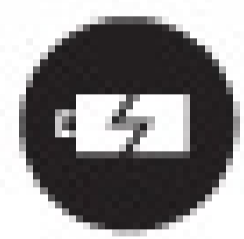
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The Pony Express Is Dead

Rather suddenly, the world of communication has changed. How is your business adapting to the latest ways of getting messages out to your prospects?

The Internet and cyberspace aren't new, but they are suddenly catching hold, as never before, as ways to communicate. If you've watched your kids, you know this: They don't make phone calls – they text or IM (instant message). They don't hang out at the youth center – they commune on Facebook.

It's odd for me to be making these observations. Yes, writing and publishing went electronic years ago, but for a long time I was trying to be the last person on earth not to

Far beyond my little world, something is definitely happening. Newspapers are folding up print editions and going online. Devices like the Kindle from Amazon.com are changing the way people buy and read books. Growing numbers of consumers shop online for all manner of goods and services.

Ways of connecting

On top of that, there are all sorts of social networking web sites and tools. A few years ago, who dreamed we would have something like Twitter? Or that people in busi-

nesses would find ways to use it to help them sell?

The world of communication is changing faster than ever; to ignore or resist the change is to risk going the way of *Brachiosaurus*.

nesses would find ways to use it to help them sell? There's a sandwich service in, I believe, Los Angeles, that sells solely out of trucks that drive around town. They use Twitter to send messages ("tweets") that tell where the trucks are at a given time. Customers

am not an expert on these new-age tools – but I am learning. The world of communication is changing faster than ever; to ignore or resist the change is to risk going the way of *Brachiosaurus*. Or as Bob Dylan said in one of his classic songs:

*You better start swimming or you'll sink like a stone,
For the times, they are a-changin'*

How wired are you?

My purpose here is not to preach to you about the new tools you should be using. It's to ask you: How are you adapting to the Internet age? Do you have a web site? Do you post demonstration videos of your technologies on YouTube? (A lot of companies do, you know.) Do you use Twitter? Facebook? LinkedIn? Do you write a blog?

Ted J. Rulseh



Not that you have to do all these things to be successful. But if you're still fully committed to phone directory advertising and the occasional radio spot, and if your networking is still limited to phone calls and Chamber of Commerce meetings, then at best you may be missing opportunities to grow, and at worst you may be falling behind competitors who are more cyber-savvy.

We would like to publish examples of how people in the cleaning industry are putting Internet technology and social networking to work. If you have a success story to share, drop me a note at editor@cleaner.com. We'll publish interesting ideas in a future issue of *Cleaner*.

If you're worried about giving away your secrets to your competitors, don't be. We won't ask you to reveal exactly what you're doing and how. Just describe the basic approach you're taking and tell us about some interesting results.

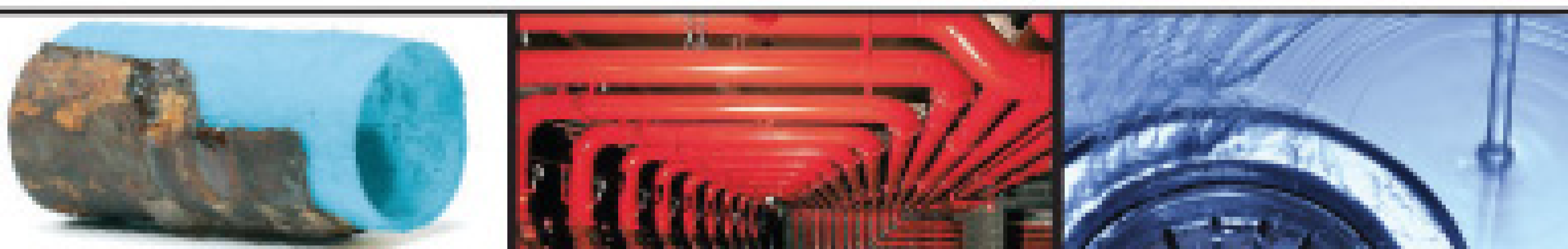
Time to take a look?

If you're not using these new tools, maybe now is the time to find out about them and how they can help you – or about how not using them might hurt you.

I more or less got dragged, kicking and screaming, out of pure necessity, into the world of wireless communication. The first text message I got on my BlackBerry came from my 27-year-old daughter. She said: "Dad – hope you like it here in the future." As it turns out, I do. Maybe you will, too. ■

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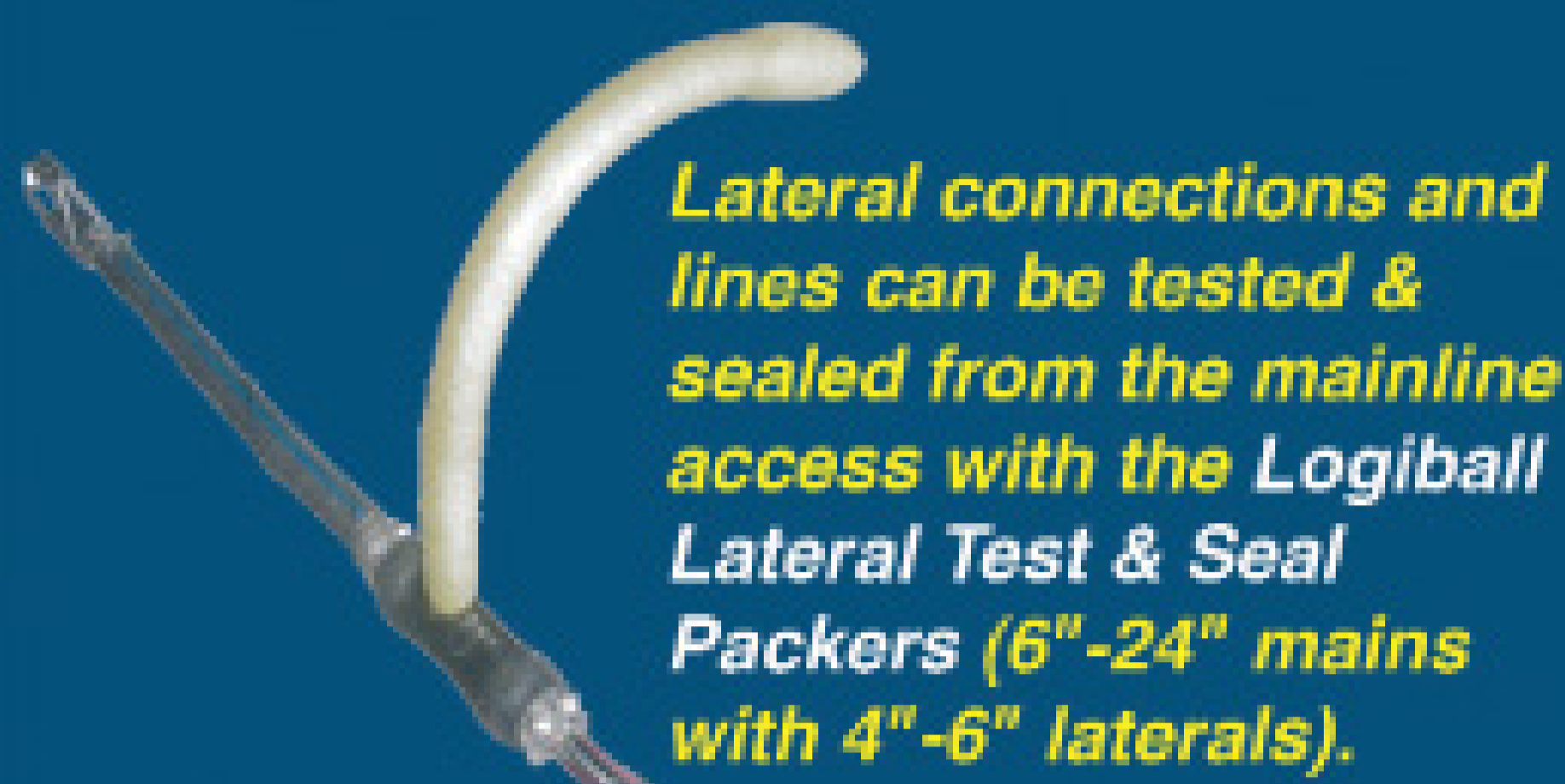
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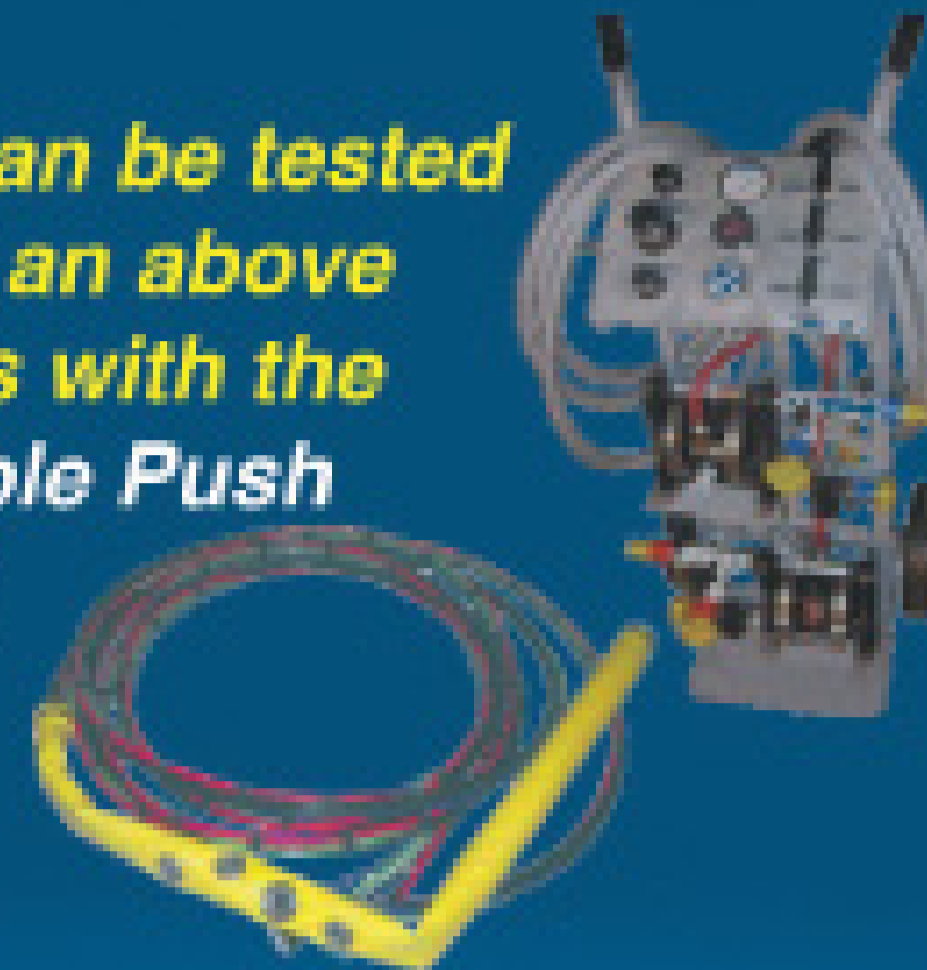
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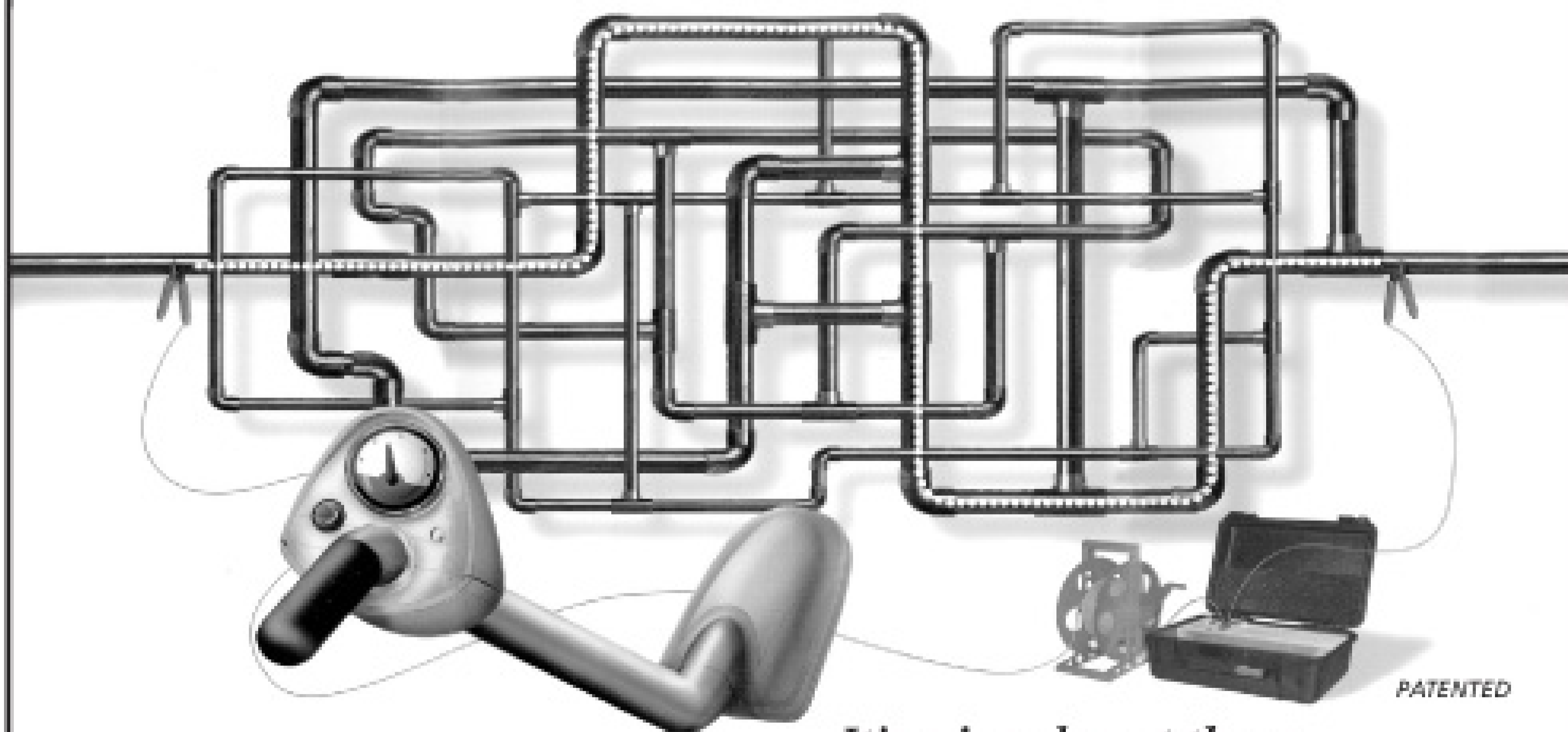


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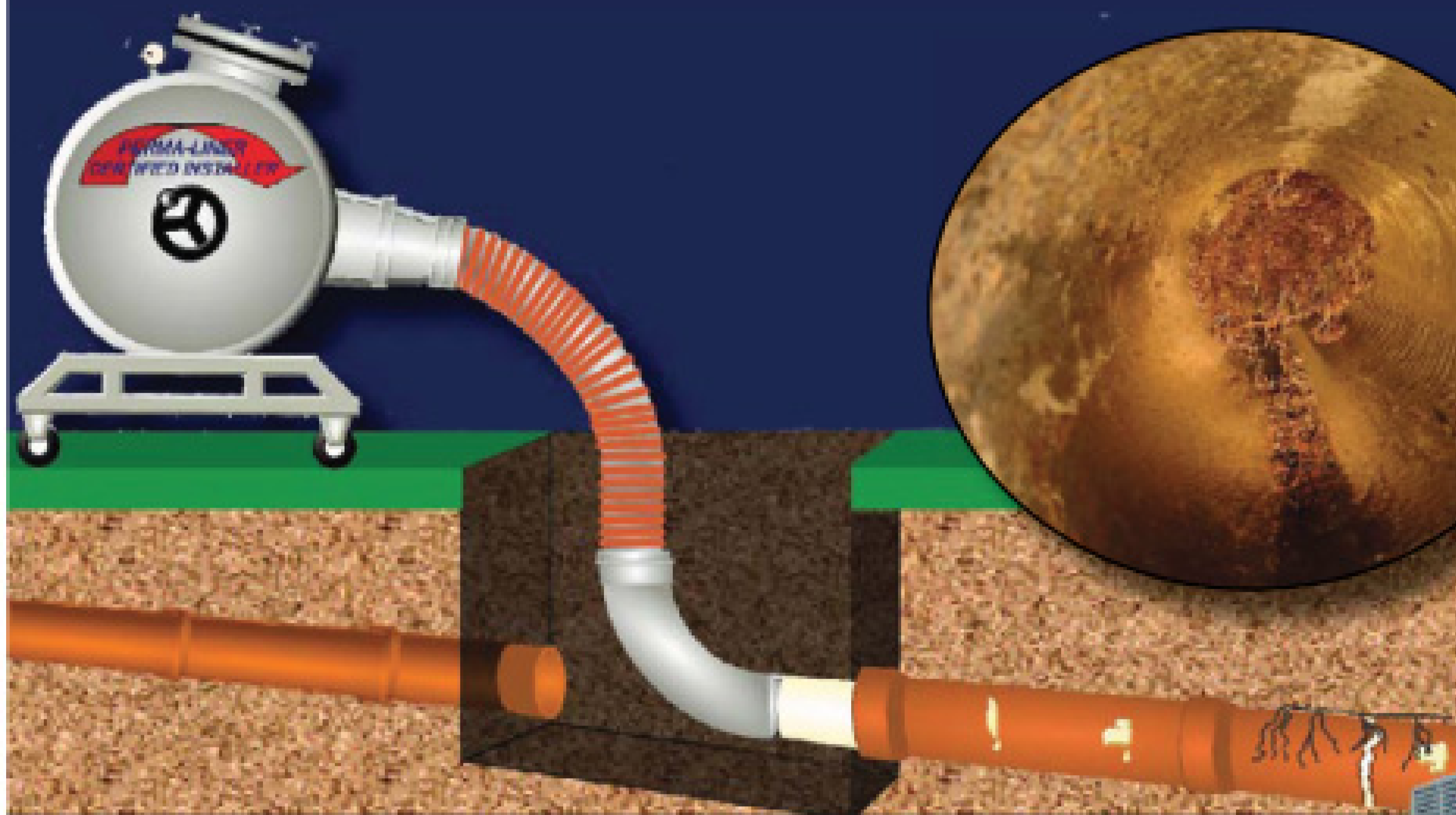
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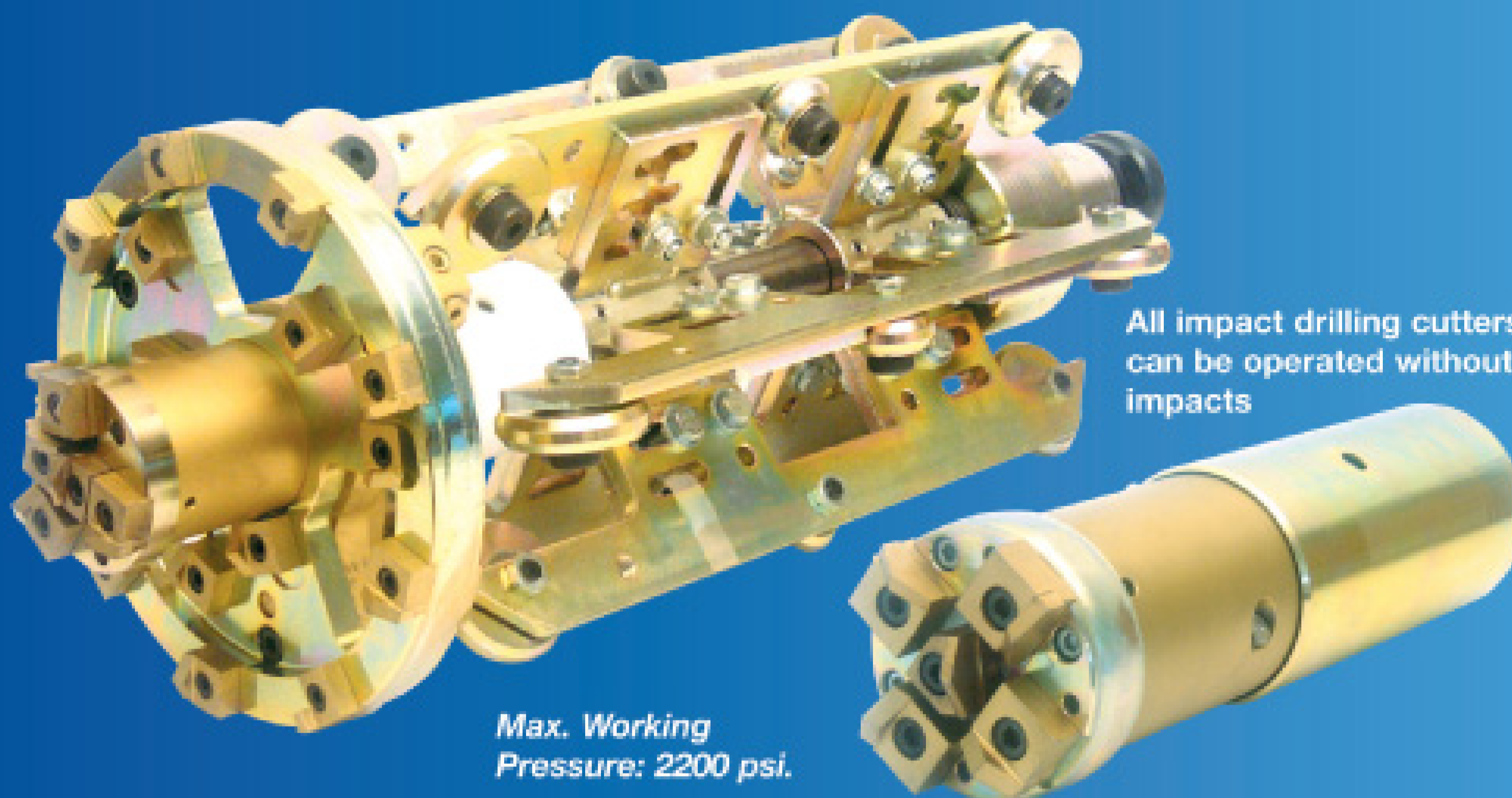
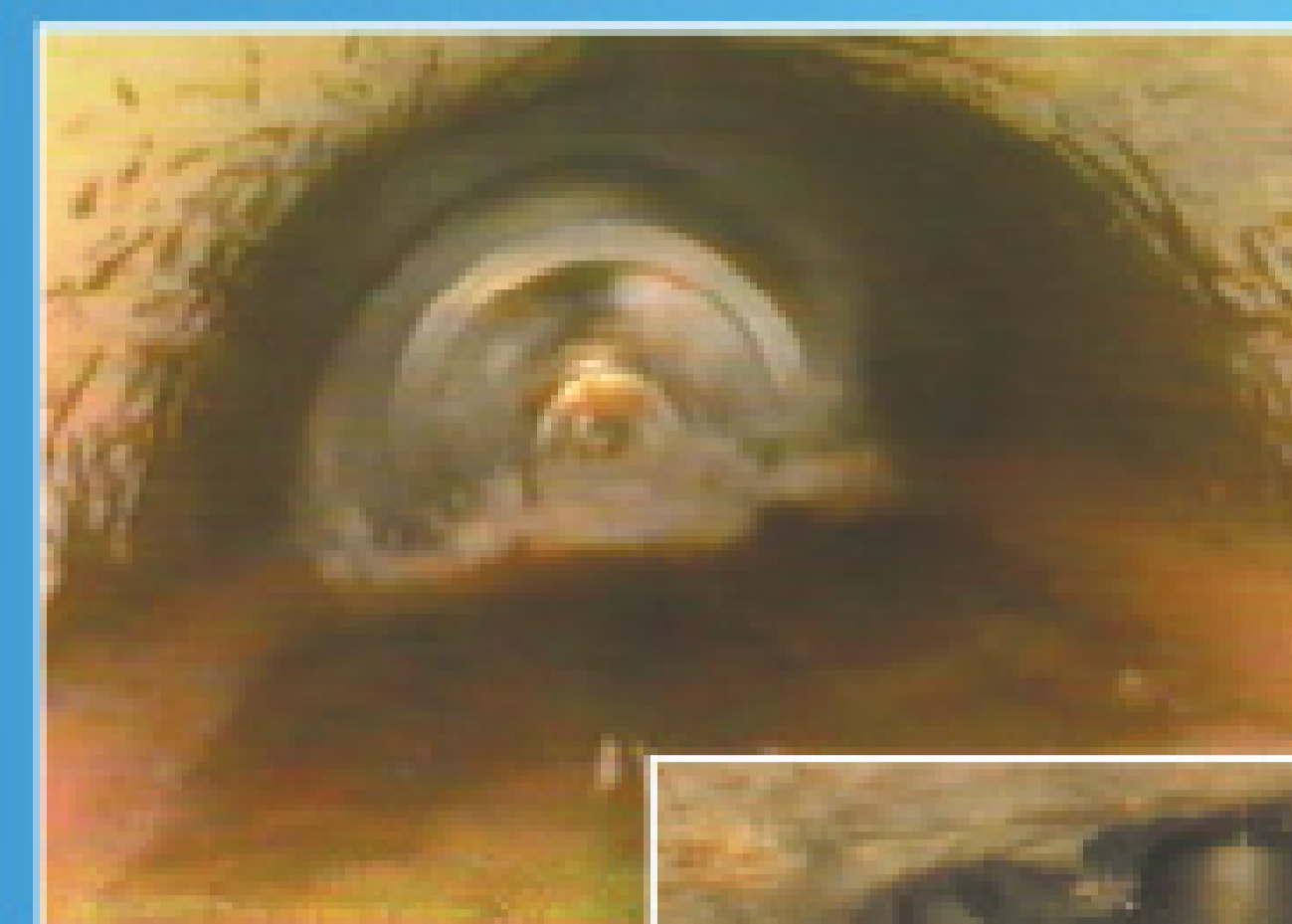
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The Power of Stories

Research and experience prove that stories from and about real people can help make vital safety messages stick

By Ted J. Rulseh

Workers should care about safety on the job – after all, it's their well-being and lives at stake. And yet, despite hours of training, you still see people walking around

Safety
FIRST

without hardhats where they're required, being casual about entering confined spaces, taking shortcuts on trenching safety – and the list goes on.

Why don't the messages in those videos, lectures, tailgate sessions, and demonstrations sink in?

familiar work environment and with everyday tasks, and to take the attitude that accidents happen to other people – “it won't happen to me.”

Telling tales

Interestingly enough, one of the most effective ways to deliver safety information is to revert to a technique often used with children: telling stories. The National Institute for Occupational Safety and Health (NIOSH) found out through research with miners that stories have substantial power to deliver safety messages in memorable ways that lead to changes in behavior.

In 2005, NIOSH published a paper, *Tell Me a Story: Why Stories Are Essential to Effective Safety Training*. The researchers found that miners responded much better to stories

Of course, mining is a specialized industry with a unique history and culture, but why shouldn't the same principles that apply to miners also apply to employees in the drain, pipe, and industrial cleaning sectors?

Why it works

Why do stories work so well? The NIOSH researchers found a variety of reasons. One is that people are by nature storytellers. “Stories have been used throughout history to entertain, to inform, to provide a sense of inclusiveness...,” the NIOSH paper states. In fact, the research indicates that we don't lose our love of stories as we grow up – adults may be better listeners than children.

“Stories work at a very different level than pure information-sharing

“One of the theories for why stories are remembered so well is that you are using your ‘whole brain’ to take in information. Stories allow a person to feel and see the information as well as factually understand it. Because you ‘hear’ the information factually, visually, and emotionally, it is more likely to be imprinted on your brain in a way that sticks with you longer with very little effort on your part.”

Giving it a try

So if you have lessons on safety to impart to your team, consider doing so in the form of stories from one worker to another. Chances are, your people will remember more that way, and they'll stay safer.

Meanwhile, a well proven technique for delivering a story is the

“Stories work at a very different level than pure information-sharing because they deal not just with rational thought, but also with how we feel about what we have heard. Stories are able to move beyond the barriers people create, to touch not just our minds, but our hearts.”

NIOSH Paper

Why does attention to safety always seem to slip unless managers and supervisors harp on it constantly?

Perhaps because it's human nature to get comfortable with a

told about miners, by miners, than to sterile classroom lectures and other traditional forms of training given by instructors or company executives.

because they deal not just with rational thought, but also with how we feel about what we have heard,” the paper says. “Stories are able to move beyond the barriers people create, to touch not just our minds, but our hearts.”

Before they will change behaviors, people need to believe that a new behavior is a better choice. “The key for a safety trainer, then, is to find the internal control switch in each trainee that responds to the ‘Why should I care about this information?’ question and provides the answer: ‘Because it makes sense for me to care. It may save my life someday.’ Stories have the ability to do this.

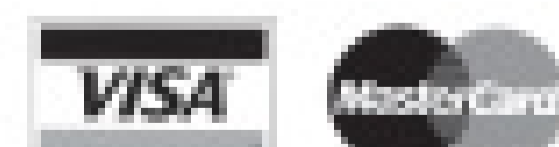
Magic Formula, created by Dale Carnegie, author of the books, *How to Win Friends and Influence People*, and *The Quick and Easy Way to Effective Speaking*.”

In this technique, the speaker makes a case in two minutes. The first minute and 40 seconds, the speaker describes an actual incident from his or her life. In the final 20 seconds, he or she spells out what the listeners should do as a result of the lesson, and how doing that will benefit them.

Put this technique to work and see how it helps your team members' attitudes and their safety performance. ■

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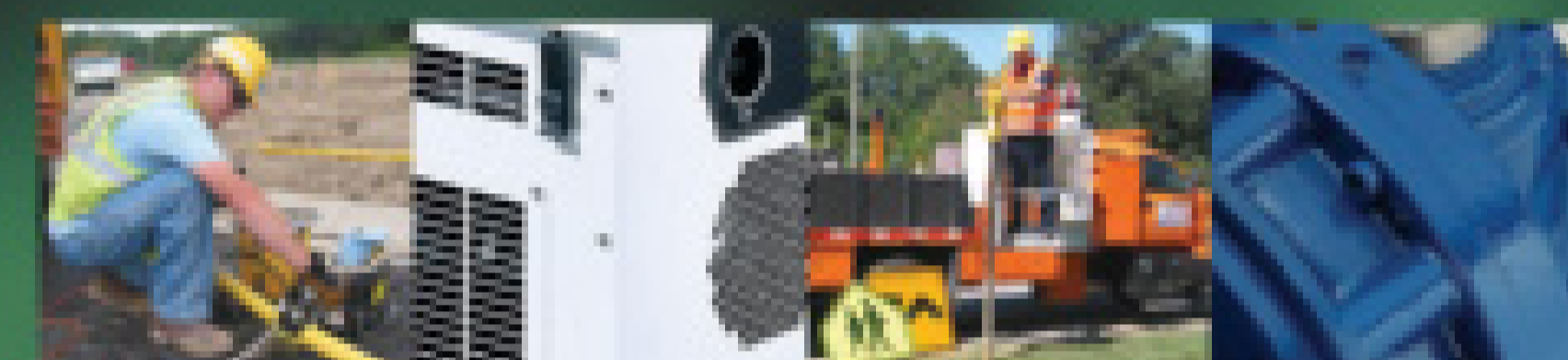
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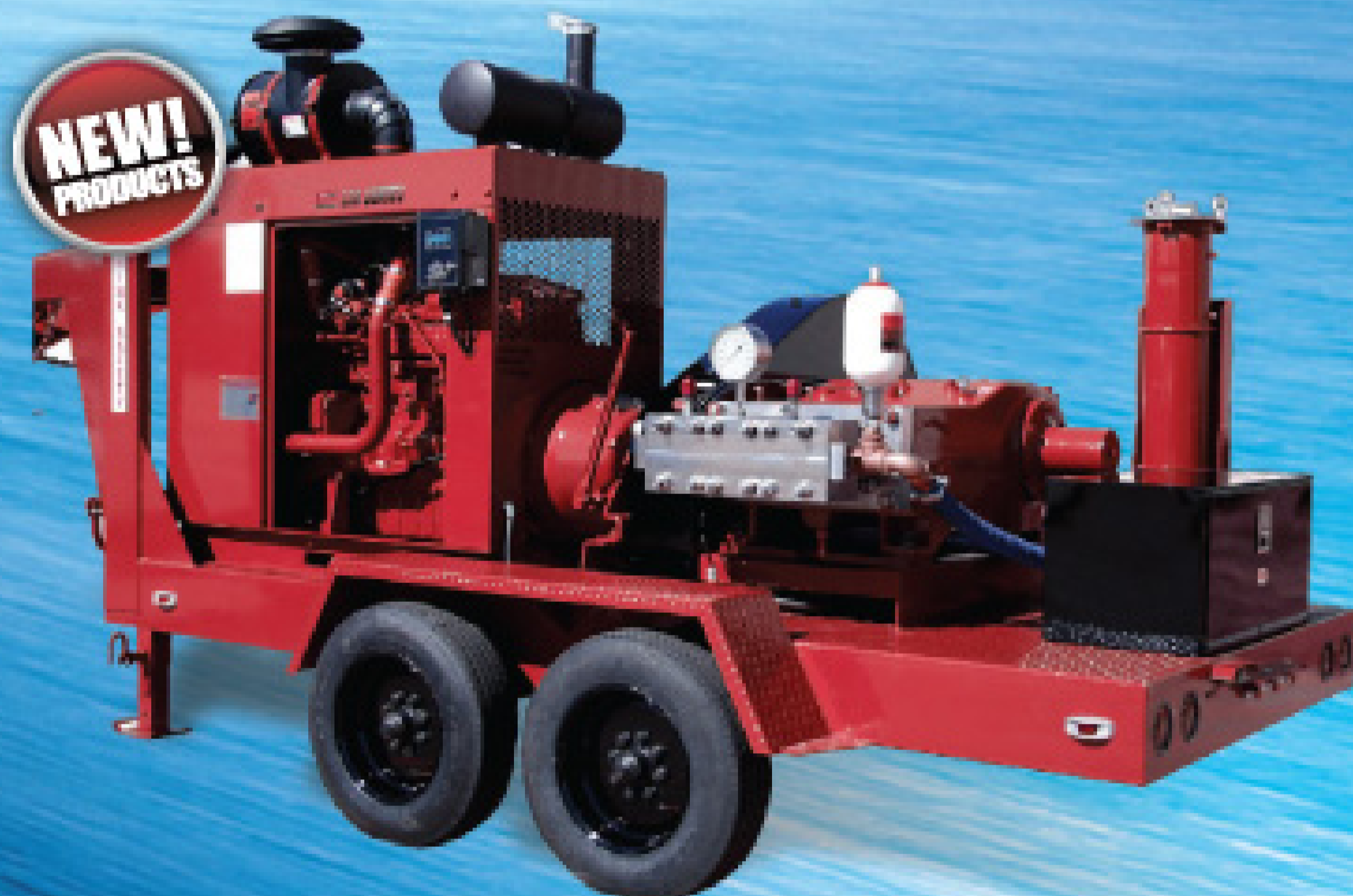
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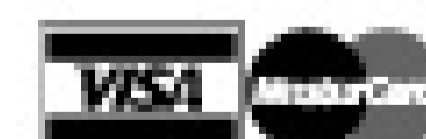


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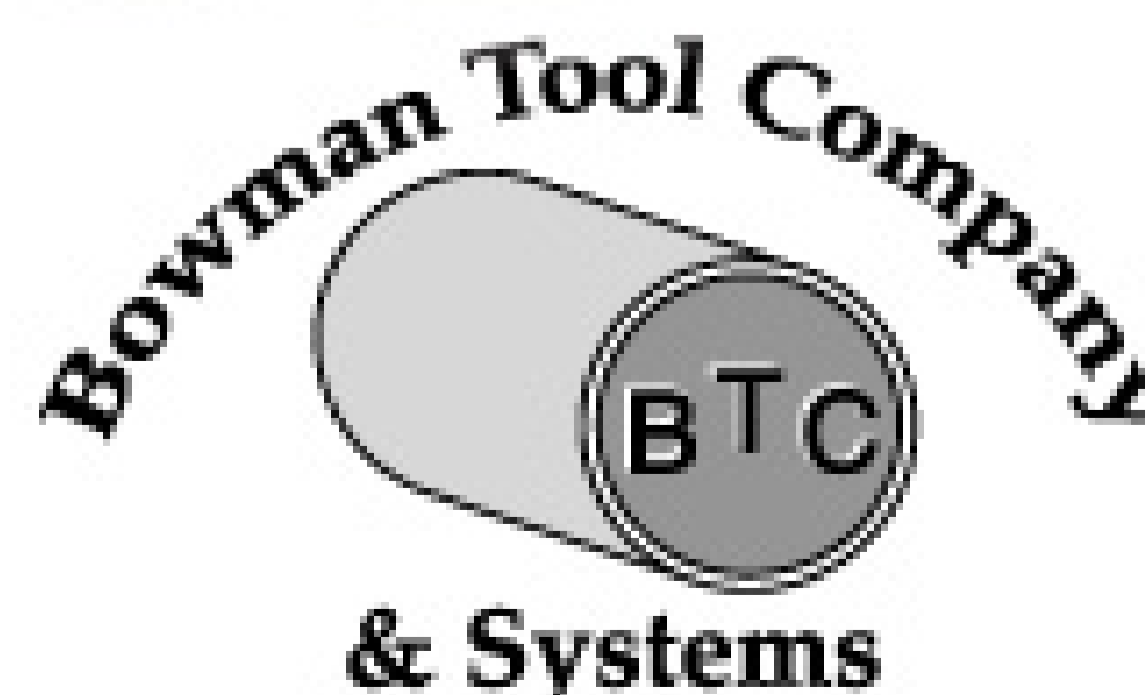
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Challenging Tradition

John Harris is shaking up his drain contracting business model by offering trenchless lateral repair through a Roto-Rooter franchise

By Peter Kenter



Roto-Rooter owner John Harris clears a line with help from son John Harris, Jr.

Challenging its typical business model, Roto-Rooter of Cheshire, Mass., has found that repairing and lining sewer laterals cuts into its traditional short-term rooting business and some larger excavation jobs – but pays dividends in increased revenue and customer satisfaction.

As an early adopter of proprietary lining technology, the company differentiates its services in the market by empowering customers to make their own choices about which service suits them best.

Five years ago, if you had asked owner John Harris if he could envision his drain cleaning business being involved in trenchless pipe repair, he might have told you to take a hike. But he has gone into pipe patching in a big way, using a proprietary technology that can take a damaged lateral with up to four inches of missing pipe from scoping to patched to cured in about three hours.

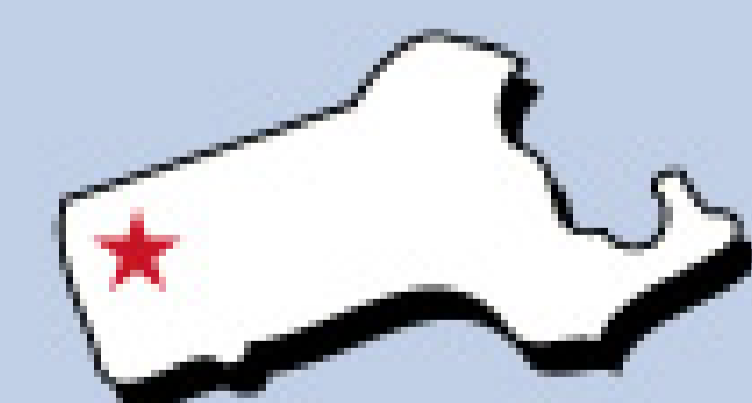
Harris started with Roto-Rooter in 1988, working his way up the ladder as a service technician, representative, and finally manager of the New York state territory. He returned to Cheshire in 1999 to take over Harris & Son Excavation, a company his father had operated as a sideline business since the 1950s.

Under his direction the company placed a greater emphasis on sewer and water pipe replacement.

PROFILE

HARRIS & SON EXCAVATION DBA ROTO-ROOTER, CHESHIRE, MASS.

PRESIDENT:	John Harris
FOUNDED:	1999
MARKET AREA:	Berkshire County, Mass.
ANNUAL REVENUE:	Approximately \$1 million
SPECIALTIES:	Sewer and drain cleaning, lateral lining, video inspection
EMPLOYEES:	5 full-time, 3 part-time
AFFILIATIONS:	National Federation of Independent Business, Chamber Of Commerce



“I saw a YouTube video demonstrating lateral pipe patching, and it really interested me. I can’t say I was excited about it in the beginning because I didn’t know if it was a gimmick or not.”

John Harris



An interior view of a patched pipe.



Owner John Harris applies resin to a length of patch material while son John Harris, Jr., observes.

He purchased the Roto-Rooter franchise for Berkshire County the following year and continues to operate it under the Roto-Rooter banner.

Name carries weight

“The Roto-Rooter franchise name carries a lot of weight and is a good name to offer clients,” says Harris. “A lot of my customers see the franchise name as offering dependability, and they enjoy the warranty that comes with the name.”

The work in Berkshire County is roughly half commercial and institutional, and half residential. About 100,000 area homes offer potential contracts. Roots are a major problem in the area because much of the community is served by older sewers. Some of the area is still served by ancient Orangeburg pipe.

The non-residential work extends a little farther afield – healthcare facilities, restaurants, and malls offer the bulk of those contracts. From his base in the northwest corner of the state, Harris goes as far as New York, Vermont and Connecticut to serve non-residential clients.

Always interested in expanding his offerings, Harris became interested in pipe patching about two years ago after doing some online research. “I saw a YouTube video

demonstrating lateral pipe patching and it really interested me,” he says. “I can’t say I was excited about it in the beginning because I didn’t know if it was a gimmick or not.”

Simple and effective

The video led Harris to Femco Inc., which then manufactured Pipe-Patch cured-in-place-pipe (CIPP) lining products for sewer laterals. Those products are now manufactured by Source 1 Environmental, LLC, which recently purchased the line.

The process appeared simple, yet effective. After areas of root intrusion are located with a camera, a

lining tube coated with epoxy resin is wrapped around a flow-through packer and pushed into the lateral. A bladder is inflated under 28 psi air pressure, and the liner cures in less than three hours. The packer is then withdrawn.

The process isn’t used exclusively on laterals – it can be applied to pools, spas, and municipal applications on pipes up to 24 inches. One person can make a lateral repair and the product is guaranteed to last for 50 years.

After being sold by an in-house demonstration, Harris spent a couple of days in training with the distributor

to be certified to use the system. Other than the cost of the proprietary equipment to launch and install the repair, there were no fees involved.

“They go with you on your first job to make sure you have the technique right,” says Harris. “We basically go into the basement and inspect with a camera through the clean-out. We take a flush bag to get rid of any major debris, but the line doesn’t have to be dry to surgically fix the pipe.

“Because it’s a flow-through product, we don’t have to shut off the water. That’s particularly important to municipal clients, and especially healthcare facilities, nursing homes, and schools that virtually have to close down any time the water is shut off.”

Harris already had cameras suitable for the job: three mainline push camera systems by MyTana Mfg. Co., Inc. With five trucks at his disposal, he splits the fleet into units. Two trucks perform sewer and drain service while the other three handle excavation, pipe patching, and other repairs.

Like heart surgery

Harris’s first customer was a cardiac surgeon. He made the doctor an offer he couldn’t refuse by describing the lateral operation in terms of a medical procedure. “I quoted the

A HISTORIC OPPORTUNITY

Offering CIPP lining has attracted considerable interest for Roto-Rooter of Cheshire, Mass., entirely through word of mouth. “Not only am I picking up work from competitors, but I’m also getting calls from outside the area,” says owner John Harris.

He recently received a call from the historic town of Bennington, Vt., more than 40 miles away, asking him to quote on a job to rehabilitate lines near the Bennington Battle Monument, a 300-foot structure that overlooks the surrounding valley.

“They had a quote of \$25,000 to excavate defective pipe in a historically sensitive area,” says Harris. “There was major root intrusion, and the lines were offset. They would have required a Department of Environmental Protection permit and a historical permit just to begin the job.

“I offered to do the entire repair service for less than one-fifth the price. They had limited funds available, and I can honestly say they were so happy they were almost crying. Instead of a couple of weeks work with the road torn open, I completed the job in four hours – no permits required.”



Members of the team at Roto-Rooter of Cheshire, Mass.: From left, Chris Gobillot (representative for the firm's PipePatch distributor), technician Robert Sawtelle, owner John Harris, John Harris, Jr., and technicians Stephen Moser and Charles Spitzer.

doctor a price on replacing the lateral from the house to the sewer main," says Harris. "As an option, I told him I could place a repair in the lateral, just like a stent is placed inside an artery, for one-third the cost without digging up his lawn."

Seeing as it was his first CIPP job, he told the doctor that if he failed to complete the repair as promised, he would apply the fee to the cost of the excavation, making it a no-risk proposition. "Naturally, he was delighted with saving two-thirds by going with the CIPP repair," says Harris.

He continues to offer a similar guarantee to all PipePatch clients: if the repair breaks down within 10 years, he'll apply the full cost of the original repair to any additional work required.

Roto-Rooter is the only contractor offering CIPP for laterals in Berkshire County. Harris says that's partly because the idea of undermining future root clearing work by offering a permanent repair or elimi-

nating expensive lateral replacement contracts goes against the grain of traditionalists.

"That's what initially turned me off the idea a little," says Harris. "But you can't look at it from that perspective. I may offer to replace a line for \$10,000, but not everyone has the funds to take me up

on those offers. Instead, I might be asked to just clear out the roots and hope for the best. If I offer to permanently clear up the problem for \$3,000 or \$4,000, I may get several

contracts from people who now find the job affordable."

Risks and benefits

Customers are empowered by choice, says Harris. He offers them all three services, pointing out the risks and benefits of each on a diagram he carries on a clipboard. There are no recriminations, regardless of their choices. "Part of our



PipePatch representative Chris Gobillot with John Harris.

"Part of our service is to educate the client. Once they understand what's being offered, they can decide what's best for their circumstances."

John Harris

service is to educate the client," says Harris. "Once they understand what's being offered, they can decide what's best for their circumstances."

Lateral repairs now comprise about 20 percent of the business. That's a benefit to the bottom line, but traditional drain work is still the company's bread and butter. Harris is picking up CIPP contracts from competitors who are limited to cleaning or traditional replacement. Despite the popularity of trenchless repair, however, many clients still choose the more costly excavation.

"Our typical day isn't all trenchless repair," Harris says. "It's full of emergency phone calls about backups in main lines or kitchens. We typically diagnose the problem,

provide an estimate, and perform the work right there."

The company also offers sewer jetting and septic tank service. In addition, Harris offers Title V inspection, named after Title V of the Massachusetts Environmental Code. That law requires an inspection of the subsurface sewage disposal system of any commercial or residential property before a transfer of ownership.

"The regulations require the owner to hire someone to repair or replace the system if any defects are found," says Harris. "Typically, the owner wants to move the transaction along as quickly as possible, so we're often in a good place to take on any repairs. With the real estate market as tight as it is, if we can bring the lines up to code for a reasonable price, it can mean the difference between a profitable sale and a loss."

Expanding the roster

Harris says the company is so busy, he hasn't yet advertised beyond traditional phone book exposure. He's about to expand by adding plumbing, heating and air conditioning to the company service roster. "Some Roto-Rooter franchises already offer these services and we often get calls asking us to do them," he says. "The additional services are being offered based on existing demand."

With the added service and increased prospects for trenchless pipe repair, Harris plans major expansion within the decade. "I believe that, based on our reputation and by offering new services, we'll double our business in 10 years," he says. "While we expand what we do, new technology will allow us to be more profitable." ■

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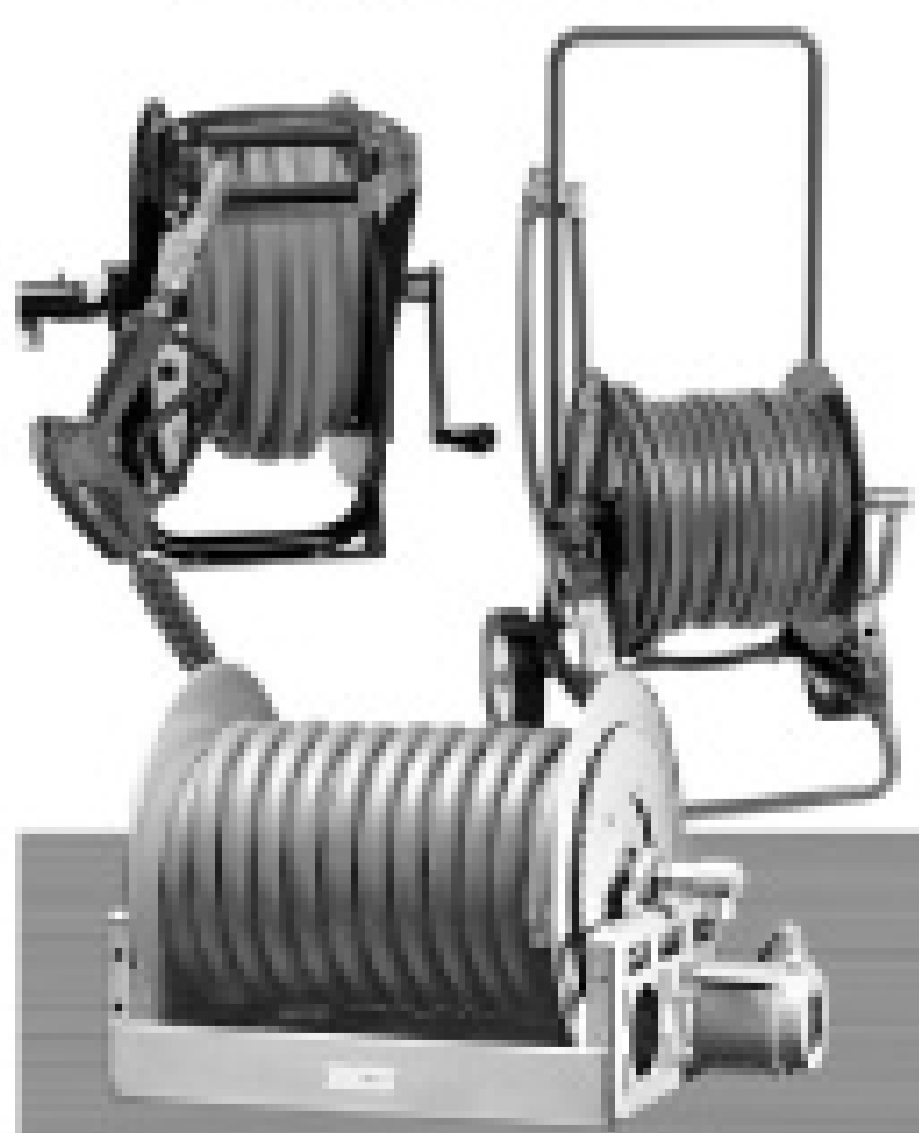
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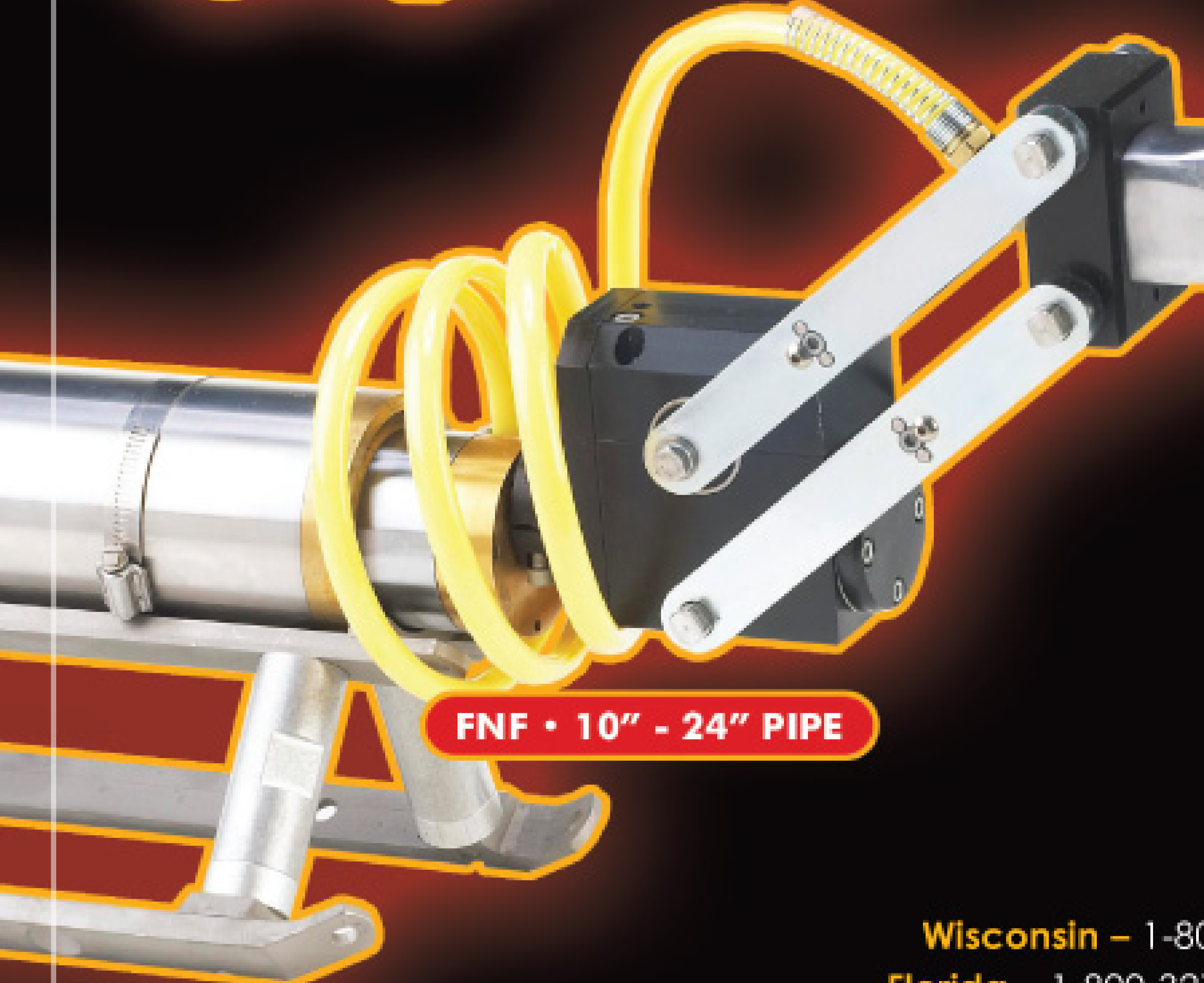
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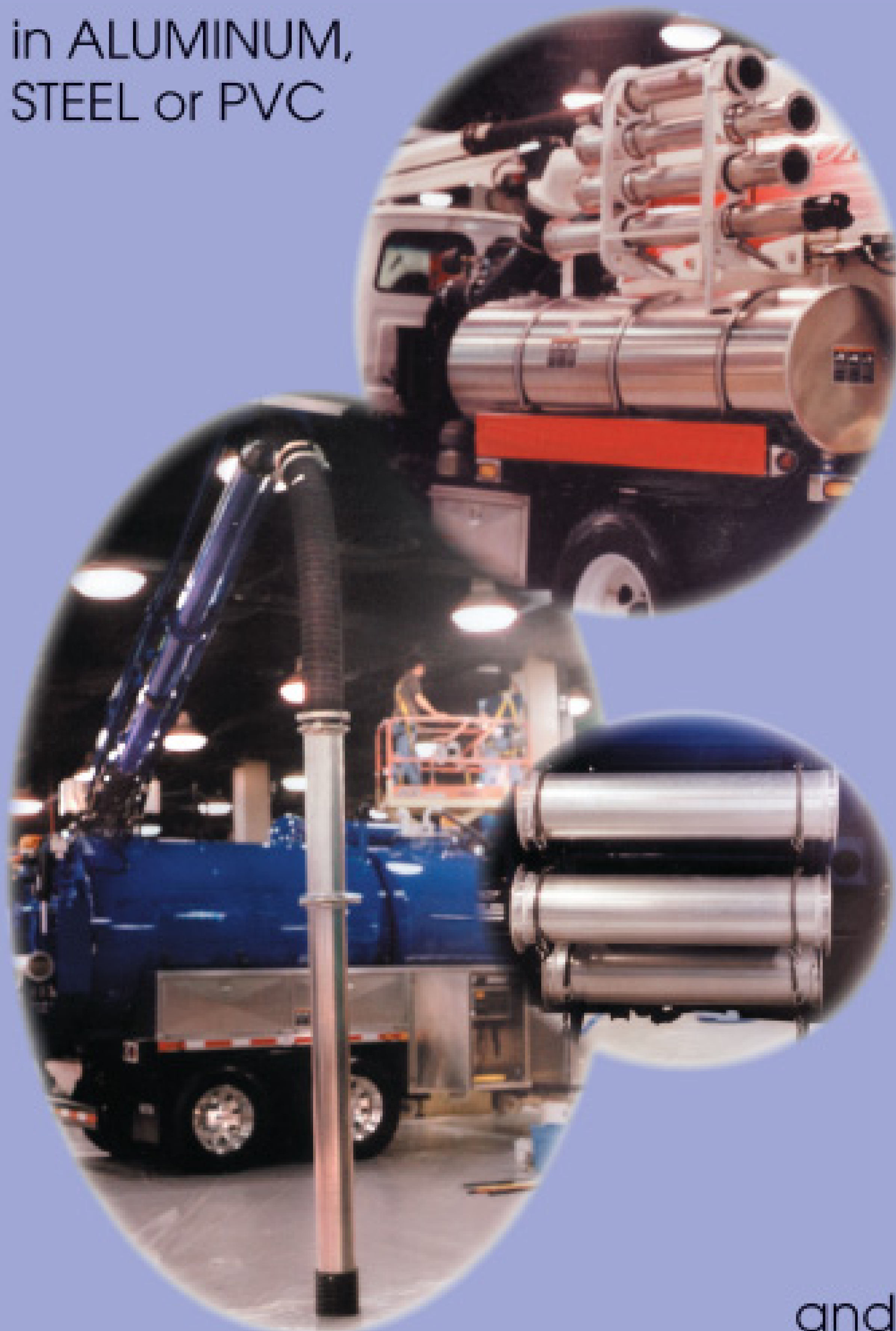
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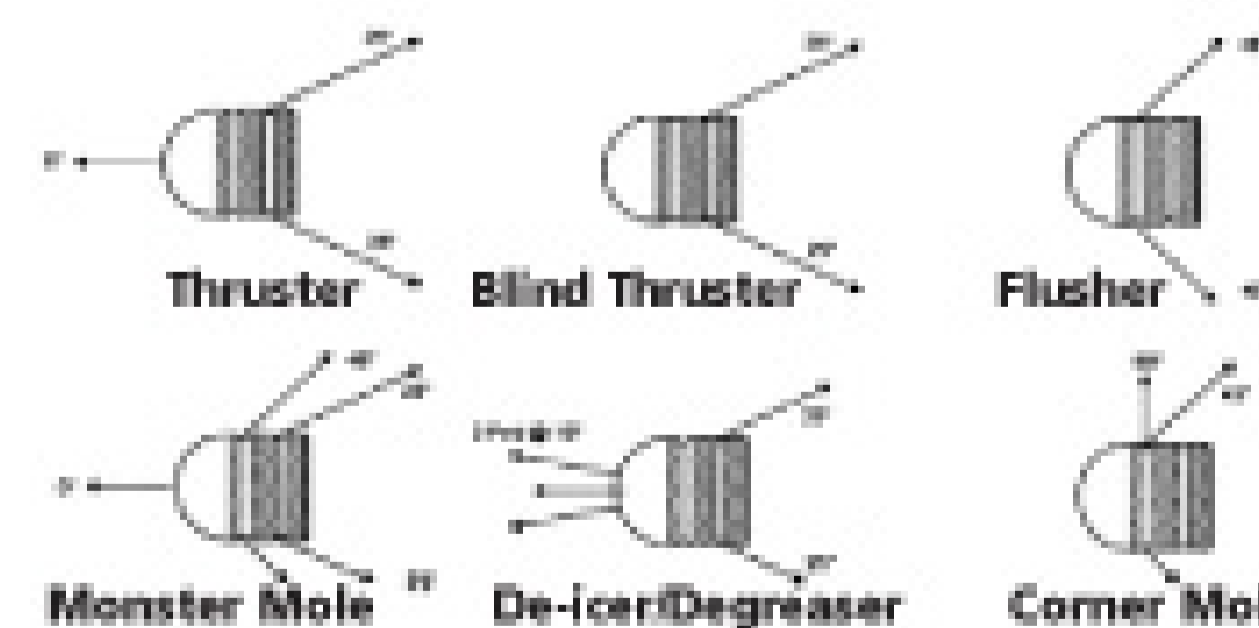
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Left Photo: Troy Ouverson, shown on a pipe lining job, leads a company that has found success by diversifying its services. Right photo, from left, Troy Ouverson, Doug Ouverson and Scott Veal lubricating a liner with soap to make it easier to invert through the sewer pipe. (Photography by Mary R. Christen)

Changing Course

A switch from new construction to diverse pipeline services and CIPP lining proves to be a profitable recipe for a long-established Minnesota firm

By Marian Bond

Troy Ouverson started working in his father's business at age 12, in 1992. Three years ago, he became the owner of the company, Ouverson Excavating, which for almost 40 years specialized in installing residential sewer and water lines in and around Buffalo, Minn.

As owner, Ouverson saw that the many lines the company had installed were in need of repair and, in some cases, replacement. So he changed the name to Ouverson Sewer and Drain Services, aiming to take decisive action to be at the forefront in the industry.

"We saw that a new cycle was starting," Ouverson says. The company geared down from new construction, added inspection cameras and, most important, went into cured-in-place pipe (CIPP) lining. Besides changing the company name, Ouverson changed the graphics on the two service trucks to tout no-dig line replacement.

As a computer junkie, Ouverson also saw the importance of using the Internet and the company web site to promote their new business model and appeal to homeowners faced with sewer line problems.

When he made the switch, Ouverson expected to be installing perhaps two CIPP liners per week, while still digging and replacing pipes. In reality, the firm installs a new lining almost every day and gets calls from all over the state with requests for more information and invitations to bid on jobs.

PROFILE

OUVERSON SEWER AND WATER, INC., BUFFALO, MINN.

OWNER:	Troy Ouverson
FOUNDED:	1969
SERVICES:	CIPP lining, inspection
SERVICE AREA:	Twin Cities
EMPLOYEES:	3
WEB SITE:	www.LineMySewer.com



SETTING GOALS, SEEING BOUNDARIES

Troy Ouverson is clear about his vision for the company his father founded in 1969, and about the extraordinary change in the variety of services the company now offers including TV inspection and CIPP lining.

"This is where the future is, but we don't want to get into mainline work," Ouverson says. "We are not big enough for that work. We are interested in dealing with laterals. That is what we will pursue. I wouldn't mind having two more employees, but we have a reputation to uphold, and we like being involved with the projects rather than sending out a crew."

Actually Ouverson is stretched thin managing the business, taking the phone calls, and overseeing the work in the field. Often, there is a lining job in progress, while another site needs a camera inspection. As he oversees these activities and the opportunities that come via the Internet, he manages to answer the phone and handle the paper work for the time being. "I never want to miss a job opportunity," he says.

Three years ago, Ouverson believed it was wise to move out of new construction, and into service and repair. It has proven to be a timely and profitable step.



Doug and Troy Ouverson set up a canopy over the standard Perma-Lateral Inverter and delivery hose to protect the material and themselves from the elements.

"When we jumped into this, we jumped in 100 percent. Once we got into it, it has just been unbelievable the opportunities we have had," Ouverson says. "Ninety percent of our work is now in CIPP lining. Thirty to 40 percent of that business comes to us through customers finding us on Google or Yahoo and going to our web site. I thought initially that if we could do some relining and some traditional digging, that would be fine. But the relining really took off."

The company still gets requests for new construction but is turning those opportunities down, as lining is more profitable, and for Ouverson, much more enjoyable.

The right system

Ouverson decided on CIPP as its trenchless technology because it requires just one small excavation, while pipe bursting requires two – one at the house and the other at the street. "We saw demonstrations of both systems at Pumper & Cleaner Expo," he says. "We knew people in Minneapolis who were doing pipe bursting, so we were familiar with that. Our main reason for choosing CIPP was that we didn't want to dig a hole in the street."

After trying one lining system for four months and finding it was

difficult and involved too many steps, the company settled on the Perma-Lateral system from Perma-Liner Industries, Inc. That system fits with the company's plan to stick

"When we jumped into this, we jumped in 100 percent. Once we got into it, it has just been unbelievable the opportunities we have had. Ninety percent of our work is now in CIPP lining."

Troy Ouverson

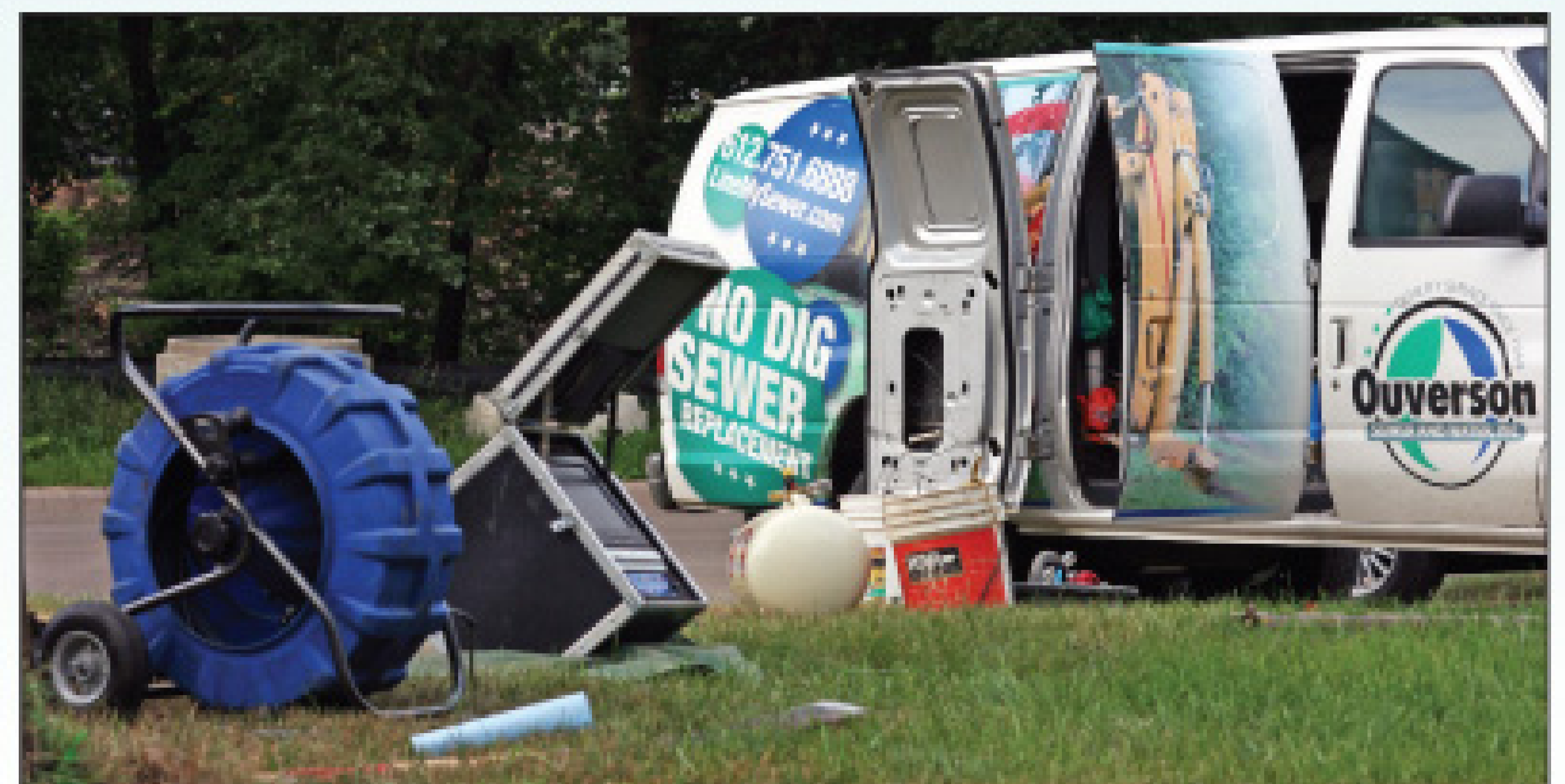
with residential work and some services for small municipalities. "We knew right away that we had found the right system for our needs," Ouverson says.

To get the word out about the new CIPP service, the company contacted local municipalities in order to become listed as a contractor for homeowners facing line replacement problems. The company also secured a contract with one town to provide sewer inspections.

Primary to the promotion was

the web site, in particular the use of search engines so that the company would appear toward the top of the list when potential customers looked online for sewer lateral solutions.

"I wanted to be one of the first sites that would come up," Ouverson says. "You have to find the right key words. If somebody clicks and finds us, it may cost us \$5, but we're willing to pay that fee. I knew when we started that we would have to tackle that. I knew that with our web site, people would take us seriously." Ouverson uses several search engines. The fees he pays are a major part of advertising expense but he finds it well worth the money.



Sharply decorated service vans help Ouverson Sewer and Water advertise its trenchless pipe repair services.

“I wanted to be one of the first sites that would come up. You have to find the right key words. If somebody clicks and finds us, it may cost us \$5, but we’re willing to pay that fee.”

Troy Ouverson

Done in a day

As for the lateral lining process itself, Ouverson says the key when shooting toward the mainline in the street is to cover the joint at the main. It is also important to avoid shooting the liner into the main, where it could cause a blockage.

Training provided at the Perma-Liner headquarters in Clearwater, Fla., proved to be an asset. Ouverson attended with his father, Doug, and employee Scott Veal. Their five days in Clearwater included time in the field doing installations.

“We had hands on experience, shooting the lines and doing the measuring,” says Ouverson. Generally the three work together on a job, completing most projects in a day, sometimes less. While the system suits its current needs, the company

also uses PipePatch equipment from Source 1 Environmental for fixing small defects, such as small cracks or leaks in PVC laterals.

Other equipment includes two cameras by MyTana Mfg. Co. Inc. “We like these cameras because of the support we get from a local company,” Ouverson says. “Those cameras take a lot of abuse, and when we have trouble we are 15 minutes away and they will give us a loaner to use. When we’re doing camera work, we have to be sure everything is working.” The firm also uses locators from MyTana – two for sewers and one for water lines.

The service vans are a Ford E-350 and a Ford E-250. The company also has a trailer jetter from General Pipe Cleaners (3,000 psi/5.5 gpm) and a fully stocked International truck for transporting supplies.



The crew: from left, Doug Ouverson, Scott Veal, and Troy Ouverson.

A specially equipped trailer carries a full setup for measuring and cutting CIPP liners and mixing the resin used to wet out the lining. For that purpose, the company modified the 24-foot trailer purchased for the first lining system to suit the needs of the Perma-Lateral technology. The trailer has air conditioning for summer and heat for winter.

Checking the neighborhood

Ouverson Sewer and Water is located on the west side of the Twin Cities, about 20 miles from downtown Minneapolis. Some homes within the 50-mile-radius service area were built in the 1960s, and some as long ago as the 1920s and 1930s. Many neighborhoods have mature landscaping, and the ability to fix laterals without digging is a popular option.

“When we’re lining those older clay pipe sewer lines, they look like a new line when we are done,” Ouverson says. Roots are cleared out with cable machines from General Pipe Cleaners.

While typical projects involve residential laterals, there have been some complicated projects. Recently the Town of Tracy, noted for huge public swimming pools, was faced with one of the pools losing thousands of gallons of water through cracks in an underground PVC drainpipe. If the leak could not be fixed, the city faced digging up the pool at a cost of millions.

For that project, Ouverson called on Perma-Liner for technical support. His three-man team, along with a Perma-Liner technical representative, tackled the job, which involved 90 feet of 6-inch pipe with five 90-degree elbows.

“We figured it would probably take three days to do this job,” Ouverson says. “We actually shot the whole thing in a single day.” As a rule, the company orders lining material in bulk rolls and then does the measuring and other preparation in the field. For special projects that require quick shipment, material arrives overnight.

Well worthwhile

In reflecting on the last three years and the experience with CIPP, Ouverson says the company seldom has to dig to repair or replace a line.

“Sometimes we have a water line that needs to be replaced, and we have to dig,” he says. “Or there is a piece of bad pipe where a rock was backfilled on top of the pipe and eventually smashed it down. But it’s rare that we have to dig. With this process, we can do more work, more efficiently, and we can enjoy the process and the accomplishment of providing a satisfactory service for our customers.” ■

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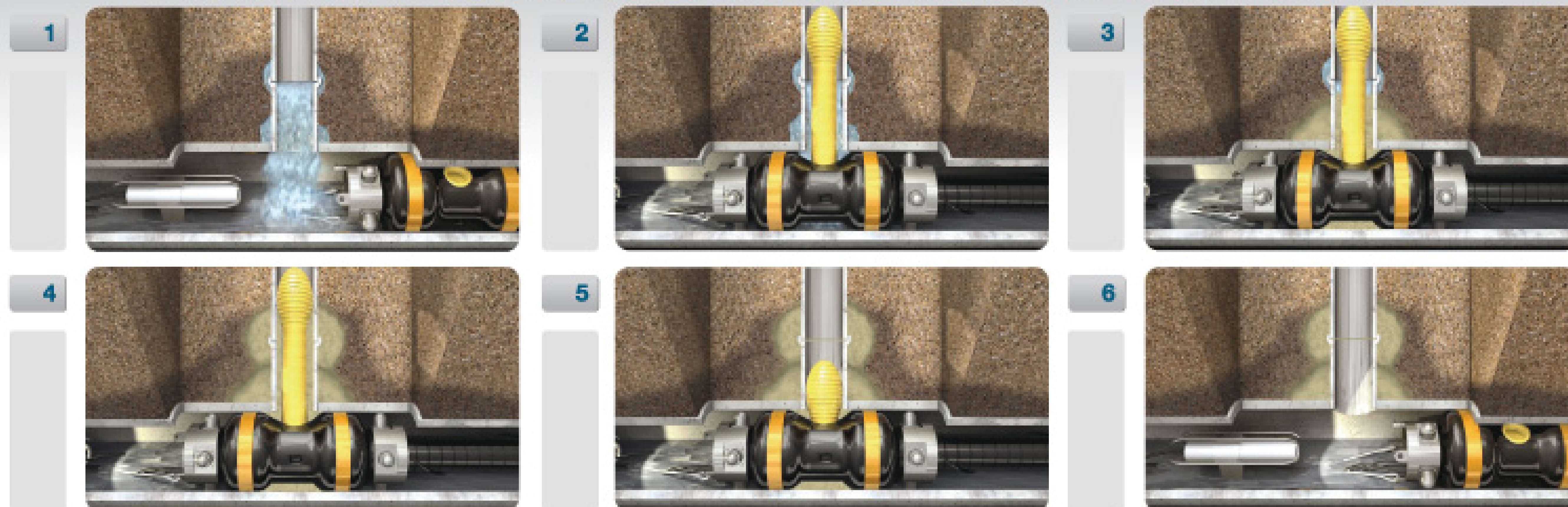
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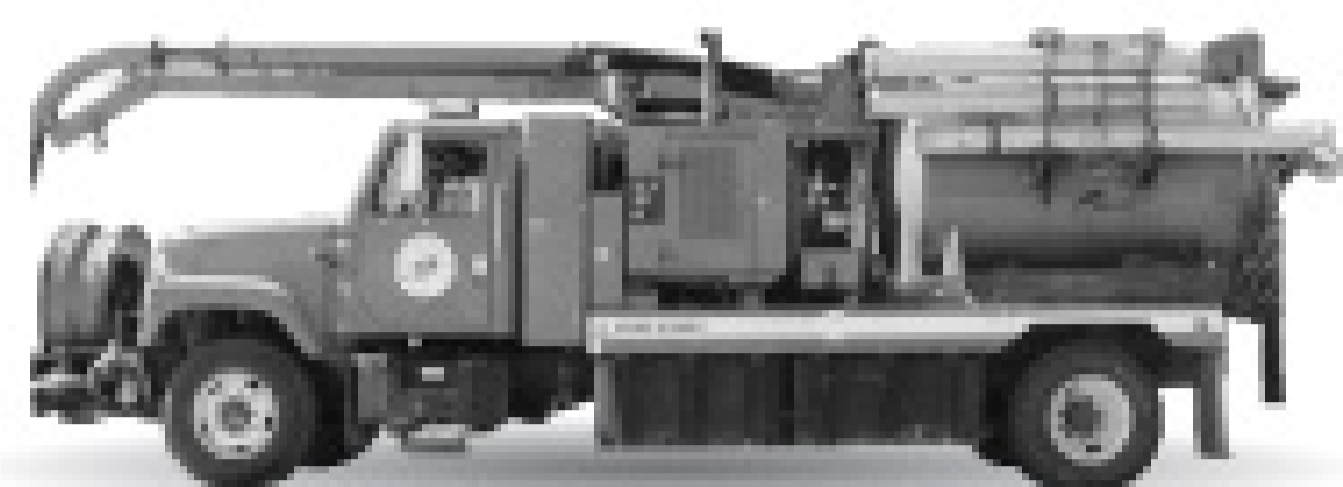
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1992 Western Star Combo Truck: 280 hp, 1995 Super Products Camel, 16-yd. debris, 6-24 blower, 1500 gallon water, 65@2000 psi Myers pump. \$60,000 OBO



1987 Mack Chassis Combo Truck: 235 hp, 1997 Super Products Camel, 16-yd. debris, Hicks blower, 1500 gallon water, 65@2000 psi Myers pump. \$40,000 OBO



1993 Ford LNT 8000 Vector Combination: 80 gpm @ 2000 psi, 1,500 gal. alum. tank, 1" x 600' hose, TigerTail/MiniMissile. \$50,000 OBO



1991 Camel Combination Cleaner w/1986 Mack: 80 gpm @ 2000 psi, 1,500 gal. poly tank, 1" x 600' hose, TigerTail/MiniMissile. \$17,500 OBO



2003 Sterling Combo Truck: 275 hp, 2003 Super Products Camel, 16-yd. debris, 6-24 blower, 1500 gallon water, 65@2000 psi Myers pump. \$90,000 OBO



2007 Sterling Combo Truck: 335 hp, 2008 Super Products Camel, 16-yd. debris, 6-24 blower, 1500 gallon water, 80@2000 psi Myers pump. \$240,000 OBO



1994 Isuzu Step Van: 2000 Onan 10K diesel generator, 1996 RST TV equipment. Many extra TV components included. \$20,000 OBO



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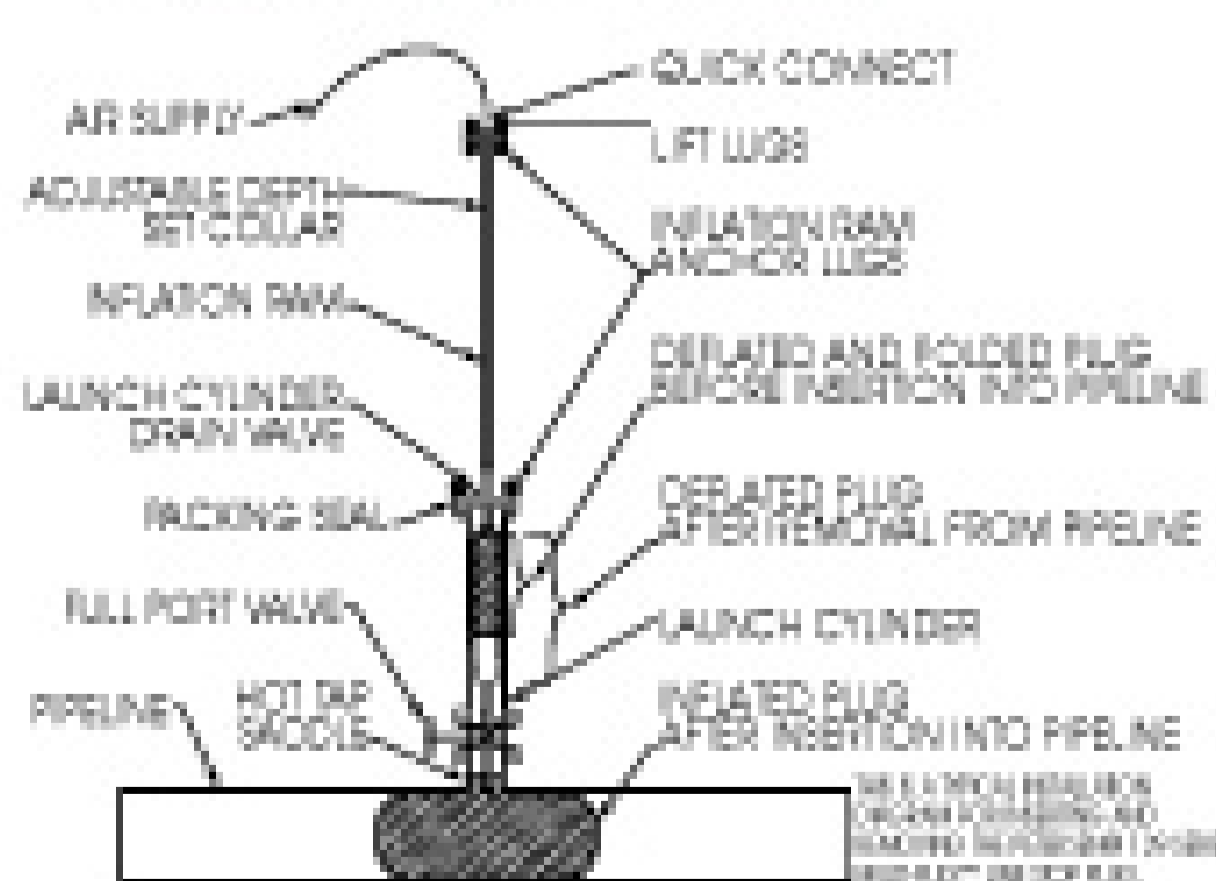
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<p>Amazing Machinery 2288 Gunbarrel Rd., Suite 111-151 Chattanooga, TN 37421 423-326-2676 TF 800-504-7435 Fax 800-504-7436 sales@amazingmachinery.com www.amazingmachinery.com</p> <p>See ad page 75</p>		Yes				
 <p>Aries Industries, Inc. 550 Elizabeth Street Waukesha, WI 53186 262-896-7205 TF 800-234-7205 Fax 262-896-7099 sales@ariesindustries.com www.ariesindustries.com</p> <p>See ad page 27</p>			Yes	Yes	Yes	Yes
<p>Avanti International 822 Bay Star Blvd. Webster, TX 77598 800-877-2570 Fax 281-486-7300 sales@avantigrout.com www.avantigrout.com</p> <p>See ad page 34</p>			Yes	Yes	Yes	Yes
<p>Bowman Tool Company and Systems 1515 Braggtown Road East Berlin, PA 17316 717-432-1403 Fax 717-432-0152 bowmantoolco@earthlink.net www.bowmantool.com</p> <p>See ad page 20</p>			Yes			
 <p>CUES, Inc. 3600 Rio Vista Avenue Orlando, FL 32805 407-849-0190 TF 800-327-7791 Fax 407-425-1569 salesinfo@cuesinc.com www.cuesinc.com</p> <p>See ad page 21</p>			Yes	Yes	Yes	Yes
<p>Environmental Coatings LLC 4702 E. Virginia Street Mesa, AZ 85215 480-984-7608 Fax 480-380-4461 info@sewershield.com www.sewershield.com</p> <p>See ad page 4</p>				Yes		
 <p>Footage Tools Inc 145 Fenmar Dr. Toronto, ON M9L 1M7 416-746-2911 TF 888-737-3668 Fax 416-746-8906 dl@footage.ca www.footagetools.com</p> <p>See ad page 74</p>		Yes	Yes			
<p>Gorlitz Sewer & Drain, Inc. 10132 Norwalk Blvd. Santa Fe Springs, CA 90670 562-944-3060 Fax 562-944-7630 sales@gorlitz.com www.gorlitz.com</p> <p>See ad page 41</p>		Yes				
<p>Infrastructure Repair Systems, Inc. 4301 A 34th St. N St. Petersburg, FL 33714 727-327-4216 TF 877-327-4216 Fax 727-327-4118 irsi@irsi.net www.irsi.net</p> <p>See ad page 28</p>			Yes	Yes	Yes	
<p>Lansas Products Mfg. by Vanderlans & Sons, Inc. 1320 South Sacramento Street Lodi, CA 95240 209-334-4115 TF 800-452-4902 Fax 209-339-8260 information@lansas.com www.lansas.com</p> <p>See ad page 55</p>			Yes	Yes	Yes	

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See ad page 33	LMK Enterprises, Inc. 1779 Chessie Lane Ottawa, IL 61350 815-433-1275 Fax 815-433-0107 kkamin@lmkenterprises.com www.performanceliner.com	Yes		Yes	Yes	Yes	
See ad page 12	Logiball Inc. 440 Papin Street Quebec, QC G1P 3T9 418-656-9767 TF 800-246-5988 Fax 418-653-5746 logiball@logiball.com www.logiball.com	Yes		Yes	Yes	Yes	Yes
See ad page 14	Maxliner 450 College Dr. Martinsville, VA 24112 276-656-1225 info@maxlinerusa.com www.maxlinerusa.com	Yes		Yes			
See ad page 36	 Municipal Pipe Tool Company LLC 515 Fifth St. Box 398 Hudson, IA 50643 319-988-4205 TF 800-798-4205 Fax 319-988-3506 sharonm@municipipe.com www.munipipe.com	Yes			Yes	Yes	Yes
See ad page 71	 NozzTeq® Inc. 1497 Main Street #354 Dunedin, FL 34698 603-413-6583 TF 866-620-5915 Fax 603-413-6744 info@nozzteq.com www.nozzteq.com			Yes			
See ad page 10	 Nu Flow America 7150 Carroll Rd., Suite #100 San Diego, CA 92121 619-275-7110 TF 888-683-5691 Fax 619-275-7110 info@nufLOWtech.com www.nufLOWtech.com	Yes		Yes		Yes	
See ad page 13	 Perma-Liner Industries, Inc. 13000 Automobile Blvd. Ste. 300 Clearwater, FL 33762 727-507-9749 TF 866-336-2568 Fax 727-507-9849 info@perma-liner.com www.perma-liner.com	Yes		Yes	Yes	Yes	
See ad page 36	 Petersen Products Co. PO Box 340 Fredonia, WI 53021 262-692-2416 TF 800-926-1926 Fax 262-692-2418 sales@petersen.cc www.pipeplug.com	Yes		Yes	Yes	Yes	Yes
See ad page 51	Pipe Genie Mfg 7638 Winston St. Burnaby, BC V5A 2H4 877-411-7473 Fax 604-294-5372 www.trenchlessamerica.com		Yes	Yes			
See ad page 36	 Pipe Lining Supply 2970 E La Palma Ave, Ste. J Anaheim, CA 92806 714-630-6311 Fax 714-630-6026 info@pipeliningsupply.com www.pipeliningsupply.com	Yes		Yes			
See ad page 67	PrimeLine Products, Inc. 309 Altamonte Commerce Blvd. #1518 Altamonte Springs, FL 32714 407-772-8131 TF 877-409-7888 Fax 407-786-8131 sales@prime-line.net www.primelineproducts.com	Yes		Yes	Yes	Yes	Yes

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<p>Ratech Electronics Ltd. 260-7 Spinnaker Way Concord, ON L4K 4P9 905-660-7072 TF 800-461-9200 Fax 905-660-1519 sales@ratech-electronics.com www.ratech-electronics.com</p> <p>See ad page 57</p>					Yes	
<p>Relining Technologies, LLC 3840 Miraloma Ave Anaheim, CA 92807 800-496-1498 Fax 714-491-5324 info@rapidplumbing.net www.reliningtechnologies.com</p> <p>See ad page 9</p>	Yes		Yes		Yes	
<p> RS Technical Services, Inc. 1327 Clegg St. Petaluma, CA 94954 800-767-1974 Fax 707-778-1981 sales.info@rstechserv.com www.rstechserv.com</p> <p>See ad page 61</p>	Yes	Yes	Yes	Yes	Yes	Yes
<p>Sewer Shield Composite LLC 4702 E. Virginia Street Mesa, AZ 85215 480-830-9537 Fax 480-380-4461 info@sewershieldcomposites.com www.sewershieldcomposites.com</p> <p>See ad page 4</p>				Yes		
<p>Source 1 Environmental 422 West Rising Street Davidson, MI 48423 810-412-4740 Fax 810-412-4743 info@s1eonline.com www.s1eonline.com</p> <p>See ad page 75</p>			Yes		Yes	
<p>Spartan Tool 1506 W. Division Street Medota, IL 61342 800-435-3866 Fax 888-876-2371 www.spartantool.com</p> <p>See ad page 84</p>		Yes	Yes			
<p>Telespector Corp 1460 Opdyke Road Auburn Hills, MI 48326 248-373-5400 TF 800-929-4399 Fax 248-377-2250 info@telespector.com www.telespector.com</p> <p>See ad page 63</p>			Yes	Yes	Yes	Yes
<p> Try Tek Machine Works, Inc. 250 N. Main Street Jacobus, PA 17407 717-428-1477 Fax 717-428-2865 trytek@trytek.com www.trytek.com</p> <p>See ad page 16</p>	Yes		Yes			



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Make It Last

You can extend the life of your pressure washer by using it properly and by sticking to a basic schedule of routine preventive maintenance

By Dan Leiss

In countless shops and garages from Albuquerque to Albany, at least one non-working pressure washer sits in the corner, collecting dust after weeks, months, even years of neglect. The machine stopped working perfectly one day and was simply brushed aside to make room for a newer, shinier model. Sound familiar?

detect problems, such as hose damage and fluid leaks, on a clean machine. Now, follow these practical tips to make sure your pressure washer stays in it for the long haul:

Every time

Before each use, take a few minutes to inspect the high-pressure hose and the supply hose for leaks,

Rather than waiting to deal with problems until they interrupt your work or require expensive repairs, stick to a basic maintenance schedule. Your pressure washer will thank you by providing years of consistent, powerful service.

It doesn't have to happen. When properly maintained, a pressure washer can easily last five to 10 and even 20 years. With knowledge of basic maintenance tasks, and how and when to perform them, anyone can save a pressure washer from a short, unfulfilling life.

First things first

Before beginning a maintenance program, you must become familiar with the parts of the machine. Even experienced operators may not know what each part is and where it is located. While not all pressure washers have the same parts, they all have basic components, including a pump, unloader, relief valve, hose, and gun assembly. For detailed descriptions and diagrams showing all parts of your machine, refer to the owner's manual.

Also, since the machine is designed to clean, wouldn't it make sense to keep the pressure washer itself clean? It is much easier to

kinks, cuts, abrasions, or bulges. On electric units, also check the ground fault circuit interrupter (GFCI) power cord for visible damage.

Before starting the unit, check the pump oil and top off if necessary. If the machine is gasoline-powered, check the engine oil and fuel level as well, adding as needed. Also, flush out the water system before installing the pressure tip at the end of the gun assembly to prevent dirt in the system from clogging the tip.

When you put the washer away at the end of the day, there may be one more cleaning task. If you used detergent, be sure to clean out the soap compound by running clear water through the injector.

Periodic maintenance

Daily preventive maintenance is the best way to extend the life of a pressure washer. But don't neglect other periodic maintenance. The owner's manual will provide specific maintenance timelines and details

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



Pressure washers are valuable tools in a cleaning contractor's kit. Like any equipment, they need proper maintenance to deliver long and reliable life. (Photos courtesy of Jenny Products Inc.)

unique to each model. Depending on how often you use the machine, you may need to do these checks weekly, monthly, or less often.

First, check the hose and fittings for water leaks. If you find a leak, change the hose or fitting. But remember, safety first. Shut the machine off before attempting to fix any leaks, as the line remains under high pressure and can cause injury.

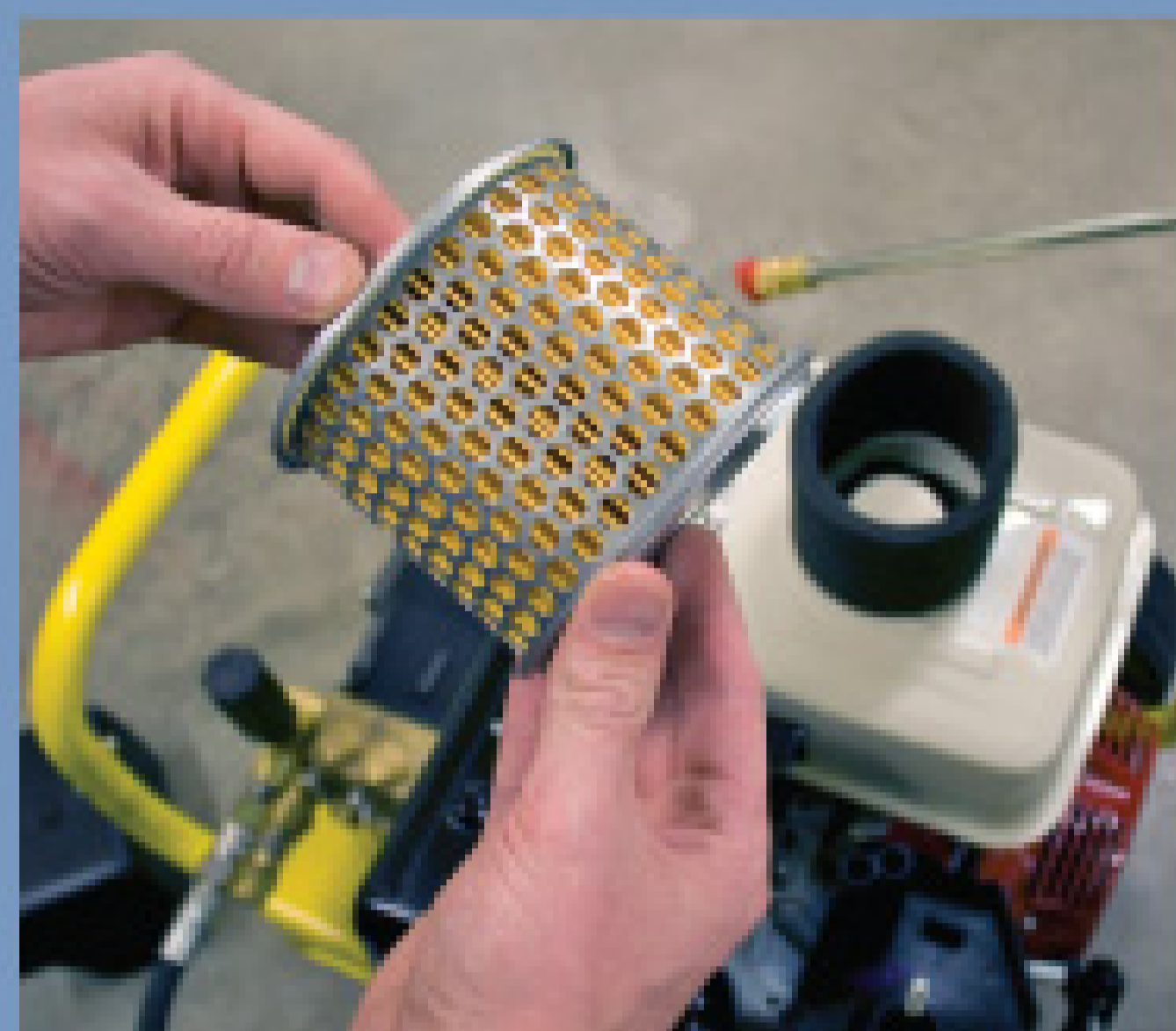
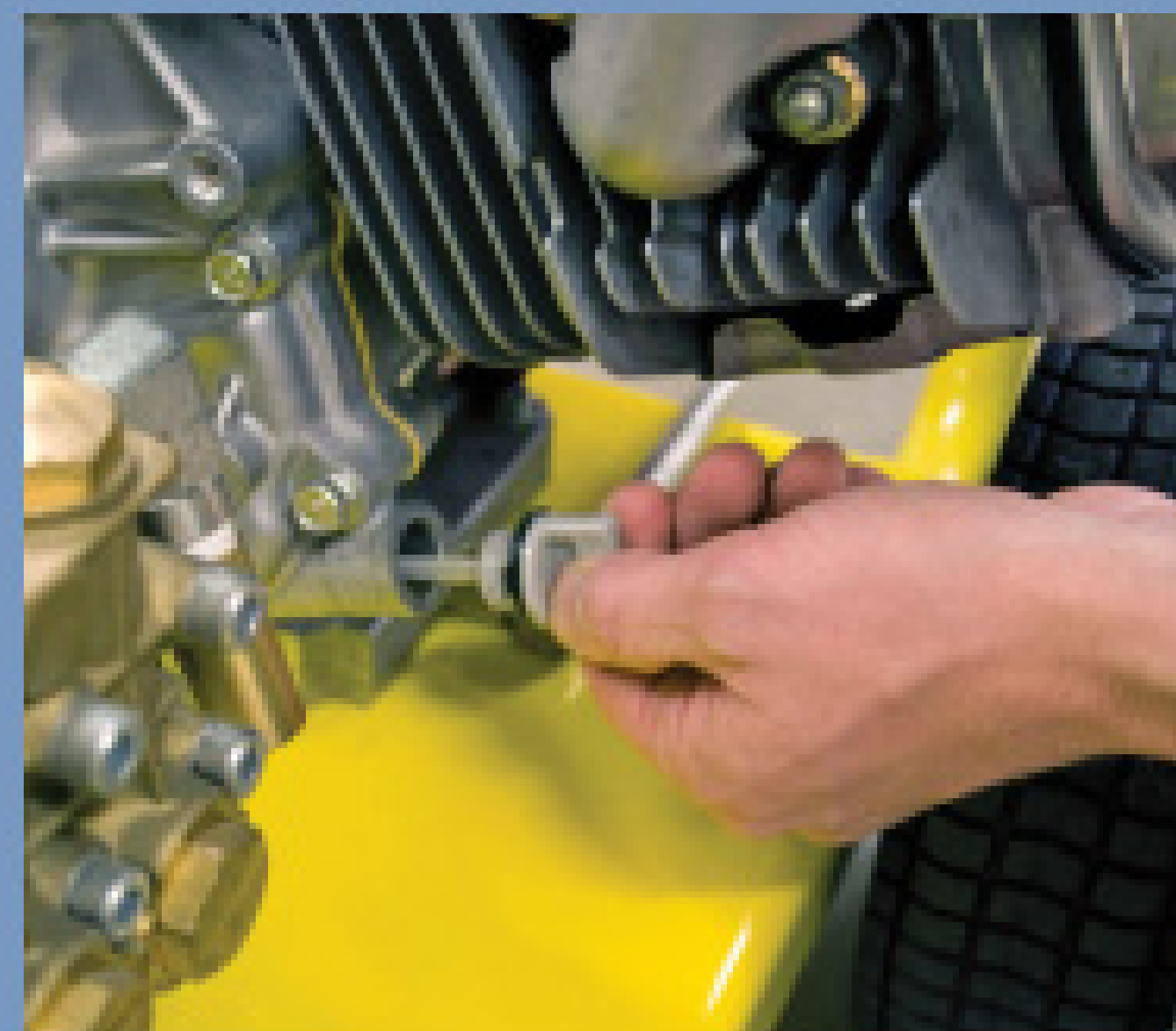
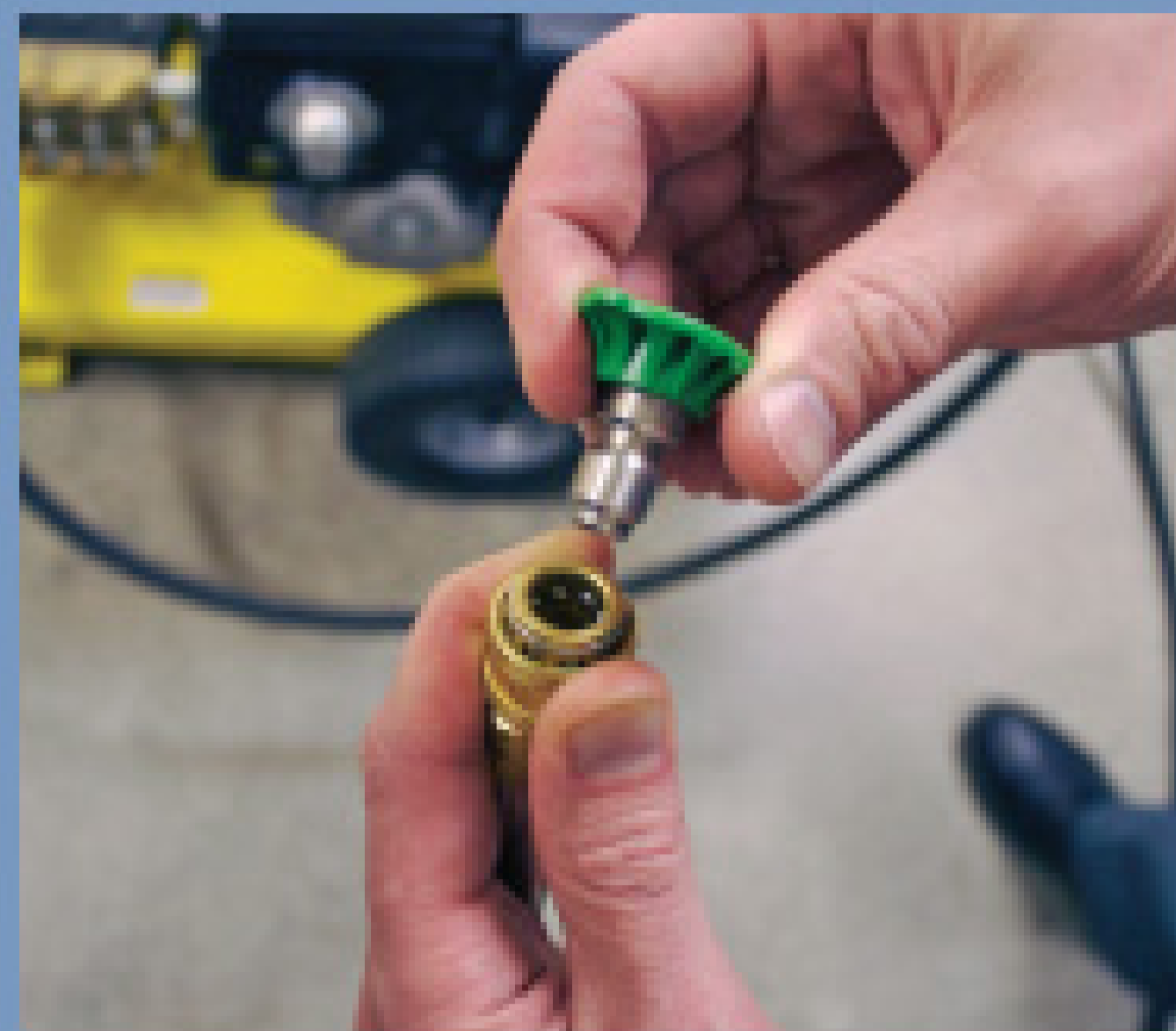
Next, turn your attention to the pump. There are two kinds of pumps: belt drive or direct drive. Belt drive units require extra maintenance. With these, check the belt occasionally for wear and correct tension. If the unit is powered by an

engine, the engine oil needs to be changed every 100 hours (or more often when operating in dirty conditions).

For new washers, change the oil after the first 20 hours. Also, regularly check the air filter and clean it if it becomes clogged or dirty. A dirty air filter can hurt performance and allow dirt to get inside the engine. That could damage the engine and shorten its life. Check the owner's manual for more maintenance tips and recommendations.

To err is human

Operator error can cause several problems with pressure washers.



Basic maintenance on a pressure washer includes, clockwise from the top left, changing the tips, changing the oil, checking the tip size, and changing the filter.

The most common – and dangerous – is using an insufficient power supply. The National Electric Code dictates the power requirements on all machines. If a machine requires a 120-volt, 20-amp power draw, a 110-volt, 15-amp standard outlet may not be sufficient.

If you try to use a standard outlet anyway, the machine may not work at all. If it does work, this overload to the power source could eventually cause serious damage to the machine, or even an electrical fire. Adjust the power supply as needed.

Another common mistake is choosing the wrong pressure washer tip size, hose type, or trigger gun. Tips aren't coded based on orifice size, but by the angle of the spray. This means you must look for size information when choosing the tip to ensure that it will fit your washer.

Also, hoses are temperature-rated specific to every type of washer. In other words, a hose rated for a cold-water pressure washer will not work for a hot-water pressure washer. Finally, all trigger guns are rated according to flow (gpm), temperature, and pressure (psi). Be sure the gun has a rating compatible with the pressure washer.

Certain detergents are acceptable for use in pressure washers.

Detergents are rated based on variances in temperature from machine to machine. Use a detergent with the proper temperature rating for your unit. Use of the wrong kind of detergent in a hot-water washer will eventually plug the heating coil.

Finally, remember that there is a reason companies manufacture both hot- and cold-water pressure washers. Never use hot water in a machine designed only for cold, as this can damage the pump's O-rings and gaskets.

A final word

Despite how easy maintenance is, most users don't give it a single thought – until the machine stops working properly. Rather than waiting to deal with problems until they interrupt your work or require expensive repairs, stick to a basic maintenance schedule. Your pressure washer will thank you by providing years of consistent, powerful service. And think of the space you will save by not having to stack another machine in the dark corner of your shop. ■

Dan Leiss is president of Jenny Products Inc., Somerset, Pa. Reach him at 888/425-3669 or dleiss@steamjenny.com.



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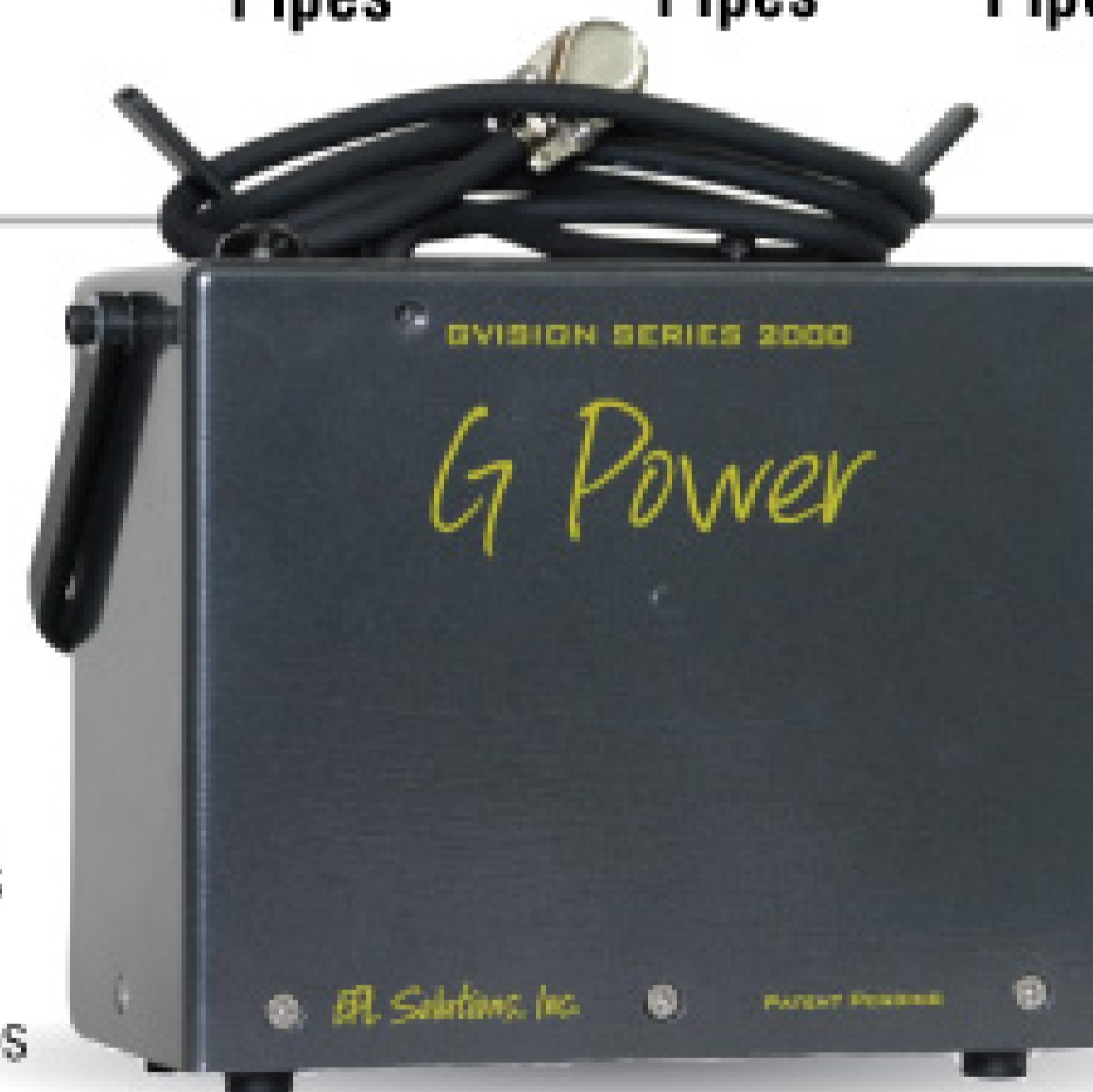
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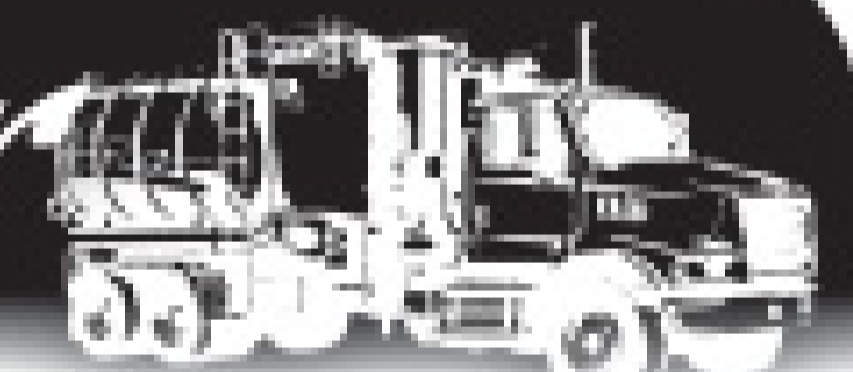
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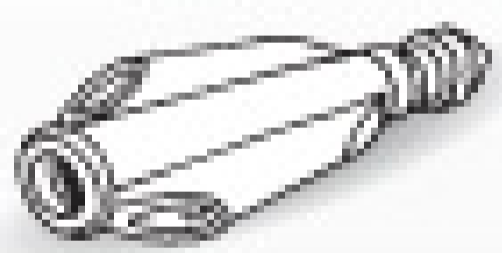
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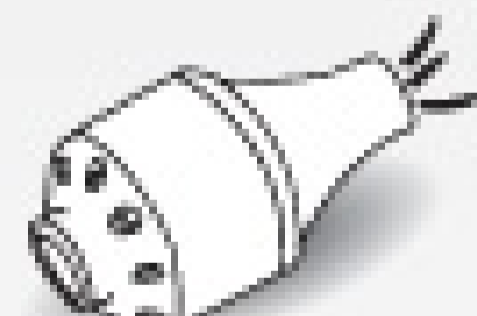
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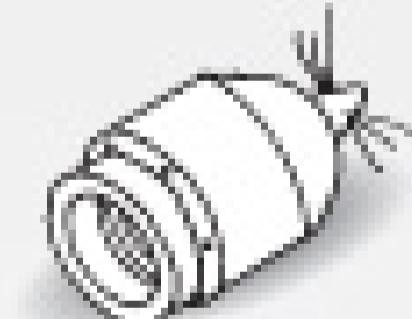
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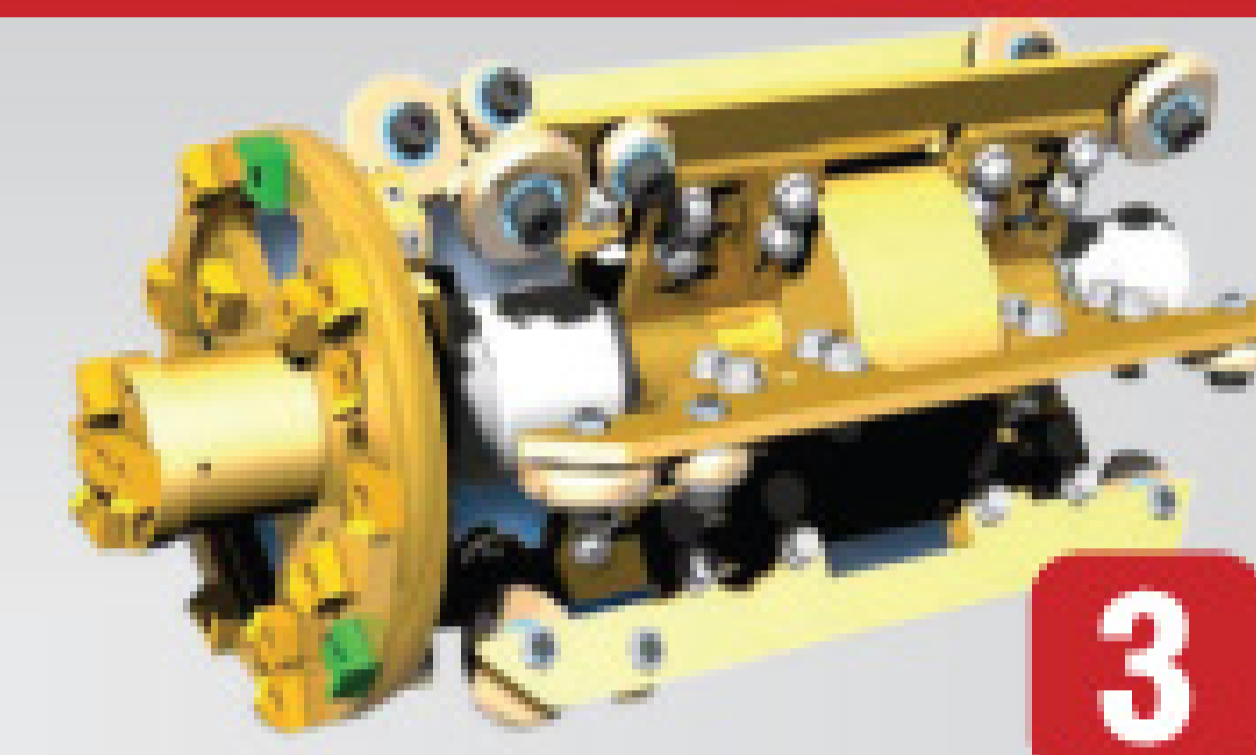
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Back to Business

The latest reinstatement cutters help pipe-lining contractors restore lined sewers accurately, quickly and efficiently

By Benjamin Wideman

The pipe lining job isn't done until the lateral openings have been cut and sewer service to customers has been restored. Manufacturers have spent years refining the art of reinstating lateral openings. Today's reinstatement cutters are designed to help contractors and municipal crews complete this critical step more accurately and in less time. Here is a look at some of the most advanced models on the market.



1. Flexible package

The **Dominator J 8-36 lateral reinstatement cutter** from **Bowman Tool Co. & Systems** works in 8- to 24-inch pipe and can operate in up to 36-inch pipes with an additional skid package. The motors are isolated in a watertight chamber, eliminating water damage. The placement of a captured O-ring delivers the chamber's watertight quality. Because the O-ring cannot drop out, the design also permits quick assembly and disassembly.

The motor chamber is also isolated from the feed and rotation mechanism for ease of assembly and disassembly. The cutter can be disassembled and reassembled in about 20 minutes. It has only eight moving parts – there is no air solenoid (the air solenoid is on the user's truck). Most gears and feed mechanisms are made of tempered stainless steel and bronze. The cutter is machined from the highest grade of stainless steel and bronze and has an insulated internal air channel instead of an outside air tube.

The head design includes a pinionless quick-change design and only one adjustable gib to reduce adjustment time and maintain high accuracy. The cutter can be wired for four, five or six wires to

accommodate most vendors' systems.

The J 8-36 is 37 inches long with the ram in, and 47.5 inches long with the ram out. It weighs 130 pounds and has a body diameter of 6.5 inches. It has a ram travel of 10.5 inches, and has three motors at 24-30 VDC. It requires 24 V current. The cutter has an air requirement of 38 cfm at 100 psi. 717/432-1403; www.bowmantool.com.

2. Small and large

Small and large **Kangaroo cutters** from **CUES Inc.** are designed to open and reinstate service laterals, remove protruding taps, and brush-finish existing cuts. The cutters function in 6- to 30-inch pipe and are equally effective in CIPP or fold-and-form liners. They can be installed on any CCTV manufacturer's truck-mounted system.

A 0.9 hp air motor for the small Kangaroo cutter line provides more power, increased productivity, and a smoother cut when operating in 8- to 12-inch lined pipe. Lubrication can be used but is not necessary because of the cutter's oil-less Teflon-impregnated vanes. A simple and smooth design prevents resin from entering the motor housing and allows easier resin removal. Kits are available to

retrofit existing cutters, and service kits can be purchased for regular maintenance intervals on existing motors. 800/327-7791; www.cuesinc.com.

3. Milling cutters

Type 14 Enz Golden Jet impact milling cutters from **Enz USA Inc.** are designed for 4- to 24-inch pipe. Percussion milling cutters are designed to remove deposits like concrete and injection cement, and Type 14 Golden Jet cutters have been very successful in removing dropped or cured in-place liners. The cutters have tungsten carbide and/or diamond-tipped teeth. They work with a percussion system of 600 to 3,000 impulses per minute and up to 12 tons of impact force. 630/692-7880; www.enzusainc.com.

4. Portable system

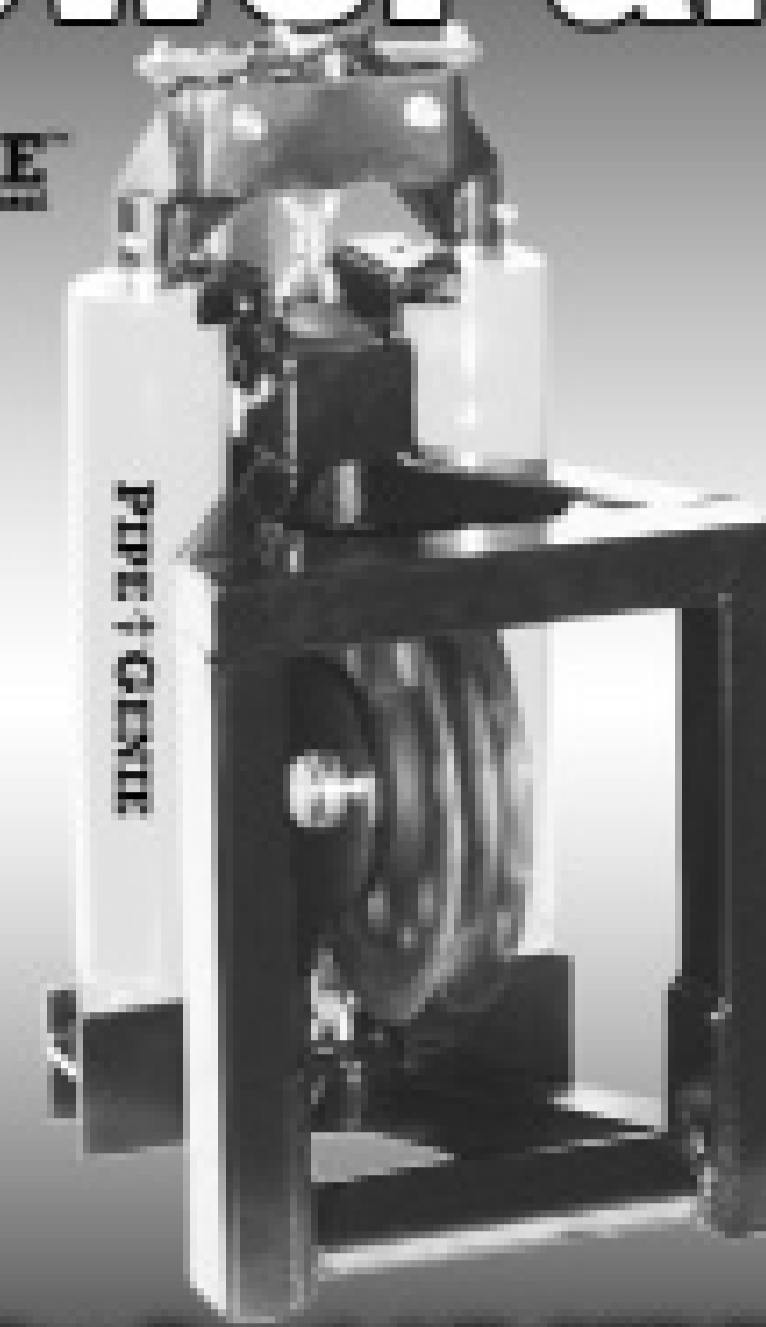
The **Dancutter reinstatement cutter** from **Aries Industries Inc.** works in 3-, 4- and 6-inch raw and lined pipe. The DC FLEX consists of three segments, sized and flexibly connected in a configuration that pushes in straight 3-inch pipe, around 4-inch 45-degree offsets and through up to 6-inch 90-degree bends.

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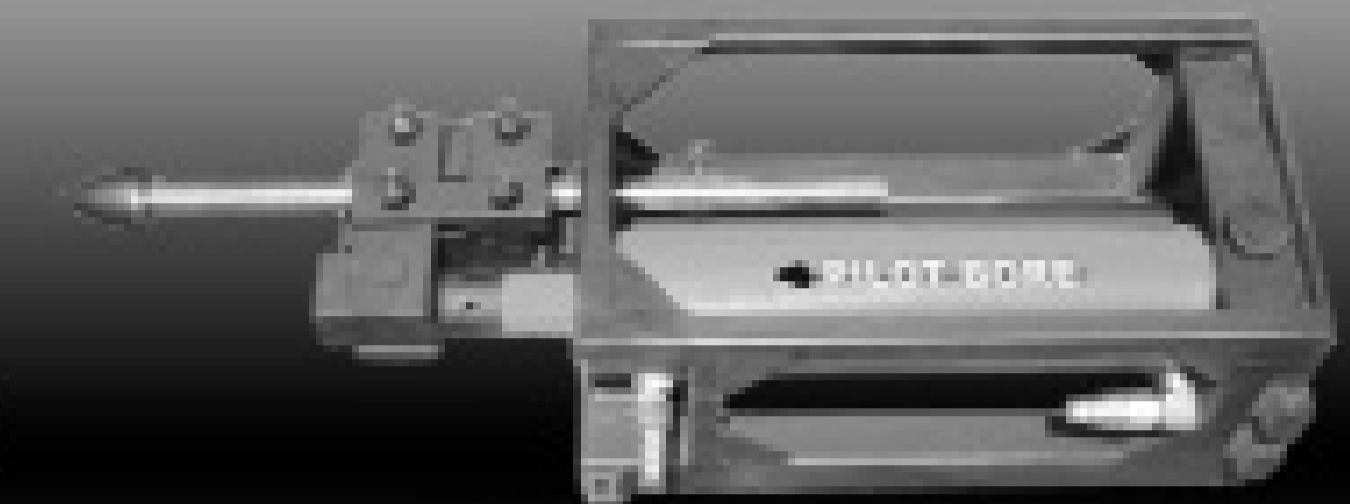
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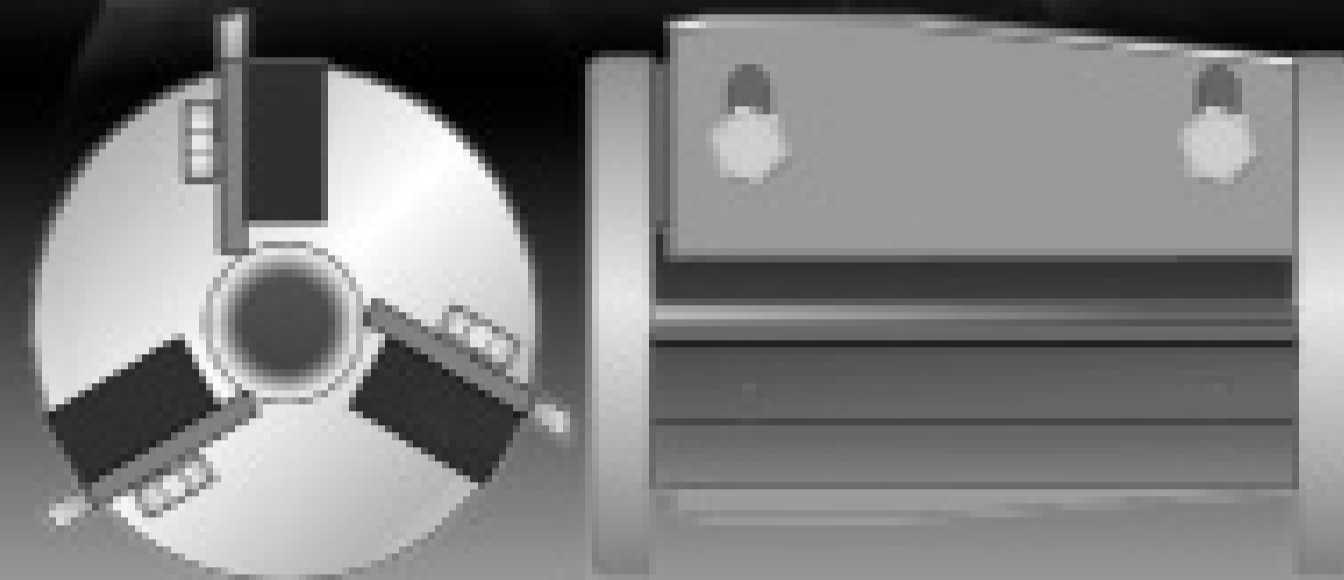


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The flex unit is controlled from a single control box and uses a simple gear-driven pushrod system to laterally position the cutter head. An air cylinder raises the cutter head, and a single electric rotation motor provides continuous 360-degree head rotation. Cutter air motors are available with right-angle orientation and with a forward shaft orientation that facilitates cutting out line blockages, removing protruding tap material, and reinstating connections.

The cutter air motor shafts have a standard US thread and accept a set of bonded carbide chip cone and sphere grinding cutters provided as part of the outfitting kit. The spherical cutter grinding heads provide a smooth reinstatement opening with little operator training. Additional diamond and disc cutter and grinding heads are stocked for removing difficult-to-cut steel, concrete, and iron.

The system is fully portable, and each major component can be lifted by one or two people and moved by one person through doors and into a building or onto a roof. Units consist of five major components:

- Cutter body with tool and parts box.
- Air and control hose assembly (available as 50-foot loose coil or 150-foot wheeled hose reel)
- Cutter control box requiring 120 VAC and 25 cfm of compressed air at 100 psi.
- Jacketed pushrod assembly.

- Cutter positioner rod pushing motor with gear drive assembly and cable to the control box.

The DC70 is a similar flexible cutter head for operation in straight 4-inch pipes and is flexible in 6- to 10-inch pipes. The unit operates from the same controller, hose, and pushrod system as the DC FLEX. 800/234-7205; www.ariesindustries.com.

5. Lateral tap cutters

Try Tek robotic lateral tap cutters are used to reinstate laterals in lined 6- to 15-inch pipe. The cutter and camera are positioned in the pipe using winches. Once positioned, the cutter ram can move 7 1/4 inches, and the head can rotate 360 degrees to cut the tap. A third axis allows the cutting bit to penetrate the liner wall.

The cutting bits are available at hardware or building supply stores. The 6- to 15-inch cutter kit comes with two sizes of air routers, three sizes of heads, and skids adaptable for cutting in the different-size pipes. It also includes a joystick-operated control box.

The cutting unit is made of stainless steel and bronze. Its three axes of movement operate using planetary-gear electric motors. The cutting action takes place with strong and compact routers. Two air routers (0.6 hp and 0.9 hp) are supplied to provide cutting power for various liner thicknesses. Airbags securely lock the unit in the

pipe. All air operations are turned on and off from the control box using an air solenoid mounted in the cutter. 717/428-1477; www.trytek.com.

6. Interchangeable heads

Micro-cutters from Nu Flow Technologies Inc. are multi-tools with interchangeable heads well suited for cleaning and re-instatement of small-diameter pipe (1.5 to 6 inches). They can negotiate 45- and 90-degree bends and can rehabilitate small-diameter cast iron pipe.

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Air-powered models have a flexible shaft speed of 500 to 3,000 rpm, motor power up to 4 hp, and air requirements of minimum 60 psi/85 cfm and maximum 100 psi/130 cfm. Electric models have a flexible shaft speed of 1,725 rpm, motor power of 1 hp to 2 hp, dimensions of 37 inches high by 20 inches wide by 17 inches deep, and a weight of 59 pounds. 800/834-9597; www.nuflowtech.com. ■

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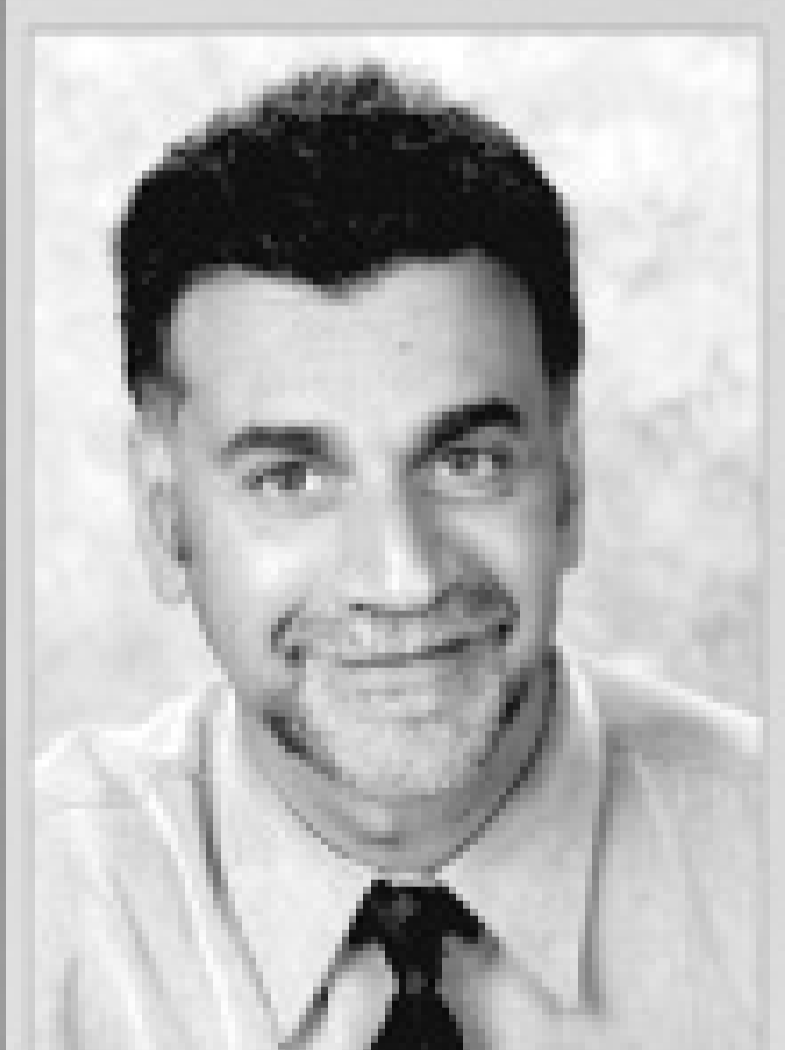


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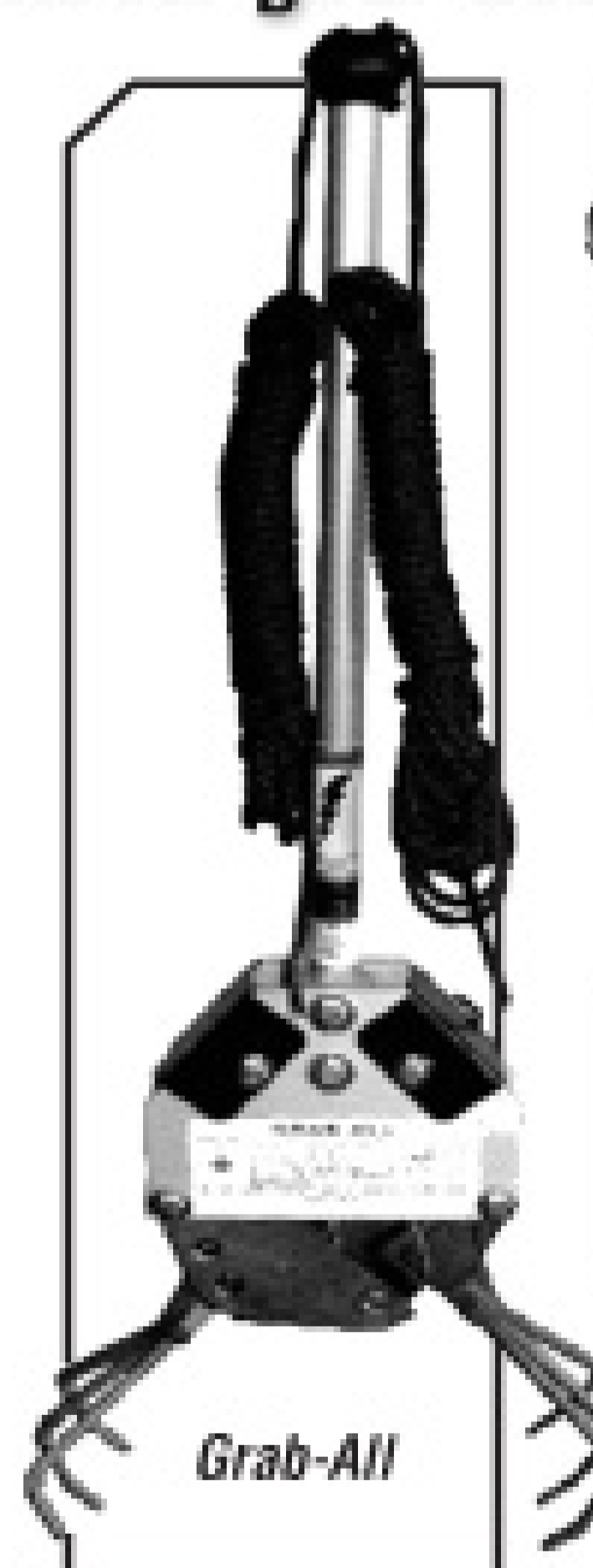
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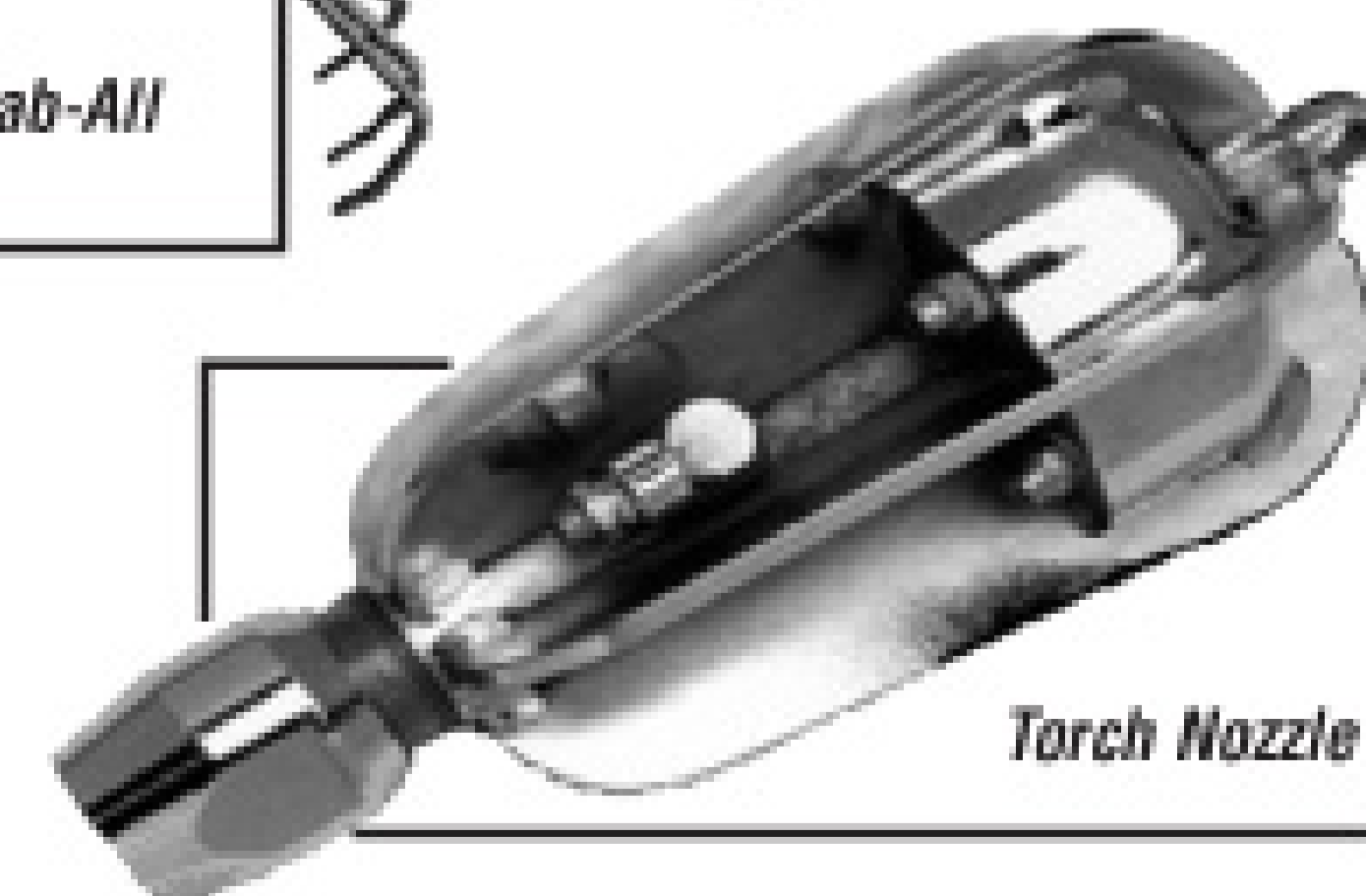
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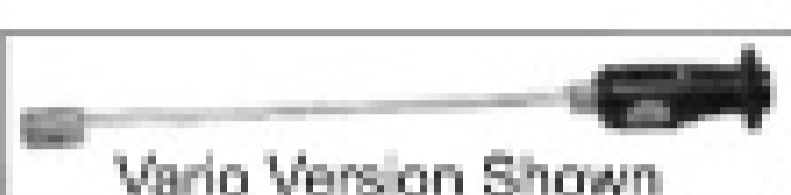
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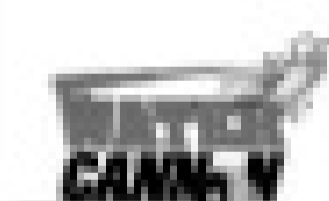


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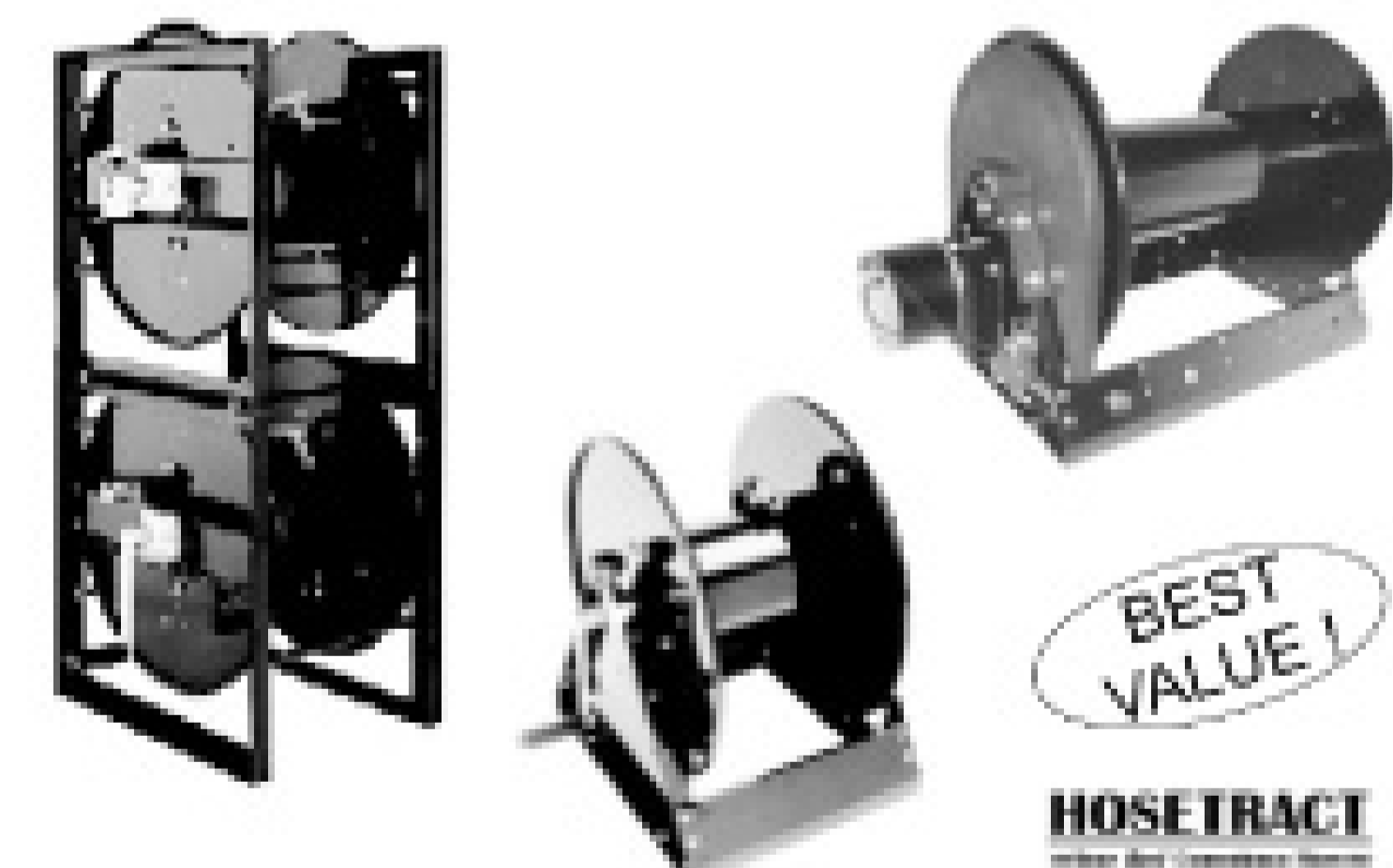


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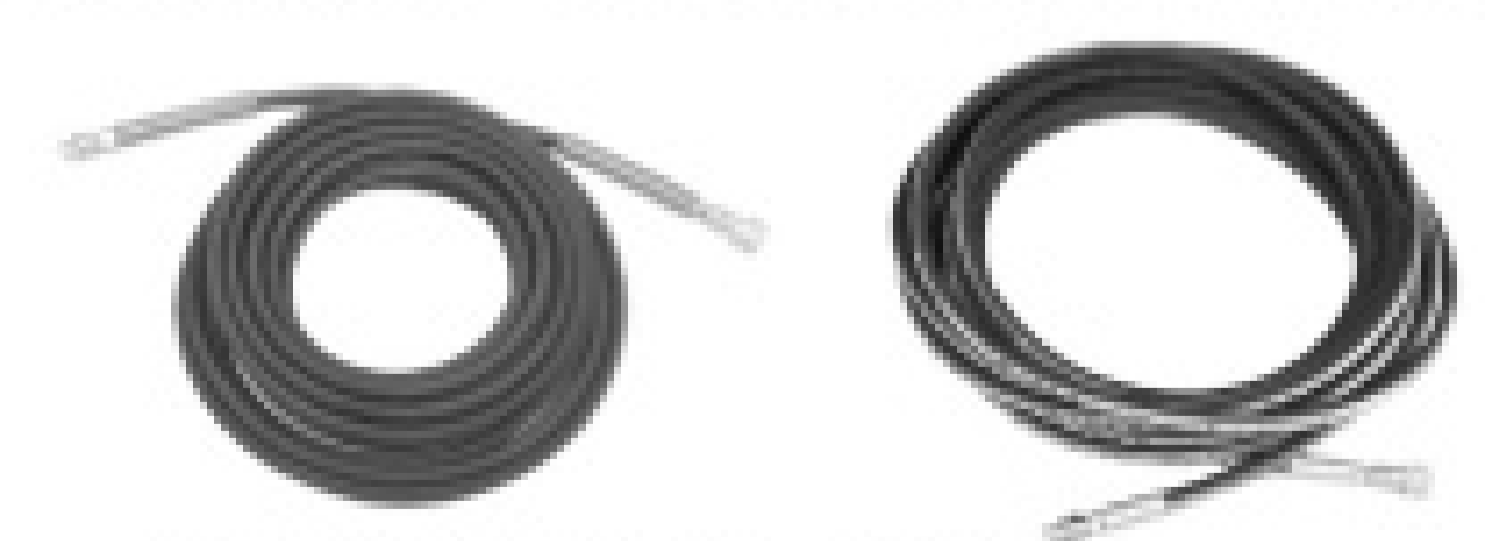
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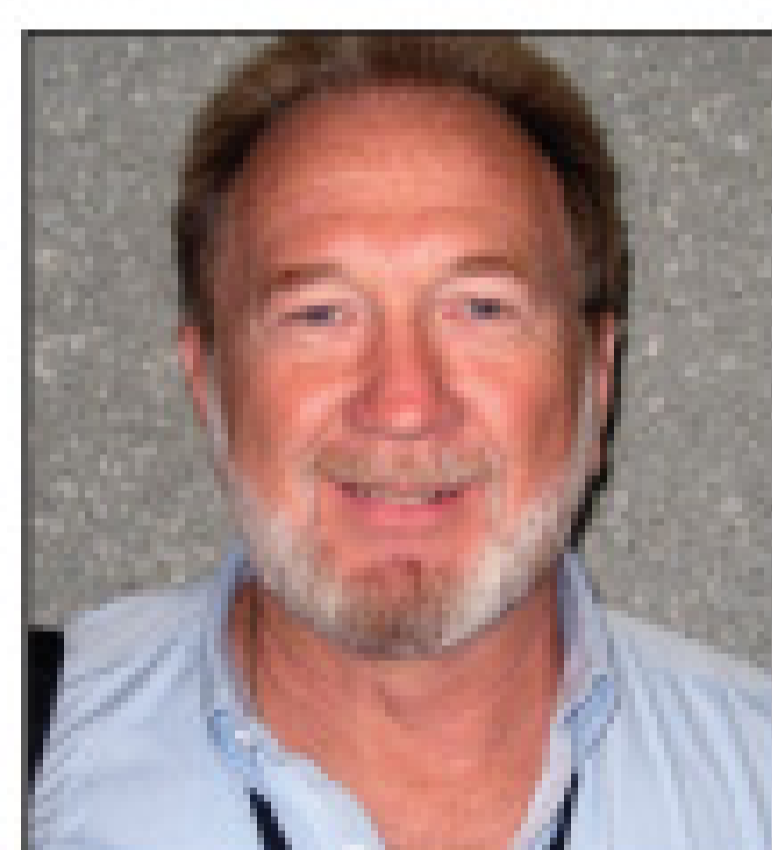
Contractors talk about their chosen methods of pipe rehabilitation and how they help win business and satisfy demanding customers

By Ken Wysocky

When it comes to pipe rehabilitation, there's no one-size-fits-all application. Cured-in-place pipe (CIPP) might be great for one kind of repair, but not for another. Slip-lining could be just what the doctor ordered in some situations, while pipe-bursting could be better for others.

But whatever the application, one thing is as clear: Trenchless repair capability provides another revenue stream for contractors, and makes their services more attractive to prospective customers who want the convenience of one-stop shopping. Here is a sampling of what some contractors say works best for them.

"Anybody who does any type of sewer work needs a lot of tools in their toolbox when they go out, and therefore you need



Charles Higbee

Vice President
Eckard Brandes Inc.,
Kailua, Hawaii
Employees: 12
Years in Business: 21

the ability to understand what applications work in what situations," says Charles Higbee, vice president of Eckard Brandes Inc. in Kailua, Hawaii. "Historically, we worked a lot with CIPP in the 1990s and found it a very effective lining, but very challenging.

"Doing pipe relining helps us sell jobs. It's one more thing you can offer, along with camera and cleaning work. It's an advantage because I can rehab the pipe to your home without digging up your yard. That's a huge selling point when someone has a nice, well-manicured lawn."

**Brad Walker
Veolia Water North America-South LLC**

"In a lot of ways, you can make a small mistake and have a catastrophic problem. But if everything goes well, you're a hero and it looks simple to install. It's a challenge, but a good liner end to end.

"A lot of times we use a product that uses microfine cement to infiltrate cracks and go around the outside of the pipe slightly and seal off the

infiltration. It works really well on mainlines and laterals. It's a cost-effective way to seal a pipe, but not a structural way to seal a pipe. It works hand-in-hand with a lot of other things.

"We also use an epoxy liner, which is a spiral-wrapped fiberglass liner that expands to meet the pipe. We can install it in intermittent areas – short areas where we don't have to go whole length of pipe. Epoxy is about four times stronger than CIPP and doesn't shrink.

"Another big benefit with these point repairs is that we have a flow-through situation, so we don't have to bypass for any reason. We can just let the flow draw this in, expand it and in two or three hours it's set up. It's an ambient-cure epoxy.

"Long runs are scary because with ambient cure, you have a fixed, limited time to work with it. You have a lot of nervous employees when you say you want to go longer with epoxy. Six feet is about as long as we go."

Higbee has some succinct advice for contractors who want to get into pipe rehabilitation. "Start slow with pipebursting or high-density polyethylene (HDPE) slip-lining," he suggests. "And when you make your jump to that big pipe-lining contract, make sure you've got someone on board who has gone through it before."

"We mainly work on laterals, and we use a cured-in-place pipe (CIPP) lining system for spot repairs," explains Brad Walker, a project manager for Veolia Water North America-South LLC in



Brad Walker

Project Manager
Veolia Water North America-South LLC, Radcliff, Ky.
Employees: 93,000
Years in business: 150

Radcliff, Ky. "We've used other systems, but this system is something our own people can operate.

"It's an ambient-cured product, as opposed to a steam-type process. The advantage is that the common working guy can shoot this system a lot easier. It takes up to three hours to cure, and while it's doing that, we can move onto the next one and the next one and so on. It's user-friendly.

"Doing pipe relining helps us sell jobs. It's one more thing you can offer, along with camera and cleaning work. It's an advantage because I can rehab the pipe to your home without digging up your yard. That's a huge selling point when someone has a nice, well-manicured lawn.

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



"Normally, when you do a job, you leave it rough – it's not very pretty when you get done. But with this process, you're not tearing up yards. It makes for an easy repair; it's a one-day job."

"We usually use CIPP with an air-inversion method," says John Stemmler, president of Stemmler Plumbing Repair Inc. in Richmond, Va. "We've tried pull-in-place, but prefer air-inversion. It seems to go in better, and we're more comfortable with that process. We can typically complete a job in a day, depending on the scope of it and how involved it is.

"We have other contractors who refer work to us because they don't do pipe lining. We like to stand out in the field by doing things other companies can't. We also like the ability to do things in the best interest of our clients."

**John Stemmler, President
Stemmler Plumbing Repair Inc.**

"We got into pipe-lining because we're a full-service plumbing, heating and drain-cleaning company. We try to offer customers full service, so they don't have to go to



John Stemmler

President
Stemmler Plumbing Repair Inc.,
Richmond, Va.
Employees: 30
Years in Business: 18

anybody else. We also went into pipe lining because we like to be innovative and on the cutting edge.

"We do a lot of commercial work. In a lot of restaurants, the drink systems eat up cast-iron pipes, so we were trying to find a way to avoid breaking up the floors. It saves the customer money and downtime, and we can do the job quicker, and do more jobs.

"We have other contractors who refer work to us because they don't do pipe lining. We like to stand out in the field by doing things other companies can't. We also like the ability to do things in the best interest of our clients.

"CIPP is a big selling point. Part of it is that we can keep an operation down for a day instead of two or three days. We've done schools where we would have had to take up a wood gymnasium floor. Instead, you'd never know we were there." ■

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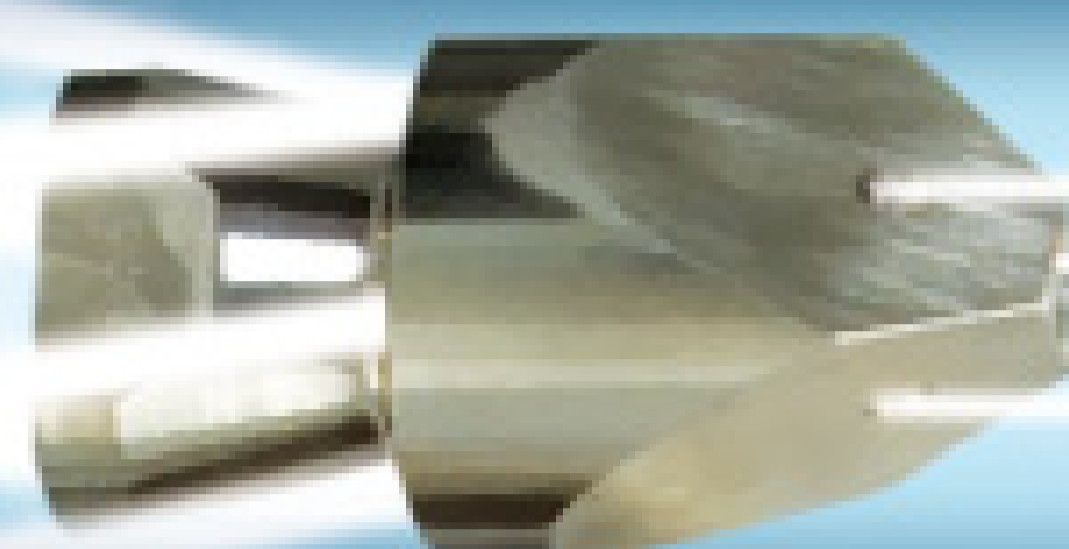
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Make Them Pay (On Time)

Running a customer-friendly business doesn't mean being the banker at zero interest for customers who make a habit of delaying payments

By Gene Siciliano

Your business was running pretty smoothly – sales growing, and profits growing, too. Then the credit crunch hit, someone said the R-word, and everything started slowing down. Most troubling of all, your customers have been paying later and later, as if they are using your money to fill their own personal credit crunch.

Well, they probably are. Most of us don't realize how dependent we are on credit to run our businesses. Vendor open-account credit – the kind you extend to your customers – is by far the largest source of borrowing power in our economy.

When you sell your products and services on credit, you are making interest-free loans to your customers, even if you are financing those loans with a bank loan for which you pay interest every month. When collections roll in on time, it all seems to work out nicely. But when collection slows down, you still need to replace goods you've sold, pay your workers, and pay the rent and all the other expenses of running a business.

Assuming your bank credit lines are in place and your margins are adequate, you can have a bit higher interest expense and still can ride it out with your customers. However, if your credit lines or cash reserves aren't sufficient to cushion you from the sudden change in cash flow, your business could be in big trouble.

Besides, most bad debt write-offs come from old balances, not current ones. The older the balance, the higher risk it will never be collected. So your best bet is to encourage your customers to pay on time. No added interest, no hassle with customers, no write-offs, everyone is happy. You are probably thinking: "That was helpful. How do I do that, exactly?" Here are five ideas.

Improve your credit practices

Screen new customers more closely before granting a credit line. Spend a few dollars actually getting a credit report, and a few minutes calling a couple of their credit references. The conversation might concern their payment patterns when the economy slows, which could be different from good times.

A comment like, "They sometimes struggle to keep current but they always manage to get caught up," could be a red flag. Also, be watchful of a prospect who has changed suppliers more than once in the past year. If you can learn the name of the previous supplier, that's someone you want to talk to.

Make committed collection efforts

Make collection follow-up a key duty of at least one person in your company. Don't give the job to someone in accounting to handle in his or her spare time. Accounting personnel may not be the best at customer communication, especially if the subject is touchy. Assign the job to someone who is a good negotiator, has an amiable but firm phone personality, and who understands that collection is a key job.

Most importantly, do what you say. If you promise something in return for prompt payment, make sure you deliver. If you say you must deny future shipments until an account is brought current, stick to it – every time. Key point: If your collection practices have been lax in the past, a culture change may be needed in the minds of your customers who may be tempted to 'wait you out' to see how long the new rules will stick around.

Call ahead – make sure they're ready to pay

Have your collection person call the customer a few days before

the due date for payment, "as a courtesy," just to make sure everything is in order and the check will be going out on time. This little reminder, when positioned with friendliness and a desire to help, you can make a friend of the person who actually cuts the check.

If your customers are lacking something they need in order to pay, such as a copy of the invoice, this would not be a good time to give in to their inefficiency. Your effort to quickly provide it, without them having to find it, could put you at the head of the line for payment.

Consider discounts for prompt payment

This old technique worked well years ago but has fallen into neglect in recent years as business practices evolved. The old "2 percent/10 net 30" was and still is a great deal if explained to customers clearly. Consider this: a two percent discount for paying 20 days earlier than normal amounts to an annual return of 36 percent – not a bad yield for a customer whose savings account is probably earning two percent a year.

Even if your customers plan to pay in 45 days, getting them to pay in 15 days instead represents an annual return to them of 24 percent. You can juggle the numbers any way that makes sense, but the key is getting the customer to understand the value they get from paying promptly. And by the way, if you do business with certain organizations, such as local governments, many are required by their policies to take advantage of such discounts. Key point: Be strict about charging back discounts taken when payments don't come in on time.

Try a preferred customer plan

Want to think out of the box? Consider a program for special

Gene Siciliano, CMC, CPA, is an author, speaker and financial consultant. His book, Finance for Non-Financial Managers, is available in bookstores and online. Reach him at www.GeneSiciliano.com or e-mail gene@CFOforRent.com.

customers: extra discounts, advance notice of price changes, or special sales. Promote this as a customer benefit and make it available only under certain conditions, one of which is consistent payment according to terms.

Make the conditions list beefy enough that it doesn't look like a poorly disguised collection program. Use it as an opportunity to reward the customers you enjoy doing business with, especially those who pay on time every time. Key point: Avoid alienating customers who are in the program but then fall behind in one or more criteria. Give them the opportunity to rejoin the program after a few months of again meeting all conditions for participation.

You can appreciate your customers' dilemma in trying to stretch their cash. But that's not the same as agreeing to be their banker – interest free. You can extend their payment terms, as many companies do at times like these, but in the end you still need to collect your money by a date you can plan on. And you need to avoid alienating your customers in the process.

If you do everything you said you would – quality service, competitive price, prompt response – then it's reasonable to expect your customers to do everything they agreed to, and that includes paying you promptly.

Still, these days, most suppliers will get paid late by many of their customers. Follow the suggestions above and you can be the exception to the norm, and better positioned when the economy turns around again, as it always does. ■



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Out of Round

A custom-built elliptical packer enables a New Jersey borough to keep its street reconstruction program on schedule

By **Scottie Dayton**

Depressions at regular intervals were one reason the Streets and Roads Department in the borough of Carteret, N.J., was reconstructing Carteret Avenue.

Donald Norbut, PE., municipal engineer of record from T&M Associates in Middletown, N.J., believed the reinforced concrete storm sewer under the road had defective joints, allowing sediment to enter and the asphalt to settle.

When the subcontractor televised the 2,000-foot-long, 15-inch pipe, he found a 14- by 23-inch elliptical section 300 feet long. The camera revealed fines infiltrating



Antonio Rocha (left) from Oswald Enterprises Inc. in Belford, N.J., attaches hoses that deliver air and grout to the 14- by 23-inch elliptical packer custom-built by Logiball Inc. Project manager John Read oversees the process. (Photo courtesy of Oswald Enterprises Inc.)

Norbut turned to Oswald Enterprises Inc., the borough's pipe and sewer cleaning contractor in Belford, N.J. Manager Bill Carver took the challenge to Marc Anctil, president of Logiball Inc. The Logiball team designed what Anctil believed to be the industry's first

our 2008 road improvement program, and the grouting was done early in 2009," he says.

Anctil asked Carver to take the dimensions and radii of the elliptical pipe and make a cardboard template, as the pipe probably was not manufactured to ASTM standards. Using

“We didn't change seven design elements at once because we didn't know which modifications would work. We also gave ourselves a little more tolerance than normal in case the storm sewer held some surprises.”

Marc Anctil

through unplugged lift holes in the round pipe and bad joints in the elliptical pipe.

Norbut recommended repairing them with chemical grouting, but the subcontractor had no source for an elliptical packer. Open cutting to replace the elliptical portion would jeopardize the project's completion before winter and run over budget.

elliptical packer. It helped deliver a flawless trenchless repair.

Creative muses

Without knowing how long it would take for the packer to arrive, Norbut had the road paved to avoid losing the repair window and getting a delay claim from the general contractor. “Carteret Avenue was part of

the template, Logiball engineers built a steel pipe in which to test their designs. “The three and nine o'clock positions had sharp radii, and the inflation bladders – two on each side of the joint – had to fit tightly against the walls to isolate the coupling,” says Anctil. “Without it, the pressurized chemical grout would blow past the bladders and into the line.”

TOUGH JOB

PROJECT:

Chemical grout defective joints in an elliptical pipe under a newly surfaced road

CUSTOMER:

Borough of Carteret, N.J.

CONTRACTOR:

Bill Carver, Oswald Enterprises Inc., Belford, N.J.

EQUIPMENT:

14- by 23-inch elliptical packer, Logiball Inc.

RESULTS:

Joints grouted and integrity of road maintained

The Logiball design team started with the stainless steel packer framework, built the reinforced rubber bladders around it, then tested the unit in the pipe they made. The challenge was to provide enough tolerance for the packer to travel past offset joints, yet seat the bladders against the pipe. After each test run,

the men adjusted and re-aimed the frame.

"We didn't change seven design elements at once because we didn't know which modifications would work," says Anctil. "We also gave ourselves a little more tolerance than normal in case the storm sewer held some surprises." The third design attempt was successful.

To seat the bladders correctly, the team had to know the optimal pressure before producing a blow-by. They placed the packer back in the pipe, then played with various inflation pressures. The magic number was 40 psi. "Now we could tell Bill the volumes and injecting pressures," says Anctil. "The storm sewer was only eight feet deep, so we were in good shape, because depth increases pressure. Every 2.32 vertical feet of groundwater over the crown represents 1 psi."

Winch away

Working manhole to manhole, the subcontractor's crew grouted 150 lift holes in the round pipe and all the joints per Norbut's specifications. They conducted a pressure test to ensure that the repairs were airtight.

Before grouting the elliptical pipe, John Read, Oswald Enterprises' project manager, televised it using an OZII camera from CUES Inc. Nothing had changed since the initial inspection.

Read's crew used a stand-alone electric winch to pull the elliptical packer downstream. Guided by the camera, Read set the packer at a joint and inflated the bladders to isolate it. Separate hoses then delivered the

two-part AV100 chemical grout from Avanti International to the packer, which raised the injection pressure to 10 psi, the equivalent of 23 feet of head.

Once injected, the grout filled the annular space around the packer, flowed out the defective joint into the soil, and gelled to form the seal. How much grout to inject depended on the porosity of the soil and voids behind the pipe.

"Because the pipe was eight feet deep, we needed only 5 psi," says Read. "However, we used 10 psi and left nothing to chance." It took two days to seal 23 joints, each averaging five gallons of grout. Then Read televised the pipe again. The repairs were perfect.

The pavement on Carteret Avenue remains smooth and level, with no more loss of sediment. The grouting industry now has a 14- by 23-inch elliptical packer and a source for others custom-built to any dimension and radius. ■

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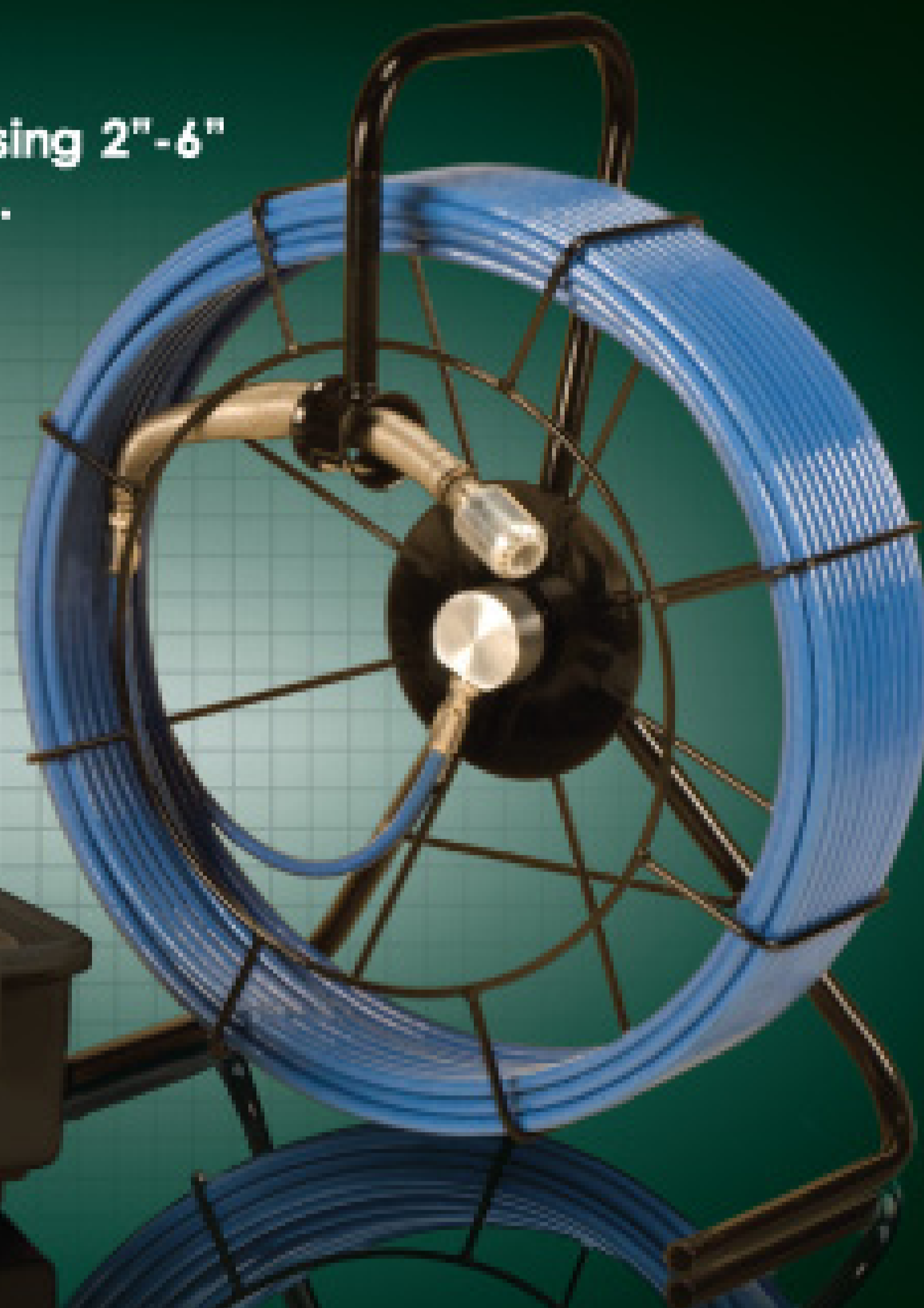
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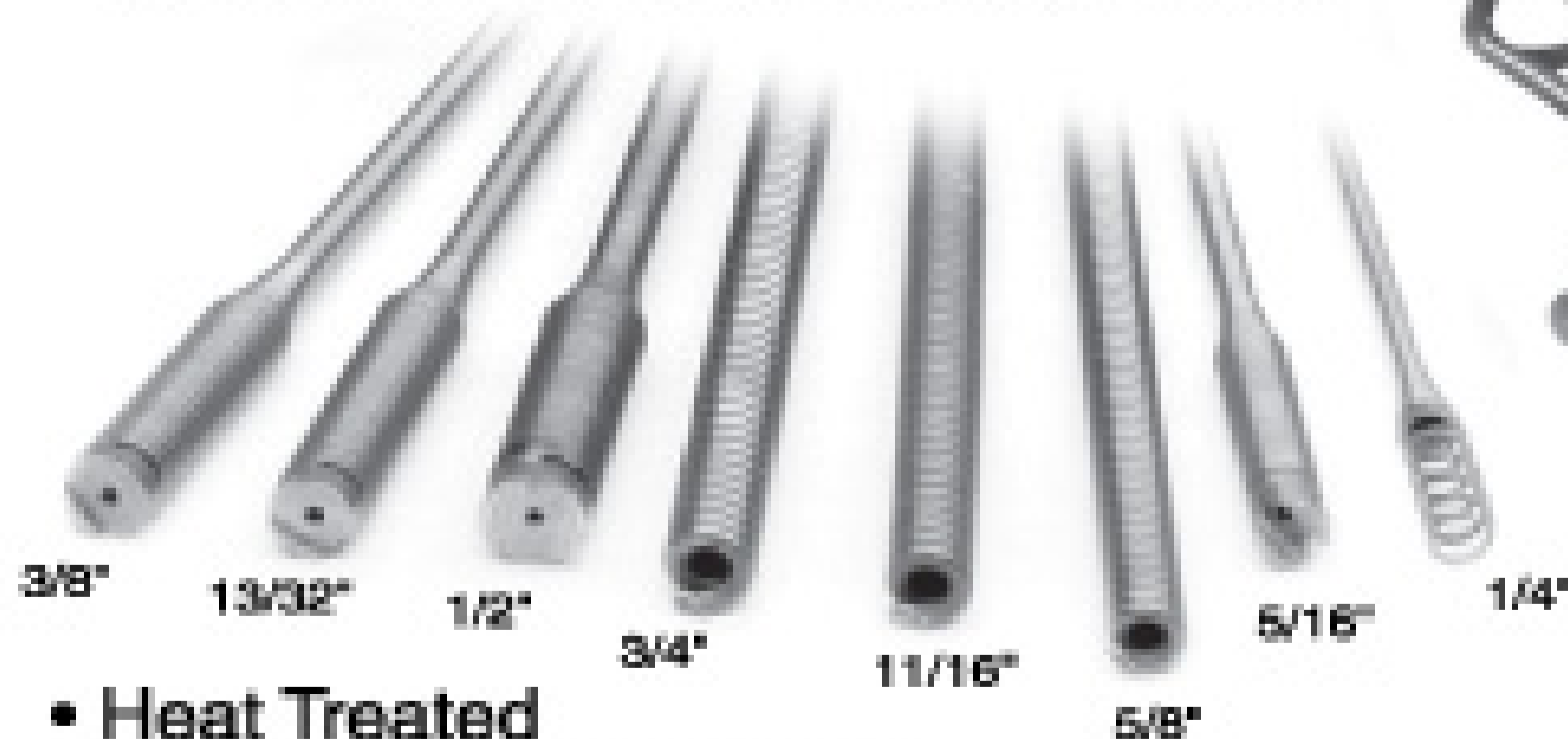
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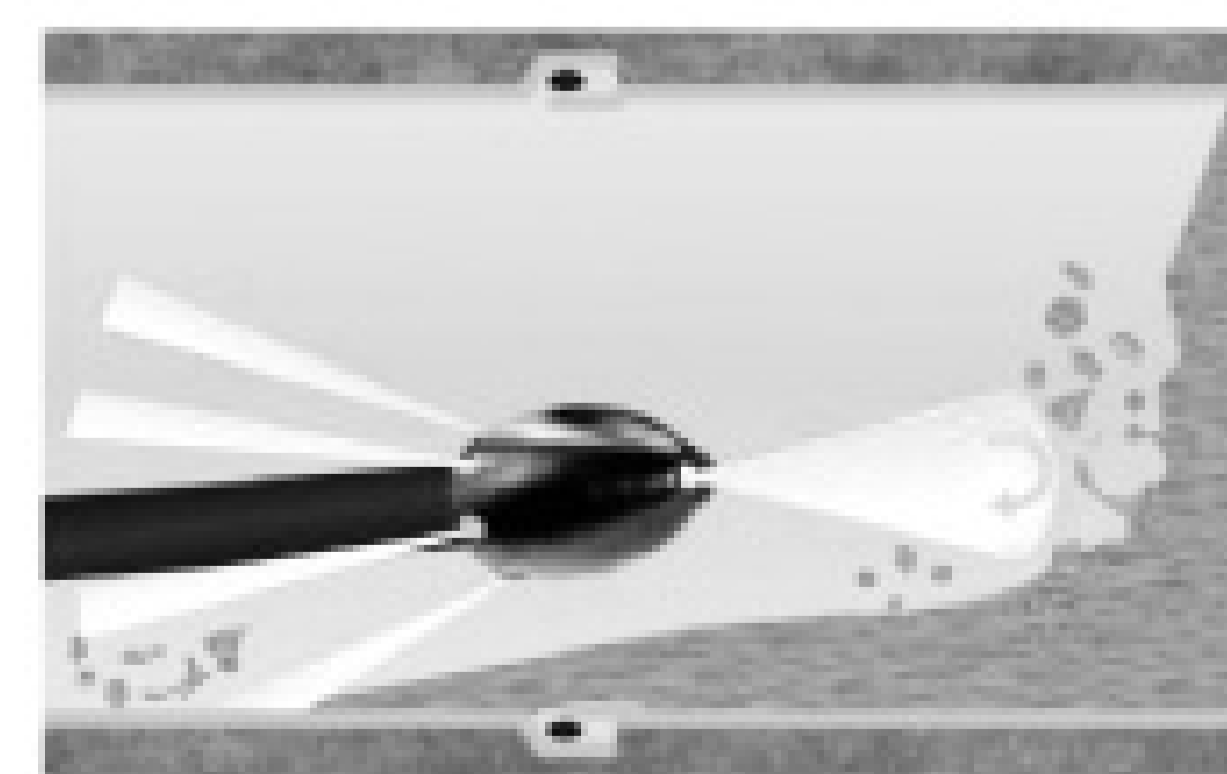
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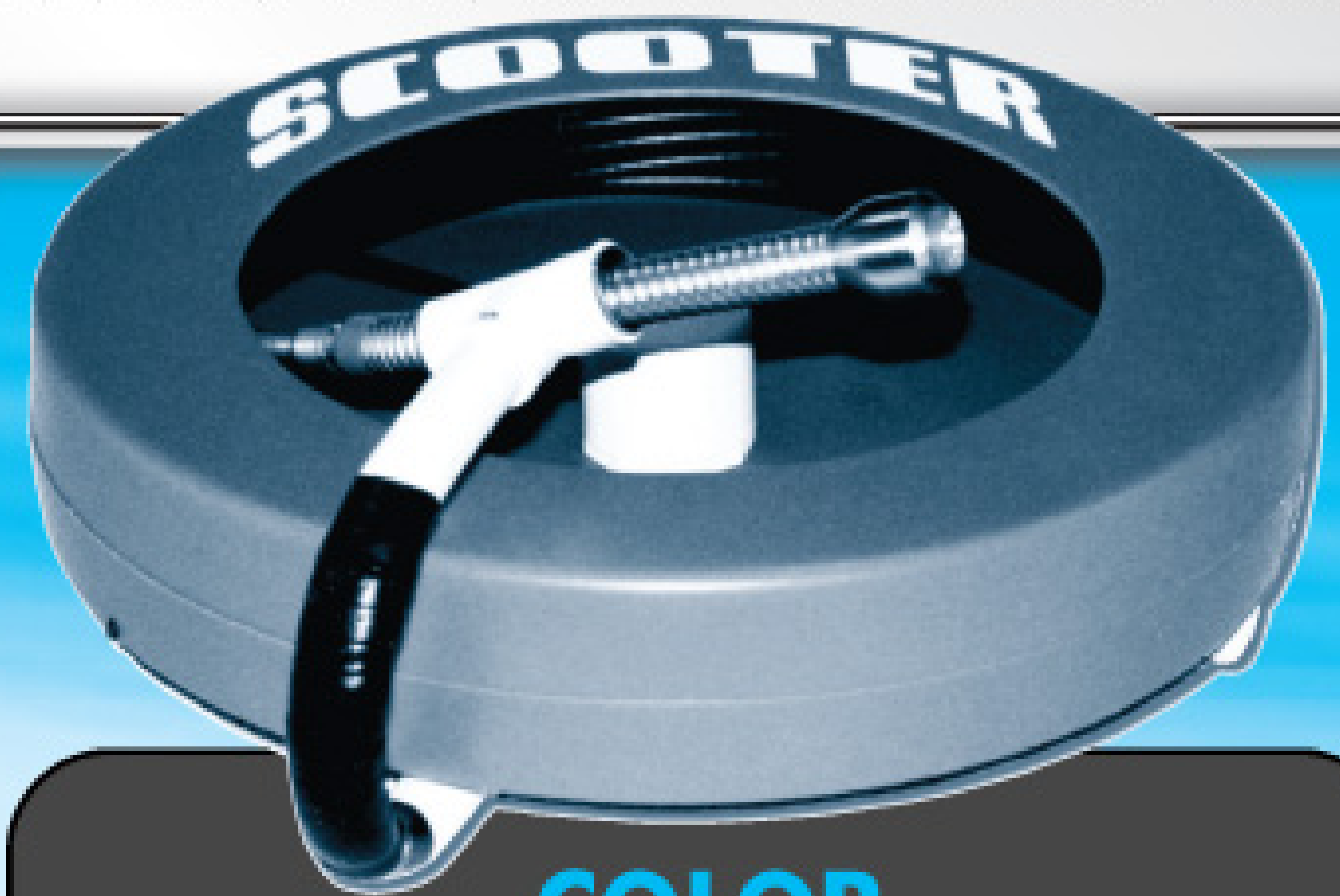
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Fizzlers or sizzlers?

Your company needs as many employees as possible who are passionate, mentally engaged, and able to drive positive results

By Jay Forte

In many of today's workplaces, employee performance follows the Pareto Principle: 80 percent of employees fizzle, 20 percent sizzle. The 80 percent who fizzle are weak and uninterested performers who do just enough to not get fired. The 20 percent who sizzle are passionate and engaged performers, committed to making a difference.

How can an organization be successful if only

to the brand, product, or organization. This emotional connection makes all the difference.

The same principle follows with employees. Satisfied and unhappy employees (80 percent) perform at nearly the same level: average. Loyal employees (20 percent) perform at significantly higher levels. The reason is the emotional connection they feel with their jobs and managers. Employees who work in jobs that activate their

Employees whose talents are more social fit well in roles that put them in front of people (sales, service) and not in a cubicle. Those who are more analytical are more comfortable with details and procedures (accounting, engineering).

People who like to be in charge are more effective in leadership and solo-performance roles. Those who have strong supportive talents are more effective in management, team, and collabo-

Jay Forte is a performance consultant, speaker and workplace coach and author of *Fire Up! Your Employees and Smoke Your Competition*. As president of Humanetrics, LLC, he provides talent-based hiring and management training. Visit www.HumanetricsLLC.com or call 401-338-3505.



Intellectual and emotional connection: This combination creates a high-performing employee.

It empowers an employee to be confident, committed and engaged and to think and act like an owner.

Attracting, hiring and keeping great-fit employees is critical for business owners.

a small percentage of its people are actively driving service responses and results? The better question is: Why does this happen?

The 20 percenters are people who are well matched to their jobs. They are intellectually connected (they have the right talents and skills) and are emotionally connected (work activates their passions and interests).

Intellectual and emotional connection: This combination creates a high-performing employee. It empowers an employee to be confident, committed, and engaged and to think and act like an owner. Attracting, hiring, and keeping great-fit employees is critical for business owners.

Making the connection

Intellectual connection is essential. To be productive, an employee must have the skills, core talents, and thinking required to do the job well. This encourages confidence, competence, and commitment. People who work in jobs that do not match their talents and skills feel incapable and then fizzle out.

Emotional connection is an even more important component of employee fit and performance. Employee behavior is similar to customer behavior in this area. Research presented in the book *Human Sigma* by Dr. John Fleming and Jim Asplund shows that a dissatisfied customer and a satisfied customer buy nearly the same volume.

However, a loyal customer buys significantly more than a merely satisfied customer. The difference between the satisfied and loyal customers is that the loyal customer is emotionally connected

passions, values, and interests become *emotionally connected* to their work and to their performance.

Igniting performance

It is the job of the owner and managers to ignite employee performance. You do this by cultivating the intellectual and emotional connections – that is the formula for customer and employee loyalty.

So, let's see it in practice. Here are several employee performance or attitude problems that you can address by reconnecting the employee intellectually and emotionally. Review your employees and determine who is an eighty percent. Then create a plan for moving that person to 20 percent performance.

Performance problems – set 1:

- Employees constantly threaten to quit, and criticize or blame others.
- Employees can't meet basic job requirements and continually miss deadlines.
- Employees do as little as possible and show no real effort.
- Employees need significantly more praise, affirmation, and attention.
- Employees need constant instruction, guidance, and hand-holding.

If you see these symptoms in your workplace, it could be because your people do not feel capable or confident in their work. Help them reconnect intellectually by assessing their talents and realigning them to jobs that provide a better fit.

Use a talent assessment (there are many online) to identify natural strengths and abilities.

Knowing your people's talents is the first step in matching the person to the job. Fit is critical in activating that intellectual connection.

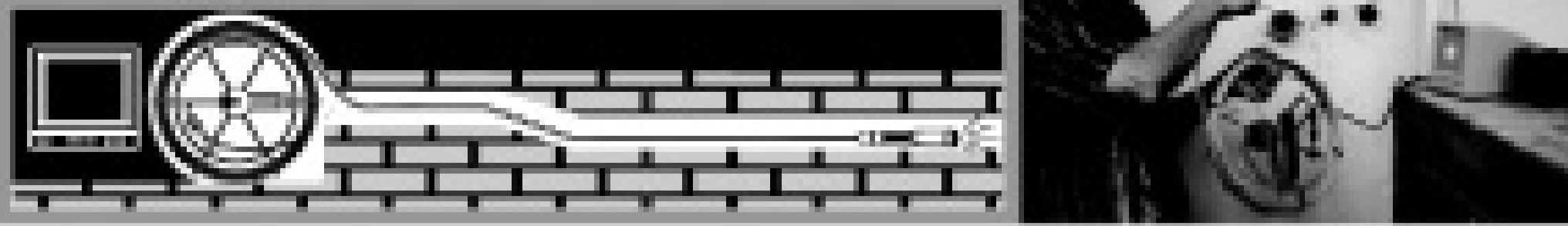
Performance problems – set 2:

- Employees show little or no passion in their work, workplace, or team.
- Employees are constantly unhappy, critical, or negative.
- Employees show little or no enthusiasm; they are visibly bored.
- Employees seem detached and disconnected; they do only the minimum and need constant supervision.

If you see these symptoms in your workplace, your employees are not finding an emotional connection to their work. Reconnect them emotionally by customizing their jobs around their talents, values, and interests, and in things that are meaningful to the business.

For example, a customer service employee who also loves to write may feel more emotionally connected if allowed to work on the company newsletter or write marketing materials. A sales employee who is also great at organizing may feel more emotionally connected if able to plan a company open house or customer demonstration.

A workplace of sizzlers has employees who are connected intellectually and emotionally to their work. They become maximum performers because they feel capable, confident, and passionate about what they do. Focus on these two components to revive any employee to passionate-performance status. Your results depend on it. ■

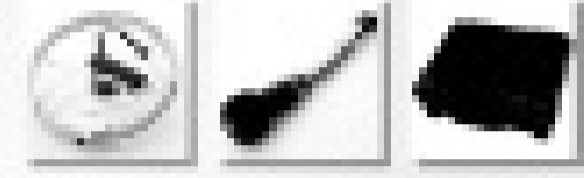
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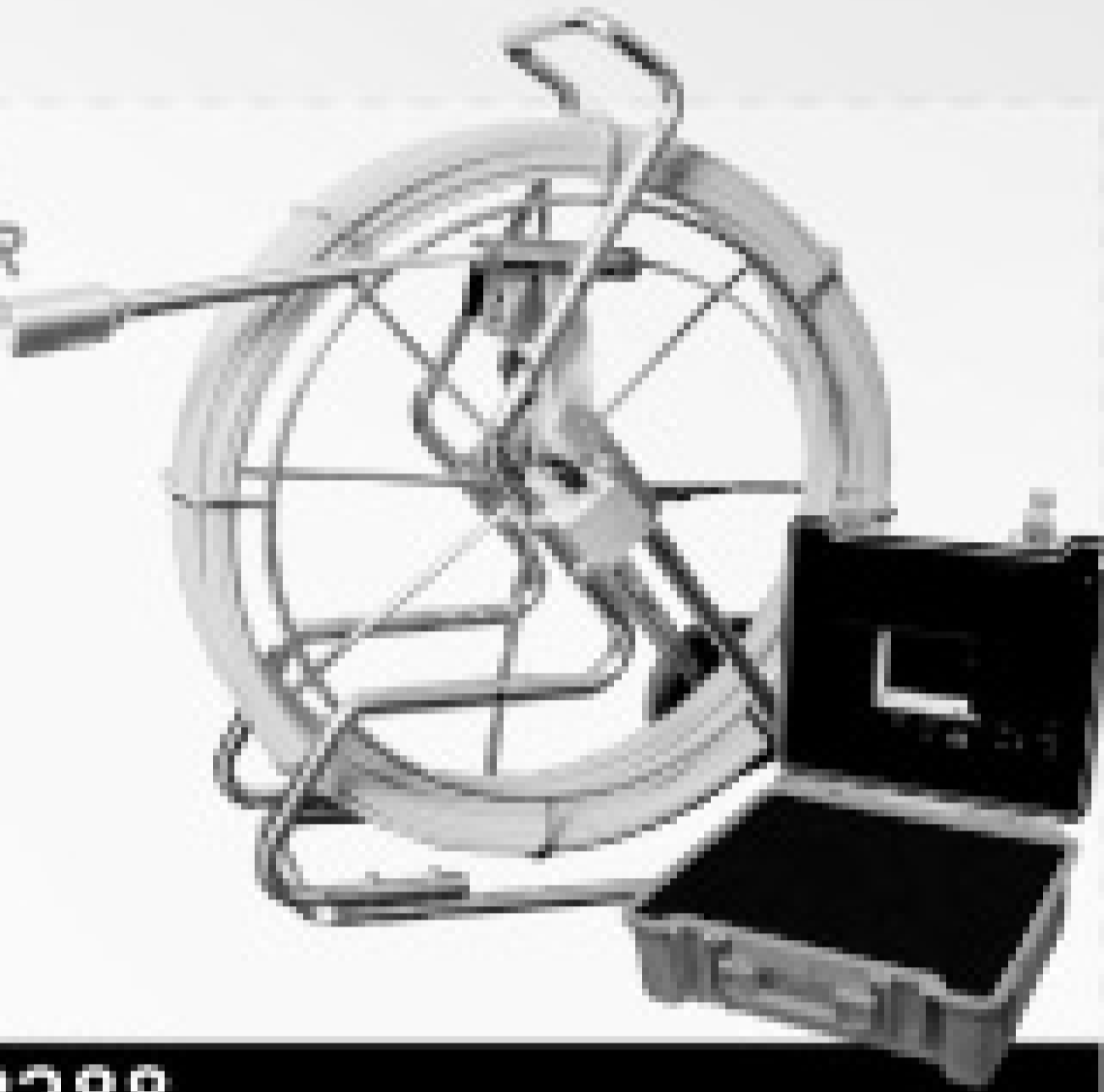
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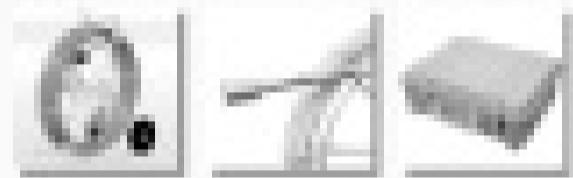
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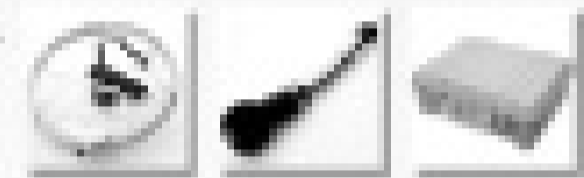
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Omnibus Control Combines Multiple Functions in One Joystick

By Ted J. Rulseh

The Omnibus control system for Vac-Con combination and Xcavator (hydroexcavating) machines puts all vacuum and water system functions on a single, central joystick-style controller for one-hand operation.

The system consolidates all of the separate switches, levers, instruments, and other controls into a single joystick and system monitor on a clean instrument panel. Controller area network (CAN) technology substantially reduces the complexity of the electronic and hydraulic systems.

"The configuration eliminates 5,300 feet of wiring – more than a mile – and 124 wiring connections," says Tom Jody, marketing manager. "Fewer wires and connections mean fewer opportunities for failure points and greater simplicity. And because the cost of technology has come down, this system is surprisingly affordable."

Jody notes that joystick-style controllers have become popular on a variety of equipment, including construction machinery. The Omnibus control handle is mounted to the top of the truck's hose

reel panel. The monitor screen beneath the handle replaces the instrument panel found on conventional trucks.

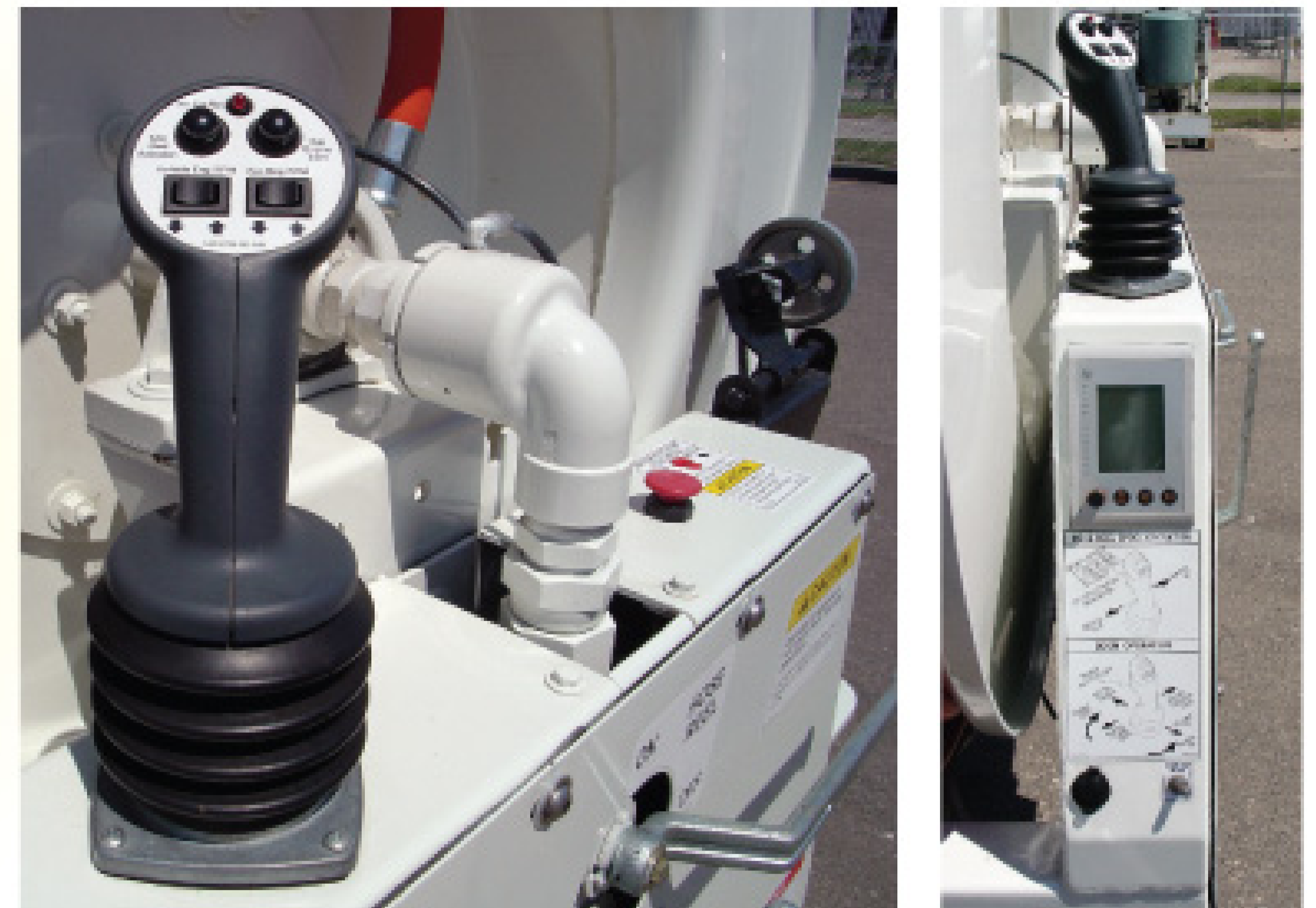
On the vacuum side, the handle controls chassis engine RPM and regulates boom movement. The operator twists the handle to telescope the boom, pushes forward or pulls back to lift or lower, and moves side-to-side to swing the boom left or right.

On the water side, the handle controls starting and stopping of the auxiliary engine that drives the pump, regulates engine RPM to adjust pressure and flow, controls hose reel articulation, activates the outrigger leg that supports the reel, and controls extension and retraction of the hose.

Operators can use the monitor to program specific functions. For example, if the hose retract speed is set at 25 percent of maximum; the operator

can push forward on the handle to increase the speed – but only up to the preset limit.

"Proportional hydraulic valves with a central control unit enable operators to make very accurate and precise movements," Jody notes. "It puts the power exactly where the operator needs it. That saves time on the job, in turn saving run time and conserving fuel." In addition, the system provides wide flexibility to expand control and diagnostic capability simply by adding sensors or controllers. For information: 904/284-4200; www.vac-con.com.



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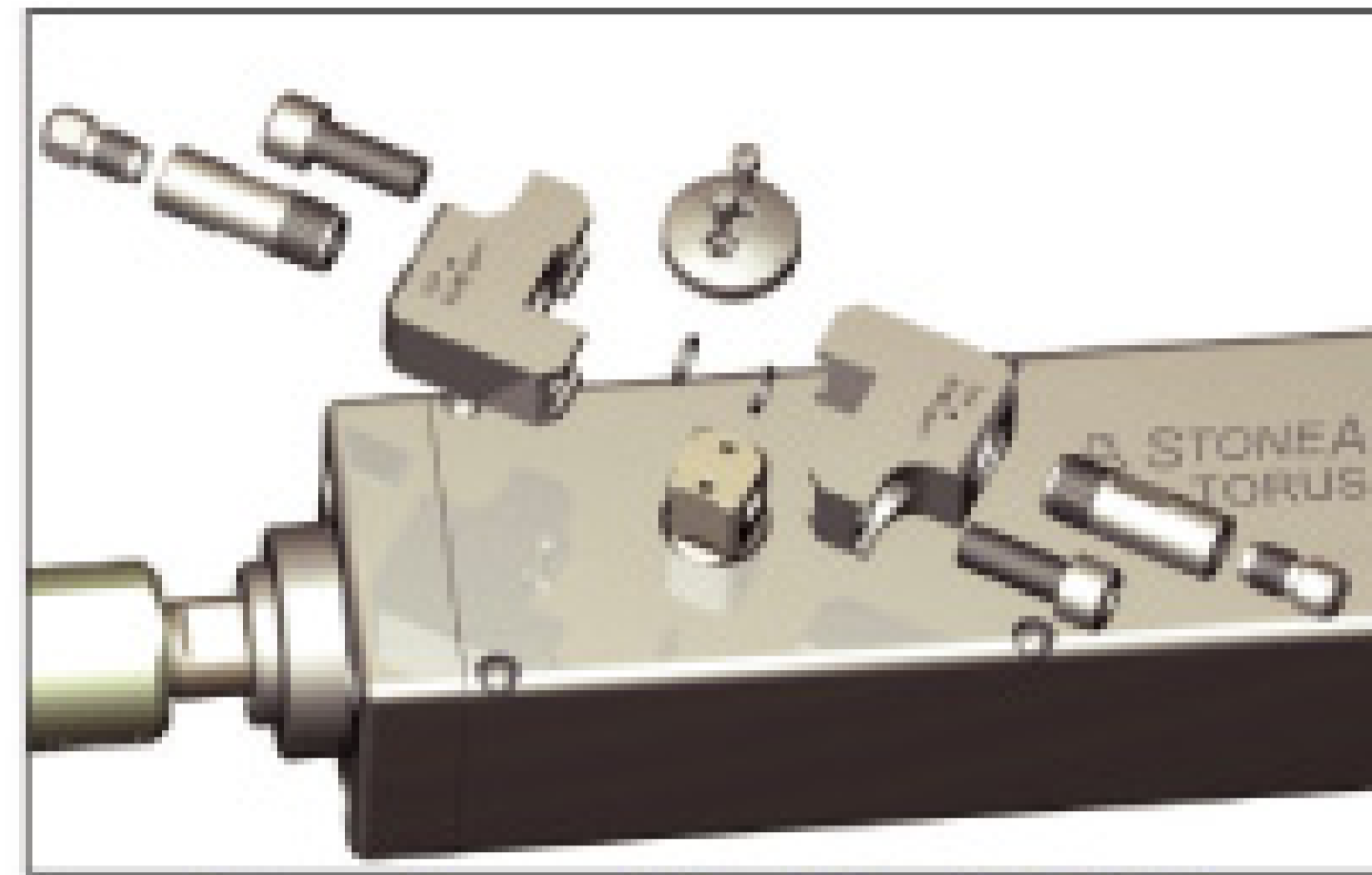
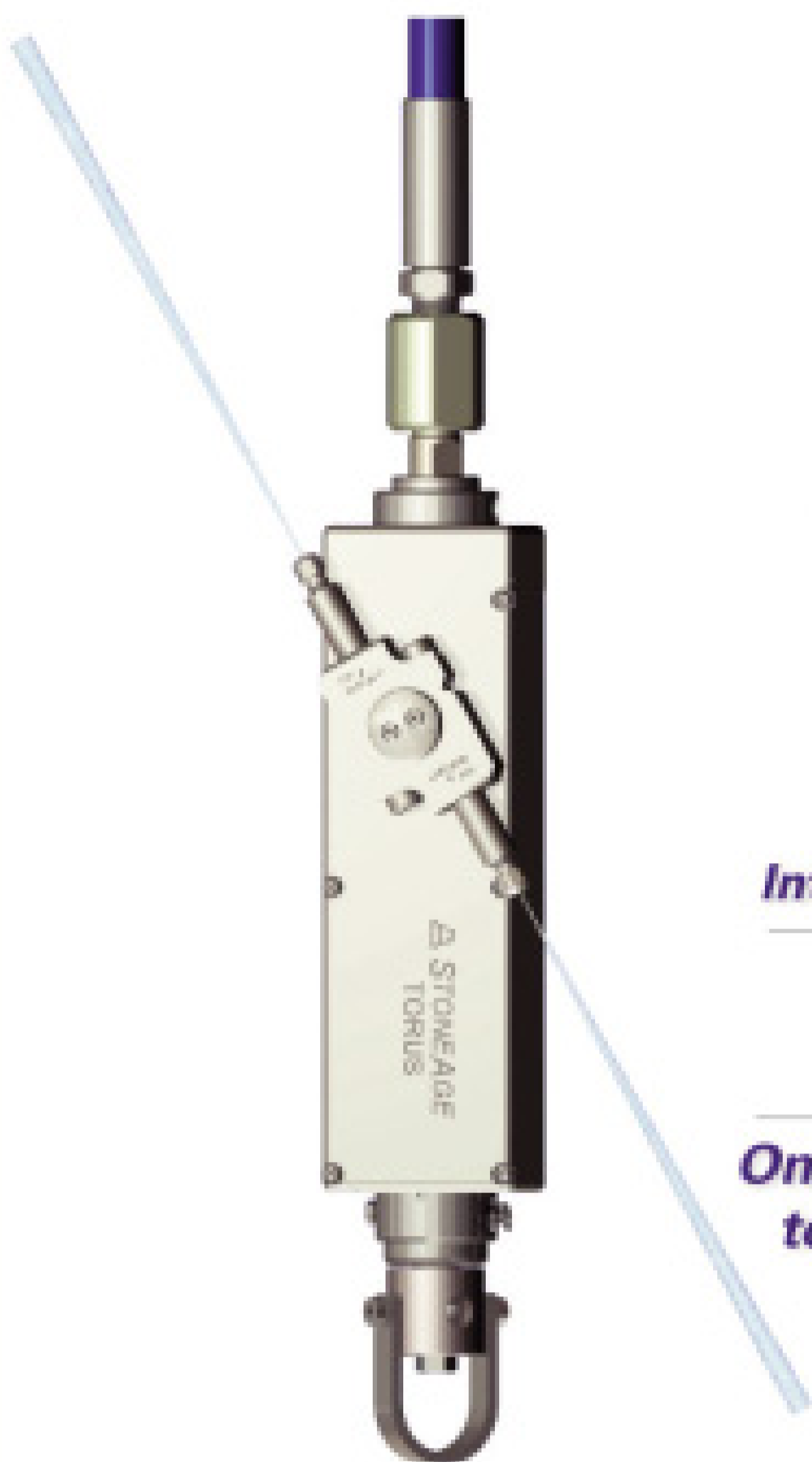
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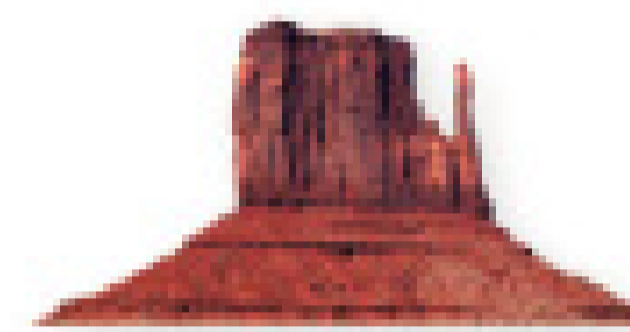
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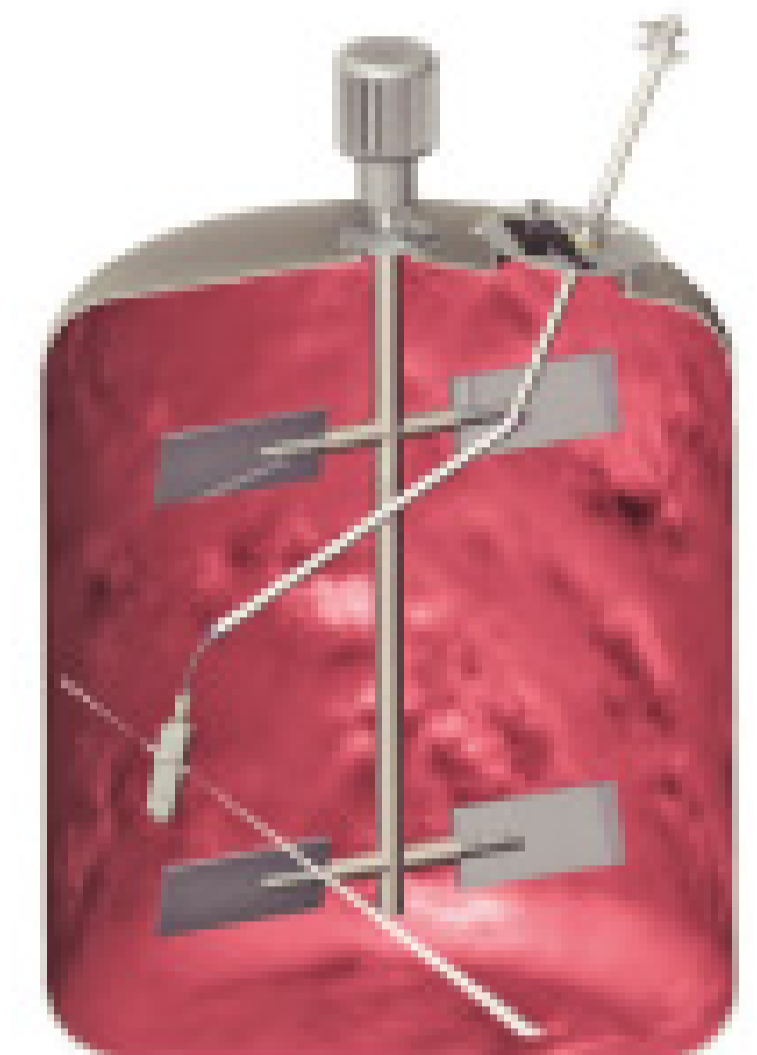
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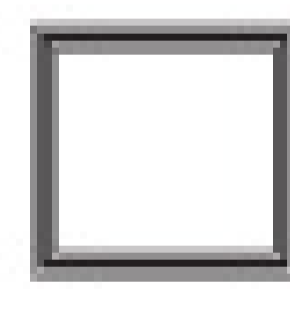
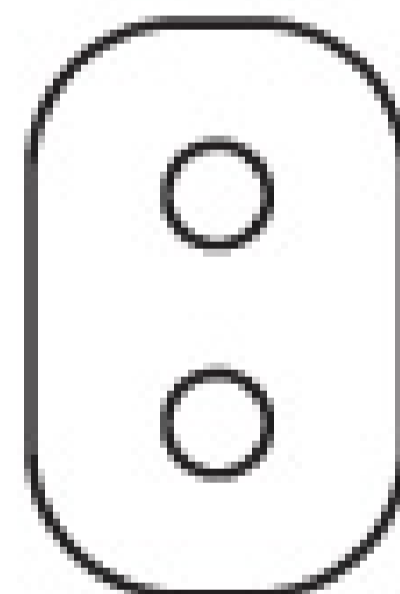
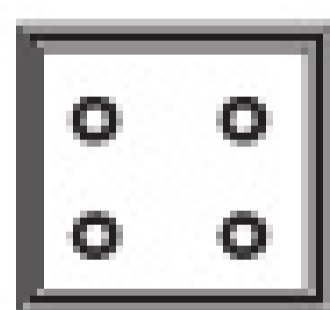
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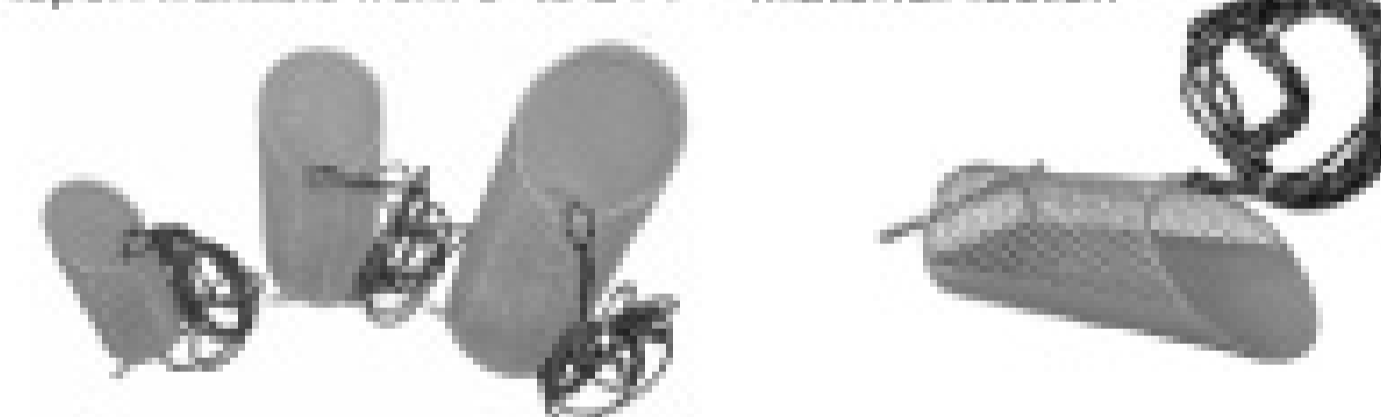


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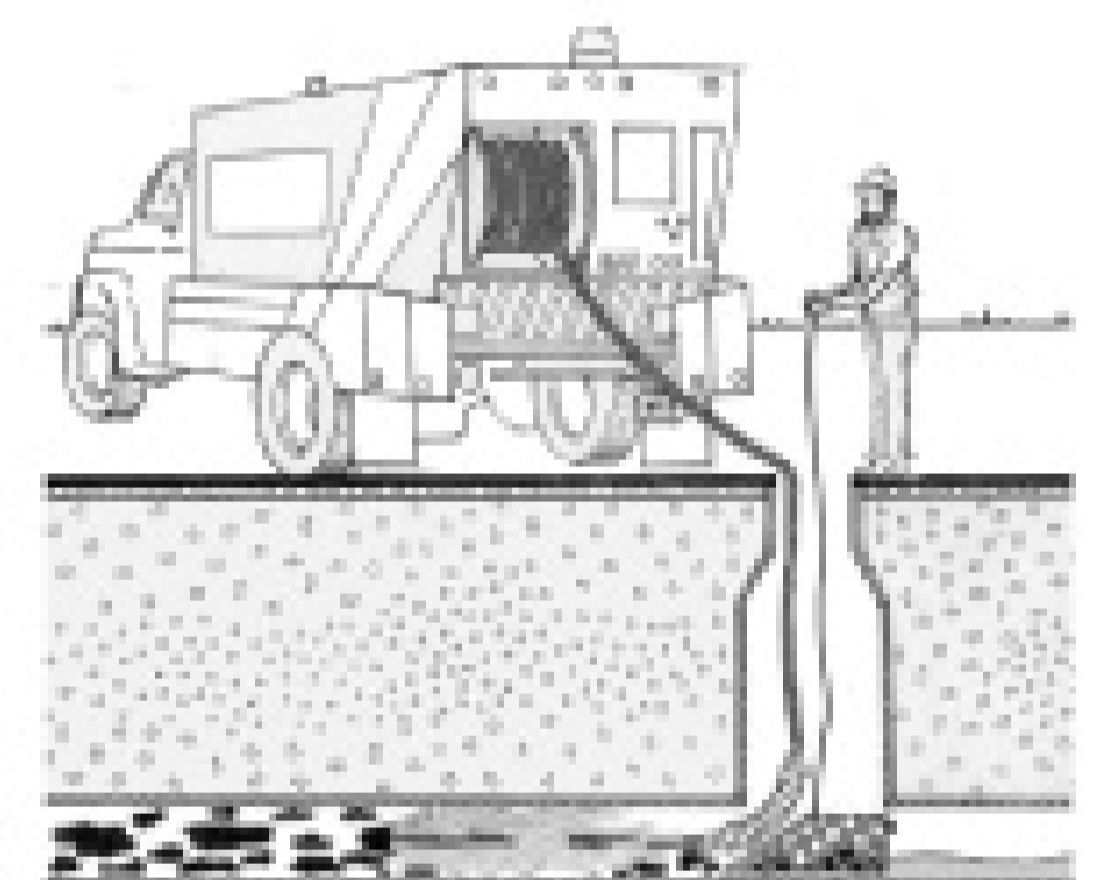
Debris Catchers

Use Debris Catchers with Jet instead of Combo. Ideal where small amounts of debris are expected. Standard MDC-6 model Comes with 20' of Poly Rope. Available from 6" to 24".



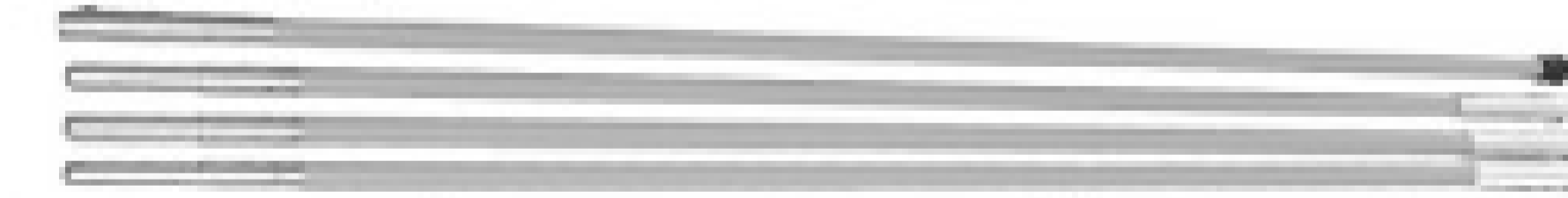
Grit Catchers

MDC-6CW are similar but have half moon bottom around sides and back to stop finer grit and black sand from flowing thru. Fills with material faster.



MPF-24 Quick Connect Fiberglass Poles

24' pole set used with above Tools and Debris Catchers. Each set includes 3 ea. 6' male x female and 1 x 6' end pole. These are Light, Strong durable poles with positive lock Aluminum quick couplings. Other lengths available. Use with Debris and Grit Catchers and assortment of tools below.



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M3PG-1
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MHG-2
Horn-Shape Grabber. Great guiding hose in and out of sewer lines.

MDS-6
Debris Scoopers. Heavy duty construction. For 6", 8" and 10" Pipe sizes.

VT-8V
Vac-Trap. New item connects to end of 8" suction tubes. Fills with debris while jetting upstream. Once full then turn on Vacuum pump. Saves pump wear and tear. From 6" to 24" sizes available.

Debris Catchers and Grit Catchers both can be used with any length of Fiberglass Poles. Provides for positive action of positioning, raising and/or lowering these catchers in manholes.

Debris Catcher

Grit Catcher

Catch-Basin Spoons
Easily connects to Fiberglass poles. Also available with wood Handles.

MDC-1 DEBRIS GRABBER 5' - 15' Telescopic Extendable Debris Grabber with Steel body construction and articulating end fork. Rope opens and closes jaws for positive grabbing.

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Profit on Wheels

An Alabama contractor's bright-colored, trailer-mounted water jetter throws the door open to new business opportunity

By Ken Wysocky

Tired of politely closing the door when potentially profitable drain-cleaning jobs came knocking, Brad Vines decided to invest in a business builder: a trailer-mounted Model 4018 water jetter from U.S. Jetting, LLC. It now generates jobs for his company, John's Plumbing Inc., in Birmingham, Ala.

"Before I bought the jetter, I'd get calls from big shopping malls with large roof drains, but I wouldn't even attempt jobs like that with my old jetter," Vines says. "With the new jetter, I can do large jobs like that very efficiently. It's helped create new business for me – opened up new markets."

The unit delivers up to 18 gpm at 4,000 psi and has a 300-gallon

"The pull-out, swivel hose reel is great. Not all driveways line up directly with a cleanout or manhole. But we get as close as we can, then rotate the reel to line it up. Without the swivel, the hose would always rub or bind."

Brad Vines

water tank; a hydraulic-powered pullout and swivel hose reel; a quick-release mini-jet hose reel; and a Hatz Silent Pack 3-cycle diesel engine.

Smooth and quiet

"The pull-out, swivel hose reel is great," Vines says. "Not all driveways line up directly with a cleanout or manhole. But we get as close as we can, then rotate the reel to line it up. Without the swivel, the hose would always rub or bind."

Vines also touts the engine, which comes in handy when his crews perform maintenance at nursing homes or big-box retailers. "You don't want something real loud running in the parking lots," he says.

The unit is also versatile. "I can use it on everything from 2- to 10-

inch lines, and can control the pressure from 500 to 4,000 psi," Vines says. "That's plenty of power. I don't plan on jetting lines larger than 10 inches. It's also very efficient. My old jetter can do laterals, but I can do them twice as fast with this machine. I can clean a 100-foot line in 10 minutes. That increases profitability, because I can do jobs faster."

The company, named after Vines' father who founded it in 1984, splits its work between commercial preventive maintenance contracts and cleaning residential laterals. The firm owns six service vehicles: three Dodge Sprinter vans,

MONEY Machines

MONEY MACHINES

OWNER:	John's Plumbing Inc., Birmingham, Ala.
FUNCTION:	Commercial and residential drain cleaning
PRIMARY EQUIPMENT:	Model 4018 trailer-mounted water jetter from US Jetting, LLC
COST:	\$33,500



John's Plumbing service vehicles carry a memorable slogan that women seem to love.



A trailer-mounted water jetter from US Jetting is an important tool in the John's Plumbing fleet. It delivers 4,000 psi/18 gpm.

calling asking us to fix something her husband worked on over the weekend. Between the slogan and the bright-yellow paint jobs, the van and jetter are highly visible. You can't miss them." It's another reason the door at John's Plumbing is now wide open for business. ■

MORE INFO:

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US Jetting LLC

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two Chevrolet 1-ton trucks, and a Ford LCF truck.

Bright colors

Each vehicle carries a Spartan 1065 heavy-duty, drum drain-cleaning machine from Spartan Tool LLC; a Mini-Rooter drain machine from General Pipe Cleaners; and a hand-held Spartan 700 for cleaning sink and tub drains. The firm also owns two UEMSI color, self-leveling

pipeline inspection cameras.

When paired with a bright yellow Sprinter van, the custom-painted yellow 4018 provides marketing punch. The company's name and phone numbers share space with the slogan, "We repair what your husband fixed."

"My mother, Robin, came up with the slogan," says Vines. "You need a slogan that people can remember. Most times, it's a woman

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Money Machines, a feature in *Cleaner*, reports on innovative work vehicles that help contractors operate more efficiently, satisfy customers and earn more profit. We'd like to know about your Money Machine — be it a service van, camera truck, jetting rig, vacuum unit or any vehicle that really helps drive your business. To nominate your vehicle for a feature in this column, send an e-mail to editor@cleaner.com. Tell us briefly but specifically what features make it a great producer. And send a picture — because appearance counts. We look forward to seeing your Money Machine.

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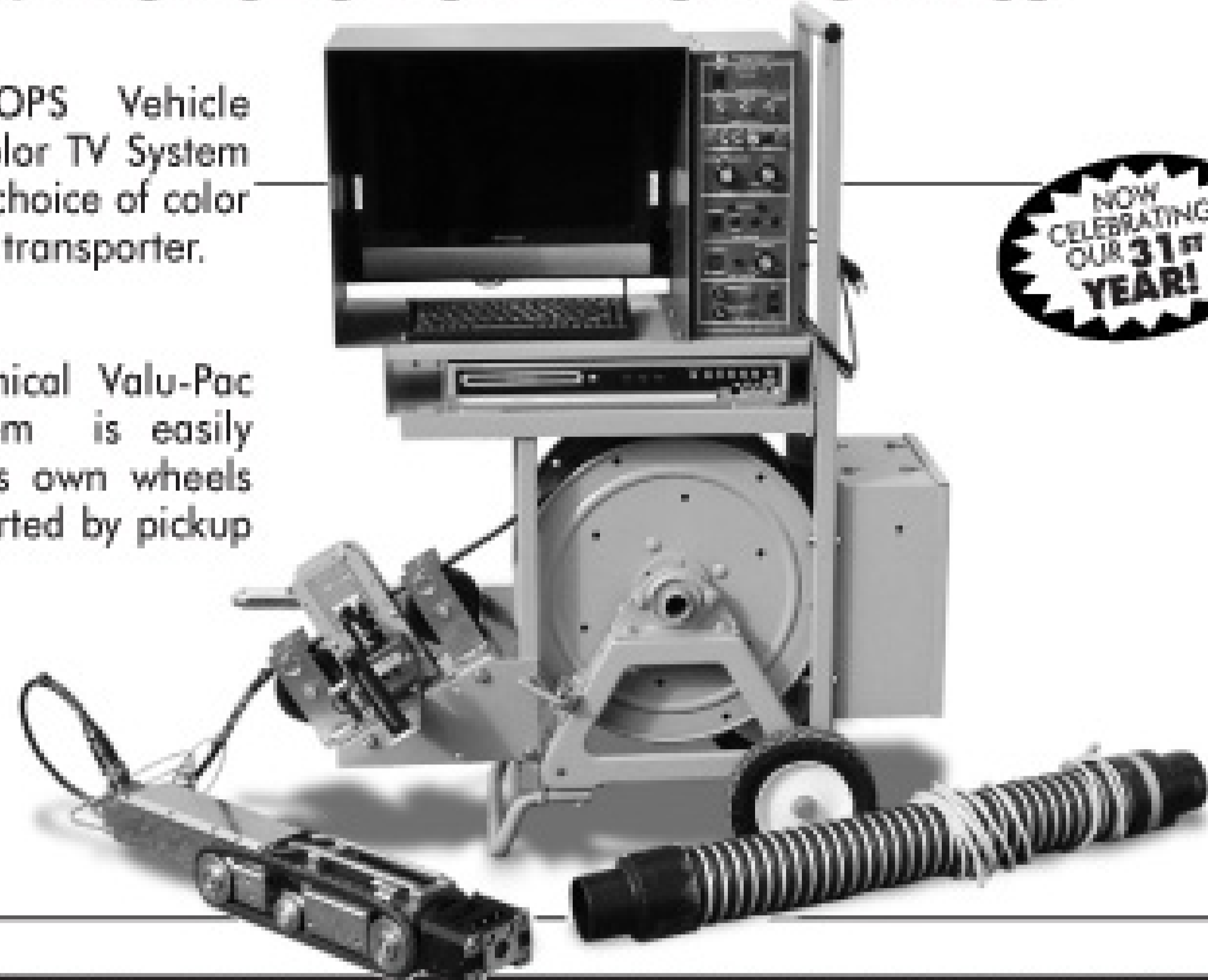
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Primus Cleaning Nozzle Receives U.S. Patent

USB-Dusen has been granted a U.S. patent for its Primus cleaning nozzle. The patent covers several configurations and implementations of the nozzle system, ranging from a small version engineered for 0.5-inch hose connections with flow rates of 14 gpm to a large version for 1.25-inch hose connections with flow rates of 120 gpm.

CUES Receives Best of Suwanee Award

CUES has been chosen for the 2009 Best of Suwanee Award in the electronic equipment repair category by the U.S. Commerce Association. The award recognizes companies that enhance the image of small business through service to their customers and community.

Dwyer Group Honors Mr. Rooter Franchisees

Mr. Rooter franchisees Paul and Saunda Kitchen of Santa Rosa, Calif., were presented the Don Dwyer Award of Excellence by The Dwyer Group Inc., holding company for Mr. Rooter Corp., for developing the Kitch-Kids fund and for their work in the development of the Mr. Rooter Zees for Zees Outreach Program.

Other franchisees honored at the company's international convention were John Wheeler, Greenville, S.C., Multi-Concept Franchisee of the Year; Steve and Michele Ferree, Portland, Ore., Franchisee of the Year; Sue Glovan, Buncombe and Henderson counties, N.C., Woman of the Year; Scott Rossmiller, Napa and Marin counties, Calif., Excellence in Leadership; Bob Beall, Pittsburgh, Pa., Excellence in Mentoring; Mike Ciaramitaro, Detroit, Mich., Sales Leader of the Year (over 500,000 population); Paul and Saunda Kitchen, Sales leader of the Year (under 500,000 population); Brad Sims, Mid-Michigan, Rookie of the year; Tim Luketich, Central New Jersey, Service Leader of the Year; Bill Schwald, Kootenai, Idaho, Technician of the Year; Vanessa Buck, York and Durham Region, Canada, Office Professional of the Year; Bruce and Stephania Alexander, Dallas-Fort Worth, Texas, Pioneer Award. ■



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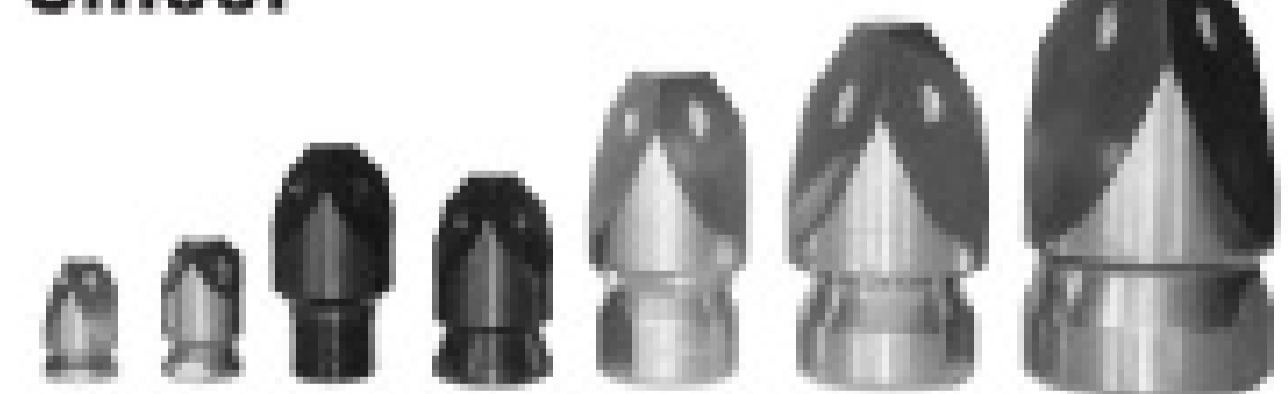
Ellipse Penetrator



Vortex



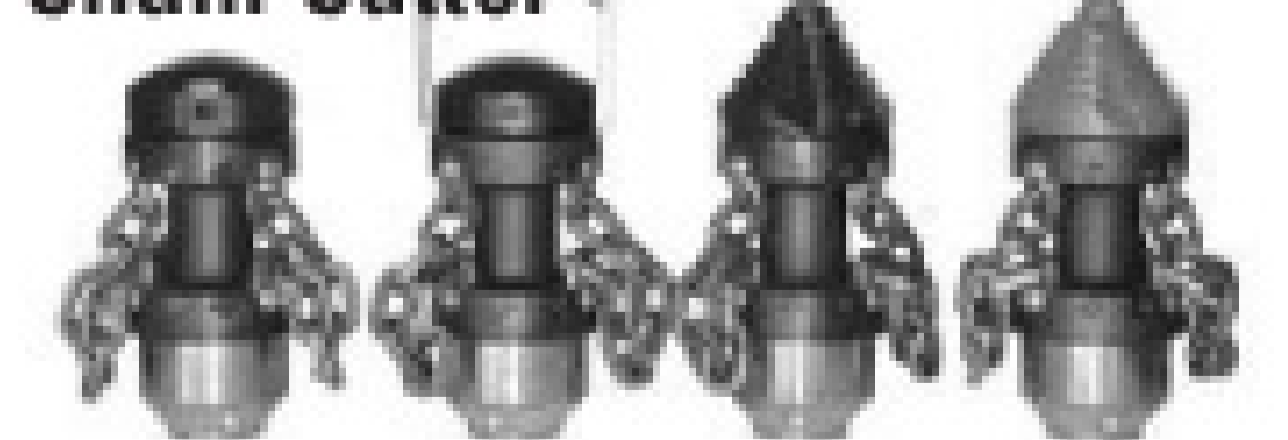
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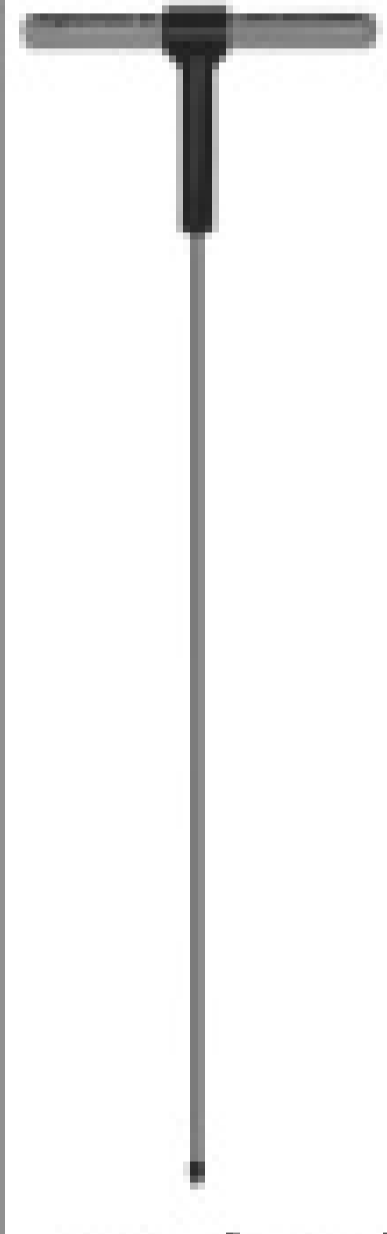
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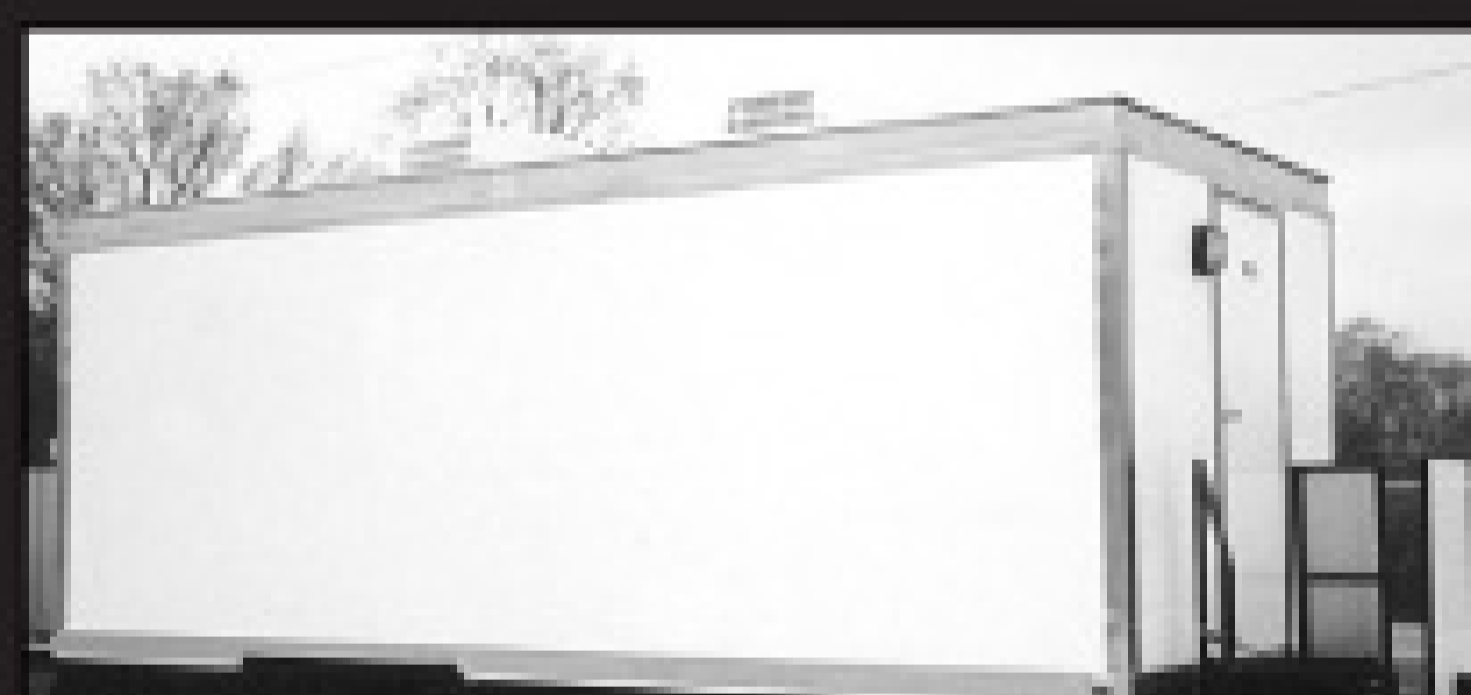
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2003 Vac-Con V390SHA on Sterling: 9-yd. body, 3-stage vac compressor w/hydrostatic drive, hydrostatic blower, articulating hose reel, Tri-plex 50 gpm @ 3000 psi, hydro-excavation pkg., rear arrowboard, 10,950 mi., 828 hrs. (Stk. 1596)
Call Joe 312-208-6373 C10

Cleaner. TRUCK STOP

see photos in COLOR at www.cleaner.com



October



2002 GapVax HV56 Tri-Axle Hydro Excavator/Industrial Vacuum Loader: 27' Hibon blower, 5300 cfm, 5000 hrs., wireless telescopic boom, 880,000 BTU burner, heated pump and water cabinet, 1000 water/15-yd. debris, coated tanks, exc. cond. \$165,000
612-328-2158 CP11



1995 SECA 800H: 1500 gallons water, Myers D65-20 pump, tested @ 60 gpm @ 1500 psi, mounted on Ford F series, automatic, Cummins C-8, good tires, 17,000 miles.....\$23,500
Dan Gage 800-832-6417
dgage@macqueeneq.com C10



2007 Volvo VHD with Aquatech B-12 Jet Vac and Hydro-Excavator: 65 gpm @ 2500 psi, 1000 gal. water, Hibon TS56 blower 18" hg., 12 CY debris, 980,000 BTU Hotsey boiler, hydro hand gun 2500 psi @ 18 gpm, 10-spd. manual, Volvo 12.1 liter, 365 hp.
888-564-0202 • www.kmhequip.com C10



Vector Line Cleaner: 1986 Ford 8000, Cat diesel, Allison auto trans., fan drive with Ford gas pony motor. Runs and operates well. Located on West Coast. Can deliver.
209-339-1601;
209-810-8049 Mike C10



2006 Vector HXX: Only 25,000 miles and 500 hours! Inter. chassis, CAT C13, A/C, 20 gpm @ 2,500 psi, 940,000 BTU boiler, sludge pump, 7' teleboom, wireless remote, air purge, winter recirc & more. Make an offer!
866-737-8470; chris@q-equip.com
or www.q-equip.com CP10

**BE ONLINE AND IN CLEANER,
MSW OR PUMPER/PUMPER TRADER
FOR ONLY \$125 PER PUBLICATION!
JUST GO TO WWW.CLEANER.COM,
WWW.MSWMAG.COM or WWW.PUMPER.COM
AND FILL IN THE ONLINE TRUCK STOP FORM!**



1986 Aquatech B10: 858 hrs., 825 Roots, 60 gpm, 1000 gallon, 4' boom, 1986 GMC, CAT 3208, 12,000 front, 40,000 rear, 5-spd. manual, 37,000 miles, 858 hours.
.....\$14,000
Dan Gage 800-832-6417
dgage@macqueeneq.com C10

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Please print ad legibly with correct punctuation and PHONE NUMBER. Don't forget to send photo!

RATE \$125 PER AD, PER MONTH, PER PUBLICATION WITH A 30-WORD MAXIMUM – **PLEASE NOTE:** You can only advertise **ONE TRUCK** for sale per ad.

DEADLINES **PUMPER: 10TH OF THE MONTH • CLEANER & MSW: 1ST OF THE MONTH** – For example: Jan. 1st would be the deadline for Feb. Cleaner.

ADVANCE PAYMENT **NO BILLING FOR TRUCK STOP ADS.** Payment must be received in **ADVANCE** before publishing.

Enclosed is \$ _____ for _____ ad(s) to run _____ month(s) in

PUMPER/Pumper Trader **MSW** **CLEANER** **ALL 3 PUBLICATIONS (TRIPLE DOLLAR AMOUNT)**

Company Name _____

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City _____ State _____ Zip _____

• **MAIL** this completed form with payment and photo to:
COLE Publishing Inc., P.O. Box 220, Three Lakes, WI 54562
(Make check/money order payable to: COLE Publishing Inc.)

• **ONLINE** ad form at: www.pumper.com; www.pumpertrader.com,
www.cleaner.com, www.mswmag.com

• **FAX** this completed form to: 715.546.3786 and **E-MAIL** photo to:
truckstop@mswmag.com, truckstop@pumper.com, truckstop@cleaner.com

**PLEASE FILL OUT CREDIT
CARD INFORMATION
COMPLETELY:**

CREDIT CARD NO. _____ V-CODE _____ EXP. DATE _____

CARDHOLDER NAME _____ PHONE _____



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

BUCKET MACHINES

USED BUCKET MACHINES, mechanical or hydraulic, parts and accessories. Call 416-248-4990.

(CBM)

BUSINESSES

Established portable toilet rental company operating out of northeast & eastern PA - has a strong customer base. Serving 11 counties along major highways and interstates. 1,300 units - 850 active monthly's and 50-175 average week-end specials. Asking \$1,500,000. Optional rental of office & yard - \$3,000 monthly. Serious inquiries only. 570-436-3898. (PT9C10)

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 154283, Irving, TX 75015-4283 or email: cippcompany@yahoo.com. (CM11)

PLUMBING SERVICE AND REPAIR, est. 1985, 60/40 commercial/residential. Jet machine, camera, slab leak detector. 5 trucks, 9 employess, turn key, still profitable. Location Hilton Head Island, SC. Fair price. 843-683-6001. (C11)

For Sale: A well established Service Plumbing & Rooter Co. Located in California, scenic San Joaquin Valley. Large customer base. Health forcing retirement after 30 years. For more information 559-901-3906. (C10)

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)

BUSINESSES

Arizona pumping company and portable toilets. Owner earned \$111K in 2008. Asking \$300K, Financing available. Call Scott WCI Brokers 928-445-1144. (CP11)

BUSINESS OPPORTUNITIES

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

(CPBM)

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)

MOVING TO FLORIDA? Would you like to start a septic and sewer cleaning business? I have license - will sponsor. For more information call Larry at 931-200-2705 or 931-248-1284. (CP10)

COMPUTER SOFTWARE

Route Optimization; Green (invoices, payments, email); Write-on maps; Sewer/drain work orders, standing orders (oil collection, brown, yellow, black); Work Order Profit/Loss; Reminders, email, form letters. 1-888-332-5327; www.clearcomputing.com. (C2)

Software for the industry! Reminder cards, diagrams, mapping, work orders, job history, dispatching. Free demo - Summit Service Profit Builder™ from Ritam Technologies, LP 800-662-8471 or 208-629-4462. (CBM)

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DEWATERING

Septic Receiving Station, 10 gauge double wall stainless steel tank, w/4" flanged inlet. Wash assembly, 12" outlet, flow meter/plug valve rock trap stainless auger/brush and roll pins, stainless steel spray wash grinder, 12" cutting chamber, 7 tooth cam 4130 alloy steel, 5hp, 3.7kw 29:1 reducer controller, pc2450-100503, operator interface, panel heaters, billing card reader, receipt printer, emerg.stop button, connection to scada system, 2hp, 1.5kw, serial# 100503. Total flow meter. Contact Tim 832-473-7222. (CMP11)

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Mytana M-81 sewer cleaning machine. New condition. Auto feed and retrieve. Reel cover. \$900. 704-400-4116. (C10)

Used and rebuilt cable machines in stock. Ridgid K-7500, K-3800, K-380, K39. General, Speed-rooter, Metro Rooter, T-3 Mini Rooter. Spartan #1065, #300, #200, #100, Electric Eel #C and #D. Coast TM-25, TM-38, TM-30. The Cable Center. 1-800-257-7209. (CBM)

JETTERS-TRAILER

Sewer Equipment Co. of America 747 FR2000 Jetter, FMC 40 gal. @ 2000 psi, John Deere 4 cyl. 80 hp 700 gal. water tank, rotating hose reel, 3/4" x 500' cap. **888-564-0202, www.kmhequip.com.** (C10)

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 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).** (C10)

JETTERS-TRUCK

1991 International 4700, DT series diesel, 190 hp, 6-spd. manual trans., hydraulic brakes, SA, 1997 Sewer Equipment Company of America model 747 sewer cleaner, rotating hose reel, 40 gpm @ 3000 psi pump, Perkins diesel aux. engine, 500' of 3/4" hose. 515-864-1036. (C10)

1990 Ford L8000 Camel with only 54,000 miles. Chassis is in great condition. Camel jet vac is only good for parts. Only \$8,000. Call 601-373-3736. (CP11)

RETIRING: 1984 Ford Jetter Truck, nice, low miles, 1500 gallon, Vactor by Peabody, Meyers arrow board, extras. \$12,950 OBO. Jim 951-545-9604. (C10)

1995 Harben, 925 hours, in excellent condition, mounted on 1998 Ford F800, 5.9 diesel hydromatic, 300 gallon water tank, 450' of new 1/2" hoses. Asking \$15,000. In Florida. Call 561-740-2010. Cell 396-4469. (C10)

1988 Ford F800, SRECO jet truck, 140,000 miles. Former city truck. \$9,000. 651-489-5185. (CP10)

JET VACS

2006 AquaTech Model B-10 on International, 39,000 miles, 1800 hrs., Myers 80 gpm, 2000 psi, Roots blower, 1500 gal. plastic water tanks, pump-off system, debris flush-out system. Truck is like new. Located in Dallas. 972-938-1905. www.empireequip.com. (CPBM)

1985 Ford 7000 Cabover, 5-speed standard transmission, 55,420 miles. Single engine PTO, 1500 gallon tank. Myers D65-20 water pump, Caterpillar engine 3208. \$10,000. Call 601-373-3736. (CP11)

1992 Guzzler Ram Rodder L-10, 300 hp Cummins, Allison auto transmission, Myers 80/2500, Roots 826 blower, extendable boom, 16-yd. debris tank, dump with open door, 600' 1" hose. Recently serviced and ready to work. Call for pricing. 386-867-0751. (C10)

JET VACS

2001 Vac-Con V312LHA/1300, 12 cu. yd., 80/120 gpm 2000/3000 psi, 600' hose, Sterling LT7501 with Allison auto, extended rear wheel kit (legal with a full load). Loaded, low miles, low hours, ready to make you money! \$100,000 firm. CA 916-416-7901. (CP10)

(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)

2008 Camel, 10-yd., 1500 gal., 12 month Camel warranty balance remaining on chassis. Low demo only miles. Route ready. \$248,350. 503-962-9882. (C11)

1995 Ford 8000 Vac-Con V290, jetter 2500 psi @ 60 gpm w/9-yd. debris, good shape, ex-county owned. \$39,500 OBO. Financing available. Consider partial trade for pump truck. 334-347-0905. (P10C11)

1985 GMC Kodiak, CAT 3208 210 hp, 5-speed manual with 2-speed rear, Camel jet vac, refurbished 1995, 1,000 gallon poly water tank, Myers 65 gpm @ 2000 psi pump, 600' hose reel. Very nice older machine. 515-864-1036. (C10)

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

1994 Vac-Con, 16-yard debris tank, 1250 gal. water tanks. Telescoping boom with articulating hose reel, 3-stage vacuum. L8000 Ford chassis, 127,545 miles. \$50,000. Call 601-373-3736. (CP11)

1989 International Vac-Con with 12-yd. debris tank, extendaboom, 1000 gal. water tank, 3-stage fan, 2000 psi @ 100 gpm, low miles, like new. Price \$39,000. Call 503-969-9557 or 503-682-2723. (CP10)

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

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JET VACS

1991 Camel 200, 6-speed, 65 gpm, 2000 psi, Roots 624 blower, tandem axle, ready for work, 169,000 miles, excellent condition. \$35,900. Call 920-655-7302 or 920-866-9109. (CBM)

2002 Vactor 2110-J4 combo unit, 2500 psi, 80 gpm, mounted on Int. 2554. Allison a/t. John Deere aux. engine. 732 fan hours, 5700 engine and 34,500 truck. Pristine cond. 540-921-3542 Chuck. (P9CM10)

1992 International 2554 cab and chassis with a Vac-Con model V211TR combination vacuum loader and high pressure sewer cleaning system. (Stock #5045C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C10)

1995 Ford L8000, diesel, automatic, S/A, outstanding 5 cu. yd. Vac-Con combo jet/vac unit. Articulating hose reel with 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. (C10)

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)

1989 International Camel with 12-yd. debris tank, extendaboom, 1500 gallon water tank, Meyers pump, 80 gpm, 2000 psi, ex-municipality. Price \$34,320. Call 503-969-9557 or 503-682-2723. (CP10)

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)

1993 International Camel, diesel, push plate, large blower, 1000 gallon water tank, low miles, excellent condition, ex-municipality. Price \$43,120. Call 503-969-9557 or 503-682-2723. (CP10)

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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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Capital Partners — Your One Stop Financing Partner. A simple phone call allows us to get you pre-approved for **ANY** new or used equipment. Call today to see why we are the Finance Leader in the Pumper/Cleaner Industry. Contact Jim Stekl @ 866-769-2345. (P11C12)

VSI Equipment Finance: New and used equipment financing available with competitive rates. Access to quality pre-owned and new vacuum tankers. **Call JR @ 609-868-7634.** (C10)

MISCELLANEOUS

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

AQUATECH CUFFED RUBBER DEBRIS HOSE #176620: 8" x 19' 8". Many in stock. \$1,374 + freight. Call 800-365-6583. Cloverleaf Tool Co. (CM12)

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

Cues Grout truck 89' new remanufactured engine, packers 8"-36" Onan 6.5 generator, Cues DV III camera, Graco pump, 4.3 air compressor, Cues quad grout 1220 reel. \$40,000. 813-489-3108. (C10)

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)

Perm-Liner pipe lining trailer with 2 complete sets of pipe lining equipment for 2"-12" diameter pipe. Includes point repair system for sewer main lines. Asking \$39,000 (paid \$90,000). 727-501-6176. (C10)

PIPELINE REHABILITATION

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)

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)

2006 Wells Cargo Comfort Elite III restroom trailer ready for rental, just detailed inside and out. Everything is in working condition. Used for special events and office bathrooms. \$16,500. Lots of earning potential. 504-838-0358. (PT10C11)

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

Due to our explosive growth! Calls for Drain Cleaning Services have also exploded. Mike Diamond Services, Inc. is looking for an experienced Drain Division Manager to help develop sales, and training programs for technicians. 800-546-3303; 310-838-4327 (fax); recruit@phacemanagement.com. (C10)

POSITIONS AVAILABLE

CIPP tap cutting operators for a well established Colorado based lining contractor to work at locations throughout the western states. Salary negotiable based on experience. Health insurance, 401(k), housing and per diem while traveling. Email resume to lisa@wsuinc.net. (C10)

GapVax, Inc., a nationally recognized manufacturer of industrial and municipal vacuum units and hydro-excavation units, is seeking highly motivated individuals to fill **three full time Sales Positions** in the Southeast, West, and Gulf Coast regions. **A detailed listing can be viewed at www.gapvax.com.** Send resumes to betty@gapvax.com or 575 Central Avenue, Johnstown, PA 15902. (CMP10)

EnviroWaste (Miami, Orlando, Tampa, Ocala, Houston, Dallas) seeking the following positions: Operations Manager, CCTV Operators, Vactor Operators. High compensation package for experienced personnel. Send resume: info@envirowastesg.com. (CP12)

CCTV/GROUTING OPERATOR: Mr. Rehab, Inc., a trenchless sewer rehabilitation company, is seeking well qualified individuals to join our highly reputable and winning team. Candidates must have a minimum of 3 years experience in chemical grouting of sewers including air-testing and sealing of mainline joints, lateral connections, and manholes. Expertise in additional industry disciplines is a plus. Must have HSD or GED; valid class B driver's license and good driving record. Must pass drug screen and background check. Must have good references from previous employer(s). Must work out-of-town (expenses paid). Top benefits and pay based upon experience. Send resume to: Mr. Rehab, Inc., 3 Long Lane, Mechanicsburg, PA 17050; Or email: info@mrrehab.com; Fax: 717-697-1028. (C10)

POSITIVE DISPLACEMENT BLOWERS

Roots Blower: Worked good when we took it off the of truck. Model 4064; Serial V16578. \$2,000. Call 270-298-9596. (C10)

PRESSURE WASHERS

2 - Sagino high pressure washers with 150 hp electric motor driven, 300 bar/4500 psi Tri-prex pump, ss manifold and fittings, skid mount, insulated sound proof box. \$8,500 each or \$15,000 both. Call 503-969-9557 or 503-682-2723. (CP10)

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)

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.** (C10)

KMH Equipment company has a full range of late model combo units and industrial vacuum loaders for sale, rent or lease. Call us at **888-564-0202.** (CMP10)

RODDERS

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. (C10)

Nice SRECO trailer-mounted rodder, 20 hp Onan engine model NHB-MS3604C, between 300' & 400' of rod. Very low hours. 515-864-1036. (C10)

SEPTIC TRUCKS

2005 Presvac pumper truck, low profile unit, 500 gallon tank, full dump rear opening door with vibrator. Fruitland RCF-500 vacuum pump, mounted on Ford F-450 chassis, 6.0L V8 diesel, manual, air cond., 8,000 km, OTTAWA CANADA, \$48,500 USD. 613-841-8410. (CP10)

2009 Peterbilt 340 with a Presvac 3600 gal. (US), aluminum vacuum tank unit and Masport pump package. **Available!!! 4 in stock.** (Stock #13337 B,C,D) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C10)

1991 GMC Topkick, 1200 gal. tank, Moro M-10 pump with extra pump, both in GC. New tires & new clutch, split shift 5-speed, 8-cylinder gas, runs good. \$10,500 OBO. Call 315-783-0803. (CP10)

1998 Int. 9100, Cummins M11 330 hp, 2001 3,500 gal. tank, heated valves, Masport HVL20V, jetter, A/C, 10-speed, well maintained, 325,000 mi. \$35,000. 434-531-2720. (CP12)

1992 International 4900 7-speed, 2500 gallon tank with hydraulic lift and full open rear door. Masport liquid cooled pump. \$25,000. WI 920-585-9924. (CP10)

FOR SALE: 2004 Int. 4300 w/2500 gal. tank, 127,000 miles, complete engine rebuild @ 120,000 miles, 500 gpm Transway pump, 4 heated 4" valves. \$42,000. 607-746-3003. (CP10)

SERVICE/REPAIR

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

SERVICE/REPAIR

*****www.servicewithasmile.com*** Sewer Cam Reel and Camera Repair: Authorized for General Wire, Ratch & 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)

53' Semi Shower Trailer, with 12 heads, 6 on women's side, and 6 on men's side, 2 sinks per side, heaters, 500 freshwater tank. Ready for the next contract. In really good shape. Tires and brakes 70%. \$42,500. 504-838-0358. (PT10C11)

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)

Trade Tool & Supply Sales-Rentals-Repairs. Ridgid Pro Platinum distributor. Ridgid authorized repair center. 11670 SW Waldo Way, Tualatin, OR 97140. 503.221.8665. **www.tradetoolsupply.com.** (C11)

TV INSPECTION

Aries LETS lateral inspection camera from mainline, multi conductor, includes control panel, 2 nylon coated cables. \$20,000 OBO. 813-489-3108. (C10)

TV INSPECTION

1995 Chevy Van with **8100 original miles**, RST video system, Omni Eye II color camera, transporter, RST data display plus system with VCR and 19" monitor. Was municipal owned and in like new condition. 714-639-8352. **www.empireequip.com.** (CPBM)

Cyclops Sewer Inspection System mounted in good running 1994 E-150 Conversion Van. Refurbished P&T color camera, new HD transporter, 625' TV cable, 15" LCD monitor, DVD/VCR rec/player, powered rewind cable reel, associated manhole hardware with one year full factory warranty (90 days on refurb camera). Only \$38,000. Call Bill @ 830-249-9756. (C10)

Cyclops color camera system with transporter, 625' cable, color TV, DVD, voice recording system. Video 6"-24" pipe, mounted in 1986 Chevrolet van, 102K miles, runs great. Purchased 1 year ago for \$23,000, ASKING \$12,000. 727-501-6176. (CP10)

Cyclops Demo Valu-Pac. Refurbished P&T color camera, refurbished standard duty transporter, 500' new cable, three line data entry and 13" monitor/VCR combo. All for only \$19,500. With new straight-view color mini-cam (good for up to 18" lines) only \$13,500. Call Bill @ 830-249-9756. (C10)

Cobra Technologies equipment with 2 Cues cameras and 2 transporters, 1000' of cable on one reel and more than a 1000 on the other reel. All equipment seems to be mfg. in 1998, mounted in a 1995 Chev. W-5 cabover with 20' box. Only 47,000 miles. Lots of spare parts, very nice truck and equipment. Pictures and more details on our web site: letsrollautoandequipment.net; go to medium duty trucks-van trucks. Value priced at only \$29,950. Ned 719-338-3767. (P10C11)

1994 E350 diesel van, 363,000 miles, set up with Cues video system. Includes work station, TV, VCR, DVD rec, cable system retractor, straight line camera, pan tilt camera, wheeled tractor (24"+), tracked tractor (6"+) and 300' of cable. Cable needs replacement. Tractors, cameras and van well maintained (new transmission 2008). \$7,500. Call Pat 616-791-0959. (C11)

TV INSPECTION

For Sale: Pearpoint - All EX P494 pan/tilt cameras (4), P420 tractor (3), P400 tractor, 320 controller, 599 reel with cable EX termination (2) Cues - Inspector General, Ozli camera m/c, Night Owl camera m/c, Shorty Crawler **www.cobratec.com** or 800-443-3761. (C10)

1996 RST Camera Trailer w/ Honda generator. Trailer has heat/AC. Two crawler bodies. View from 8"-60". Reel has approx. 1,400'. Pictures available via e-mail. \$18,000 OBO. Phone 507-340-0389. (C11)

TV Ferret: Complete used, pan & tilt system, 600 ft. cable, 6" crawler, \$16,000. More turn-key systems. **www.tvferret.com.** 518-399-2211. (CBM)

BEST BUY: Must see this 1997 RST video system that includes a P & T, tractor, and an additional mainline camera. Converted ambulance with odometer of 48,000, perfect studio, storage space and safety lights. The software includes printed reports, hard disc, and Sony Photomate. Photos of interior and exterior are available via e-mail. Special Price \$10,000. Call Don at 503-969-9557. (CP10)

Seacon connectors and pigtailed, increased inventory; **Falmat** 12 conductor flexible cable and push cables 504-343-7833 or 504-738-7833, **oceanquipllc.com.** (CBM)

Brand New Cyclops Sewer Inspection System mounted in good running 2003 Ford E-250 (3/4 ton) van. P&T color camera, 1000' cable, HD transporter, DVR, powered cable rewind, on-screen footage and keyboard data system and associated manhole hardware. One year factory warranty. Just \$55,000. Call Bill @ 830-249-9756. (C10)

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. (CBM)

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

VACUUM LOADERS

1986 IME trailer-mounted sewer vac, 20 hp Onan engine model NHC-M# 3888D, only 500 hrs. Very good condition. 515-864-1036. (C10)

1999 International with a Guzzler Ace 16' HG wet/dry industrial vacuum tank loader. **In stock. Available for purchase or rental.** (Stock #7390) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C10)

2009 Sterling LT9500 triaxle with a new Presvac, Powervac 3800, 3,250 gallon (US), DOT, wet/dry industrial, vacuum tank loader. **In stock!!!** (Stock #13336) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C10)

WANTED

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)

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

WANTED TO BUY: USED GapVax units all makes/models. Call toll-free 888-442-7829. (CMP10)

WATERBLASTING

2006 Aqua-Dyne, 100 hp electric, 40,000 psi @ 3.4 gpm. Mounted on skid with wheels. Less than 50 hours on unit. Contact Roy @ 803-926-5589 for details. (C10)

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

Gardner Denver T-300 w/Detroit 8K @ 18 gpm. **Wheatley** 125 Detroit 10K @ 20 gpm. **Gardner Denver** 450 Cummins 10K @ 42 gpm. **NLB-Ultraclean** Cummins 36K, 7 gpm. **NLB** 10-600 Cummins 10K @ 104 gpm. Hydroblast water recycle system. **Boatman Ind.** **713-641-6006.** View @ **www.boatmanind.com.** (CPBM)

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"/> Bucket Machines | <input type="checkbox"/> Excavating Equipment | <input type="checkbox"/> Miscellaneous | <input type="checkbox"/> Pumps-Dredge | <input type="checkbox"/> Septic System Components | <input type="checkbox"/> TV Inspection |
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| <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 |
| <input type="checkbox"/> Drain/Sewer Cleaning Equip. | <input type="checkbox"/> Lease Financing | <input type="checkbox"/> Positions Available | <input type="checkbox"/> Roll-Off Containers | <input type="checkbox"/> Tools | |

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|---|---|--|
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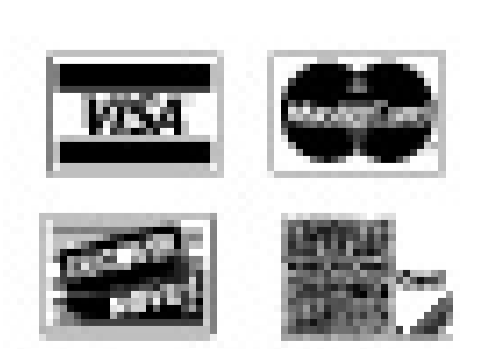
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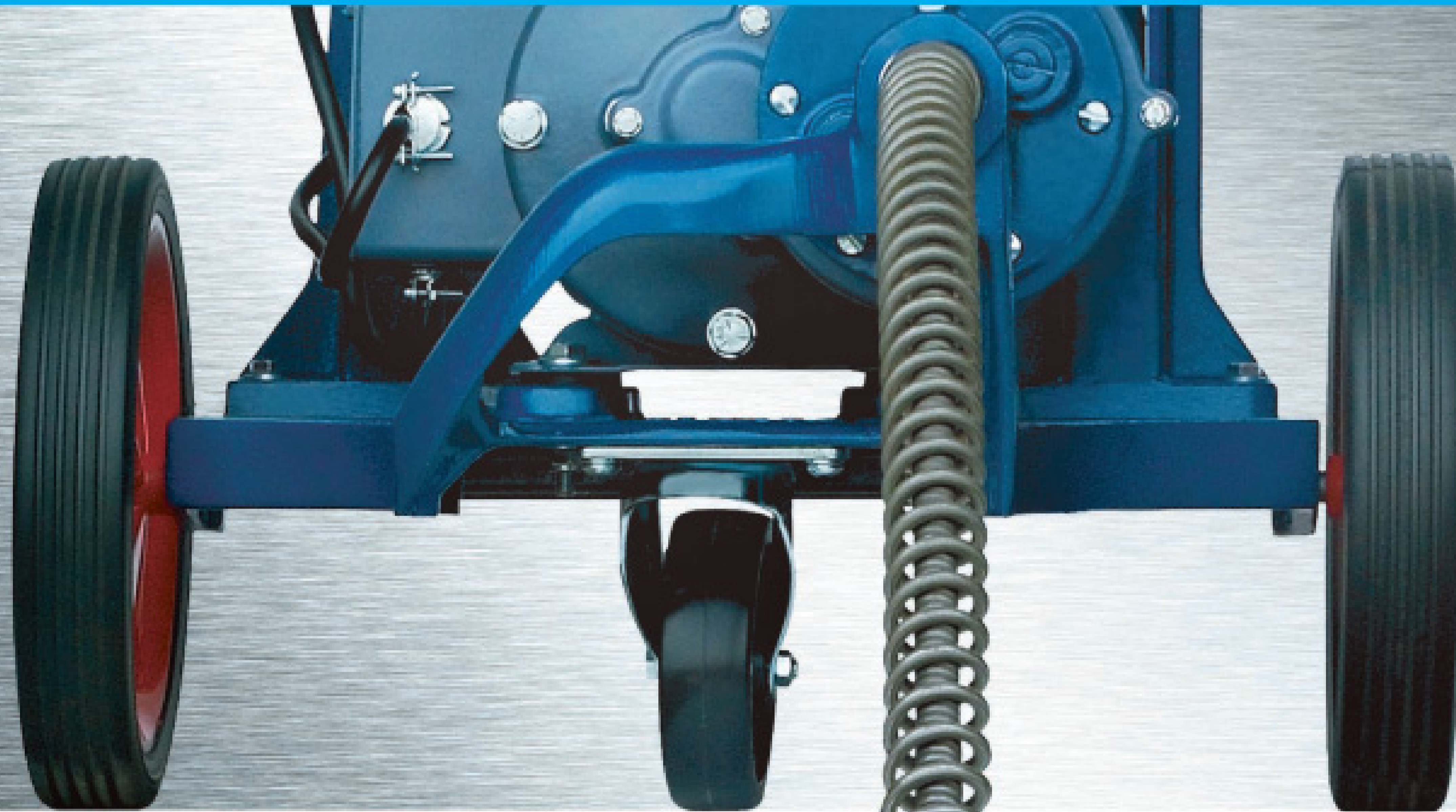
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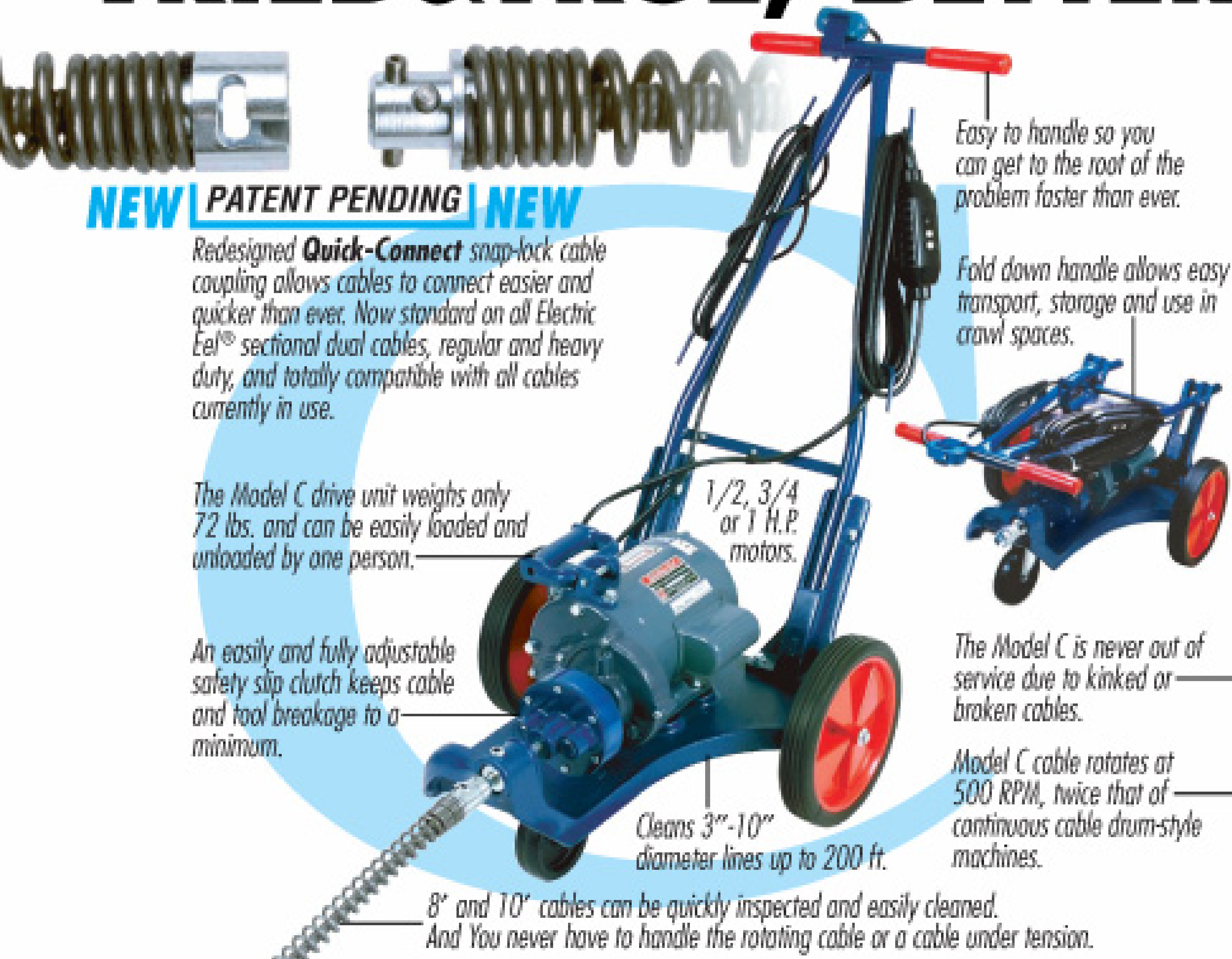
8" and 10" cables can be quickly inspected and easily cleaned. And You never have to handle the rotating cable or a cable under tension.

Easy to handle so you can get to the root of the problem faster than ever.

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Model C cable rotates at 500 RPM, twice that of continuous cable drum-style machines.



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SPARTAN REP SINCE 1974

“JIM HAD HIS 81 CABLE MACHINE AND A CLASSIC BACK-TO-BACK TOILET SITUATION.”



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Well, I got a call from a job site the other day. Jim had his 81 cable machine and was facing a classic back-to-back toilet situation, where a neighboring apartment had a bathroom up against the one he was working on. He wanted to make sure that he didn't run his cable too far into the line and end up causing a whole other mess. I told him we make a drop head for that sorta thing, which I knew he had. So he was able to make money on the job, instead of flushing it down the tube.

Tough Customer Preferred Product: Model 81 Cable Machine

This compact, lightweight machine operates vertically or horizontally to clear bathtubs, showers, toilets and sinks.

- Pipe sizes: 1/4" – 3" diameter
- Weight: 35 lbs.
- Cable lengths: up to 50'

