

Cleaner

FOR DRAIN AND PIPE CLEANING, INSPECTION AND REHABILITATION PROFESSIONALS



www.cleaner.com | \$5.00 U.S. | MARCH 2011

SHOW ISSUE

Up the LEARNING CURVE

AN IMMIGRANT CONTRACTOR
QUICKLY PERCEIVES THE POWER
OF CUSTOMER FOCUS **PAGE 24**

PUMPER & CLEANER SHOW ISSUE

MONEY MANAGER

Getting up to date with insurance

TECH PERSPECTIVE

Inspection quality control

TOUGH JOB

Hydroexcavation on a swim pool repair

PRSTD STD
U.S. POSTAGE
PAID
COLE
PUBLISHING

CHANGE SERVICE REQUESTED

COLE PUBLISHING INC., PO BOX 220, THREE LAKES WI 54562



THE STRENGTH TO CLEAN. THE SMARTS TO SAVE.

PROOF THAT VACTOR® 2100 PLUS IS THE SMARTER PARTNER.*



More than just a powerful combination sewer cleaner, the new Vactor 2100 Plus is the all-around smart partner you want working for you. Thanks to exclusive industry-leading innovations, the Vactor 2100 Plus is now quieter, more powerful and more fuel-efficient, saving you up to \$13,500 every year in fuel costs. Add to that a dealer support system that rivals none other and more standard features than ever before, and it's clear that the Vactor 2100 Plus is more than just muscle. It's a smarter, more powerful partner.

VACTOR
A Powerful Partner

To find a Vactor Dealer near you,
call 1-815-672-3171.

Click here to visit
www.vactor.com

©2009 Federal Signal Corporation. Listed in the NYSE by the symbol FSS.
*When compared to Vactor 2100 model. Source: Federal Signal engineering department. Fuel savings assumptions: 3 gallons/hour saved in combination mode (4" orifice at vacuum, 80 gpm @ 2500 psi), 1,500 hours per year at \$3.00/gallon.

Cleaner

FOR DRAIN AND PIPE CLEANING, INSPECTION AND REHABILITATION PROFESSIONALS



www.cleaner.com | \$5.00 U.S. | MARCH 2011

SHOW ISSUE

Up the **LEARNING CURVE**

AN IMMIGRANT CONTRACTOR
QUICKLY PERCEIVES THE POWER
OF CUSTOMER FOCUS **PAGE 24**

PUMPER & CLEANER SHOW ISSUE

MONEY MANAGER

Getting up to date with insurance

TECH PERSPECTIVE

Inspection quality control

TOUGH JOB

Hydroexcavation on a swim pool repair

Gen-Eye™

Pipe Inspection/Location Systems



General
PIPE CLEANERS
www.drainbrain.com

Record digitally on DVD, SD Card, Hard Drive or a device of your own. The choice is yours.

To learn more or to arrange a free demo, call the Drain Brains® at 800-245-6200 or 412-771-6300, or visit www.drainbrain.com/geneye



Visit us at
Booth
6077

The toughest tools down the line.™

© General Wire Spring 2011



The most intelligent operating system in the industry.

EXPERTISE

TECHNOLOGY

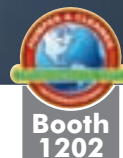
RESPONSIBILITY

Knowledge is power

What makes the Omnibus Control System the most intelligent operating system in the industry? Because one simple control operates ALL the vacuum and water system functions of the Vac-Con Combination Sewer Cleaner. This coordination of systems allows you to use only as much power as is needed, saving time and fuel expended on the job.

The Omnibus Control System is precise, economical, and expandable. Not to mention it's backed by a worldwide network of trained distributors.

Omnibus is what happens when you blend the power of experience with the power of technology. For more information visit www.vac-con.com



A HOLDEN INDUSTRIES Company



Your Waterblast Resource

Leading the Industry with Tools, Technology and Service for 31 Years!

Come See Us at the Pumper & Cleaner Expo, March 2-5 in Louisville, KY

At the
Expo!

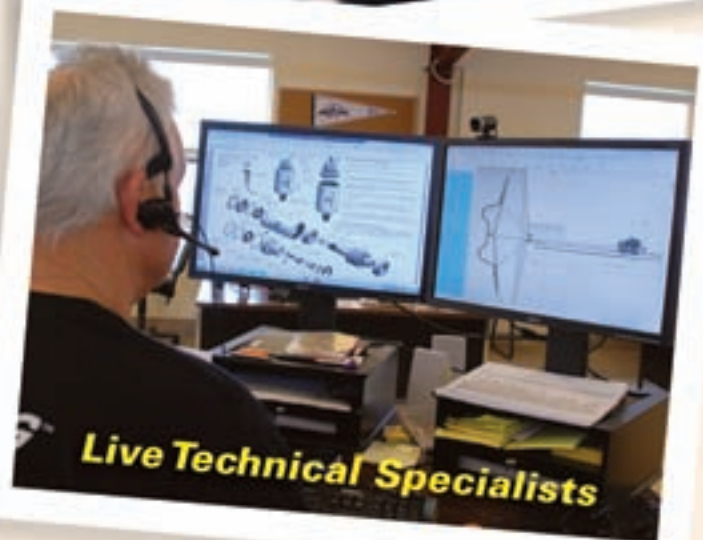


New Tools & Prototypes

Booth
#4133



New Web Materials



Live Technical Specialists



New Catalogs & Brochures

Surface Preparation • Rotary Shotgun Nozzles • Rigid Tube Lancing • Sewer Jetting
Pipe & Duct Cleaning • Vessel & Tank Cleaning • Down Hole Cleaning
Pressures up to 40,000 psi (2800 bar)



STONEAGE

WATERBLAST TOOLS



Email: sales@stoneagetools.com • 1-866-795-1586 (Toll Free in U.S.) • www.stoneagetools.com
970-259-2869 • FAX: 970-259-2868 • 466 S. Skylane Dr. • Durango, CO 81303 USA

Everything new, All in one place.

If you inspect pipe, booth 1130 is your single stop for brand new gear to enhance your capabilities and productivity.



New VeriSight Pro delivers all the functionality of the original, plus greater push power, improved image quality, sturdier construction and a lightweight controller with text, recording and annotation capability.

VeriSight_{PRO}

New ROVVER X brings an advanced touchscreen interface and dozens of new features to the most proven brand in pipe inspection. Its digital pendant not only gives you precise, concurrent control over camera, crawler and reel functions ... it records MPEG video and lets you classify observations for direct upload to WinCan. It exports footage and data via USB, and supports online diagnostics and firmware upgrades. With all this digital horsepower, it's easy to overlook the hardware features that make ROVVER X the new benchmark for inspection capability.

ROVVER_X



quickview



With powerful Haloptic™ technology and a built-in manhole camera, the new QuickView™ captures 400' of infrastructure in a single pass. It's all you need to inspect pipes and manholes, scope maintenance work, and avoid confined space entry. Join 2000-plus users who already trust QuickView for fast, thorough inspection.

DIGISEWER_{II}

The new DigiSewer II side-scan camera captures brighter scans at higher resolution, imaging your infrastructure three times faster than CCTV. It is available for all EnviroSight crawlers, and works interchangeably with traditional video cameras.



Booth 1130



Envirosight_{LLC}

www.envirosight.com • (866) 936-8476

features

24
Up the Learning Curve
By Pete Litterski



On the cover: Roger Milner credits the growth of Rooter-Man of Chattanooga to support from the franchise and an unwavering focus on customers and their needs. Here, service technician Randy Ewald uses the company's Harben waterjetter to clean a line at a commercial location. (Photography by Dan Reynolds)

38 **Beyond 'Three Trucks'**
By learning to be a businessman as well as a technician, Frankey Grayton took his company to new levels of success.
By Ken Wysocky

44 **Tech Perspective: Right the First Time**
Quality control is not a matter of after-the-fact checking of inspection data. It is a state of mind and an insistence on perfection as the everyday goal.
By Jim Aanderud

departments

10 **From the Editor: The Achilles Heel**
The one insurance coverage you should have but don't could open the door to a catastrophic loss that ruins everything you have spent years building.
By Ted J. Rulseh

60 **Money Machines: Efficiency Under Pressure**
Waterblasters help a New York State contractor deliver high productivity and shorten customers' plant shutdowns.
By Ken Wysocky

16 **Safety First: On and Off**
You need to keep your people safe on the job. But it's nice if they're careful at home, too.
By Ted J. Rulseh

68 **Reader Pipelines: Finding the Balance**
Contractors use a variety of strategies to make sure they can carve out family time amid the heavy demands of owning a business.
By Ken Wysocky

32 **Money Manager: Armor Yourself**
To protect against calamities that could cripple or ruin your business, you need to consider insurance that goes well beyond the obvious coverage.
By Kenneth Stubbe

76 **Tough Job: In the Mud**
A Texas contractor uses hydroexcavation to remove compacted soil from under a swimming pool with a fractured drainpipe.
By Scottie Dayton

52 **Better Business: A Benefit to Smile About**
Instead of a costly dental insurance plan, a dental discount card can be an affordable way to build up employee benefit offerings.
By Judy Kneiszel

86 **Industry News**

94 **Product News**
Product Spotlight: Jetting Unit Designed for Long Life and Quiet Operation
By Ed Wodalski

COMING IN APRIL

Special issue:
Location and Leak Detection, Drainline TV Inspection

- Better Business: Promoting civility promotes success
- Money Manager: Taking precautions when borrowing from family
- Profile: Musson Bros. Inc., Pipelining Division, Brookfield, Wis.
- Profile: Hurricane Drain, Corpus Christi, Texas
- Reader Pipelines: Differentiating your business from competitors

Cleaner

FOR DRAIN AND PIPE CLEANING, INSPECTION AND REHABILITATION PROFESSIONALS

www.cleaner.com

Published monthly by:



1720 Maple Lake Dam Rd., PO Box 220
Three Lakes, WI 54562

© Copyright 2011 COLE Publishing Inc.
No part may be reproduced without permission of the publisher.

In U.S. or Canada call Toll-free 800-257-7222
Elsewhere call 715-546-3346
E-mail: info@cleaner.com Web: www.cleaner.com
Fax: 715-546-3786

Office hours Mon- Fri, 7:30 a.m.-5 p.m. Central Time

SUBSCRIPTION INFORMATION: A one year (12 issue) subscription to *Cleaner* in the contiguous 48 U.S. states costs \$15.50 (24 issues for \$25; 36 issues for \$35). Subscriptions to Canada or Mexico cost \$27.50 per year (24 issues for \$52). Subscriptions to all other foreign countries cost \$150 per year. Subscribers are guaranteed monthly delivery of the paper. To subscribe, send company name, mailing address, phone number and check or money order (U.S. funds payable to COLE Publishing Inc.) to the address above. MasterCard, VISA, Amex and Discover are also accepted. Supply credit card information with your subscription order.

CLASSIFIED ADVERTISING: RATE: \$1 per word, per month. Minimum of 20 words or \$20. All classified advertising must be PAID IN ADVANCE. DEADLINE: Classifieds must be received by the first of the month for insertion in the next month's edition. PHONE-IN ADS ARE NOT ACCEPTED. Ads may be faxed only when charging to MasterCard, VISA, Amex or Discover. Please supply all credit card information with faxed ads. Be sure to include your phone number (with area code) in your ad. Make checks payable to COLE Publishing Inc. and mail with classified ad to the address above. CLASSIFIED ADVERTISING APPEARS NATIONWIDE AND ON THE INTERNET. Not responsible for errors beyond first insertion.

Our subscriber list is occasionally made available to carefully selected companies whose products or services may be of interest to you. Your privacy is important to us. If you prefer not to be a part of these lists, please contact Nicole at nicole@colepublishing.com.

DISPLAY ADVERTISING: Contact one of our sales staff below at 800-994-7990. Publisher reserves the right to reject advertising which in its opinion is misleading, unfair or incompatible with the character of the publication.



Kim McGee Jim Flory Winnie May Kayla Wilkowski Jim Koshuta

REPRINTS AND BACK ISSUES: Visit www.cleaner.com for options and pricing. To order reprints, call Jeff Lane at 800-257-7222 (715-546-3346) or e-mail jeffl@colepublishing.com. To order back issues, call Nicole at 800-257-7222 (715-546-3346) or e-mail nicole@colepublishing.com.

CIRCULATION: Circulation averages 26,800 copies per month. This figure includes both U.S. and international distribution.



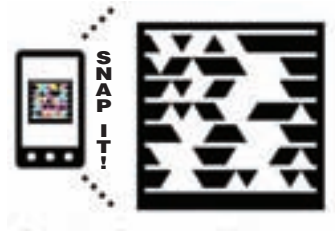
PUMPER & CLEANER ENVIRONMENTAL EXPO INTERNATIONAL

Education Day: March 2, 2011
Exhibits Open: March 3-5, 2011

Kentucky Exposition Center Louisville, Kentucky
www.pumpershow.com

To See The CS1000 In Action SCAN TAG!

Snap & See! Get The Free Reader
@ www.RIDGID.com/snapandlearn



Record digitally.

Digitally record still images and video with the touch of a button.

Report digitally.

Automatically generate professional job reports on-site.



Deliver digitally.

Deliver images, video and multi-media reports on a flash drive that can be viewed on any computer.

The SeeSnake® CS1000 Digital Recording Monitor by RIDGID® is the fast, convenient way to record, report and deliver still images and video digitally. Just grab it and go! Learn more and schedule demonstrations: 800.769.7743 or www.RIDGIDUpgrade.com.



Digital Recording



Daylight Readable



Battery Powered



RIDGIDConnect™ Enabled

We
Build
Reputations™

RIDGID

EMERSON
Professional Tools

March 2011 Advertiser Index

1-800-GOT-ROOTS? America's Sewer Service Experts

1-800-Got-Roots 86

A

A Corp/Rooterman 14

Allan J. Coleman Co. 21, 73



Amazing Machinery, Inc. 12



Aqua Mole Technologies 34



Aries Industries, Inc. 57

Arthur Products 46

B

B2 Business Brokers 96



Bandlock Corp. 14



Bowman Tool Co. & Systems 50

C

Cable Center, The 81, 88



Cam Spray 34

Canplas, LLC 75

Cappellotto S.P.A. 20



Central Oklahoma Winnelson ... 90

Root Rat

Chempure Products Corp. 92

Cherne 12

City Wide Development Group.. 50

Cloverleaf Tool Co. 55



Coast Manufacturing 15

Coxreels 95

Cubex Limited 97



CUES, Inc. 55

Cyclops Electronics, Inc. 70

D

De Neef Const. Chemicals 20

Doug Meadows 64

Drain-Net 86



Drainables Direct 51



Duracable Manufacturing Co. ... 89

Dyna Vac Equipment 19

E



Easy CAM, LLC 10

Easy Liner, LLC 87



Electric Eel Mfg. 78



Envirosight, LLC 5



ENZ USA, Inc. 58

Epoxytec 22

F



F.S. Solutions 72

Farley's Inc. 30

Fluid Systems, Inc. 90

Flush Quip 97

Forbest Products Co. 35



Fruitland Tool & Mfg. 80

G

Gamajet Cleaning Systems 71



GapVax Incorporated 106

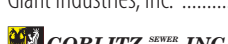


Gardner Denver Waterjetting 85



General Pipe Cleaners 2

Giant Industries, Inc. 67



Gorlitz Sewer & Drain, Inc. 27



Guzzler Manufacturing, Inc. 53

H

Haaker Equipment Co. 36

Hammelmann Corp. 23

HammerHead an Earth Tool Co. 59



Hannay Reels 34

Hathorn Corporation 22

Heffernan Insurance Brokers 84



Hi-Vac Corporation 31

Hibon, a division of Ingersoll Rand 46

High Pressure Equipment Co. 48

Hurco Technologies, Inc. 36

J

Jack Doheny Companies 82

Jameson, LLC 42



Jetstream of Houston 17

Jetter Depot 90

K

Ken's Truck & Equipment 66



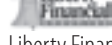
Ken-Way Corp. 82

L



Lansae Products Mfg. 64

LaPlace Equipment Company ... 95



Liberty Financial Group, Inc. 74



LMK Technologies 63

Logiball, Inc. 61

M

Masterliner, Inc. 95

MAX-LIFE Mfg. 88

MaxLiner, USA 33



Milwaukee Rubber Prod. Inc. 64

Mongoose Jetters 41

Mr. Rooter Corp. 49



MyTana Mfg. Company, Inc. 83

N



NLB Corp. 43, 80



NozzTeq, Inc. 82

O

Oceanquip, LLC 45

P



Pat's Pump & Blower 66

Pearpoint, Inc. 62



Perma-Liner Industries 13

Pipe Genie Mfg. 29



Pipeline Analytics 15



Pipeline Renewal Technologies 15



PipeLogix, Inc. 58

Piranha Hose Products 46

PrimeLine Products, Inc. 92



Prototek Corporation 84



Pulsar 2000 91

R



Ratech Electronics Ltd. 47

Rausch Electronics USA, LLC 93

Reelcraft Industries, Inc. 74



RIDGID 7

Ring Power/Cat Rental Store 56



RootX, Inc. 107



RS Technical Services 30

Rush Sales 70

S



Safety Corporation of America .. 70

Sanitation Insurance Svcs. 101



Scooter Video 37



Shamrock Pipe Tools, Inc. 66



Spartan Tool, LLC 108

SPIR STAR® 18



Standard Equipment Co. 105

Steel Eagle, Inc. 54

Stephen's Technologies, Inc. 79



StoneAge, Inc. 4, 89



Street and Sewer Parts Superstore 84

Super Products, LLC 69

T



T&T Tools, Inc. 91

TRIC Tools, Inc. 56

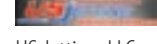


TRY TEK Machine Works, Inc. 42



TV Ferret, Inc. 16

U



US Jetting, LLC 9



USB Sewer Equipment Corp. 62

V



Vac-Con, Inc. 3



Vactor Mfg. 14, 65



Vacuum Sales, Inc. 78

Vacuum Truck Rentals 50



Vivax-Metrotech Corp. 18

VT Hackney 72

Vu-Rite Video Inspection Systems 48

W



Water Cannon, Inc. 11

WJTA - IMCA 42

WOMA Corp 92

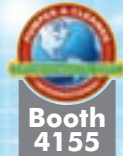
Truck Stop 102

Marketplace 98-100

Classifieds 103-105

We've got you **COVERED**

Don't let bad weather stop your business.



USJetting build all types of high-pressure jetting units for all types of customers. Our full range of all-weather trucks and trailers are heated and enclosed to keep you jetting right through the worst weather.

**So while others are snowed in, you'll be snowed under
- with work!**



USJETTING
THE PRESSURE IS ON



See our full product line at www.usjetting.com

Call us today on 1-800-538-8464 1-800-jetting



Ted J. Rulseh

The Achilles Heel

THE ONE INSURANCE COVERAGE YOU SHOULD HAVE BUT DON'T COULD OPEN THE DOOR TO A CATASTROPHIC LOSS THAT RUINS EVERYTHING YOU HAVE SPENT YEARS BUILDING

BY TED J. RULSEH, EDITOR

Back in my small-town newspaper days I had to write about a fire that started from a natural gas explosion and burned an entire block on one side of the main street.

In the supremest of ironies, one of the businesses that burned was a one-man insurance agency – whose owner didn't have renter's insurance for his office space. I don't know if the fire put him out of business entirely, but it certainly set him back.

It's axiomatic that no one enjoys buying insurance, at least in the way they enjoy buying a new truck or machine. But the mere fact it's no fun is no reason to put off a buying necessity.



Now, most business owners (especially insurance agents) are smart enough not to let something like that happen to them. And yet, how many of us walk around with insurance that's inadequate in some way – putting off buying coverage we really should own because we'd rather spend the money on something else, or save it? Or because we have ourselves convinced that what we're supposed to insure against will never happen?

VULNERABLE AREAS?

I would have to plead guilty here. Oh, I've got enough car, home, health and life. I finally bought umbrella liability about half a dozen years ago. My boat is insured, and so is the RV I have on a northwoods lake lot.

But, without getting too far into my personal life, I have a couple of chinks in my armor that my insurance agent is dutifully trying to fill in for me. And I keep dutifully putting him off – knowing I'm exposed to losses that, while perhaps unlikely, are real.

Our Money Manager column this month looks at kinds of insurance that many small businesses should have and that some owners who read this magazine probably don't. Maybe not everyone needs every type of insurance mentioned there, but everyone should at least look at the list and determine, with help from a professional advisor: Do I need it? If I already have it, do I have enough? (Or for that matter, too much?)

It's axiomatic that no one enjoys buying insurance, at least in the way they enjoy buying a new truck or machine. But the mere fact it's no fun is no reason to put off a buying necessity.

FEELING THE PINCH

The biggest reason not to buy insurance, of course, is its price, in relation to the fact it's an intangible. Risk is an intellectual concept; spending money is an emotional matter. Of course, things become tangible very quickly when a calamity occurs and needed insurance isn't there.

Maybe if we're avoiding the purchase of necessary intangibles like insurance, that's a sign we're running too lean – on too little profit margin. A healthy hourly rate should be adequate to cover all overhead, including the insurance coverages that are necessary to protect the business.

Or maybe we're running a little too fat – taking profits instead of investing in protection against things that might at some point deprive us of a livelihood. Either approach is counterproductive.

TIME TO ACT?

A story is told about the legendary Henry Ford, sitting through a meeting in which his executives jawed on endlessly about a large and very costly project at one of the Ford car factories. Finally, Henry spoke up.

"Look, is this going to be expensive?" he asked. There were nods all around the table. "And does it seem as if it's got to be done?" Again, nods all around. "Well then," said Ford, "Let's stop wasting my time and do it."

Maybe a little of that psychology can propel a decision to invest in the insurance that's needed to keep your business safe from avoidable financial harm. **c**



LARGE, MEDIUM or SMALL WE SELL IT ALL!

1-800-333-9274

19V35 5.5gpm @3500 PSI

\$3799

12V68 5.5gpm
@3500 PSI

\$1999



**LOWEST PRICE
ANYWHERE**

WC3200 6.5HP
2.5gpm @ 3200 PSI

\$499³⁺



**CUSTOMIZED
SHIPPABLE
TRAILER SYSTEMS**



5 Locations Nationwide

CHERNE UNDERGROUND

CHERNE PLUMBING

YOUR #1 SOURCE FOR SEWER PLUGS AND TESTING EQUIPMENT FOR OVER 50 YEARS!



INFLATABLE PLUGS
MECHANICAL PLUGS
TESTING ACCESSORIES

INFLATABLE PLUGS
MECHANICAL PLUGS
DEFLECTION GAUGES
JOINT TESTERS
SEWER AIR TEST EQUIPMENT
SMOKE TESTING EQUIPMENT
MANHOLE TESTERS
MANHOLE ACCESSORIES
HYDROSTATIC TEST EQUIPMENT



Minneapolis, MN USA - 1.800.THE PLUG - www.cherneind.com



Locators
512 Hz
Only
\$895
Plus
Leak Detectors
Split Box Locators
Transmitters

No Compromise
Best Service/Best Price



Celebrating 15 years

1-800-504-7435

Complete Details At

www.AmazingMachinery.com

2288 Gunbarrel Rd, Ste. 111-151 • Chattanooga, TN 37421

Jetter Hose Sale

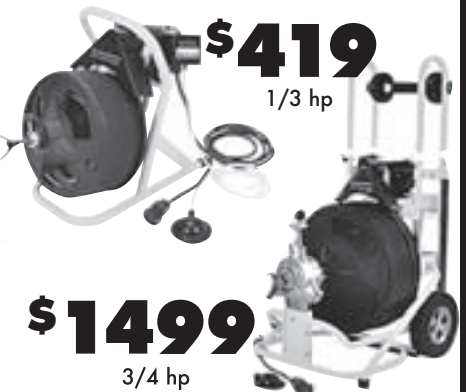
1/8" Hose: 50' **\$39.95** / 100' **\$64.95**
1/4" Hose: 100' **\$89.95** / 200' **\$169.95**
3/8" Hose: 150' **\$199.95** / 250' **\$329.95**
1/2" Hose: 200' **\$409.95** / 400' **\$689.95**

Cameras

As Low As
\$399
36 Models To
Choose From



Cable Machines



\$419
1/3 hp

\$1499
3/4 hp

Video
Online

**Conversion
Kits**
\$279



Convert A
Pressure
Washer
To A Jetter

Jetters



Starting At
\$8695
Up To 4000 psi
& 22 gpm

Starting At
\$1499
Up to 4000 psi
& 12 gpm



Jetter Nozzles

From
\$16.95
Custom Drilled 2-25 Orifices



Generators / Air Compressors / Pressure Washers / Trash Pumps

Does your pipe lining system have...



Turn-Key Trailers

Perma-Lateral™ Inversion Lining

- ICC, NSF and IAPMO Certified.
- *Permanently Stops Root Intrusion, Infiltration and Ex-filtration.*
- Bridges Missing Sections of Pipe.
- *Seamless/Jointless From Beginning to End.*
- Ambient or Heat Assist Cure.

"The consistency and quality of Perma-Liner™ products have allowed us to install every job with absolute confidence."

"Perma-Liner™ is the *only* solution we'll use for our CIPP projects."

"I highly recommend the Perma-Liner™ system to everyone who is in the plumbing business."



air inversion unit



Pull-In-Place Pipe Lining

- 100% Trenchless - No digging up floors, landscaping, or tearing up walls.
- *Ability to line around multiple bends and vertical stacks while stopping and starting anywhere in the line.*
- Ambient or Heat Assist Cure.

YouTube



Seals broken areas in Cast Iron, PVC, Orangeburg, Clay Pipes and More!

"The Maverick" Hot Water Cure System



Don't let the winter months slow you down!

CALL
(866) 336-2568 Toll Free
(727) 507-9749 International
VISIT
www.perma-liner.com





Price. Availability. Quality.

And the **VECTOR** name to back it all.

Need a reliable source for your sewer cleaning hose? Vector Manufacturing and their worldwide dealer network have partnered with Piranha Hose to bring you Vector branded rodder hose. The new Vector Rodder Hose is constructed with a yellow polyolefin tube, high tensile synthetic braid reinforcement to reach the desired pressure rating, and then covered with a high abrasion resistant polyether-urethane cover for long life and reliable sewer line cleaning performance.

And you don't have to worry about availability - we carry all of the Piranha hose products, sizes from 1/2" - 1 1/4" are in-stock and available at competitive prices for quick delivery from your Vector dealer.

To find out if there are specials or to order call your Vector dealer today or visit us at www.vector.com to find a dealer near you.

Join The Rooter-Man Team
WWW.ROOTERMAN.COM
ROOTER-MAN
"To The Rescue"
 See us in Louisville March 2011
 Booth Numbers 9015, 9115
New Concept In Franchising
NO ROYALTY ON PERCENTAGE OF SALES BASED ON POPULATION
Exclusive Territories Available
 Reserve your Territory, Call 1-800-700-8062
FRANCHISE PACKAGE \$7,950.

Irrigation fittings are for irrigating - NOT vacuum.
 How many dollars are you spending **SUCKING AIR?**
 Industry-proven, quality vacuum couplings from Bandlock will put money into your pockets.

4" to 12" Male Coupler, 4" to 12" Female Coupler, Steel Crown 4", 6" and 8" Press End, Hazardous Material Profile Gaskets (Safety), Rubber Gaskets, 6" and 8" Aluminum Weldon, Aluminum & Steel Pipe, 4" and 6" High Abrasive Bulk Nozzles, Special "Y" Reducers, BANDLOCK "Y" FITTINGS, Standard & International 4" to 12" EZ Lift Clamps, Wet Valve, 6", 360° Injected, Male and Female 4" to 12" End Plugs

Recognized as the #1 Relief Valve in the World
 Close Tolerance Couplers And Fittings Bring "Safety" To Your Work Place.

BANDLOCK Corp.
MADE IN THE U.S.A.
 Download Catalog From Our Web Site!
www.bandlockcouplers.com
1-800-659-2978
 Superior "Quick" Connect Vacuum And Pressure Couplings And Accessories

Next-Generation Pipe Rehabilitation



1130



From structural lateral renewal to point repair, reinstatement cutting and new remote pipe/manhole dimensioning technology—rehab solutions from PRT raise the bar for performance, productivity and cost-competitiveness.



www.pipelinert.com
(973) 252-6700



3193



What's Your Infrastructure Trying to Tell You?

Worldwide, More Users Trust WinCan™ to Understand Their Pipeline Assets.

When you choose underground infrastructure software, you're selecting more than specific capabilities at a given price—you're picking a partner to support and evolve the technology for decades to come. WinCan has been around 15 years—longer than anyone—and we've always been market leader. From small contractors to large cities, more users trust us to deliver responsive support, scalability, and ceaseless innovation.



NEW!



With WinCan GIS, simply drag on a map to create projects prepopulated with section data; add linked map elements from observations; dispatch crews with ease; and much more.

WinCan Value Bundles deliver more functionality for your investment, with savings up to 60% off traditional pricing.



(877) 626-8386 • www.pipelineanalytics.com

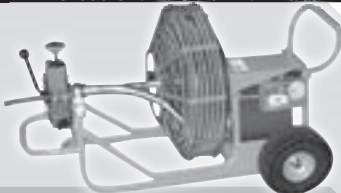
WinCan and Pipeline Analytics are trademarks of Pipeline Analytics. ©2011. All rights reserved.

CLARIFICATION

A few facts in the Tough Job article in February's Cleaner about the oil spill cleanup in Michigan require clarification. The actual amount of oil spilled was 20,082 barrels, of which an estimated 8,033 barrels entered Talmadge Creek and the Kalamazoo River. All cleanup work by Enbridge Energy Partners and its contractors was performed under the supervision of the U.S. EPA and the Michigan Department of Natural Resources and Environment. Remediation work on the site was still ongoing as of late January.

COAST MANUFACTURING

Professional-Grade Drain Cleaning Machines, Cables & Accessories



Drain Cleaning Machines

- ▶ Heavy duty construction
- ▶ The most powerful motor in the industry
- ▶ Quick and easy reel changeover
- ▶ A one year rock-solid warranty



Cables

- ▶ Fabricated from high quality wire
- ▶ All sizes, lengths and ends

COAST MANUFACTURING
www.coastmanufacturing.com 1.800.541.7015

On and Off

YOU NEED TO KEEP YOUR PEOPLE SAFE ON THE JOB. BUT IT'S NICE IF THEY'RE CAREFUL AT HOME, TOO.

BY TED J. RULSEH

At many a plant gate you'll see a sign: "Safety Begins Here," or something similar. It's a reminder to people to take proper care on the job, and that the company cares about them. But what about a sign on the other side of the gate: "Be Careful – We Want You Back"?

Because, you see, more accidents and injuries happen off the job than on. Maybe it's not your responsibility to protect people when they're away from your jobsites. And maybe it's none of your business what people do with their personal time.

Still, when your people leave for the weekend, don't you want them back hale and hardy on Monday morning? Of course. So while you can't order people to behave safely outside of work, you can encourage them.

That's tricky, but the National Safety Council (NSC) has some ideas you can use, based on the experiences of member companies. You can find them in an article, "Selling Off-the-Job Safety," that appeared in the council's *Safety+Health* magazine in 2009.

An off-the-job safety program isn't some big, costly initiative that only large companies can afford. It can be very simple, and if the message takes, it can pay dividends, in large part by reducing the days employees miss work because of injuries. If nothing else, such a program shows your people that you care about them all the time, not just when they're on your clock.

How can you encourage people to take good care in their personal activities? Here are examples of what a few companies have done:

Cite statistics. The NSC's 2009 *Injury Facts* publication reports that there were 4,689 on-the-job deaths in 2007, as opposed to 52,500 accidental deaths off the job (17,000 of them at home). As for injuries, there were 3.5 million on the job and 9.4 million attributable to accidents outside the workplace (4.1 million at home). Statistics specific to your company are surely more compelling than national facts and figures, but collecting them is probably not practical for small businesses.

Ask for input. Some companies survey employees to find out what off-the-job safety issues concern them. The results allow them to tailor their safety messages. For example, if you operate in a rural area, you might find that hunting safety is important, whereas traffic or pedestrian safety might be more important to big-city employees.

Maybe it's not your responsibility to protect people when they're away from your jobsites.

Still, when your people leave for the weekend, don't you want them back hale and hardy on Monday morning?

Build it in. It can be both efficient and effective to include off-the-job safety messages with the job safety programs you already have. For example, you could include a section on at-home safety with a formal safety training module, or discuss off-the-job safety from time to time in regular informal tail-gate sessions.

Use case studies. In the same way they use real-life examples to stress safety at work, some companies allow employees to tell about near misses they have experienced in personal life. These first-person accounts bring home the reality of risk and help co-workers appreciate the possibility of being injured off the job.

Stressing safety away from work costs little, and it just might help save a valued employee from a serious injury. Donna Stein-Harris, executive director of the NCS Home and Communities Partnerships and Initiatives, observes, "The perception is that off-the-job programs require additional resources," such as staff time and money. "I am convinced that whatever that is, it is offset by what could be saved." **c**

TV FERRET

- Steerable stainless steel crawler body
- Solid ribbed urethane drive tracks
- High intensity LEDs illuminate up to 36°
- Fully portable, DC powered system

SNAKE EYE PUSH CAMERA

- 10.4" color LCD monitor
- Variable intensity LED light control
- Operates off its own self charging battery

Under New Ownership - Dealerships Available in Select Areas

www.tvferret.com info@tvferret.com
518.399.2211

Easix

to operate • to maintain • to work with



Jetstream waterblasting equipment is easy to operate and easy to maintain. More than that, our units, parts and accessories are backed by knowledgeable, approachable people who understand that our business is your business.

"We always use Jetstream because they have less downtime and they are easier to work on. The people are knowledgeable and helpful. You tell them your problem, and they help you fix it. They'll even drill special nozzles for you."

*Steve Johnson, Division Manager
CCS, Longview, WA*

"They worked with us until the operation was up and running smoothly. With Jetstream's help, we finished what would have been a two-week project in six days."

*Charlie Underwood, Operations Manager
Midwest Waterblasting, Clinton, MI*

It's easy to choose Jetstream.

For more information or a demonstration
call **1-800/231-8192** or visit **www.waterblast.com**.

©2008 Federal Signal Corporation, listed on the NYSE by the symbol FSS.

Jetstream
Subsidiary of Federal Signal Corporation

vCamDigital Inspection Systems



New Modular Control Module

- NEW vCamModular Control Module
- More Storage with new 320GB Hard Drive
- New "Field Serviceable" Reel Terminations
- New "Field Serviceable" Control Module
- Real time recording to SD Card or Hard Drive
- Improved 8" color TFT LCD display
- Rapid file transfer from hard drive or SD to USB Stick
- New range of Camera Skids
- Locatable Sondes on all systems
- Reel range from 100 to 400 feet
- Interchangeable Camera Heads
- Internal Ni-MH rechargeable batteries

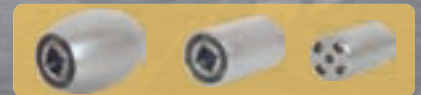


New vCamLSR Range



**Booth
4032**

- New vCamLSR Range
- Camera range from 17mm to 33mm
- 60 feet of 5mm pushrod
- Lightweight and Compact



**Please call for an on-site
FREE demonstration!**

Vivax-Metrotech Corporation,
3251 Olcott Street, Santa Clara,
CA 95054, USA
Toll Free: +1-800-446-3392
Tel: +1-408-734-1400
Fax: +1-408-734-1415
Website: www.vivax-metrotech.com
Email: sales@vxmt.com

www.vivax-metrotech.com

SPIR STAR

Your Ultra High Pressure Source

- Hose working pressures up to 46,000 psi
- Gun hose, supply hose and flex lances
- Complete range of NPT, medium and high pressure adapters and fittings
- Needle, ball, and check valves up to 60,000 psi working pressure

**Outstanding Quality . . .
Outstanding Service**

Contact your **SPIR STAR** representative for more information.
10002 Sam Houston Center Drive • Houston, TX 77064 • www.spirstar.com • ISO 9001:2008 Certified
Phone: 281.664.7800 • Fax: 281.664.7850 • Toll Free: 800.890.7827 • Fax: 888.893.1255



**Booth
7088**

© SPIR STAR 2011

Dyna-Vac Equipment

The Power, Performance and Reliability you need for Demanding Pumping and Sewer Cleaning Service

Split Shaft Drive System

The most cost effective, safe and efficient drive system available for trailer mounted combination sewer cleaners



Jet-N-Vac



Select our standard units or let us custom design a machine to meet your specific needs. No matter what your pumping we can make the task easier and more productive with the ideal piece of equipment

Dyna-Jet



Grease Trap Service Units



Sewer Jetting Equipment

888-298-8668

www.dynavacequipment.com

315-865-8084



Booth
4041



Cappellotto S.P.A.
Via Vizza, 8 | 31018 Gaiarine (TV)
Phone +39 0434 757575
Fax +39 0434 758555



capbora

caprecy

The most powerful vacuum excavator.

- with 10" hydraulic power arm
- without using high pressure water for excavation
- rotary blower vacuum pump with 6600 CFM, 27" Hg, or 10100 CFM, 18" Hg

Combined unit with continuous water recycling system.

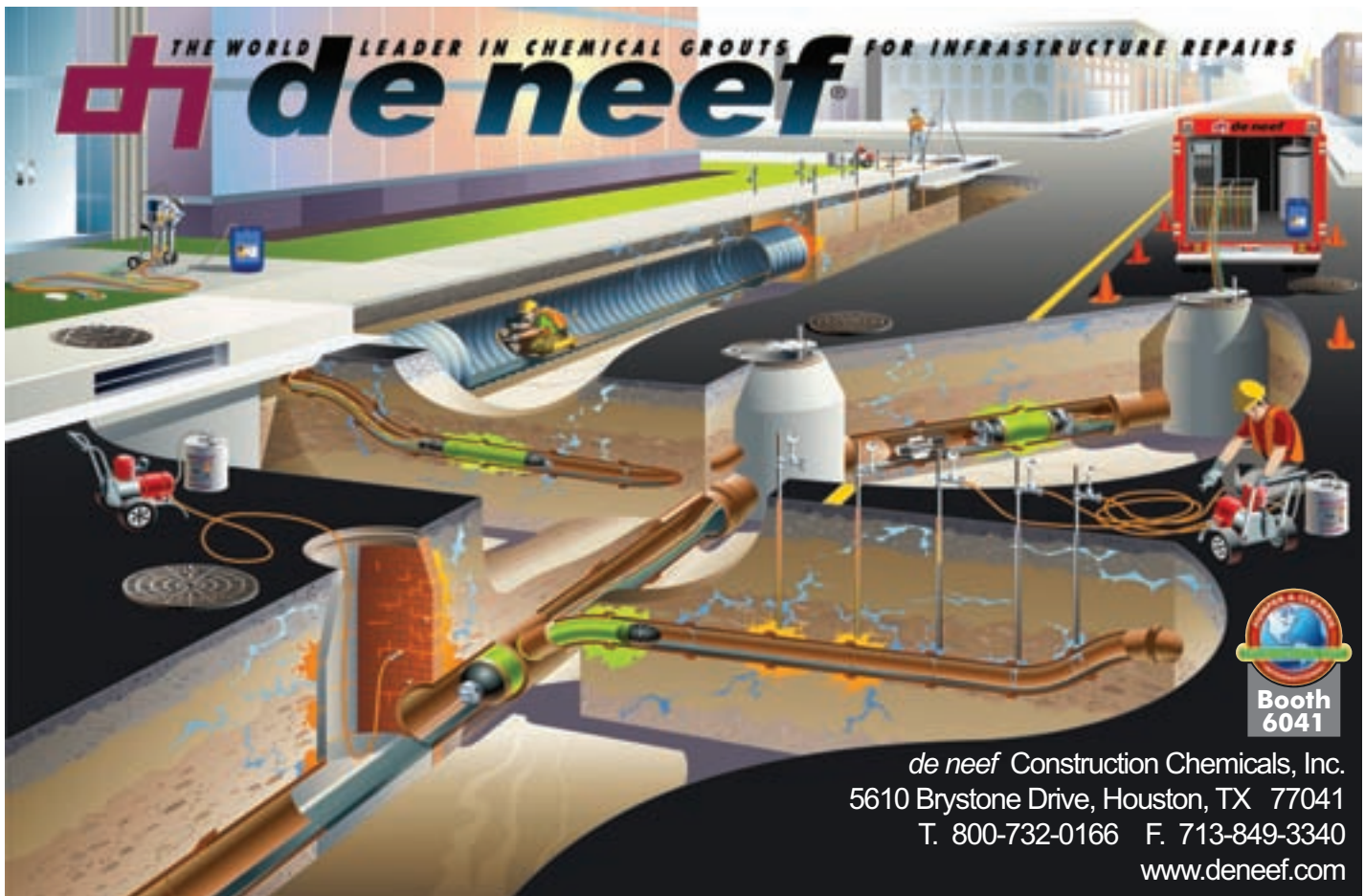
- reduced refills for clean water
- less water and more debris in debris tank
- no dead times for sewer cleanings

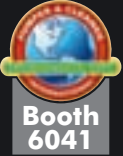


www.cappellotto.com  e-mail: info@cappellotto.com

THE WORLD LEADER IN CHEMICAL GROUTS FOR INFRASTRUCTURE REPAIRS

de neef




Booth
6041

de neef Construction Chemicals, Inc.
5610 Brystone Drive, Houston, TX 77041
T. 800-732-0166 F. 713-849-3340
www.deneef.com

Allan J. Coleman – Since 1905

Call us today! 773-728-2400

5725 North Ravenswood Avenue • Chicago, IL 60660 • www.allancoleman.com

GVision

- Easy to use removable Digital recording device.
- True Sunlight viewable LCD
- Plugs into most existing sewer camera systems
- 30 gig hard drive stores hours of videos
- Changes the way business is done



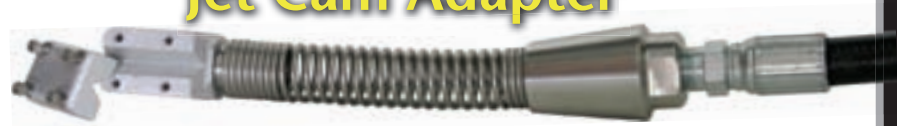
Jet Sonde Carriers

- 3/8", 1/2", 3/4" And 1" Jetter Hoses

Cable Sonde Carriers

- 3/8" To 1-1/4" Sewer Cables

Jet Cam Adapter



- Video larger drain lines
- Quick set-up
- Universal Fit
- Securely negotiate turns in 4"

GPlayer/On the Flash

- Promote YOUR Business and Services
- Create Professional Field Reports
- Embedded Media Player
- Web link to your Company
- A Better way to do Business



Repair Center for: Ridgid SeeSnake, Gen-Eye, Radiodetection, Electric Eel, Vision Technology, Insight Vision & Spartan Cameras **Fast Turnaround Time**

StoneAge® Warthog® Nozzles



**CALL FOR
GENERAL
SPECIALS**



WD-1 1/4"
(8-36" lines)

WD-1"
(8-36" lines)

WH-1/2
& 3/4"
(4-8" lines)
(6-18" lines)

WT-3/8"
(3-6" lines)

WV-1/4"
(2-4" lines)



Special pricing on all General jettors, cameras and machines



OLDEST NAME IN THE BUSINESS

— Over 100 YEARS OLD —

PHCC MEMBER

Optimum HDD

Hard Drive And USB Recording System



Key Features

- Easy Menu to Navigate
- Play, Pause and 8X Zoom Record Functions
- MPEG Recording Files
- 16 Pages of Text Writing with Memory Saves
- On Screen Footage Counter
- Adjustable Lighting Controls
- 2 Hour Battery With Built In Charger and Power Display
- Removable Control Box

The Optimum HDD lateral push camera system from Hathorn Corporation records directly to a 320 GB hard drive or a USB stick. The recorded files can be transferred between drives or on to a computer. The system features:

one touch recording and simple to use menus. The reel mountable control unit has a 8.4" LCD monitor, mini keyboard and 2 hour battery pack built right into it. Other features include on screen footage counter, voice over recording, 512 Htz sonde and adjustable lighting. The system comes with a 200 foot standard reel with a self leveling camera head or a 200 foot mini reel with a mini color camera head.



www.hathorncorp.com • ph. 905-886-2835



Check it out in the New Product Showcase at the Expo

COATING AND REHAB CONTRACTORS...

Partner with us!



As an Epoxytec Certified Application Partner, you can count on complete product support and training to build your rehab business together.

- ✓ No licensing fees
- ✓ Minimal investment
- ✓ Opportunity development

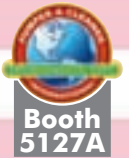


@mail us

to receive a FREE startup package:
cleanad@epoxytec.com

EPOXYTEC
REPAIR | PROTECT | MAINTAIN
Try it Today!!! 877.GO.EPOXY
epoxytec.com
"High performance products that work where others fail"

Rent the power to make the difference - up to 1000 HP



Hitch these 600 horses to your pickup.

Complete rental & service package!

We offer pump units up to 50,000 psi and 1000 HP from our extensive rental fleet along with tank cleaning equipment and water blasting tools for all applications. Our complete parts and service center is located in Laporte, Texas and can offer you advice and pricing on all Hammelmann products.

Our pump unit controller is the safest and simplest to use on the market. It automatically controls the pump bypass water function, adjusts the engine speed and pump pressure along with real time pump and engine monitoring backed up by clear text status display.



We have the only 3D tank cleaning head on the market capable of 150 gpm @ 20,000 psi +. With various length extension arms available and a finger adjustable rotation speed magnet it is the must have tool for large tank cleaning and hard scale removal. Other cost effective tools include 3D heads in kick cages for pipe cleaning, water blasting guns, rotating jet heads, surface preparation units up to 40,000 psi + and a whole lot more. Call us or visit:-



1000 HP



450 HP



100 HP

Hammelmann Houston
625 North Broadway, La Porte, Texas 77571
1-866-317-8677
bill.obriant@hammelmann.com

www.hammelmann.com

HAMMELMANN

Hammelmann Corp.
600 Progress Road, Dayton, Ohio 45449
1-800-783-4935
mail@hammelmann.com

Up the LEARNING CURVE

YEARS AFTER EMIGRATING FROM SOUTH AFRICA, A TENNESSEE CONTRACTOR FINDS KEYS TO GROWTH IN A FOCUS ON CUSTOMERS AND DEVOTION TO A FRANCHISE

BY PETE LITTERSKI



profile

ROOTER-MAN OF CHATTANOOGA (TENN.)

| | |
|--------------|--|
| OWNER: | Roger Milner |
| ESTABLISHED: | 2006 |
| EMPLOYEES: | 7 |
| AREA SERVED: | Chattanooga and surroundings |
| SPECIALTIES: | Sewer line cleaning and repairs; (80 percent) residential |
| WEBSITE: | www.rooterman24-7.com |



Rooter-Man of Chattanooga owner Roger Milner (left) and service technician Thomas Alston use a P330+ flexiprobe inspection system from Pearpoint. TOP OF PAGE: Backhoe operator Jason Ramey uses a Kubota B21 loader to move material on site for an elementary school sewer line replacement. (Photography by Dan Reynolds)

When Roger Milner was laid off from his job as a maintenance man at a church, he decided it was time to launch his own business.

Before taking the job at the church in Chattanooga, Tenn., he had worked for a drain-cleaning business for three years, and as a young man he had completed a pipefitter/sheet metal plumbing apprenticeship in his native South Africa.

So launching a drain-cleaning business seemed like a logical step. Although Milner had plenty of plumbing background, when he stepped out on his own he found he had much to learn about operating a business. At first, he learned from experience, but in April 2009, he signed on with a franchise and learned a great deal more, in less time.

He started the business as America's Plumbing & Sewer, but today operates solely as Rooter-Man (A Corp) of Chattanooga. The company has seven employees, three service vans, and a specialty in residential sewer line cleaning and repairs. Milner credits his growth to the resources of the franchise and to an unwavering focus on customers and their needs.

FIRST LESSON

In fact, one of his first lessons came from a customer. "When I started the company, I went out to a call in jeans and a T-shirt," he recalls. "The customer took one look at me and asked, 'Where's your uniform?' The next morning, the first thing I did was go out and buy a uniform."

That was a lesson on the importance of understanding and meeting customer expectations. Something as simple as showing up in a clean uniform

"When I started the company, I went out to a call in jeans and a T-shirt. The customer took one look at me and asked, 'Where's your uniform?' The next morning, the first thing I did was go out and buy a uniform."

Roger Milner

can build customer trust, Milner says. Now, when his technicians go on a call, they not only wear uniforms – they wear booties in customers' homes, and they are given disposable coveralls to wear if they need to work in trenches or crawl spaces.



Service technician Randy Ewald (in pit) and Roger Milner use a Harben high-pressure waterjetter to clean a line at a commercial location.

"That way, their uniforms will still be neat and clean when they meet the customer at their next call," Milner says. Another early lesson was that arriving on the job with a well-stocked van rather than a personal pickup makes a difference.

SECURING THE DREAM

Roger and Jennifer Milner emigrated from South Africa to Chattanooga, Tenn., in 1997 when he was offered a job with the Teen Challenge ministry, a Christian drug and alcohol rehab program.

For their first six months in the United States, Roger didn't have a work visa and could not work in the ministry. So he volunteered his services until he could get the visa. When the paperwork came through, he stayed on as a "sidekick" to the maintenance man for the ministry's male and female rehab centers in Chattanooga.

After three years at that job, needing more income, he sought work as a plumber, following his father's path as a pipefitter and sheet metal worker. The job market in Chattanooga threw him a curve ball.

"I put in applications at several places, and it was a drain-

cleaning company that hired me," he says. "I had never cleaned a drain before in my life." But Milner was willing to learn. He spent three years with the company before a Chattanooga church recruited him as a maintenance man.

By then, he and Jennifer had secured permanent residency status and were working toward citizenship. They became naturalized citizens in 2005. The church laid him off after 2 1/2 years, and he went into business for himself.

Milner says it would be hard for a working-class resident of South Africa to imagine starting a business from scratch. He sees the opportunities he had as unique to America: "This was the best move we ever did."



The Rooter-Man of Chattanooga team includes, from left, Loren Potter, service technician; Jason Ramey, backhoe operator; Roger Milner, owner; Daniel Anderson, backhoe operator; Thomas Alston, service technician; and Randy Ewald, service technician.

Investing in his first van allowed him to arrive with the right equipment and most common supplies on hand, saving him time and the customer money. As the business has evolved, Milner has equipped his vans with the tools to get the job done as efficiently as possible. Just as important as bringing the right equipment is making sure customers are satisfied with their service.

DELIVERING VALUE

“One thing I’ve learned is adding value to the job,” Milner says. “Make sure the customer feels they’ve got something for what you’ve done in their home. Sometimes, it’s just a matter of sitting with them and breaking down exactly what you’ve done. If you explain how you’ve inspected a line, what you’ve seen and

In fact, Milner encourages technicians to talk about any calls that might help their co-workers learn a lesson. If one employee finds a good way to service an account that presents a notable challenge, he shares the information so the next person working that account can be better prepared.

LEARNING FROM COLLEAGUES

Milner also uses morning meetings to train his staff, and much of what he teaches consists of lessons from Rooter-Man training sessions. When he acquired his franchise, he spent three days in Tampa, Fla., getting on-the-job training in the company’s ways.

Since then, he has been to several shorter training programs at various fran-

“On many training sessions, we go out to other shops and learn from them. You can pick up a lot of ideas you’re never going to get back home, because there the other operators are the competition.”

Roger Milner

what you have done to fix the problem, they will feel they got much more value than if you just hand them an invoice that says, ‘Cleared blocked sewer line.’”

Communicating in that manner also lets a technician know if the customer is satisfied or has questions or problems with the job. “Your customer is your bread and butter,” he says. “If they’re not happy, let’s find out right away what the problem is and make it right.”

Customers appreciate his policy of flat-rate pricing and his decision not to charge diagnostic fees when he provides an estimate on a job. Recalls are rare, but when they happen, he discusses them with his team as soon as possible.

“We meet every morning, and if we’ve had a recall, we all talk about it,” Milner says. “Reviewing recalls right away helps avoid problems down the road.” He talks one-on-one with the employee who handled the call, but also discusses it with the whole staff so everyone can learn from it and suggest how to avoid similar problems.

chises in the southeast region. While some training involves business functions like marketing and advertising, much of it focuses on service and sales. When Milner returns home, he trains his employees.

In addition to the formal training, franchisees often share information and advice based on their own experiences. “There are so many things I pick up,” Milner says. “On many training sessions, we go out to other shops and learn from them. You can pick up a lot of ideas you’re never going to get back home, because there the other operators are the competition. With the franchise, these other guys are part of the family, and if you’ve got a question or a problem, you can call on them.”

Since he began meeting other franchisees, Milner has received valuable advice on securing large accounts. For instance, the Rooter-Man operator from Savannah, Ga., has shared his success in securing business with major military bases in his area and has suggested that Milner explore possibilities in his territory.

continued



GORLITZ SEWER & DRAIN INC.

10132 NORWALK BLVD. • SANTA FE SPRINGS, CA 90670

TEL: (562) 944-3060
FAX: (562)944-7630
E-MAIL: sales@gorlitz.com



SOCKET FUSION KIT FOR WATER AND GAS LINES FROM 3/4" DIAMETER TO 2" DIAMETER

COMPLETE SET OF ADAPTERS FOR 3/4", 1.0", 1 1/4", 1 1/2" AND 2.0" PIPES AND DEBURING TOOLS FOR ABOVE PIPE SIZES
HEATER WITH TEMPERATURE GAUGE • HEATER STAND
WRENCH • CANVAS STORAGE BAG (BAG NOT SHOWN)

T 63
\$995.00

DEBURING TOOL REMOVES SHARP EDGES AT PIPE END FOR EASE ASSEMBLY



ALL DEBURING TOOLS ARE MADE OF HEAT TREATED ALUMINUM AND O.D. KNURLED FOR A BETTER GRIP. THE CUTTING BLADES ARE HARDENED AND REPLACABLE.



ADAPTERS ARE MADE ENTIRELY OF ALUMINUM, TEFLON COATED AND MOUNTED DIRECTLY TO HEATER PLATE

HEATER PLATE IS MADE OF ALUMINUM, PROVIDED WITH THERMOSTAT, TEMPERATURE GAUGE, LARGE WOODEN HANDLE AND PIGTAIL

HEATER STAND IS PROVIDED WITH RUBBER FEET AND CAN BE MOUNTED ONTO LARGER PLATE FOR ADDED STABILITY



NEW PRODUCTS FROM GORLITZ

PISTOL GRIP, HAND HELD ELECTRIC DRAIN CLEANER FROM 1 1/4" DIAMETER TO 2.0" DIAMETER PIPES

MODEL GO 31 DRAIN CLEANER FEATURES ARE

- 120 VOLT, 1.60 AMP, TRIGGER ACTION REVERSIBLE MOTOR
- DOUBLE INSULATED U/L APPROVED ELECTRIC MOTOR
- 0-800 RPM ADJUSTABLE BUILT-IN TRIGGER WITH SPEED CONTROL DIAL
- STEEL KEYLESS CHUCK WITH HEAT TREATED JAWS
- HEAT TREATED CHUCK SPINDLE
- TOTALLY ENCLOSED POLISHED ALUMINUM DRUM
- WATERTIGHT NEOPRENE RUBBER SLEEVE
- RIGHT HAND CABLES INCLUDED: 1/4" X 35' WITH BULB AND 5/16" X 35' PLAIN

MODEL GO 31
\$320.00



GORLITZ ALL-STEEL CHUCK FITS OTHER MANUFACTURERS HAND HELD DRAIN CLEANERS

WEB: <http://www.gorlitz.com>



SHOP WITH CONFIDENCE - ORDER ON LINE

“We meet every morning, and if we’ve had a recall, we all talk about it. Reviewing recalls right away helps avoid problems down the road.”

Roger Milner

A PROFESSIONAL TEAM

Milner has also learned to use incentives and rewards to improve productivity. He gives the technicians production goals and they can earn incentives for meeting them. They are also trained to offer customers Rooter-Man’s Liquid Rooter for drain cleaning.

The technicians are expected to keep their uniforms clean and neat and their vans well organized, stocked, and washed at least once a week. Milner tries to enforce high standards, and the crew embraces them: “They love working here. They feel more professional.”

In addition to the morning meetings, Milner often takes individual technicians out to lunch to help maintain strong two-way communication.

While residential work remains his stock in trade, Milner has landed one major government project that should provide steady business for up to seven years. Facing a mandate from the Tennessee Department of Environment and Conservation to correct inflow and infiltration, the Hamilton County Water & Wastewater Treatment Authority has contracted with two dozen local companies on a Private Service Lateral Program.

Under the contract, Rooter-Man of Chattanooga sends crews to homes in designated areas. They first install cleanouts at the house and street ends of the laterals. Then they pressure-test the lines and inspect them for leaks. Because many of the homes have clay laterals, much of the testing results in replacements.

His company is given a deadline to complete each list of homes, and as long as his crews can keep up with the authority’s pace and performance standards, the project provides a steady source of revenue.

THE NEXT LEVEL

Between the move to the franchise and the contract with the WWTA, Milner’s business has taken the step forward he envisioned several years ago. He hired one plumber during his first year but had not grown after that.

However, when he bought the Rooter-Man franchise in 2009, he added a second plumber so he could spend more time in the shop managing the business. This year, with business increasing, he added a third van and a third plumber and then, with the demands of the laterals contract, he hired two more crewmembers to operate his Kubota B21 backhoe.

Plumbers Loren Potter and Randy Ewald were joined by Thomas Alston earlier this year. Backhoe operators Daniel Anderson and Jason Ramey are the newest additions.

As of September, drain-cleaning calls were up 40 percent over 2009, and the business end of the operation had become so demanding that Milner’s wife Jennifer quit her job as a loan officer and came to work full-time as business manager.

Milner’s fleet has expanded to two panel vans, two box vans, and a Ford F350 pickup to haul the backhoe. Each of the three service vans travels with an O’Brien Manufacturing (a division of Hi-Vac Corporation) 2513 cart jetter and three drain machines from General Pipe Cleaners with 1/4-, 3/8- and 5/8-inch cables. The equipment list also includes a RIDGID SeeSnake camera, a Pearpoint P330+ flexiprobe camera system, a Flexicam video inspection system from SRECO-FLEXIBLE, and two cameras from South Coast Equipment.

For larger jobs, the company has a Harben Eliminator trailer jetter. Other diagnostic tools include two Prototek 2100 Series Line Finder locators, a RIDGID NaviTrack Scout locator, a Radiodetection CAT3 and Genny pipe locating system, and a Sewerin Stethopon 4 water leak detector.



Service technician Loren Potter unloads a Speedroooter drain-cleaning machine from General Pipe Cleaners to take on a residential job.

INTO SEPTIC SERVICE?

Although his business has been growing rapidly, Milner already has his eye on the future. “I want to focus on where my next revenue is going to come from, and that seems to be septic system service,” he says.

With many people building homes outside the city, Rooter-Man of Chattanooga has a growing number of customers on septic systems, and Milner believes that segment of the market will continue to grow. For now, he refers customers who need tanks emptied or field lines serviced to businesses that specialize in septic systems.

“My goal is to add a pump truck, and within the next two years I hope to be fully into installing field lines,” Milner says.

Although there has not been much call for pipe bursting or lining in his market, Milner believes that as PVC lines continue to replace clay lines, the demand will grow. For now, when he goes to trade shows or reviews trade publications, he is constantly studying options and considering which direction to explore as he continues to take his business to “the next level.”

more info

A Corp/Rooter-Man
800/700-8062
www.rooterman.com
(See ad page 14)

**General Pipe Cleaners/
Div. of General Wire Spring**
800/245-6200
www.drainbrain.com
(See ad page 2)

Harben, Inc.
800/327-5387
www.harben.com

Hi-Vac Corporation
800/752-2400
www.hi-vac.com
(See ad page 31)

Pearpoint, Inc.
800/688-8094
www.radiodetection.com
(See ad page 62)

Prototek Corporation
800/541-9123
www.prototek.net
(See ad page 84)

Radiodetection
207/329-5467
www.radiodetection.com

RIDGID
800/769-7743
www.ridgid.com
(See ad page 7)

Sewerin USA LLC
303/810-1846
www.sewerin.net

South Coast Equipment
800/688-0081
www.southcoastequipment.com

SRECO-FLEXIBLE, Inc.
800/537-3592
www.srecoflexible.com

YOU CAN INSTALL SEWER and WATER LINES

(WITHOUT DIGGING A TRENCH)



Spring Specials

We have everything you need to get started making profits with pipe bursting!



HOT BEAD FUSING 2-8"

Save time with inline fusing as you continuously pull PE pipe!



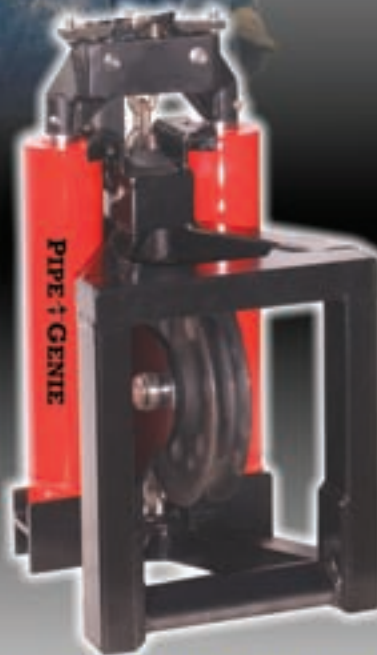
Slice Old Water Pipe

Easily handle those 1" copper pipes with brass fittings, and tricky 1"+ schedule 80 steel gas line pipes!



Ream Inner Beads 3 - 16"

Models to accommodate pipe diameters ranging from 4 inches to 20 inches! (24 and 40 foot kits available.)



PIPE BURST 1/2-30" PIPE

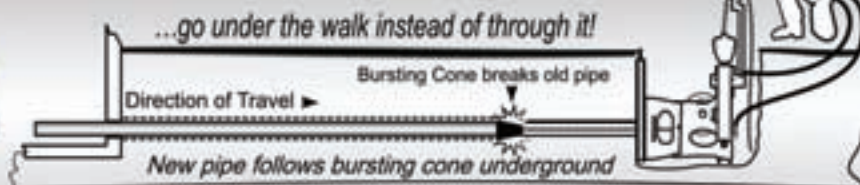


2-in-1 Convenience Bore then Pull!

Bore through existing lines or create new ones. When complete transform into a hydraulic pulling unit & haul back the new pipe!

- Pipe Genies Do it All!!**
Ductile & Cast Iron, Clay & Concrete, ABS, PE & PVC
- Pipe Genies Pull Any Pipe!!**
System Power From 20 Tons to 240 Tons!
(Rated for 1/2" - 30" pipe)
- Pipe Genies Work Anywhere!!**
The Most Compact Systems Available!

Videos Now Online!





THE *conductor* SINGLE SOLUTION

New OmniEye 360

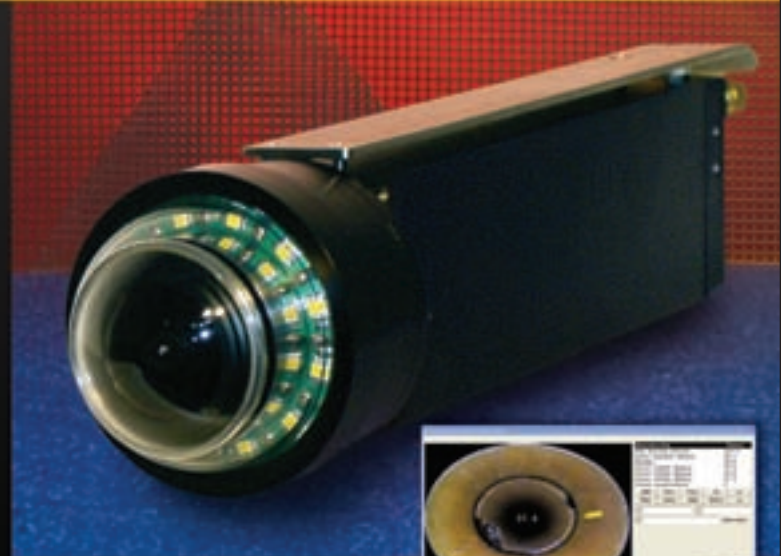
Increase production distances and defect identification accuracy with our **NEW panomorphic technology**

View simultaneous forward and unwrapped video footage. Precise, automatic measurement and distance recognition. Simplified inspection process—crews only need to clean the line and then run a continuous inspection. Post processing can be accomplished in the field or office.

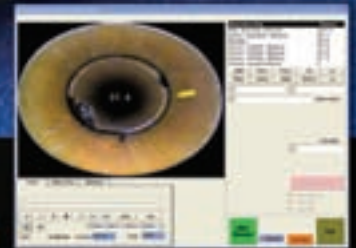
compatible with existing RST portable and mainline inspection systems and can be modified for use with most multi-conductor systems.

Quick Specs: 6 inch and larger Lines
up to 2500 feet in length
capture 30 to 70 feet p/minute

Stop by our booth at the Expo and see the OmniEye 360 in action and our complete line of single conductor inspection solutions.



POWERED BY



800 767 1974
WWW.RSTECHSERV.COM

GET MORE. DO MORE. RST.



800.522.COIL (2645)
Fax: 479.524.4570
www.farleysinc.com

PO Box 1209, 19190 Hwy 59 South, Siloam Springs, AR 72761



WE ARE COILS
And All Of Your Equipment Needs

ALL THE TOOLS OF THE TRADE. FROM ONE SOURCE.

AQUATECH

COMBINATION MACHINES ENGINEERED & BUILT AROUND THE OPERATOR.



O'BRIEN®

JETTERS THAT PAY FOR THEMSELVES. AGAIN, AND AGAIN, AND AGAIN.



ultraVac

THE NEW POWER IN HIGH VACUUM LOADERS.



X-vac

VACUUM EXCAVATORS. THINK OF THEM AS SURGICAL INSTRUMENTS.



When you invest in any of the Hi-Vac Corporation Brands, you are getting "The most value for your money". They are designed to be the easiest to operate. Cost less to maintain. And, are built tough to withstand the test of time.

HI-VAC®
CORPORATION
ENVIRONMENTAL PRODUCTS FOR A CLEANER WORLD

740-374-2306
USA 800-752-2400
FAX: 740-374-5447
hi-vac.com

Armor Yourself

TO PROTECT AGAINST CALAMITIES THAT COULD CRIPPLE OR RUIN YOUR BUSINESS, YOU NEED TO CONSIDER INSURANCE THAT GOES WELL BEYOND THE OBVIOUS COVERAGE

BY KENNETH STUBBE



Kenneth Stubbe has nearly 20 years of business development, consulting, financing, and community economic development experience. He is a certified Economic Development Finance Professional and a Certified Economic Developer.

All business people know they need insurance. But once you have the usual bases covered – property, vehicles, life, health – are you “bulletproof” against calamities?

Not likely. All manner of misfortunes can strike without warning at your business and your livelihood. The good news is that you can protect your business and those who rely on it with a comprehensive suite of insurance coverage that provides the financial means to survive almost any form of bad luck.

While the types of important coverage are easy to list, the detail of insurance plans can be daunting, especially in the insurance-speak of many advisors. Business policies contain many complicated variations and levels of coverage. They may also lack important areas of coverage you need for your business to survive a catastrophic loss or claim of liability.

PREVENTION PLANNING

The prudent business owner develops a well-thought-out loss prevention plan and works with a trusted and knowledgeable insurance professional. The best insurance people are knowledgeable in many areas of business. Particularly important is knowledge about business operations and finance – not just insurance.

“Small-business owners are busy running their businesses, trying to earn a profit, and grow,” says Steve Ford, CPCU, CLU, ChFC, a State Farm agent in Manitowoc, Wis., and a consultant for many small-business owners.

“They need to form a partnership with a knowledgeable insurance professional who can educate them on the risks they face and the options they have to address them. The owners also need to perform due diligence in checking out the company that is making them promises in the form of an insurance policy. Know the company you are doing business with, not just the agent.”

Don’t buy on price alone. Check www.ambest.com or your library for the insurance provider’s standing with A.M. Best Co., a company that rates insurers. Search the Internet for more small-business insurance information. A good place to start is www.iiaba.net, the site of the Independent Insurance Agents & Brokers of America.

Shop around. Ask several agents to evaluate your insurable risks, and listen to their ideas. It helps to arm yourself with an insurance checklist as you do this. Listed below are a series of insurance needs you may have, as compiled by the U.S. Small Business Administration (SBA) and professional advisors. You can use it as a start to assessing your company’s insurance needs.

GENERAL LIABILITY

Many business owners buy general liability (umbrella liability) insurance to cover legal hassles from claims of negligence. These help protect against payments that may result from claims of bodily injury, property damage, medical expenses or other losses connected in some way to your business.

The insurance can also cover the cost of defending you in lawsuits, and the

costs of settlement bonds or judgments required during an appeal procedure. Make sure your protection includes coverage for claims of wrongful employee termination.

HOME-BASED BUSINESS INSURANCE

Contrary to popular belief, homeowners’ insurance policies do not generally cover home-based business losses. If you operate from your home during your startup phase or for the long term, you probably need additional insurance for business property, professional liability, personal injury, advertising injury, loss of business data, crime, theft and disability.

PRODUCT OR SERVICES LIABILITY

Virtually every product is capable of inflicting some type of personal injury or property damage. Companies that manufacture, wholesale, distribute, or retail a product may be liable for its safety. Additionally, every service rendered, including advice given, may be capable of doing injury in some form.

Businesses are considered liable for negligence, breach of an express or implied warranty, defective products, and defective warnings or instructions. You may not need anything like the malpractice insurance your doctors carry, or errors and omissions insurance an engineer should have.

But that doesn’t mean you’re immune to liability related to your professional conduct. Suppose a long-time customer wants to cut the cost of

Shop around. Ask several agents to evaluate your insurable risks and listen to their ideas. It helps to arm yourself with an insurance checklist as you do this.

a project by doing some of the work himself. Wanting to help him out, you ask an employee to show him how to use one of your waterjetters. Then the worst happens: The customer hurts himself and an employee bystander. Your business could be held liable.

This may be an extreme example (you may not be foolish enough to let an untrained customer use one of your machines) – but the risk of liability remains real.

WORKER’S COMPENSATION

Required in every state except Texas, worker’s compensation insurance pays for employees’ medical expenses and missed wages if they are injured while working. The amount of insurance you must carry, the rate of payment, and the types of employees you must cover vary depending on the state.

While you as the business owner may be exempt from such coverage, your employees must be covered. Likewise, people you hire as independent contractors could be treated like employees and therefore might need the insurance. Salaried professionals like a bookkeeper may not need to be covered. Here's a case where good advice from a professional is helpful.

BUSINESS INTERRUPTION INSURANCE

You may wish to carry insurance that covers losses during natural disasters – fires, floods, tornadoes, hurricanes or other catastrophes that may force you to shut down for a significant amount of time. Consider protection against Internet vandalism from viruses and direct attack that could damage your website and databases.

CRIMINAL INSURANCE

No matter how tight security is in your company, theft and malicious damage are always possible. While the dangers that go with hacking, vandalism, and general theft are obvious, embezzlement is more common than most business owners think. Criminal insurance and employee bonds can protect against losses from most criminal activities.

KEY PERSON INSURANCE

Sometimes overlooked is protection of your business from loss or long-term illness of a partner or a key employee – someone who has special expertise that you or your customers depend on, and whom you cannot replace without great difficulty.

Be sure to also insure yourself as a key person for both the business and your family income to safeguard your spouse and family. Develop a business continuation plan that outlines how your company will maintain operations in case of the loss of a key person. Typically, this coverage consists of life insurance that names the company as a beneficiary if an essential person dies.

A key person can also be disabled and therefore unavailable, and you should plan for that possibility, too. Disability is not covered by a life insurance plan. Ask your insurance advisor about options.

HEALTH AND LIFE INSURANCE

You need to carry health insurance and adequate life insurance to protect your family. How much life insurance is a bit of a tricky question, and that's an area where a good, unbiased professional can help.

Your personal needs aside, there are sound reasons for small businesses to provide health and life insurance for employees. Offering a good term life insurance policy and comprehensive health insurance policy will help you recruit and retain good employees. It will also help employees stay healthy and productive. Good, healthy, worry-free and productive employees are vital to long-term profitability.

It is important to plan for a broad range of insurance coverage, beyond the obvious items of vehicle and property insurance. Otherwise, a calamity can kill your business and the livelihood on which you, your employees and their families depend.

Especially when you are expanding, you need to make sure to ask your agent if your policies need enhancing.

Murphy said it best: "Whatever can go wrong will." And, most often at the worst possible time. With a good insurance plan in place, you can be ready for it. **C**

MORE TIME TO GET IN MORE HOLES.

Most days, it's lateral holes. In your spare time, maybe 18. With MaxLiner, it's always a gimme. As the first ICC-ES code compliant CIPP system, MaxLiner leads the field in solutions for lateral and vertical repairs. With the compact and portable features of the new stainless steel MaxLinerGun, you can reline even the toughest vertical pipes and downspouts, allowing you to get from one job to the next quickly and easily. However you choose to use your extra time, it will mean more green.

MAXLINER

VISIT PUMPER & CLEANER EXPO #7187 NSF ICC-ES PMG f 276.656.1225 maxlinerusa.com

You Can't Buy A Better Reel. But You Can Get One FREE.

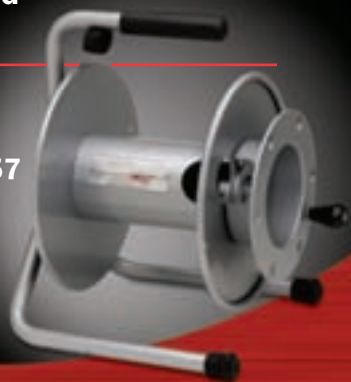
Come to the Hannay
Booth #3161 at this year's
Pumper & Cleaner Expo
and register to win a
Hannay portable cable reel.

Hannay Reels are uniquely designed
to make your job easier.

- ✓ Reels can be customized to meet your exact specifications.
- ✓ Heavy-gauge steel frames, exclusive one-piece axle assembly, special bearing design and our original "ribbed" discs can stand up to the most demanding jobs.
- ✓ Superior swivel joints allow for easy access and installation.

So make sure you stop and register
at our booth, and you could walk away
a winner with a brand
new Hannay Reel!

For more information,
call us at **877-467-3357**
or visit us online at
www.hannay.com



 **Hannay Reels®**
The reel leader.



Keep It Flowing!

Booth 3069

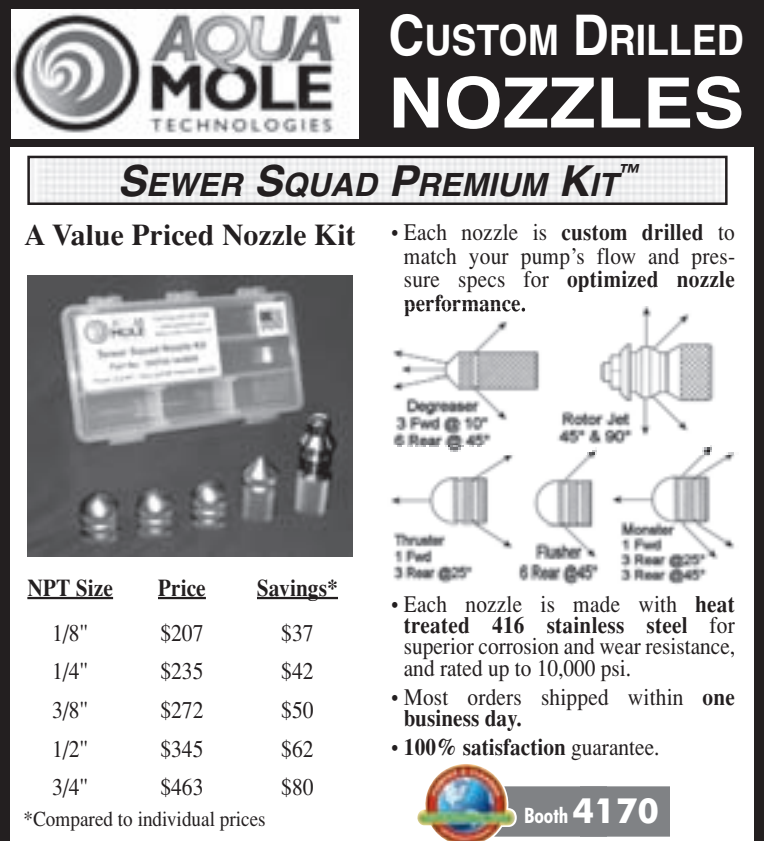
- Reliable Products
- Excellent Delivery
- Incredible Support
- Personal Service

Manufacturing Drain and Sewer Jetting Equipment since 1985. Cold and hot water Portable, stationary and trailer mounted models for lines up to 24".

Custom built equipment to your specifications.

CAM Spray

520 Brooks Road 800-648-5011
Iowa Falls, IA 50126 www.CamSpray.com




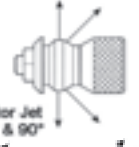
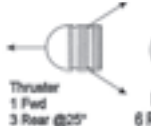


AQUA MOLE TECHNOLOGIES

CUSTOM DRILLED NOZZLES

SEWER SQUAD PREMIUM KIT™

A Value Priced Nozzle Kit

- Each nozzle is custom drilled to match your pump's flow and pressure specs for optimized nozzle performance.

| NPT Size | Price | Savings* |
|----------|-------|----------|
| 1/8" | \$207 | \$37 |
| 1/4" | \$235 | \$42 |
| 3/8" | \$272 | \$50 |
| 1/2" | \$345 | \$62 |
| 3/4" | \$463 | \$80 |

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

*Compared to individual prices

Booth 4170

CALL TOLL FREE: 877-457-2782
North Royalton, OH 44133 • www.aquamole.com • Fax: 440-237-2987

FORBEST has been around for years to provide you the most affordable, quality Video Inspection Cameras

Eco. Sewer/Drain Camera Kit

FB-PIC2188

- 5.5" W/B monitor
- 65FT push cable
- CMOS Camera
- 512Hz Sonde Transmitter for option



Portable Color Sewer/Drain Camera

FB-PIC3188/3188D

- 7" LCD Color monitor
- Built-in DVD Recorder (for FB-PIC3188D)
- 65FT push cable (100FT & 130FT cable for option)
- CCD color camera
- 512Hz Sonde Transmitter for option



Portable Color Sewer/Drain Camera

FB-PIC3188A

- 7" LCD Color monitor
- 65FT push cable (100FT & 130FT cable for option)
- Heavy duty waterproof case
- 512Hz Sonde Transmitter for option



512Hz Sonde Transmitter

USD 259



FB-TSMT512

Snake Camera

USD 159



- 2.4" color monitor
- Color Camera
- 4 LED light
- 3FT halfrigid tube

FB-VBC98C

Mi-Range Pipe Insp Camera System

FB-PIC3388B

- 10" LCD color monitor
- Built-in MIC & DVD recorder
- 190FT push cable
- CCD color camera



Video Recording Borescope

USD 199



- 2.4" color monitor
- Built-in 32M memory
- SD card recording slot
- 3FT halfrigid tube

FB-VBC98D

Long Range Pipe Inspection System

FB-PIC3488

- 10" LCD color monitor
- Built-in MIC & DVD Recorder
- CCD self-leveling camera with removable transmitter housing
- 380FT push cable

USD 3490

TRANSMITTER HOUSING



Portable Color Sewer/Drain Camera

FB-PIC3188DN

- 7" LCD Color monitor
- Built-in DVD Recorder
- 65FT push cable (100FT & 130FT cable for option)
- CCD color camera
- 512Hz Sonde Transmitter for option
- Heavy duty waterproof case



Duct Insp Camera



FB-DIC1088-7



Laboratory Tested Safe LiquiSmoke®

A smoke producing system that is so unique and cost efficient, it is covered by two United States Patents!

HURCO provides all you need to manage a complete smoke testing program better and more profitably.

Booth 41



Power Smoker™
with LiquiSmoke®



HURCO
TECHNOLOGIES, INC.®

1-800-888-1436
www.gethurco.com

(Patents: 6,865,341, 7,050,709)

R
E
N
T
A
L

S
A
L
E
S

U
S
E
D

“The West’s Most Experienced Dealer for Combination Cleaning Trucks”



VACTOR
Subsidiary of Federal Signal Corporation



In Memory of
Bill Haaker

October 21, 1951-December 17, 2010

His dreams and passion live on

Expanded Vactor Rental Fleet

Rent a wide variety of Vactor, Elgin and Guzzler Equipment throughout the Western United States

Fresh Reconditioned Units in Stock.

Serving Southern California and Southern Nevada
Haaker Equipment Company

2070 White Ave. • LaVerne, CA 91750

909-598-2706

10 E Mayflower Ave. • North Las Vegas, NV 89036

702-639-0156



"Simplify your life!"

SCOOTERS ARE EASY TO USE,
TOUGH AND DEPENDABLE.

DON'T LEAVE THE SHOP WITHOUT ONE.

Scooter Says:
We still make
conventional
DVD recorders



COLOR

Video Inspection Systems

Complete from **\$4,295**

BLACK & WHITE

Video Inspection Systems

Complete from **\$3,795**

FEATURES:

- Diffuser lighting
- Flexrite gooseneck
- Quick change cameras
- Ultra tough pushrod
- Lightweight/compact
- Solid state lights
- One Year warranty

OPTIONS:

- Voice over
- DVR/monitors
- Locators
- Carrying cases



Prototek

Line Locating Tools -
We Feature the Finest!



Now
With
DVR!

The New
Attaché-3
Monitor
Lightweight
& Compact!



SCOOTER

VIDEO
INSPECTION SYSTEMS

20843 Santa Lucia • Tehachapi, CA 93561 • Fax: 661.822.8917

www.tvinspection.com

VISA

MasterCard

800.772.6165

Plumber Michael Fogle feeds 3/8-inch cable from a RIDGID K-50 cable machine into a clogged drain. (Photography by Andrew Lightman)



Beyond ‘THREE TRUCKS’

BY LEARNING TO BE A BUSINESSMAN AS WELL AS A TECHNICIAN, FRANKEY GRAYTON TOOK HIS COMPANY TO NEW LEVELS OF SUCCESS BY KEN WYSOCKY

After eight years as a residential drain cleaner and plumber in Washington, D.C., Frankey Grayton came to a realization: While Grayton Plumbing was profitable, his job satisfaction was running in the red.

“The average plumbing company is three trucks or smaller, and I had three trucks at the time,” Grayton says. “I was working a minimum of 60 hours and up to 75 hours a week. I wasn’t very happy. I thought that owning a business should be better than this.

“I didn’t know what I was doing. It became apparent that I was a heck of a master plumber, but a lousy businessman. Whether you run a barbershop, a restaurant or a bakery, there are lots of guys who know their craft, but not necessarily how to run a business. You have to work on your business. If you never work on your business, you’ll always work in your business.”

Today, Grayton runs six trucks – Dodge Sprinter 3500s with box bodies made by VT Hackney – and a spare cargo van. And thanks to innovative

profile

GRAYTON PLUMBING, WASHINGTON, D.C.

| | |
|---------------|--|
| OWNER: | Frankey Grayton |
| FOUNDED: | 1992 |
| EMPLOYEES: | 12 |
| SERVICE AREA: | Metropolitan Washington, D.C. |
| SPECIALTIES: | Residential drain cleaning and plumbing |
| WEBSITE: | www.graytonplumbing.com |





Plumber Jermaine Guy Wingfield prepares his truck for the day.

marketing practices, Grayton Plumbing enjoys great name recognition in the D.C. metro area.

STARTING SMALL

Grayton knew back in high school that he wanted to be a plumber. "I wanted to work outside, work on different projects and work with my hands," he recalls. He apprenticed for two plumbing companies, then got laid off by the second in 1992, several years after completing his apprenticeship. That spurred him to strike out on his own.

"I printed up some business cards and started passing them out," he says. "I started out with a decommissioned FedEx delivery truck, a RIDGID K-750

"I owned a job – that's how I like to put it. Today I own a business. If I didn't come to work back then, there was no business. Today, if I go away, the business keeps going."

Frankey Grayton

drum drain-cleaning machine, and a RIDGID K-50 sectional machine. By the time I got a callback from the place where I used to work, I was too busy to go back."

In the early years, Grayton says, he was too naive to fear starting a company. He was 25 years old with a family to feed, and he had nothing to lose. "I owned a job – that's how I like to put it," he says. "Today I own a business. If I didn't come to work back then, there was no business. Today, if I go away, the business keeps going."

IMPORTANT POSTCARD

Things turned for the better after Grayton received a postcard solicitation from Plumbers' Success International, a professional organization for independent contractors. Joining in 2000 jump-started the business.

"I went to a meeting and found answers to all the questions I ever had," he recalls. "I learned things like how to make plumbers want to come to work for you, how to properly price jobs, how to write a Yellow Pages ad, and how to properly stock trucks. It was a revelation.

THE INTERNET LOOMS LARGE

For many drain cleaners, websites and Facebook pages might seem like foreign territory. But Frankey Grayton, owner of Grayton Plumbing, believes it's perilous to ignore them.

"We now have a generation of people who use only the Internet," he says. "In a lot of people's minds, if you don't have a Web page, you don't exist. The perception is that every legitimate business has a website."

Grayton Plumbing launched its first website about 10 years ago. Two more followed as Grayton learned a painful lesson about Web development: You get what you pay for. "Cheap websites look cheap," he says. "Spend your money on a good developer. Develop a custom design instead of using a template. We don't pay a lot of money to host the site, but we paid a lot to design it."

A good developer will also help the owner stay up to speed in an arena where technology continues to race ahead. "The Internet is evolving so fast that what you know today isn't valid six months later," Grayton says. "You have to stay in the loop so you understand what's happening."

In spring 2010, Grayton Plumbing created a Facebook page, which by year's end had about 200 followers who periodically receive free plumbing tips. "It's hard to quantify, but it's one more place people can find us," Grayton says.

The website continues to generate more business. During one recent week, it generated 16 service appointments, about 17 percent of that week's calls. It's important to integrate the website with the marketing program. For example, the Grayton website design mirrors the vinyl wraps on the company's trucks.

"In addition, we put the Web address on invoices, business cards, refrigerator magnets, and equipment stickers we put on water heaters or garbage disposals," Grayton says. "Anytime we receive media coverage, we feature it on our website. National media coverage only substantiates you as an entity."

Plumber Rodney Simmons (right) asks owner Frank Grayton a question during a regular morning training class. The company prides itself on effectively trained technicians.





The Grayton Plumbing team includes, from left, Rodney Simmons, Frank Grayton, Jermaine Guy Wingfield, Charles Kennedy, Arthur Williams, and Michael Fogle.

when I started buying new trucks. I did what I could afford. For instance, I went to a used-hubcap place and bought hubcaps, then bought a \$3 can of spray paint to make them look right. It made the guys driving the trucks feel a little better about their trucks, too.

“It still took a good four years before I completely understood what I was doing and had things working well. After six years, we had one of our best years ever. We had things purring like a kitten after that.”

MARKETING MATTERS

Grayton has no formal training

in marketing, but from PSI he learned a simple and valuable lesson: It’s good to be a contrarian. “I learned that if it looks like what everyone else is doing, you can’t expect it to stick out,” he says.

There are more than 300 registered plumbers in the D.C. area. “You’re fighting for mind-share,” he says. “So when it came to, say, a Yellow Pages ad, we wanted it to look different. When we designed a website, we wanted something unique. When it came to our trucks, we didn’t want something blasé.”

“It took a good four years before I completely understood what I was doing and had things working well. After six years, we had one of our best years ever. We had things purring like a kitten after that.”

Frankey Grayton

Phone book representatives always told Grayton that Yellow Pages ads should be full of pictures – that customers wouldn’t read a lot of verbiage. Grayton insisted on word-heavy ads and found that customers loved them. In fact, customers often comment about those ads.

“I built a marketing campaign around defying stereotypes,” Grayton says. “Our ads note that many plumbers don’t answer the phone, but we do. Many plumbers don’t show up with parts, but we do. Most plumbers don’t offer warranties, but we do. Or we talk about sticker shock: How some plumbers do work and give the customer a price after they’re done. We give you a price up front.”

UP THE SCALE

As a bonus, Grayton discovered that by investing more in marketing, he attracted higher-level clientele. When he ran an ad the size of a business card, he got calls from customers who generally didn’t want to spend much money. When he ran full-page ads, he got more calls from people with higher disposable income.

continued



Plumber Jermaine Guy Wingfield works on an estimate.

“I started attending PSI events every four months, and that led to combing the Internet and reading books for any information that could help me run my business more effectively. I doubled my revenue during my first year as a member, while still running the same three trucks. The biggest compliment I ever received was years later, when a sales rep asked me where I got my MBA degree. I told him I never went to college – just the school of hard knocks.”

LITTLE BY LITTLE

Change didn’t happen overnight: Improvements came incrementally as he started pricing jobs properly and profitably, taking his trucks to a body shop to have

dings and dents removed, requiring technicians to wear uniforms instead of T-shirts and jeans, and changing the way staffers answered the phone.

Today, each Sprinter service van carries K-1500 and K-60 sectional drain-cleaning machines from RIDGID, or a K-50 sectional machine. Other RIDGID equipment includes a SeeSnake inspection camera, a Mini-SeeSnake camera, and KJ-1750 portable waterjetter for cleaning up to 4-inch pipes.

The marketing program includes cable TV ads, striking vinyl truck wraps that prominently feature Grayton’s picture on the back doors, and an attractive website.

“It wasn’t like we did it all at one time,” Grayton says. “We fixed one truck at a time and did just the minimum. We didn’t get the vinyl wraps until 2005

Nozzles

Nozzles Extensions

Root Saws

Cutters

Hose

Pumps

Laterals & Small Line

Rodding Accessories

Rod

Mechanical Cleaning

Manhole Tools

Cleaning Accessories

Repair Parts

Vacuum Tools

Vacuum Excavation Tools

Sewer Dye

Cable Machine & Acc.

Pipe Plugs

Jetting Accessories

BestPRODUCTS.
BESTLocalSupport.
800-323-1604

FROM THE MAKERS OF:



All of your Jetter & Vacuum Parts on one site.

SewerShop.com is your one stop shop for Jetting and Vacuum Machine parts and accessories. Find what you need when you need it. SewerShop.com is the best location to find everything from Nozzles to Sewer Hose. We have an extensive variety of parts and accessories for Rodders, Jetters, Vacuum Machines, Hydro Excavators, and Cable Machines.

10% OFF*

Take 10% off your next order on sewershop.com

Qty:

Details

Enter Promo Code: **Sewer10** to receive a 10% discount.

Offer expires July 1, 2011.



Save the Date

2011 WJTA-IMCA Conference and Expo

September 19-21, 2011
George R. Brown Convention Center • Houston, Texas

High Pressure Waterjet Technology and Related Services



- Precision Cutting
- Industrial and Municipal Cleaning and Maintenance Services
- Wet/Dry Vacuum Services
- Surface Preparation
- Paint and Coating Removal
- Hydrodemolition
- Hydro-Excavation

Live Demonstrations of abrasive waterjet cutting of industrial and geological materials, equipment/system conversions, industrial vacuuming and offloading, rotary line cleaning, sewer line cleaning, tank/vessel cleaning, tube and bundle lancing, waterblasting, waterjet gas operations, and waterjet pumps.

New High-Tech Products and Equipment displays by exhibitors representing leading industry manufacturers and suppliers from around the world.

Boot Camp for Contractors and End Users – Learn new business ideas, safety recommendations, and tips and techniques to improve workforce productivity and stay competitive in today's marketplace.

Emerging Technology, New Applications – Hear some of the world's leading engineers and researchers share new developments in applications, mechanics, equipment, and procedures.

Presented by the Waterjet Technology Association and the Industrial and Municipal Cleaning Association.

For more information, visit www.wjta.org, or contact the WJTA-IMCA, telephone: (314)241-1445, email: wjta-imca@wjta.org, fax: (314)241-1449, mailing address: 906 Olive Street, Suite 1200, St. Louis, MO 63101-1448.

BEFORE You Dig

Locating Solutions From Jameson



Traceable
Rodders

Sonde
Locator
Receiver



Booth
6047

Sewer Laterals
PVC Pipes
Live Plastic Gas Lines



Request Our Full Line Catalog

800.346.1956
WWW.JAMESONLLC.COM

"We started hitting neighborhoods we were never in before," he says. "I remember one of my plumbers, a new employee, came back from a service call and said, 'Where do you get these customers from? You tell them what's wrong and how much it'll cost to fix it, and they just agree.' I told him that people respond to the marketing.

"If I own a Mercedes, would I let a budget shop work on it? No. I'm going to look for a really good mechanic. The same is true if you own a million-dollar home."

NEW MARKETING AVENUES

Grayton is always looking for new ways to get his name in front of customers. When he found that local advocacy groups sponsor twice-a-year energy-efficiency trade shows, Grayton acted. He now joins local gas and electric company representatives to talk about things like energy-efficient boilers and tankless water heaters.

"If I own a Mercedes, would I let a budget shop work on it? No. I'm going to look for a really good mechanic. The same is true if you own a million-dollar home."

Frankey Grayton

No matter what marketing avenues the company pursues, branding is consistent. "It's not unusual for people to say they saw our cable TV ad, then saw one of our trucks the other day, and then found our Yellow Pages ad when they actually needed service," Grayton says. "Sometimes it's an accumulation of things that tip the balance. That's why uniform branding is so important."

Grayton also uses advertising to smooth out up-and-down business cycles. For example, if April is typically a slower period, he may boost advertising budgets as early as February, in outlets such as newspapers and direct mail.

Marketing plans also differentiate the company from competitors by promoting service warranties. Most service work carries a two-year warranty, and drain cleaning comes with a 30-day guarantee. The company monitors callback and warranty ratios to make sure service technicians "are dotting the 'i's' and crossing the 't's.'"

The company's commitment to customer service is reflected in its slogan: Happy today, or you don't pay. Grayton knows that satisfied customers generate referrals and repeat business. That keeps Grayton satisfied and happy – and makes him more than just a guy with three trucks. **C**

more info

RIDGID

800/769-7743
www.ridgid.com
(See ad page 7)

VT Hackney

800/763-0700
www.hackneyservice.com
(See ad page 72)

TRY TEK Machine Works, Inc.

FAST DELIVERY
on
replacement parts



We accept most
major credit cards



Contact us for more information:
Phone: 717-428-1477
Fax: 717-428-2865
Email: trytek@trytek.com

250 N. Main St.
Jacobus, PA 17407
USA



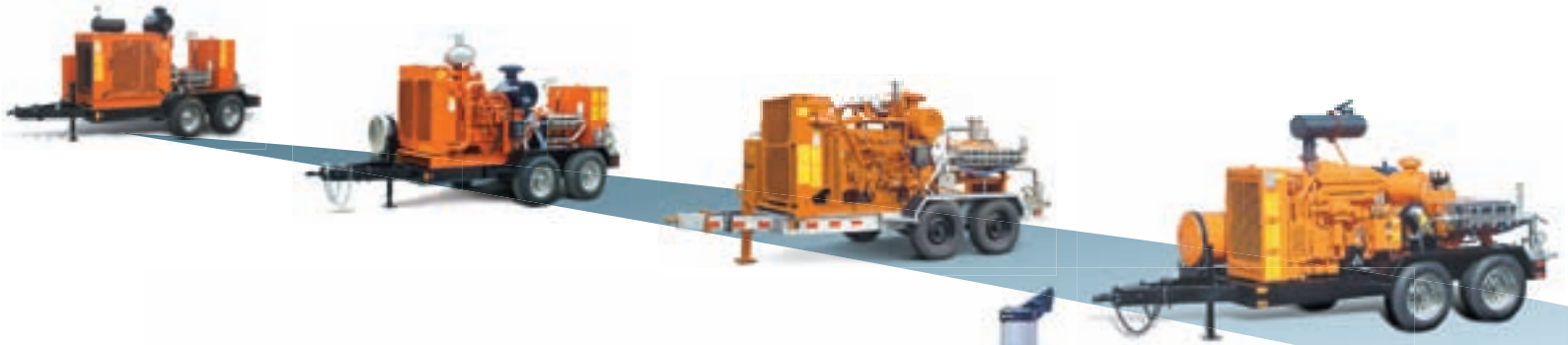
Serving the
industry for
25 years

**Hundreds
in use!**

www.trytek.com

6" to 15" Tap Cutter

NLB 605 combines 600 hp with 40,000 psi



**Biggest range of convertible
water jet units is now
even bigger**



See us at
Booth #7095



The NLB 605 convertible water jet unit, a contractor favorite for high flow and horsepower, now gives you even more: the ability to run at ultra-high pressure. It converts in a few simple steps to any of eight pressures, from 4,000 to 40,000 psi.

Like the other 26 NLB convertible models (the most in the industry), the NLB 605 offers high productivity and uptime with easy maintenance. See it at the Pumper and Cleaner Environmental Expo, with:

- NLB 225 convertible unit with a smaller footprint
- Saflex™ 2000 and 3000 tube lancing systems
- expanded line of Typhoon™ tube cleaning nozzles, with larger sizes and pressures to 40,000 psi

NLB has developed more innovative water jet pumps and accessories than anyone over the past 40 years. For details, or the regional branch nearest you, visit www.nlbcorp.com.



1-877-NLB-7996

www.nlbcorp.com

nlbmtg@nlbusa.com

Right the First Time

QUALITY CONTROL IS NOT A MATTER OF AFTER-THE-FACT CHECKING OF INSPECTION DATA. IT IS A STATE OF MIND AND AN INSISTENCE ON PERFECTION AS THE EVERYDAY GOAL.

BY JIM AANDERUD

When CCTV inspections went digital in 2001, few people realized the impact the change would have on the industry. Until then, relatively few videos were looked at after the inspections took place because it was difficult to navigate through the VHS tapes. Finding specific points on two hours of videotape was time-consuming, and most people weren't willing to take the time.

Digital recordings changed everything. End users could now look at every inch of pipe in a CCTV inspection in a matter of minutes. For the first time, every video inspection run was not only looked at but closely scrutinized. The result was a much more sophisticated end user who began demanding better quality and more accurate information in pipe video.

This had two significant results. First, inspection operators could no longer be thrown into the field with little to no training or experience – only well-trained and qualified operators were able to meet the higher standards. Second, quality control became an important part of the process, ensuring that customers got the highest quality possible.

WHAT IS QUALITY CONTROL?

The dictionary defines quality control as “the process by which entities review the quality of all factors involved in production.” In CCTV inspection, it

is easy to determine what those factors are. They include the inspection videos and all accompanying pictures and reports.

Quality control ensures that the production video and data are always correct and consistent. Most people see quality control as something that takes place after the fact. They envision someone reviewing the videos and making the necessary corrections.

In reality, quality control is much more than that. It is a state of mind that encompasses all facets of the production, from beginning to end. It is a mindset of intolerance for anything substandard. It is pride in delivering the highest possible outcome under any circumstance.

If I were to give my own meaning for quality control, I would describe it as being the counterbalance to human error. In fact, quality control can even be looked at as insurance against carelessness. Let's face it: We all make mistakes. Some of us do so more than others, but at some point, we all fall short.

Most of the time, errors are not critical or consequential. However, there are times when small errors can have huge implications. For example, if an asset identification number in an inspection report is transcribed improperly, the consequences can be significant. When that inspection ends up in a huge database, it will be practically impossible to find.

An incorrect spelling of a street name can also be aggravating. It makes it difficult to filter databases properly, and it also reflects poorly on the person and company responsible. These errors are intolerable and should never be ignored. Quality-control checks are designed to catch such mistakes before the final submittal of the product.

PROTECTING THE IMAGE

Smaller, less consequential errors matter, too. Misspelled words, incorrect street numbers and grammatical shortcomings convey a negative image to the customer. Even though they are small, these errors erode the confidence and perception of professionalism that the customer has in the operator and company.

Quality is really a management issue – management dictates the level at which the product

Innerline Engineering team members, from left, Allen Souza, CCTV inspection operator; Rob Hueners, project supervisor; Jeremy Hartoog, CCTV inspection operator; and Jake Ziegler, CCTV inspection operator, look on as quality control manager Sean Trammell conducts a group a of recent CCTV inspections. (Photo courtesy of Innerline Engineering.)



is deemed acceptable. The culture of quality must be based on a concept of acceptance that can be summed up in one word: Perfection. We must understand the human and mechanical element that sometimes prevents that, but perfection must be the goal.

Management must convey to the operators that nothing less than perfect is acceptable. That means the header information on the reports is 100 percent

Ultimately, the goal must be to create a culture of pride in the products. This does not happen by itself. It must be done through extensive training, the setting of high standards, ongoing accountability, and the checking and rechecking of the product every step of the way.

correct, as is the information on the screen. Each observation must be precise, and the data must be entered correctly throughout the video. Finally, the lighting must be at optimum levels, and the audio recording must be clear.

Quality is also a technical issue. By providing the best equipment possible, you ensure that the quality of the picture and the sound is of the highest caliber. A sharp operator can be neutralized with old or poorly maintained equipment.

AN EFFECTIVE QUALITY PROGRAM

Most people think of a quality-control program as a QC manager reviewing every video. Even though that is an important part of the process, it is not by any means the only part. If all we did as managers was review and correct video and data already generated, then we would receive the same errors, day after day, year after year.

We must in fact plan for quality from the outset by looking at the inspection operator and determining where improvement is needed. This means operators must get intensive and regular training throughout their careers. We must constantly strive to correct areas of deficiency – we cannot take for granted that people will improve automatically. Even the best inspection operators can fall into habits that need correction.

So, managers must teach that quality is the individual operator's responsibility. We must stress that quality means preventing errors now, so that they don't have to be corrected later. We must emphasize the importance of getting it right while the work is being done. That means every entry must be performed at a high level, and then rechecked before proceeding.

This also means all operators must show up for work each day with sufficient rest so that they can perform at their highest level. They must eliminate distractions while they are working. And they must be thoroughly trained and prepared before they conduct pipeline inspections.

A TWO-TIERED PROGRAM

Every CCTV inspection company should have a two-tiered quality-control program. The first tier lives in the field with the inspection operator, who must review each inspection as it is completed. Immediately after each run, the operator should play back the video to ensure that:

- It actually recorded.
- It is recorded from beginning to end.
- The lighting was adequate.
- Data on the opening screen is correct.
- Data on the running screen is correct.
- There is acceptable audio throughout.

Corrections can be made on the reports later, but changes to the video are much more complex. Therefore, if there are problems with the video, this is the time to fix it. Rerunning the inspection while still set up at the manhole is the most cost-effective correction method. Having to return later to re-inspect will

cost a lot more and waste production time.

The second tier of quality control is the in-house quality-control check. It is important that this review be performed by someone who is trained in NASSCO PACP defect coding. It helps if the quality-control officer also has some field experience and understands what occurs during the inspection process.

Before any video or hard-copy report is submitted to the customer, it must be thoroughly reviewed. Every picture, every report and every observation needs to be thoroughly looked at, and any errors should be corrected if possible. If the error is too significant for an in-house correction, it should be returned to the operator for corrective action.


The information compiled by the quality-control officer must get back to the operators. This feedback will help them learn, so that they do not continue making the same errors. Often, operators are unaware that they are doing things incorrectly. Bad habits can creep in without their realizing it. Immediate feedback is important in the growth and development of a top-rate inspection operator.

REVIEW SESSIONS

An excellent way to ensure that the quality-control information is used effectively is to hold group reviews with all inspection operators. In these sessions, the quality-control officer discusses areas where there have been problems.

Videos are selected and played back to point out areas of deficiency. It is also valuable to point out the areas where things are being done right. These meetings are valuable in creating standard procedures and improving product quality among the operators.

Ultimately, the goal must be to create a culture of pride in the products. This does not happen by itself. It must be done through extensive training, the setting of high standards, ongoing accountability, and the checking and rechecking of the product every step of the way.

Having a well-established quality-control process is one of the major keys in developing a top-rate CCTV pipeline inspection program. As Ford Motor Company says, "Quality is job one." 

ABOUT THE AUTHOR *Jim Aanderud is owner of Innerline Engineering, a video pipeline inspection company based in Corona, Calif.*



Past issues available online www.cleaner.com



Your #1 Supplier
of Sewer Inspection
Connectors, Cables, Pigtails,
Pipe & Joint Repair Kits
OceanquipLLC.com

Booth 3031

504 738 7833 p/f ■ jfowler307@aol.com

Same Truck, More Lift!

Drop in a TS Series blower and achieve 18" Vacuum without a CUMBERSOME HEAT SHROUD.

hibon®

Better by design.

Need to replace your Roots 8.24 or 6.24 Blower?

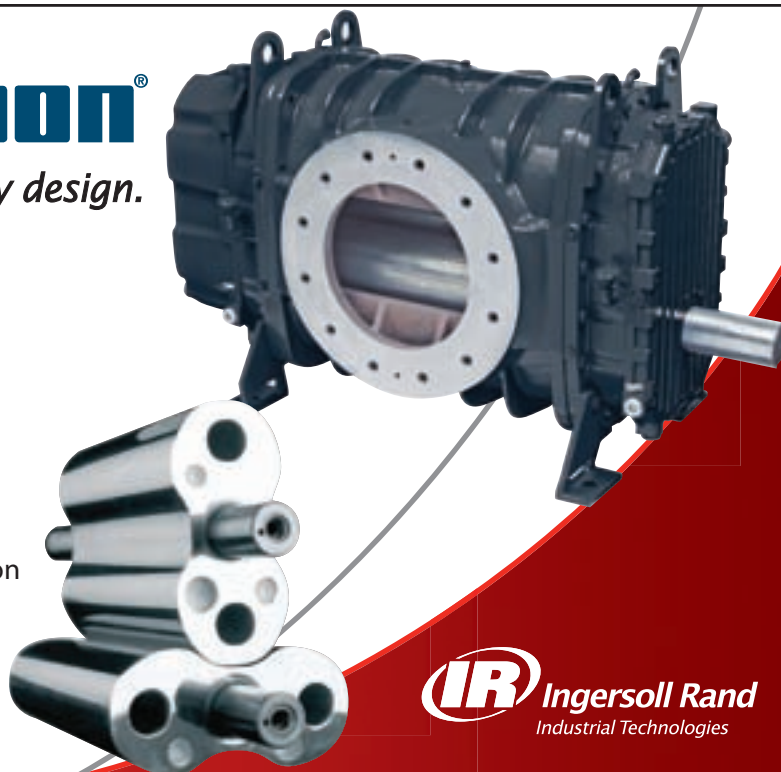
The TS Series blowers from Hibon "draw LESS POWER, run QUIETER and COOLER, and evacuate the tank much FASTER than comparable Roots blowers."

Contamination issues during washdown?

Hibon uses CLOSED END PLATES which prevent contamination during washdown while improving blower performance and reducing overall noise!



Booth
26



IR Ingersoll Rand
Industrial Technologies

Low Pressure Business Unit / Air Solutions
Ingersoll Rand Industrial Technologies
12055, Côte de Liesse
Dorval, Quebec
Canada, H9P 1B4

Tel.: +1 514 631-3501
Fax.: +1 514 631-3502

www.ingersollrand.com
www.hibon.com

High Pressure Sewer Cleaning Hoses

» **Standard Sewer Line Hose**
high abrasion resistant poly-ether-urethane cover design, available in diameters 1/8-1-1/2", 2,500-5,000 PSI

» **Multi-Line Hoses**

» **Slither® Sewer Jetting Hose**
ultra slick cover design, available in diameters 1/8-1-1/2", 2,500-5,000 PSI

» **Twin Line Hoses**

Be sure
to come
and see
us at



Booth
6123

For samples, literature and more information contact us at



Piranha Hose Products, Inc.,
Cadillac, MI

1-800-250-5132

www.piranhahose.com

AquaNoz

"Engineered Solutions"



Booth
9109

Call 1.800.322.0510

Fax: 1.330.722.2698

E-Mail: jmsales@apclsq.com

www.arthurproducts.com



AquaNOZ™ by Arthur Products Co.

ARTHUR PRODUCTS CO.
an LSO Rtg Company

Booth
144



Elite SD



Ultra Micro



Elite DVD



Locators



Mini Mainline

Ratech Electronics

Video Pipeline Inspection Systems



Mini Peek



Torpedo Crawler



Rebel Crawler



Plumber's Mate



Stainless Steel Reel



Fast Peek



Toll Free (800) 461-9200 (905) 660-7072 (905) 660-1519 fax
www.ratech-electronics.com sales@ratech-electronics.com



VU-RITE

Video Inspection Systems

Our **NEW** versatile frame and same trusted modular components make this the most user friendly, full color inspection camera you'll ever need.

VU-Rite Video Inspection Systems now brings new meaning to the term "Modular Camera." Now you can configure a camera frame to fit your job space and needs - right on the job site in seconds!

- Interchangeable cage, pushrod and camera head assembly
- Removable and extendable wheels
- Side reeling for confined spaces
- Extendable "feet" for added stability
- 512 Hz Transmitter
- Digital voice over/narration capabilities
- Software available for use with your own laptop
- Full color sewer inspection camera
- Changeable accessories with a push of a button
- Owner replaceable lens and cover

Something NEW is Coming

you won't want to miss our ad in the next issue of Cleaner!



Laptop Unit



DVD Recording Model



Video Glasses



Battery Pack w/Charger

\$3995*

ALL CAMERAS IN STOCK, NO BACK ORDERS, all orders processed by 12 pm EST shipped **SAME DAY**

Sales: 423-349-4300
423-967-4279
sales@vu-rite.com



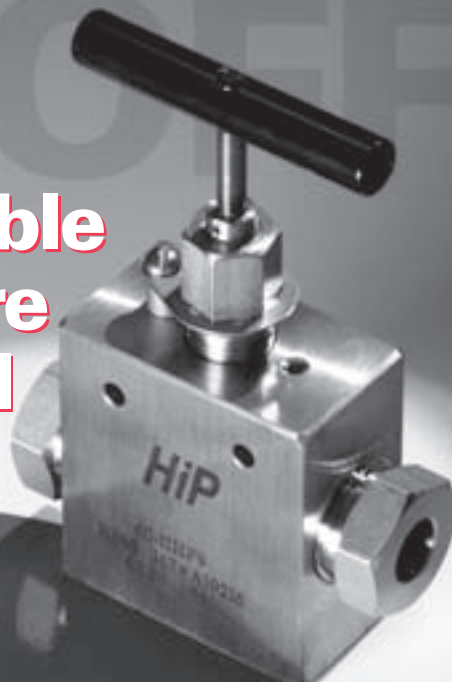
Tech Support:
423-817-3551

www.VU-Rite.com

*Available for as little as \$147 per month with approved credit.

PATENT NO. 71.715.701 Other Patents Pending

Count on HiP for Reliable High Pressure Flow Control



High Pressure Valves

Six valve patterns in six pressure classes (up to 150,000 psi) for reliable and flexible shut-off

High Pressure Fittings

Complete range of elbows, tees and crosses for all pressure classes and tubing connections

Air Operated Valves

Five lines of air operators accommodate remote operation of high pressure valves up to 100,000 psi

High Pressure Tubing

Tubing is cold drawn, seamless 316 S/S and supplied in 1/8 hard conditioned (not annealed)

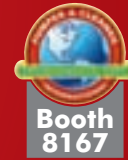
Specialty Valves

Ball, high temperature, micro-metering, relief, pipe connection and male bottom connection valves. Special materials available.

HiP... Our Name is High Pressure

Call 800-289-7447 or visit www.highpressure.com

There's a reason
they call us Mr.™
What do they call you?



They could
be calling
you Mr., too.
Franchises
are available
across the
United States
and Canada.



Customers know it's easy to spot a Mr. Rooter® plumber, and not just because of the bright, red van he drives. It's how he does his job. A Mr. Rooter franchise gives you your own territory, brand identity, marketing support, established business systems and more. Find out why we're the ultimate service franchise opportunity. There's a reason they call us Mr.™

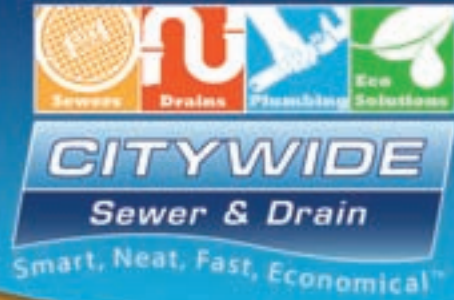
800-298-6855

MrRooterFranchise.com

Franchises are independently owned and operated.



A Franchising Opportunity You Do Not Want To Miss!



Get Your Information Packet Today!
Call 1-800-310-2564
or email info@CityWideSewers.com
Visit us at booth #3027

We Do It All

Train • Support • Promote

- Low start-up investment
- Run your own business and manage others
- Freedom to work from home
- Complete training and support
- Brand recognition
- Support of a company that has been in the business since 1952
- Exclusive territory
- Proven business systems



THIS OFFERING IS MADE BY PROSPECTUS ONLY

2011 Pumper/Cleaner Exposition

Booth #40



- Air Machines
- Liquid Vacs
- SS Liquid Vacs
- Liquid Rings
- Roll-Offs
- Cyclones
- Combos
- Hi-Rails
- Excavators
- Tankers

**YOU MIGHT AS WELL
RENT THE BEST.**

NEED IT? RENT IT!

1-888-955-2087

Mississippi • Louisiana • Texas • South Carolina
New Jersey • Massachusetts • Indiana
www.vactruckrental.com

**VACUUM
TRUCK
RENTALS**



& Systems

www.bowmantool.com

Leaders In Cutting Technology.

- » Full Line of Dominator® Cutters Ranging from 4"-36"
- » Generation II Infinite Controls
- » Streamlined Air Motors Ranging from .7 HP to 2.5 HP
- » Air Motor Rebuilds
- » Classic 615 & Jumbo 1236 Repair Parts & Service

Call us for a demonstration or to discuss any of the unmistakable Dominator® lateral reinstatement cutters powered by our Generation II Infinite Control for faster and more precise operation and cutting.



Booth 9318

FREE TRAINING AT OUR FACILITY ON OUR PRODUCTS!

717-432-1403 bowmantoolco@earthlink.net



Booth 4118

EXPO SHOW SALE

SAVE 15%* off

CABLES, TOOLS & ACCESSORIES

** Some exclusions apply*

Sale effective February 1st - March 31st, 2011

RIDGID

Video Inspection Equipment



1.800.421.4580

www.draincables.com

- Easy to use
- Secure 24/7 ordering convenience
- Hundreds of products!



4370 Moline Martin Rd.
Millbury, Ohio 43447
PH: 419.838.6090

7918 W. Doe Ave. Ste. A
Visalia, California 93291
FAX: 419.838.6071

a division of Service Spring Corp.
DRAINCABLES
direct

A Benefit to Smile About

INSTEAD OF A COSTLY DENTAL INSURANCE PLAN, A DENTAL DISCOUNT CARD CAN BE AN AFFORDABLE WAY TO BUILD UP EMPLOYEE BENEFIT OFFERINGS

BY JUDY KNEISZEL



Judy Kneiszel

If you've been grinding your teeth in frustration trying to come up with a plan to take the bite out of dental costs for yourself, your family or your employees, a card may be the solution.

No, not a "my sympathies on your painfully expensive root canal" card. Not even Hallmark has come up with that one yet. We're talking about the wallet-sized card you get when you sign on to a dental discount plan that can save you 10 to 60 percent on the going rate of dental services.

NOT INSURANCE

A dental discount card is a thoughtful benefit for your employees. It can make them feel valued, and it can pay off in the long run if it encourages people to get regular dental care instead of avoiding it because of the cost.

Ignoring oral health can cause bigger health problems down the road, so an hour away for a cleaning today beats days of work missed later for a

can range from 10 to 60 percent. Often, the plans provide discounts on services not typically covered by insurance, such as cosmetic procedures.

There is usually no waiting period, and no denying anyone for a pre-existing condition, so if you need thousands of dollars in dental work soon, you can sign up and save hundreds immediately. There are also no deductibles to meet and no cap on how much you use the plan.

CHECK IT OUT

An easy way to shop for a dental discount plan is to go online to comparison sites like www.dentalinsurance.com and www.dentalplans.com. Don't sign on to a plan until you know there are dentists in your area who participate. Some regions have scores of dentists who take part in discount programs, but in other areas, there are few or none.

The comparison sites allow you to see more than one plan at a time and search for providers

field. A card may not get you a discount with these providers. If you foresee braces or whitening in the future, you may have to shop around more for plans and providers.

Also, before you sign on the dotted line, check with your state insurance commissioner to make sure the company is registered in your state. You can find your state department of insurance on the National Association of Insurance Commissioners website at www.naic.org.

WHY WOULD THEY DO THAT?

You may wonder why a reputable dentist would participate in a discount program. If a filling is typically \$173, but discount plan members pay \$112, that's \$61 less in the dentist's pocket, right?

Dentists take part because discount programs bring in customers they might not otherwise see. It's a form of advertising, like a coupon. It helps them grow their practice.

A discount card is a way to save on out-of-pocket costs, or for a small company that can't afford health insurance to help employees with health care.

serious illness. Plus, like any other benefit, the cost is probably tax deductible.

As insurance costs increase, more companies are cutting back on benefits or eliminating them. And of course, self-employed people must provide their own coverage. A discount card is a way to save on out-of-pocket costs, or for a small company that can't afford health insurance to help employees with health care.

To be clear, a discount plan is *not* insurance. It's more like a warehouse club membership. You pay Sam's Club or Costco an annual membership fee, and in return you save money there on food and supplies. Dental discount plans work the same way. In both cases, the goal is to save more than you spend for the benefit.

The annual membership fee for a dental discount plan is usually \$50 to \$150 a year for singles and \$100 to \$200 for families. Discounts on services

by typing in your ZIP code. You can find dentists who accept the plans and see their discounted rates for services like exams, cleanings, X-rays, fillings, crowns, root canals and dentures.

You may have to switch providers to take advantage of a discount plan. Consult with employees and see how willing they are to switch before buying cards for them. It would be a waste to spend \$100 on a card that goes unused.

There have been cases of fraudulent companies selling discount cards. To know you're dealing with a legitimate business, look for a 30-day money-back guarantee. Also, call some of the providers to make sure they still participate, are taking new patients, and how much of a discount they give on specific services.

Be aware that orthodontia, cosmetic procedures, oral surgery and some other procedures may require a specialist outside the general dentistry

It also helps the dental clinic with cash flow. To get the discounted price, patients must pay at the time of service. It's less hassle than sending in a claim to an insurance company, or sending a bill to the patient, and waiting for payment.

In a perfect world, of course, dentists and every other business would always be busy with customers paying full freight. And we'd all have luxury health and dental insurance plans that would cover every office visit and procedure 100 percent. But in today's economy, where costs are high and the future is uncertain, accepting or using a discount card may be a valuable compromise. **C**

WE ENHANCED THE LEGENDARY PRODUCTIVITY AND OFF-LOADED SOME OF THE PRICE.

Guzzler® and NX® are registered trademarks of Vector Manufacturing, Effective 01/11, ©2011 Guzzler-Manufacturing, Inc. Patent Number 6,987,283 B2
800.627.3171, 800.14207.2004



The **Guzzler NX** has been upgraded to work even harder, so you won't have to. A powerful new Robuschi® blower delivers 5,435 CFM, while the advanced VR Technology provides the production boost of a fully utilized tank capacity. Factor in the ultra-quiet, shroud-free design and simplified operating controls, and you've got everything you need to dominate the job site for less money.

To get your hands on an industry leader, visit guzzler.com or call 800.627.3171 ext 298 for more information.

GUZZLER[®] NX
Subsidiary of Federal Signal Corporation

In Stock and Ready to Ship!

Hose reels, surface cleaners, undercarriage cleaners, vac systems, etc...



A FULL LINE OF
SWIVEL REELS
ARE AVAILABLE

Setting a New
Industry Standard

Clean Faster, Smarter, Better, Longer



800-447-3924
www.SteelEagle.com
info@steeleagle.com

One Complete Package

cleaner.com

onsiteinstaller.com

pumper.com

mswmag.com

promonthly.com

gomcmag.com

tpomag.com

pumpershow.com

pumpertrader.com

septicyellowpages.com

sewerpages.com

NEW
in 2011

COLE Publishing | 1.800.257.7222 | 715.546.3346

WE'RE HERE FOR YOU - PAST, PRESENT, & FUTURE.

For over 44 years, CUES has provided rugged, reliable, and user-friendly systems for pipe inspection, pipe rehabilitation, pipe profiling, and decision support for asset prioritization. Increase your productivity and decrease your downtime. We have the equipment you need and the service to back it up!

- ← rugged, reliable, competitively-priced equipment means a lasting return-on-investment
- ← cameras, transporters, and data decision support software to satisfy all condition assessment needs; unparalleled software functionality
- ← depth of resources; more regional sales managers & dealers throughout the world to better serve you
- ← custom truck, van, ATV, and trailer configurations are available
- ← exceptional performance
- ← superior customer service & parts turn-around

www.cuesinc.com
800.327.7791
MADE IN AMERICA

Your **I-Stop** Shop



"The Standard of the Industry"

CUES

Custom Truck, Van, ATV, & Trailer-mounted Systems

Lateral & Mainline Inspection Systems

GRANITE^{XP} Asset Inspection / Decision Support Software

Lateral Reinstatement Cutters

Cameras & Transporters

Mini Systems

Portable Systems

Laser / Sonar Profilers



Pipeline Cleaning & Maintenance Equipment *for*



JETTERS & JET VACS



Penetrators

- 1/4"-15°.....\$24.00
- 3/8"-15°.....\$33.00
- 1/2"-25°.....\$46.00
- 1/2"-25°LT.....\$49.00
- 3/4"-12°.....\$55.00
- 3/4"-12°LT.....\$65.00
- 1"-12°.....\$69.00
- 1"-12°LT.....\$81.00



Aluminum Grease

- 3/4" or 1"-17° ..\$122.00



Truder

- 1".....\$345.00



Shark

- 1".....\$480.00
- 1" Big Shark ...\$595.00



Aluminum Sand

- 3/4"-24°.....\$139.00
- 1"-17°/24°.....\$153.00
- 1"-24°.....\$139.00



Swivel Joints

- T-M[®] Style
- 90° or Straight, 6000 psi
- 3/4" & 1".....\$188.00
- 1-1/4".....\$199.00
- 1-1/2".....\$495.00
- 2".....\$570.00



Ball Valves

- Dyna Quip[®] Style
- 3000 psi
- 1".....\$227.00
- 1-1/4".....\$243.00



Radial Bullet

- 3/4"-18° or 35° ..\$50.00
- 3/4"-18°/24°.....\$53.00
- 1"-18° or 30°.....\$66.00
- 1"-15° or 30°.....\$68.00
- 1-1/4"-18 or 35° ..\$85.00



Steel Sand

- 1"-12°.....\$70.00

NEW Storm/Culvert Floor Cleaner Nozzles

Parker & Piranha Jetter Hose

- 1/8"-1-1/4"



Saw Blades

- 4"-18"
- NEW Chain Root Cutters
- 4"-48", All Stainless Steel, No Lubrication



Root Cutter Assemblies

- Skid Mounted
- w/flat blades.....\$888.00
- w/concave blades...\$930.00
- w/spiral blades.....\$930.00
- Donut Mounted
- w/flat blades.....\$867.00
- w/concave blades...\$909.00
- w/spiral blades.....\$909.00
- Lateral Mounted
- w/flat blades.....\$850.00
- w/concave blades...\$920.00
- Assemblies come with one ea. of 6, 8, 10 and 12" blades, saw blades, hub, skids, etc.

Sewer Hose Guides

- TigerTail[™] Style
- 3" x 36".....\$40.00
- 2" x 36".....\$34.00
- with 24' rope



Clamps

- Power Clamps
- 8".....\$13.00
- 3"-6" available
- King Clamps
- 8".....\$29.75
- 4"-6" available
- Bandlock[®] Clamps
- 8".....\$24.00
- 3"-6" available
- Quick Clamps
- 8".....\$26.50
- 3"-6" available



Hycon[®] Valves

2 & 3-way Ball Valves

- 5000 psi
- 1/2" 2-way\$65.00
- 3/4" 2-way\$89.00
- 1" 2-way.....\$119.00
- 1-1/4" 2-way\$226.00

- 4500 psi
- 3/8" 3-way\$115.00
- 1/2" 3-way\$160.00
- 3/4" 3-way\$180.00
- 1" 3-way.....\$190.00
- 1-1/4" 3-way\$440.00



HD Washdown Gun

- 25 gpm @ 850 psi
- 1/2" Inlet\$155.00

Pipe/Sewer Plugs • Hose Reels • Aluminum Intake Tubes
Kanaflex[™]/Rubber Debris Hose • Full Line Of Warthog Nozzles



Toll Free: 800-365-6583
www.cloverleaftool.com

Full Catalog Online with Prices

SARASOTA, FLORIDA • PHONE: 941-739-0707 • FAX: 941-739-0001

MANY OTHER STYLES, SHAPES & SIZES AVAILABLE

CALL FOR OUR COMPLETE CATALOG WITH PRICES

INVENTORY REDUCTION SALE



Vac-Con® Combo Tanker Trucks

- 12 yd³ debris body
- 3-stage blower, hydrostatic driven
- 1,300 gallon water supply
- 600' Articulating hose reel
- 10' hydraulic telescoping boom with pendant control
- Hydroexcavation package
- 400 gpm pump off system
- Gravity drains system
- 80 @ 2000 water pump with 4-cylinder diesel auxiliary engine

Ring Power



| YEAR | CHASSIS | HOURS | MILES | PRICE |
|-----------------|--------------------------------|------------------|-------------------|----------------------|
| 2007 | Peterbilt PB340 SOLD | 1,541 | 10,245 | \$190,000 |
| 2007 | Peterbilt PB335, Cat C7 300 HP | 2,526 | 18,976 | \$190,000 |
| 2007 | Sterling LT7501, Cat C7 300 HP | 1,364 | 8,281 | \$195,000 |

ALL TRUCKS LOCATED IN FLORIDA

For more information contact
Paul Twigg, 904-494-1244
paul.twigg@ringpower.com

V24

Breaking tradition. Again.



888.883.8742 | www.trictools.com

Visit us at booth 103

TRIC

SORRY RAG, YOU'RE OUT OF A JOB.



SEWER INSPECTION'S BIGGEST PROBLEMS. WIPED CLEAN.

The latest innovation from Aries is the PE 3600 Mini Pan & Tilt Camera. This exclusive inspection tool features one-of-a-kind replaceable **wipers** which clean your lens and lights while still in the line. Utilizing Aries unique 360° continuous rotation technology, you will return to productive inspections seconds after the cleaning.

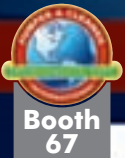
Capturing clear images has never been faster or easier, and the PE 3600 is compatible with most Aries inspection equipment. For more information contact your Aries dealer or sales representative today.



Proudly Manufactured in the U.S.A. | ARIESINDUSTRIES.com | (800) 234-7205

PATENT PENDING

READY FOR ACTION!



★ YOUR TOUGHEST JOBS START AND END WITH ENZ! ★



STRONG, FAST AND ENGINEERED TO LAST!

★ **THE ULTIMATE CHAIN SYSTEM**

When it comes to aggressive pipe cleaning, we have the widest, most versatile, selection in the industry.

★ **FAST & EFFICIENT**

Clean and remove ROOTS, GREASE, mineral deposits, concrete slush, etc.

★ **ENGINEERED TO LAST**

Multi-Purpose tools are designed for ease of use and maintenance under extreme work conditions

★ **APPLICATIONS FROM 1.5" TO 48"**

CALL 1-877-ENZUSA1

369-8721

FOR A DEALER NEAR YOU

www.enz.com

ENZ USA INC

1585 Beverly Ct., Unit 115 • Aurora, IL 60502

Who says you can't have it all...

Survey Software Wish List

- ✓ MainLines
- ✓ Laterals
- ✓ Manholes
- ✓ Grout
- ✓ NASSCO Certified
- ✓ GIS Tools
- ✓ Laser Measurement

✓✓✓ GREAT Tech Support

Everything you need to assess and manage all your underground assets from:

ONE Vendor with over a decade of experience

ONE Software that works with ALL CCTV systems

ONE Solution that is backed by **THE BEST** after-sales support program in the industry (just ask our customers!)

Stop by and visit us at the Expo to see demos of the new and exciting enhancements and additions to our products now available.

(The list is just too long to print here)



Booth #158

866.299.3150 | 760.779.1700 · www.pipelogix.com



THE TRENCHLESS EXPERTS SINCE 1989

Whether you're replacing laterals or main lines, HammerHead[®] provides you with tough trenchless equipment and **FREE PROJECT CONSULTATIONS** to complete your project on time and on target.



SPECIAL FINANCING OFFERS AT THE PUMPER & CLEANER EXPO!

Take advantage of financing specials and rent to own programs on PORTABURST lateral pipe bursting systems offered for a limited time during the Pumper & Cleaner Expo. See us in booth #9048 or call us today to get more information on these programs.

MOLES | RAMMING | BURSTING | HDD TOOLING

CALL US TODAY AT 800.331.6653 OR FIND US ON THE WEB AT WWW.HAMMERHEADTRENCHLESS.COM.



twitter



©2011 HAMMERHEAD, AN EARTH TOOL COMPANY

Efficiency Under Pressure

WATERBLASTERS HELP A NEW YORK STATE CONTRACTOR DELIVER HIGH PRODUCTIVITY AND SHORTEN CUSTOMERS' PLANT SHUTDOWNS

BY KEN WYSOCKY

Not many cleaning jobs can make crews at North American Industrial Services flinch. Headquartered in Ballston Spa, N.Y., and with 15 offices around the country, the company owns more than a dozen 605 Series trailer-mounted waterblasters from NLB Corp., each with a 605 hp diesel engine and delivering up to 20,000 psi/43 gpm.

"You can cut concrete at 17,000 psi at 100 gpm, so that gives you an idea how powerful these jetters are," says Chris Spain, director of sales and strategic planning. "You really have to respect this equipment when you're using it.

"We can hook two of these machines together to increase volume and generate more cleaning power. We did that recently while cleaning sediment and rocks out of some 10-foot-diameter outfall pipes at a utility plant in Massachusetts.

"Some of those plants can lose a couple hundred thousand dollars if they're down for just a couple hours, so time is of the essence. With advances in technology, we can do an average boiler job in half the time we used to 10 years ago."

CHRIS SPAIN

"We did 450-foot runs, starting at one end and working back. We pulled out vacuum truck after vacuum truck full of material. The nozzle sits on wheels on a rail system, and the jetter pulls the hose through the tunnel on this wheeled system."

The 605s also handle slag and other byproduct buildup in large boilers in electric power plants. Some boilers the company cleans are up to 70 feet tall and 10 feet in diameter and are thickly caked with rock-hard material.

"The boilers are so big you could put a piece of heavy equipment down inside them," Spain says. "We hook the jetters up to spinning nozzles that we lower into the boilers. That's great from a safety standpoint because we don't have to put people down inside the boilers to clean them.

money machines

| | |
|--------------------------|--|
| OWNER: | North American Industrial Services Inc., Ballston Spa, N.Y. |
| MACHINE: | 605 Series waterblaster |
| MANUFACTURER: | NLB Corp. |
| PRIMARY FEATURES: | 605 hp diesel engine; pump generating 20,000 psi/43 gpm |
| COST: | \$200,000 to \$240,000 |



Trailer-mounted waterblasting systems from NLB Corp. help North American Industrial Services tackle big jobs. (Photos courtesy of Chris Spain)



The waterblasters help the company deliver the productivity and reliability customers demand.

Along with improved efficiency, machines like the 605s have improved profitability by dramatically reducing manpower. An average boiler-cleaning job used to take up to 14 technicians “shotgunning” boiler walls with handheld pressure washers. With the 605s, it might require as little as six men.

Crews usually carry two of the 18,000-pound machines on a flat-bed trailer. Each unit measures 17 1/2 feet long, 7 1/2 feet wide and 8 feet tall and carries a 300-gallon fuel tank and 450 feet of hose. The second unit serves as a backup or is used in tandem with the other on jobs that demand extra power.

“The 605s are our workhorses for the big plant outages,” Spain explains. “For what we do, power is kind of our niche, and the 605s are one of the best tools we have.” c

“I’ve seen boilers completely closed off with buildup. They call it bridging. It goes from one side to another. Then we have to use water cannons or nozzles with two-directional water streams that spin in opposite directions.”

Productivity and reliability are key issues during plant maintenance shut-downs. Much of the company’s business is “critical-path work,” where crews have limited time to finish a job because contractors are waiting to perform other maintenance.

“Some of those plants can lose a couple hundred thousand dollars if they’re down for just a couple hours, so time is of the essence,” Spain says. “With advances in technology, we can do an average boiler job in half the time we used to 10 years ago.

“I can’t attribute all of that to the jettets, because the plants do more frequent routine maintenance, which reduces the time it takes us to do a job. But technology and other efficiencies definitely help. Nowadays, we can accomplish with 600 or 700 horsepower what used to require 2,000 horsepower.”

SHOW US THE MONEY (MACHINE)

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

Collection System Maintenance & Rehabilitation Equipment

Proven Infiltration Control With Chemical Grouting



Booth
7114



Lateral connections and lines can be tested & sealed from the mainline access with the Logiball Lateral Test & Seal Packers (6"-24" mains with 4"-6" laterals).



Lateral lines can be tested & sealed from an above ground access with the Logiball Flexible Push Type Packers (4"-6")



Logiball Multi Size Sleeve Installers for your CIP point repairs.



Laterals coming into manholes or man entry pipes can be sealed with the Logiball Man Entry Lateral Packers (4"-6")



Logiball Multi Size Plugs, large flow thru, testing & blocking



Mainline joints can be tested & sealed with the Logiball Test & Seal Mainline Packers (6"-144" pipe). Packers available for box culverts & elliptical pipes.



Logiball Lateral Cleaning Launcher to clean lateral lines from the mainline sewer



Logiball™

Tel: 1-800-246-5988
Tel: 1-418-656-9767
Fax: 1-418-653-5746
www.logiball.com



NEW
FROM PEARPOINT

P340 Plumbers System

Class leading flexibility. Superior picture quality. Outstanding value.

The CCTV P340 Plumbers system delivers flexibility, advanced digital technology and outstanding picture quality in a weatherproof, rugged and cost effective portable inspection package.

- Negotiates most traps (from 2") and bends (from 1 1/4") with a built-in flexible sonde.
- High resolution camera with ultra bright LEDs, delivers a sharp picture on a large industrial-grade display.
- Compact Flash or USB flash drives for recording and data transfer.
- Digitally pan, zoom and rotate live pictures and record in MPEG4 and JPEG.
- Full titler with 20 pages of text and built-in reporting functionality.

TEL: 800 | 688 | 8094
Email: pearpoint.sales.us@spx.com
www.radiodetection.com



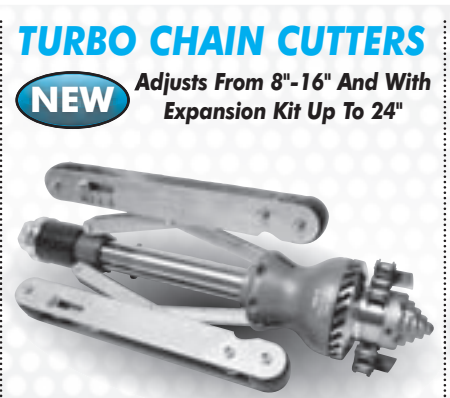
High Quality SEWER CLEANING EQUIPMENT

USB - SEC Your **JETTER** comes to **LIFE** with our **UNRIVALED EQUIPMENT!**

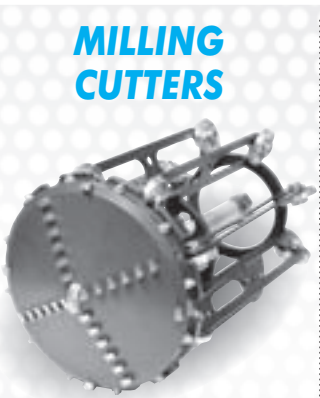
USB-SEWER EQUIPMENT CORPORATION proudly distributes INNOVATIVE, HIGH QUALITY sewer cleaning equipment, precision engineered and manufactured by our ISO EN 9001:2000 certified affiliated company USB Duesen in Germany to the highest technical standards. These products are leaders in the industry and include NOZZLES, TURBO CHAIN CUTTERS, MILLING CUTTERS, SPECIALTY TOOLS and ACCESSORIES for the municipal and industrial markets.



USB-SEC NOZZLES
with Advanced, Optimized
3D Hydro Mechanics™



TURBO CHAIN CUTTERS
NEW Adjusts From 8"-16" And With
Expansion Kit Up To 24"



MILLING CUTTERS



SPECIALTY TOOLS

Visit Us in
Louisville!

FOR A DISTRIBUTOR NEAR YOU, PLEASE CONTACT:

USB-Sewer Equipment Corporation

1700 Enterprise Way • Suite 116 • Marietta, GA 30067 • TOLL FREE 1.866.408.2814 • PHONE 770.984.8880
FAX 770.984.2802 • EMAIL info@usbsec.com • WEB www.usbsec.com





Think. Big.



Booth #
8203



For more information on all of LMK's
next generation trenchless products and equipment or
to learn how you can become an installer contact
info@lmkenterprises.com or call 815.433.1275

The Next
Generation
of Cured
in-Place
Trenchless
Products.

LMK is a manufacturer and technology provider of cutting-edge trenchless products and equipment with a portfolio of over 80 patents worldwide.

LMK's Next Generation

- Pressure Pipe
- Cured in-Place Manhole liner
- Lined Main Tap™



Lansas PRODUCTS

MANUFACTURED BY VANDERLANS AND SONS, INC.



Booth 37

Custom Designs Are Always™ Available

High & Low Pressure Joint Tester



Vacuum Test Plate with Protective Cover



"Smart Box"™ Line Acceptance Test Kit



High Pressure Plugs ~ to 150 PSI

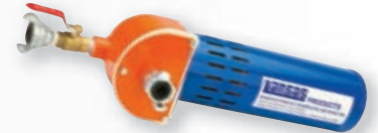


Vacuum Pump Manhole Vacuum Testing

VANDERLANS AND SONS, INC.
 California 1-800-452-4902
 Atlanta 1-770-509-9309
 Minneapolis 1-763-428-9290
www.lansas.com



Multi-Size Domeheads™ Front and Back Plugs



"Super Vac"™ Manhole Vacuum Testing



NEW & IMPROVED



- Detects up to four hazards including H₂S, CO, O₂ and combustibles
- Tamper-proof, one button operation
- Incredibly thin and lightweight, making it comfortable to wear
- Extraordinarily low cost of ownership
- Rugged and durable with built-in concussion-proof boot
- Powered by a rechargeable battery
- Conveniently manage your fleet and customize with your field-options using Soft Tools
- Multi-language support in English, French, German, Spanish and Portuguese
- Low, High STEL (short-term exposure limit), TWA (time-weighted average), and OL (over limit) alarms
- Visual, audible and vibrating alarms
- MicroDock II compatible for easy calibration, test and record storage

Call Toll-Free 1.800.325.3730

LIST Price ~~\$585~~

SALE Price **\$485**

www.milwaukeeerubber.com



MRP
MILWAUKEE RUBBER PRODUCTS

P.O. Box 451 • Butler, WI 53007
 N52 W13319 Falls Creek Ct.
 Menomonee Falls, WI 53051

RHINO

8 lb

"JAKE"
Manhole Cover Extractor

12 lb

"MARY A"
Manhole Cover Extractor

- ✓ 8 lb. and 12 lb. (4140) ASTM A148 cast steel head breaks frozen covers free easily. Serrated edge strengthens pick-end and eliminates possibility of tool becoming bottlenecked in the cover.
- ✓ Combination sledge hammer and pick/pry bar. Two tools in one enables a worker to carry only one piece of equipment into the street
- ✓ Tapered saw-tooth pick fits 5/8" or larger drain holes and most pick slots.
- ✓ Top quality handle constructed of fiberglass.
- ✓ "Mary A" is patented, patent pending on the "Jake"



DMC

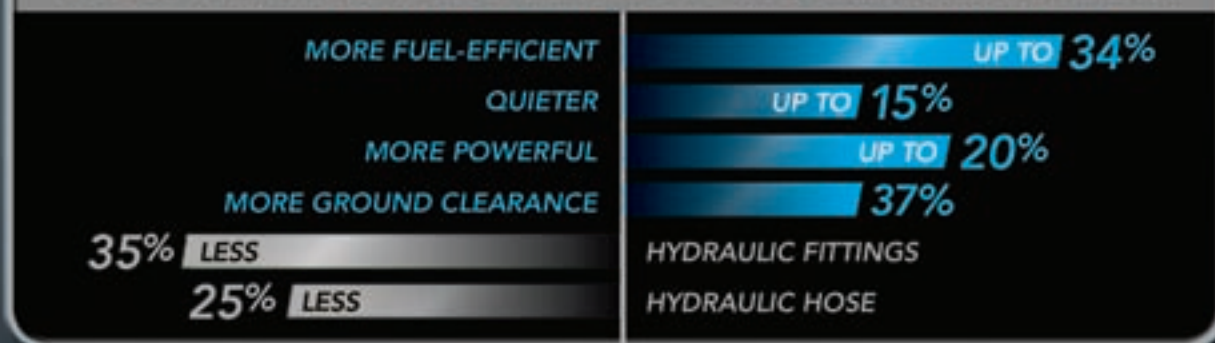
Distributed by:
DOUG MEADOWS COMPANY, LLC
 1.800.588.3684
 Fax (325) 695-7954

Web site: www.dougmeadows.com



THE STRENGTH TO CLEAN. THE SMARTS TO SAVE.

PROOF THAT VACTOR® 2100 PLUS IS THE SMARTER PARTNER.*



More than just a powerful combination sewer cleaner, the new Vactor 2100 Plus is the all-around smart partner you want working for you. Thanks to exclusive industry-leading innovations, **the Vactor 2100 Plus is now quieter, more powerful and more fuel-efficient, saving you up to \$13,500 every year in fuel costs.** Add to that a dealer support system that rivals none other and more standard features than ever before, and it's clear that the Vactor 2100 Plus is more than just muscle. It's a smarter, more powerful partner.

To find a Vactor Dealer near you,
call 1-815-672-3171.

VACTOR®

A Powerful Partner

Visit us at
vactor.com.

©2009 Federal Signal Corporation. Listed in the NYSE by the symbol FSS.

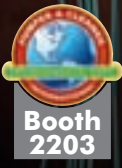
*When compared to Vactor 2100 model. Source: Federal Signal engineering department. Fuel savings assumptions: 3 gallons/hour saved in combination mode (4" orifice at vacuum, 80 gpm @ 2500 psi), 1,500 hours per year at \$3.00/gallon.

EXCELLENCE IS REFLECTED IN EVERYTHING WE MAKE



For over 30 years Shamrock Pipe Tools has been the sewer service pro's vendor of choice for high precision tools that achieve unparalleled results on every type of pipe cleaning project. Why?...

- increased efficiency & productivity
- outstanding tool performance & reliability
- excellent return on investment



- Nozzles
- Saws & Cutters
- Pumps
- Blu-Steel® Rod
- CCTV Cameras
- Hoses & Swage Tools
- Rodding Tools & Accessories



For more information about our complete line of **100% AMERICAN MADE** cleaning and inspection solutions, please call or visit us online today.

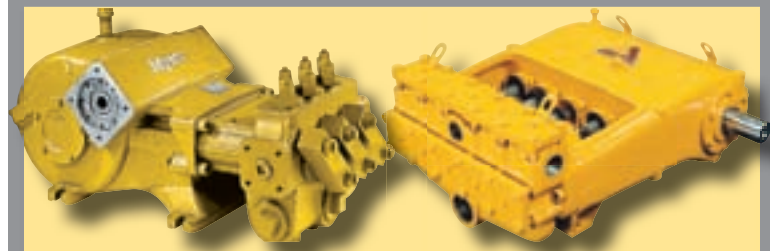
SHAMROCK PIPE TOOLS, INC.®

800.633.7696 · WWW.SHAMROCKTOOLS.COM



ORLANDO OFFICE
800-359-7867
fax: 407-648-2096

GEORGIA OFFICE
800-851-7987
fax: 407-648-2096



Now the
Master Stocking Distributor
for
Parts - Service - Rebuilds



#1 Pump And Blower Repair Specialist

www.patspump.com



5907 N. I-35E
Waxahachie, TX 75167
(972) 938-1905
khtrucks.com



1993 Mack Vector
Single stage fan, 10 yd debris tank, Vector pump 80 gpm at 2500 psi

2001 Volvo Vac-Con
Allison Automatic, 3 stage fan, 9 yd debris tank, 800' hose reel, 80 gpm at 2000 psi

2000 INTEL Vac-Con
3 stage fan, 12 yd debris tank, 80 gpm at 2000 psi

2001 Sterling Vac-Con
3 Stage fan, 9 yd debris body, 80 gpm at 2000 psi, 7 spd

2003 Sterling Vac-Con
High dump with remote, 3 stage fan, 9 yd. debris body, 80 gpm at 2000 psi, automatic

Select Trucks to be sold with Ritchie Bros. Auction on March 9-10 in Fort Worth, TX.



**Booth
1196**

WHEN QUALITY MATTERS



SHUT-OFF
GUNS

REGULATORS



PUMPS

POWER
PACKS



FILTERS



Turbo-Laser



CONTROL VALVES

- **PUMPS**
Up to 625 GPM
Up to 50,000 PSI
- **FILTERS**
Up to 36,250 PSI
- **REGULATORS &
CONTROL VALVES**
Up to 50,000 PSI
- **TURBO LASER**
Rotating 0° nozzles
Up to 43,500 PSI
- **SHUT OFF GUNS**
Up to 43,500 PSI

©Copyright 2011 Giant Industries Inc.

CHOOSE

GIANT

SEWER CLEANING INDUSTRIAL PROCESSES WATER JETTING

www.giantpumps.com

900 N. WESTWOOD AVE. TOLEDO OH 43607 PH 419.531.4600 FAX 419.531.6836

Finding the Balance

CONTRACTORS USE A VARIETY OF STRATEGIES TO MAKE SURE THEY CAN CARVE OUT FAMILY TIME AMID THE HEAVY DEMANDS OF OWNING A BUSINESS

BY KEN WYSOCKY



Comments may be directed to Ken Wysocky in care of Cleaner.

Long hours come with the territory in the service contracting industry, especially when businesses offer 24-hour emergency service. As such, carving out time for family life is difficult, especially for smaller operations.

But smart contractors develop their own strategies for getting away from it all without losing customers. These include cross-training employees, relying on a network of friendly, trustworthy competitors, and emphasizing preventive, scheduled

“Long term, my goal is to hire one or two more guys and get more into managing the business. It’s a young man’s job, and I’m not getting any younger.”

Tim Wolff
Hyclean

maintenance to minimize emergency calls. Contractors also strive to develop good rapport with customers so there’s some give-and-take when it comes to going away on a vacation.

Here, contractors reveal how they strike that delicate balance between work and family.

“I put in about 50 hours or more a week – long hours,” says Tim Wolff, business manager for Hyclean in Appleton, Wis. “Some days, I don’t



TIM WOLFF
BUSINESS MANAGER
Hyclean, Appleton, Wis.
Employees: 3
Years in business: 15

come home until 9 or 10 at night. I have three kids, ages 7, 8 and 14. Family is a priority, so I make time for them.

“With cell phones, you’re never totally away from work. I find it hard to turn it off. I answer the phone while I’m away with my family, but I tell customers if I’m not available because I’m gone for the weekend.

“It helps that we try to plan vacations at the same time each year, like the Fourth of July week and the week of Christmas. We coordinate with our customers – sometimes their shutdown is our

shutdown. We also have good rapport with competitors because they don’t have coverage all the time. It’s never been an issue with our customers because we have good rapport.

“About 10 years ago, we stopped advertising that we’re available 24/7, because you get that call from a third-shift factory worker who wants you to come out at 2 a.m. because his shower drain is clogged.

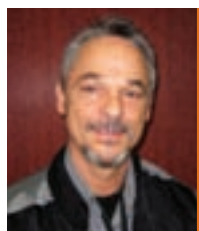
“We cross-train employees so I can take time off. Without them, I don’t know what I’d do. During busier months we have more help, but they’re not as highly trained. Throughout the years, I’ve had customers who didn’t understand that I’m not available when I’m out of town on vacation. Sometimes you have to fire the customer.

“Long term, my goal is to hire one or two more guys and get more into managing the business. It’s a young man’s job, and I’m not getting any younger.”

“It’s not easy to balance work and family life,” says Jim Plunkett, owner of Top Notch Plumbing in Denver, Colo. I have a wife who’s tolerant of the long hours, and I employ my son, so we have time together there. I’ve got a daughter who has her own career, but I’m trying to get her interested in working with me.

“We make time to take off and do some recreation – motorcycle riding, hiking or whitewater rafting. I don’t have an answering service for when I’m gone. I let the voice mail or answering machine take care of that, or I’m accessible by cell phone. I tell main customers ahead of time that I’ll be gone.

“I get cell phone calls from customers while I’m away, and I try to refer them to a friend. I have a little network of friendly competitors – guys with



JIM PLUNKETT
OWNER
Top Notch Plumbing,
Denver, Colo.
Employees: 1
Years in business: 21

one-man shops who cover for each other. Sometimes I regret not having more time in the past to spend with my family. Sometimes you just have to say enough is enough. When there’s not enough

hours in the day, you’ve got to stop and say this is enough.”

“Sometimes I regret not having more time in the past to spend with my family. Sometimes you just have to say enough is enough. When there’s not enough hours in the day, you’ve got to stop and say this is enough.”

Jim Plunkett
Top Notch Plumbing

“Family life is very important in our company,” says Bill Peotter, owner of Speedy Clean Drain and Sewer Inc. in Appleton, Wis. “We have young children, and our employees do, too. We do two things:



BILL PEOTTER
OWNER
Speedy Clean Drain and
Sewer Inc., Appleton, Wis.
Employees: 5
Years in business: 24

Try to work with our employees as family and make sure our hours fall into the category from 6 a.m. to 5 p.m., plus we rotate shifts on weekends and evenings.

“We also emphasize preventive maintenance programs with a lot of our customers. By being proactive about their potential problems and understanding how their processes work, we’re able to limit emergency work. We still provide evening emergency work, but we’ve minimized it. There was a time when the business ran me instead of me running the business. That was a long learning curve.

“We try to train all our employees to handle every aspect of the business. We don’t have one guy that scrubs floors, so to speak, while the next guy sits in the office. We all do all the work. So if someone needs time off, someone else can step right in.

“I’m accustomed to 50 hours a week – it doesn’t bother me. The old saying about making hay when the sun shines still applies. If it’s winter and there are a lot of frozen lines, we’ll put in long hours for a few weeks because it has to be done.”



TOUGH DAY AT WORK?



Super Products can make your job easier

Whatever challenges you encounter throughout the day, meeting them is easier with Super Products in your corner. In addition to offering the industry's most effective and easy-to-use equipment, the product support and training our experienced, responsive staff provides is second to none. And to help you reduce equipment downtime and keep your crews on the job, we offer an extensive inventory of parts, accessories and consumable items.



Welcome to Super Products

Living up to our name!



800.837.9711 • www.superproductscorp.com

Rush Re Sales

2700 EAST I-20 ODESSA, TEXAS 79766

PHONE: 1-432-337-2397



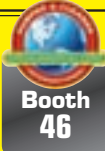
Rush Inversion Unit



Rush Steam Unit

ultra *ultra* *ultra*
LIGHT – VERSATILE – SAFE

ultraSHORE
P R O D U C T S



Quick to Install.
As light as 130lbs.



Roll Your Own.
Optional wheel kit.



Stacks easily with
2' & 4' high panels.

This is What Aluminum Shoring Was Meant to be!



1-800-683-8837

1-800-SHORING

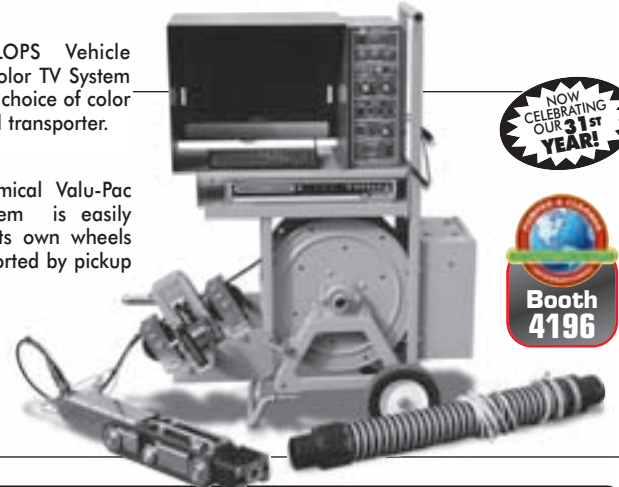
CALL TOLL-FREE NATIONWIDE • 1-800-746-7464

www.shoring.com

The COMPLETE CCTV Sewer Inspection System from CYCLOPS ELECTRONICS

The CYCLOPS Vehicle Mounted Color TV System comes with choice of color camera and transporter.

The Economical Valu-Pac Color System is easily rolled on its own wheels and transported by pickup or van.



NOW CELEBRATING OUR 31ST YEAR!



PORTABLE OR MOUNTED ON YOUR CHOICE OF VEHICLE



CYCLOPS ELECTRONICS, INC.
Manufacturer of Quality Sewer TV Systems Since 1978

123 Commerce Ave. | Boerne, TX 78006 | Phone: 830-249-9756
Fax: 830-249-8535 | E-mail: cyclopstv@beecreek.net | www.cyclopstv.com

DEALERSHIPS AVAILABLE IN SOME AREAS

"Known for Prompt Service!"

SEE US AT
PUMPER &
CLEANER
6161

**AVOID CONFINED SPACE DANGERS
CLEAN FASTER AND SAFER FOR LESS**

GAMAJET[®]



1. CONNECT GAMAJET TO HOSE
2. CONNECT HOSE TO PUMP
3. LOWER GAMAJET *(NOT YOUR CREW MEMBER)* INTO WETWELL, LIFT STATION OR ANY OTHER TANK
4. TURN PUMP ON
5. RELAX AND LET THE GAMAJET BLAST AWAY DEBRIS *(INCLUDING GREASE)*

THE 12 MINUTE SOLUTION

LEARN MORE AT GAMAJET.COM

1-877-GAMAJET - SALES@GAMAJET.COM

604 JEFFERS CIRCLE - EXTON, PENNSYLVANIA - 19341

Building A World of Solutions



For more information visit www.fssolutionsgroup.com or call 800.822.8785

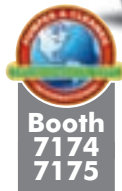
Take a step forward with

Hackney



Better organization for your existing truck Hackney Bins & Shelving Kits

- Infinitely Adjustable Shelves on Vertical Tracks
- Plastic Parts Trays with Adjustable Dividers & Snap-on Label Holders
- Long Top Shelves for Pipe and Ladders
- Custom Layouts for Plumbing, HVAC, and Electrical



Best combination for your new truck Hackney "Performer" Supertruck

- All Aluminum "Remountable" Body
- Aluminum Pull-out Ramp
- Drop Floor in Rear for 3-Step Walk-in Access
- Modern Profile with Smooth Side Panels for Impact Graphics
- Famous Hackney Bin and Shelving System – INCLUDED!

Visit Our New Web Site

www.hackneyservice.com

Call Hackney Parts toll free **1-877-238-7278**



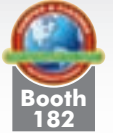
Call Linda or Kathy toll free **1-800-763-0700**

Allan J. Coleman – Since 1905

Call us today! 773-728-2400

5725 North Ravenswood Avenue • Chicago, IL 60660 • www.allancoleman.com

OLDEST NAME IN THE BUSINESS — Over 100 YEARS OLD —



RIDGID®

Parts & Service

Having Trouble

Finding

RIDGID Parts?

We **Have**

RIDGID Parts!



SeekTech® SR-20

SeekTech uses omni-directional antennas, guidance arrows and an easy to read mapping display.



NaviTrack® Scout®

Scout is designed to solve demanding remote transmitter (sonde) locates using multi-directional locating technology.

THE BEST SERVICE AND PRICES TOO LOW TO LIST!



SeeSnake® With LT1000

Authorized
SeeSnake
Repair
Center

**Fast Turn
Around!**

SeeSnake® DVDPak + Microdrain™

- Full Color Display
- Battery-Powered Freedom
- NEW Line Trace Capability



RIDGID®

RIDGID Calendar
Free With \$200
Purchase

If you buy the best, you are only sorry once!

PHCC MEMBER

Rely on Reelcraft



Booth
7128

Cast aluminum
hose reels
Series 8000

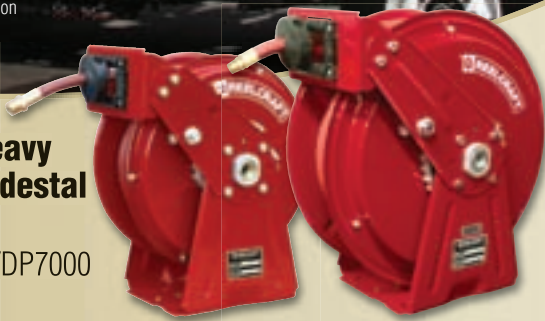
Photo courtesy of Vector, a subsidiary
of Federal Signal Corporation

New!

Compact, heavy
duty dual pedestal
hose reels

Series DP5000/DP7000

Made in USA



Built better to perform better



New!

Turn-key
jetter hose
reels built to
your specs

Nordic Series

Made in USA



REELCRAFT®

www.reelcraft.com | 800-444-3134

Flexible and Affordable Financing Options



Financing for New and Used Equipment:

| | |
|----------|---------|
| Trucks | Tanks |
| Trailers | Toilets |
| Cameras | Jettors |

also Computer Hardware & Software



Booth
3127



7 Church Road Hatfield, PA 19440
Phone: 800.422.1844 Fax: 888.883.9380
Visit our website: www.libertyfg.com

COMMERCIAL EQUIPMENT FINANCING
CALL 800-422-1844

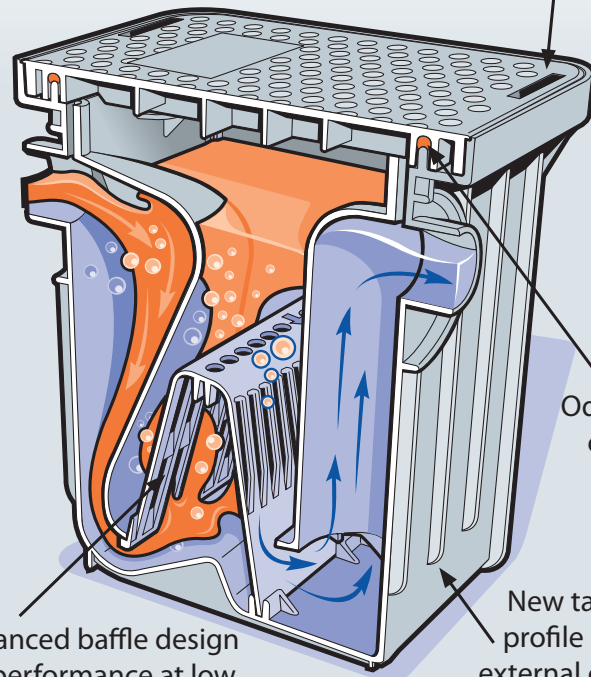
Endura® Grease Interceptor

The best things come in small packages!

The latest additions to the Endura family provide **improved performance in a smaller footprint.**

NEW! 7, 10 and Compact 15GPM Models!

Proven EZ Open latches for quick, simple maintenance access



Odor lock cover

Enhanced baffle design for performance at low flow rates

New tank rib profile makes external cleaning easier

WARRANTED
10
YEARS



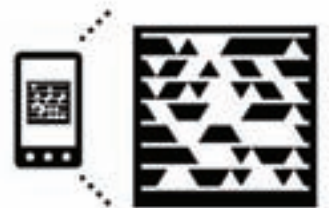
ASME
A112.14.3

14 1/2"

Coming Soon!

Endura® Solids Interceptor

Uses all the best features of the field-proven Endura Grease interceptor, but **now with solids management capability.**



Get the free mobile app at <http://gettag.mobi>

Scan to visit the Endura Website!

See Canplas at the Pumper & Cleaner Expo 2011 Booth # 9256

Canplas LLC
11402 East 53rd Ave.
Suite 200, Denver, CO, U.S.A. 80239
Toll Free: 1-888-461-5307
Fax: (303) 373-1923

canplas®

an OAliaxis company

In the Mud

A TEXAS CONTRACTOR USES HYDROEXCAVATION TO REMOVE COMPACTED SOIL FROM UNDER A SWIMMING POOL WITH A FRACTURED DRAINPIPE

BY SCOTTIE DAYTON

Flooding frequently carried soil into the crawl space beneath the Palo Alto College natatorium in San Antonio, Texas. Seasonal swelling and shifting packed the soil ever tighter against the plumbing until the pressure cracked an 18-inch PVC drainline for an Olympic-size swimming pool and short course warm-up pool.

The force of 1.2 million gallons of water racing through the crack snapped a fused pipe joint, creating an 18-inch-long opening. The torrent pushed pipes out of their steel rod hangers, bent them in half, and moved stored equipment. Swimmers training in the Olympic pool felt the water drain.

Alpha Building Corp., a construction contractor, was on site and responded to the emergency. Project manager Mike Woodlee called Richard Young of Hydro Spy in Houston, a leader in hydroexcavation. “He told us to bring our two machines right away,” says Young. “The swimmers were preparing for an Olympic event, and the college couldn’t repair the pipe until we removed the soil.”

Young and partner Jose Santos had been on some of the toughest jobs imaginable, but nothing prepared them for this challenge. They spent 10 days on their stomachs swimming in mud under the pool, overcoming threats of avalanches and poisonous snakes. Their efforts enabled a plumbing contractor to repair the broken pipe.

WORSE THAN EXPECTED

The natatorium had concrete trenches that channeled runoff to the stormwater system, but the volume often overwhelmed the catch basins. Excess flowed through ground-level service windows and air vents, depositing soil from an eroding hill in the 3-foot-square crawl space under the pool. College engineers knew of the problem, but didn’t know how to resolve it.

The pool had a drainpipe running lengthwise on either side and multiple 8- to 18-inch feed and recirculation lines crisscrossing east to west. Massive concrete beams and pilings supported the pool, turning the crawl space into an obstacle course.

tough job

PROJECT: Remove soil under swimming pool for repair of broken drainpipe

CUSTOMER: Palo Alto College, San Antonio, Texas

CONTRACTOR: Hydro Spy LLC, Houston, Texas

EQUIPMENT: HXX hydroexcavator, Vector Mfg.

RESULTS: 3,700 tons of soil removed; pool re-opened



Richard Young, co-owner of Hydro Spy, grades a critical area damaged by ground swell and water from the burst drainpipe. The entire area was packed with soil. (Photos courtesy of Hydro Spy)



LEFT PHOTO: Jose Santos, co-owner of Hydro Spy, crawls out from under a 12-inch-high work space under the swimming pool. **RIGHT PHOTO:** The Vactor HXX hydroexcavator is parked outside the natatorium's shop entrance.

"The engineers told us to hydroexcavate the soil at the corners of the pool to help the drainpipes settle back into the hangers," says Young. "We could see the ends of the pipes because they extended beyond the pool into what became our staging area."

"We crawled along like bugs, using our toes and elbows to worm our way underneath the concrete floor while dragging the hoses."

Richard Young

The men parked an HV-56 HydroVac unit from GapVax and a Vactor HXX hydroexcavator from Jack Doheny Rentals near a maintenance shop entrance with an overhead garage door. They ran 150 feet of hoses through the shop and a window to reach the work area. Another man operated the trucks, while a fourth served as entry supervisor for a confined-space environment. They communicated with walkie-talkies.

After Young and Santos established and lit the staging area, they put on waders, yellow rain suits, steel-toe rubber boots, PVC gloves, hardhats and safety glasses. Using diamond-tipped and zero-degree hard-hitting nozzles at 11 gpm/2,900 psi, they cleaned one corner, but quickly realized the plan was not going to work.

"Soil extended as far back as we could see," says Young. "The drainpipe was knocked out of the hangers and completely buried. No repairs were going to happen until we removed the restrictive soil, and that meant working from section to section as defined by the beams and pillars."

WATCH WHERE YOU GO

The soil was packed to within 8 to 12 inches of the pool bottom. Young and Santos blasted wider entrances under the 10 swimming lanes, then advanced one lane at a time on their bellies.

"We crawled along like bugs, using our toes and elbows to worm our way

underneath the concrete floor while dragging the hoses," says Young. OSHA standards did not require them to wear harnesses. The natural ventilation drew in hot, humid air.

The men never knew how fast they would advance. "One moment we were in a clay layer with some gravel that jetted nicely; the next, we were in gravelly morrow that was as hard as concrete and took some pressure to break up," says Santos. "We worked 14-hour days to clean the length of one lane."

After the first day, the GapVax truck was needed at another project. The Vactor unit remained, off-loading on site next to the soccer field. The only illumination under the pool were the lamps on the men's hardhats.

"After we vacuumed under the next beam and crawled into the little opening beyond, we sat for three to five minutes until our eyes adjusted," says Young. "We were in a pitch black abyss, and movement enhanced our disorientation." They also worried about encountering vipers. "The building had numerous vents through which snakes could crawl at night and drop down to join us," says Young. "We were always on the lookout for them, but never met one."

As Young and Santos worked east, the plan was to relocate the hydroexcavator to that side of the building and excavate an entry point under the wall. But the engineers looked at the horrendous erosion and feared that the excavation would cause the pressure of the soil on the other side to trigger a collapse or landslide.

TEMPORARY PATCH

The engineers had asked Young and Santos to remove soil along the east wall and re-establish the grade. As they cleaned, the engineers saw that the swimming pool had acted like shoring, preventing the steep incline of soil against the wall from shifting.

"They stopped us because they feared we'd vacuum too much soil and die in the resulting avalanche," says Young. "Our focus shifted to removing just enough soil for the plumbing contractor to repair the hangers, re-hang the pipes, and replace the broken section." Hydro Spy removed 3,700 tons of debris, and the Olympic hopefuls returned to training in the pool. **c**

THE ELECTRIC EEL® MODEL C DRAIN & SEWER CLEANER...

BEATS THE DRUM!

TRIED & TRUE, BETTER THAN NEW...

This Powerful Sectional Drain Cleaner Outperforms Drum-Style Machines

- Redesigned Quick-Connect Snap-Lock Cable Couplings
 - No Down Time From Broken or Kinked Cables
 - More Power and Twice the RPMs
 - Less Cable and Tool Breakage
 - 8' & 10' Sectional Cables
 - Easy Transport By One Person
 - Lower Maintenance and Much More
 - All For \$100's Less!
- Don't Miss A Beat... Call Today!**



Booth 169

Electric Eel®

1-800-833-1212 www.electriceel.com

DRAIN CLEANING TOOLS FOR PROFESSIONALS



Fold down handle allows easy transport, storage and use in crawl spaces.

Cleans 3"-10" diameter lines up to 200 ft.

Redesigned **Quick-Connect** snap-lock cable coupling allows cables to connect easier and quicker than ever. Now standard on all Electric Eel® sectional dual cables, regular and heavy duty, and totally compatible with all cables currently in use.



PATENT PENDING

VSI Rentals, LLC.

51 Stone Road Lindenwold, NJ 08021

888-VAC-UNIT Fax: 856-627-3044



2008 Sterling truck mounted combination vacuum and jetter units
3 Available
Price by Request



2008 Condor, dual steer truck mounted, large capacity sweeper with dual sweep gear and catch basin cleaner unit
Price by Request

ALL UNITS AVAILABLE FOR RENT OR PURCHASE 888-VAC-UNIT



2008 International truck mounted, industrial wet/dry vacuum loaders with 27" Hg blowers
2 Available
Price by Request



2006 GMC (very low mileage) truck mounted high pressure jetter unit with TV inspection and vacuum system
Price by Request

CONSERVATION IS EVERYONE'S RESPONSIBILITY

*Proven for
over 20 Yrs.*

*Made in
the USA!*



**ENVIRONMENTALLY
SAFE**



Lateral Lining

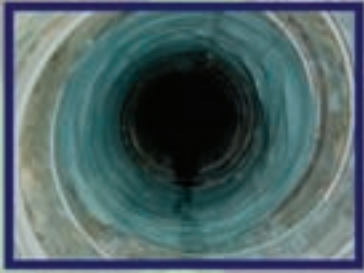


Epoxy Coatings

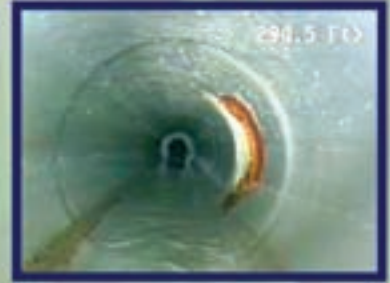


**NO VOCS
NO ODORS
NO STYRENE
NO LEACHING**

Sectional



MH to MH Liner



**LET YOUR COMPANY
"BE THE SOLUTION, NOT
THE PROBLEM"**



**Booth
150**

STEPHEN'S TECHNOLOGIES

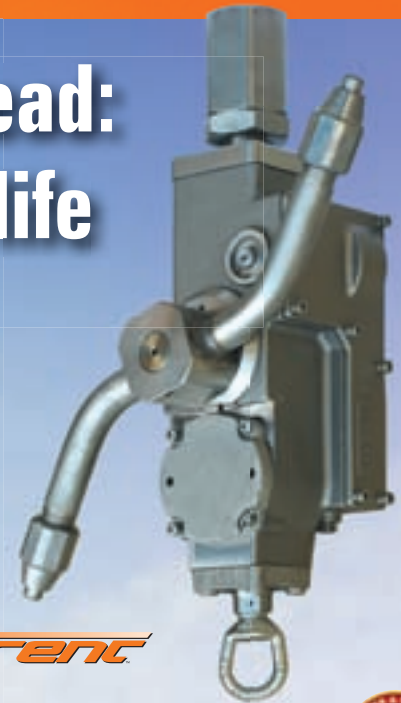
1-888-S-T-E-P-H-E-N or (863) 438-8783 Fax (863) 439-3755

New Torrent™ 3-D head: higher flow, longer life

With the new Torrent™, NLB 3-D heads have reached new levels of cleaning power and seal life. New features get tanks even cleaner, with less downtime for normal maintenance. Torrent™ gives you:

- flows up to 150 gpm
- operating pressure to 10,000 psi
- long-life seals and bearings
- rugged stainless steel body
- NLB quality and performance

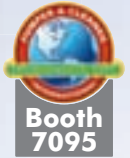
Maximize your tank cleaning power with a Torrent™ 3-D head. Call 877-NLB-7988 today.



NLB. The Leader in Water Jet Productivity.



29830 Beck Road, Wixom, MI 48393 • www.nlbcorp.com
 MI: (248) 624-5555, TX: (281) 471-7761, NJ: (856) 423-2211,
 LA: (225) 622-1666, CA: (562) 490-3277, e-mail: nlbmarketing@nlbusa.com



Download our latest catalog

FRUITLAND offers quality

SEALED WORM GEAR DRIVEN BEARINGS

Complete with **HYDRAULIC MOTORS!**



NEW!

Sealed Boom Swivel Bearing driven by WORM GEAR and hydraulic Motor.

In addition to many sizes and types of Boom Swivel Bearings from 4" to 17" with and without Gears, we will custom design to your specifications!

We have Replacement Hose Reel Bearings for most makes



FRUITLAND TOOL & MANUFACTURING

324 Leaside Ave., Stoney Creek, Ontario L8E 2N7 Canada - Tel: (905) 662-6552 - Fax: (905) 662-5412
 Toll-Free from the U.S.A. and Canada: 800-663-9003



24 HOUR TURNAROUND - MIDWEST'S LARGEST FACTORY AUTHORIZED REPAIR CENTER FOR GEN-EYE, GATORCAM & SEESNAKE



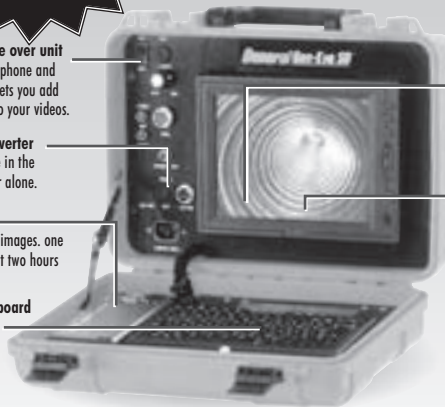
CALL FOR PRICING!

Built-in voice over unit
Internal microphone and on/off switch lets you add commentary to your videos.

Built-in AC/DC converter
Allows you to operate in the field with truck power alone.

SD Card Reader
Records video or still images. one GB card records about two hours of video.

Titler with full keyboard
You get up to nine pages of text to add your company name and job locations to each video you make.



Date and Time Stamp
You can document the date and time of each job for your records.

On-screen distance counter
Lets you keep track of how much push rod you've fed into the lines.

Other features include:
Internal 512 Hz transmitter, picture inverter, dimmer control, camera test port, 3" and 6" trap skirts, and storage compartment for power cord, camera tool, and remote controls.

FREE DELIVERY

CALL FOR PRICING!

Gen-Eye POD™

Sunshield — 7" LCD monitor in padded case

Full size GEN-EYE POD

Flexible gooseneck monitor mount to give you the best viewing angle

Self-Leveling color camera available for full-size POD or mini-Color camera for MINI-POD

512 Hz Transmitter for easy camera location (Optional on MINI-POD)

Can be operated vertically or horizontally

Rugged frame and reel with drag brake and reel lock

LED Dimmer Control

Video-Out Connection to record on external device 8" wheels on full-size POD to roll easily to and from the job



Full size POD carries 200 ft. of Gel-Rod® for 3" to 10" lines
MINI-POD carries 125 ft. or 175 ft. of push-rod to inspect 2" to 4" lines

FREE DELIVERY

Compatible with Electric Eel® Connectors

1 1/4" x 8' - \$51.00

1 1/4" x 10' - \$58.00

BUY 3 GET 1 FREE!

Compatible with Ridgid® Cables

5/8" x 7.5' - \$24.00

7/8" x 15' - \$50.00

1 1/4" x 15' - \$78.00

CALL FOR PRICING!

Gen-Eye Digital Locator



Speaker Volume Indicator
Twin Peak, Null and Left/Right Antenna Indicators
Pipe, Camera and Powerline Indicators
Frequency Selector
Depth Locator Feet/Meter Selector
Backlight Speaker Volume Gain Buttons

Digital Signal Strength Indicator
Left Indicator
Right Indicator
Signal Strength Bar Graph
Gain Bars
Battery Level Frequency Indicator
On/Off Antenna Selector

FREE DELIVERY



Mini-Router XP™
Basic Unit Machine Only

\$485
FREE DELIVERY



General Speedrouter 92™
Basic Unit Machine Only

\$1010
FREE DELIVERY

WORKING HARD FOR YOU

AT JACK DOHENY COMPANIES, WE BELIEVE THAT YOUR EQUIPMENT COMPANY SHOULD WORK AS HARD AS YOU DO. JACK DOHENY COMPANIES WORKS HARD TO OFFER THE MOST COMPREHENSIVE PROBLEM SOLVING SOLUTIONS FOR YOU, INCLUDING:

- RENTALS - LARGEST AND NEWEST FLEET IN THE INDUSTRY
- REMANUFACTURED EQUIPMENT - NEW MACHINE PERFORMANCE AT A USED MACHINE PRICE
- CREATIVE FINANCE PACKAGES - MAKING IT AFFORDABLE TO GET THE EQUIPMENT YOU NEED
- MOST KNOWLEDGEABLE STAFF - ALL THE KNOWLEDGE TO KEEP YOU ON THE JOB

FOR MORE INFORMATION ON HOW JACK DOHENY COMPANIES IS WORKING HARDER FOR YOU, GO TO OUR WEBSITE.

WWW.DOHENYSUPPLIES.COM/WORKING



888-370-0130



Booth
4165

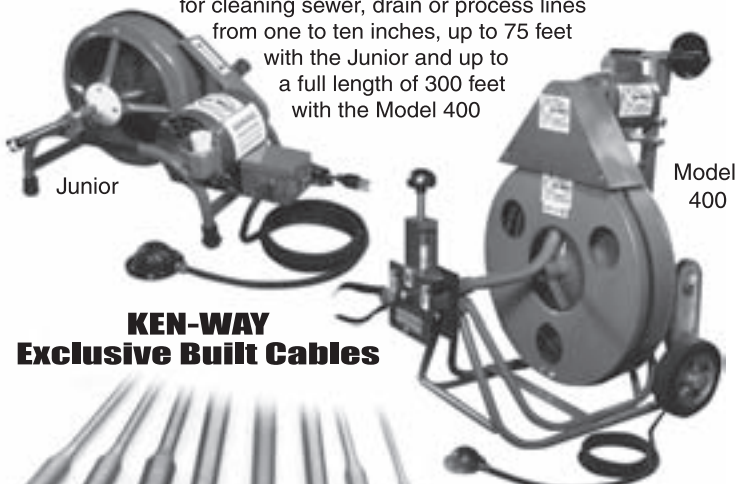
**Jack Doheny
Companies** 
"World's Largest Distributor of Sewer Cleaning
and Industrial Air Handling Equipment"

KEN-WAY Beats the Others DAY-IN • DAY-OUT

And they have for over 50 years

KEN-WAY CABLE CLEANERS

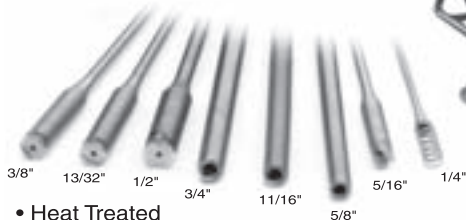
for cleaning sewer, drain or process lines
from one to ten inches, up to 75 feet
with the Junior and up to
a full length of 300 feet
with the Model 400



Junior

Model
400

KEN-WAY Exclusive Built Cables



- Heat Treated
- Inner-Core or Non-Core
- Fit Most Other Brands
- Interchangeable with Most Brands
- Coupling or Blade Holding Types



Leasing plans available. Call for details.

1-800-533-0551

930 ROBERTS ROAD, SPARTA, WI 54656
www.ken-way.com • E-mail: info@ken-way.com



Jaws®
10-Year Limited Warranty

Paikert™

Hammerhead™
5-Year Limited Warranty

Spinner™

C-Ray™ 8 00

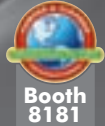
BLSwi per™

Orca™

C-Ray™ 4 00

IceBear™

Lumberjack®



Booth
8181

Equipment
Engineered for Long
Lasting Performance™

Rental and Leasing
Services Available!

Call For FREE DVD



Check out our
online store at
cole-mart.com/nozzteq




NozzTeq®
Taking Science to the Sewer!™

www.nozzteq.com

Phone: **1.866.620.5915**

Fax: **603.413.6744**



Made in the U.S.A. 

MyTana

Professional grade tools for
sewer & drain professionals

Fill your truck with everything you'll need



The Contractors Package

see back cover of our latest catalog for details



Request your free, full line catalog today! 800.328.8170

MyTana

FACTORY DIRECT CUSTOMER SERVICE

Competent | Polite | Clear (M-F 7am-5pm CST)

toll free 800.328.8170 fax 651.222.1739

Cable machines • Jettors • Push cameras for main lines & drain lines • Locators • Related parts • Accessories

LOCATE OUR TRANSMITTERS OR THEIRS.



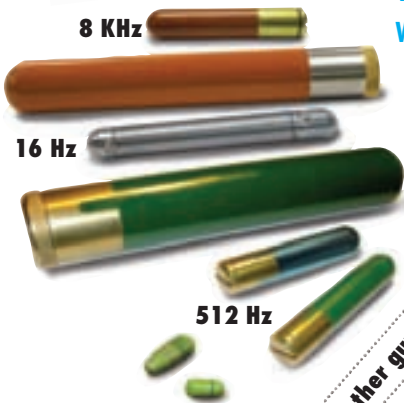
The LF2200 is the most versatile locating receiver on the market. It works with **just about any frequency — even our competitors' transmitters.**

It can lock onto any frequency from 16 Hz to over 100 KHz, for both sonde locating and line tracing.

Transmit this: Prototek has been making and servicing locating tools since 1990. Our transmitters are tiny, huge, versatile, flushable and they will transmit through just about any material. They're simply the best performing transmitters and receivers in the industry because we've built our business by listening to our best advisers: our customers.

Visit our web site or give us a call.

**You've got questions.
We've got answers.**



8 KHz

16 Hz

512 Hz

the other guys? Hz



"Blow your competition away with Prototek!"

Prototek

800-541-9123

Web: www.prototek.net

Email: prototeksales@prototek.net



HEFFERNAN INSURANCE BROKERS

A Member of the Heffernan Group

Providing insurance to industrial and line cleaners for 15 years.

— we insure over 2000 vacuum trucks

- >Providing **ALL** lines of **insurance coverage**
- >Helping you in **ALL** areas of **Risk Management**
- >One of the **largest** independent insurance brokers in the US
- >We understand your business!

Contact Us Today:

Mark Herring, CRM, CIC, LUTCF
Vice President

Phone 800-208-6912 E-mail markh@heffins.com



STREET & SEWER PARTS SUPERSTORE

PURCHASE YOUR SEWER PARTS ONLINE:

- ◆ Sewer Nozzles
- ◆ Sewer Hose
- ◆ Vacuum Pipe & Hose
- ◆ Quick Clamps
- ◆ Sectional & Continuous Rod
- ◆ Couplings & Valves
- ◆ Root Saws
- ◆ Root Cutters
- ◆ Tools For Manual Rod
- ◆ Lighting Packages
- ◆ Rear Vision Camera Systems
- ◆ Sewer Dye Tablets & Smoke Bombs
- ◆ Rental Equipment
- ◆ Used Equipment

YOUR ONLINE PARTS STORE!
www.StreetAndSewer.com
 1.251.285.SHOP (7467) • sales@streetandsewer.com

TOUGH JOBS TOUGHHER TOOLS



Introducing

TUF-GUN

In a Class of its Own
Heavy Weight Punch from a Featherweight

Visit us at:



**Booth
5031**



GARDNER DENVER
WATER JETTING SYSTEMS, INC.

www.waterjetting.com

(1) 281-448-5800 Phone
(1) 281-448-7500 Fax
(1) 800-231-3628 Toll-free U.S. & Canada



PLUMBING FRANCHISES RANK AMONG MAGAZINE'S TOP 500

Rooter-Man, Mr. Rooter and Benjamin Franklin Plumbing have been named to *Entrepreneur* magazine's Franchise 500 ranking for 2011. Rooter-Man ranks 92, Mr. Rooter 122 and Benjamin Franklin Plumbing 130. A complete listing can be seen at www.entrepreneur.com/franchise500.

ABRESIST CORP. CHANGES NAME TO ABRESIST KALENBORN CORP.

Abresist Corp. has changed its name to Abresist Kalenborn Corp. In business since 1977, Abresist Kalenborn Corp., Urbana, Ind., manufactures and installs mineral- and ceramic-based abrasion-resistant protective linings. It is part of Kalenborn International GmbH & Co. KG, parent company to 12 subsidiaries with facilities in Asia, Europe, North America and South America.

IPR NAMES VELLANO VP SALES, MARKETING

Mike Vellano has been named vice president of sales and marketing at IPR, provider of underground rehabilitation services. Vellano had served as general manager at RePipe, a division of IPR.

TST SWEDEN NAMES QUALJET SAFETY PRODUCTS DISTRIBUTOR

TST Sweden has named QualJet as its distributor for waterjet safety products in the United States, Canada and Southeast Asia.

HAAKER, SON OF COMPANY FOUNDER, PASSES AWAY

John William "Bill" Haaker, 59, son of Haaker Equipment Co. founder John Haacker, passed away Dec. 17. Haaker joined the company in 1972, helping start and build the business. He also was a founding member of the Southern California Collection System Committee (SSCSC). Haacker is survived by his wife, Cindy, son, Jake, and daughter, Robin. Memorial services were held Jan. 3.

CONSORTIUM SEEKS U.S. BUSINESSES FOR GLOBAL PROJECTS DATABASE

The Consortium for Global Development, through its Global Contractors Library database, seeks to match U.S. companies with projects in the \$130 billion global development market. The consortium is especially seeking small, medium and SBA 8(a) businesses. For more information on available projects and the free database listing, go to www.cfglobaldevelopment.com or www.global-contractors.com. **C**

Get MORE CALLS

When you advertise your business with **1-800-GOT-ROOTS**

- Exclusive Use Of Toll Free Number In Your Service Area
- Calls Forwarded To Your Current Number
- Marketing Tool - Not A Franchise
- Get More For Your Advertising Dollars
- Built-in Performance Guarantee
- Webpage On **www.GotRoots.com** Included

Your customers know the problem; now they know the number



Facing Hard Times?



GENERATE EXTRA INCOME and earn customers' trust by selling preventative plumbing services!

- Drain Strainers & Drain Baskets
- Garbage Disposal Replacement Units
- Drain Locks
- Biological Products and more!

Also, get the **LOWEST PRICES** on: Plastic, Metal, & Automatic Grease Traps. Custom sizes available!



DrainNet

web:

www.drain-net.com

phone:

1-800-407-3726

email:

sales@drain-net.com

BECAUSE no two CIPP Lining Jobs are ever alike...

YOU NEED CHOICES...



Explore Your Options at
and you could



Booth
#7160

Win A Trip for Two to London

Just stop by our booth at the Expo to learn more about
our hundreds of CIPP products and enter to win.

For entry details visit www.easy-liner.com/london.html or stop by our Booth #7160 for details.



Whether you are a plumber or sewer service contractor
looking to repair residential laterals or sewer mainlines we
can supply the trenchless lining products and expert advice
for all your CIPP projects.

your one-stop resource to get the job done on time & budget

With over 10 million feet of our lining materials
in the ground and hundreds of products to pick
from, the Choice is Easy...EasyLiner.

- 11 Different CIPP Resins
- 80 Different Sizes | Types of Liners
- 50 Different Sizes | Types of Bladders
- 8 Different Sizes | Types of Fiberglass Tubes
- 8 Different Sizes | Types of Fiberglass Sheets

*All these Choices = 500+
Combinations & Ways to
Perform Any Type of
Lining Project*

1069 Kingsmill Rd, York, PA USA 17403 · 888 639 7717



THE CABLE CENTER 1-800-257-7209

MIDWEST'S LARGEST FACTORY AUTHORIZED REPAIR CENTER FOR GATORCAM, GEN-EYE & SEESNAKE

**24
HOUR
TURNAROUND**

**FREE
DELIVERY
ON ALL RIDGID
CAMERA
KITS**

RIDGID's new SeeSnake DVDPak

- Full Color Display
- Optional Recording Accessory
- Smaller Case
- Battery-Powered Freedom
- NEW Line Trace Capability; you'll be able to trace the entire push cable

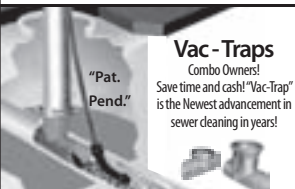
**CALL FOR
SPECIAL
PRICING ON
ALL CAMERA
KITS!**



**SeeSnake®
DVDPak
+ Microdrain™**

• THE CABLE CENTER • 8318 OLIVE BLVD. • ST. LOUIS, MO 63132 • 314-993-3099 •

MAX-LIFE MANHOLE TOOLS



"Pat. Pend."

Vac-Traps
Combo Owners!
Save time and cash! "Vac-Trap" is the Newest advancement in sewer cleaning in years!

Max-Life Presents the "Vac-Trap". A new Debris Trap that connects to the end of your suction tubes replacing the crown nozzle. Sitting at the bottom of the invert in the sewer manhole, the Vac-Trap fills with debris as water is flowing through it. Once the trap is full, you'll see water backing up. Turn on the vacuum pump and suck up the contents then repeat the process. The Vac-Trap lets water flow downstream. Saves pump wear and fuel by eliminating the need to run vacuum pump continuously. Greatly reduces decanting time! Available for 6" to 24". Flanged to fit 6" or 8" tubes.

Debris Catchers

Comes with 22' of Poly Rope. Available from 6" to 24".

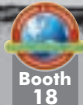


Grit Catchers

Stops finer grit, black sand and smaller, loose debris.



Debris and Grit Catchers



Debris Catcher for use with Poles



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



Versi-Clam

Knock down design, easily assembled from 6' to 25'. One size can be used in different lengths. Ships UPS.



Special Manhole Tools from Max-Life for Use with Fiberglass Poles.



MPF-24 Quick Connect Fiberglass Poles
24' pole set used with above Tools and Debris Catchers. Each set Includes 3 ea. 6' male x female and 1 x 6' end pole.

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

MCLAW Max-Claw 7' - 15'
Telescopic Extendable Claw with fiberglass pole extension spring loaded end Claw for retrieval.

Max-Life Mfg. Corp.
11580 Seaboard Circle Stanton, Ca. 90680
Tel: 888-873-6295 | Fax: 714-897-2810
www.flexmax.com | dhp@flexmax.com

About that article,
would you like a copy?

A poster to display in your office?

An electronic file to post on your web site?

Reprints to hand out or mail to potential customers?



Just let us know!

View articles, options and pricing at www.cleaner.com/editorial

To order, e-mail jeffl@colepublishing.com or call COLE Publishing at 800-257-7222

Cleaner

Looking for the Most Powerful Nozzle?

Choose a Warthog® - For Both Power and Easy Field Maintenance!

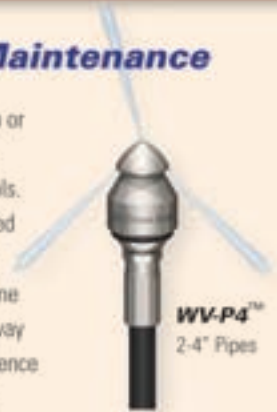
At the Expo!



High pressure seats & seals are replaced easily on all Warthog® models.

All Tools Require Maintenance

Whether it's a few minutes in your repair shop or the back of your truck, a Warthog® can be serviced quickly and easily without special tools. Or, you can send it to one of our dealers located throughout North America. Call or click on our web site for a repair center near you. And, come see us at the Expo, where you can hold cut-away versions of the Warthog® family and experience first hand how easy the maintenance really is.



Booth #4133



Call 1-866-795-1586 or Click on www.sewernozzles.com for a Dealer Near You

When You Count On Your Tools You Can Count On Us!



Booth 3169

Call us today to find out how many different ways we can help you get what you want and need. **877-244-0556**

www.duracable.com • sales@duracable.com • West Des Moines, IA 50265

Duracable

Manufacturing Company



www.cole-mart.com/duracable

CENTRAL OKLAHOMA

Winnelson
COMPANY

**YOUR SOURCE FOR
RIDGID**

6% ONE YEAR FINANCING AVAILABLE!
Longer lease rates also available. Call Keith for details.

microEXPLORER™ Digital
Inspection Camera

CS1000
Digital
Recording
Monitor

LT1000 Laptop
Interface System

microDrain Reel

DVD Pak

BUYING A SEESNAKE?

**CALL US FOR
GREAT PRICING &
FREE SHIPPING!**

**WE
WILL NOT BE
UNDERSOLD**

Contact us about
**RIDGID's Spring Fling
Promotion**

From Now Until March 31

- Call Us Evenings and Weekends -

Keith: 405-602-9155 &

Jim: 405-205-3974

CALL TOLL FREE: 888-947-8761

5037 NW 10th
Oklahoma City, OK 73127

www.centralwinnelson.com

FSI FLUID SYSTEMS, INC.

Specializing in Parts & Service for High Pressure Water Pumps
Used on Sewer & Catch Basin Cleaning Units



PARTS FOR PISTON & PLUNGER POWER PUMPS
INQUIRE ABOUT PUMP TRADE-IN PROGRAM
SHOP OR FIELD SERVICE

1-800-880-5800



FAX: 812-428-7061

E-MAIL: don@fluidsystems.net • WEB SITE: www.fluidsystems.net

JD
Jetter Depot

**Nozzles
Hoses
Accessories**

**Special
Show
Pricing**



Jetter Depot - Fair Prices - Quality Service - Guaranteed

**Visit
us at**



**Booth
3041**

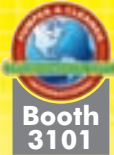


www.jetterdepot.com • Call 678 549 2621



T&T Tools, Inc.

Fax: 800.521.3260
Email: sales@tandttools.com



800.521.6893

www.MightyProbe.com



HOOKS...

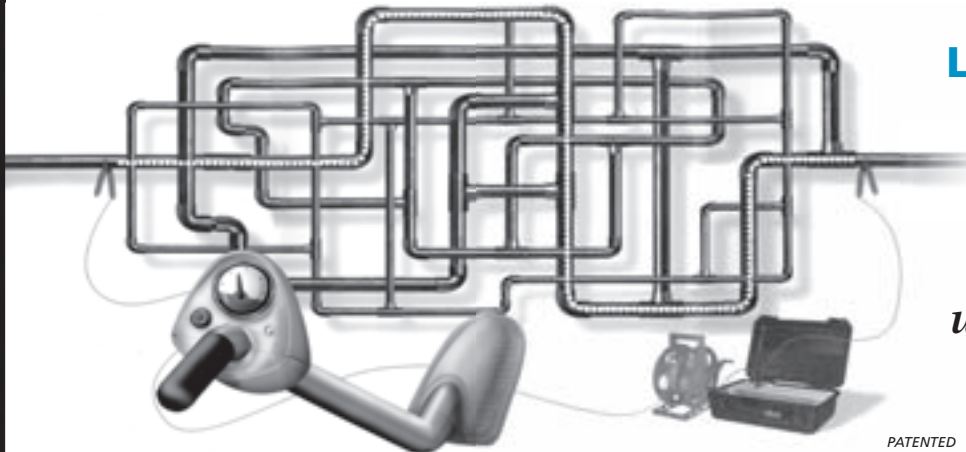
- > Several different styles of heat-treated hooks are available
- > Top Poppers are great to open manhole covers
- > The Handy Hooks allow two handed use

PROBES...

- > Insulated, standard, and specialty soil probes
- > Metal shaft sizes: 3/8" round, 3/8" hex, or 7/16" hex
- > Replaceable tips are threaded on and hardened
- > A "slide" allows the handle to pound the shaft into the ground

Pulsar 2000

Line Tracer



Locate Lines
Locate Water Leaks
Training Video

It's a jumble out there.

www.Pulsar2000.com

DISTRIBUTORS WANTED



PATENTED

The Pulsar 2000 line tracer is designed primarily to locate metallic pipes. The Pulsar 2000 is a directional line tracer. Connect the Pulsar's powerful and unique transmitter to your target pipe and locate only that pipe. Locating can be accomplished under floors, in walls and in ceilings. The Pulsar 2000 does not require grounding.

Leak detection personnel... The Pulsar 2000 is a **must have** locator. Now you can quickly identify the pipe location, thereby reducing the search area of the leak.

100% satisfaction guarantee... We are so sure that you will see the time

saving benefit of the Pulsar 2000, we will let you return it for a full refund if you are not satisfied. If you want to learn more about the Pulsar 2000 and our leak locating equipment, please call **1-888-752-5463** or e-mail jsmill@aol.com for a **free** demonstration video or CD and references of satisfied customers.

We have been using the Pulsar 2000 along with the XL2 fluid detector and Geophones since January 1989 in our leak locating business. Our leak locates are **accurate 95% of the time**, but I can honestly say, the line we trace is always there. Our equipment is user-friendly and requires very little training, as you will see on the video. Purchase the Pulsar 2000 line tracer, XL2 fluid detector and Geophones, and start locating leaks immediately.

This Is The Nozzle You've Been Waiting For

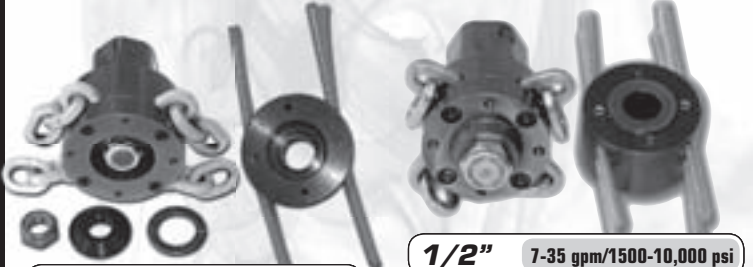
*Patented

Root Rat



MADE IN THE USA

root cutter nozzle



3/4-1" 40-160 gpm/1500-4000 psi

1/2" 7-35 gpm/1500-10,000 psi

"The Root Rat is the easiest and most versatile root cutter nozzle I have ever used. The Root Rat works where other nozzles fail."

Tim Jones, owner
of Eastern Sewer Jetting



3/8" 3-10 gpm/2000-7500 psi

Ask us about our show specials



Booth 7148



Root Rat Combo Kit

3/4 - 1" root rat combo kit. Use a reducer adapter to go from 1" to 3/4".

Custom Built Jetters

Hot or cold water jetters from 4 gpm at 4000 psi to 12 gpm at 4000 psi, skid or cart frames or small trailer systems.

WE SELL AND SERVICE COLD WATER JETTERS

WE SELL PARTS, PUMPS, UNLOADERS, HOSES, JET TIPS, ETC.

CHEMPURE PRODUCTS CORP.

1-800-288-7873 • 330.874.4300

www.chempure.com



Bag Full

cleaner.com

- > Classifieds
- > Truck Stop Ads
- > E-zines
- > Product Categories

Spending Too Much on CIPP Sectional Lining Kits?

Save up to **75% OFF** Kit Pricing!!



Your Prime Source for Solutions, Products and Training

- FiberGlass with Felt Scrim
- Epoxy Resins
- Silicate Resins
- Carrier Packers
- Free Training
- 24/7 Customer Support

PrimeLiner™
Sectional Lining Materials



Call Us Today!
Toll Free (877) 409-7888

Visit our Website:
www.primelineproducts.com

"water as a tool"

WOMA CORPORATION

WOMA High Pressure Systems

help solve almost any Industrial cleaning, maintenance and decontamination problem.

- HIGH PRESSURE PUMPS TO 40,000 PSI
- 25-600 HP HIGH PRESSURE UNITS
- ACCESSORIES TO MEET ANY APPLICATION

Let us help you more effectively use "water as a tool."

When quality, performance and reliability matter...
PHONE: 800-258-5530 . FAX: 732-417-0015

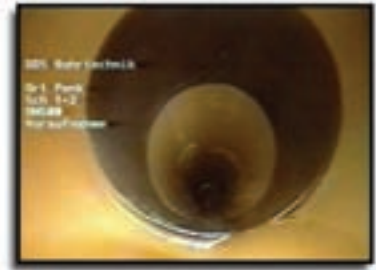
QUICK LOCK

The Ultimate in Point Repair!

- Water & waste water application
- Strictly mechanical installation
- No chemicals or grouting
- Reinstates the structural strength of pipe
- Adapts to many camera/tractor systems
- Fast & simple installation



INFILTRATION



COMPLETE SEAL WITH QUICK LOCK GASKET INSTALLED

We offer complete installation packages!

Contact us today
for more Quick-Lock information
and to schedule a **FREE** demo!



Visit us online:
www.rauschtv-usa.com



RAUSCH Electronics USA, LLC
370 New York Avenue
Chambersburg, PA 17201
Email: reusa@rauschtv.com
Call: 1 (877) 728-7241



Featured in an article?

Make the most of it!

REPRINTS AVAILABLE

- We offer:
- Hard copy color reprints
 - Electronic reprints

Visit cleaner.com/order/reprint
for articles and pricing

Jetting Unit Designed for Long Life and Quiet Operation

BY ED WODALSKI

The trailer-mounted KamJet 10000 high-pressure water system from German-based Kamat and adapted to the U.S. market by Giant Industries is designed to deliver up to 50,750 psi/7.1 gpm. Powered by a 150 hp Deutsch diesel engine, the compact direct-drive unit can be remotely operated and offers stepless pressure regulation.

The jetter has a 105-gallon water tank and 45-gallon fuel tank. It weighs 5,511.5 pounds and measures 185 inches long, 72.8 inches wide and 76.8 inches high. Designed for long life, it has a high-pressure Kamat plunger pump, stainless steel manifold, tungsten carbide plungers and synthetic seals. It is fully enclosed for quiet operation and equipment protection.

A key feature is a large enclosure, says Ed Simon, president of Giant Industries. "The idea behind that is twofold," says Simon. "One is to reduce the sound. The decibel level at pressure before the nozzle is about 83 decibels. It's quiet-running. You don't hear a big diesel engine. The other idea is to protect the engine and the other components from the environment." The locked enclosure also provides additional storage for tools.



Safety features include automatic shutdown when the water pressure (after the filter) is less than 15 psi, when oil pressure is less than 36 psi, or when the oil temperature is above 203 degrees F. Other features include automatic tank-fill system, float for automatic drain air/water separator, second automatic valve for air tools, intuitive control panel with touchpad controls, and easy access to all maintenance items. 419/531-4600; www.giantpumps.com.



PERMA-LINER INTRODUCES STEAM CURE

The Viper portable steam generator from Perma-Liner Industries Inc. allows for infinite working times, works with all diameter liners and provides for cure times of less than one hour. The generator is powered by a 0.75 hp Baldor electric motor with thermo overload. Features include a belt-drive TT941 triplex plunger water

pump, stainless steel float tank, 10 gpm volume and 100 psi. 866/336-2568; www.perma-liner.com.

ABRESIST KALENBORN OFFERS EPOXY JOINTLESS LINING

KALPOXY epoxy-bonded jointless lining from Abresist Kalenborn Corp. is designed for structural components and repairs. The 70 percent solids compound completely cures in about 24 hours at 68 degrees F. It can be applied on nearly any surface, including overhead, in chutes, pipe systems, vessels, conveying systems and cyclones. The material can be mixed on site and applied by trowel to the desired thickness with no reinforcing required. 800/348-0717; www.abresist.com/KALPOXY.htm.



VACALL INTRODUCES ALLJETVAC WITH REAR-MOUNTED REEL

The AllJetVac combination cleaner with rear-mounted hose reel from Vacall Industries is designed for sewer cleaners who prefer the hose located away from the engine. The combination cleaner has a heavy-duty tailgate with vault-style latches and dual-cylinder lift system for optimized rear-seal performance. Other features include



low-profile design for reduced overhead clearance of 11 1/2 feet. 800/382-8302; www.vacallindustries.com.



RS TECHNIK INTRODUCES RS MAXPATCH POINT REPAIR

RS MaxPatch from RS Technik is a corrosion-resistant, fiberglass composite designed to repair and seal isolated pipe defects, cracks, leaks, joint offsets and root intrusion using CIPP technology. 919/481-1977; www.rstechnik.com.

RIDGID INTRODUCES CONTRACTOR-GRADE LAPTOPS

Contractor-grade laptops and convertible tablet PCs, based on the Dell Latitude E-Family and customized by Dell OEM Solutions, are available with pre-configured customized software access to RIDGID informational resources and diagnostic tools. The laptops are designed to work with the RIDGID inspection system and withstand harsh jobsite conditions, including pounding rain and blowing dust or dirt, extreme temperatures and accidental drops to four feet. 800/474-3443; www.ridgid.com/dell.

FLITZ INTRODUCES LIQUID HEADLIGHT LENS RESTORATION SYSTEM

The Liquid Headlight Lens Restoration System from FLITZ International Ltd. is designed to restore plastic lens clarity for like-new performance. 800/558-8611; www.flitz.com.



LOWELL SCOTT INTRODUCES PTO-POWERED TRUNKPUMP

The 3-inch, high-volume, PTO-powered model TP-3PTV Trunk Pump from Lowell Scott Enterprises Inc. is designed for one-person operation. The hydraulically powered dewatering pump is rated at 440 gpm and 26,400 gph at 40 psi with 90-foot head. 910/463-1282; www.trunkpump.com. c

FIRST... BEST... ALWAYS!

FIRST...
with a full flow low profile riser and open drum slot allowing for smooth even hose wraps that don't pinch, kink or stress the hose.

BEST...
and largest selection of high quality, professional grade hose, cord and cable reels for the air, water, oil and electric industry.

ALWAYS...
100% pure Coxreels quality in every reel we design & build.

Safety Makes Sense

USA MADE • USA QUALITY • USA SUPPORT

800-COX-REEL

Toll Free: 800-269-7335 • Fax: 800-229-7335
Email: info@coxreels.com
www.coxreels.com
Int. Tel: 480-820-6396 • Fax: 480-820-5132

Booth 3057

Your Reel Source

LAPLACE EQUIPMENT

RENTALS, SALES & SERVICE

- **WATERBLASTERS:**
PRESSURE TO 40K,
FLOW TO 100 GPM
- WATER JETTING TOOLS
- HYDRO-MOWERS
- 3D NOZZLES
- ROTATING NOZZLES
- HIGH PRESSURE HOSES
- LANCES
- FITTINGS
- TIPS
- SUPPLIES
- EXPERIENCED TEAM FOR PLANNING, TRAINING & SETUP



Booth
4072

CALL
985.652.5210
FOR YOUR
WATERBLAST
PROJECT
SOLUTIONS
WWW.H2OBLAST.COM

Master-Lateral Pipeline Renewal System

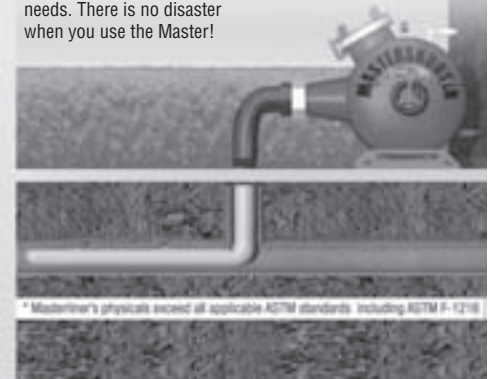
"Masterliner can transform a problem pipe into a new, strong, leak-proof system in a matter of hours"

Benefits:

- Masterliner's signature PDQ resin cures without external heat source
- On site training available
- Little to no excavation
- Fast and easy to install
- Bulk pricing available
- Perform as many as 7 repairs in a day
- Exceeds ASTM specifications
- Quality assurance
- Long term solutions
- Improves flow characteristics
- Virtually eliminates infiltration & exfiltration
- Full range of pipe sizes
- Custom pipe diameters and wall thickness
- WE WILL NOT BE UNDER SOLD!!



If you want to increase your bottom line choose the Master Lateral system. Not only will it increase your profits it will lower the customers cost. So if you want a win-win situation for both parties choose Masterliner for all your lateral needs. There is no disaster when you use the Master!



* Masterliner's physicals exceed all applicable ASTM standards including ASTM F-1218



1-888-DIG-FREE (888-344-3733)

Masterliner Incorporated • 42305 South Airport Road • Hammond, LA 70403
www.masterliner.com • jonathon@masterliner.com PH 985-386-3006 FX 985-386-0250

B²

BUSINESS BROKERAGE Marketing & Brokering

TRYING TO SELL YOUR BUSINESS?

We can effectively market your business to more than 60,000 potential buyers in the commercial drain and sewer maintenance industry, your local markets, and other

venues. No upfront fees – you don't pay anything unless your business sells. To learn more about brokering your business through B², call 800-257-7222.

LOOKING TO BUY?

Call us, and we can add you to our VIP Buyer List

LISTINGS

Established portable restroom and septic service business located in central Virginia.

Excellent gross each of the past 3 years with no decline in revenue makes this business recession-proof. Steady work including many contracts and repeat customers. Extensive equipment inventory, good revenue, and owner willing to train. Great opportunity for expansion or a new career. **Asking price \$775,000.**

Successful business with a large amount of equipment and inventory. Profitable sewer and septic business in central Pennsylvania. Increasing revenue over the past 3 years and a large amount of equipment and inventory. Equipment is a mix of old and new, but all is working and making money. **Selling price \$349,000.**

Well-Established and Profitable Texas Septic, Sewer & Installation Business For Sale. **Price reduced.** Grossing in excess of \$600,000 annually, customer list of nearly 2,000 accounts and 430 contracted customers. Includes nice late model equipment, most are 2007, 2008 model years. Owner retiring after nearly 40 years in business. Real estate available upon request. **Reduced to \$450,000.**

New Jersey VIP Restroom/ Portable Toilet Business. Servicing Metro Philadelphia and South-west New Jersey with VIP restroom trailers and portables. Many late model assets including 2 nice service trucks, 1 back-up service truck, pick-up truck, 4 VIP restroom trailers, nearly 300 restrooms, sinks, holding tanks, slide-in unit, 2 forklifts, and more. Assets worth over \$300,000 - priced to sell at **\$399,000.**

Chicago-Area Biosolids, Land Application, Dredging and Industrial Services Business. Established in 1985, owner is retiring. Reputable business includes real estate servicing the entire Chicagoland area with sludge and biosolids disposal and treatment services. Real estate and shop included with sale valued at \$750,000, business grosses in excess of \$3 million annually, \$6.3 million in equipment and assets including several TerraGators, Vac Trailers, dump trailers, loaders and much more. **\$4,900,000.** Huge potential, good profit and priced right. Non-disclosure Agreement required, all P&L statements, list of assets, and financials available to qualified buyers.

WANTING TO PURCHASE. Serious buyer looking to purchase portable restroom and/or septic businesses in the North NJ or Hudson Valley NY area. All inquiries are kept confidential. (C611)

New Jersey/Pennsylvania drain cleaning and pipe service business has all the elements for an ample start to a new foundation or an addition to your existing business. Established in 1994, well-rounded client base, customer contracts, and owner is willing to train. Modern equipment and inventory. Real estate optional. **Reasonably priced at \$425,000.**

Amarillo, Texas sewer, drain & plumbing business established in 1976. Owner wants to retire, so take the keys to a 2004 Sprinter outfitted with all of the equipment you'll need to run this business. Price includes real estate with 80x100 shop/office on two city lots. Good gross, good profit, financials available with signed non-disclosure. **Offered at \$495,000.**

WANTED. Very serious and well qualified buyer looking for sewer, septic or industrial business in Dallas, Texas area. Must be grossing between \$500,000-\$1,000,000. All inquiries are kept confidential.

Dallas/Fort Worth Texas Area Sewer/Rehab Business For Sale. Drain Cleaning, TV inspection, Pipeline & Manhole Rehab/Relining, Municipal Cleaning and Maintenance business for sale. Excellent opportunity to expand or start your own business. Good revenue history and priced to sell. Includes all equipment to get started. **Asking \$195,000.**

www.btwo.biz • jeffb@colepublishing.com • 800-257-7222



CUBEX[®]

Call 1-877-GoCubex / 1-877-462-8239



Equipment for Sale

- 3-2004 Vactor 2110's 10yd 1000Gall
- 2-2006 Vactor 2110's 10yd 1000Gall
- Former Lease Unit's, City of Winnipeg
- Fleet Maintained, Mounted on Freightliner M-2, 250HP, Pump 80GPM @ 2500PSI
- 440K BTU Boiler, Hydro-X Kit
- Multi-Flow, Elec/Hyd 4-Way Boom 8-Ft.
- Debris splash shield, Domed rear door w/Hyd locks, Low water Alarm, Cold weather pkg w/re-circ, Body wash-out, Pinch roller.
- Rear tube rack, P/S fold down pipe rack
- Alum Tool box 1-D/S, 2-P/S
- Remote greasing,
- Electric water level indicator,
- Footage counter
- 600ft Hose reel
- Rear mount arrowboard
- Aux hrs 1700 to 3900
- Main engine 80,000Kms to 150,000Kms

Call Richard for Details: 204.336.0008



Have you seen the Cleaner E-Zine?



Go to cleaner.com to view the e-zine.

flushquip inc. 1.800.295.1669

We have solutions for your sewer cleaning problems

Please call, fax or email your request for a complete catalogue

Fax: 1.204.697.4790

Email: ubaziuk@flushquip.com

1900 Brookside Blvd.
Winnipeg, Manitoba
R3C 2E6



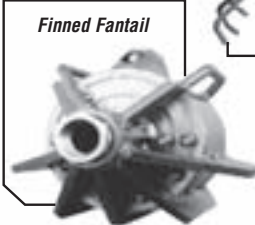
Grab-All



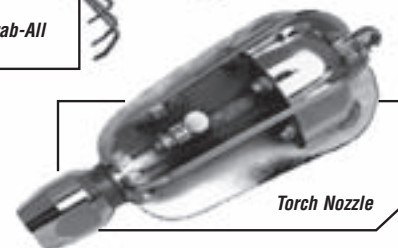
Rocket Nozzle



Penetrator Nozzle



Finned Fantail



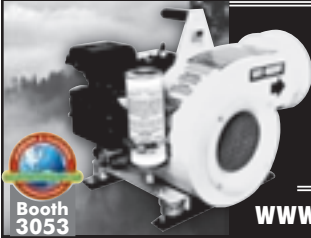
Torch Nozzle

Also check out our website:

www.flushquip.com

Cleaner Marketplace Advertising

THE "ORIGINAL" LIQUID SMOKE



Turbo Fog M45:

- Versatile
- Light Weight
- Compact
- Creates Dense Smoke



Booth 3053

www.turbo-fog.com • 1-800-394-0678

Superior® SMOKE for Sewer Testing

Fast • Inexpensive • Easy



Superior® Smoke Testing the most cost effective method to find sources of inflow

Choose Candles or Fluid

800-945-TEST
www.SuperiorSignal.com

WATER JETS FOR RENT



- Units from 4,000 to 40,000 psi, including convertibles
- 60-600 hp, diesel or electric
- Rent, buy or lease
- Branches in MI, TX, NJ, CA, LA

NLB Corp. 1-877-NLB-7996
www.nlbcorp.com

ERICKSON Tank & Pump



509.785.2955

CALL FOR UPDATED LIST OF EQUIPMENT

WWW.ERICKSONTANK.COM

Masport®

PUMPS & QUALITY COMPONENTS

800 Rd. P.5 S.W. / Quincy, WA 98848

fax: 509.785.3770

e-mail: sales@ericksontank.com

"TANKS" FOR YOUR BUSINESS!

WE TAKE TRADES

You won't get frosted when you let us repair your equipment.

- > We service push rod reels, cameras and command modules. We repair most brands.
- > We are an authorized service center for General Wire, Ratch, Vision and Rtdgid.
- > We understand when your equipment is broken, you are losing Big Bucks! We give fast and quality service.

Electronic Repair Co.

205-836-0454 • servicewithasmile.com

Cleaner Marketplace Advertising

Cleaner Marketplace gives you nationwide exposure to thousands of industry professionals.

Layout and design is included FREE, and we can fax or e-mail you a proof for final approval!

T&T Tools, Inc.
800.521.6893

CALL for a FREE Catalog
 Many styles Available

Insulated Soil Probes (for locating) **Booth 3101** Heat-Treated Hooks (for covers, lids, etc)

www.mightyprobe.com

Jetter Hose

Parker/Dayco-Piranha-Aeroquip

- 1/8" - 3000, 4000, 4800 psi
- 1/4" - 4400, 5000 psi
- 3/8" - 4000, 5000 psi
- 1/2" - 3000, 4000, 5000 psi
- 5/8" - 4000 psi
- 3/4" - 2500, 3000 psi
- 1"-1-1/4" - 2500, 3000 psi

Call for Price & Delivery

Nozzles, Root Cutters, Clamps, Swivel Joints, Ball Valves, Hose Guides, etc.

Call for Catalog & Prices
800.365.6583

www.cloverleaftool.com

Footage TOOLS INC.

- Underground Piercing Tools
- Service Line Replacement Tools
- Pipe Fusion Tools
- Tapping Tools

Visit us at the Pumper & Cleaner Show!
Booth # 104

Call us toll free:
1-888-737-3668

View our entire product line at:
www.footagetools.com

DYNAMIC CABLE REPAIR

We Repair:
 General Wire, Ratch, RIDGID, Aries, Insight Vision, Electric Eel, GatorCams, Plumbers Depot, UEMSI, Pearpoint, Spartan, Vision Intruders, Vivax, Inspection Cameras, Locators, Command Modules and Cables

Rental Equipment Available Daily & Weekly Rates

48-Hr. Turn Around Time

INSPECTION CAMERAS ARE OUR ONLY BUSINESS!

973-478-0893

DYNAMIC REPAIRS
 40 Arnot St., Unit 20
 Lodi, NJ 07644
www.dynamicrepairs.net

Join The Rooter-Man Team: www.RooterManFranchise.com

ROOTER-MAN
"To The Rescue"

NO ROYALTY ON PERCENTAGE OF SALES
Franchise Package \$7,950

RESERVE YOUR EXCLUSIVE TERRITORY • Call 1-800-700-8062

THE ULTIMATE TRACTOR TRACTION PAD

- Silicone carbide composite construction for long life
- Custom dependable double hole fabrication for any CUES, Aries or other style of tractor
- Chain assemblies
- Chemical/heat process to resist separation
- Competitive pricing
- Money back guarantee
- We are a 6/12 company
- For prices, questions or a sample please contact us

PIPE TOOL SPECIALTIES
 PHONE# 1-(503)-390-6794 OR FAX# 1-503-390-6670
 Email at pts4422@yahoo.com

1 . 8 0 0 . 9 9 4 . 7 9 9 0

Deadlines: Cleaner: 1st of the month*
 *PRECEEDING ISSUE DATE

Choose a size that works best for you!

Available In **COLOR**

Size C:
\$119^{00*}
 1.875" W x 1.5" H
 A great value!

Size B:
\$219^{00*}
 1.875" W x 3.2" H
 Perfect size for one photo!

Size A:
\$319^{00*}
 1.875" W x 4.875" H
 This size is great for two photos!

*Black and white prices, call for 4-color pricing.

Send ad materials and payment to:
COLE PUBLISHING INC.
P.O. BOX 220
THREE LAKES, WI 54562



NEW Drainfield Soil Retorative works on the soil **NOT THE TANK!**



»Easy to apply
 »Restores soil failed drain fields
 »Improves percolability

RCS II, Inc.
 518.812.0000
 www.septicdrainer.com

CEMTEC!

Concrete Repair Products



Cementitious Manhole Rehab Products


706.654.3677
 www.awcookcement.com

Trailer Jettors

Gas or Diesel

More Power per GPM!

AmericanJetter.com
866-9HI-FLOW



Cua Claws

A Simple Solution for Slippery PVC Pipe - **The Right Wheels**

We now resurface all makes of steel transport wheels

CALL JERRY AT 714-697-8697
www.cuaclaws.com



“The Products You Use at the Best Prices, 24/7”

www.AdvancedWorld.com
 Enter Promo Code CL311 for \$5 DISCOUNT on next order

Booth 3059

The Amazing

ARCTIC BLASTER

Thawing Device

- > THAWS PIPES ABOVE & BELOW GROUND
- > USE ON PLASTIC, COPPER OR ABS
- > PERFECT FOR ROOF DRAINS

ARCTIC BLASTERS INC.
 SUNDRE, ALBERTA

PH: 403.638.3934
FAX: 403.638.3734



CONFINED SPACE ENTRY PACKAGE

ONLY \$2,995

The best package on the market includes:

- 4-Gas Air Monitor
- 7' Tripod
- 3-Way Fall Protection
- Work Winch
- Full Body Harness

Booth 139

Add a Blower with 15' of duct for only **\$350!**
 Add a 5 Minute Escape Respirator for only **\$500!**

MTECH. 800.362.0240
 www.mtechcompany.com

Welcome to Bio-Microbicsville

...a growing community built on better ideas



Proven wastewater & storm water treatment systems


For more information, visit **www.biomicrobics.com**, or call **800-753-FAST(3278)**

BIO-MICROBICS
 Better Water. Better World.

© 2009 Bio-Microbics, Inc.
 1450 Cole Pkwy • Shreveport, LA 70527, USA
 phone: 913-422-6707 • fax: 913-422-0808
 www.biomicrobics.com • sales@biomicrobics.com

Waterblaster Rentals & Sales

Houston, Texas



Boatman Industries

1K to 50K psi
 60 hp to 1000 hp
 Waterblasters & Accessories
 Used Equipment Sales

713-641-6006
www.boatmanind.com

Saturday Evening Jam

March 5



dierks bentley

More Info At PumperShow.com



DYE TRACERS

Solutions for:

- Infiltration
- Septic Systems
- Cross Connection
- Leaks and more...

BRIGHT DYES
 Division of Kingscote Chemicals

Booth 3055

www.brightdyes.com **FREE SAMPLE 1-800-394-0678**

CHECK OUT THE LATEST PRODUCT NEWS

AT **WWW.WASTEWATERPR.COM**

View all the Product News

ARE YOU COVERED?

Don't lose your business and life earnings to spotty insurance coverage



The majority of insurance brokers don't know your business as well as we do.

With an estimated 26 million septic systems serving U.S. residences, there's a considerable amount of work in the pipeline for septic contractors. However, until now, septic contractors haven't had an all-lines insurance solution that would cover all of their business exposure from design and installation to the rental of portable toilets.

To address this need, Sanitation Insurance Services specializes in offering a comprehensive insurance program specifically for septic contractors and portable restroom operators. While some policies provide coverage for pumping or portable toilet rental, our program addresses design, installation, inspection, service and repair, vandalism as well as pumping and portable toilet rental.

You need an insurance program that addresses the specific exposures you face, such as errors and omissions (E&O) coverage for the various services you provide.

WE HAVE YOU COVERED.



SANITATION
INSURANCE SERVICES

1-877-877-1555
www.SanitationIns.com

Cleaner[®] TRUCK STOP

see photos in color at www.cleaner.com



March



2001 Peterbilt 357 Vac Truck: C-10, 127K miles, 21/46 axles, Fuller 8LL, ATRO susp., PTO, front floats, cruise, NVE pump, Keith Huber tank, 3,200 gallon cap.....\$69,500
715-546-2680 WI CBM



1995 Vactor 1645: L9000 14.6L Cat, 3406 diesel, 9-spd. Fuller trans., 4.30 rear end, 18" blower, 3000 gallon tank. Ready for work!!\$62,500
734-699-4949 MI C03



2000 GMC: 750 gallon vacuum tank, 3,500# corner crane, 200 gallon water tank, generator and welder. Electric co. truck. Only 7,842 miles.\$29,900
814-696-1000 PA CP03



1991 Camel 200: 6-speed, 65 gpm, 2000 psi, Roots 624 blower, tandem axle, ready for work, 169,000 miles, excellent condition.\$28,900
920-655-7302 or 920-866-9109 WI C03



1995 Vactor 1645: Ford L9000 chassis, 10.5L Cat 3306, 9-speed Fuller trans., 3.73 rear end, 18" blower, wet and dry vac, 3000 gal. tank. Ready to work!\$62,500
734-699-4949 MI C03



1998 International MOD 2554 6x4 Camel 200: Allison trans., engine 530, 275 hp, 74,243 miles, Roots 824 blower, Myers 80 gpm @ 2000 psi, extendable boom, front rotating reel.\$58,000
559-276-0186 CA CP04



1998 Cues Mainline TV System: 1998 GMC Savanna 3500, Cues w/Pro-Data on-screen titler, Honda generator, Sony combo DVD/VHS, 1700' of multi-conductor cable, pan & tilt camera w/shorty transporter.\$39,500
608-835-7767 WI C03



(2) 1999 Sterling LT9501: Cat 3126 @ 230 HP, Allison A/T, spring susp., 86K miles and 82K miles, disc wheels\$19,500 Choice
715-546-2680 WI CBM



2001 Sterling LT9500: Cat C-12 @ 395 HP, 97K miles, shows 7K hours, 20/46 axles, spring susp., 273" WB, 22.5 tires, disc wheels, VacCon end dump, Dresser rotating lobe blower\$79,500
715-546-2680 WI CBM



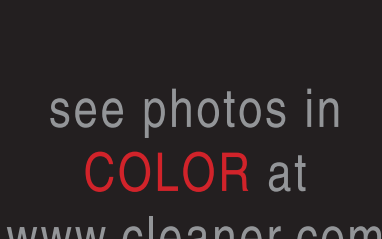
1990 Ford L8000 Vac-Con: Approx. 7-yd. debris tank, 3-stage blower, straight vac, 6,752 hrs., 56,000 miles, road ready.\$15,000
Pam @ 660-827-0894 MO C03



2007 Ring-O-Matic 750 High CFM Vac Trailer: Cat 3024 @ 50 HP, 696 hours, liquid-cooled, 750 gallon cap., 850 CFM lobe style blower, 20,860# GVW.\$29,500
715-546-2680 WI CBM



2002 Aries Sewer Inspection Camera Mounted in a 1995 Isuzu NPR Box Truck: 104,000 miles, new engine.....\$22,000
Eric 570-336-1088 CBM



DEMO 20-Yd. Dewatering Filter Box: Designed for hi-dump vacuum trucks, complete fold-away tarp bow system, filter media, fill, drain and clean out ports, rear door with quick release handle, safety and quick close latch. Call for more info.
863-984-8994 FL CMP3



DEMO 35-Yd. Dewatering Filter Box: Complete rollover tarp system, filter media, 1 loading manifold, 5 drain ports, 2 washout ports, interior epoxy coated, exterior polyurethane top coat. Call for more info.
863-984-8994 FL CMP3



1999 SRECO Trailer Jet: 40 gpm @ 2000 psi, FMC pump, only 220 hours, comes ready to work. New paint, electric brakes, 2-5/16" ball, 500 feet of good hose, nozzles, turn key unit.\$13,500
416-248-4990 Can. C04

see photos in
COLOR at
www.cleaner.com

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

Cleaner® CLASSIFIEDS

March
2011

- ▶ Bucket Machines
- ▶ Businesses
- ▶ Business Opportunities
- ▶ Cable Machines
- ▶ Computer Software
- ▶ Dewatering
- ▶ Drainfield Restoration
- ▶ Drain / Sewer Cleaning Equipment
- ▶ Dredges
- ▶ Excavating Equipment
- ▶ Hazardous Waste Units
- ▶ Hydroexcavating
- ▶ Jetters-Trailer
- ▶ Jetters-Truck
- ▶ Jet Vacs
- ▶ Lease/Financing
- ▶ Locators
- ▶ Miscellaneous
- ▶ Parts & Components
- ▶ Pipeline Rehabilitation
- ▶ Portable Shower Trailers
- ▶ Portable Restrooms
- ▶ Portable Restroom Tanks
- ▶ Portable Restroom Trailers
- ▶ Portable Restroom Trucks
- ▶ Positions Available
- ▶ Positions Wanted
- ▶ Positive Displacement Blowers
- ▶ Power Washing
- ▶ Pressure Washers
- ▶ Pumps
- ▶ Pumps-Dredge
- ▶ Pumps-High Pressure
- ▶ Pumps-Submersible
- ▶ Pumps-Vacuum
- ▶ Pumps-Water
- ▶ Rodding Machines
- ▶ Roll-Off Containers
- ▶ Root Control
- ▶ Safety Equipment
- ▶ Septic Trucks
- ▶ Service / Repair
- ▶ Sludge Applicators
- ▶ Tanks
- ▶ Tools
- ▶ Trailers- Vacuum / Tanker
- ▶ TV Inspection
- ▶ Vacuum Loaders
- ▶ Vanes
- ▶ Wanted
- ▶ Wastewater Transfer
- ▶ Waterblasting

BLOWERS

New Roots 27" 1021 PD blower. In stock, ready to ship or install. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

BUCKET MACHINES

BUCKET MACHINES, refurbished units, ready to work. Training and parts available. 416-248-4990. (C05)

BUSINESSES

ARE YOU MOVING TO FLORIDA? Would you like to start a septic and sewer cleaning business? I have license - will sponsor. For more information call Larry at 931-277-5541 or 931-248-1284. (CPBM)

Great little plumbing business with a great brand, started in 2009 (Inc 2010) and growing strong. 2002 GMC 12' box truck outfitted with shelving, Ridgid video camera, K-750, K-400, K-1500g, and K-40 all almost new. Great customer base. Check out our website www.happydrains.com. Will train, provide lic, and possible financing. \$30,000. Call Rob 209-993-5549 CA. (C03)

Dallas/Fort Worth Texas Area Sewer/Rehab Business For Sale. Drain Cleaning, TV inspection, Pipeline & Manhole Rehab/Relining, Municipal Cleaning and Maintenance business for sale. Excellent opportunity to expand or start your own business. Good revenue history and priced to sell. Includes all equipment to get started. **Offered at \$195,000.** E-mail jeffb@colepublishing.com, visit www.BTwo.biz or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (CBM)

New Jersey/Pennsylvania drain cleaning and pipe service business has all the elements for an ample start to a new foundation or an addition to your existing business. Established in 1994, well-rounded client base, customer contracts, and owner is willing to train. Modern equipment and inventory. Real estate optional. Reasonably priced at \$425,000. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing - www.BTwo.biz.** (CBM)

BUSINESSES

Amarillo, Texas sewer, drain & plumbing business established in 1976. Owner wants to retire, so take the keys to a 2004 Sprinter outfitted with all of the equipment you'll need to run this business. Price includes real estate with 80x100 shop/office on two city lots. Good gross, good profit, financials available with signed non-disclosure. Offered at \$495,000. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing - www.BTwo.biz.** (CBM)

Chicago-Area Biosolids, Land Application, Dredging and Industrial Services Business. Established in 1985, owner is retiring. Reputable business includes real estate servicing the entire Chicagoland area with sludge and biosolids disposal and treatment services. Real estate and shop included with sale valued at \$750,000, business grosses in excess of \$3 million annually, \$6.3 million in equipment and assets including several TerraGators, Vac Trailers, dump trailers, loaders and much more. Offered at \$4,900,000 - huge potential, good profit and priced right. Non-Disclosure Agreement required, all P&L statements, list of assets, and financials available to qualified buyers. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing - www.BTwo.biz.** (CBM)

Looking to sell your industrial cleaning, hydroexcavation or waterblasting business? We have buyers. Must have gross revenue in excess of \$1,000,000 annually. Nationwide interest. E-mail jeffb@colepublshing.com, visit www.BTwo.biz, or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (CBM)

Well-Established and Profitable Texas Septic, Sewer & Installation Business For Sale. PRICE RECENTLY REDUCED. Grossing in excess of \$600,000 annually, customer list of nearly 2,000 accounts and 430 contracted customers. Includes nice late model equipment, most are 2007, 2008 model years. Owner retiring after nearly 40 years in business. Real estate available upon request. Reduced to \$450,000. E-mail jeffb@colepublshing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing - www.BTwo.biz.** (CBM)

Successful business with a large amount of equipment and inventory. Profitable sewer and septic business in central Pennsylvania. Increasing revenue over the past 3 years and a large amount of equipment and inventory. Equipment is a mix of old and new, but all is working and making money. Selling price \$349,000. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing - www.BTwo.biz.** (CBM)

BUSINESSES

Looking to buy a business in the liquid waste, portable sanitation, or sewer & drain industries? Call B2 Business Brokers powered by *Cleaner* at 800-257-7222 and we can add you to our VIP buyer list. No obligation, no fees, no pressure. (CBM)

Looking to sell your portable restroom business? We have buyers looking in the following areas; Florida, California, Virginia, Iowa, Kentucky, New York, Pennsylvania and more! Must have gross revenue in excess of \$250,000 in most cases. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (CBM)

Looking to sell your business? We can effectively market your business to more than 60,000 potential buyers in the liquid waste, portable sanitation, and sewer & drain industries, as well as your local markets, the Internet and other venues. No upfront fees — you don't pay unless your business sells. To learn more about brokering your business through B2 Business Brokers powered by *Cleaner*, call 800-257-7222. (CBM)

BUSINESS OPPORTUNITIES

Looking to sell your business? We can effectively market your business to more than 60,000 potential buyers in the liquid waste, portable sanitation, and sewer & drain industries, as well as your local markets, the Internet and other venues. No upfront fees — you don't pay unless your business sells. To learn more about brokering your business through B2 Business Brokers powered by *Cleaner*, call 800-257-7222. (CBM)

Looking to buy a business in the liquid waste, portable sanitation, or sewer & drain industries? Call B2 Business Brokers powered by *Cleaner* at 800-257-7222 and we can add you to our VIP buyer list. No obligation, no fees, no pressure. (CBM)

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

CATCH BASIN CLEANER

2008 American La France Condor with a new VacAll VS10DC, 10-yd. debris body, dual steer dual sweep street sweeper and catch basin cleaner. (Stock #13352V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

It's **EASY** to submit your classified **ONLINE!**
Only **\$1.00 per word!**
Just go to: **www.cleaner.com**
Place a Classified Ad;
Fill in the Online Form!

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

COMPUTER SOFTWARE

SOFTWARE FOR YOUR INDUSTRY! Easy to use; affordable; powerful. Online demos or call for guided tour. **Show Special! Free fleet "Maintenance Plus" or employee "Incentives Plus" software when you license any Profit Builder Bundle. Discount Codes: MPFREE or IPFREE.** Ritam Technologies, LP, www.ritam.com, 800-662-8471 or 208-629-4462. (CBM)

DRAIN/SEWER CLEANING EQUIP.

Used and rebuilt cable machines in stock. Ridgid K-7500, K-3800, K-380, K39. General, Speed-rooter, Metro Rooter, T-3 Mini Rooter. Spartan #1065, #300, #200, #100, Electric Eel #C and #D. National #400, gas-powered Ridgid K-1500. The Cable Center. 1-800-257-7209. (CBM)

HYDROEXCAVATING EQUIPMENT

2000 Western Star 49645X w/250k miles. CAT C12, eng. brake, Fuller 18 spd, beam suspension, 20k fronts, 42k rears, 268 inch wb, Fraserwoods S1AV822 vac pump, 8 inch sec hose w/boom. Provac 2870 gal. tank. Nice looking unit. Asking \$120,000. Please contact me @ 361-318-4459 (Sergio) (C03)

JETTERS-TRAILER

1997 Sewer Equipment Company of America 747FR2000 trailer jetter, 40 GPM, 2000 PSI, 600' hose reel, 700 gal. tank. Works great. \$12,000. Call Rob 209-993-5549 CA. (C03)

SECA trailer jet model 747, diesel with 394 hours, 35 gpm, 2000 psi, 500 feet new hose. Was city owned. \$13,500. Pictures at www.empireequip.com. 714-639-8352. (CPBM)

Xtreme Flow Hot/Cold Jetter! Model# HJ2TA8536, tandem axle trailer, 35 HP Vanguard 8.5 gpm @ 3,600 psi, 325 gal. water tank, 300' hose, General pump. List \$27,995. **Sale only \$22,995. Fully loaded! 800-213-3272; www.hotjetusa.com.** (CPBM)

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

JETTERS-TRUCK

For Sale: 2009 Sreco Flexible jet truck 3000 gal. tank. 125 gpm @ 2000 psi mounted on 2007 Sterling with 17,000 miles. We replaced hydraulic motors, larger hydraulic tank, installed a hydraulic cooler, rebuilt extendable hose reel, replumbed water lines, rewired most of unit and added rubber motor mounts to the John Deere auxiliary engine. \$250,000. 605-880-1358 SD. (C03)

JETTERS-TRUCK

RETIRING: 1987 Ford F-800 Jetter Truck, low miles, 1500 gallon, 36 gpm @ 3000 psi, new tires, arrow board, extras. \$9,900 or best reasonable offer. Jim 951-545-9604 CA. (C03)

2001 Vac-Con water jet on an International model 4700, 50 gpm, 3000 psi, 1600 gallon plastic water tank. Was city owned. \$24,500. Pictures at www.khtrucks.com. 972-938-1905. (CPBM)

2006 GMC TC6500 cab and chassis with Pipe Hunter trunk mounted jetting unit, 3000 psi @ 50 gpm with a 1,000 US gal. water tank, rear mounted hose reel with JET EYE camera system. **6,800 original miles, like new. \$129,000 sale price. (Retail for \$210,000).** (Stock #13234V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

1992 Ford L8000 cab and chassis with an enclosed Sewer Equipment Co. jetting unit with a Myers D-65 hydraulically driven water-cooled pump. (Stock #1505C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

1992 Isuzu NPR with 1998 Pipe Hunter Jetter, 300 gallon tank, 18 gpm/4000 psi. \$12,595 OBO. A real money maker at that price!!! Call Rick 239-206-3514; email rick@theplumbers plumber.com. (C03)

JET VACS

2002 Sterling Vac-Con, rebuilt unit, 3-stage blower, 10-yd., high lift, 10' telescoping boom, many extras. Call for more details. Asking \$100,000. Roots blower, 4000 series, works great. \$3,500. 610-583-3600 PA. (C03)

1997 Camel 200 Triplex 80 GPM pump w/ PD Blower, Behind cab reel mounted on Ford with 275 HP Cummings diesel, Allison automatic transmission. Just over 66,000 miles. One owner and in great shape \$78,000 OBO. Call Jack @ 614-419-4579, see at www.zia municipalsupply.com. (CBM)

Two - 2006 Peterbilt, Vac-Cons, 12-yd., PD vacuum, Giant water pump, Deutz auxiliary, Cat engine, Allison transmission, hi dump. \$180,000. For more info or photos call 904-284-2141 or flpipetec@bellsouth.net. (C03)

1990 Camel 200 80 GPM/2000 psi, Roots TS32 blower, mounted on Ford with 240 HP diesel, automatic. Just over 40,000 miles. Municipally owned and in great shape. \$48,000 OBO. Call Jack @ 614-419-4579, see at www.ziamunicipalsupply.com. (CBM)

2008 Sterling LT7501 with a VacAll AJV1015, 10-yd. debris body, 1500 gal. water, combination vacuum/jetting unit. (Stock #13366) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

JET VACS

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

2001 Sterling Vac-Con, 11-yd., Cat engine, Eaton transmission, Cummins auxiliary, 3-stage fan. \$60,000. More info and photos call 904-284-2141 or flpipetec@bellsouth.net. (C03)

1991 Camel 200, 6-speed, 65 gpm, 2000 psi, Roots 624 blower, tandem axle, ready for work, 169,000 miles, excellent condition. \$28,900. Call 920-655-7302 or 920-866-9109. (CBM)

Mini Jet "N" Vac/Hydro Excavators. Perfect for: Vertical Hole Drilling/Pot Holing/Vacuuming. For details call **1-800-213-3272; www.hotjetusa.com.** (CPBM)

LEASE/FINANCING

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

NOZZLES

Sapphire nozzles to 60,000 psi for all major UHP units. Factory direct. Wholesale price. Apex Waterjetting Technologies. 772-260-1100. (CBM)

PARTS & COMPONENTS

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

PIPELINE REHABILITATION

I am 62 and ready to retire. Have a 2008 Global Pipeline liner system. 1-lateral air inversion unit. Lateral total system. Call for package list. \$10,000. Call 352-390-7093 FL. (C03)

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

POSITIONS AVAILABLE

GapVax has two SALES POSITIONS AVAILABLE. Check details on our website, www.gapvax.com, or send resume to betty@gapvax.com. (P2C3)

POSITIONS AVAILABLE

JOIN THE INDUSTRY LEADER! Since 1943, Spartan Tool has been leading the way in sewer and drain cleaning. We're dedicated to helping our customers work quickly, efficiently and safely. We are seeking territory sales managers who possess good customer relationships, business to business selling skills and understanding of the sewer and drain industry. Our hands on products are marketed to a large customer base, offering repeat sales opportunities. If selected to join our growing sales team, you will benefit from base salary, commissions, great benefits and an opportunity to experience years of strong income and remarkable independence. Interested candidates are asked to forward their resume to Spartan Tool's National Recruiting Director, bkuty@spartantool.com. (CBM)

PUMPS

Buy & Sell all makes and models, **new & used** vacuum pumps & high pressure water pumps, and good used replacement parts. Call for an inventory sheet and save. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

New water end barrel for Vactor water pump, \$1,250.00. 714-381-4141. (CPBM)

RENTAL EQUIPMENT

Liquid vacs, wet/dry industrial vacs, combination jetter/vacs, vacuum street sweeper & catch basin cleaner, truck & trailer mounted jettors. All available for daily, weekly, monthly, and yearly rentals. **VSI Rentals, LLC, (888) VAC-UNIT (822-8648) www.vsirentalsllc.com.** (C03)

SEPTIC TRUCKS

1998 Mack RD6885 with a 3200 US gallon stainless steel vacuum tank unit. (Stock #6653V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

One (1) 2006 3200 US gallon **stainless steel** vacuum tank. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

2010 Peterbilt 348s with new Presvac 3600 US gal. aluminum vacuum pressure tanks with Masport HXL400WV vacuum pressure pumps. (Stock #8807 & 8808) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (C03)

SERVICE/REPAIR

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

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

SERVICE/REPAIR

Dynamic Repairs - Inspection Camera Repairs: 48-hr. turn-around time. General Wire, Ratech, Ridgid, Pearpoint, Electric Eel, Gator Cams, Insight Vision, Vision Intruders. Quality service on all brands. **Rental equipment available.** For more info. call Jack at 973-478-0893. Lodi, New Jersey. (CBM)

TANKS

One (1) 2006 3200 US gallon **stainless steel** vacuum tanks. www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (C03)

TOOLS

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

TV INSPECTION

2001 Chevy 3500 box truck, 5.7L with air conditioner, low miles, RST inspection system with rebuilt Omni II tractor and updated Cobra touch data logger, Onan 7000 generator. \$30,000 OBO. 610-583-3600 PA. (C03)

1998 Cues Mainline TV System: 1998 GMC Savanna 3500, Cues w/Pro-Data on-screen titler, Honda generator, Sony combo DVD/VHS, 1700' of multi-conductor cable, pan & tilt camera w/shorty transporter. \$39,500. 608-835-7767 WI (CBM)

CUES/Cutter truck on well maintained 1996 Ford F-450. Includes shorty tractor 6"-24" two Panther cameras. Cutter reel has 500 ft. hose, does not include cutter. \$55,000. Call for pictures, any more info. 216-536-3652 OH. (Billy) (C04)

Cues TV/grout truck. Rebuilt engine and trans., diesel generator, air compressor, vacuum pump, Penta hose and Logiball lateral packer control panel. All systems are functional and ready to grout. 419-243-5108. (C04)

The Camera System you've been waiting for: The Cyclops Deluxe Valu-Pac IV has all the capabilities of a large van mounted system (except cable length) without the expense of a vehicle. P&T Color Camera, HD Transporter/Crawler, Powered Cable Reel w/500' TV/Tow Cable, Large Line Light & Power Supply Kit, All-in-One Controller for camera, reel and transporter, plus a System Analyzer w/Test Cable. And last but certainly not least, Cyclops P.I.D.S. The user friendly, PACP certified inspection software installed on a New Dell Laptop. Yep, this system can do it all for only \$43,280. Call 830-249-9756 and talk to the guys that build 'em. (C03)

TV INSPECTION

Spartan cameras, used. 1 full size color reel; 1 monitor with VCR; 3 mini camera kits. The Cable Center, 1-800-257-7209. (CBM)

1986 GMC/ARIES TV truck, aluminum body, step van, transporter, pan & tilt camera, power winch, skids, etc. For more info. or photos call 904-284-2141 or flpipetec@bellsouth.net. (C03)

Mytana cameras, used. 3 full size reels, 6 color camera heads, 2 mini reels, 3 monitor packages. The Cable Center, 1-800-257-7209. (CBM)

1996 RST pan/tilt video overlay televising camera trailer w/18' enclosed trailer. Has heat/AC. Two crawler bodies. View from 8"-60". Reel has approx. 1,400'. Comes w/11,000 watt Honda generator. Pictures available via e-mail. \$11,000 OBO. Phone 507-340-0389 MN. (C04)

1994 Chevy Hi Cube/Aries transporter, pan & tilt camera, power winch, skids, etc. For more info. or photos call 904-284-2141 or flpipetec@bellsouth.net. (C03)

1999 International 4900 4x2 Combination TV Inspection/Jet Truck. 34,000 GVW with 88,343 miles and custom Warner truck body. Aries TV unit model VD1000 7.5 kw Kubota generator/Onan engine, 1,000' cable, studio, accessories. Pratisoli MS36 triplex pump, 36 gpm. 4,000 PSI, 600' 5/8" hose, jet heads. Only \$56,250!! Office 440-585-5757 or e-mail lcsc@lakecountysewer.com. If the truck is still available, see it at the Pumper Show 3/3/11 & 3/4/11. (C03)

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

2002 Aries Sewer Inspection Camera Mounted in a 1995 Isuzu NPR Box Truck: 104,000 miles, new engine. \$22,000. Call Eric @ 570-336-1088 PA. (CBM)

TV Ferret: Complete used, pan & tilt system, 600 ft. cable, 6" crawler. More turn-key systems. Starting at \$20,000. www.tvferret.com. 518-399-2211. (CBM)

VACUUM LOADERS


1999 International with a Guzzler Ace 27" HG wet/dry industrial vacuum tank loader. **Demo/Rental unit.** (Stock #7390) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (C03)

WANTED


WANTED: We buy sewer trucks. Any year, any condition. Results immediately. 915-239-2266 or mmachinerymexico@gmail.com. (CBM)

STANDARD

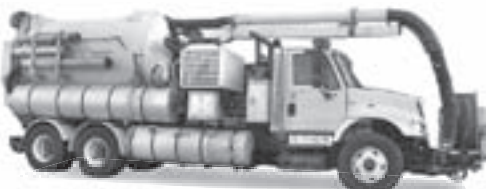
Custom Rebuilt




2006 Vactor 2115, 18" blower, 80 GPM water pump, large truck engine horsepower, many extras



1993 Vactor 2103/Ford chassis low hours/miles ex-municipal unit



2004 Vactor 2115/Sterling chassis priced to sell \$125,000.00



1997 Super Products Catch basin cleaner/ GMC chassis low hours/miles ex municipal unit can easily have hydro excavation kit added.

www.StandardEquipment.com

312-706-9678

WANTED

WANTED TO BUY: Any make/model GapVax equipment. 888-442-7829. (C04)

Very serious and well qualified buyer looking for sewer, septic or industrial business in Dallas, Texas area. Must be grossing between \$500,000-\$1,000,000. All inquiries are kept confidential. Call Jeff at 800-257-7222.(CBM)

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

WATERBLASTING

40,000 PSI sapphire nozzles, UHP hoses & replacement parts. Excellent quality & prices. 772-286-1218; info@alljetting.com; www.alljetting.com. (CBM)

Gardner Denver T-450 VSDT 60.6GPM max 10K max. **Gardner Denver** T-450 w/ Jetstream fluid end transmission 10K @ 40GPM. **THE-500UH** 50K bareshaft pump. Boatman Ind. 713-641-6006. View @ www.boatmanind.com. (CPBM)

GapVax®



✓ better fuel efficiency ✓ easier to operate ✓ easier to maintain
✓ safer operation ✓ superior design

INDUSTRIAL VACUUM LOADERS
COMBINATION JETVACS WETVACS



HYDRO-EXCAVATORS



STAND OUT FROM YOUR COMPETITORS

At GapVax, Inc. we CUSTOM-BUILD trucks and equipment to fit YOU! Check out all of the equipment we've been manufacturing since 1989 on our website www.gapvax.com. Watch videos on our YouTube channel, photos and more on our Facebook page too! Stop by the Pumper Show and say hello, we'll be in booth 1022! Scott will show you all of our parts and accessories you want to complete any task!



GET SOCIAL  

The Problem..



The Solution..



The Result..



The Root Intrusion Solution

Simple.

Effective.

Proven.



For municipal and residential applications



Booth
134

Call

1-800-844-4974

for more info!

www.rootx.com

www.rootxperts.com



SPARTAN
SINCE 1943

Ultimate Warrior



Ultimate Warrior/ Hi-Flow Ultimate Warrior

Introducing the most powerful force in the field. Spartan unleashes two of the industry's toughest jetters. The Ultimate Warrior brings you all the features of Spartan's revolutionary Warrior — a fully enclosed, sound-dampening fiberglass body, the power of 4,000 PSI at 18 GPM, and a 180° pivoting hose reel with optional six-function remote control for easy operation in tight quarters — but in a dual axle configuration with a towable capacity of 600 gallons. And that's not all. Its alter ego, the new Hi-Flow Ultimate Warrior offers 3,000 PSI at 35 GPM, perfect for small municipalities and use in larger sewers.

SPARTAN TOOL, L.L.C. | 1506 WEST DIVISION STREET | MENDOTA, ILLINOIS 61342
ORDER BY PHONE: **800.435.3866** ORDER ONLINE: **WWW.SPARTANTOOL.COM**