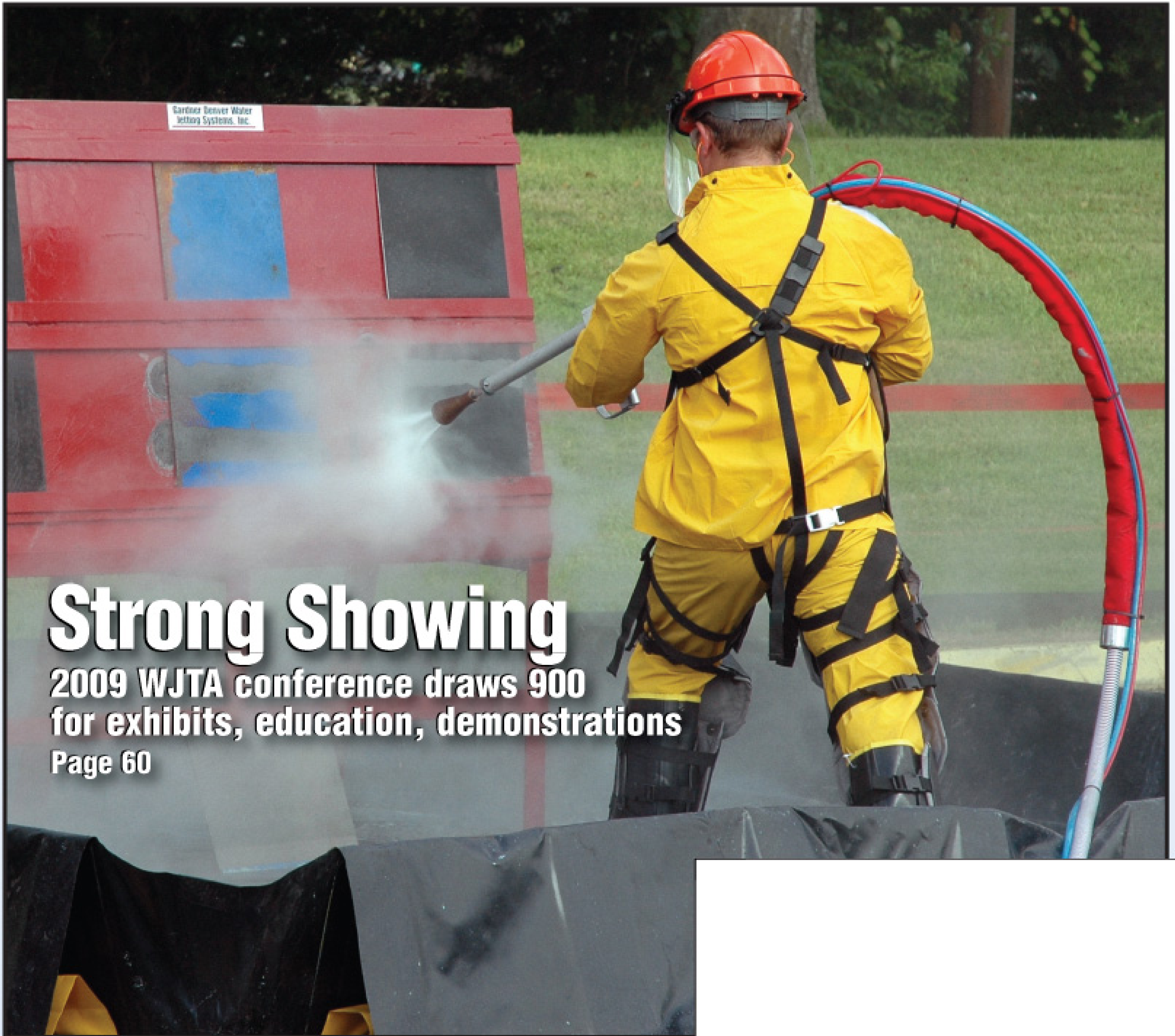


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Letters to the EDITOR

Unsafe Practices

To the Editor:

In the same October issue of *Cleaner* in which you had an article about safety (The Power of Stories, October 2009), you also had an article that included a photo of a drain-cleaning machine in operation depicting four extremely dangerous safety issues ("Challenging Tradition," page 22).

The photo shows one person with his hands on the cable while another has his foot on the pedal. This is very dangerous. The operator should always have control of both the cable and the foot pedal. If the operator's hand gets caught in a torquing cable, he would lose a finger before the other person realized the situation and stopped the machine. Drain-cleaning machines are to be operated by one person only.

The photo shows the machine placed six-to-eight feet from the pipe with a long length of exposed cable between the machine and drain opening. The distance should be no more than two feet. If the cable hits an obstruction and starts to twist or buck, the exposed section of cable could instantly whip and injure the operator. If you can't get the machine that close to the drain, you should use a guide tube provided by the manufacturer, or slide the cable through a piece of pipe or conduit.

The operator has goggles around his neck but is not wearing them. Goggles or eye protection should always be worn to protect the operator from spraying sewer water and debris from the spinning cable, and possibly shards of pipe should the plastic pipe break.

The operator appears to be wearing rubber gloves (though this cannot be verified). Rubber can get caught in the spinning cable and take the operator's finger off in a second. Heavy-duty leather gloves should be worn to protect the operator. If operators have a concern about handling a wet cable, rubber inserts can be worn inside the leather gloves.

I am sure the contractor in this article is experienced and knows what he is doing. But many of your readers are new to the drain-cleaning business and could be seriously injured if they follow the example of this photograph. Care should be taken when using photos of tools in use in your articles to make sure all safety precautions are being followed. Please stress to your readers to use their tools correctly and safely. Contractors should not rush through a job — or they may take a shortcut through the emergency room.

Marty Silverman
Vice President of Marketing
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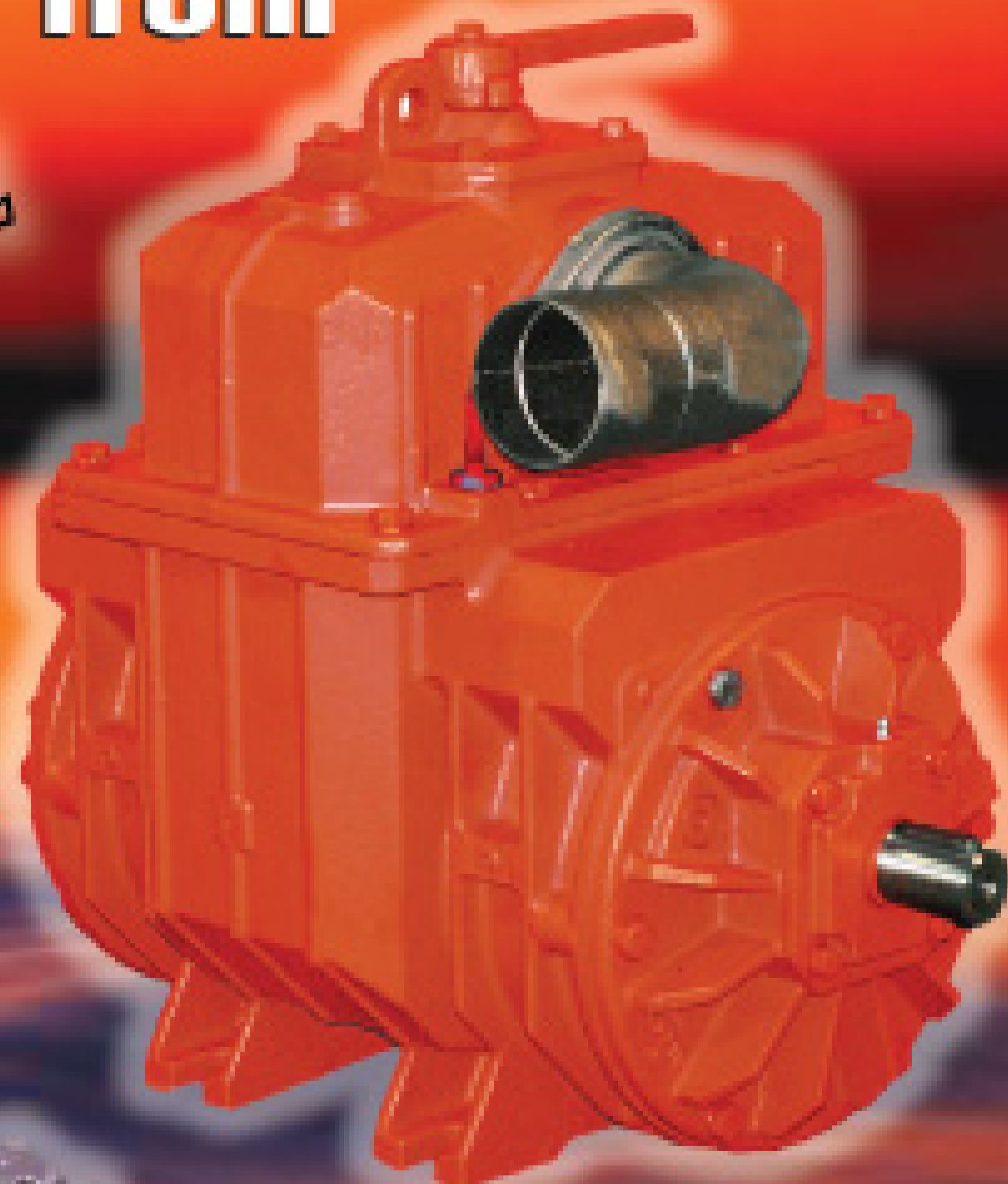
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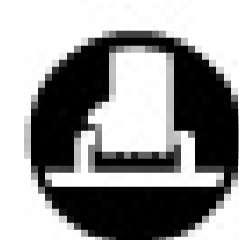
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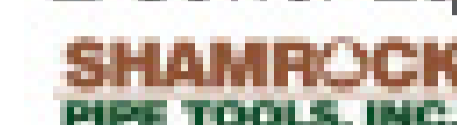
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Show Us Your Slogan

A few catchy words on the side of a truck go a long way in deciding whether a customer takes notice, remembers, and calls you for service

The Money Machines column in last month's issue included one of the best slogans I've seen in the plumbing and drain-cleaning business: "We repair what your husband fixed," courtesy of John's Plumbing in Birmingham, Ala.

Well, I like it, anyway, because it brings to mind a family story. My father once tried to fix a drainpipe under the kitchen sink and ended up busting it. He had to call a plumber, of course. But meanwhile,

he and my mother got to talking.

Since the plumber was coming, maybe they should just get a new faucet and sink at the same time. And come to think of it, the countertop had seen better days. For that matter, the kitchen was getting crowded, what with all those kids around the table.

Speaking of which, the whole house was getting crowded – a couple more bedrooms couldn't hurt. And thus began a remodeling project that tripled the size of the upstairs, put on a new back porch,

and expanded the kitchen and living room. Man, that do-it-yourself drainpipe job cost a ton of money!

Who remembers?

But I digress. I wonder which plumber my dad decided to call, and why. Probably it was the plumber who attended his church. But it might have been the one whose truck he remembered seeing one day driving to work – the one with the catchy slogan on the side below the company name and number.

make. Which would you be more likely to remember? A truck that says, "John's Plumbing"? Or one that adds, "We repair what your husband fixed"?

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With a great slogan, someone who saw your truck, but forgot your name (which is to say many people) and your phone number (almost everyone) can go to the Yellow Pages and look for that slogan, which they do remember, and which, of course you included in your ad.

A slogan can be a powerful thing. You don't have to look far for examples. How much business did the Yellow Pages generate with "Let your fingers do the walking"? Or how about Florida orange juice: "It's not just for breakfast anymore"? Or M&M's candy: "Melts in your mouth, not in your hand"? Then there's the ultimate in simplicity: Nike's "Just do it" and Campbell Soup's "Mmm Mmm good!"

You get the idea. That's not to say a small business can't succeed without a great slogan, but having one surely helps. Think of it. Your company truck goes down a busy street. Hundreds of people may see it. A few will actually look at it. How many of those will remember it? More to the point, how many will remember it well enough to call you next time they bust a drainpipe under the sink?

Your company name and phone number help. Bright colors do, too. But what a difference a few words can

What's your phrase?

If you have a slogan, you are no doubt proud of it. Here's your invitation to share it with other readers. That's not so other contractors can rip it off – it's so that others might be inspired to create great slogans of their own.

Send us your slogan, and better still, add a few words about who came up with it, and how, and a story or two about how it gets you noticed and makes people remember your business. If you like, include a picture or graphic of how you present your slogan on your trucks, on your Web site, and elsewhere.

We'll publish a selection of the best in a future issue. If we choose yours, you will receive a free *Cleaner* T-shirt, courtesy of COLE Publishing. I look forward to seeing the words that some of the sharpest creative minds in our industry are using to attract new customers. Just send your submissions to me at editor@cleaner.com. ■



Ted J. Rulseh

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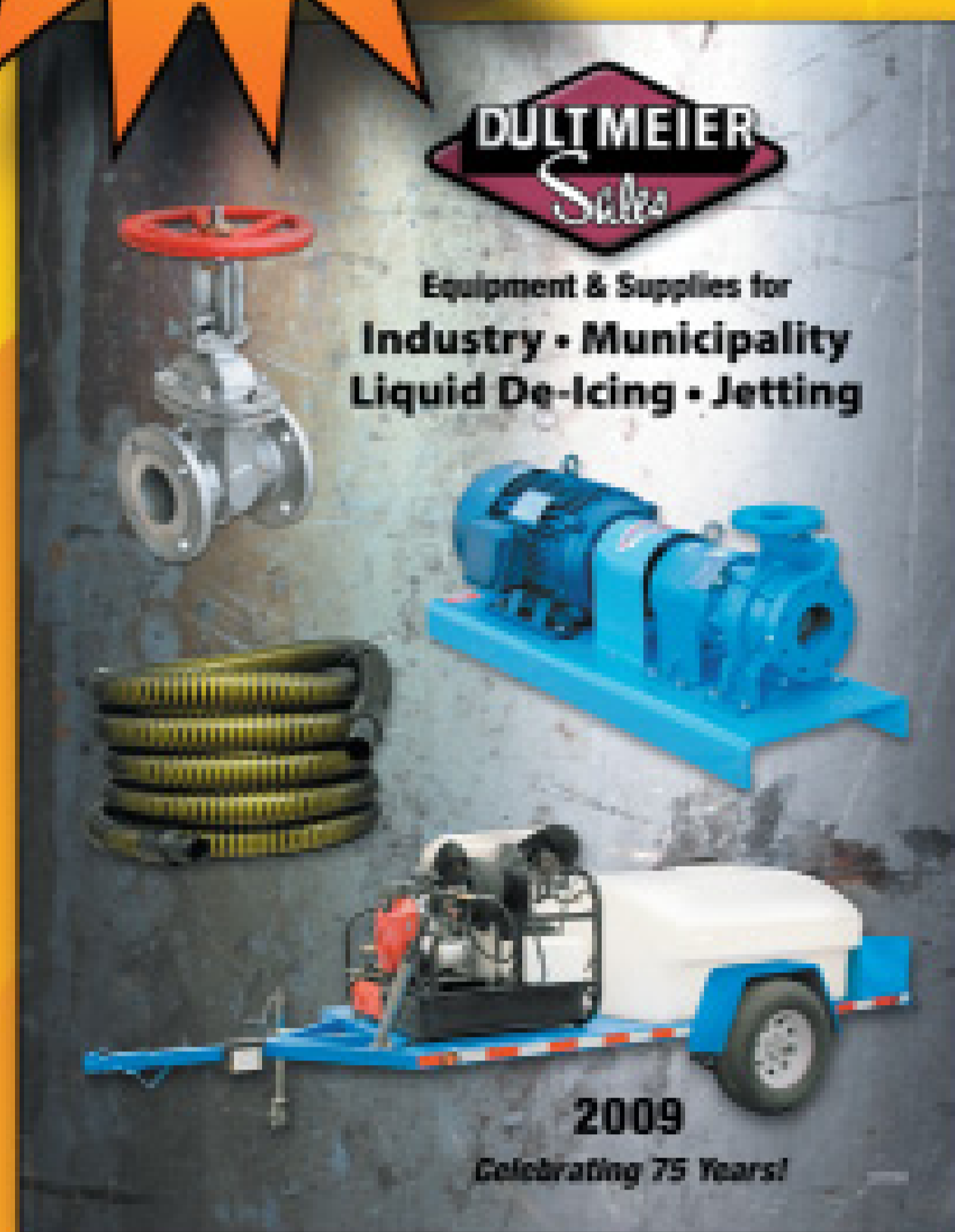
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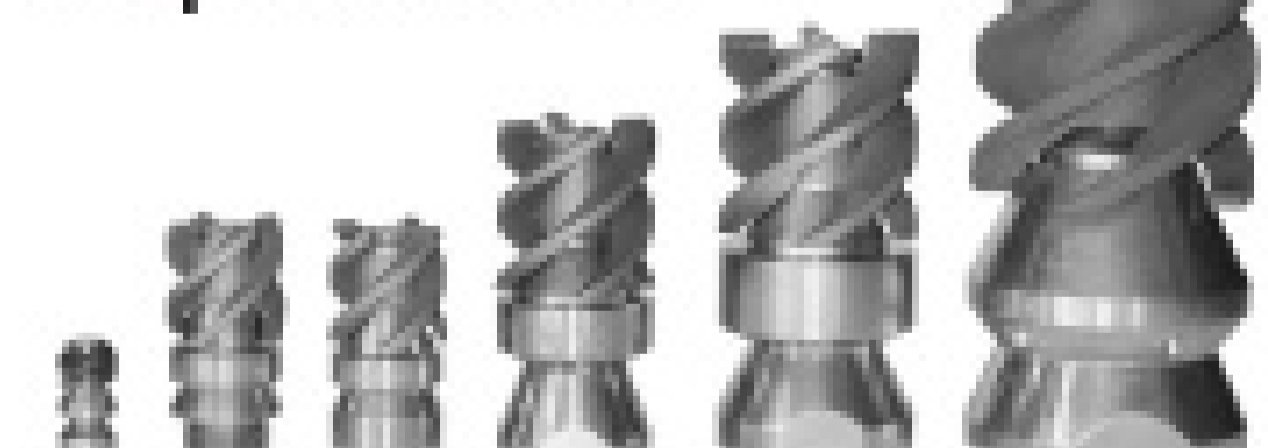
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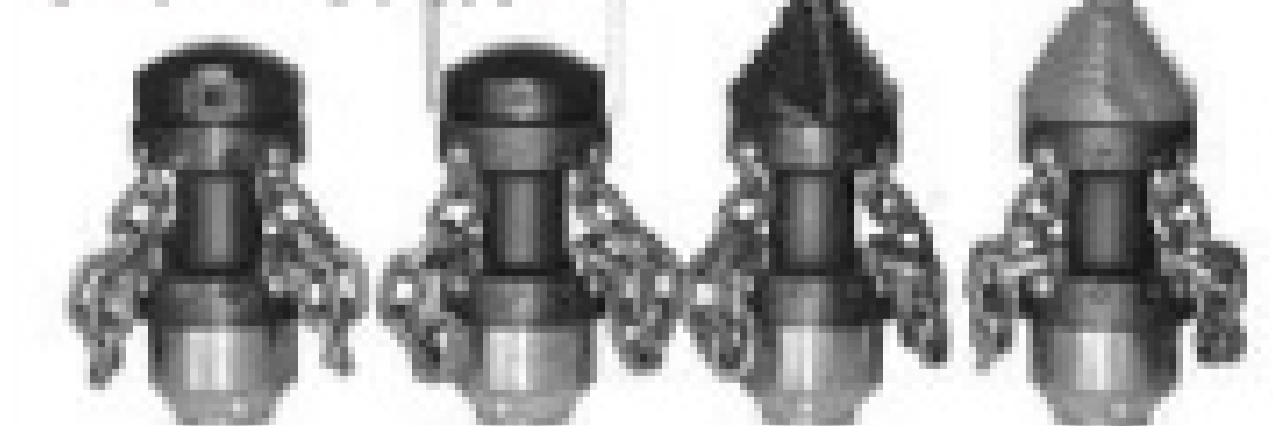
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8405D	74	8,000
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Measuring Sound

Technology makes it possible to measure the actual impact of workplace noise on individual employees

By Ted J. Rulseh

Hearing loss is a serious issue in workplaces where noise is a constant. But apart from using sound-attenuated equipment and obeying OSHA noise standards, how can you tell if your people are exposed to noise that could do lasting harm?

Safety
FIRST

Now technology makes it possible to measure how much sound an individual employee is exposed to. In a way, it's like the radiation-sensitive

badges worn by workers in nuclear power plants that measure cumulative exposure to radiation.

Of course, workplace noise is not as harmful or insidious as radioactivity, but it can and does have cumulative effects. And now you can measure actual exposure with a device called the QuietDose personal dosimeter from Howard Leight/Sperian Hearing Protection, LLC.

The device measures and records a worker's actual in-ear exposure to noise over an entire work shift. The company says this is a major advance toward stopping the progression of occupational hearing loss and helping employers comply with hearing safety regulations.

More than estimation

"Hearing conservation programs are only as good as the data they're based upon," observes Renee Bessette, COHC, marketing manager with Howard Leight. "Existing noise measurement devices only sample ambient sound. This forces employers to estimate workplace noise levels and base hearing protection on potentially faulty conclusions. That can end up wasting money, risking regulatory violations, and endangering employee hearing."

The personal dosimeter, on the other hand, measures the actual noise

that record real-time, in-ear noise levels; and a connecting harness. An infrared reader lets safety managers retrieve data from the dosimeter at the end of each shift or work week and analyze the results on a computer.

Using the system, safety managers and employees can:

- Track, document, and address the potential for occupational hearing loss and Standard Threshold Shift (STS) in real time.
- Select appropriate hearing protectors for each employee's noise environment.

The personal dosimeter measures the actual noise levels reaching a worker's eardrums, in real-time, over an entire work day. This gives safety managers high-quality, personalized data they can use to create customized and effective hearing conservation programs for each worker.

levels reaching a worker's eardrums, in real-time, over an entire work day. This gives safety managers high-quality, personalized data they can use to create customized and effective hearing conservation programs for each worker. That should mean fewer cases of occupational hearing loss, thus fewer claims and lower compensation costs for employers. Supervisors can also use the personalized data to improve productivity by better managing worker deployment in areas of extreme noise, Bessette notes.

"Workers themselves can personally monitor and control their noise exposure in real time," Bessette adds. "Flashing alerts indicate when noise exposure reaches or exceeds prescribed limits."

In-ear measurement

The system uses a small Exposure Smart Protector dosimeter worn by employees in a shirt pocket or on the back of a hardhat. It also includes protective earplugs or an earmuff with integrated microphones

- Train and monitor employees in the correct use of earplugs or earmuffs.
- Streamline worker deployment by more accurately matching shift hours with proper protection.
- Identify potential opportunities to eliminate dual protection (the use of both earplugs and earmuffs).
- Compare the benefit of monitoring employee noise dose versus investing in engineering controls to reduce specific noise levels.

Technology could apply well to activities like high-pressure water-blasting, industrial vacuuming, and other tasks that involve working around high-powered equipment. In any case, it's worth remembering the impacts of prolonged workplace noise and to make sure your company's hearing conservation program is doing the job. You can find out more about the QuietDose technology at www.howardleight.com. ■



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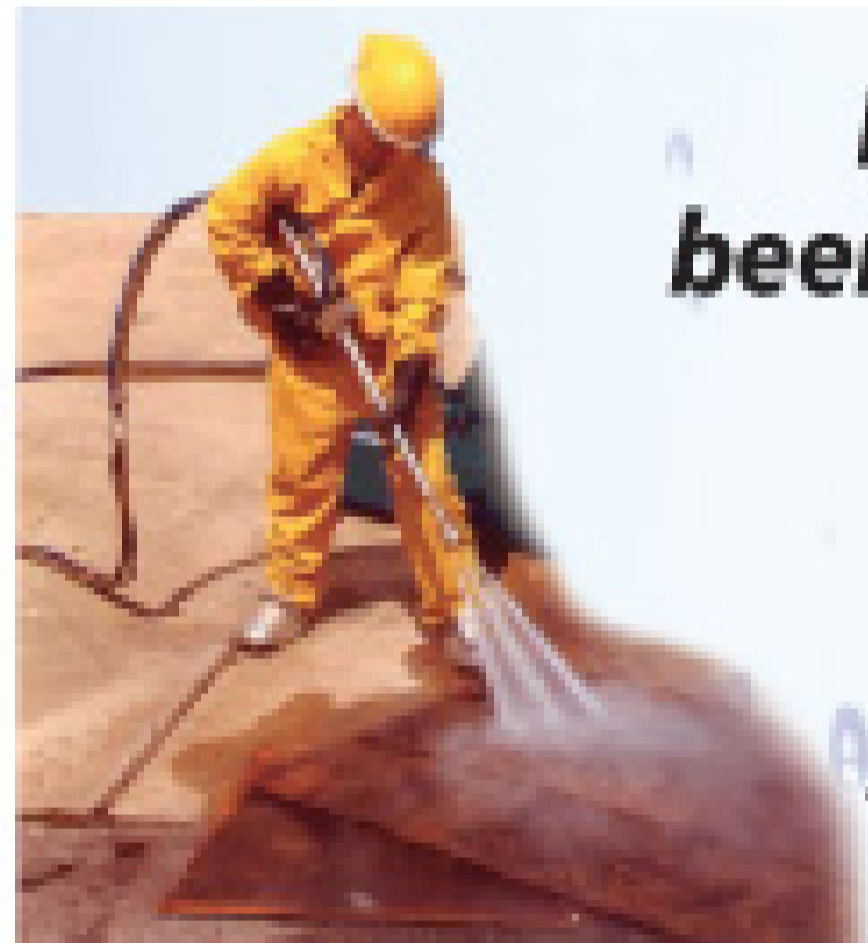
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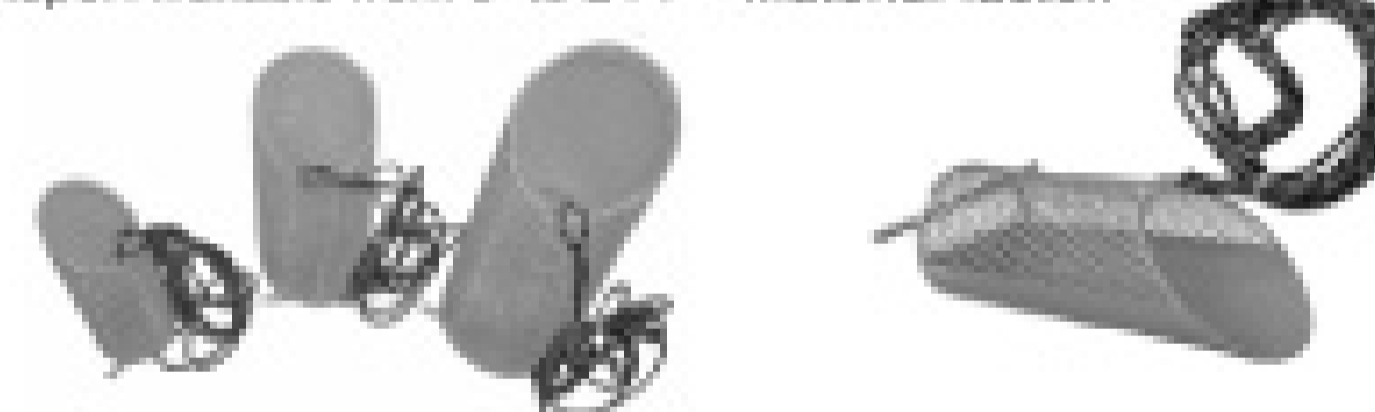
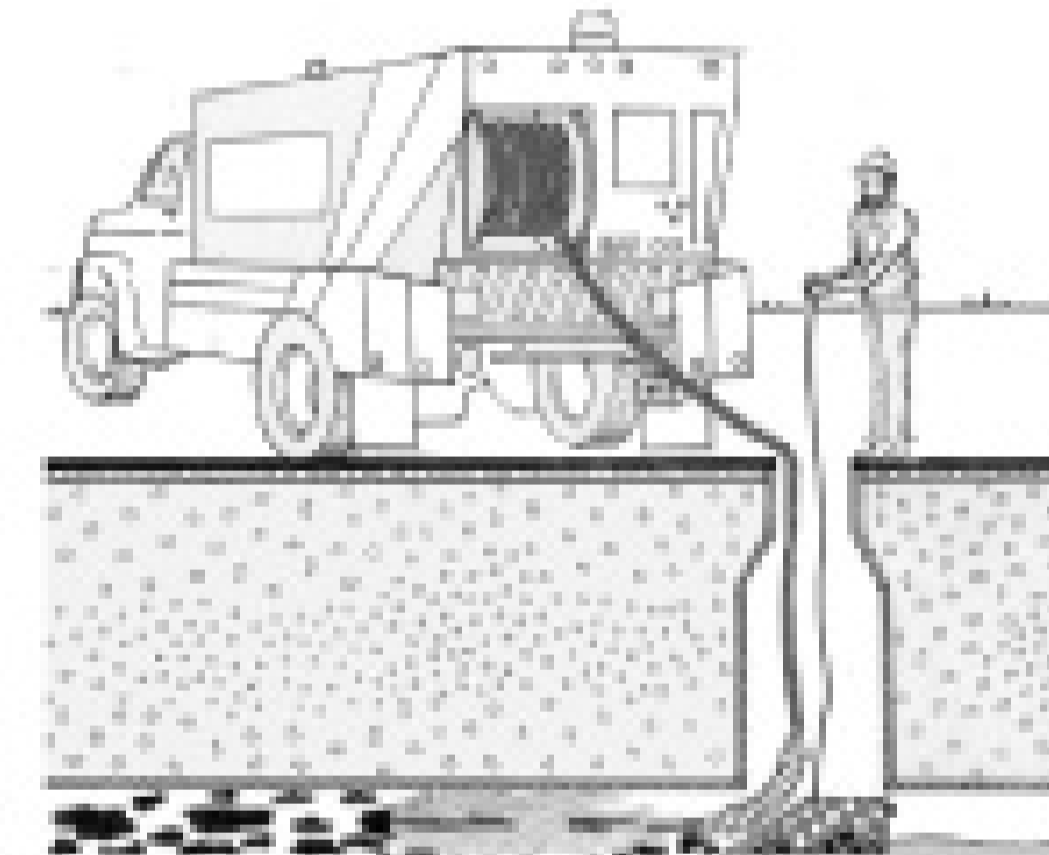
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Use Debris Catchers with Jet instead of Combo. Ideal where small amounts of debris are expected. Standard MDC-6 model Comes with 20' of Poly Rope. Available from 6" to 24".

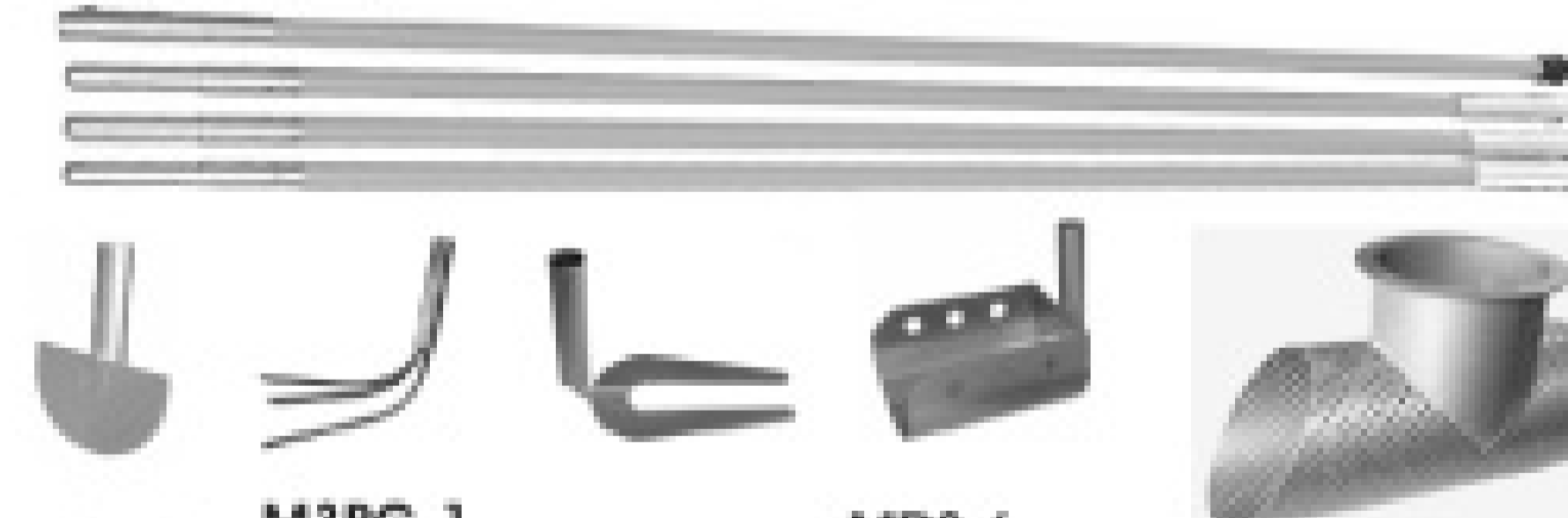
Grit Catchers

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.



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Hornie-Shoe Grabber. Great guiding hose in and out of sewer lines.

MDS-6
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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.

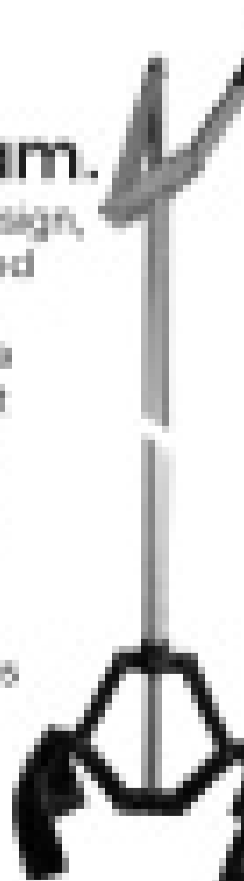
Debris Catcher

Grit Catcher

Catch-Basin Spoons
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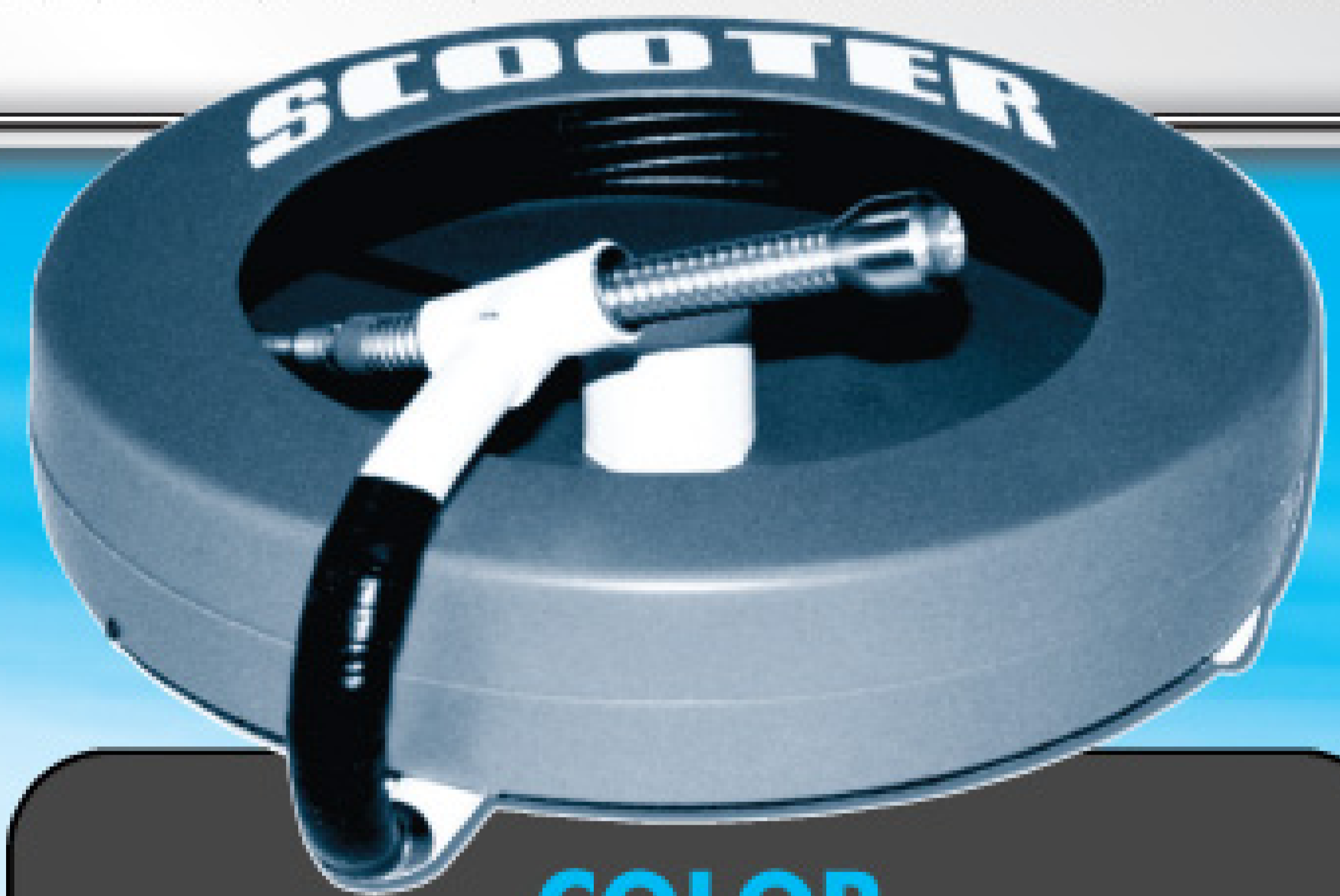
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Joey McGill of McGill's Industrial Services uses a hydroexcavator on a daylighting project for an electric utility. (Photos by Brenda Spork)



A Good Bet

A Saskatchewan contractor jumped feet first into industrial cleaning and soon built a profitable business with a strong family succession plan

By Ken Wysocky

In a sink-or-swim move, Jeff McGill took a deep breath in 1995, borrowed \$500,000, and plunged headfirst into the industrial cleaning market. Since then, his business, McGill's Industrial Services in Saskatoon, Sask., has flourished, with a focus on membership in professional organizations, new equipment and technology, attracting and retaining top employees and business diversity.

"I was scared out of my mind, owing that much money," McGill recalls. "I kept thinking, 'How am I ever going to pay back that big a loan?' But I had a business plan and thought I could do it. It wasn't an elaborate plan by any stretch of the imagination. It basically showed things like what I thought I could make, and expected cash flow and profit. I gave it to the bank, and they ran with it."

Upper photo, a historic picture of the McGill family. Lower photo, family members today: from left, Joey McGill, Joann McGill, Jeff McGill, Matilda McGill, Maaike McGill and Luke McGill.



Luke McGill and Josh Weightman clean a settling pit that was used in an old coal-fired power plant.

As things turned out, the bank took a safe gamble. Today, McGill's employs 15 people and owns five vacuum trucks, five waterjetting trucks and three hydroexcavating trucks. It serves three niches: Industrial cleaning, water and sewer maintenance, and dust control. And the company's finances are sound enough that McGill is developing a succession plan for his three children to take over the business after he retires.

Building on a name

McGill was fortunate because technically, he didn't start from

scratch. The roots of his company date back to 1963, when his father, Jack McGill, established a residential drain-cleaning franchise. After his death, McGill and his two brothers, Bob and Jim, bought the company from their mother in 1978. Jeff and Jim McGill bought out

their brother in 1979, then parted amicably in 1995 to start separate businesses. "He was interested in plumbing and heating, and I had no interest in that," McGill says. "I wanted to get into vacuum trucks, and he had no interest in that. We both wanted to drive our own bus." So, drive they did, bolstered by strong name recognition in the Saskatoon area in central Saskatchewan. McGill used all the money he borrowed to buy three vacuum trucks, all on a Freightliner chassis outfitted by Westech Vac Systems Ltd. in Edmonton, Alberta. Out of the \$500,000 he borrowed, half was

"My brother was interested in plumbing and heating, and I had no interest in that. I wanted to get into vacuum trucks, and he had no interest in that. We both wanted to drive our own bus."

Jeff McGill

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Jeff and Jim McGill bought out

a government loan, of which he was personally responsible for \$62,500. That was a powerful motivator.

"We already had our name out there in a community of about 180,000 people," he says. "After that, I just started knocking on doors. We were local, and the businesses we

IN THE FAMILY

All three of Jeff McGill's children – Maaike (pronounced Mi-cah), 27; Joey, 25; and Luke, 22 – work for McGill's Industrial Services. McGill hopes that some day they will be the owners.

Joey leads the hydroexcavating end of the business, Luke handles municipal waterjetting, and Maaike runs the seasonal dust-control division and acts as occupational safety and health officer. But McGill is developing a succession plan that will put the children in charge after he retires.

"I always tell them they don't have to want to do it – they don't need to do it," he says. "Truly, it would be easier to retire, sell the business and walk away, because if they run it, I'll keep worrying about them." Nonetheless, he's intent on developing a plan that ensures things run smoothly in his absence. He calls it a "work in progress" that's aided by input from a succession-planning consultant from the United States.

One key to a successful transition is giving each child an area of operation so there's minimal overlap in responsibility and decision-making. "I'm fortunate because we have three distinct areas to plug them into, and they each enjoy what they do," McGill says. "Somebody has to make decisions, and each person will make them for their area. That will boost their confidence and minimize the chances for conflict."

While none of the children are married, the plan will require pre-nuptial agreements to protect the company's assets in case of a divorce. The plan also will contain a shareholders' agreement that governs how shares of the company will be distributed in the event one child wants to get out of the business.

There's one provision that's not written into the plan, but McGill plans to enforce it anyway: He won't stick his nose into company business after he retires. "If it's their business, it's their business," he says. "If they come to me for advice, that's great. But I'm not going to butt in."

dealt with before were local, so it wasn't tough to get our foot in the door. It all comes down to good old-fashioned networking.

"We got busy right away and needed another truck. Then we had enough work to justify a third truck." At the time, McGill also joined professional groups such as the Young Entrepreneurs Organization (now known as the Entrepreneurs Organization, or EO). He also sponsors golf outings and other events held by clients.

"One of the best things I ever did was join the EO, because I was mixing with entrepreneurs who were encountering the same challenges I was," he says. "It was like having my own board of directors. At meetings, you present any ideas or issues to the group, and the members provide feedback about how they handled a similar problem."

Happy employees

McGill credits the EO with helping him figure out many business

problems, including ways to attract and retain top-notch employees. "I didn't want to risk losing good workers and good people," he says. "So I worked out a bonus system for top employees. They also get some benefits that other employees don't receive, such as use of a service vehicle and retirement account contributions."

Another perk is a two-week vacation, awarded to employees when they reach 10 years of service. "We send the employee and their spouse to a resort anywhere in North America," McGill says. "We pay for the wives, too, because they're an important part of the mix, with late-night calls and long hours."

"Two employees have been with me since before I started the company in 1995, so I continued their start dates and extended the paid-vacations benefit to include 20 and 25 years of service. It's absolutely worth it. I can truly rely on them, and they make my life a lot easier because of that. They're the go-to guys who are

PROFILE

MCGILL'S INDUSTRIAL SERVICES, SASKATOON, SASK.

OWNER: Jeff McGill
FOUNDED: 1963
EMPLOYEES: 15
SPECIALTIES: Industrial cleaning, sewer flushing, hydroexcavating, dust control
WEB SITE: www.mcgills.ca



always willing to work, even late at night. I know they always have the best interests of the company at heart.”

McGill hopes some of his younger employees will also become go-to guys after his top performers retire. To ensure that, he treats employees with respect. “One of our younger guys says he likes working here because it’s like family,” McGill says. “If a guy has a family event, like a child in a Christmas concert, I jump in the truck and take over for them. Here, we emphasize family first, work second. It sounds corny, but it’s true.”

Steady work

The business is split roughly in thirds between pipe cleaning at chemical plants and potash and uranium mines, high-pressure jetting of



Members of the McGill's Industrial Services team: from left, Joann McGill, Ellen Stuart, Maaike McGill, Wilf Ernst, Carl Hyland, Luke McGill, Josh Weightman, Murray Wrightson, Ron Dyck, Joey McGill, Todd Nicholson, Bruce Clark, Mindy Van Leur, Max Anderson, Wayne Fraser, Matilda McGill, and Jeff McGill. Not pictured is Sandra Busler.

have some time and history with a client, you can plan your work accordingly. For example, many plants shut down two to four times a year, usually for a week at a time. So we can plan on doing routine maintenance and staff accordingly.”

What happens when emergencies hit while many employees are deployed to perform plant maintenance?

“One of our younger guys says he likes working here because it’s like family. If a guy has a family event, like a child in a Christmas concert, I jump in the truck and take over for them. Here, we emphasize family first, work second. It sounds corny, but it’s true.”

Jeff McGill

municipal lines, and seasonal dust control. McGill had no master plan for the company’s evolution. “It’s like having a child,” he says. “You don’t know what it’s going to be like. Things just keep evolving, and you learn as you go. Running a business is very similar to being a parent.”

At chemical plants, McGill’s cleans product lines, pumps product slurry, and cleans tubes in reactors. Each plant has its own government-regulated disposal/treatment facility, so McGill doesn’t have to deal with waste disposal. A high percentage of the work centers on emergency jobs.

“When things stop, they need us right away,” McGill says. “When they call, we run.” The bulk of the company’s jetting work centers on cleaning and opening sanitary and storm sewer lines, and performing routine line maintenance, such as flushing. McGill uses annual contracts as much as possible, although he’s open to longer contracts if a client is willing.

“With contracts, there’s a certain amount of comfort that you’ll always have,” he explains. “After you

have some time and history with a client, you can plan your work accordingly. For example, many plants shut down two to four times a year, usually for a week at a time. So we can plan on doing routine maintenance and staff accordingly.”

More work, more trucks

As McGill’s business expanded, so did its equipment fleet. For industrial cleaning, the company owns five vacuum trucks:

- Two 2007 Freightliner FLD120s, built by Smith Industries Ltd.
- A 2005 Kenworth built by Smith Industries.
- A 2000 Freightliner 112 built by Westech.
- A 1998 Freightliner 120 built by Westech.

All carry 3,000-gallon debris tanks and HIBON blowers rated at 1,400 cfm. McGill also keeps three or four older vacuum trucks on hand as back-ups.

For line cleaning, McGill’s relies on five water jetters, truck-mounted to protect them from Saskatchewan weather. The vehicles include:

- A 2008 Freightliner ML with a 750-gallon water tank and a

jetter made by Harben Inc. rated at 4,000 psi/20 gpm.

- 2004 and 2006 International 4500 series trucks, each with a 1,100-gallon water tank and jetters that produce 2,000 psi/65 gpm and 2,000 psi/80 gpm.
- A 2001 GMC 4500 series truck with a 750-gallon water tank and a Harben jetter rated at 4,000 psi/16 gpm.
- A 1999 Ford F-550 with a 500-gallon water tank and a Harben jetter, rated at 4,000 psi/16 gpm.

For hydroexcavating, McGill’s owns three trucks, all built by Smith Industries:

- A 2008 Freightliner FLD120 with a 2,500-gallon wastewater/1,100-gallon freshwater steel tank and a HIBON blower rated at 2,600 cfm.
- A 2008 Freightliner ML with a 2,300-gallon wastewater/800-gallon freshwater steel tank and a HIBON blower rated at 1,400 cfm.
- A 2006 International 7500 with a 2,300-gallon wastewater/800-gallon freshwater steel tank and a HIBON blower rated at 1,400 cfm.

Keeping it new

To keep repair costs in check and maximize productivity, McGill prefers to invest in newer vehicles. “I want the best and newest equipment available,” he says. “Newer trucks don’t break down as much as older trucks, and that makes us more productive.”

McGill also believes new technology equipment helps retain customers and attract new ones. “If you look like you’re successful, people will want to deal with you,” he says. “Image is an important factor. If you

want to run a successful business, you can’t run tired equipment. If you have a newer truck and it breaks down, the customer at least sees you’re making capital investments.

“I ran a lot of years with tired equipment, and when it breaks down, you have to bring someone else in to finish the job. Then you have plant employees standing around, waiting for you to finish. It just doesn’t look good, and it

costs your customer a lot of money. You want to get in, get the job done and get out.”

McGill’s employees are cross-trained so they know how to operate every piece of equipment. That’s because every couple of months, each employee is on call for one week and must be able to handle whatever emergencies come up. Or as McGill puts it: “We train them on everything so they can do everything.”

The best policy

The most valuable lesson McGill has learned in more than 30 years of business is that it pays to be honest. “We’ve been around a long time, and that’s because we’ve been honest with customers, honest with our employees, honest with everyone,” he says. “Your business is based on your integrity.”

“For my company and myself, we tell the truth. We always give customers the option of fixing something themselves in order to save a little money by not having us come out for a service call. We want to earn our money. We treat customers the way we’d like them to treat us.” ■

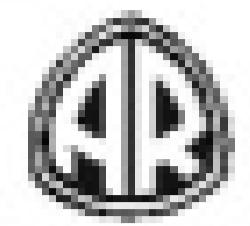
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RMW Axial Radial Vertical Pump 7/8" Hollow Shaft - 6 1/2" Tall

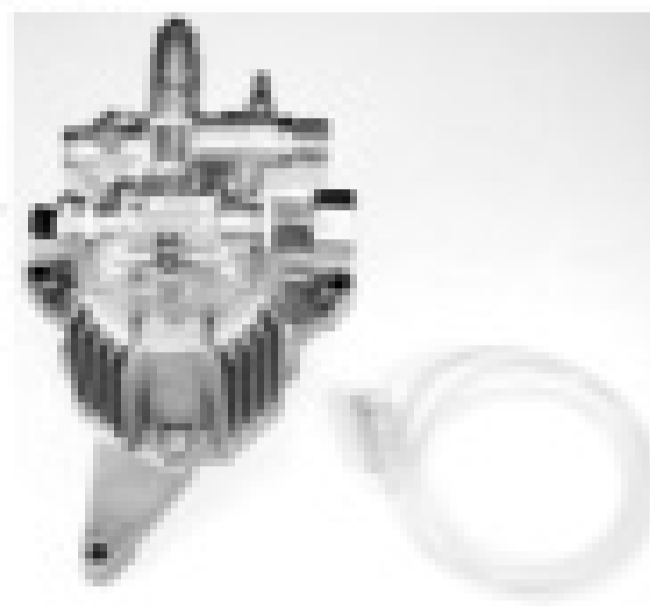


RMW'S Have an Aluminum Manifold Head 275+ Hour Life.
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56713 2.0GPM @ 2400PSI RMW2G24P **\$106**
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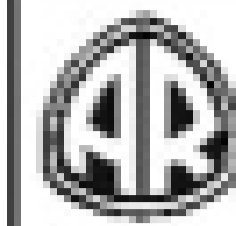
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56722 2.2GPM @ 2600PSI XJW22G26P **\$99**
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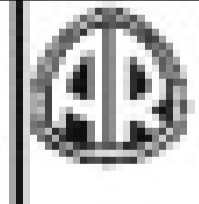
53833 TX1510A - UNL **\$279**
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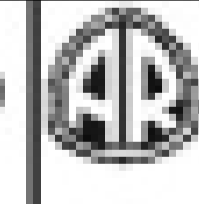
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52892 EZ4040G **\$289**



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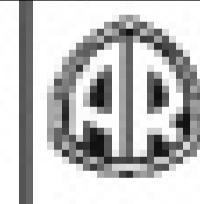
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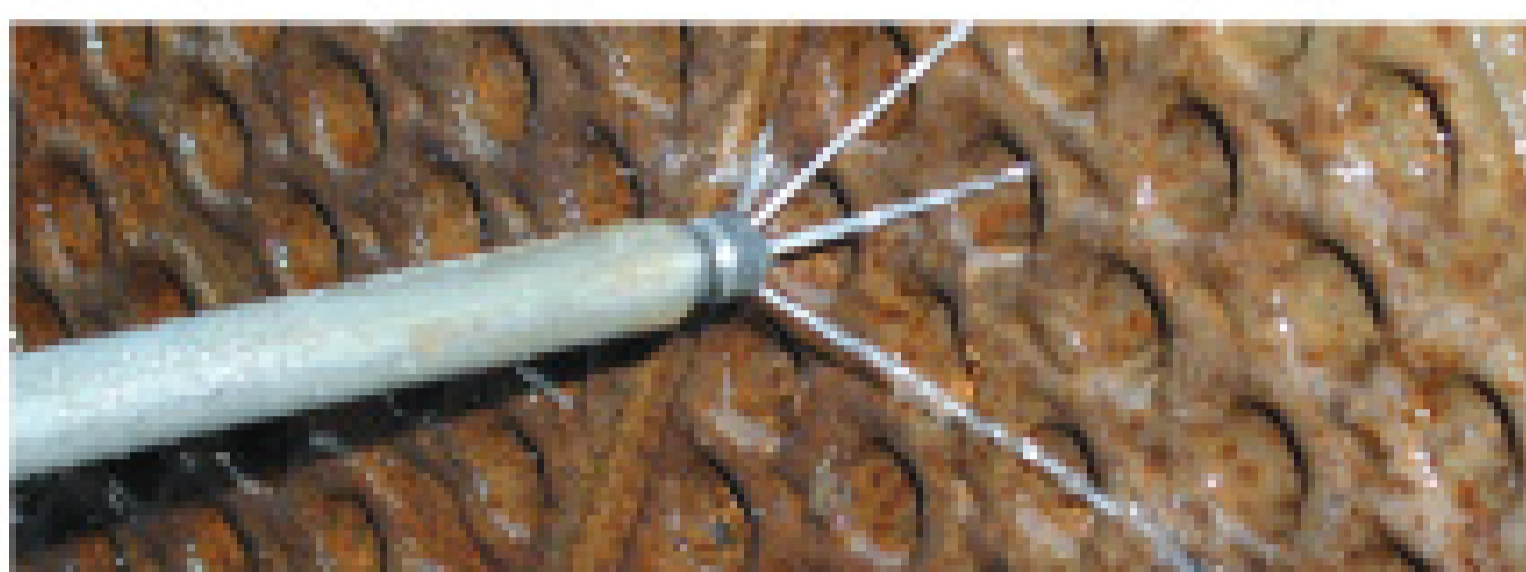
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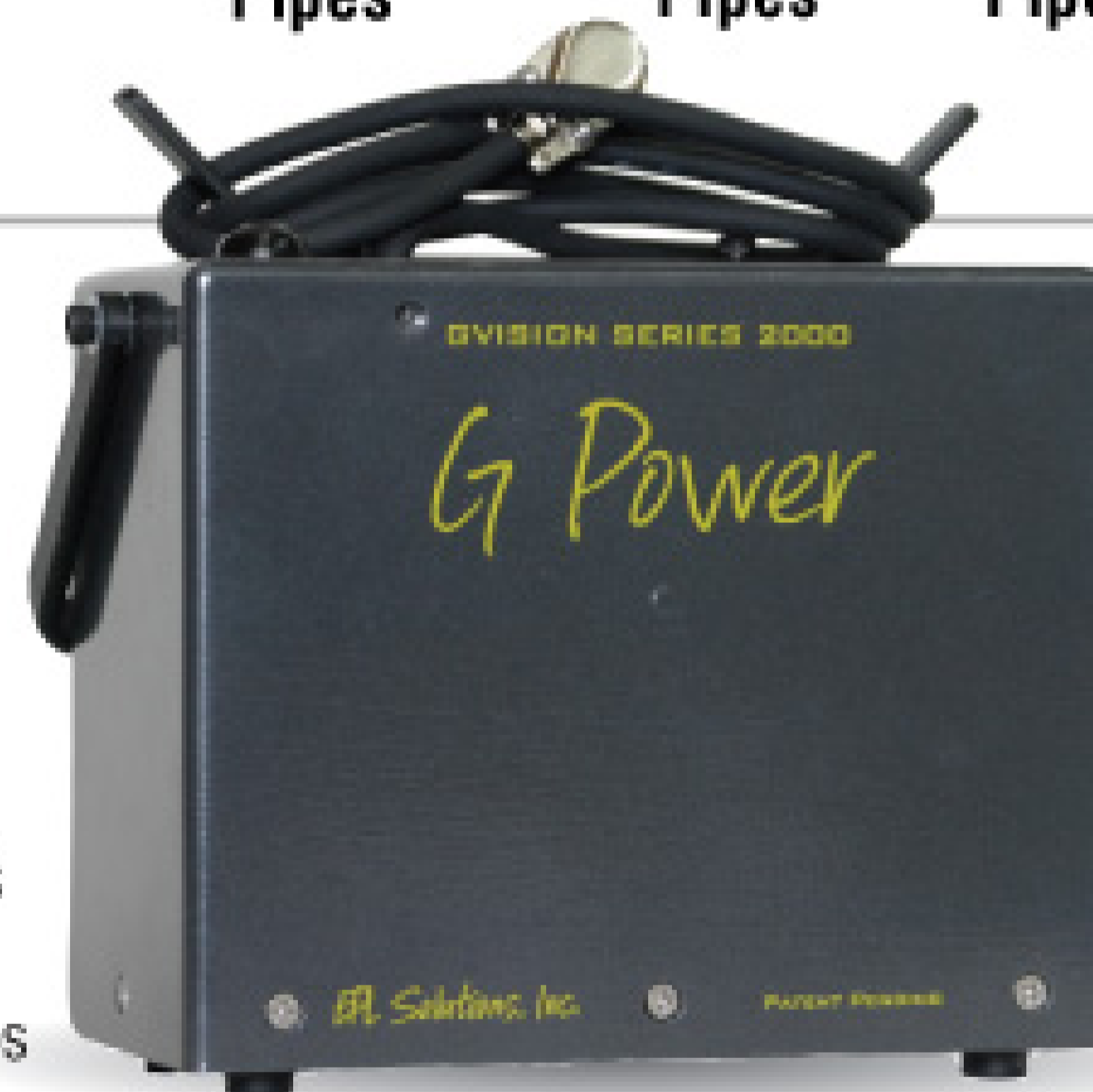
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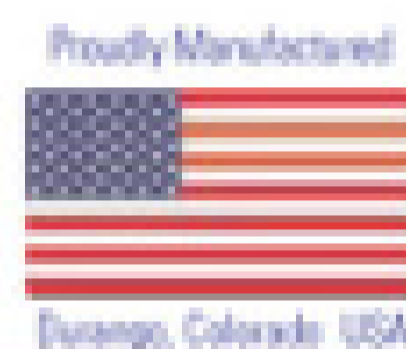
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Blasting Forward

Service Painting of Florida grows by entering new markets and giving its customers the full benefits of hydroblasting and coating technology

By Scottie Dayton

Branching into industrial coatings from commercial painting skyrocketed Service Painting of Florida in Ft. Myers from \$3 million to \$28 million in revenue in 16 years.

Its niche is rehabilitating concrete structures in municipal water and wastewater facilities, power generating plants, reconstruction sites, and some food-processing plants. Dependability, financial stability, a strong middle management, and professionalism enabled Service Painting to build such long-term customer relationships that 80 percent of municipal clients use the company 100 percent of the time.

To compensate for a soft economy and market share lost on the commercial side, the company earned its QP-1 certification from the Society for Protective Coatings and began hydroblasting and painting bridges, often from barges. It has also expanded into fireproofing.

In 2007 and 2008, *Engineering and News Record* ranked Service Painting, founded in 1982, as Florida's largest painting/coating contractor.

Finding a vision

In 1993, owners Gary Johnson and Ken Kelly hired a full-time employee (who has since moved on) as a visionary in sales. Assigned to find new ways to build revenue, he approached his clients and contacts from 14 years in industrial cleaning. With their support, Service Painting entered the field in 1995.

"Our biggest challenge was finding qualified employees," says project manager Brad Ervans. To that end, Mike Beausoleil, a superintendent from another industrial cleaning company, was brought on board.

"His ability to mold individuals made us," says Ervans. Beausoleil hired young men with no previous cleaning experience and taught them from the ground up. Concrete rehabilitation is such specialized work that the industry has a maxim: You're not a good flooring contractor until you have a good failure.



Frank Shepherd Jr., of Service Painting of Florida, smoothes dried epoxy on the wall of the channel of a pretreatment building at the South County Water Reclamation Facility in Naples, Fla. (Photography by Greg Kahn)

Among the tools in the Service Painting arsenal is an Aqua-Miser ULTRA BOSS D-115 high-pressure water blasting system from Carolina Equipment & Supply Co.



Ervans says most people know concrete is porous, but they don't realize the water and air trapped inside the pores expand as the ambient temperature rises. That creates little bubbles in primers that require filling. In one instance, a project engineer on a sewer-lining job insisted the men fill the bug holes in the epoxy-modified cementitious mortar by dabbing each one, then sandblasting again.

Learning from experience

Instead of grinding down to sound concrete and repriming as is proper, the project manager accommodated the engineer. Repeated sandblasting only opened more

holes. "By the time we coated, we had a million pinholes instead of a monolithically hole-free surface with the same mil thickness," says

always includes priming in a bid even if it isn't specified.

Another failure occurred inside a prestressed equalization basin built

"We learned that a lower flow and higher pressure cleans concrete exactly like 6 gpm at 20,000 psi. However, less volume produces less strain, and my guys can hydroblast all day using hand-held lances with standard nozzles."

Brad Ervans

Ervans. "The failure of that lining tarnished our reputation with the customer, but we have since repaired it." Consequently, Service Painting

on a diaphragm that expanded by about two inches. The engineer specified a rigid epoxy concrete coating that cracked to bits as the tank filled. "No one told us we were rehabilitating a moving concrete tank," says Ervans. "Now we ask."

A failure at a Miami water plant taught company project managers to believe in themselves. Someone used stainless steel pins to attach foam board insulation to the interior of a 150- by 30- by 30-foot-high concrete chiller tank. Called to waterproof the styrofoam, the project manager swore it couldn't be done. The general contractor, however, assured him that the rubber-like coating passed the test.

After two attempts, the waterproofed tank still leaked from rips at every foam board joint. The crew

PROTECTION POLICIES

Service Painting of Florida walks a tightrope when dealing with engineers who specify inappropriate coatings. "Not raising the issue is irresponsible, yet we can't damage their image in front of clients," says project manager Brad Ervans.

His formula is to explain the problem, present solutions, and give engineers a graceful exit, often citing a product as outdated or no longer under warranty. If they refuse, he writes disclaimers into the bid. "Engineers have so much on their plate that they can't possibly know all current technologies," says Ervans. "Fortunately, they're beginning to rely on recommendations from people in the field."

When dealing with customers offered a 10-year warranty by competitors, Service Painting counters with a 10-year maintenance plan the company calls Service Shield. Every year, a Service Painting NACE-certified inspector evaluates the client's structure, documenting it with digital pictures and a written report.

"The visit is an opportunity for the inspector to spot potential problems and notify the plant superintendent," says Ervans. "We're educating owners that proper coatings and maintenance increase the life cycle of their plants far beyond the 10-year agreement."

embedded a full mesh and applied more elastomeric polyurethane coating. This time the rips occurred at each mechanical fastening.

"That's when the light bulb went on," says Ervans. "As the tank filled, water pressure crushed the styrofoam as much as one inch. The weight of the water then forced the coating into the gap and ripped it."

Water power

Service Painting operates two trailer-mounted high-pressure water-blasting systems from Carolina Equipment and Supply Co. (CESCO) in Charleston, S.C. The Aqua-Miser

PROFILE

SERVICE PAINTING OF FLORIDA, FT. MYERS, FLA.

OWNERS: Gary Johnson and Ken Kelly
FOUNDED: 1982
EMPLOYEES: 170
SERVICE AREA: Florida
SPECIALTIES: Industrial cleaning and coatings; commercial painting and waterproofing
AFFILIATIONS: Society for Protective Coatings, National Association of Corrosion Engineers
WEB SITE: www.servicepainting.net



D-115 units produce 3.5 gpm at 40,000 psi, and the BOSS injection system pressure-feeds any abrasive media or degreaser.

"We learned that lower flow and higher pressure cleans concrete exactly like 6 gpm at 20,000 psi," says Ervans. "However, less volume

underneath the lime, it rains down all at once. The tanks are back in service that day."

Rotating duty

Plant shutdowns for routine maintenance produce cyclical work. Service Painting meets the challenge

"Hydroblasting vibrates the walls and loosens the deposits. Once the stream gets underneath the lime, it rains down all at once. The tanks are back in service that day."

Brad Ervans

produces less strain, and my guys can hydroblast all day using hand-held lances with standard nozzles."

Hydroblasting also reduces contamination. "Concrete and blasting sand both release silica, which is harmful to our employees and the environment," says Ervans. "Water

of keeping employees busy during slower times by rotating them between the company's commercial and industrial arms. "Our employees have averaged 50 or more hours a week for the last 15 years," says Ervans. "Mike trains them to be versatile in every aspect."



The company's Aqua-Miser can deliver water at 40,000 psi to ensure a completely cleaned surface, ready for recoating.

is safer and cleans up easier than abrasive media." Service Painting subcontracts with vacuum loading companies to remove the slurry.

Ervans sees the hydroblasting market growing, because clients are still surprised to learn what it can do. For example, utility crews use jackhammers and chisels to remove 8 to 12 inches of lime from steel water softener tanks. Besides risking surface damage, the work takes months and is repeated annually.

"Hydroblasting vibrates the walls and loosens the deposits," says Ervans. "Once the stream gets

That versatility includes hydroblasting coatings off condominium, plaza, parking garage, and boiler room floors using an enclosed attachment with rotating heads and a vacuum to remove the slurry. Degreasing agents added to the water remove oily stains. The men apply coatings and linings at new construction sites, hydroblast deteriorated concrete or stucco from structures undergoing restoration, rehabilitate culverts under highways, remove graffiti, and rustproof steel tanks by hydroblasting the interiors with corrosion-proof additives.

The dirty, hot, unglamorous work results in high turnover, but not among foremen and superintendents. "Most foremen have been with us for six to eight years," says Ervans. "The superintendents have been here 10 or 12 years. That's an impressive retention rate for painting contractors." Middle management employees receive a 401(k) retirement plan, health insurance, and company cars, and are eligible for profit sharing.

Dam good

Some of Service Painting's biggest projects involve dams. For example, a municipality was drawing water from Lake Manatee, but the acidic water eroded the concrete in the plant and was reaching the rebar in the chutes on either side of the dam.

"We worked with URS Corp., an engineering firm in San Francisco, and coating manufacturers Tnemec Co. Inc. and Sika Corp., to present a solution that gave the structures a much longer life than they would have by following the bid," says Ervans.

The \$1.5 million job involved hydroblasting, priming, and waterproofing more than 50,000 square feet of concrete. The hydrostatic pressure was so great inside the dam that water seeped or streamed through the walls, requiring constant pumping. "Damp walls were good for the cementitious primer we used," says Ervans. "Big leaks, however, required grouting."

It took three days for each of two topcoats to dry. Then the men applied cementitious paint. Keeping the layers clean and dry was a major challenge, as even droplets of perspiration pitted the coating. The exterior chute walls were restored with elastomeric polyurethane.

"Tnemec developed some fantastic products after a lot of research," says Ervans. "We send all our guys through the company's training seminars." Coatings from C.I.M. Industries Inc. and Epoxytec Inc. are other regulars.

Planning ahead

This year, the company expanded its industrial arm to fireproofing and cleaning and painting bridges. The latter often requires working from barges. To qualify for rehabilitating steel structures in the field, Service Painting needed a QP-I



Service Painting specialties include stripping off old industrial coatings with high-pressure water and then repainting with long-lasting epoxy and other paint formulations.

certification from the Society for Protective Coatings and preapproval by the state Department of Transportation. The DOT awards the work allotments.

In the past four years, Service Painting of Florida has grown from \$13 to \$28 million in revenue. "We have policies to put in place and certain areas to consolidate to stay competitive," says Ervans. After reducing profit margins to help clients remain in business, projected revenues should average \$22 to \$24 million. Ervans anticipates maintaining that level for a year or two before growing the company again. ■

MORE INFO :

Carolina Equipment & Supply Co. (CESCO)

800/394-4987

www.aquamiser.com

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www.cimindustries.com

Epoxytec Inc.

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www.epoxytec.com

Sika Corp.

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ROOM C204-C205 - SSCSC

- 8:00 - 9:00 Manhole Inspections 'The Need'
- 9:30 - 10:30 Combination Truck Maintenance and Safety, Sewer Hose Maintenance and Nozzle Technology
- 11:00 - 12:00 Jetting Nozzles - Their Design, Technology and Effective Usage
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Elevating the Quality of Your CCTV Inspection Program
- 2:30 - 3:30 Critical Steps in Prioritizing Sewer Rehabilitation
- 4:00 - 5:00 Traffic Control - The Critical Factor in Pipeline Inspection

NATIONAL ENVIRONMENTAL HEALTH ASSOCIATION

ROOM C105-C108 - NEHA

- 8:00 - 9:00 Decentralized Systems - The Next Wave in Our Industry
- 9:30 - 10:30 Septic Tanks: A Gift That Keeps on Giving
- 11:00 - 12:00 Selling CIOWTS Certification to Installers and Regulators
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Softeners and Onsite Systems
- 2:30 - 3:30 Advanced Wastewater Treatment Systems
- 4:00 - 5:00 Maximize Efficiency by Working Closely with Regulators and Within the Regulatory System

NATIONAL ASSOCIATION OF WASTEWATER TRANSPORTERS

ROOM B101-B102 - NAWT

- 8:00 - 9:00 Sampling Protocols and Methods for Alternative Technologies
- 9:30 - 10:30 Dealing with Restaurant or High-Strength Waste
- 11:00 - 12:00 O & M for ATUs
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 O & M for Drip Irrigation
- 2:30 - 3:30 What to Expect When the EPA Comes A-Callin'
- 4:00 - 5:00 A Template for Keeping Your Employees Trained

NATIONAL ASSOCIATION OF SEWER SERVICE COMPANIES

ROOM C101-C104 - NASSCO

- 8:00 - 9:00 Pipe Inspections without an Operator?
- 9:30 - 10:30 Ways to Increase Your Daily Sewer Cleaning Production Rates without Increasing Your Costs
- 11:00 - 12:00 Proper Preparation of the Substrate Results in Coating Longevity
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Collection System Asset Management - Getting from Reactive to Proactive
- 2:30 - 3:30 Trenchless Lateral Renewal Technologies - Lessons to be Learned
- 4:00 - 5:00 Zoom Camera Technologies: The Next Level of Infrastructure Inspection

WATERJET TECHNOLOGY ASSOCIATION

ROOM C203 - WJTA

- 8:00 - 9:00 The Impact of OSHA's Combustible Dust National Emphasis Program on Industrial Vacuuming
- 9:30 - 10:30 Waterblast Safety
- 11:00 - 12:00 Waterjet Applications and Business and Financial Considerations

PORTABLE SANITATION ASSOCIATION INTERNATIONAL

ROOM C203 - PSAI

- 1:00 - 2:00 Understanding Your True Cost Analysis to Ensure Profitability - Part 1
- 2:30 - 3:30 Understanding Your True Cost Analysis to Ensure Profitability - Part 2

LEADERS RESOURCE NETWORK

ROOM C201-C202 - LRN

- 8:00 - 9:00 Creating Your Vision for Success
- 9:30 - 10:30 Getting Your Team On Board
- 11:00 - 12:00 Working Effectively in a Family Business Culture
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Creating Your Own Competitive Edge
- 2:30 - 3:30 Winning More Sales
- 4:00 - 5:00 Women in Business: Panel Discussion

NATIONAL ONSITE WASTEWATER RECYCLING ASSOCIATION

ROOM B103-B104 - NOWRA

- 8:00 - 9:00 Wastewater Characteristics
- 9:30 - 10:30 Soils and Site Evaluation Overview
- 11:00 - 12:00 Septic Tank Overview: Function, Design, Construction, Inspection and Troubleshooting
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Seminar on Aerobic Treatment Units
- 2:30 - 3:30 Seminar on Media Filters
- 4:00 - 5:00 Seminar on Pumps and Controls

SCOTT HUNTER

ROOM C109-C112

- 9:30 - 10:30 Relationship is the Key!
- 11:00 - 12:00 The Art of Customer Service
- 12:00 - 1:00 **LUNCH BREAK/BOOK SALES**
- 2:30 - 3:30 Creating an Outrageously Successful Company - Part 1
- 4:00 - 5:00 Creating an Outrageously Successful Company - Part 2



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THURSDAY

February 25th, 2010

BUSINESS TRACK ROOM C101-C104

- 8:00 - 9:00 New 4 P's of Marketing
Jerard Nighorn/Lenzyme Trap-Clear Inc.
- 9:30 - 10:30 Quit Learning and Start Doing
Bill Raymond/Nexstar Network
- 11:00 - 12:00 5 Secrets of Winners
Kenny Chapman/Nexstar Network

INSTALLER TRACK ROOM B102

- 8:00 - 9:00 Risk Assessment for Determining SVC Frequency
Colin Bishop/Bord na Mona
- 9:30 - 10:30 From Theory to Reality
Roger Lacasse/Premier Tech
- 11:00 - 12:00 Timed Dosing and Controls
Mark Gross/Orenco

LIQUID WASTE TRACK ROOM B103

- 8:00 - 9:00 Understanding the Biology and Function of an ATU
Doug Dent
- 9:30 - 10:30 Permit Required Confined Space
Ed Fitzgerald/Jack Doheny Co.
- 11:00 - 12:00 T.B.D.

PORTABLE TOILET TRACK ROOM B104

- 8:00 - 9:00 Up-Selling: How to Thrive During a Recession
Ray Luden Jr./PolyJohn
- 9:30 - 10:30 Portable Sanitation Business Overview
Deric Boggs, Phil LaRoche/Satellite
- 11:00 - 12:00 T.B.D.

MUNICIPAL TRACK ROOM C105-C108

- 8:00 - 9:00 Pipe Cleaning Tools
Dana Hicks/ENZ USA Inc.
- 9:30 - 10:30 Increase Revenues through Pipeline Laser & Sonar
Doc Bennet/CUES
- 11:00 - 12:00 How to Prevent I/I in the Manhole Chimney Area
William Goff/Sealing Systems Inc.

SPANISH TRACK ROOM C109-C112

- 8:00 - 9:00 Limpieza de Drenajes y Tuberías y la Elección de Boquillas
Jim Aanderud/SSCSC
- 9:30 - 10:30 Formando un Programa Eficaz de Inspecciones CCTV
Jim Aanderud/SSCSC

WOMEN IN THE INDUSTRY ROOM C203

- 9:00 - 12:00 The Regeneration Process: How to Re-energize, Re-purpose, Re-invent and Handle Everything!
Ann Fry

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February 26th, 2010

MUNICIPAL TRACK ROOM C105-C108

- 8:00 - 9:00 Identifying Manhole I/I Sources and Cost-Effective Repair Methods
Lee Haessig/Cretex Specialty Products
- 9:30 - 10:30 Jet Up! Taking Science to the Sewer
Scott Paquet/NozzTeq Inc.
- 11:00 - 12:00 Cured in Place Pipe vs. Digging and Replacing
Travis Bohm/Perma-Liner

BUSINESS TRACK ROOM C101-C104

- 8:00 - 9:00 Quality and the True Cost of Ownership
Matt Sutton/Rapid View
- 9:30 - 10:30 Vision and Direction: Leading your Service Company to Prosperity
Victoria Finley/One Biotechnology
- 11:00 - 12:00 How to Shop Your Insurance Effectively
Mark Herring/Heffernan Insurance

INSTALLER TRACK ROOM C109-C112

- 8:00 - 9:00 Safety in Excavation
Gary Hooks/Safety Corporation of America
- 9:30 - 10:30 Comprehensive Control Panel Training
Joe Zimmerman, Scott Rietsema/SJE Rhombus
- 11:00 - 12:00 Onsite Wastewater Effluent Disinfection
Jim Cruver/Salcor

LIQUID WASTE TRACK ROOM B103

- 8:00 - 9:00 Dewatering Alternatives
Kelly Brown/BDP Industries
- 9:30 - 10:30 Convert a Liability to an Asset
Emily Landsburg/Black Gold Biofuels
- 11:00 - 12:00 The Role of Bacteria and Bioaugmentation in Grease Traps and Septic Systems
Dr. Clarence Baugh/Custom Biologicals

SEWER & DRAIN TRACK ROOM B102

- 8:00 - 9:00 Drain Cable Technology and Their Real World Applications
Keith Nesky/Spartan Tool
- 9:30 - 10:30 OSHA Procedures Regarding Confined Space
Chris Cira/M Tech
- 11:00 - 12:00 Sonde and Utility Line Locating Techniques
Rob Trefz/RIDGID



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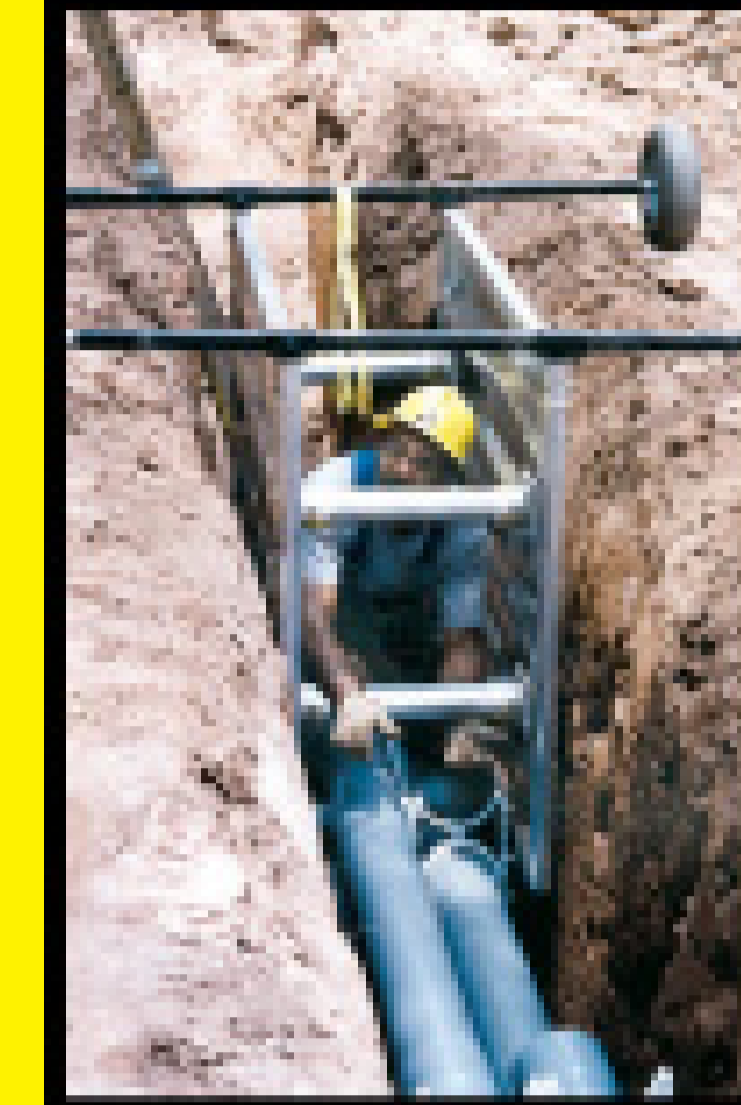
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Keep It Moving

Testing demonstrates the effects of pressure, jet angle and rotation, and time of exposure on damage to steel tubes in high-pressure cleaning

By Doug Wright, John Wolgamott and Gerald Zink

Steel process lines and tubes are commonly cleaned using waterjet systems with pressures up to 40,000 psi. The risk of damaging these lines depends on a variety of operating parameters, such as jet pressure, jet angle, jet rotation, and rate of traverse.

These lines vary from small diameter heat exchanger tubes to larger pipes. The highest energy concentrations with the greatest risk typically occur in small-diameter tubes. Testing was performed to identify the operating parameters for which no damage would be caused to steel process lines.

Testing showed that it is important for operators to avoid letting stationary or rotating jets stand still inside tubes when operating at pressures above 10,000 psi.

Overlooked risk

Waterjet cleaning of steel tubes, piping and vessels is routinely conducted at pressures from 5,000 to 40,000 psi. The concerns of plant operators typically have been damaged by high-pressure waterjets and mechanical wear caused by the rubbing of the nozzle against the wall of the tube.

Another sometimes overlooked failure mode in piping and tubing is corrosion related to the plant process, in both carbon steel and stainless steel materials. There have been instances of blame placed on waterblast contractors for damage that was actually due to corrosion, because the waterjet cleaning removed material from the corrosion pits and cracks that had been keeping the tubes from leaking. A corrosion-damaged stainless steel tube is shown in Figure 2.

The pitting caused by corrosion has relatively sharp edges. A waterjet attacks steel through the process of cavitation erosion by water droplet impact, which looks much more smooth and rounded. The purpose of this testing was to determine operating parameters that will not result in waterjet damage to the tubes, and to illustrate what damage caused by waterjet action looks like.

Testing parameters

Tests were performed using a single fixed jet and multiple rotating jets. Figure 3 illustrates the typical test arrangement for multiple rotating jets.

The standoff distances used would be typical of tube and small-pipe cleaning, but would be considered relatively close for pipe sizes larger than six inches unless provisions were made to place the jets closer to the pipe wall.

For tests performed at and below 20,000 psi, two types of nozzles were used: one made of drilled steel of poor quality, and the second high-quality stainless steel nozzles with flow straighteners. Tests performed at 36,000 psi used good-quality sapphire nozzles. The tube samples on which the tests were conducted consisted of new 304 stainless steel

and 1018 DOM carbon steel, both 1.88 inches inside diameter.

The amount and type of damage was found to be quite similar in the stainless steel and the carbon steel, so most of the testing was done in the 1018 carbon steel to allow for better visual contrast. The damage was quantified and compared in terms of depth of material removal.

Stationary jets

The first test with stationary jets used a poor-quality drilled steel nozzle orifice, typical of small-tube cleaning nozzles without replaceable inserts. An orifice size of 0.042 inch was drilled at 90 degrees in the head and was tested with the jet perpendicular to the tube wall, at a standoff distance of 0.38 inch. Tests were run on both carbon steel and stainless steel 10, 30 and 60 seconds at pressures of 10,000, 15,000 and 20,000 psi. Figure 4 shows the damage created at 20,000 psi with a drilled jet in carbon steel.

There was very little difference in results between carbon steel and stainless steel. At 10,000 and 15,000 psi, there was no damage at the 10-second exposure, while slight damage occurred at 20,000 psi. The damage at 10,000 psi can only be felt as surface roughness. After exposure for 120 seconds, the damage did not increase.

The next series of stationary jet tests used a high-quality steel nozzle with a flow straightener and an orifice diameter of 0.038 inch, exiting a nozzle head at 90 degrees to the tube wall. Due to the nature of the cavitation mechanism by which the waterjet damages the tube wall, this more coherent jet did not produce any damage up to or including 20,000 psi after 60 seconds when

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.



Figure 2

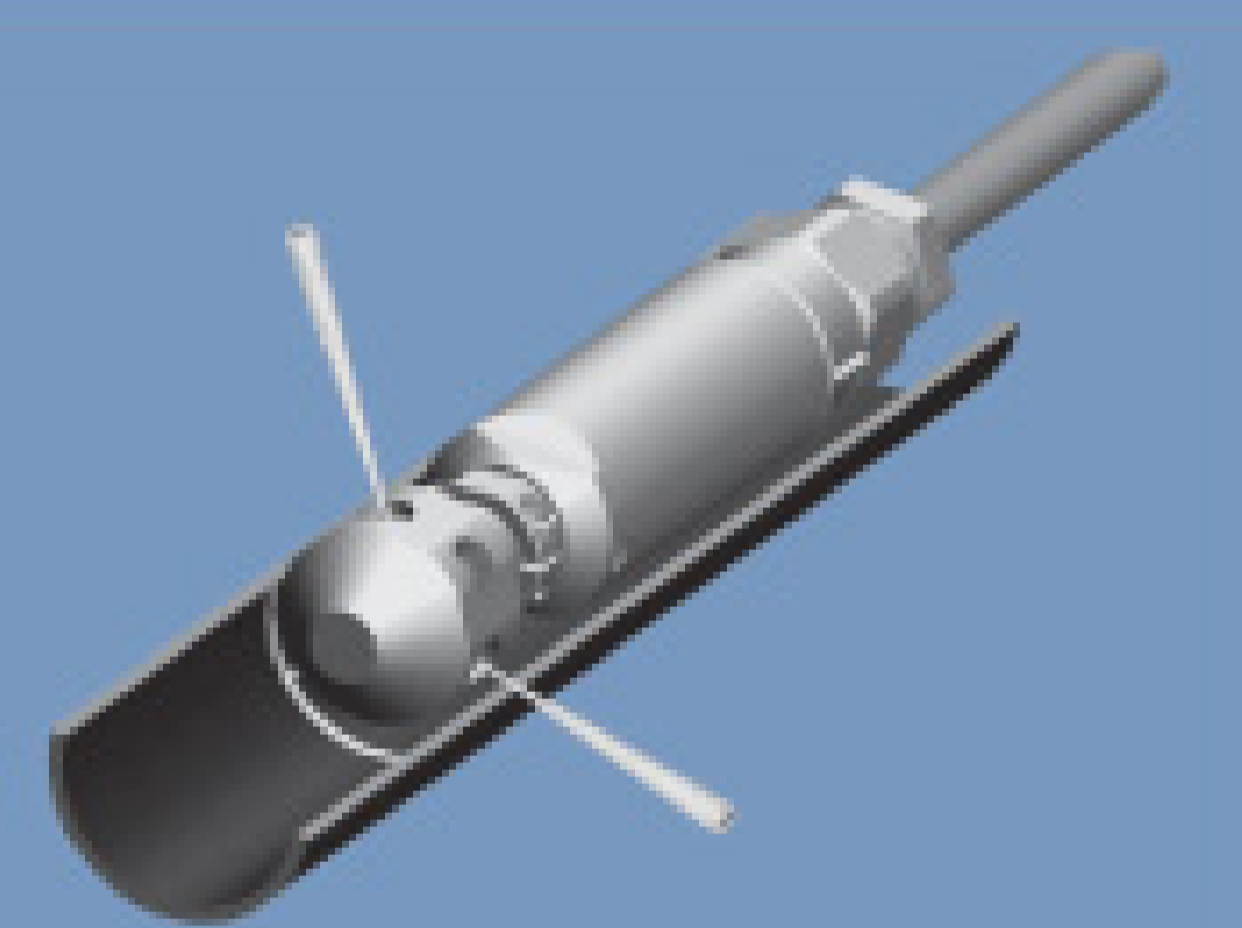


Figure 3



Figure 4

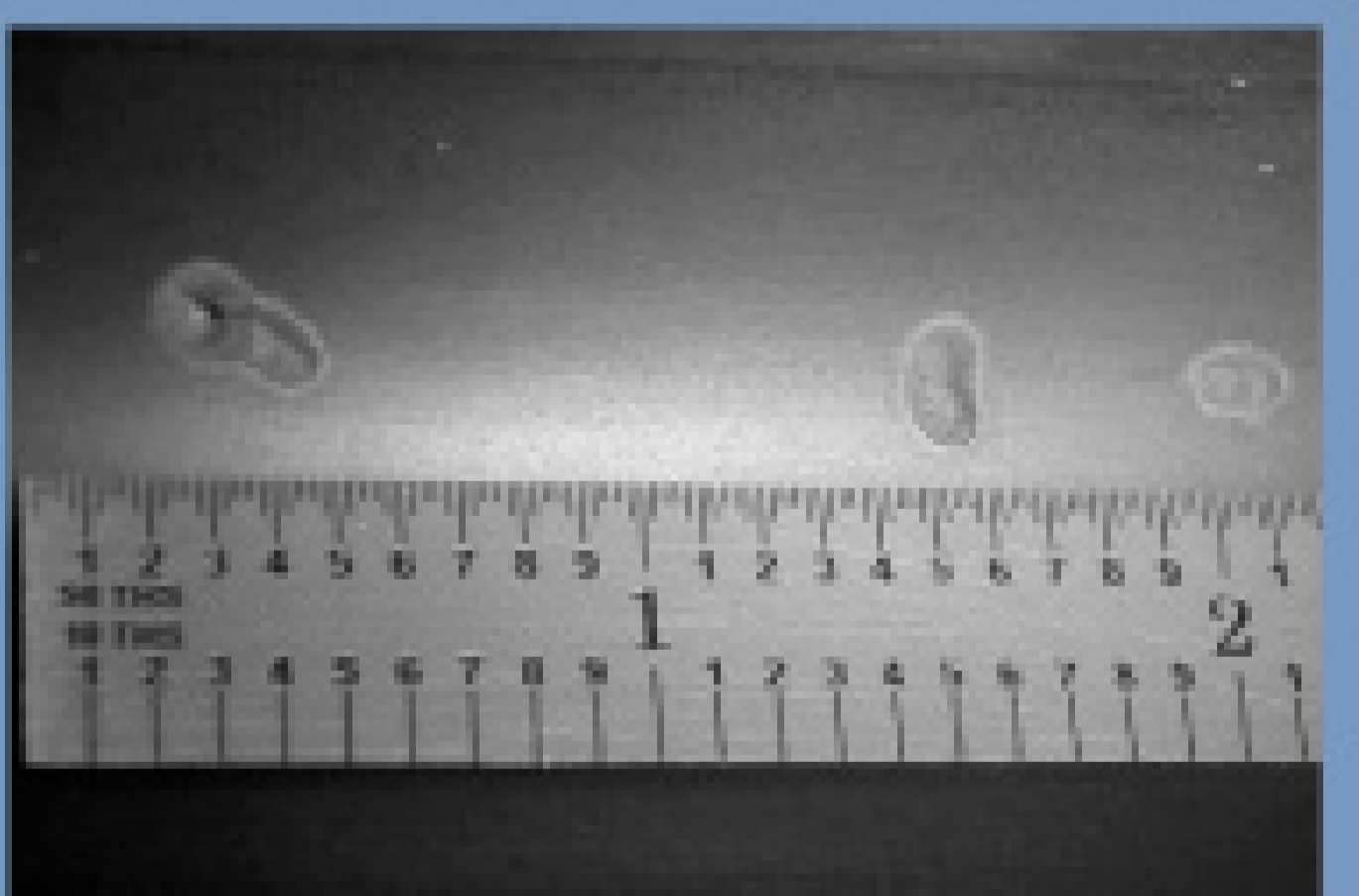


Figure 9

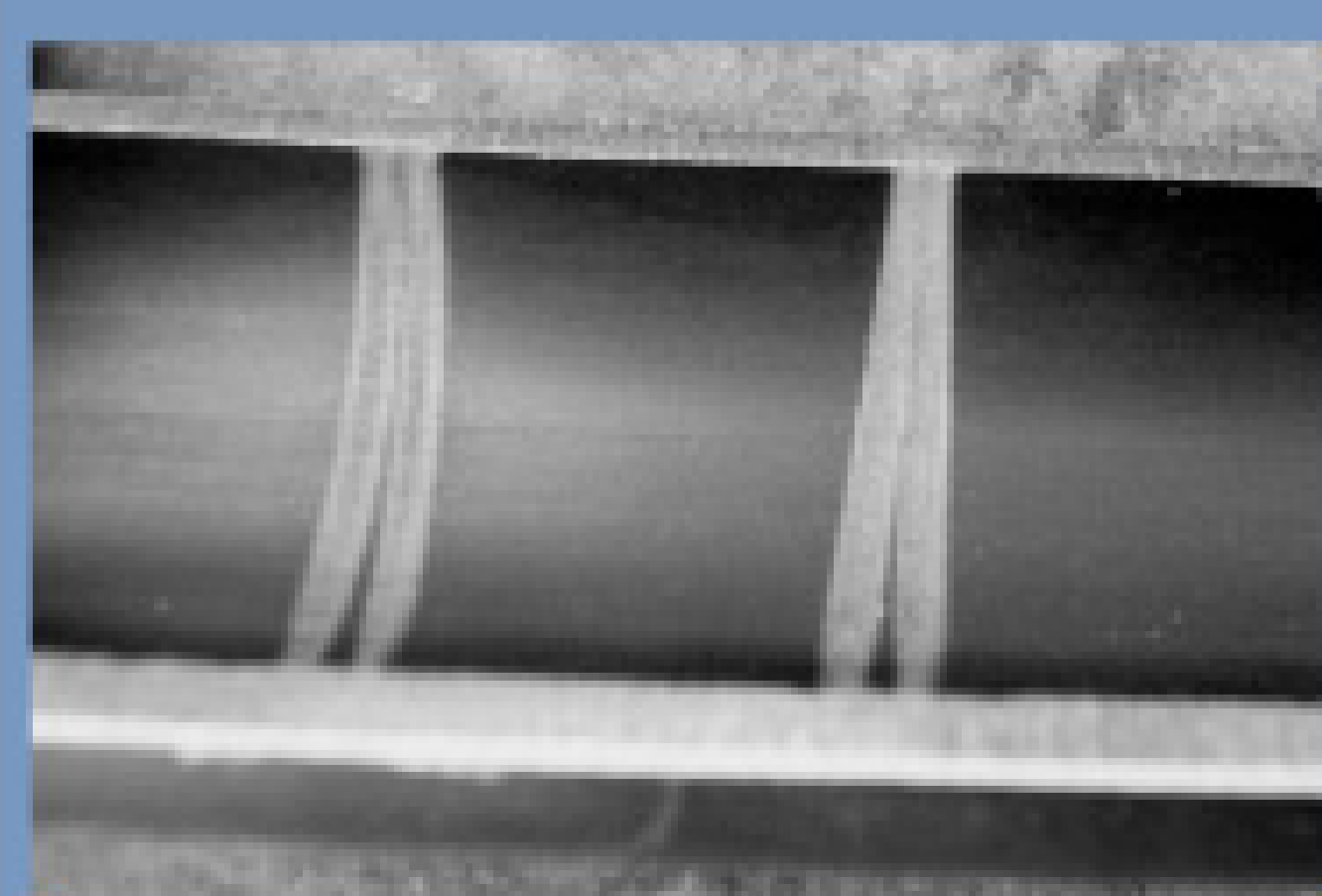


Figure 12

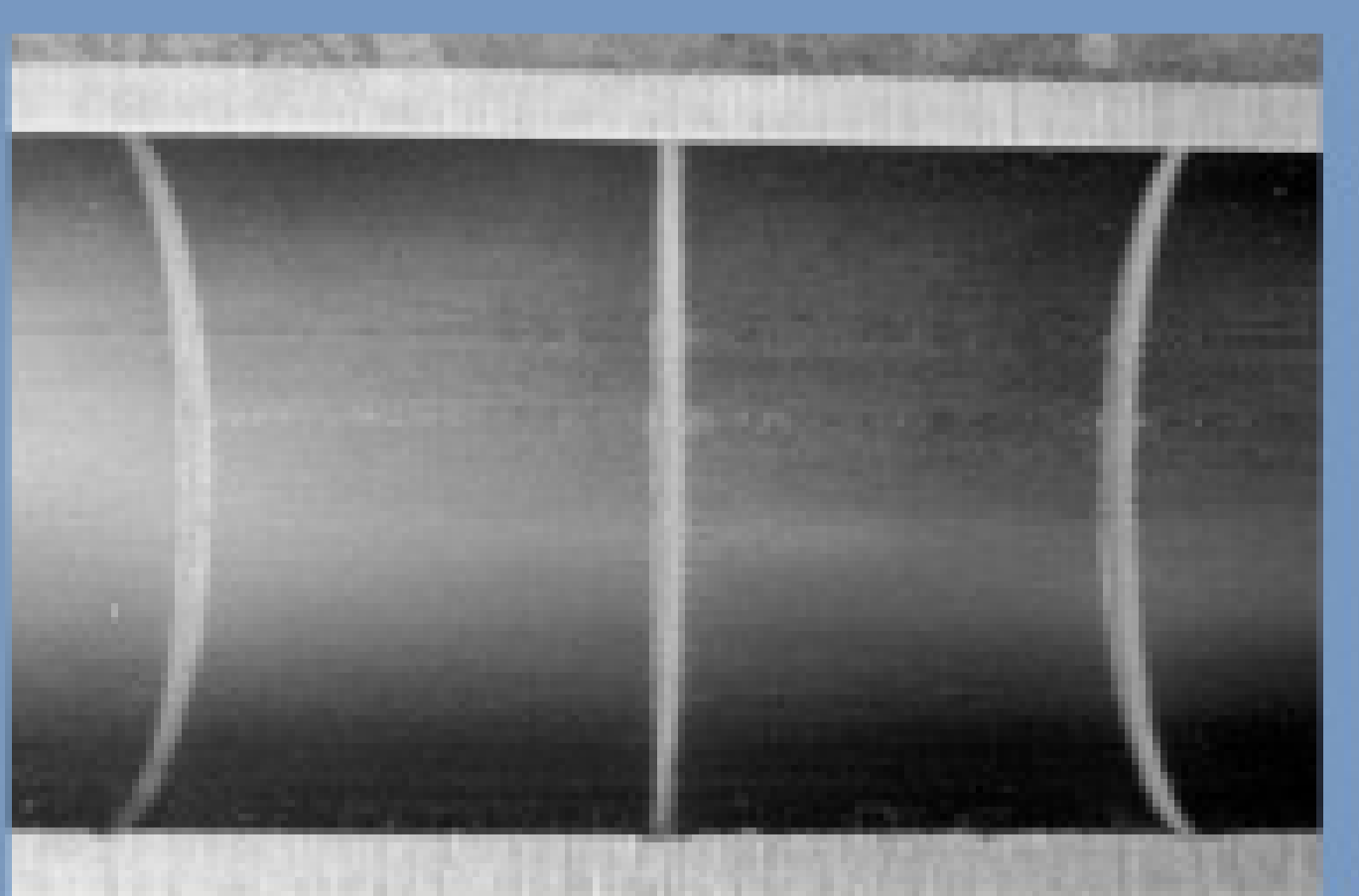


Figure 14

the standoff distance was 0.38 inch.

Cavitation and damage did occur when this nozzle was tested with increasing standoff distance at 15,000 psi for 30 seconds at each point.

The final series of stationary jet tests, conducted at 36,000 psi, used a sapphire nozzle insert, diameter 0.024 inch, tested at 80 degrees to

Jet angle

The effect of jet angle of impingement on the tube wall was studied at 36,000 psi with rotating jets to determine if a shallow angle resulted in reduced damage. A single 0.024-inch sapphire nozzle was used. At 10 degrees, no damage occurred after 60 seconds of exposure, but a small amount of damage

Waterjet damage to steel tubing and pipe is quite dependent on the operating pressure, rotation or other motion of the jet, and the amount of time the jets are left in the same place. Damage also depends on the standoff distance and somewhat on the quality of the jet.

the tube surface. Results showed that allowing a nozzle operating at this pressure to stop rotating or traversing can result in significant damage to the tube wall. Figure 9 shows the test sample used and the resulting damage.

Rotating jets

Use of rotation as a means of keeping the jet moving over the surface can greatly reduce or eliminate damage to steel tubes and pipes. A stationary jet at 20,000 psi can cause more damage than rotating jets at 36,000 psi.

Damage by rotating jets will still be incurred if the tool is left rotating in the same place. The amount of time to cause damage is dependent on pressure. At 10,000 psi, a head rotating 500 rpm with three drilled steel jets of 0.033-inch-diameter at 85 degrees in the same path, at a standoff distance of 0.38 inch, did not cause any damage after four minutes in the same location, and did only slight damage after six minutes.

With the same conditions at 15,000 psi and 0.031-inch-diameter jets, no damage was caused after 60 seconds, and slight damage after 120 seconds. At 20,000 psi with 0.031-inch-diameter jets, slight damage was caused after 30 seconds. The damage produced at the latter condition is shown in Figure 12.

At 36,000 psi, a small amount of damage was caused after 10 seconds, and a fair amount was created after 60 seconds (Figure 14). When operating at 36,000 psi, even with rotation, the tool should be kept moving along the tube.

did begin to occur at 20 degrees after 30 seconds, and after 10 seconds with a 30-degree angle.

Keep it moving

Waterjet damage to steel tubing and pipe is quite dependent on the operating pressure, rotation or other motion of the jet, and the amount of time the jets are left in the same place. Damage also depends on the standoff distance and somewhat on the quality of the jet.

There is a fairly high risk of damage at 36,000 psi; the jets must be kept continuously rotating and traversing along the tube or pipe. If the rotation or linear motion stops for as much as 10 seconds, damage may be caused. There is a decrease in risk when the pressure is lowered to 20,000 psi, but a stationary jet is still likely to cause damage at that pressure, and the operator should not allow a rotating tool to be left in the same place for 30 seconds or more.

The risk decreases considerably further at 15,000 psi. Rotating jets require more than a minute in the same location to begin to create damage, while a stationary jet could cause a small amount of damage after 30 seconds. Operating pressures at or below 10,000 psi pose a very slight risk of damage with any combination of conditions. ■

Doug Wright is head of engineering, John Wolgamott is president, and Gerald Zink is vice president with StoneAge Inc. in Durango, Colo. They can be reached at 970/259-2869.



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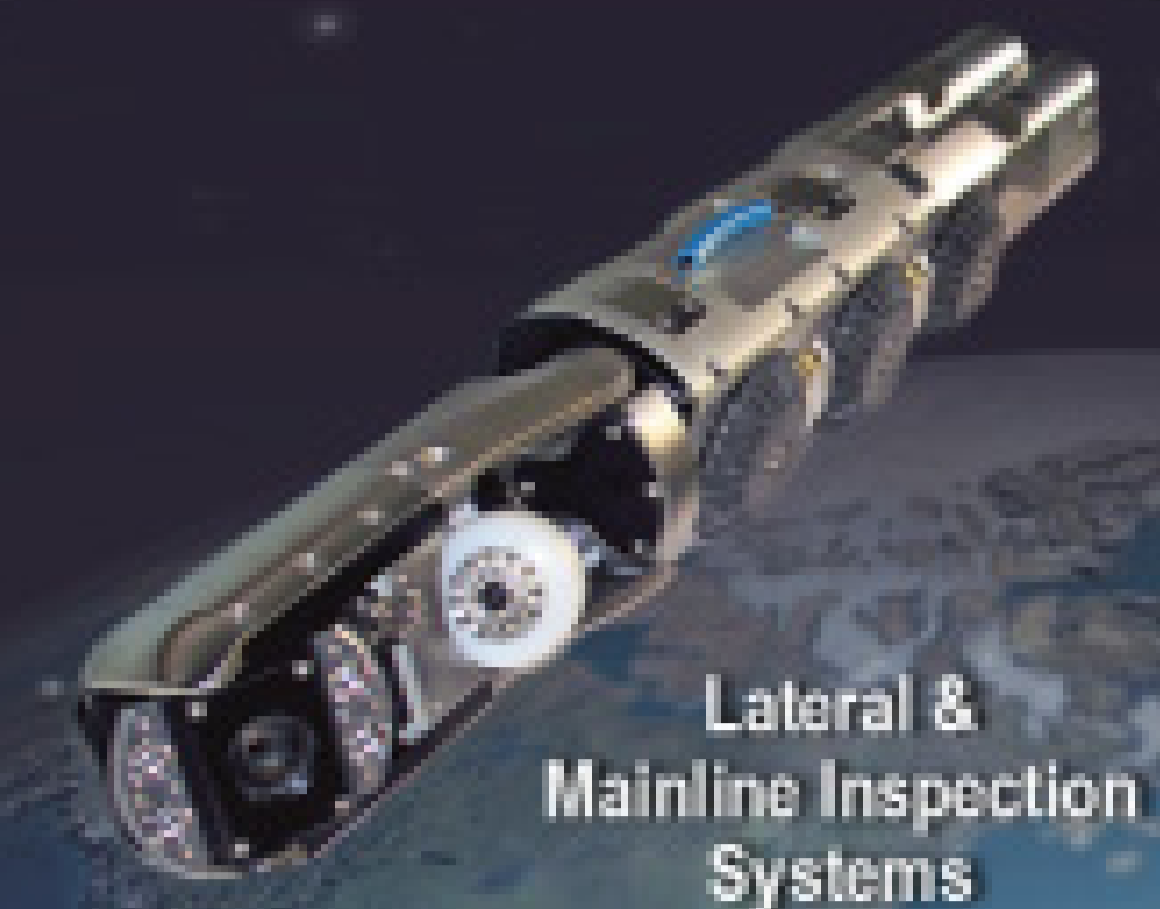
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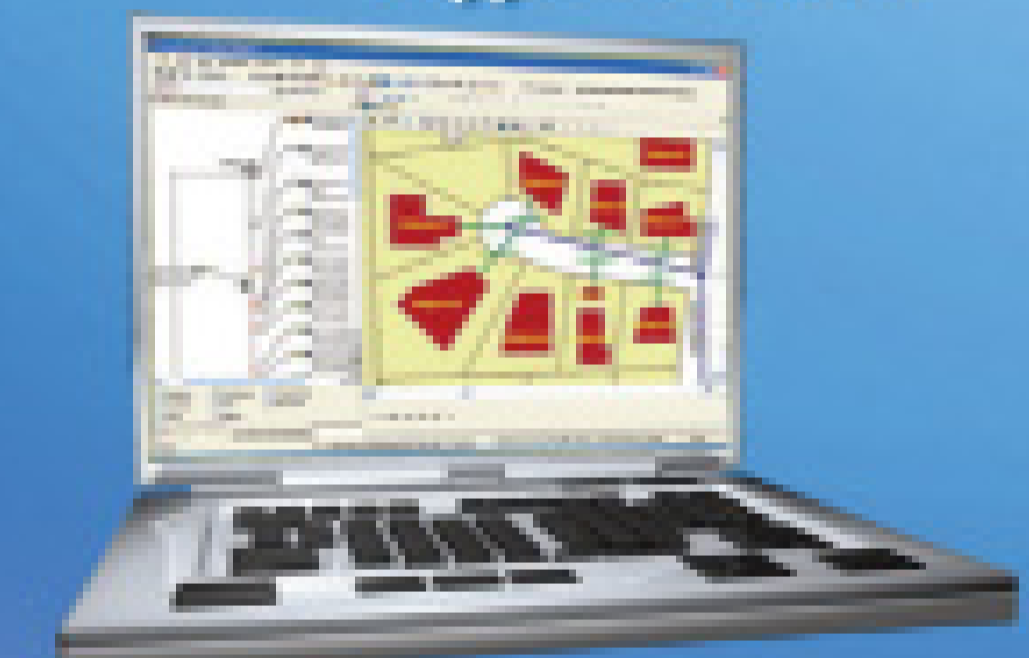
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Creative Prospecting

Contractors use a variety of methods to present their capabilities to industrial clients who are pressed for time and face unique challenges

By Ken Wysocky

During a recession, a diverse business base can help contractors avoid getting hurt financially. But for both residential contractors looking to enter the commercial sector and for industrial cleaners seeking a more varied customer base to reduce reliance on one industry, prospecting in new markets is a challenge.

Several factors can help contractors get a foot in the door. They include owning modern and well-maintained equipment, glowing referrals from long-time customers, great customer-service skills, and solid marketing that generates qualified leads. Of course, it never hurts to have the moxie to solve problems other contractors can't. Here's what a few cleaners suggest for colleagues who are considering knocking on the doors of their local industrial plants.

"I have a huge network of customers built up, and a lot of my work comes from referrals," says Paul McQueen of McQueen Plumbing in Scottsdale, Ariz., which started out as a commercial plumbing business and expanded into commercial drain cleaning.



Paul McQueen

Owner
McQueen Plumbing,
Scottsdale, Ariz.
Employees: 4
Years in Business: 29

"I developed my network base through owner-to-owner referrals and by taking pride in high-quality workmanship and buying the best equipment.

"In industrial work, a lot of plant people know other plant people. If you do quality work, I find one guy may refer us to another plant, or if they move on to another plant, they'll bring us into that plant. I don't do any cold-calling or direct-mail advertising; just a Yellow Pages ad under Pipe Cleaners.

"I don't have a Web site, either, though we're working on developing one. I also don't have a company brochure or any other leave-behinds – just a business card and a reputation for good, quality work and triple-A service. That sells itself. I do make formal presentations when I get a referral. But it's very simple: I'm basically a licensed contractor with zero complaints for going on 18 years.

"It's important to offer the newest technology available. If you don't have the right equipment, it makes your job three times harder than it needs to be. Just as important, people take notice when you come out and you have everything you need to do

inspecting and rodding and any other kind of work they need done, and they don't need to go shopping for anything else once they get to know you and know you're looking out for their best interests.

"There's no question that good equipment reduces customers' downtime. The sooner you get in and get the job done, the better. You can do more work in that day's time, and clients like it, too, because if they're shut down, it costs them a lot of money."

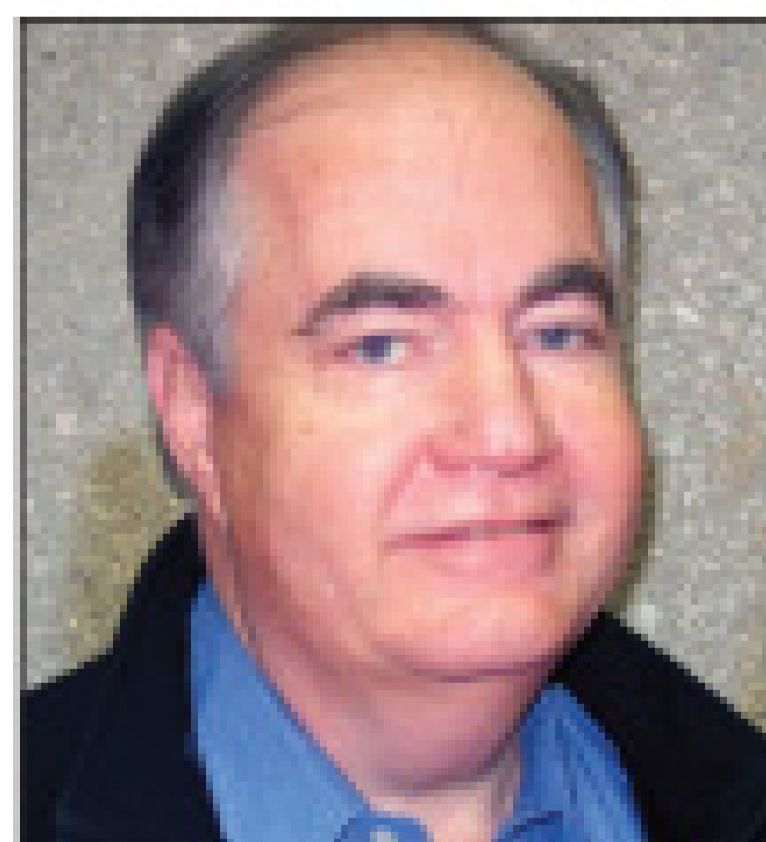
"It's important to offer the newest technology available. If you don't have the right equipment, it makes your job three times harder than it needs to be."

Paul McQueen
McQueen Plumbing

"Every salesperson has a different technique, and I don't mess with it," says Ralph Pettit, president and chief executive officer of Pettit Environmental in Louisville, Ky. "Some of them are lunch buyers; they know that, say, plant managers in rural areas want a visit periodically. Some are golfers. Some stay on the phone all the time – they're basically telemarketers.

"I mainly respond to people who've e-mailed us through our Web site with a request for our services or a vendor packet. It's surprising how many hits we get from the Internet from new and repeat customers. I don't think their first contact with us necessarily comes from the Internet, although we received about a half-dozen inquiries from Europe last year, which amazes me.

"I can't put a finger on what percentage of sales comes from our Web site,



Ralph Pettit

President/CEO
Pettit Environmental,
Louisville, Ky.
Employees: 61
Years in business: 31

but I do know that our salesmen are now trying to reduce the time they spend in front of a customer, telling them about the company, and instead get the customer to go to the Web site and look at our services. This reduces their time spent on site talking and presenting the company. Then they can concentrate on listening to the customer tell them what they want, and give them a specific quote for what they're looking for.

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



"Our salesmen are great, and all have different techniques and different ways of going about sales. But at some point, they all have to learn to just be quiet – and wait for the customer to start that conversation and tell them what they want. Don't talk to them so long that they can't tell you what they want.

"We have a PowerPoint presentation that's similar to our Web site. But we don't use it much. It's hard to get people to give you enough time. With plant layoffs and the like, people's workloads are increased. They need your help because they have less



Gary Miksis

President
Miksis Services Inc.,
Healdsburg, Calif.
Employees: 15
Years in Business: 29

help, but they don't have time for a lot of discussion. I think those are the people who go to the Web site at the end of a day and look at what they want to when they have time to do it."

For Gary Miksis, president of Miksis Services Inc. in Healdsburg, Calif., breaking into industrial work requires an intangible asset: creativity. "Residential work is pretty repetitious, because the solutions have been developed and you know how to deal with it," he says. "But with industrial applications, you have to come up with different solutions for each application.

"It's more of a McGyver solution, and there's not an abundance of McGyvers out there. So you have to be pretty creative about how you go about approaching industrial work. A lot of it is shooting from the hip. For example, we did a lining project on an old 8-inch cast-iron sewer line. We put a camera in the line and you could pan 180 degrees and see there was no pipe. It was just a bed gravel because there was no bottom to the pipe anymore – just the top dome.

"It was not accessible, but we had to line it. So we used a vacuum unit and pushed in a four-inch suction tube and sucked our own hole all the way through the line. We sucked 200 feet in one direction and 200 feet in the other direction until the two vacuum tubes met.

"Then we blew a string line through it, then pulled a cable through it so we could pull a liner through. Eventually we pulled in the liner, blew it up and grouted it in. A situation like that is not a normal job. You have to draw from experience." ■



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Under Pressure

Manufacturers offer their newest tools and technologies for high-pressure waterblast cleaning in industrial applications

By Benjamin Wideman

Industrial cleaning is a growing field in which manufacturers constantly innovate with new tools for high- and ultra-high-pressure waterblasting. Tools serve a variety of functions, from cleaning of tubes and tanks, to removing paint and other coatings from surfaces, to hydrodemolition and cutting. Here is a look at some of the latest developments.

Waterblast hoses

Wilco Supply Inc. offers AlfaGomma waterblast hoses, available in pressures to 20,000 psi, in sizes from 3/8 to 1 inch, and in temperatures to 200 degrees F. The company also manufactures 15,000-, 20,000- and 40,000-psi safety shrouds that have been burst-tested with no penetration of the shroud cover. A double layer of stainless braid with a Nitrile oil-, chemical- and fire-resistant cover protects the operator. 800/521-5284; www.wilcosupplyinc.com.

Tube cleaners

The 14,500 psi KBRV rotating nozzle series from ENZ USA Inc. are combination nozzles with two semi-radial waterjets with an angle of approximately 45 degrees, directed forward, along with two water jets acting radially at an angle of 90 degrees to the pipe wall. The nozzles are designed for use only with a lance. Various sizes are available. 630/692-7880; www.enzusainc.com.

Cleaning guns

DuraSafe high-pressure pistol grip dump-style control guns from Jetstream of Houston are designed for a variety of waterblast surface-cleaning applications. The line represents the latest upgrade on the widely used C-Series cartridge style control gun. It includes advanced features that enhance safety, durability, versatility and simplicity.

A 48-inch front barrel and 20-inch rear barrel keep high-pressure water and high-pressure hose away from operator's body. The guns range from only 12 to 16 pounds, reducing operator fatigue. Light trigger force stays constant throughout life of the gun.

A fully adjustable, wide-body pad maximizes operator comfort in any position, and fully adjustable handgrip enables ease of use with precise control. A simple cartridge design means fewer parts and like-new working condition after repair. With stainless steel construction, the units are rated for 15,000 and 20,000 psi. 800/231-8192; www.waterblast.com.

Heavy-duty pumping

The 750 Series multi-blaster waterjet pumping units from Gardner Denver Waterjet Systems Inc. operate at pressures from 4,300 to 20,000 psi and flows from 51 to 274 gpm. Equipped with the company's TGX600S/HB pump, the units are suited for applications requiring high flow at consistently high pressure.

All units include a 750-hp diesel engine or 500 hp electric motor along with appropriate transmission, drive system, fuel tank, pump filtration,

High-pressure pumps

The P3-45 pump by Chemac Inc. is the latest generation in the Uraca family of pumps, offering a maximum pressure of 3,625 psi and flow of 125 gpm. The unit can be used for a wide variety of applications and complements the entire Uraca line of pumps ranging up to 3,500 hp. 800/217-8677; www.chemacinc.com.

Versatile pumps

WOMA Corp. offers ARP high-pressure pumps from 15 hp to 1,000 hp with flow rates up to 443 gpm and pressure ratings up to 5,800 psi. The pumps are suitable for pumping water with grained or fibrous solids and have an internal gear reduction system. In addition, they have a stainless steel fluid end, and most have pressurized gear end lubrication. 800/258-5530; www.womacorp.com.

Easy plumbing

High Pressure Equipment Company offers NPT valves and fittings designed for safe and easy plumbing. They are made of high-tensile 316 stainless steel. The pipe connection valves are offered in two-way straight and two-way angle body configurations. Valve sizes include 1/8, 1/4, 3/8, 1/2, 3/4 and 1 inch. Fittings are available as elbows, tees and crosses to accommodate 10,000 or 15,000 psi and all the NPT tubing connection sizes. 800/289-7447; www.highpressure.com.



Wilco Supply Inc.



Chemac Inc.



WOMA Corp.



High Pressure Equipment Company

pump instrumentation, and safety relief system. With Instant Pressure Range Conversions enabled by IPRC Technology, pumps can be converted for different pressures on location. 281/448-5800; www.gardnerdenverproducts.com/waterjetting.

Foot control

The foot-operated DYNA-GUN control from KMT Aqua-Dyne is designed for long and reliable performance in demanding applications. The operator's foot controls the pressure, leaving both hands free to feed and return flex lances, hoses, and other equipment.

The gun weighs 14 pounds. Unit dimensions are 14 by 12 by 8 inches. It is equipped with the QC1 quick-change piston seal assembly. Units are available in maximum working pressures of 15,000-psi and 20,000-psi. 800/324-5151; www.kmtgroup.com.

Abrasive blasting

The Profiler nozzle from NLB Corp. enables abrasive wet blasting at 20,000 to 40,000 psi. The device profiles a 4-inch path at rates of up to 15 feet per minute, and leaves a high-quality bonding surface for new coatings. The nozzle operates at flows of 3 to 6 gpm.

The tool works with various abrasive media to suit specific applications. The abrasive is fed to the nozzle from an abrasive feed hopper through metering discs that restrict the flow to a predetermined rate. A typical flow is two pounds per minute. The nozzle profiles metal and welds. 248/624-5555; www.nlbcorp.com.

Vessel cleaning

The traveling cable swivel tool (CST) from StoneAge Inc., uses air-powered rotation and 10,000-psi water for no-entry cleaning of direct-fired furnaces, boilers, reboilers, superheater and economizer sections, reformers, precipitators and cokers. The tool slides on a stretched cable and is moved along by jet reaction or by way of a pulling cable.

It has a versatile 6-port head with varying angles, including one that allows the tool to travel by itself. The operator selects the ports to be used and plugs the others. The ports include two at 90 degrees, two at 80 degrees, one at 70 degrees, and one at 110 degrees. Extension nipples further adapt the tool to various vessel sizes and improve jet quality by reducing standoff distances. 970/259-2869; www.stoneagetools.com.

Plunger pump

GHC-Series super-duty high-pressure plunger pumps from Udor USA include a 22 mm keyed solid shaft, stainless steel block manifold, and pressurized inlet only. Models include 1,450 rpm and 1,750 rpm electric units rated at 7,300 psi (15 hp and 20 hp), and gear reduction gasoline engine models rated at 7,300 psi (20 hp and 24 hp). 651/785-0666; www.udorusa.com.

Improved grip

A new handgrip design from Hammelmann Corp. enables operation of blasting guns with less force to enhance safety and extend blasting times. A lever mechanism allows the trigger to be held by the operator's little finger. It can be fitted to all the company's trigger-actuated blasting guns. Ergonomically formed grip extensions in various designs can be easily attached. Each operator can select the one that best conserves energy and increases operational safety. 937/859-8777; www.hammelmann.com.

Bundle cleaner

The IBC-5 Inside Bundle Cleaner from Peineman Equipment is designed to clean a large number of bundles on the cleaning slab during shutdowns. From

a cabin, a single operator can control up/down and left/right movement with a simple joystick, turn the rollers, operate the outriggers, and move the lancebed forward and backward. The lancebed is made of 10-meter T-bars that guide the lances and keep from remaining in the bed.

The machine has two standard emergency stops, inside the cabin and outside at the back side. If a person enters with the lances inside a tube, all other hydraulic controls are blocked. The cabin locks itself at any height if there is a hydraulic failure during lifting or lowering. All controls are located inside the cabin, next to the operator, to create an unobstructed view and comfortable working position. 713/473-3135; www.peinemanequipment.com.

Tank cleaning

The Vertical Tank Cleaning (VTC) system from JETECH Inc., can be fixed on top of a reactor or tank. Equipped with a standard 3-D nozzle or the Jetech 959 external-speed-controlled, air-driven 3-D nozzle, it cleans reactors and tanks in a simple and safe process. Mounted on the top of the VTC tower is a high-pressure hose reel suitable for up to 40,000-psi hose. The VTC is an automated system and can be programmed for a variety of reactor cleaning sequences. Feedback of nozzle position, pressure, cycle time and flow rate can be read on the system control panel. 269/965-6311; www.jetech.com.

High-pressure hose

Type 6/2K hose from Spir Star Inc. is designed for waterblasting applications including tube cleaning. The hose has an inner core of polyoxymethylene, two layers of high-tensile steel wire for pressure support, an outer cover of polyamide, and a top layer of stainless steel wire. With an inside diameter of 0.24 inch and an outside diameter of 0.52 inch, it is designed for temperatures from -22 to 140 degrees F and working pressures up to 14,500 psi. 281/664-7800; www.spirstar.com. ■

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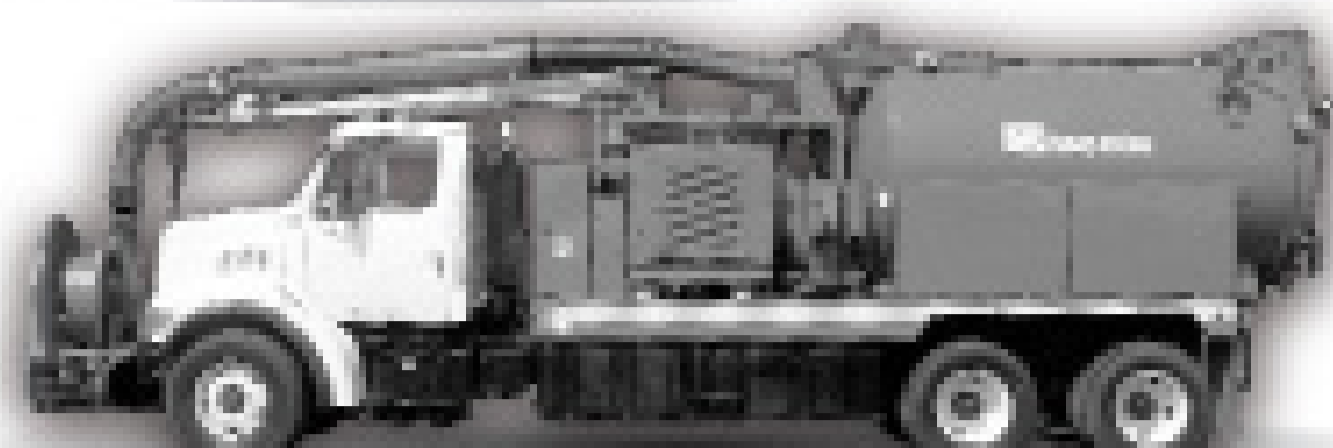
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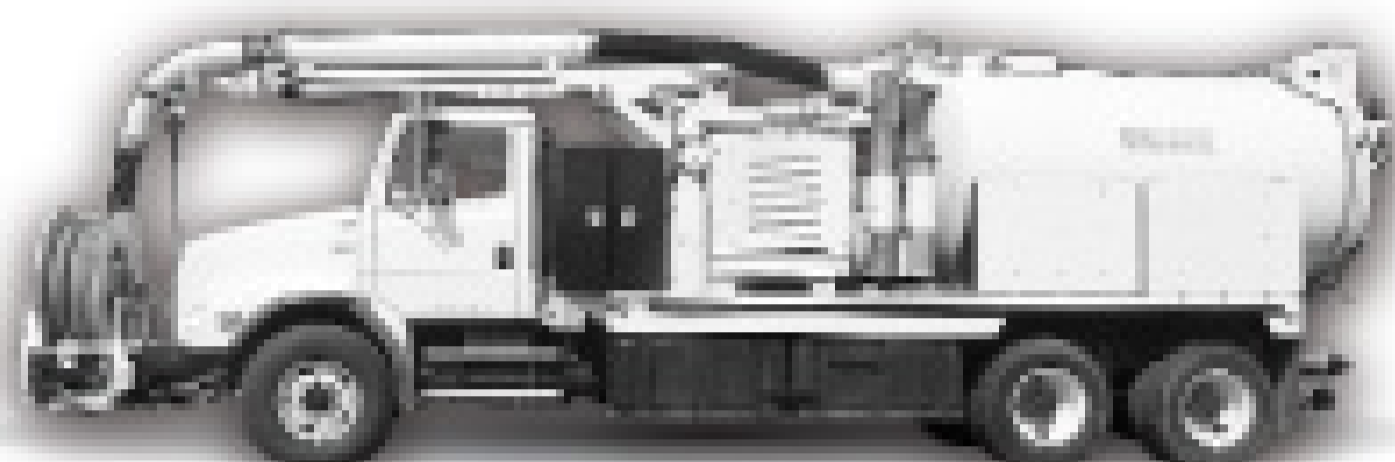
2006 International Vac-Con Combination Cleaner: 35,400 miles, 80 gpm @ 2500 psi, PD blower, 1500 gal. water tank, 1" x 800' hose, 3611 truck engine hours. "2007 Pumper Show Truck", fully loaded.



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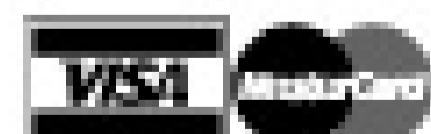


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Industry

NEWS

WJTA Forms Cleaning Association, Elects Officers

The Waterjet Technology Association has formed the Industrial & Municipal Cleaning Association, a division of WJTA. IMCA objectives include live and online workshops, webinars and other educational programs focused on industrial cleaning issues, periodic reviews of recommended safety and operational practices, representation before regulatory bodies and access to experts for consultation, networking or troubleshooting.

WJTA also elected Bill Gaff, chairman of the board, George A. Savanick, president; Pat DeBusk, vice president; Paul Webster, secretary, and Larry Loper, treasurer. Newly elected board members include Gary Noto, Mohamed Hasish, Hugh B. Miller and B.T. Steadman. Remaining board members include Grzegorz J. Galecki, Forrest Shook and John Wolgamott.

StoneAge Hosts Dealer Days

Attendees from 22 companies and visitors from 15 countries participated in Dealer Days at the StoneAge Inc. headquarters in Durango, Colo. Activities included a plant tour, roundtable discussion on industry trends and tough application challenges, as well as new tool demonstrations.

Mr. Rooter Named Among Top 100 Franchises

Mr. Rooter Plumbing was selected one of the World Franchising Network's Top 100 Franchises for 2009. The list, as published in *Bond's Top 100 Franchises*, is based on historical performance, brand identification, franchisee satisfaction, training, on-going support, financial stability and other variables. To be eligible, companies must have 50 or more operating units.

MaxLiner Receives ICC-ES Code Recognition

MaxLiner LLC has received confirmation from ICC Evaluation Service Inc. that its cured-in-place pipe system complies with the provisions of the 2009 International Plumbing Code and the 2009 International Residential Code. ICC-ES further confirmed MaxLiner's compliance with a number of standards, including ASTM F 1216, NSF 14 and LC 1011, ICE-ES PMG listing criteria for the rehabilitation of existing pipelines, conduits, building drains and sewers.

McLaughlin Locator Helps Win Utility Rodeo

For the third time in four years, a McLaughlin G2 Verifier locator was used to win a division or bonus event of the International Utility Locate Rodeo. Chad O'Quinn with the Fitzgerald Light and Bond Commission, Fitzgerald, Ga., was this year's overall winner. ■

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Where to Advertise?

Online discussion forum members report on their success (or lack of it) in choosing advertising channels that get results

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

Question:

Where is the biggest bang for your buck when it comes to advertising? I have used the local papers with little success. Because our service is "at need," should we be more focused on the Yellow Pages? Should we also be looking at the internet?

Answers:

Regarding a Web site, realize it's not magic. Your site won't just show up number one in search rankings or appear to people who need service.

I am very forward-thinking when it comes to the Web. I've even done a few seminars at the Pumper & Cleaner Environmental Expo on that topic, and I still wouldn't advise putting all of your eggs in the Internet basket, especially in a small town. Chances are people aren't looking there, or won't find it even if they are.

We are in a small town, too. The best things in my opinion are word-of-mouth and eye-catching trucks – your rolling billboards as they say. Also, if you have a shop or commercial building on a busy street or highway, put up a sign. Those are all effective and relatively inexpensive measures. Then create a Web site and promote it on the



truck, your signs, and wherever else you advertise.

The Yellow Pages are still very effective. I would submit that most people still use that as the number one source for finding service, especially emergency service.



I hope to never stop learning, and I surely don't claim to know it all, but I'll try to help. In the last 20 years I've fallen for every advertising scam or trick there is: cafe placemats, community maps, store benches, flyers, postcards – these few just scratch the surface. I'm not in any way telling you not to try them all, but other than the Yellow Pages, all others have been wasted money.

By far the only method of advertising that has made anything resembling a return on investment is Yellow Pages advertising. Internet Yellow Pages hasn't produced even enough to pay for itself.

When people find themselves standing in it after hitting the flush handle, they forget anything they have seen or heard. They run straight to the phonebook. Get the biggest ad you can possibly afford – I suggest a full-page ad and several in-column ads – and in every phonebook in your area. I advertise in almost 30 books in a 90-mile radius of my operations base.



I pay as little as \$750 per year for a full page in the cheapest books to astronomical figures in other books. From the biggest book to the tiniest one, if you don't have good negotiating skills, you need them.

Wait until the last day (not what they tell you is the last day) to sign up. Don't pay any rate that is listed on their rate sheet. And if they don't literally laugh at your offer and start packing up their stuff to

leave, you offered too much. Don't worry, they will call back, especially in today's market.

In all the books, I have as many and in most cases more ads and bigger and better ads than the lawyers. I haven't seen a similar company anywhere with more advertising, but I absolutely have no idea why that is, because the return on investment is huge.



I think Internet advertising is decent. Of course, I'm in California, and most people here use computers. But having a Web site isn't enough. You have to have a good Web site and a catchy, memorable name. I think the worst names are ones where you name the company after yourself, unless you have a weird name.

Having a very professional Web site with many pictures of your equipment, and a good logo (to build a brand) are great ways to show off your company. Don't put anything but the cleanest, best pictures on your Web site. Make everything on your Web site easy to do: quotes, orders, and contacting the company.

I get quote requests two or three times a week, and most order from me. But by far the best advertising, especially for septic service (I think) is post cards, flyers, magnets, and business cards.



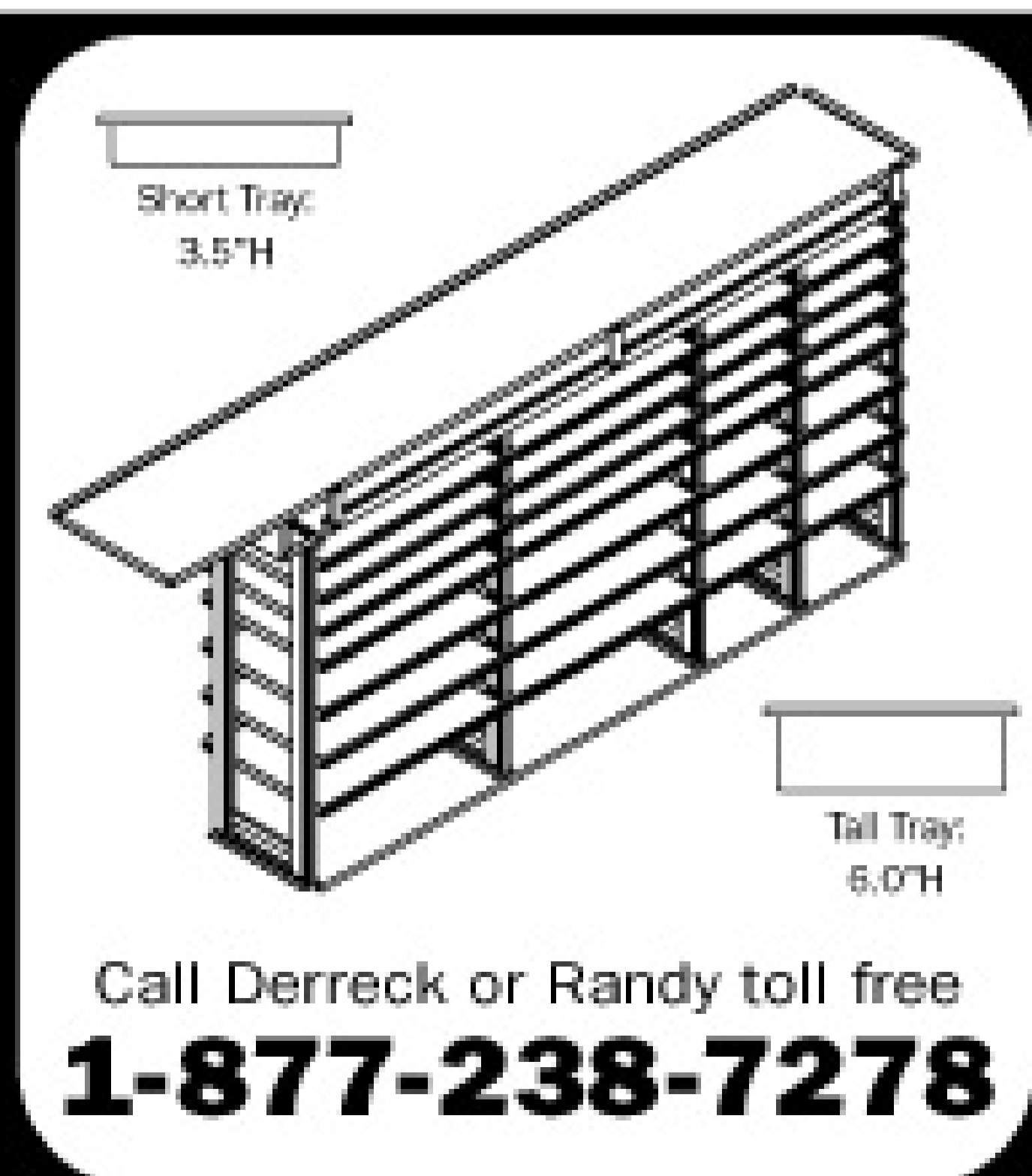
In advertising, it's all about targeting and tracking. Not every service territory is the same. What works in one area might not work as well in others. The trick is to know what kinds of advertising your leads and sales are coming from. Then you can spend more on those that give you a high return, and less (or nothing) on those that don't.

Always have your phone people ask callers how they heard about the company – no exceptions. Put code numbers on return cards from direct mailers. In print or radio ads, consider a line saying: Mention this ad for an X percent discount. On your Web site, use a tracking tool that tells you which ads or pages are getting the most clicks.

An old saying goes: "I know half my advertising dollars are wasted – I just don't know which half." Well, on the contrary, you should know. Don't go by intuition or gut feel. To the best of your ability, collect data that tells you which kinds of advertising are working, and which are not. Then adjust your program accordingly. Remember, when it comes to advertising: If you can't measure it, you can't manage it. ■

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PHCC MEMBER

Dinner Is Served

Cured-in-place lining fixes a restaurant's problem cast iron drain line overnight while protecting a highly valued marble floor

By **Scottie Dayton**

The 3-inch cast-iron pipe between the waitress station and bar at Kincaid's Fish, Chop & Steakhouse in Bloomington, Minn., kept backing up despite frequent jetting by Drain King Inc. in Minneapolis. When Drain King vice president, Art Kallenbach, televised the 22-foot-long troublemaker, he found half the invert missing.

The restaurant owner insisted that his imported Italian marble floor remain untouched, and that repairs could disrupt business. Kallenbach consulted with Troy Ouverson of Ouverson Sewer and Water Inc. in Buffalo, Minn. Ouverson's decision to use a cured-in-place pipe (CIPP) lining system from Perma-Liner Industries Inc. met the owner's requirements and provided a long-term solution.

Cups of joe

Once the restaurant closed, Kallenbach's crew cut a 2- by 5-foot access hole 18 inches deep at the waitress station and cleaned the line with a trailer-mounted jetter. Ouverson's crew arrived at 11:30 p.m., and covered passageways and floors with plastic sheets. Work had to be completed by 9 a.m.

The restaurant was in a high-rise building. Ouverson's first challenge was the distance between his equipment trailer at the building's loading dock and the restaurant. "After we dragged our 250-foot air hoses through four doors and along winding hallways, we had three feet of play by the time we reached the access pit," says Ouverson.

Soils in the pit were clayey, reeked of rancid coffee and soft drinks, and were saturated with both. "We'd never smelled anything that awful," says Ouverson. The men pumped out some liquid to make the work area neater. Ouverson ran his Mainline push camera from MyTana Mfg. Co. Inc. down the pipe for a final inspection and was surprised to find sludge. His men used a garden hose to flush it away.

"The pipe sloped down, so anything we put in flowed to the sewer," says Ouverson. "A cast-iron air vent in the floor at the bar connected to the eroded pipe. The PVC pipe hooked into the other side of the vent was perfect."

Previous jettings by Drain King had washed away as much soil as was going to erode. "Art and I talked about packing dirt into the cavities to prevent the liner from falling in, but decided the air pressure would shoot it in so fast that it would skip over the gullies," says Ouverson.

"We needed a little longer working time to compensate for the distance between our trailer and access pit. On the other hand, we didn't want to sacrifice the cure-out time because of our deadline."

Troy Ouverson

Ouverson worried his camera would drop into a hole, but the head was just large enough to keep that from happening. "The farther we went down the pipe, the better it became," he says. "About half its length was rotten from the acidity in



Troy Ouverson (standing) and Doug Ouverson position the air inversion tank as Scott Veal measures the distance from the tank to the pipe about to be lined. (Photos from Troy Ouverson)

the coffee and soft drinks." The first foot of pipe was so bad that the men replaced it with PVC pipe.

Cooking formula

Ouverson chose the Perma-Lateral lining system because it requires only one entry point. "We needed a little longer working time

to compensate for the distance between our trailer and access pit," he says. "On the other hand, we didn't want to sacrifice the cure-out time because of our deadline."

The crew positioned the air inversion tank and every associated

TOUGH JOB

PROJECT:

Line 22 feet of a 3-inch drain line beneath an imported marble floor in a restaurant

CUSTOMER:

Kincaid's Fish, Chop & Steakhouse, Bloomington, Minn.

CONTRACTOR:

Art Kallenbach, Drain King Inc., Minneapolis, Minn.

SUBCONTRACTOR:

Troy Ouverson, Ouverson Sewer and Water Inc., Buffalo, Minn.

EQUIPMENT:

Perma-Lateral lining system, Perma-Liner Industries Inc., Largo, Fla.

RESULTS:

Drain line repaired on time without damaging the floor

item at the pit. Measuring the liner was critical, as it had to stop exactly flush with the air vent, yet cover the connecting joint. Walking at a fast pace, three men carried the felt liner



Troy Ouverson pours resin into a cone to begin the wetting-out process. Scott Veal holds the cone and Doug Ouverson assists him.

impregnated with a two-part medium resin from the trailer, then rolled it into the air inversion tank.

"Wetting out the liner and running it into the building took longer than shooting it," says Ouverson. "Inversion took less than a minute at 6 psi. We hit the working and cure times almost perfectly. It was 70 degrees that night and slightly warmer inside."

The men shot in the calibration tube, inflated it to 15 psi to force the liner against the walls of the host pipe, and maintained that pressure for three-and-a-half hours. "Perma-Liner tells us that three hours is sufficient, but we like going a little longer to be on the safe side," says Ouverson.

Cleaning up and loading the trailer went quickly, and then came the hardest part – staying awake for two hours as the liner ambient cured. "We were sitting on chairs

and often caught ourselves starting to fall as we dozed off," says Ouverson.

The men pulled the calibration tube at 5:10 a.m. and inspected the liner. It had inverted perfectly and stopped exactly at the designated point. Twenty minutes later, they were headed back to the shop. When the chefs arrived at 9 a.m., they found no evidence of the night's activities and a pristine marble floor. ■

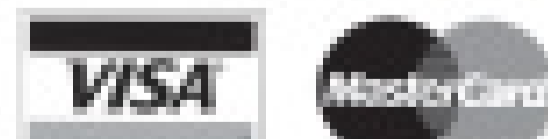
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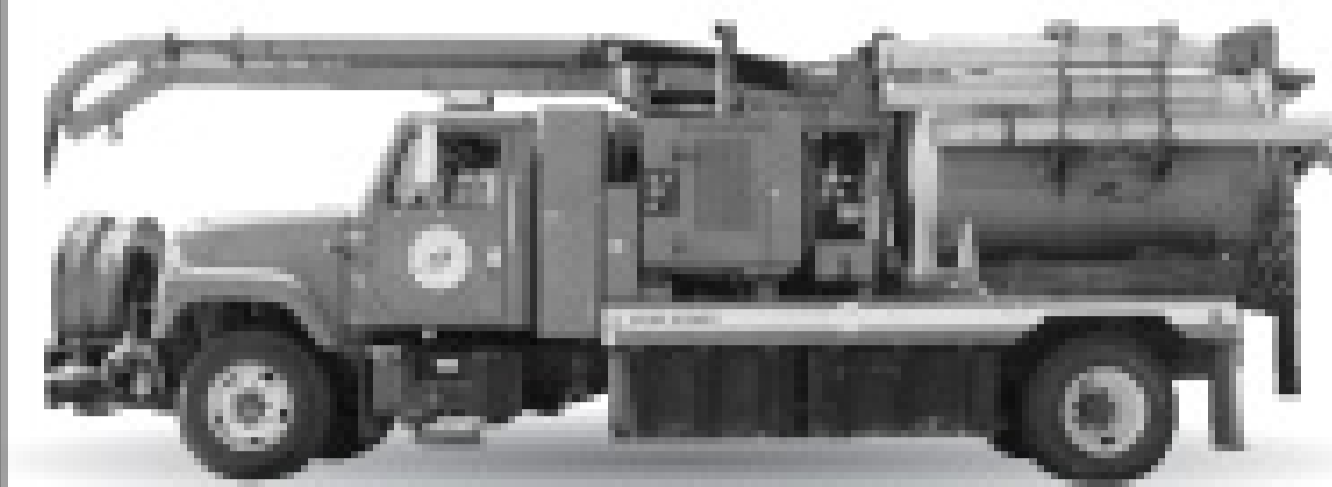
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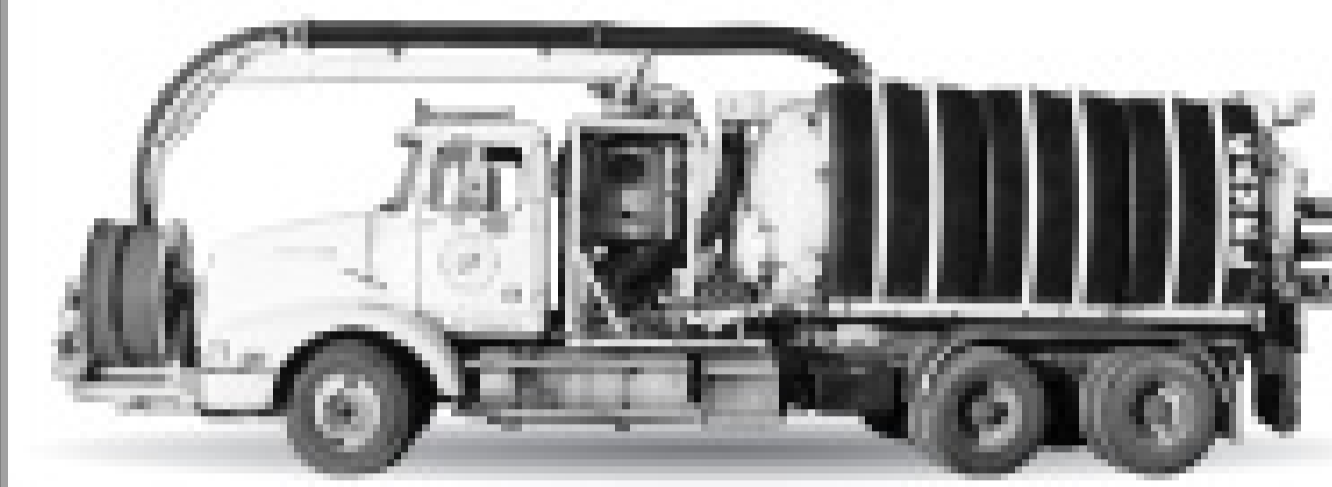
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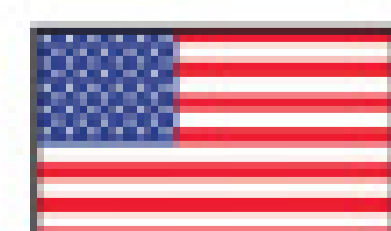
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Strong Showing

A slow economy doesn't keep attendees from the exhibits and seminars at the 2009 WJTA Conference and Expo

By LeAnn M. Hampton



Don Calhoun of Guzzler Manufacturing Inc., demonstrates the use of GuzzlerGrip nozzles for industrial vacuuming applications at the 2009 WJTA exposition.

The WaterJet Technology Association (WJTA) welcomed nearly 900 participants from 34 countries to the 2009 American WJTA Conference and Expo, Aug. 18-20 at the Marriott Westchase Hotel in Houston, Texas.

Sixty-two companies displayed waterjet supplies, equipment, systems, and services; industrial cleaning equipment; and vacuum trucks and hydroexcavators. "The waterjet and industrial cleaning industries, like many others, have been adversely affected by the tough economic times, but attendance was high," says association manager Ken Carroll. "We are grateful for the strong turnout and for everyone's participation."

Learning opportunities

The pre-Conference workshops, *WaterJet Technology: Basics and Beyond* and *Recommended Practices for the Use of Industrial Vacuum Equipment*, were held on Tuesday, Aug. 18. *Basics and Beyond* covered the fundamentals of waterjets – history, equipment, applications, and safety, followed by sessions on hydroexcavation, cleaning, surface preparation, and precision waterjet cutting.

The *Recommended Practices* workshop included a hands-on review of vacuum trucks, a "science lab" review of the power of vacuums and how vacuum loaders work, controlling diesel engine runaway, getting peak production and performance out of an air mover, and electrical and static electricity issues.

At the *WJTA Boot Camp*, back by popular demand, contractors heard industry experts discuss electrical safety, DOT regulations for trucks and trailers, proper inlet pump suction conditions, safety in waterjetting, high-pressure waterblasting applications and safety, abrasive waterjet cutting applications, hose fittings and pressure testing, choosing a contractor, hydroexcavation, and the OSHA combustible dust national emphasis program.

Live demonstrations included waterjet

cutting; paint removal; tank cleaning; robotically controlled waterjet systems; cleaning of narrow tubes, different-size tubes, and tube bundles; industrial vacuuming; variations in waterjet capabilities using different nozzle types, pumps and other accessories; and the effectiveness of safety gear in protecting the body from swipes with high-pressure waterjet equipment. Outdoor static displays featured air machines, liquid vacuum trucks, and hydroexcavators.

Award winners

The WJTA awards presentation was held on Wednesday evening, Aug. 19. John Wolgamott of StoneAge Inc., received the WJTA Pioneer Award for his significant contributions to the advancement, development, and application of waterjet technology.

Also recognized for special achievements were:

- Technology Award, Seiji Shimizu, Ph.D., Nihon University, Fukushima, Japan.
- Safety Award, Philip Stein, Vactor Manufacturing Inc. (retired), Fayetteville, Texas; and Gary Toothe, FS Solutions, Sumter, S.C.
- Service Award, Bill McClister, Veolia Environmental Services, Baytown, Texas; and Pat DeBusk, DeBusk Industrial Services Co., La Porte, Texas.

"Pulsation Of Abrasive Water-Jet," a paper by Shimizu, Tatsuou Ishikawa, Akinori Saito and Guoyi Peng, of Nihon University, was selected from more than 30 papers to receive the Best Paper Award.

The 2009 conference saw increased participation at all levels. A photo album is available at www.wjta.org.



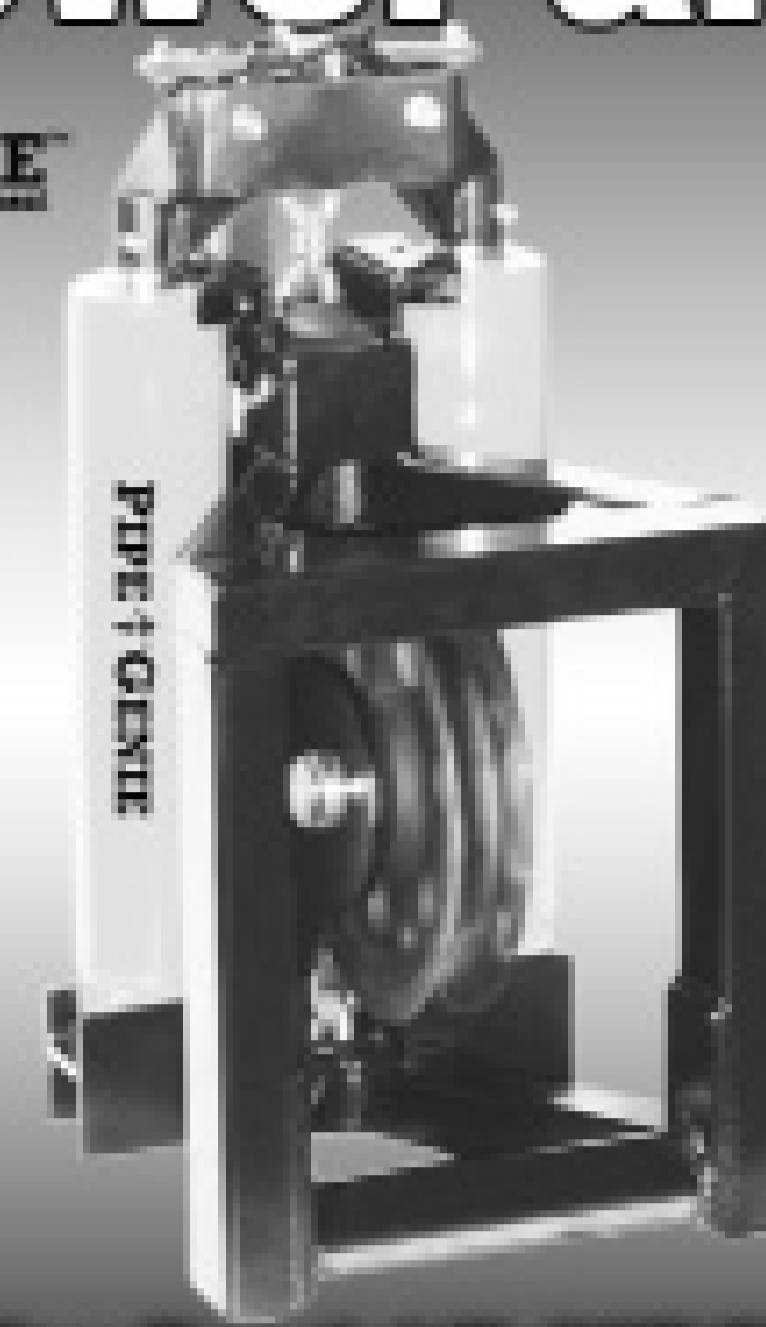
Hammelmann Corp. demonstrated its 1,000 hp pump and 3D reaction-force-driven internal pipe cleaning device at the 2009 WJTA conference.

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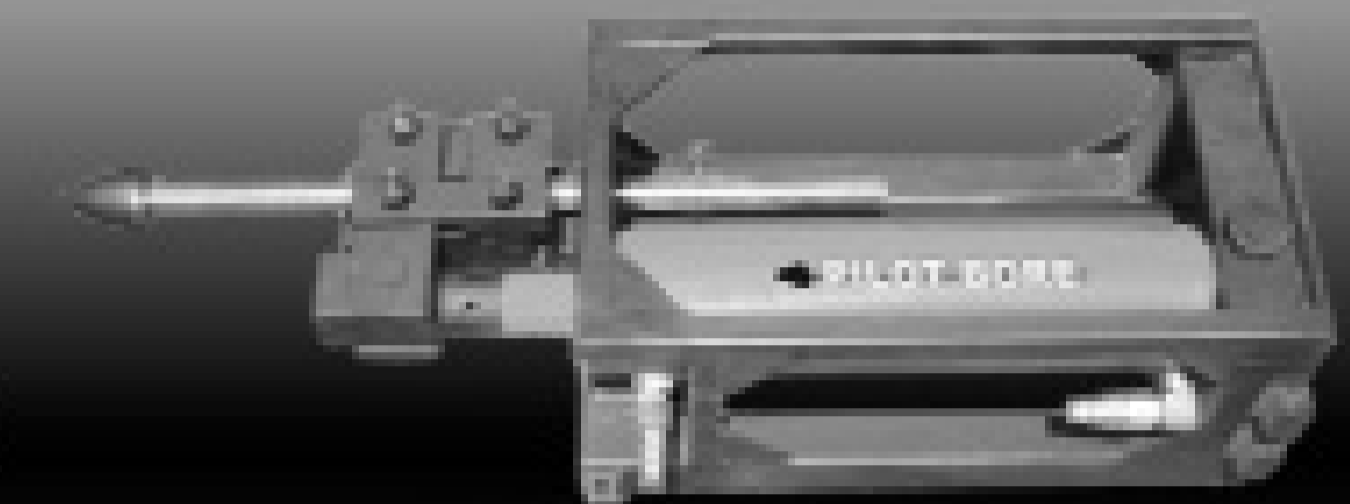
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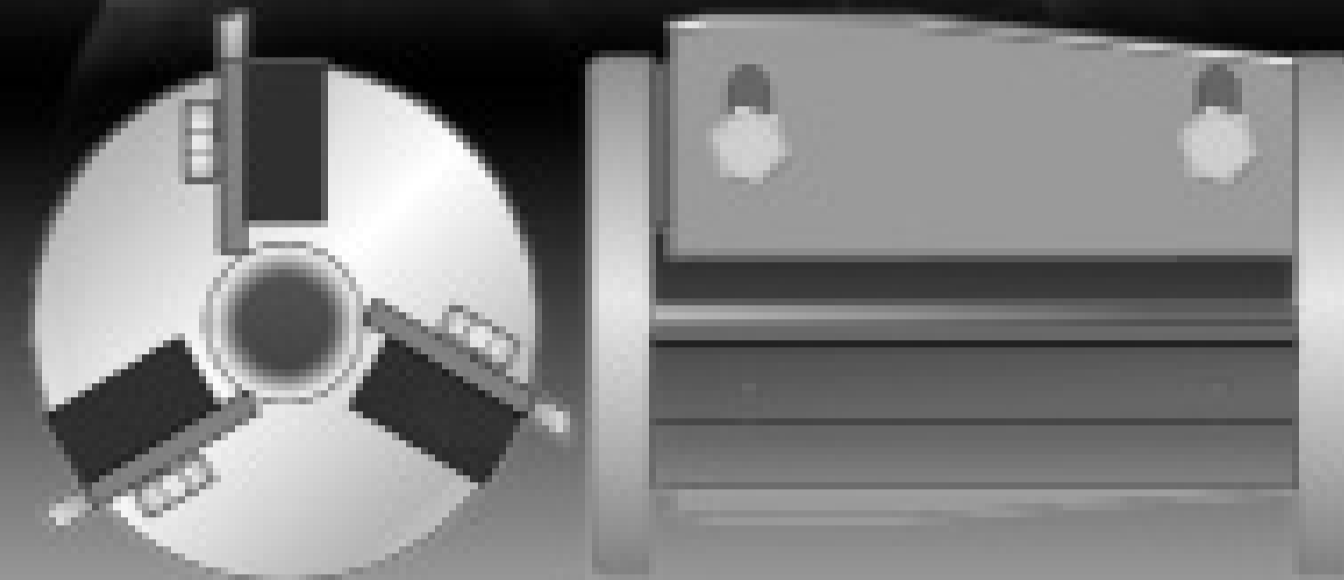


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Seiji Shimizu, Ph.D. (left) and Guoyi Peng, Ph.D., of Nihon University, Fukushima, Japan, received the 2009 WJTA Best Paper Award for "Pulsation Of Abrasive Water-Jet." Not pictured are co-authors Taturou Ishikawa and Akinori Saito. Dr. Shimizu also received the 2009 WJTA Technology Award.



The 2009 WJTA Pioneer Award winner was John Wolgamott of StoneAge Inc. He is shown with WJTA president George A. Savanick, Ph.D. (left), and Pat DeBusk of DeBusk Industrial Services Company. DeBusk was the 2009 Service Award winner.

New interest group

At a meeting during the conference, the WJTA board of directors approved the formation of the Industrial & Municipal Cleaning Association (IMCA), a division of WJTA. The IMCA is a special-interest group for WJTA members who have an active interest in industrial and municipal cleaning.

The purpose of the IMCA is to provide a more focused forum for WJTA members who are

involved in industrial cleaning to communicate with each other, share ideas and knowledge, and foster closer collaborations.

WJTA and IMCA will host the inaugural WJTA - IMCA Expo, Aug. 17-19, 2010, at the George R. Brown Convention Center in Houston.

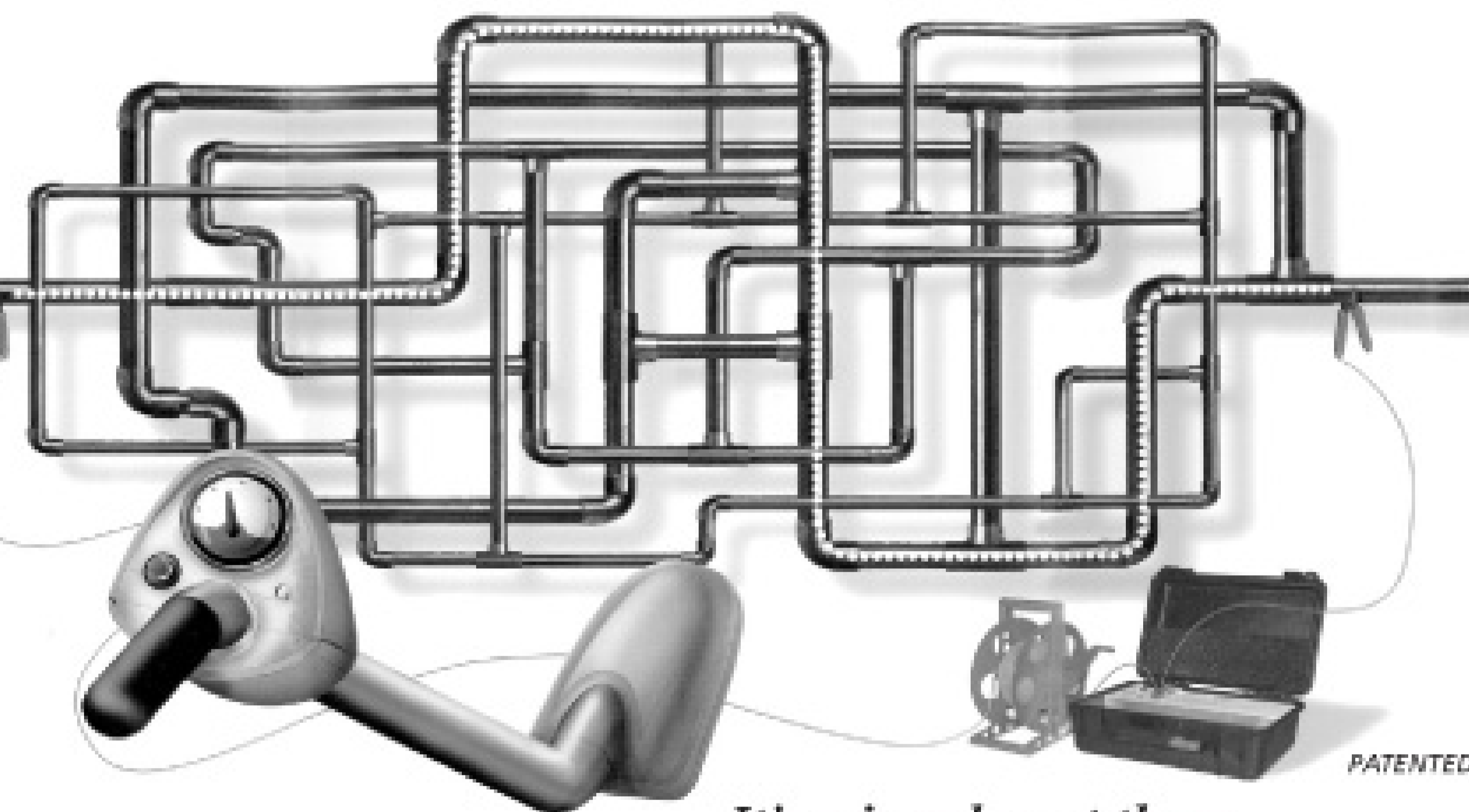
The event will include an expanded exhibit hall and boot camp sessions for those in the water-jet and industrial vacuuming industries, including

applications in precision waterjet cutting, industrial cleaning, and other applications in the manufacturing, mining, construction, and process industries.

Exhibit displays will include equipment, products and services relating to precision waterjet cutting, industrial cleaning, waterblasting, hydrodemolition, surface preparation, and industrial vacuum equipment and trucks. ■

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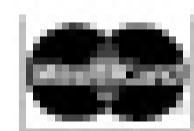


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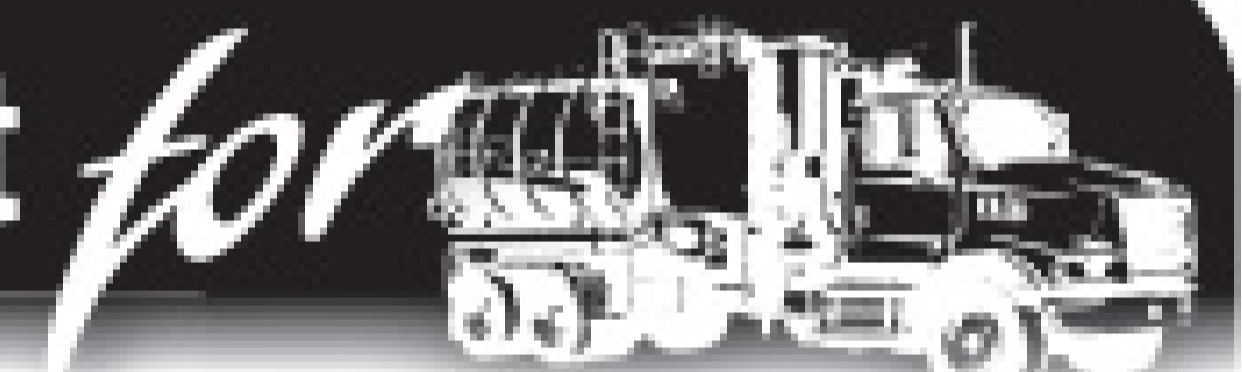
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Knowing How to Fight

If you challenge a former employee's claim for unemployment benefits, here are some strategies that will improve your chances for success

By Fred S. Steingold

If your business terminates an employee, that person may be entitled to unemployment benefits. Each state has its own program and rules, but generally, if you let someone go because of cutbacks or because he or she isn't a good fit, he or she will qualify for benefits.

If you fire someone for serious misconduct – stealing or selling drugs in the workplace, for example – he or she won't qualify for unemployment payments. The same goes for an employee who quits without a good cause.

It's not always easy to apply these rules to a particular termination.

Suppose you and an employee get into an argument, and the employee leaves shortly afterward. If the employee has quit, benefits aren't legally due. But if the employee was fired, he or she is entitled to unemployment benefits in the absence of truly bad conduct.

Unemployment benefits are paid from a state-operated fund to which employers contribute. Normally, the amount you pay into the fund is based on the size of your payroll, and the amount paid from your account. If the state fund pays few or no claims to your ex-employees, your required contributions will be lower over time.

Should you fight?

To keep your costs down, you might be inclined to contest all questionable claims. That's not always wise. The unemployment laws favor the employee, so your chances of defeating a claim are less than ideal. The laws are written to give unemployed workers a transitional source of income and to keep them off welfare. Unless the employee engaged in extreme conduct, he or she will usually win in a claims contest.

Even more important, fighting an unemployment claim will guarantee an angry former employee who will be far more likely to file a lawsuit for wrongful discharge, or try to harm your business in some other way. This might happen anyway, of course, but challenging the person's right to unemployment can be the irritant that tips the balance.

How it works

Now let's assume you've decided to proceed with a challenge because you feel you have a strong position. How does the process work? Here are the key steps:

Filing the claim. The former employee files a claim with the state unemployment program. You receive written notice of the claim and can file a written objection, usually within seven to ten days.

Determining eligibility. The state agency makes an initial determination of whether the person is eligible to get benefits. Usually there is no hearing at this stage.

Referee's hearing. You or the former employee can appeal the initial eligibility decision by requesting a hearing before a referee. The hearing is the most important step. You and the employee will each have your say. You can have a lawyer there and can present witnesses and records, such as employee evaluations or warning letters.

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



Before the hearing, ask to see the agency's complete file on the claim. This will help you prepare to refute inaccurate statements. Bring all pertinent employment records to the hearing. Also, line up witnesses who can give first-hand testimony about the former employee's misconduct, or other reasons why he or she is ineligible for benefits.

Administrative appeal. Either side can appeal the referee's decision to an administrative agency, sometimes called a board of review. In most states, this appeal is based solely on the testimony and documents presented at the referee's hearing. In a few states, the review board can hear additional evidence.

Going to court. Either side can appeal to the state court system, but this is rare. Typically, a court will overturn the agency's decision only if the decision is contrary to law or isn't supported by substantial evidence.

Avoid mistakes

Fighting an unemployment claim is always hard. Don't make it even harder by making some common mistakes. For example, don't terminate an employee in the heat of an argument. It's better, if possible, to warn an employee in advance that his or her conduct won't be tolerated in the future. Of course, in some cases, such as when an employee has assaulted a co-worker, an on-the-spot firing is appropriate.

After a claim is filed, comply with required deadlines. Respond to the claim notice on time. If you don't, you may lose your right to challenge the claim. And be consistent in stating the reason for the termination. You'll have problems winning if you give one explanation in your written response and a different explanation at the hearing. That will hurt your credibility. ■

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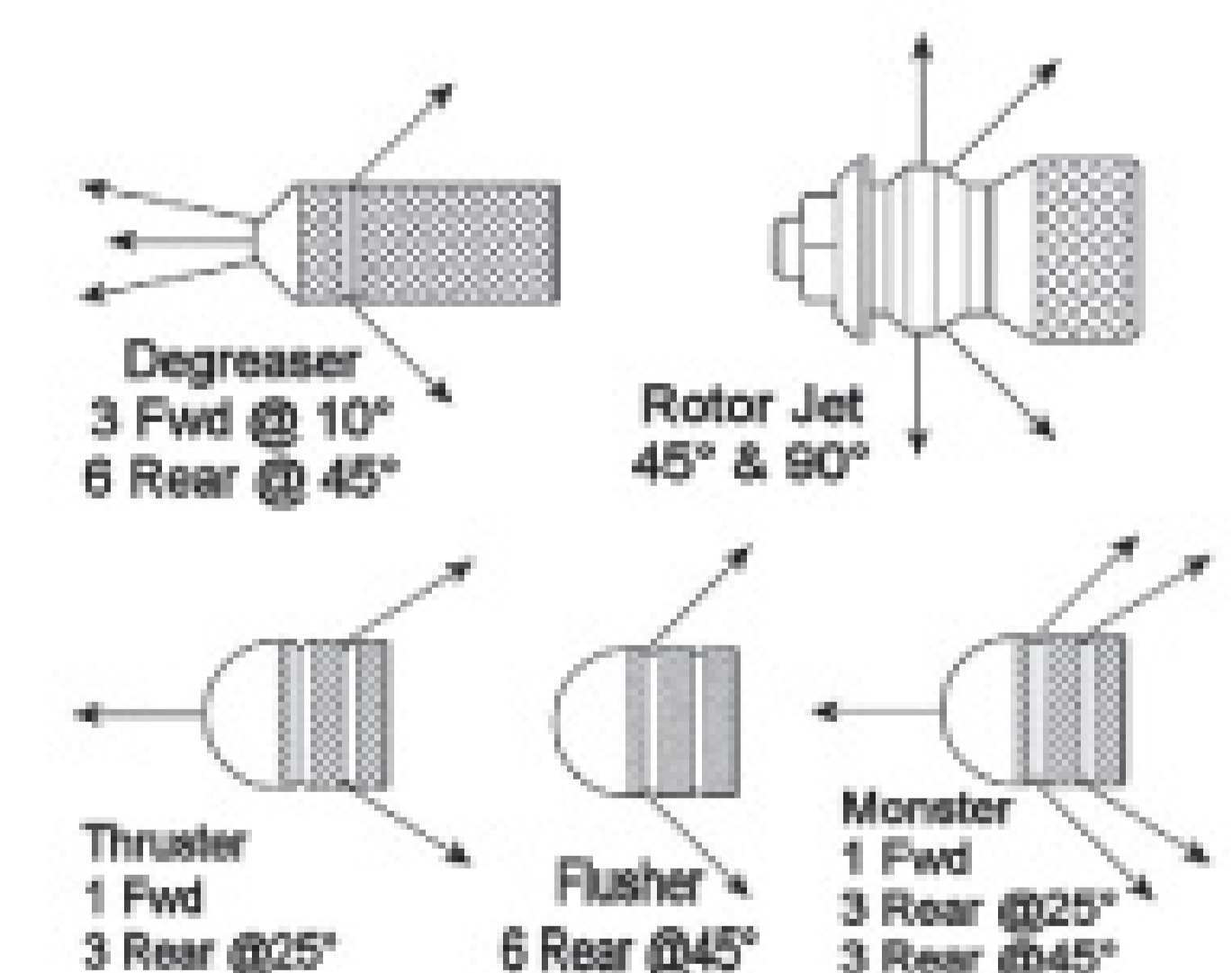
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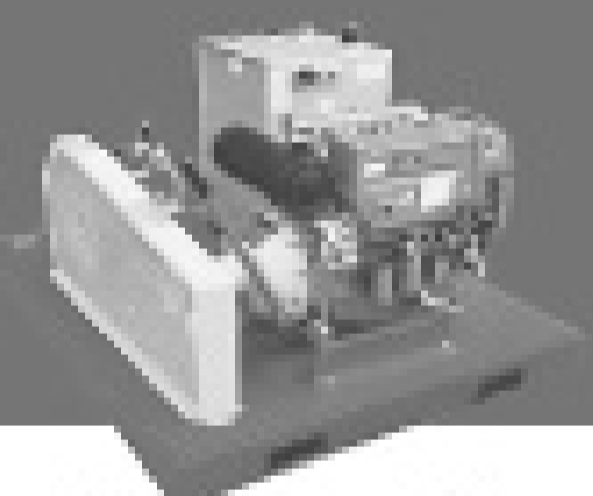
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Friend Me?

The second generation of development and design on the Internet focuses on using the Web for social networking. Is it just for fun? Or is it a valuable business tool?

By Judy Kneiszel

When I first discovered YouTube, I thought it was an amusing time-waster. I could watch TV commercials I loved as a kid on my computer – how cool was that?

But then, however, it started creeping into my work life. Companies like Ted Berry Co. Inc. of Livermore, Maine, and Antioch Plumbing and Drain Cleaning of Nashville, along with dozens of other cleaning contractors started posting commercials and informational videos on YouTube.

And my opportunities for connecting with other Internet users in new ways didn't stop there. I've received several invitations to join LinkedIn and Facebook and a few more obscure social networking sites like Timber Home Nation, which I can't quite figure out, since I've

Social networking 101

I'll admit, I'm somewhat a novice when it comes to social networking, but I'm discovering the answer lies somewhere in between. Social networking is being used to enhance business communications, but only when the business has someone who is willing to put time and effort into it.

Since most social networks are free to join, at least at the basic level, there's little or no monetary investment. The cost is time, but don't underestimate that. Some large companies have created a position devoted to nothing but social networking. Others spread the duties around to five or six people. For a small business, the responsibility probably falls to someone on staff who has a full plate already (because there isn't enough in the budget to dedicate someone full-time).

Social networking is simply

someone you purchased something from you on eBay or review a book at Amazon? Have you offered well wishes on CaringBridge or a similar site for someone with a serious illness? Then, technically, you've dipped your toe into the social networking waters.

Why it works for business

Social networking can be an effective marketing tool for a business because it is relationship-based advertising. Discussion, often called "word-of-mouth advertising" has always been a useful sales approach. The Internet is just a tool to start the discussion.

Once you understand the basic uses of the various social networking sites, you can figure out which ones could benefit your business. So, a first suggestion is to explore some social networking sites. Read about them. Ask your friends and associ-

Judy Kneiszel has operated her own small business for a decade. She can be reached at thewordhouse@ameritech.net.



Businesses that want a Facebook presence create profiles called "pages." With a page, those interested in following a company can become "fans" (rather than friends). When they do so, all their friends will see this.

A business can store photos, videos and information about the company on a page. Pages are made publicly available so that search engines can find and index them. That should optimize the company's search engine position. And of course a business will link from its social networking page to the company Web site. A company's page can be promoted via e-mail, on a blog, and through the Facebook network to drive more traffic and build up the fan base.

Building groups

Groups on Facebook are similar to pages but are meant to be built

By putting some effort into social networking, a small company could establish itself on the Internet as an expert in a field, engage customers and bring qualified leads back to its Web site.

never owned a timber frame house.

I also hear the word Twitter (a site where people send messages of 140 characters or less, called Tweets) more than I hear actual bird songs these days. And everything I read on the Internet wants me to approve it with something called Digg or bookmark it with something called Delicious.

This has all led me to ask: What's the deal with social networking? Is its primary use getting back in touch with your prom date? Or is it a valuable business tool that I should recommend readers of *Cleaner* start using if they haven't already?

communicating online and, over time, building relationships. Social networks are online communities of people who share a common interest or activity. There are a variety of ways people interact with others in their social network, from blogs to e-mail and instant messaging to RSS (Rich Site Summary) feeds that retrieve the latest content from sites users are interested in, saving them the time of visiting sites individually.

You may think you've never been involved in a social network, but in all likelihood you have. Have you ever posted a comment on the *Cleaner* online discussion forum? Did you ever leave feedback for

ates where they are on the Web. Play around on some sites.

As an example of how you could use social networking to market your business, let's start with Facebook, one of the largest sites. Facebook, which has 175 million active users, is a place to make connections and is more personal than LinkedIn, which is primarily a career-networking site for professionals.

To use Facebook, you create a profile and then invite friends to join you. The beauty of Facebook is that users can look at their friends' lists of friends to quickly grow their networks. (LinkedIn has that same benefit.)

around a group of people rather than an individual business or brand. Groups have no "become a fan" feature and do not share as much information with users' friends as users interact.

As of this writing, a Facebook search for groups using the words "drain cleaning" reveals four groups, including Gator Drain Cleaning of Sterling, Kan., which has 46 members. The words "pipe cleaning" netted three groups, including John's Sewer and Pipe Cleaning of Woburn, Mass., which also has videos on YouTube. The company's Facebook group has 11 members and stated that it was for "employees

(past and present) and anyone affiliated with John's Sewer & Pipe Cleaning."

Groups are for sharing opinions and information, and can be formed around anything from a company to an idea, like green business practices. Groups can be open or closed. Many group pages on Facebook have detailed information about a specific contractor and nice comments posted by group members about the contracting company – more word-of-mouth advertising.

Facebook also has a powerful advertising engine that enables businesses to specify a demographic target, see how many people that demographic will hit, and advertise to it. This, of course, is where social networking starts costing money.

Is it worth the effort?

After playing around on some social networking sites, I concluded that if all you do for your business is put up a page, and you don't update

it, then you're not being very social, and the result will be very little networking.

But by putting some effort into social networking, a small company could establish itself on the Internet as an expert in a field, engage customers and bring qualified leads back to its Web site. If you are a persistent networker, constantly reaching out to interested parties offering compelling information, then you have a great chance of being able to leverage the new Web as a marketing tool.

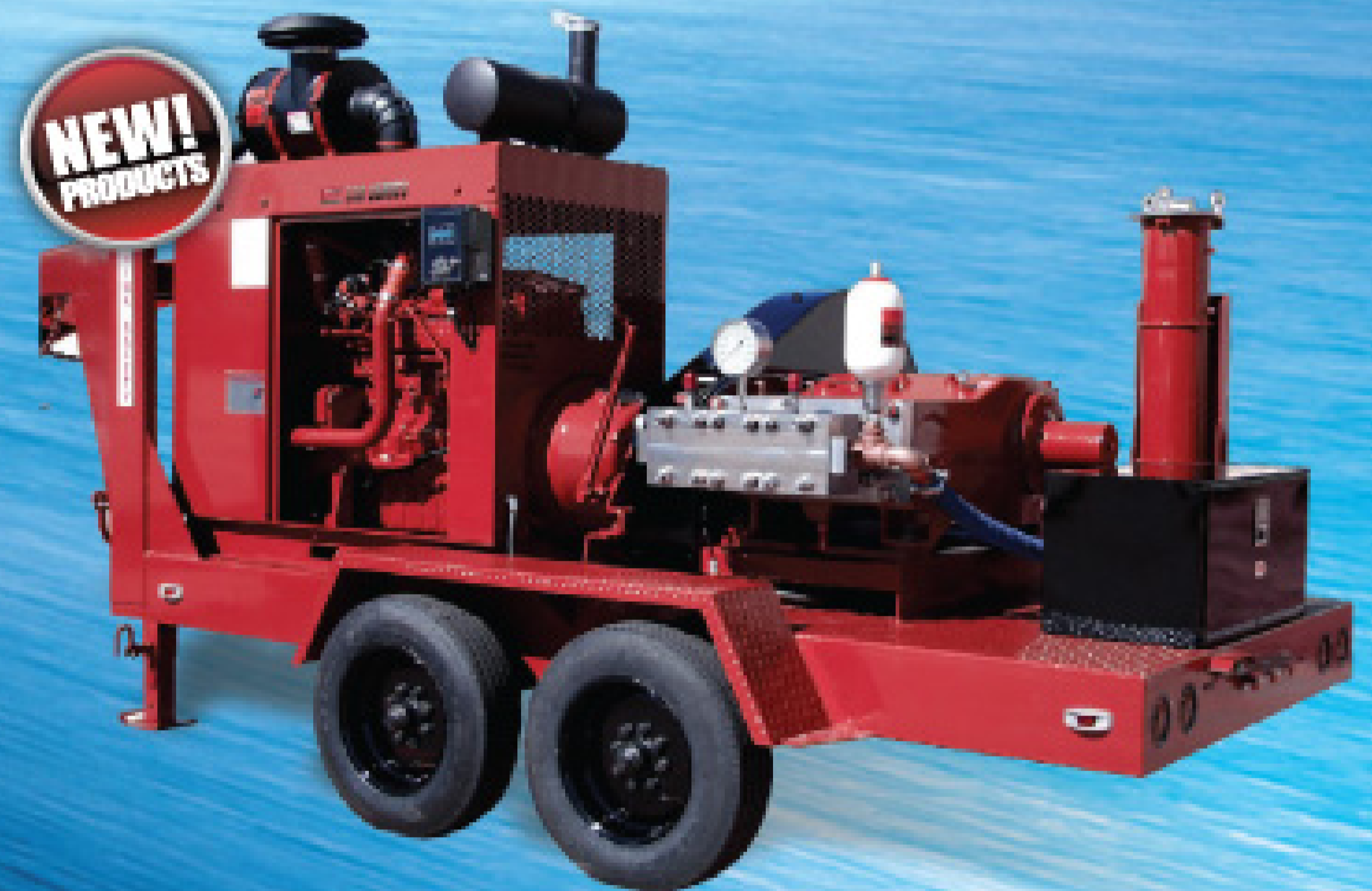
One final note: No one likes the overly aggressive sales people at in-person networking events, and no one likes them online either. This isn't about the quick sale – it's about building a good reputation. And once you understand how social networking sites work, the sky's the limit. You might tap into a whole new customer base, and, as a bonus, find out what your prom date's been up to for the past 20 years. ■



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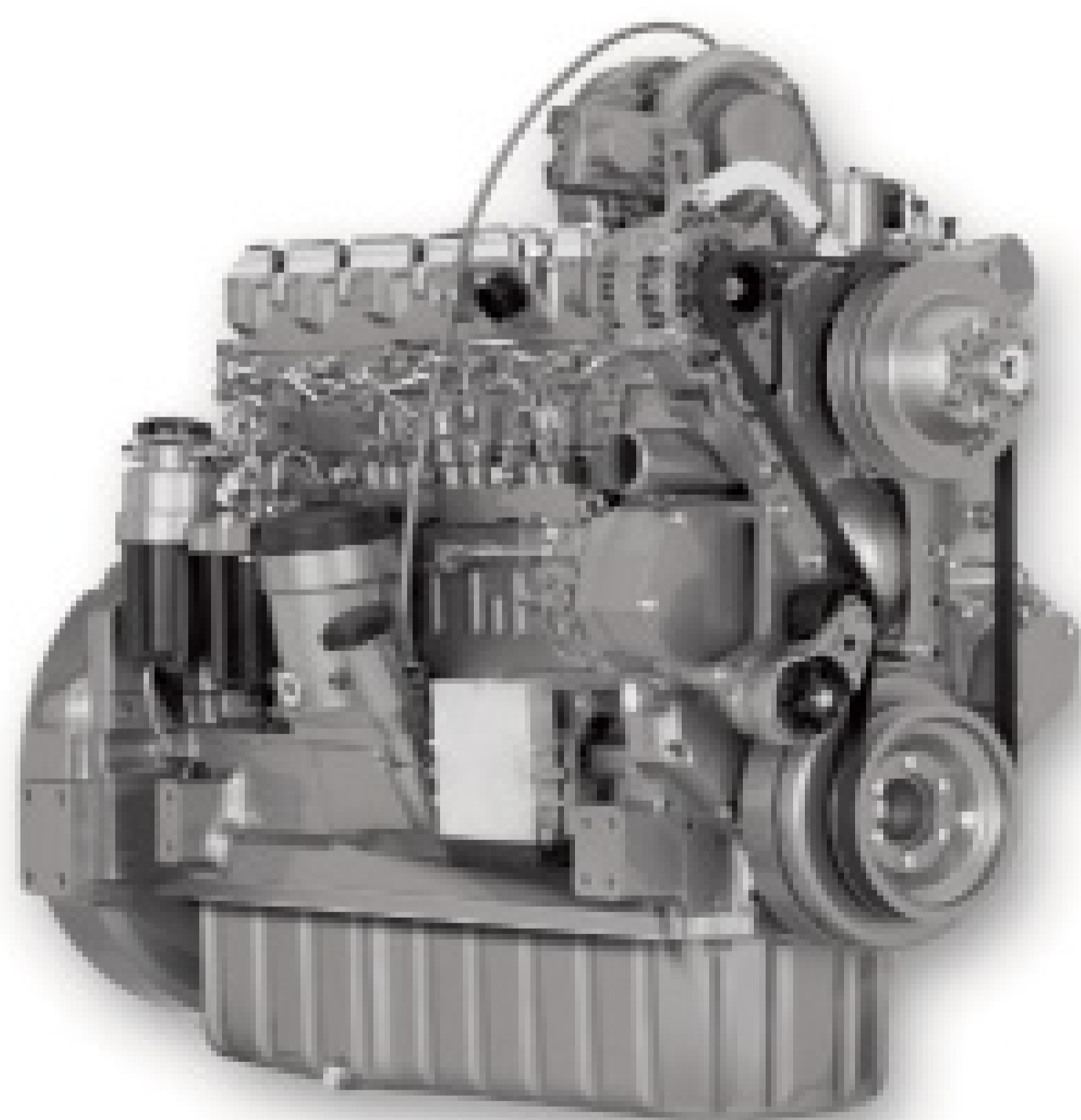
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System Automates Tube Bundle Cleaning for Safety and Efficiency

By Ken Wysocky

The Armadillo tube cleaning system from Aqua Sales combines efficient and consistent tube cleaning with safe operation. Aimed at petrochemical, paper and other heavy manufacturing sectors that use heat exchangers, the system has a remote control that allows operation from a distance, away from the high-pressure water stream.

The remote enables operators to turn the water on and off, control the nozzle/hose revolutions (from 10 to 375 rpm), and control the insertion/extraction speed, says Doug Swanstrom, director of sales and marketing.

The unit's indexer, which guides the high-pressure rotating nozzle/hose into each tube via the remote control, also enhances safety. It includes independent drives that allow the operator to align the traveling head exactly with each row of tubes, increasing cleaning efficiency. The indexer can be set up and taken down without tools.

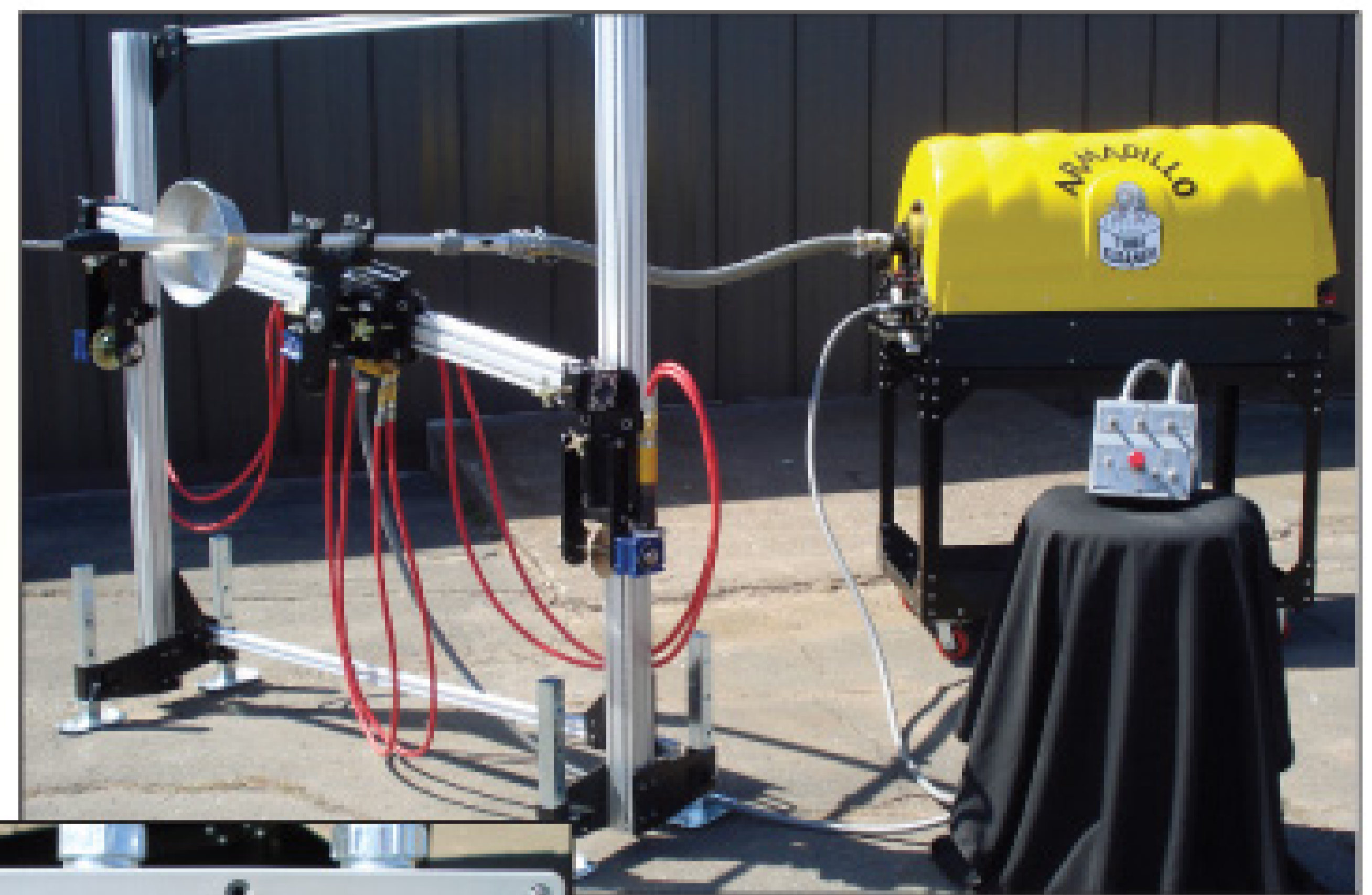
"The indexer lets operators work close enough to see the tubes they're cleaning, but with-

out exposure to the water steam," Swanstrom says.

The system is designed to function at 20,000 psi/26 gpm using 8-mm to 10-mm hoses (6-mm and 8-mm hoses are available). Specially designed nozzle tips can clean difficult surfaces, and the cleaning process leaves no residue.

The unit reduces manual labor by 40 to 50 percent by automating nozzle insertions into the tube bundles. As such, it cleans continuously. Automation also minimizes operator fatigue, increasing cleaning quality and keeps workers more alert.

A positive hose rotation function spins the entire hose, not just the nozzle. "This assures that the nozzle cleans at a controlled rate from the



beginning to the end of the tube," Swanstrom says. "You get the same results over and over, and with just one pass. Without this, you're susceptible to the skill levels of the employees operating it."

The unit's modular, portable design simplifies maintenance and repairs. "If something goes wrong, you can take the unit apart in minutes," Swanstrom says. **For information:** 218/744-2489; www.armadillocleaner.com.

Envirosight Introduces Agilios Lateral Camera

The Agilios self-leveling pan/tilt camera from Envirosight LLC captures detail from sidewalls and distant targets alike. Dimmable, shadowless illumination ensures optimum viewing on the joystick pendant's integral 800 by 600 pixel display. The camera measures 3 inches in diameter, suitable for inspecting past multiple 90-degree bends in pipe 3.5 inches and larger. The welded, wheeled aluminum frame holds 100, 200 or 300 feet of push rod and includes padded storage for the pendant during transit. MPEG video and JPEG images are saved on an internal hard disk, removable USB thumb drive or

Xpress card. Digital connectivity includes USB 2.0 and Ethernet ports, plus BlueTooth for audio narration with wireless headset. An integral multi-frequency sonde facilitates locating the camera. The unit also includes an onboard text generator, distance measurement and rechargeable battery. 866/936-8476; www.envirosight.com.



Electric Eel Offers Color Mini Camera

The EC-5 mini color camera drain line inspection system from Electric Eel Manufacturing Company Inc. is designed for 2- to 8-inch drain lines and weighs 25 pounds for easy transportation. The system includes a 5-inch LCD color monitor, color camera (a self-leveling camera is available), 100 feet of push cable and a 512 Hz in-line transmitter housed in a portable reel. Jacks are provided for an external recording device. 800/833-1212; www.electriceel.com.

Spir Star Releases 25/6 UltraFlow Hose

The 25/6 UltraFlow hose from Spir Star has a chemical-resistant polyamide inner core and outer cover, reinforced with six layers of high-tensile steel wire. The 1-inch I.D. hose can handle working pressures up to 20,000 psi and flow rates up to 150 gpm. It is available with female M swivel of 1-inch MP tube nipple end fittings. 800/890-7287; www.spirstar.com.



Vector Offers 1021R Vacuum Loader

The 1021R trailer-mounted industrial vacuum loader from Vector Technologies Ltd. delivers 6,150 cfm at 28 Hg with a maximum 350 hp. Featuring coated bag, pulse-air cleaned primary filtration and pleated cartridge secondary filtration, the vacuum loader has

a 6-inch hose, empty weight of 22,350 pounds, maximum bulk performance of 28 to 35 tons per hour and maximum liquid performance of 600 gpm. The unit measures 24 feet, 10 inches by 8 feet, 4 inches by 11 feet, 4 inches. 800/832-4010; www.vector-vacuums.com.

RIDGID Introduces SeeSnake DVDPak Monitor, Base

The SeeSnake DVDPak monitor and base recording accessories from RIDGID feature DVD burning reliability and are compatible with an array of media, including DVD-R, DVD+R, DVD-RW, DVD+RW and DVD+R DL. The monitor is built for all weather and jobsite conditions and features the high-contrast, 4.3-inch OLED display. 800/769-7743; www.ridgidupgrade.com.



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Reelcraft Introduces Compact Pedestal Reel

The Series DP5000 dual pedestal reel from Reelcraft Industries is designed for up to 1/2-inch I.D. hose. Features include an interlocking, steel-formed and stamped base design for rigidity and vibration resistance in truck-mount applications. 800/444-3134; www.reelcraft.com.



John Bean Introduces Bulldog Jetter

The Bulldog Jetter from John Bean Sprayers features wireless remote control, jet pulsation, anti-freeze circulation, mini-jet system with quick-release mount and an Udor 18 gpm at 4,000 psi run-dry pump.

Other features include hydraulically driven hose reel mounted on a bearing system for easy access, and a 2 1/2-inch water fill system with air gap for quick hydrant filling. The jetter comes with a 2 5/16-inch ball hitch and electric brakes. A pintle hitch is optional. Lockable tool/accessory storage boxes also are optional. Tank choices include 350 or 700 gallons. 800/241-2308; www.durand-wayland.com.

Coxreels Introduces Hose Bend Restrictors

Hose bend restrictors from Coxreels are available on low-pressure hose reels with 1/4-, 3/8- and 1/2-inch of PVC, rubber and nitrile hose handling 300 psi of working pressure. The restrictors are made of PVC and provide a grip for increased hose control and mobility. They are designed to limit the degree of bending without compromising the integrity of the hose assembly, while also preventing the hose-end from kinking and excessive wear and tear. 800/269-7335; www.coxreels.com.



General Pipe Cleaners Offers Kinetic Water Ram

The Kinetic Water Ram from General Pipe Cleaners uses a burst of compressed air to generate a shock wave that clears clogged drains. The shock wave bypasses vents and goes around bends to reach the stoppage. The built-in pump and pressure gauge let the operator select the right amount of force for each job. A toilet attachment is available. The unit

comes in a sturdy tool box with a variety of accessories, including tapered rubber cones and expansion plugs to handle 1 1/4- to 4-inch lines. 800/245-6200; www.drainbrain.com. ■



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Jack of All Trades

A British Columbia contractor's custom vacuum truck can also clean pipes, hydroexcavate, and even ride the tracks to clean up spills from derailments

By Ken Wysocky

Rob Rome likes to think of his Guzzler combination truck as a Swiss Army knife of sorts. It's an industrial dry vacuum, waterjetting and hydroexcavating truck all in one, and it keeps him on track to diversify his business, Kamloops (B.C.) Jet Vac Ltd.

Stafford, sales manager for FS Solutions, which owns Guzzler.

But Rome bumped up the uniqueness a few notches by adding hydroexcavating capability and a hydraulic Hi-Rail conversion package, which transforms the truck into a railroad-ready vehicle that can travel to derailment sites.

"People laughed when I explained all the things I wanted a truck to do," Rome says. "But I operate in a small market, so I have to be a jack of all trades. On the other hand, there's

not enough business to justify buying separate trucks for waterjetting, industrial vacuum cleaning and hydroexcavating."

The truck's dry vacuum includes a Roots 824 blower,

made by Dresser Inc. (15 inches Hg at 3,500 cfm), and a 9-cubic-yard debris tank. For pipe cleaning and hydroexcavating, it has a 2,000-gallon water tank and a Pratzolli pump that generates 65 gpm/2,000 psi. "To make room for a water tank, they bulkheaded out a 12-yard debris tank, so there's a water tank on one side and a debris tank on the other," Rome says.

Although business shifts from year to year, about 40 percent of current volume comes from industrial dry vacuuming for cement plants,

steel mills and sawmills. Another 40 percent comes from railroad work, which involves cleaning and maintaining culverts that run under train tracks and cleaning up after derailments. "We don't get a lot of derailments, but when we do, it's quite a bit of work," Rome says. "Both of Canada's major railroads meet in Kamloops, and we serve both."

The remaining 20 percent of the business comes from hydroexcavating, mostly to find buried utility lines or dig test holes for environmental remediation projects. The

MONEY Machines

Rome bought the truck, on a Ford L9000 chassis, in 1999. It was one of about a half-dozen customized trucks Guzzler made in the mid-1990s for a customer that served both municipal and industrial cleaning markets, says John

MONEY MACHINES

OWNER:	Kamloops Jet Vac Ltd., Kamloops, B.C.
FUNCTIONS:	Dry vacuuming, pipe cleaning, hydroexcavating, railroad work
EQUIPMENT TYPE:	Guzzler combination truck built on a Ford L9000 chassis
PRIMARY EQUIPMENT:	Roots 824 blower, 9-cubic-yard debris tank, 2,000-gallon water tank, Pratzolli pump (65 gpm/2,000 psi)
COST:	\$225,000
WEBSITE:	www.kamloopsjetvac.com



This Guzzler vacuum truck owned by Kamloops Jet Vac Ltd. is outfitted for a wide range of tasks, including dry vacuuming, pipe cleaning, hydroexcavation, and railroad work.

"It's almost 15 years old, and we still use it every day. It just keeps going and going. We baby this thing. I couldn't live without it, and I don't know how we'll ever replace it. Trucks with one specific function can outperform it, but I haven't seen anything that can do everything that this truck can do."



A rail package enables the vacuum truck to get to railroad spills quickly and easily for clean-ups.

company also cleans petroleum tanks.

It takes about five minutes to convert the truck from road to rail. A driver positions the truck over rails at a crossing, then lowers the rail wheels hydraulically. The front tires then ride about four inches above the rails while the rear inside tires touch the track. The maximum speed on rails is about 25 mph. "It's hard to drive in the winter and in rain because the rails get pretty slippery," Rome says.

The truck represents the heart and soul of Rome's business, and he intends to keep it as long as it can run. "It's a very neatly designed machine, and it's very tough," he says. "It's almost 15 years old, and

we still use it every day. It just keeps going and going. We baby this thing. I couldn't live without it, and I don't know how we'll ever replace it. Trucks with one specific function can outperform it, but I haven't seen anything that can do everything that this truck can do." ■

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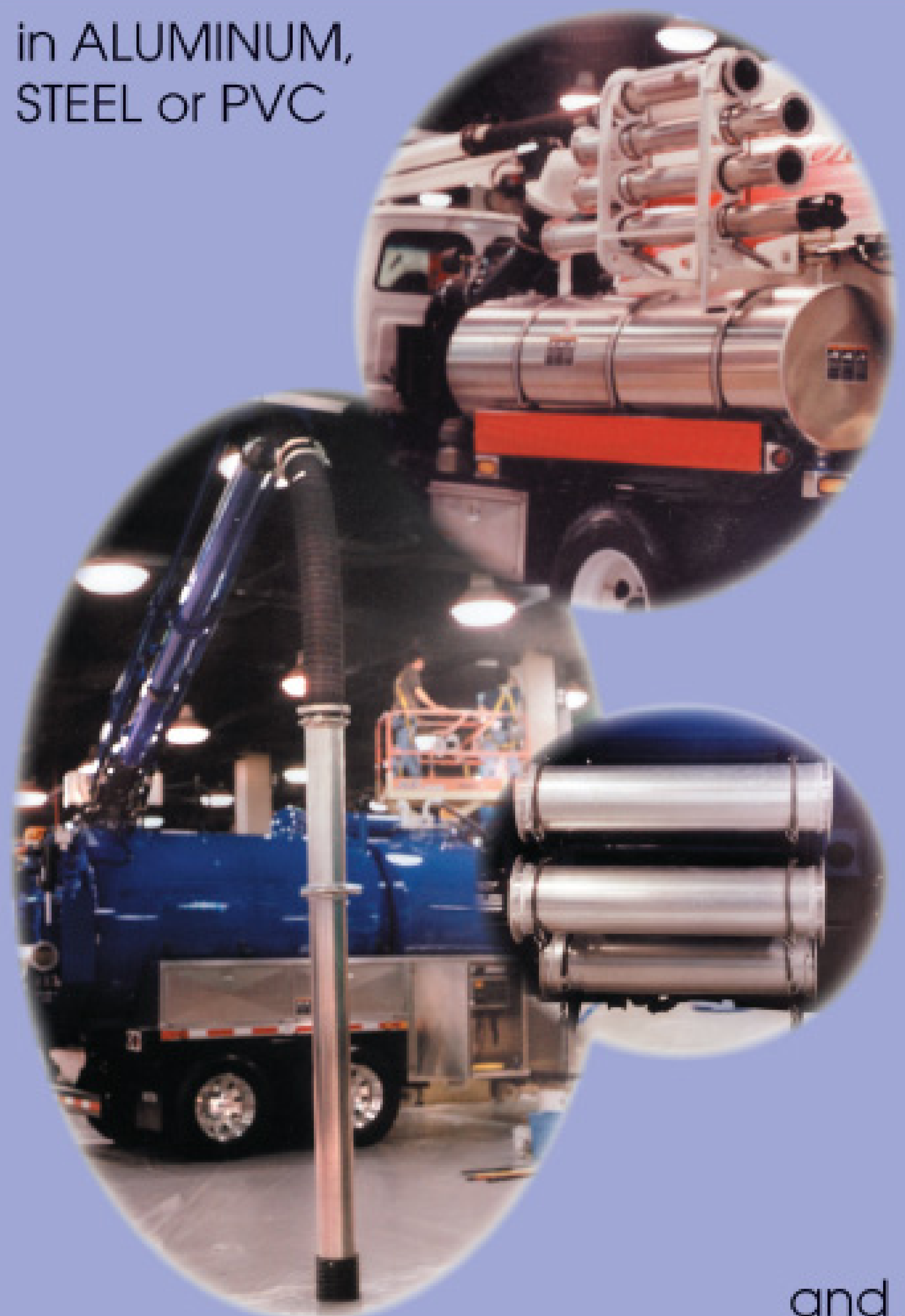
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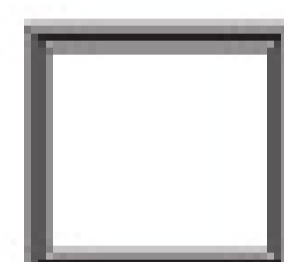
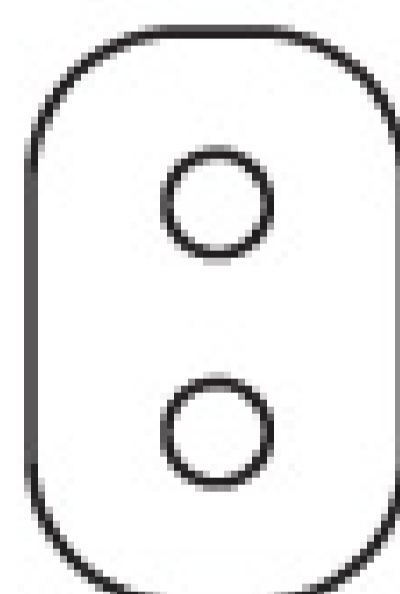
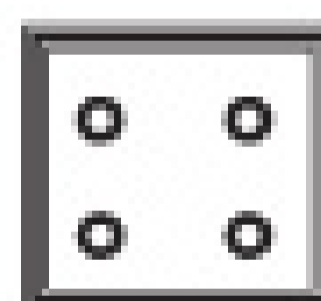
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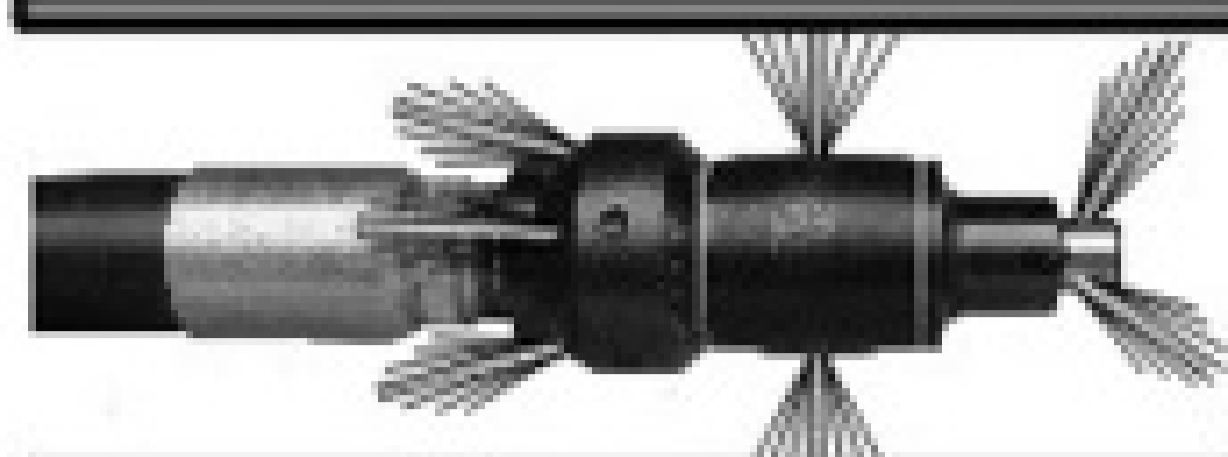
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Cobra Technologies equipment with 2 Cues cameras and 2 transporters, 1000' of cable on one reel and more than a 1000 on the other reel. All equipment seems to be mfg. in 1998, mounted in a 1995 Chev. W-5 cabover with 20' box. Only 47,000 miles. Lots 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)

TV INSPECTION

CUES TV Inspection Cutter Truck, 2004 chassis, 2005 equipment, excellent condition, recently reconditioned by manufacturer, includes OZ II pan and tilt zoom camera, Kangaroo cutter, Ultra Shorty transporter all recently reconditioned. Truck is ready to work. \$99,000. Contact Ryan Kompelien: 320-763-7600. (C11)

ENVIROSIGHT COMPLETE SYSTEM: automatic cable reel, 3 different steerable crawlers (900, 600, 125), Outpost watertight box, two pan and tilt lenses (one with optical zoom valued at \$25K), dual joystick, original owner downsizing, VCR/DVD recording unit. 18 months of use. Valued at over \$125K. Turn-key ready. Offered at \$69,000. 877-809-3308. (CM12)

New Cyclops Standard Sewer Inspection System mounted in good running 2001 1/2 ton E-150 Ford van. P&T color camera, HD transporter, 600' TV cable, LCD monitors front and rear, powered rewind cable reel, all-in-one controller, 1000 watt inverter, on-screen footage w/keyboard data entry, DVD rec/player, with one year full factory warranty. Only \$51,200. Call Bill @ 830-249-9756. (C11)

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)

TV INSPECTION

TOP-OF-THE-LINE CYCLOPS SEWER INSPECTION VAN. P&T color camera, HD transporter, 1000' TV cable, front and rear color LCD monitors, 1000 watt inverter, DVD rec/player, powered cable reel w/auto level wind, Dell computer with inspection software. (PACP certification pending). Mounted in good running, low mileage 2005 Ford E-250. All for only \$61,200. Call Bill @ 830-249-9756. (C11)

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

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)

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 INSPECTION

NEED A SEWER CAMERA? But don't think you can afford one? Call Cyclops Electronics. We have some trade-ins, prototypes, new old stock and one of a kind units that may be just what you're looking for at an affordable price. New systems have a one year factory warranty; refurbished systems are warranted for 90 days. Contact us to discuss your specific needs. Call Bill at 830-249-9756 and talk to one of the guys that build 'em. (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 main-line 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. (C11)

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

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1986 IME trailer-mounted sewer vac, 20 hp Onan engine model NHC-M# 3888D, only 500 hrs. Very good condition. 515-864-1036. (C11)

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).** (C11)

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).** (C11)

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: USED VIKING SINK MACHINE OR VIKING PARTS. 715-886-3309. (C11)

WANTED: Used TV inspection camera. Black & white or color. For residential use. 1-718-227-5568. (C11)

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

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

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November



2007 Vac-Con: IH 7400, AC, Allison 3000RDS, Vac-Con PD suction, 80 gpm/3000 psi Giant, 1" x 500' Piranha hose, 12-yd. Hi dump tank, 1500 gal. water, 23.5K mi., 2700 hr. front motor, 691 hr. Duetz aux eng., 25' suction tube, loaded, excellent condition.
631-242-4999 P10CM11



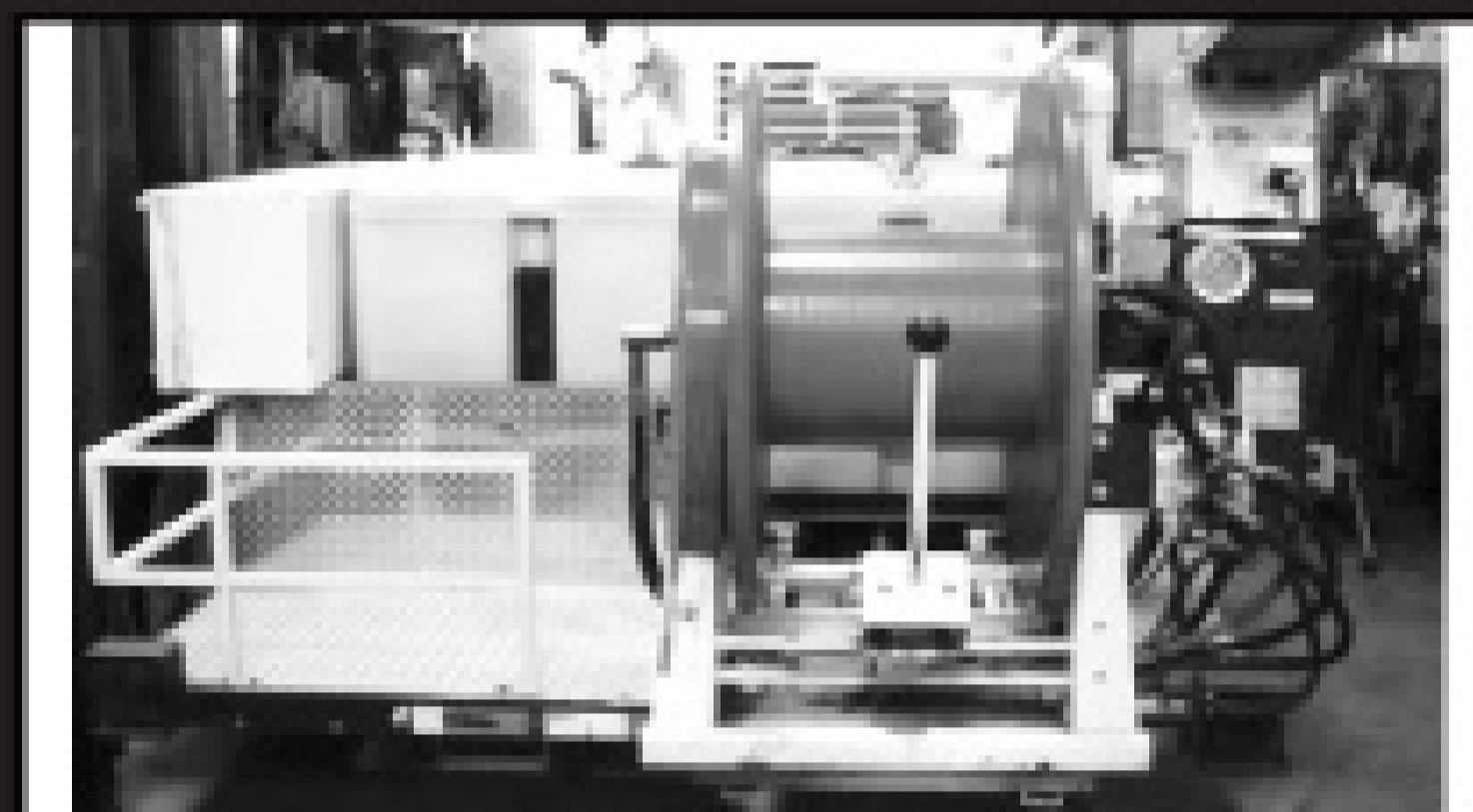
1993 International Camel: Diesel, push plate, large blower, 1000 gallon water tank, low miles, excellent condition, ex-municipality.....\$39,500
503-969-9557 or 503-682-2723 C11



2002 International 4300: DT466E diesel, auto, A/C, PTO, under CDL, SRECO Sewer Rodder, Model HS-375TM-PTO, 800' of .375" continuous rod, rotating drive head, ex-city truck, only 36,900 miles, great shape.\$27,500
Call Big Truck & Equipment Sales
877-926-5015 C11



1993 Vector 2103: Rear decant, rear mounted hose reel, extendible boom, 500 gallon water capacity, 30 gpm @ 3000 psi water pump, 1993 Ford chassis, 175 hp engine, 5-spd. manual trans., low hrs. and miles, ex-municipal truck. (Stk. 1590)
Call Joe 312-208-6373 C11



US Jetting Trailer Jet Model 4018300TRL: Hatz diesel engine, US Jetting rodder pump, 500 gal. water, telescopic hose reel, 300' new sewer hose, 18 gpm @ 4000 psi, (2) tool boxes, only 342 hours on unit.
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Bucket Machine & Winch: Belt driven, 500 ft. cable each, 6-18 inch buckets. Good condition. Accessories.
.....\$2,800 Each or \$5,200 Both
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1997 GMC Vac-N-Dig Model S3: Turbo 4 cyl. JD 4045T rear motor, Roots blower, water or air to cut with, vacuum: 15" HG @ 100 CFM, Lance: 180 PSI @ 165 CFM, 25,990 lbs. GVW (no CDL required).
.....\$39,500
503-969-9545 or 503-682-2723 CP11



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 C11



Shower and Restroom Trailers: Platinum and Gold Series, new and used available. Each with separate men and women sides.
CCI/Brian Touey 805-896-3777 CBM



1989 International Vac-Con: 12-yd. debris tank, extendaboom, 1000 gal. water tank, 3-stage fan, 2000 PSI @ 100 GPM, low miles, like new.....\$39,500
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2005 KW 900L w/GapVax VTX820: 27' Hibon blower, new 2009 Presvac vacuum tanker trailer, hyd lift/dump, full open tailgate, wireless remote extendable boom, pressure offload, vibrator. Extremely mint. Only 29,000 miles.
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2001 Strong Seal Manhole Rehab: Factory refurbished. Have hose, gun, etc. Ready to go to work.
540-309-4973 C11



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
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2008 Techline Engineering Trailer: 8'x20'x7' loaded with refrigerator, stove, microwave, shower, sink, toilet, stereo system, A/C, LED lights, aluminum wheels, set up as video inspection trailer. Trailer only:\$22,780
800-372-BEST C11



2006 Safevacs - Five (5) To Choose From: Sterling LT9511 chassis, MBE 460 engines, 27" Wispair blowers, OMSI transfer cases.Special Price \$149,950 Each
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1996 Clean Earth: 2000 gallon water, Myers D65-20 65 gpm @ 2000 psi, Ford L-9000, auto., Cummins.\$33,500
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