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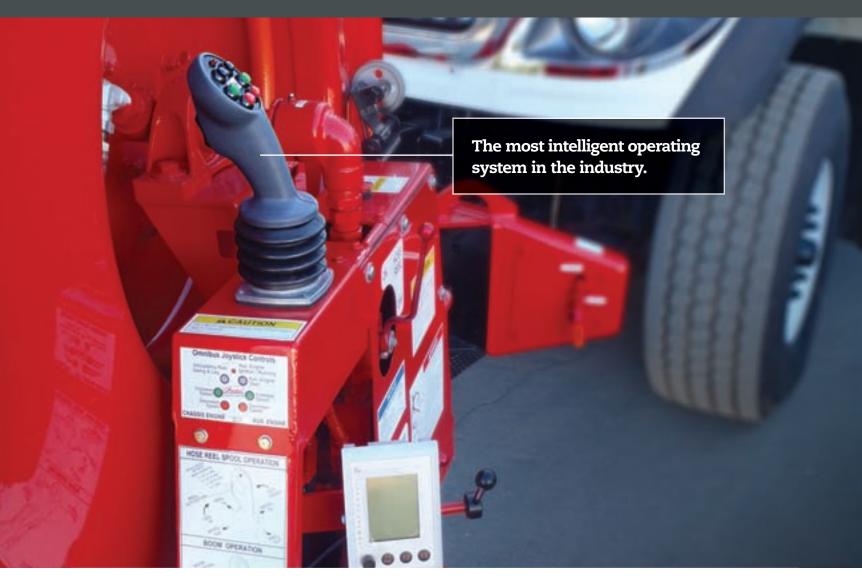
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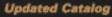
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Go Back and Give a Listen



Ted J. Rulsel

THERE'S GOLD IN THOSE EXPO EDUCATION DAY PRESENTATIONS. GIVE THEM LASTING VALUE AND BROADER REACH BY ORDERING THE CD RECORDINGS

BY TED J. RULSEH, EDITOR

hen introducing Education Day sessions, I've often told a story I first heard in a Dale Carnegie class. Two desert travelers had made camp for the night when a stranger approached. They welcomed the man and shared their meal with him.

After the meal, the stranger got up to leave. "I thank you for your kindness," he said. "I want you to know that I am a magician, and that tonight, if you will put sand in your pockets before you go to bed, in the morning you will be both happy and sad."

Each man did put some sand in his pockets that night, and when they awoke the sand had turned to gold. And they were happy about that, but also sad – because they didn't pack it in.

There's gold of a different kind in those Expo seminars, and many attendees clearly know this, as they pack in as many as they can on Education Day and in the Thursday and Friday morning programs. But there's a way to pack in even more value, and that's to take full advantage of the CD recordings.

take information from a seminar and translate it to better ways of doing things out on the field, you have created gold.

And just think of the other ways those seminar recordings can help you. First off, while you can only be in one seminar room at a time, the CDs enable you to take in as many sessions as you want, on your own time, at your convenience. Suppose you were to look at the complete list of seminars on the Expo program and buy the CD for every one that seems to be of interest.

Now you can set aside time perhaps one day a week to listen to a seminar. Or slip one into your car or truck CD player and listen on the way to a job site or a meeting. If it turns out the subject matter isn't helpful for whatever reason, you've lost nothing. But if it turns out to be valuable, look at what you've gained.

SPREAD THE WEALTH

Second, though you can't take all your employees to the Expo, you can bring the Expo back to them – with seminar CDs. Choose the ones that seem

When you take information from a seminar and translate it to better ways of doing things out on the field, you have created gold.

AN EXPO FIXTURE

Of course, Convention CDs (formerly known as Convention Tapes) has been a fixture at the Expo for years. The good business done at their booth shows that many attendees realize the CDs have value. Think of it: If all you do is attend a seminar and listen to a presentation, it may be worth little more than the flash of gold in a pan.

The value comes in really learning the material, and that comes from listening again, and maybe yet again, and taking down notes, and putting the learnings into practice through company policies, practices and training. When you

most valuable to your team. Buy them and make them available to everyone.

Or, better still, pick one morning per month, or per quarter, as Seminar Day, and play a CD before the start of work as part of your training program. It's hard to imagine more cost-effective training than that.

Best of all, the CDs, many of them anyway, have long shelf lives. The mere fact a CD is from 2009 or earlier doesn't mean it has lost its value. Much of the information in the Expo seminars is timeless. As new employees come on board, you can use the CDs to bring them up to speed on your company's techniques and processes.

IT'S NOT TOO LATE

So you're already back from the 2011 Expo and didn't buy any CDs? Or you bought a few but you'd like to have another look at the program and see what might fit? No problem. You can still order any or all of the 2011 seminars at the Convention CDs website, www.conventioncds.com.

Consider going back and giving a listen to the most useful seminars from the Expo just passed. It's a way to make sure more of what you learned gets put into practice – that the knowledge you put into your head really does turn to gold. ${\tt c}$

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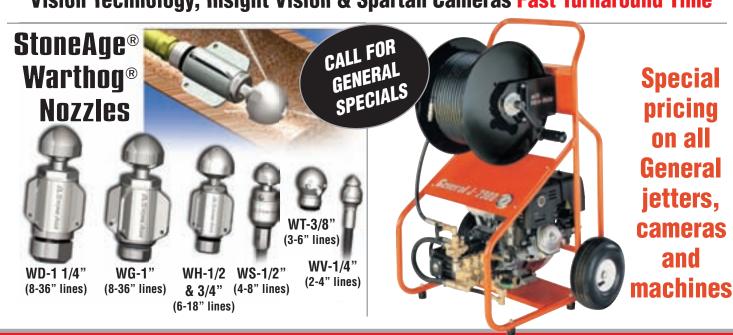
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Plumber Dean Harding (left) and company owner Pat Grogan put a SeeSnake inspection system to work on a problem commode. (Photography by Jim Sovanski)

profile PAT THE PLUMBER, TOPEKA, KAN. Pat Grogan 2005 SERVICE AREA: Topeka and surroundings **EMPLOYEES:** SPECIALTIES: Full-service plumbing, sewer and drain cleaning and repairs www.callpattheplumber.com

THE RECESSION HIT PAT GROGAN'S BUSINESS HARD, BUT HE STAYED THE COURSE WITH QUALITY SERVICE AND AN EMPHASIS ON CUSTOMER INFORMATION BY PETE LITTERSKI

Pat Grogan got off to a fast start with his plumbing business in 2005, growing at a pace that far outstripped his business plan.

He started with just a pickup truck, a van, a landline phone that forwarded calls to his cell phone in the field, and a plan that called for the firm, Pat the Plumber to buy, equip and staff one van a year for its first three years of operation in and around Topeka, Kan.

Sometimes even the best-laid plans can go better than expected. With a catchy name and a distinctive logo, the business caught on with customers almost instantly. "We had three vans in the field in something like three months," says Grogan, who has been a licensed master plumber for 15 years.

In less than two years, Pat the Plumber had four technicians in the field, an office manager, and Grogan's wife, Jennifer, pitching in when needed. Grogan also added an outside project manager who handled customer contact and some sales.

The recession that struck in 2008 set him back, but he's making it through with high-quality, reliable service, performance guarantees, and an emphasis on information and education.

(continued)

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WEATHERING THE STORM

The "hiccup" – Grogan's term for the crash of the national economy – hit the plumbing industry hard, and Pat the Plumber's business fell off dramatically. "It was bad," Grogan says. "It was the worst I've been through. When that stuff hit, we had to get streamlined." He cut the field staff to two technicians and eliminated the project manager and office manager positions.

The business faced challenges on several fronts. Like others in the service industry, Grogan found many customers were seeking minimal services, just enough to get them by. When people had problems with backed up drains or sewers, "They would just want it cleaned out or augured and that was it," he says. "They often wouldn't want the original problem repaired. We ran into that time and again."

In the meantime, many plumbers who once specialized in new construction found that business dried up and sought new markets. Plumbers who had

"One thing we take the time to do is to interview the customer. We find out the problem – the symptoms. We find out the root cause behind the problems. We find out their situation. And only then do we make a proposal that can work for them."

Pat Grogan





NAME ON THE LINE

When Pat Grogan decided to launch his plumbing and drain-cleaning business, he sought advice from friends with business and marketing experience. One of his goals was to find a memorable name.

As Grogan and his advisers batted around ideas, they noted that acquaintances often called him "Pat the plumber." The name had a ring to it. "They called me that so much, it just stuck – it kind of called to me," says Grogan, who launched Pat the Plumber in 2005.

With the name settled, Grogan and Brad Passow, who has a background in website design, brainstormed a logo to catch customers' eyes. They wanted something that would look just as good enlarged on the side of a van as on the top of an invoice or estimate.

Step by step, they made decisions on matters ranging from typefaces to colors, but the crowning touch didn't come until late one night when Passow had an idea he couldn't wait to share. Well past midnight, he sent Grogan an e-mail with a description and a message to call as soon as possible.

Grogan was also up late, so he called immediately and agreed his friend had a winning idea: A logo that ties the name to the business by using a pipe wrench for the "P" in Pat. Their instincts were confirmed when a company pickup won a Best Looking Truck of the Year award from *Plumbing & Mechanical* magazine and a van was runner up in the Best Looking Van category.

More important, Grogan found that customers were taking note and apparently writing down his phone number. "We got noticed quickly and we grew quickly," he says. "The phone was really ringing."

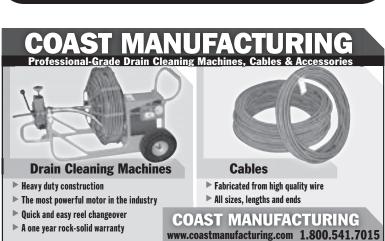
once turned away repair business, were now actively seeking it, and Grogan found himself competing against some bids that were below his costs. "It was a real gut check," he says. "It forced you to run your business smarter."

SEEING IS BELIEVING

Grogan made it through by taking the steps to control costs without sacrificing high quality. Almost any plumber can unblock a backed-up drain or sewer line, but Grogan believes customers need and should expect more. Information and education are among his most important offerings.

(continued)









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Owner Pat Grogan, left, works with plumbers Clayton Bevitt and Dean Harding (right) in the company's training room. Training has been a major driver of success for Pat the Plumber

ALWAYS QUALITY

Second, Pat the Plumber guarantees a quality job. Grogan notes that if his company had installed that PVC sewer line in the first place, the owner would not have had to pay to correct the problems before completing the home sale. He's a big fan of the HGTV program, "Holmes on Homes," and agrees with the star's motto: "Right is right."

"If we had installed that sewer, we would have been digging it up for free," he says. "We give a 20-year warranty on all of our sewer installations and repairs, so you know we plan to do it right the first time." Grogan has the confidence to back his work for 20 years because he makes sure he and his technicians get a full understanding of the

"You find the absolute best people you can possibly find, and you take care of them better than any other company might do. If you take the absolute best care of your people, they will take care of your customers."

Pat Grogan

Pat the Plumber uses the RIDGIDConnect system to store and share reports and inspection videos online. The system makes it easy to show customers exactly what their plumbing problems are and understand clearly what solutions Grogan and his team are proposing. The information answers many customers' questions and eases doubts they might have about the repairs.

"Case in point: We had a plastic sewer line that we inspected for a Realtor," Grogan says. "It was in terrible shape. There was water standing throughout the line." The Realtor had already ordered the home's sewer line inspected in anticipation of a sale, and the first plumber had said there were serious problems. But the Realtor knew such problems were rare with PVC sewer lines in the area and wanted a second opinion.

"A lot of people say once you put in plastic, you're done," says Grogan. "But it has to be installed properly. We did a full-color inspection and posted the whole file to our website. After we were done, the Realtor knew it had to be replaced."

That situation highlights two advantages that set Pat the Plumber apart. The first is the ability to share video easily via RIDGIDConnect with all parties involved in a real estate transaction by simply giving them an access code to see a file at the website.

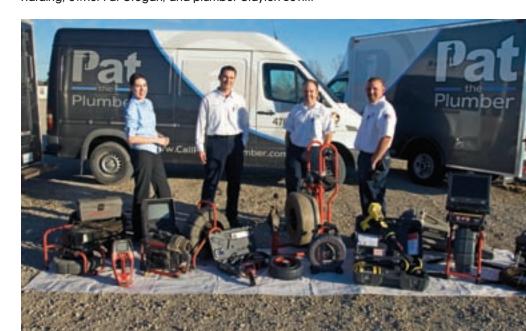
The system gives him confidence to offer free second opinions as a way to sustain his business. By giving customers a clear picture of the problem, he builds their confidence and often prompts them to call on him for the repairs.

problem and the solution before any repairs start.

"One thing we take the time to do is to interview the customer," he says. "We find out the problem – the symptoms. We find out the root cause behind the problems. We find out their situation. And only then do we make a proposal that can work for them. We give them the options, and we only make recommendations that are good solutions."

(continued)

The Pat the Plumber team includes, from left, office manager Kylie Mason, plumber Dean Harding, owner Pat Grogan, and plumber Clayton Bevitt.



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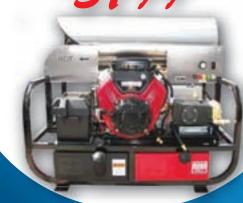






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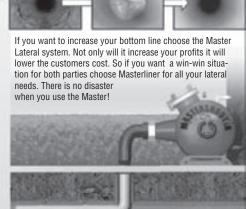


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Plumber Clayton Bevitt uses a RIDGID SeeSnake camera to perform a residential sewer lateral inspection.

As a matter of fact, if Pat the Plumber employees determine that a drain or sewer line needs to be replaced, but a customer insists on a patchwork repair, Grogan won't do the job.

Another customer benefit comes from Pat the Plumber's membership in the Nexstar Network, a business development and best practices organization for service contractors. Pat the Plumber offers a Service Partner Plan for a monthly fee that covers annual inspections and discounted services and also entitles customers to a lifetime warranty on sewer line installations and major repairs.

THEY'VE GOT THE LOOK

Pat the Plumber's focus on customer service extends right down to what the employees wear on the job. "Our uniforms are very, very strategic," says Grogan. "We have belts without a belt buckle. They're scratch-free. We have extra long shirts and even extra-long T-shirts so they don't come out when we're on the job.

"We want to set the standard for the industry. We're trying to change the common perception of plumbers. I want customers to enjoy the service they get from us. I want them to be excited about the outstanding service. That's what we try to create every time we go out."

Grogan knows perfection isn't possible, but even an occasional slip can be an opportunity. "We really try to get feedback from our customers," he says. "We've dropped the ball a couple of times on jobs, and we want to learn from it."

As the economy has slowly started to come back, Grogan sees signs of improvement in his operation. He has noted a higher call volume and "customers wanting to do more preventive maintenance again." He and technicians Clayton Bevitt and Dean Harding also noted that customers are more interested in full repairs.

"They're getting it fixed for good instead of making do," he says. "People don't want to experience the backup twice." With business rebounding, Pat the Plumber also hired a new office manager, Kylie Mason, and added a third technician to the field in the fall.

TAKING CARE OF THE TEAM

In the past two years, Grogan has seen a complete turnover in his staff and he believes that is another reason he is better prepared now to return to a growth cycle. "It's taken me a while to learn this, but it's all about people," he says. "You find the absolute best people you can possibly find, and you take care of them better than any other company might do. If you take the absolute best care of your people, they will take care of your customers."

Grogan puts a heavy emphasis on training, both for himself and for his staff. He takes advantage of the training programs offered through Nexstar Network and continues the effort in his own business. A room at the back of his shop does double duty as a display room and training facility. There's a full bathroom, a full kitchen, and a range of plumbing equipment including three types of water heaters – gas, electric and tankless. The crew arrives at 7 a.m. each Thursday for training sessions

that average two hours.

The focus on his staff has apparently paid off. For the past two years, out of nearly 400 businesses in the Nexstar Network, Pat the Plumber has ranked in the top ten in customer satisfaction.

more info

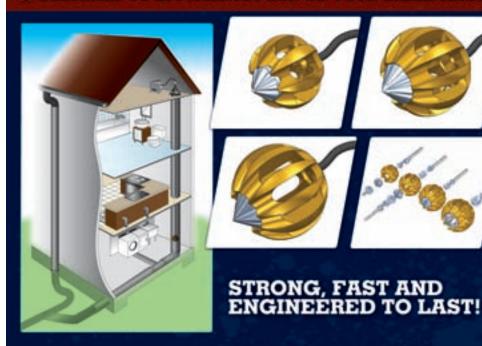
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Time to Go Smoke-Free?

A NEW SURGEON GENERAL'S REPORT CONFIRMS THE HAZARDS OF SECONDHAND CIGARETTE SMOKE

BY TED J. RULSEH

s your workplace smoke-free? Most likely it is if you live in one of the growing number of states that have imposed bans on smoking in public places.

But if people are still allowed to light up around your office or other work sites, maybe it's time to rethink your policies. A U.S. Surgeon General's report, issued last December, confirms the danger of secondhand cigarette smoke.

This 30th report, from Surgeon General Dr. Regina Benjamin, is entitled How Tobacco Smoke Causes Disease: The Biology and Behavioral Basis for Smoking-Attributable Disease. You can read or download it at the National Institute for Occupational Safety and Health (NIOSH) website at www.cdc.gov/niosh.

WHY ANOTHER REPORT?

NIOSH notes that in 1964, more than 50% of men in the United States smoked tobacco. Smoking was accepted essentially anywhere. Even Saturday morning cartoon shows had cigarette sponsors.

In January 1964, then-Surgeon General Luther Terry released the first Surgeon General's Report, Smoking and Health, which concluded that smoking caused cancer.

Forty-five years and 28 more reports followed from various Surgeons General. Why another report? "Despite 29 previous reports, tobacco use remains the leading cause of preventable death in the United States, and is responsible for 443,000 deaths each year," NIOSH states. "Thirty percent of all cancer deaths are due to tobacco. Each day 1,200 lives of current and former smokers are lost prematurely due to tobacco-related diseases."

CITING EVIDENCE

The new report presents a detailed, scientific look at the toxicology and biology behind nicotine addiction and tobacco smoking, including carcinogenic effects and the adverse effects on heart, lung and reproductive health. Among the basic findings:



1. There is no safe level of exposure to tobacco smoke. The evidence on the mechanisms by which smoking causes disease indicates that even low levels of exposure to tobacco smoke – including exposure to secondhand smoke - are dangerous. Low levels of exposure lead to a rapid and sharp increase in dysfunction and inflammation of endothelial cells (the layer of flat cells that line insides of blood vessels, lymphatic vessels, the heart and body cavities) that are implicated in acute heart attacks and formation of blood clots.

The new report presents a detailed, scientific look at the toxicology and biology behind nicotine addiction and tobacco smoking, including carcinogenic effects and the adverse effects on heart, lung and reproductive health.

- 2. Damage from tobacco smoke is immediate. Evidence indicates that the risk does not increase in a linear fashion with increasing exposure, and even low levels of exposure to tobacco - such as a few cigarettes a day, occasional smoking, or secondhand smoke - can substantially increase the risk of adverse cardiac events.
- 3. There is no safe cigarette. There is not enough evidence that new modified cigarettes that lower emissions of specific toxicants in tobacco smoke reduce the risk for major adverse health effects.

MAKING CHANGES

In a preface to the latest report, Surgeon General Benjamin states, "When individuals inhale cigarette smoke, either directly or secondhand, they are inhaling more than 7,000 chemicals: hundreds of these are hazardous, and at least 69 are known to cause cancer. The chemicals are rapidly absorbed by cells in the body and produce disease-causing cellular changes.

"This report explains those changes and identifies the mechanisms by which the major classes of the chemicals in cigarette smoke contribute to specific disease processes. In addition, the report discusses how chemicals in cigarette smoke impair the immune system and cause the kind of cellular damage that leads to cancer and other diseases. Insight is provided as to why smokers are far more likely to suffer from chronic disease than are nonsmokers."

Tobacco remains the leading preventable cause of premature death in the United States. If your workplace still exposes people to secondhand smoke, perhaps it's time to make a change. And perhaps your company's health and safety programs should include provisions to encourage people to quit smoking – on the job or elsewhere – and provide support systems to help them quit if they want to. C

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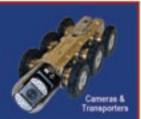


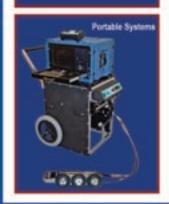




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A CALIFORNIA FRANCHISE CHIPS IN FOR ITS HOME COMMUNITY WHILE ALSO SUPPORTING OTHER BUSINESS OWNERS IN THE CORPORATE NETWORK

BY LISA BALCERAK

It may seem unusual for a commercial fisherman and a stay-at-home mom to turn their lives upside down to start a plumbing and drain-cleaning business, but that's exactly what Frank and Michelle Aliotti did in 2001. Ten years later, they are the CEO and CFO of a \$1.6 million Mr. Rooter franchise in Santa Cruz, Calif.

While serving customers is their number one priority, it is the company's emphasis on charity that sets it apart from other plumbers. This charitable philosophy not only helps support the community but also strengthens relationships with customers and staff.

profile

MR. ROOTER OF SANTA CRUZ, CALIF.

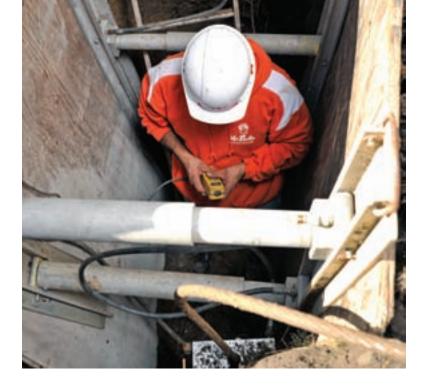
YEARS IN BUSINESS:

SPECIALTY: Trenchless technology

7 service trucks

ANNUAL REVENUE: \$1.6 million (2010) #5 in market penetration

of all Mr. Rooter franchises



Alfonzo Reyes, in a pipe bursting pit. Pipe bursting with TRIC Tools equipment is one of the services that helps set the company apart.

The Aliottis are close friends with other Mr. Rooter franchise owners and see them socially as well as professionally. "This business brought us our best friends," Michelle says.

When ramping up their business in 2001, the Aliottis had difficulty finding and keeping employees. People were hesitant to trust a new company with no established reputation, so to start, Frank was a technician, and Michelle answered the phones, and they both did the marketing. The many resources available through Mr. Rooter corporate and other franchisees helped to unload some of the burden.

Today, Mr. Rooter in Santa Cruz has 15 employees, most of whom have been on board for at least five years. The company maintains a family atmosphere - Michelle's brother, Scott Richards, is operational field manager who has been with the company for eight years.

"Mr. Rooter makes it possible for me to spend part of a work day giving back to the community. It's a great feeling."

Michelle Aliotti

But the family mentality is about more than helping out relatives. Having family members involved in the business is an investment in employee longevity and dependability.

"Family always has your back," Michelle says. "They care so much about the company and they want to see it succeed. They take it very personally and always have the company's best interests at heart. In the end, we all want to see everyone be successful."

HUMBLE BEGINNINGS

Although they had no background in plumbing, Frank and Michelle knew they needed to make a change. "As a commercial fisherman, I was spending a lot of time away from my wife and children," says Frank. "My brother-in-law started a Mr. Rooter franchise 7 years earlier. When I looked at his lifestyle – spending time at home with his family and being able to take an occasional vacation - I knew there was a better way to provide for my family."

He started as a laborer and then worked as a technician for his brother-inlaw's operation. For several years, he learned the residential plumbing trade by getting his hands dirty. Then he and Michelle built their own Mr. Rooter franchise in Santa Cruz.

"Neither of us had any experience owning a business, but we knew we wanted something different for our family," Michelle says. "We jokingly say we had an entrepreneurial seizure."

The Aliottis were high school sweethearts and have now been together for 28 years. They have two children and live in a small community near Santa Cruz.

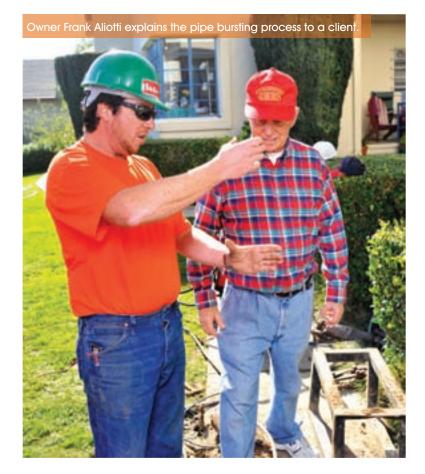
EFFICIENT LABOR

At Dominican Hospital in Santa Cruz, Calif., Mr. Rooter of Santa Cruz orchestrated a complex line replacement under the maternity ward without disturbing deliveries. While workers pulled the line using the company's pipe bursting system, babies were being born in the room next door.

The team pulled 6-inch pipe under the hospital's courtyard and through one patient room. They used a jackhammer to remove nine feet of concrete. The hospital closed down only one room and kept the maternity wing running, thanks to the pipe bursting equipment.

Before they joined the Mr. Rooter family of franchisees, their lives were somewhat restricted to their town.

"Our lives were small. We had a small-town mentality," Frank says. "But joining Mr. Rooter opened our eyes to the world. Now we've met many people and seen a lot of the world through annual Mr. Rooter conferences. Plus, we have achieved the level of "Top Gun" because we are in the top 10 percent for overall franchise performance. As Top Guns, we attend annual leadership summits in places like Costa Rica and Puerto Rico."





Members of the team at Mr. Rooter of Santa Cruz include: Underground Division, in orange shirts, front row from left, Francisco Moro and Ismel Gomez; back row, Jose Luis Tostado and Alfonso Reyes. In blue shirts, from left, operational field manager Scott Richards and service technicians Albert Castillo, Pete Dusold, Joe Smith, Hugo Fernandez, Steve Sowanick and Eleazar Ortega; in black shirts, customer service representative Star Gates, and owners Frank and Michelle Aliotti. Not pictured is office manager Sunny Padilla.

CHARITABLE PHILOSOPHY

The Aliottis' concern for people goes beyond their own office doors. At a 2009 conference of The Dwyer Group, parent company of Mr. Rooter, the Aliottis saw a presentation about Mr. Electric's sponsorship of Ronald McDonald House Charities (RMHC). This inspired Michelle to contact the president of Mr. Rooter about getting involved, too. If each franchise made a contribution, she says, the result would make a big difference.

"Michelle insisted that we step up and embrace RMHC in a big way," says

Mary Thompson, president of Mr. Rooter Plumbing. "The Aliottis used their energy and leadership to bring this great program into place. They led a committee in creating the communications to other franchisees about how to participate in helping local RMHCs. Then they put their

wealth of information. Everyone is willing to provide advice, invite you to their shops and tell you what works for them. The Mr. Rooter franchise is the reason we have been so successful. It's a good life and a great business."

"Really get to know other franchisees because they hold a

Frank Aliotti

money where their mouth is and donated more than \$5,000 to their local RMHC."

Through the Aliottis' initiative, The Dwyer Group is now a national sponsor for RMHC.

This charitable spirit is reflected in the franchise's everyday activities. For example, Mr. Rooter in Santa Cruz partners with Mr. Rooter in Monterey to cook dinners for families at a Ronald McDonald House through a program called Meals for Munchkins. Also, Michelle is the Mr. Rooter representative of The Dwyer Group's Partnership Team, supporting RMHC. Their objective is to provide leadership in creating ideas and resources to help motivate franchisees to develop meaningful relationships with their local RMHC chapter and houses.

In addition, Michelle volunteers at the front desk of a nearby Ronald Mc-Donald House

"Mr. Rooter makes it possible for me to spend part of a work day giving back to the community," she says. "It's a great feeling." The company's charitable philosophy has helped create a feeling of pride and unity among the team.

> Employees and their families have collected wish list items for Ronald McDonald Houses. Even customers have made donations when they heard about the initiative.

SUPPORTING OTHERS

The Mr. Rooter family finds ways to extend chari-

table support within its own organization as well, and here again, the Aliottis pitch in. The Zees for Zees Fund provides financial aid to new franchisees to travel to Mr. Rooter conferences. The conferences allow people to network with other franchisees, solve problems and get ideas that can help their businesses. Last year, 250 franchisees raised more than \$44,000 to help 25 people get to the annual convention.

(continued)







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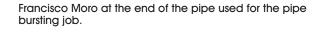
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The company uses the Perma-Liner cured-in-place lining system for up to 6-inch pipe. For pipe bursting, Mr. Rooter uses a TRIC Tools 30-ton unit, also for pipe up to six inches. The business is split: about three-quarters residential and one-quarter light commercial. The customer base is 75 percent repeat business, with an average of 200 calls per month.

technicians and four laborers. Each truck carries a Scooter video inspection system, Gorlitz mini hydro scrubber, and Gorlitz cable machines. The fleet also includes a US Jetting trailer-mounted waterjetter, a Big Tex hydraulic dump trailer, an L45 Kubota backhoe on a trailer, and a Sullair diesel air compressor for operating the jackhammer.

TOUGH PROJECTS

Last year, a project at Cabrillo College in Aptos, Calif., was particularly challenging due to badly decomposed pipe. The team kept digging 10-foot sections until they found a section of pipe that was in good shape to attach to and blow Perma-Liner into it. They installed approximately 70 feet of Perma-Liner. For the remainder of the job, the team used the pipe bursting method, using a TRIC Tools system

to install 4-inch

A job at the Department of Justice crime lab in Santa Cruz called for a new sewer line through the building, tied into bathrooms and multiple drains in the laboratory. To prevent contamination of the crime lab, technicians had to create a dust-proof room around the work areas. "That job took a lot of planning beforehand, but it went very smoothly and took less than two weeks to complete,"

a Mr. Rooter business, Frank Aliotti's recommendation is simple: Never give up. "Really get to know other franchisees because they hold a wealth of information," he says. "Everyone is willing to provide advice, invite you to their shops and tell you what works for them. The Mr. Rooter franchise is the reason we have been so successful.

The company runs a seven-truck operation with six

polyethylene pipe. In all, the project involved digging a trench 11 feet deep and 60 feet long.

Frank says.

To new companies just starting It's a good life and a great business." c

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TRIC Tools, Inc. 888/883-8742 www.trictools.com (See ad page 42)

US Jetting, LLC 800/538-8464 www.usjetting.com (See ad page 9)

The franchisees had their own creative ideas on how to raise funds. "In one silent auction, people bid on the chance to have the Mr. Rooter president come to their location and barbeque for the team," Michelle says. "That kind of involvement really got people pumped up to contribute to the fund."

UNDERGROUND SPECIALTY

To differentiate itself from seven other large plumbing companies in the Santa Cruz area (population 264,000), Mr. Rooter specializes in underground work with facilities such as sewer laterals, water mains and storm drains. "We aren't afraid to take on projects that other plumbers may not want to bid on," Frank says.

CHARITY MAKES A DIFFERENCE

Mr. Rooter of Santa Cruz is so committed to Ronald Mc-Donald House Charities that it mails out coupons to support the organization. For every coupon a customer redeems, Mr. Rooter donates \$5. This has helped build a loyal customer base.

"We do justice to the charity and help our customers, too," co-owner Michelle Aliotti says. "Our customers get the plumbing service they need, and it makes them feel good that we are donating on their behalf." We have decided to donate \$1 for every customer we service in 2011 in honor of our anniversary, totaling about \$2500. This will be donated to our local Ronald McDonald House at Stanford.



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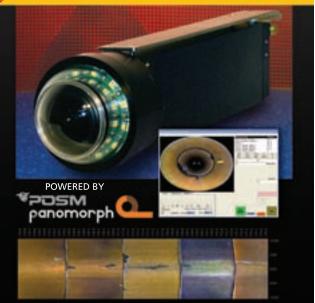
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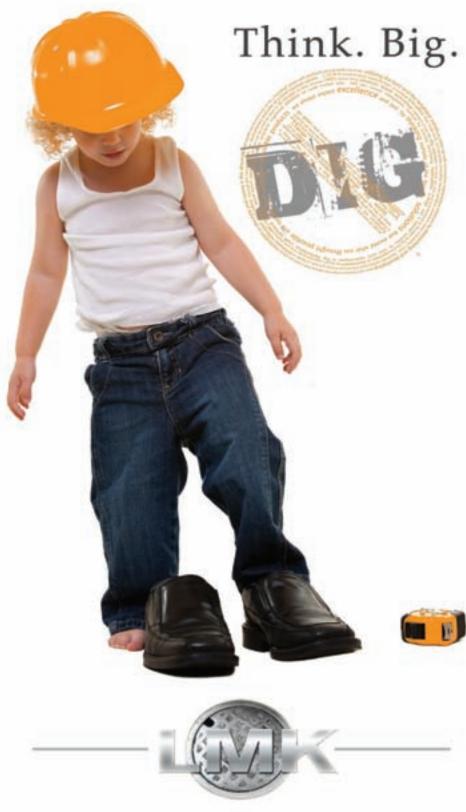


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The Art of Debt Collection



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

WHEN CUSTOMERS FAIL TO PAY THEIR BILLS, YOU HAVE A VARIETY OF REMEDIES. BEING PERSISTENT WITHOUT RESORTING TO HARASSMENT WILL BRING RESULTS.

BY FRED S. STEINGOLD

f you extend credit to your customers, sooner or later you'll have trouble collecting unpaid bills. Your first goal, of course, is to get paid. A second goal is to avoid legal problems and unnecessary expense in the collection process. And you also may want to be able to do business with the slow-paying customer in the future, if possible.

Extending credit will never be risk-free, but you can reduce the risk by screening those who apply for credit, especially where larger sums of money are involved. Make sure the credit terms are clear. The customer should know when payments are due, how much is due and what penalties will result from late payment.

Many debtors give priority to bills that bear interest or service charges. Your lawyer can tell you how much you legally can charge in your state and how to set up the account.

PRECAUTIONS UP FRONT

When you first extend credit to a customer, get his or her signature on a credit application that explains the terms of payment. In addition, get the customer's address and phone number for both home and at work. That will make it easier to get in touch if payments aren't made.

If you extend credit to a small corporation without a proven track record, have owners co-sign the credit application as individuals so that they will be personally liable if the corporation later goes broke.

If there's a credit bureau in your city, consider ordering a credit report. This can help you avoid getting in too deep with a customer who had payment problems in the past. As you continue to do business with a customer, try to get signed orders for services, or at least get a receipt, so that you can later verify that the service was performed.

Extending credit will never be risk-free, but you can reduce the risk by screening those who apply for credit, especially where larger sums of money are involved. Make sure the credit terms are clear. The customer should know when payments are due, how much is due and what penalties will result from late payment.



Accepting credit cards is a good form of protection. This transfers any collection problems to the bank issuing the card. Such convenience doesn't come free – you must decide whether you have enough collection problems to justify the credit card fees.

OVERDUE BILLS

Let's assume your company has extended credit directly to a customer and that no credit card is involved. What do you do if the bill is overdue? Prompt action is essential. The longer you wait, the harder it will be to get paid in full. Let the debtor know that you intend to pursue the matter and that you expect payment in accordance with your usual policies.

Develop a set of three letters that escalate in urgency. Your first letter can be a simple request for payment. You might suggest that perhaps the bill was overlooked. Encourage the customer to send payment immediately to maintain a good credit rating.

The second and third letters should be polite, but increasingly firm. In the third letter, state that if payment isn't received promptly, you plan to take collection action

Vary the format of your letters. Each one should look a little different. Avoid letters that look like form letters. Mention the specifics of the transaction, including the service the customer bought. And remind the debtor that continued delay means you'll assess further interest and late payment charges.

Have the letter signed by a responsible company officer. Provide a

return envelope to make payment easier. Suggest that the customer contact you immediately if there's a problem that will cause any further delay in payment. Occasionally, you may wish to follow up with a telephone call or certified letter. That will get the debtor's attention.

DON'T PUSH TOO HARD

But be aware that if your collection efforts get too aggressive, the debtor

may sue you. Your lawyer can give you specific guidance on collection practices that can get you in trouble in your state. Generally, you should avoid calling debtors late at night or early in the morning. Some state laws specifically say that unless you have the debtor's permission, you should make phone calls only between 8 a.m. and 9 p.m.

Be careful not to mislead or deceive a debtor by writing a collection letter on a lawyer's letterhead or credit bureau stationery. Don't contact the debtor's employer unless the person has given you permission in advance. However, it's usually all right to contact the employer if you're only trying to locate the debtor or verify his or her employment.

What if you've extended credit to someone and, despite all your efforts, the bill remains unpaid? At that point, you can turn the matter over to a collection agency or a lawyer. Another alternative is to proceed in small claims court yourself. That way, if you get a judgment and collect, you won't have to share the proceeds with a collection agency or a lawyer.

WHEN TO WRITE IT OFF

Procedures in small claims court are simple and speedy. Court personnel are usually able to help you complete the papers. But obtaining a judgment is just the first step. You must still collect on it.

The most practical way to collect is through garnishment. This allows you to reach into the debtor's bank account to collect the money or to require the debtor's employer to pay it to you out of wages. That's why it's important to get as much information as possible up front about bank accounts and employment.

There are other methods of collecting a judgment, such as going after the debtor's real estate or personal property, but these are much more complicated procedures and generally less productive than garnishment.

As a rule of thumb, if you can't collect the debt from bank accounts or wages, you should consider cutting your losses by writing off the debt. Some unpaid bills are hopeless. It doesn't pay to spend your time, money and energy chasing after bills where the chances of recovery are practically nil. c

What you learn on these pages could be worth \$1,000s.

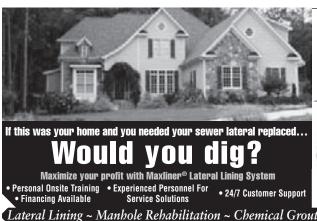
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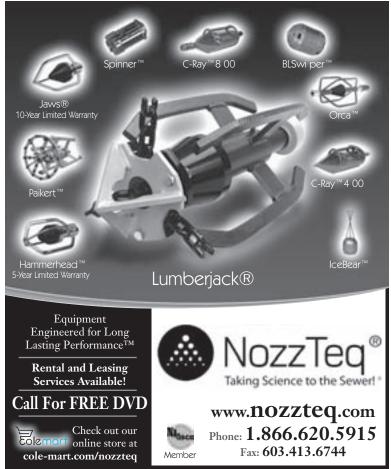
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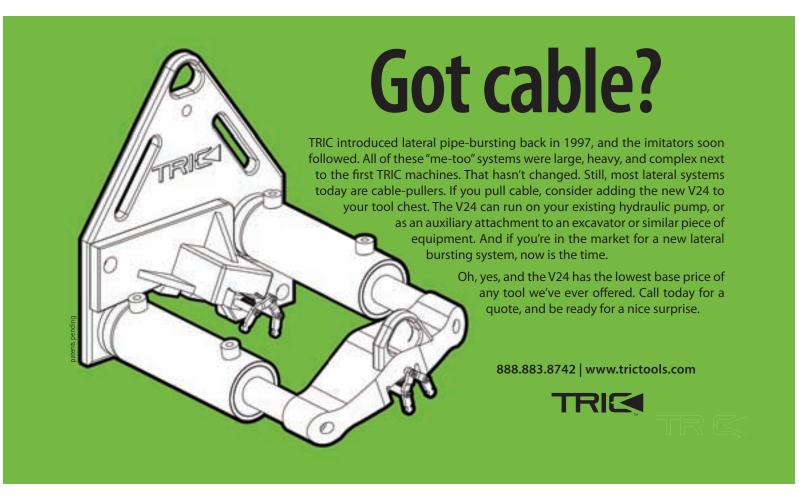


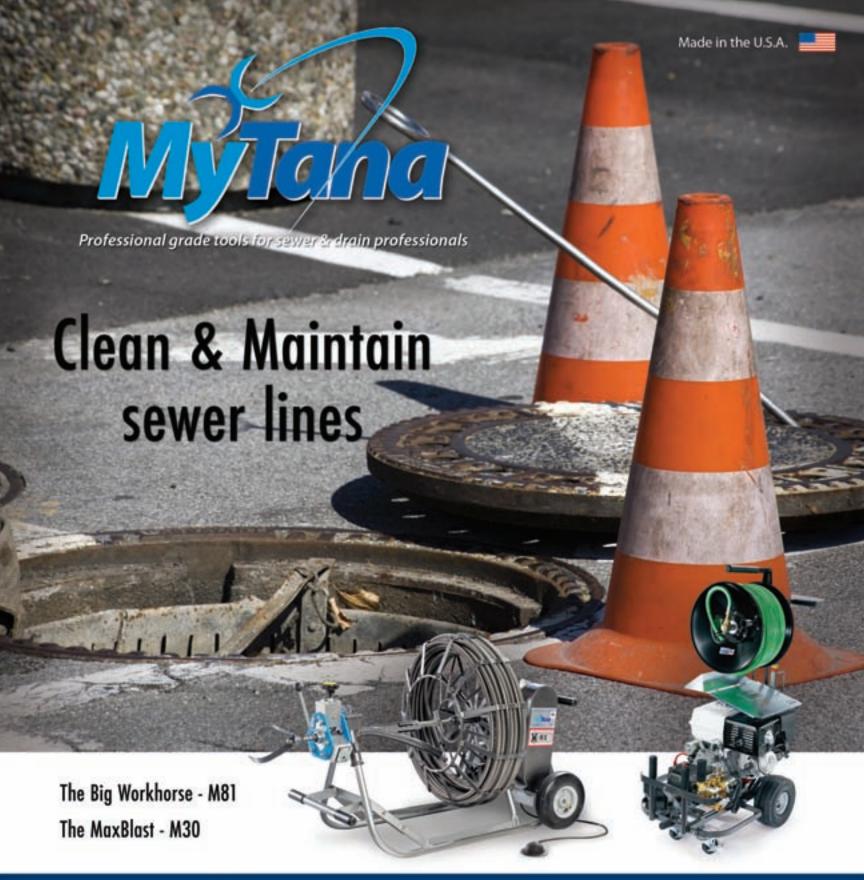


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Up and Under

A HIGH-RAIL PACKAGE MAKES THIS CANADIAN COMPANY'S COMBINATION CLEANER TRUCK A TRULY VERSATILE WORKHORSE, ON THE ROAD OR ON RAILS

BY KEN WYSOCKY

ooking to track down new business, the IVIS Inc. in Edmonton, Alberta, decided to go underground. The effort worked: Almost seven years later, the company's Vac-Con VPD4212LHAE combination truck, equipped with a high-rail system, is a common sight in the tunnels where the city's light-rail commuter trains run.

The high-rail package, manufactured by Diversified Metal Fabricators, allows the truck to go where other vehicles can't. The \$45,000 system lowers railroad wheels that lift the front end of the truck about an inch above the tracks, while keeping the rear wheels in contact with the rails, says Chad Eaton, project manager for IVIS.

LOW PROFILE

"The truck can pretty much go anywhere," Eaton notes. "It really gives us a competitive edge because it can go into the tunnels. If they need hydrovacuuming or need sand cleared out of drainlines or from the tracks, we can get in there and do the job. The truck's profile

is low enough to clear the overhead electric wires that power the trains."

The tandem-axle truck, built on a 2004 Sterling chassis, carries a 12-cubic-yard debris tank, a 1,300-gallon water tank, a Roots blower (Dresser) that puts out 4,700 cfm, a pump made by Giant Industries Inc. that generates 3,000 psi/55 gpm, and a front-mounted swiveling hose reel that holds 600 feet of 3/4-inch hose.

After buying it, company representatives made a cold call to the light-rail utility and asked to demonstrate its capabilities. "The next thing we knew, we were doing work for them," Eaton says. "Our truck offers a good alternative. To do cleaning,

A Vac-Con combination truck equipped with a high-rail system lets IVIS Inc. clean where other vehicles can't. the railroad used to put a vacuum tank on a flatbed railcar and use a locomotive to pull it into the tunnels. That gets to be quite expensive because the locomotive burns a lot of fuel."

DIVERSE JOBS

The truck does plenty of work outside the tunnels, too, with its hydro-

money machines

OWNER: IVIS Inc., Edmonton, Alberta

VEHICLE: Vac-Con VPD4212LHAE combination truck

PRIMARY FEATURES: High-rail package; 12-yard debris tank; 1,300-gallon

water tank; 3,000 psi/55 gpm pump; 4,700 cfm blower

COST: \$350,000





The Vac-Con truck helps IVIS Inc. tackle jobs like cleaning inside commuter rail tunnels.

"We came in at 1 a.m. and had to be out by 5 a.m., so we had six guys and two trucks just motoring," Eaton notes. "The trucks give us an edge because they can go underground. They help our name stick out a little more because we can offer a service that no one else does in Edmonton." C

excavating and waterjetting capabilities. Hydroexcavating helps crews do everything from locating train-track switches to safely unearthing fiber optic lines. Crews also use the truck for municipal work, such as cleaning sewer lines and catch basins or unclogging large culverts in remote locations.

"Sometimes beavers plug up these big 24- or 36inch culverts, or they get clogged by years of accumulation of sand and debris from spring thaws and heavy rains," Eaton says. "The truck definitely puts us out there.

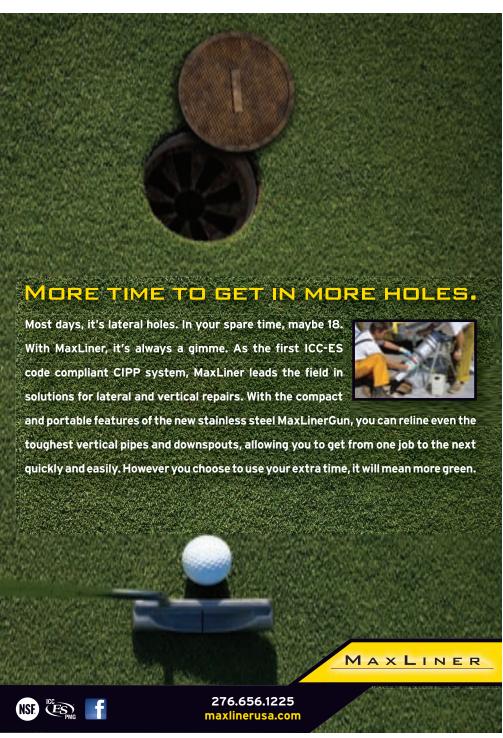
"The truck can pretty much go anywhere. It really gives us a competitive edge because it can go into the tunnels. If they need hydrovacuuming or need sand cleared out of drainlines or from the tracks, we can get in there and do the job."

Chad Eaton

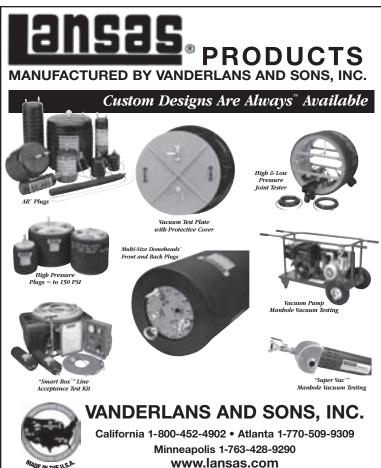
"We're a more specialized company, so we get a lot of different calls for a lot of different things. A customer may want us to do some hydroexcavating, or clean up a grain spill in a rail yard where a regular truck can't get in. Sometimes there might be six or seven tracks in a row, and the railroads can't afford to have a big hose straddling all those tracks."

COMPETITIVE EDGE

The truck, one of three vehicles the company outfitted with the high-rail package, is especially valuable for jobs that require quick work under tight timeframes. Eaton recalls a job that required crews to clean out accumulated sand (which is used to provide traction for commuter trains), gravel and mud as part of an underground station upgrade.









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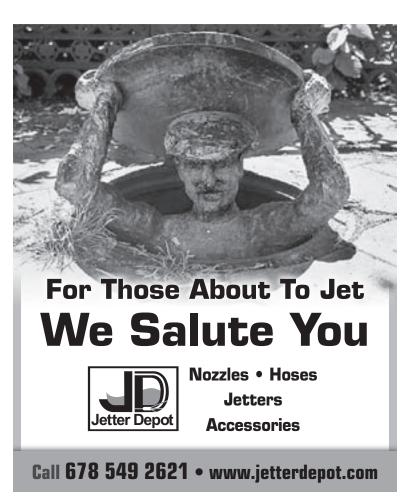




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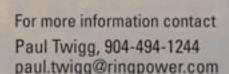
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Tech Perspective looks at technology-related issues and provides information and advice that cleaning professionals can apply to equipment selection and to their daily work in the field. Industry members are welcome to offer ideas for this column.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

Brave New Computing World

THESE DAYS, MANY BUSINESS OWNERS SEE ADVANTAGES TO HAVING THEIR HEADS, OR AT LEAST THEIR COMPUTER DATA, IN A CLOUD

BY JUDY KNEISZEL

icrosoft recently reported some confusing statistics. In a survey the company commissioned, 29 percent of small businesses said they used cloud computing services – but only 20 percent of respondents said they knew what cloud computing was.

How can that be? Simple. Many people are using clouds but don't realize it. You might as well know what cloud computing is - the term isn't going away anytime soon, and once you understand it, you can decide if it's something your business should be using more or less often.

WHAT IS CLOUD COMPUTING?

Cloud computing describes services delivered in real time over the Internet. The services can be free or subscription-based and can include software, file storage, synchronization, backup, and other utilities.

Generally, cloud-based services are easy to use. They require only a computer, a browser, and an Internet connection. Unlike a server, they require no maintenance from the user.

Think you've never used a cloud? Think again. Have you ever uploaded photos to Flickr or Snapfish to share with family and friends? Your photos are on a cloud. Other common applications people may not recognize as cloud computing services include Gmail, Hotmail and Skype.

For businesses, Dropbox is a popular online backup, file sync and sharing service, and many businesses use Basecamp for project management. Microsoft Office 365 lets users of Office, SharePoint, Lync and Exchange link to these applications anywhere, anytime - whether "user" means one person or a huge company.

Simply put, users don't have to be in the office to access Office. Accessing accounting software like QuickBooks via cloud allows a business owner, an outside accountant, and the company bookkeeper to see the company finances together in real time – even if they're all stuck at home during a snowstorm.

CLOUDS SAVE MONEY

Many companies began using more cloud computing services in the past couple of years because budgets were tight and they were willing to try anything to save money and stay afloat. By using a cloud, a company can cut down on the number of people needed to handle information technology (IT) in-house.

No one is needed on the payroll to maintain and troubleshoot servers, and that saves money. In fact, no server is needed at all, and that saves even more. Software accessed through a cloud is considerably cheaper than packaged software (and it eliminates all that packaging, thus helping the environment). Among other virtues:

Clouds are simple. Generally, cloud-based services are easy to use. They require only a computer, a browser, and an Internet connection. Unlike a server, they require no maintenance from the user.

Clouds protect data. If something were to happen to your office – fire, flood or other natural disaster – your data could be lost if it were stored on a server on site. Using a cloud computing service for data storage means your data is safe even when your building is not.

Clouds make a business truly mobile. Laptops and smart phones have made businesses mobile, but cloud computing takes it to a new level. Now you don't need your laptop to access your company's information - you can use any computer, and you can work on a project in real time with co-workers from anywhere you, or they, happen to be.

NOT WITHOUT RISK

Beyond those benefits, cloud computing levels the playing field somewhat between big and small companies by providing David access to the kind of infrastructure that only Goliath had in the past. It's like having a huge IT department that you never have to think about.

But clouds can also be risky, to a degree. An actual cloud is vapor: There's nothing you can hold on to. Cloud computing is the same. While it's cheaper and easier not to have to buy, store, maintain and update servers and packaged software, cloud computing services require a certain amount of trust on your part.

Be aware of the risks involved in putting your data in the clouds. One risk is that you can never be 100 percent certain who has access to your information once it has migrated beyond the hard drives and backup storage devices in your office. Another is that the information, and sometimes the applications you need to use it, may be available only when you are connected to the Internet and the service is up and running.

A third risk is losing ownership of your data. Before using a cloud computing service, find out if you still own your data once it goes into the cloud. Ask if you can share data between cloud services if you plan to use more than one. Determine what happens to data if you terminate a cloud relationship or the company providing the cloud service goes out of business. Can you get your data back? And what format will it be in? How can you be sure all other copies are destroyed?

KNOW YOUR RIGHTS

To protect your company data, read the fine print about security and privacy before signing on to use any cloud computing service. Usually, convenience outweighs risk if you are using a trusted, well-known provider, as they will protect your information with passwords, firewalls, and all manner of security, while keeping it in a sophisticated data center.

Cloud computing experts have likened security breaches to plane crashes: They happen so rarely that when they do, they get a lot of attention. Still, using clouds, like choosing whether to fly in a plane, depends on your comfort level. You may be perfectly comfortable storing e-mail on a cloud, while being reluctant to put years' worth of financial data out there.

You're probably doing some cloud computing now. It's up to you whether you want to migrate more of your business functions to this relatively new and growing computing model. c











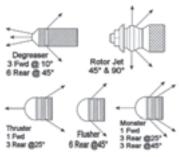
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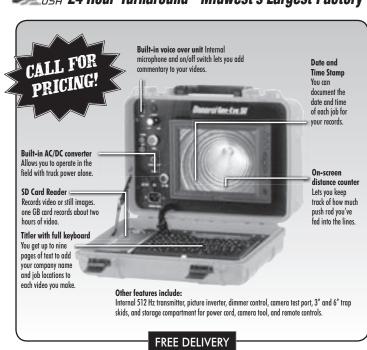


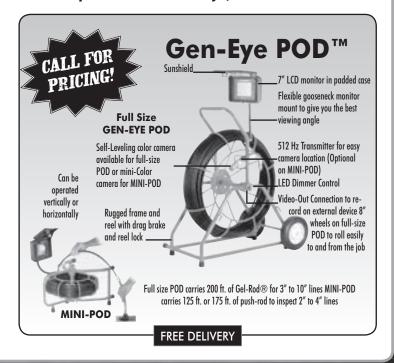
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Avoid 'Energy Vampires'

THE RIGHT BEHAVIORS CAN HELP YOU KEEP YOURSELF AND YOUR PEOPLE ENERGIZED AND ON TRACK. HERE ARE SOME BASIC DO'S AND DON'TS

BY DOTTIE DEHART

he workweek is over. You're tired and depleted. You're blaming your fatigue on your increased responsibilities and long hours. But, according author and business advisor Jon Gordon, you might be wrong. He insists that working hard - with a good attitude in the right environment – can be quite invigorating. What's wearing you out at work might not be the work

"While work is a convenient scapegoat, the real culprit is often the negativity of the people you work with and for," says Gordon, author of Soup: A Recipe to Nourish Your Team and Culture. He says many of us work in a world of drainers: like a boss,

DO push for solutions. The next time a conversation threatens to turn into Complaint Central, step in and ask the complainees how they would make things better. "Turn your employees from problem-sharers to problem-solvers," says Gordon. "It will make an unbelievable difference in your work atmosphere."

DON'T leave harsh messages on voice mail or send them by e-mail. These critiques can seem much more vehement than they actually are.

DO conduct the tough talks in person. If you need to have a stern talk with someone or talk through a problem, do it face to face. You'll be able to establish a constructive dialogue right away.

to get them off your plate can mean that you're piling the work on someone else. And if you've rushed, you're more likely to have made mistakes.

DO take the time to do the job right. Instead of rushing through a task just because it's 5 p.m., get focused and make sure you do your best work the first time. Pay attention to details and check over your work. "Doing your best work sets the rest of your team up for success," says Gordon.

DON'T allow unmet deadlines to throw everyone off track. It's not always easy to meet deadlines, and sometimes it's impossible, but those times should be few and far between. When people chronically miss deadlines, it's a sign of a cultural

"Turn your employees from problem-sharers to problem-solvers. It will make an unbelievable difference in your work atmosphere."

JON GORDON

co-worker, employee, or client who sucks the life and energy right out of us.

Gordon promises that managers who can identify and fix draining behaviors will have more time to spend on their companies' cultures making people happier and more productive and improving the bottom line. He lays out a series of do's and don'ts.

DON'T let negativity become your go-to response. Gordon calls negative people "energy vampires." They are never happy, rarely supportive, and constantly nay-saying any and all ideas other than their own.

DO respond constructively when someone offers an idea. Let employees and co-workers know that when they come to you with their ideas, they'll be received with respect. Insist that everyone practice positivity as well. "You have to encourage optimism and guard against pessimism, or your team will suffer," Gordon says.

DON'T give in to the temptation to whine. One person's complaint resonates with someone else, who then adds grievances to the pile, and so on. Before you know it, everyone is complaining.

DON'T let sub-par work slide. Low performers drag the rest of the team down, and if you allow them to linger and thrive for too long, your best employees will move on to more productive environments.

DO institute a zero-tolerance policy for low performers. Hold your entire team accountable for meeting their goals and adhering to the same performance standards. If one person consistently misses the bar, take swift action.

DON'T allow disorganization to impede productivity. You're busy, and that's understandable, but constant disorganization can drain your employees and co-workers if they always have to cover your tracks.

DO keep up with your tasks and responsibilities. If you can't immediately put your hands on something you need, don't automatically ask others for help. Try to think of better processes than the ones you're using (or not using) now. If someone on your team has a knack for organization, ask him or her for help.

DON'T sacrifice quality on the altar of expediency. Moving through assignments quickly

issue: people aren't giving their all or they're overburdened.

DO hold yourself and others accountable. Set realistic deadlines and make a conscious effort to see that they're met consistently.

DON'T point fingers to take the heat off yourself. If your employees or co-workers don't think you shoulder your share of the blame, or if you are unapproachable when it comes to constructive criticism, they'll start to shut down toward you.

DO accept responsibility gracefully and humbly. Nobody likes to be the one at fault, but owning up to mistakes and learning from them are big parts of working with a team and being successful. Be open to suggestions and criticisms - they may make the going much smoother!

If some of these behaviors sound all too familiar, says Gordon, take stock of what's making your culture less than nourishing, and resolve to make it better. More information about Gordon and his books, including the newest title, is available at www.JonGordon.com. c



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Game Day Decisions

A STRUCTURAL CIPP LINER PROVIDES A REPAIR FOR A TROUBLESOME STORM SEWER UNDER AN ARENA AND FOOTBALL STADIUM ON A COLLEGE CAMPUS

BY SCOTTIE DAYTON

tormwater running down the hills of Boston College Chestnut Hill campus in Newton, Mass., surcharged the brick storm sewer, flooding the entrance to the hockey arena and the lowest level of a parking garage. One episode even created a sinkhole.

The troublesome segment ran 706 feet under the arena, the adjoining football stadium, and the attached parking structure. A contractor inspecting the line found missing bricks and large sediment buildups. The pipe changed diameter three times, went from round to oval, and had two 45-degree bends and one at 15 degrees. The elevation dropped from five to 18 feet below grade.

The college wanted a solution that would not harm the modern sports complex or disturb athletes practicing in it. The project also had to be done before the homecoming football game in late August.

Jacob Murray, P.E., at Waterfield Design Group in Winchester, Mass., specified a structural cured-in-place liner. Joe Walsh of Advanced Pipe Inspection in Boston won the bid. He selected Liner Products in Paoli, Ind., to manufacture the felt liner. His crew installed it two days before the game and before the arrival of Hurricane Earl.

LIMITED ACCESS

The sewer had a 72-foot-long spot repair of 36-inch reinforced concrete pipe, two 27-foot lengths of 29- by 31-inch oval pipe with a manhole in the middle, and 578 feet of 36- by 38-inch oval pipe with a manhole at 383 feet. Although the line had six manholes, only three were accessible to equipment and vehicles.

tough job

PROJECT: Line a surcharging storm sewer without damaging

a sports complex or disrupting campus life

CUSTOMER: Boston College Chestnut Hill Campus, Newton, Mass.

CONTRACTOR: Advanced Pipe Inspection Inc., Boston

EQUIPMENT: Custom liner from Liner Products, Paoli, Ind.

RESULTS: Sewer lined and flooding eliminated



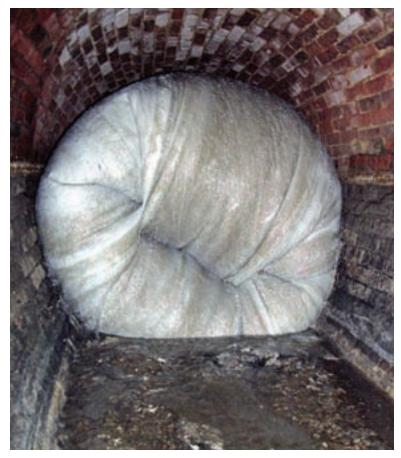
Left photo: The blue lay-flat hoses go over the drum of the scaffolding and into the liner, while the 4-inch black hoses discharge and recirculate water from the boiler. Right photo: The front of the 12-million-Btu boiler truck. (Photos courtesy of Advanced Pipe Inspection)



A wooden chock in the downstream manhole stops the liner's forward motion. A "soft end," or hold-back device, and hold-back rope control its rate of inversion and prevent an uncontrolled runaway. Right: The liner inverting down the pipe.

Where possible, Walsh used a Vactor 2100 combination truck to clean the pipe, but mostly the crew did confined-space entries, working stooped over in the sewer or on hands and knees. They built a sled to drag the fallen brick to the manholes, where the truck vacuumed small rubble and a bucket lifted out large debris. "This was the hardest part of the job," says Walsh. It took two weeks to clean the line.

A major challenge was measuring the pipe. "There could be no errors," says Walsh. "Once we had the true circumferences, we made detailed measure-



"Turning a larger-diameter liner at the base of the manhole is challenging. The liner wants to remain vertical and not invert to the horizontal, no matter the height of the water column."

Joe Walsh

ments from the manholes to where the size transitions occurred and at what depths."

It took five weeks for Liner Products to manufacture the one-piece, multilayer liner. To remain structural, its thickness ranged from 18 to 20 mm as the depth of pipe increased. Meanwhile, Murray, who had no CIPP experience but was responsible for inspecting the installation, attended the NASSCO CIPP inspector training course.

The factory shipped the liner to Fast Pipe Lining in Bainbridge, N.Y., for impregnation with 40,000 pounds of catalyzed thermosetting styrene-based polyester resin. The crew vacuumed excess air from the liner, after which the internal conveyor system in Walsh's 53-foot refrigerated tractor-trailer folded it. Workers coated each layer with ice to maintain a low temperature during the five-hour drive to Boston College.

CLOSE QUARTERS

Meanwhile, Walsh's crew staged the equipment at the upstream manhole near the southeast corner of the hockey arena. They had just enough room on the double-wide sidewalk to park the 12-million-Btu boiler truck with hydraulic inversion platform and trailer-mounted 4-inch sound-attenuated pump from BakerCorp.

The crew extended the 20-foot-long tapered inversion sleeve down the middle of the platform tower and into the manhole. To force the liner around the three bends, they built cribbing in the manholes from 6- by 6-inch pressuretreated lumber.

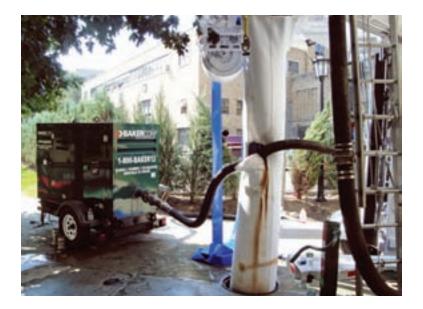
The only place to park the refrigerator truck was a lot opposite the sidewalk on the other side of a 5-foot-high chain link fence and tall evergreen shrubs. The liner's weight and size required an excavator to move it using a nylon choker. "The excavator pulled 20 or 30 feet of liner off the truck, swung it over the fence, we'd invert it, and repeat the process," says Walsh.

Before the nose of the liner entered the inversion column, the crew sealed it with a two-piece metal plate and steel clamp, then attached a 1-inch holdback rope to the plate to control the speed of inversion. They also attached two lengths of 4-inch vinyl lay-flat hose to the clamp. Dragged downstream within the liner, the hoses discharged hot water from the boiler truck during the curing process.

"Turning a larger-diameter liner at the base of the manhole is challenging," says Walsh. "The liner wants to remain vertical and not invert to the horizontal, no matter the height of the water column."

Workers in the manhole used ropes and a chainfall to lift and turn the liner. When inserted, a 2.5-inch hose connected to a hydrant poured 80 gpm into the liner from the top of the tower, creating enough hydraulic pressure to invert the liner and push it down the sewer. Workers stationed at manholes with the cribbing used radios to warn of the liner's approach. Platform workers then reduced the flow of water to ease the liner slowly around the bend.

With half the liner inserted, the crew attached two 4-inch black dischargerecirculation hoses to operational glands in the liner. As the liner passed the four intermediate manholes, Walsh used a Fluke 52 series thermal reader (Fluke Corp.) to monitor its temperature and ensure that it was inflating properly.



WATER, HEAT, ACTION

Workers reduced the water flow as the liner approached the downstream manhole in the parking structure. A wooden chock helped prevent any further forward motion. The inversion took eight hours.

"We used the 4-inch high-volume pump on the boiler truck to draw water from the inversion sleeve and pushed it through the boiler," says Walsh. "From there, it went to the BakerCorp unit to increase flow circulation as it forced the

The inversion sleeve with the liner inside also provides the hydraulic pressure that inverts and propels the liner when filled with water. A soundattenuated 4-inch pump from BakerCorp increases the flow circulation.

water through the lay-flat hoses to the far end of the liner, creating a closed-loop system." The water was recirculated until the temperature reached 180 degrees F.

Because the air intake systems and floor drains from the hockey rink and football stadium could carry styrene odors and volatile organic compounds to the athletes in practice, Walsh added StyRedux capsules (Integrated Chemical and Equipment Corp.) to the water. The chemical polymerized the styrene in the resin and kept it from vaporizing into the air or escaping in the water.

The liner manufacturer recommended holding the temperature for six hours to cure the resin, but Walsh maintained it overnight for 13 hours to guarantee that the liner cured through its entire length. He then shut off the boiler, introduced cold water from the hydrant to the inversion sleeve, and allowed the hot water to escape slowly. The water recirculated until its temperature reached 100 degrees F, then was drained and the equipment was dismantled.

Personnel returning Thursday morning used air-powered chain saws and router cut-off tools to remove the cribbing, and reinstate the intermediate manholes and four catch basins. "We didn't want gasoline fumes bothering our workers or the athletes and students as they prepared for Saturday's big game," says Walsh.

Lining the brick sewer eliminated friction loss and restored its full capacity. The college had no further flooding issues despite significant rains from Hurricane Earl. c







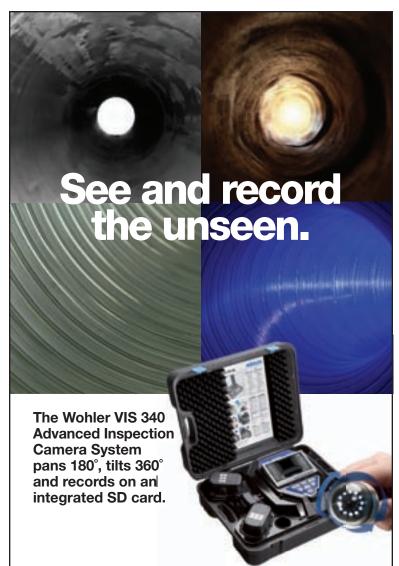
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INDUSTRY NEWS

MR. ROOTER, ROOTER-MAN RANKED ON ALLSTAR FRANCHISE LIST

Mr. Rooter Plumbing and Rooter-Man are ranked among the nation's top 300 franchises for 2011 according to the Dun & Bradstreet subsidiary AllBusiness.com and its third annual AllBusiness AllStar Franchises listing. Mr. Rooter is ranked 152 and Rooter-Man is ranked 232. The list is based on financial strength, system size, franchise unit growth rate, availability of financing, Web visibility as well as years doing business and years franchising.

CRETEX NAMES SHEPARD WEST COAST REGIONAL MANAGER

Cretex Specialty Products named Marilyn Shepard West Coast Regional Manager. She has 15 years of industry experience and has served for 10 years as a PACP/MACP master trainer for the National Association of Sewer Service Companies (NASSCO).

CSA, NASSCO OFFER CERTIFICATION PROGRAM

CSA Standards and the National Association of Sewer Service Companies (NASSCO) will offer the Pipeline Assessment Certification Program Version 6.0 (PACP). The program provides pipeline professionals in Canada and the United States with the knowledge and information to visually evaluate sewer pipe conditions and manage TV inspections required



for assessing trenchless projects before they begin. A schedule of PACP classes is available at www.nassco.org.



HOBAS RELEASES PRODUCT BROCHURE

HOBAS Pipe USA has released a 72-page product brochure covering its centrifugally cast, fiberglass reinforced, polymer mortar pipe. The brochure includes guide specifications, joint details, manufacturing processes and more.

PRYOR OPENS SOUTHLAND TOOL

David Pryor has opened Southland Tool Manufacturing Inc. in Anaheim, Calif. The sewer cleaning equipment manufacturer has been involved in the sale and manufacturing of equipment for municipalities for 30 years. His product line includes flat debris traps and double-sided, 3-bladed cutters for rodders.



David Pryor

ARIES INDUSTRIES NAMES KROLL PRESIDENT, CEO

Aries Industries Inc. named Nick Kroll president and chief executive officer in March. Kroll has 20 years experience in business development, strategic planning, acquisitions, organizational development and customer service, primarily in the industrial sector. He said the new position provides an opportunity to improve processes and bring new technology to the marketplace. Kroll had

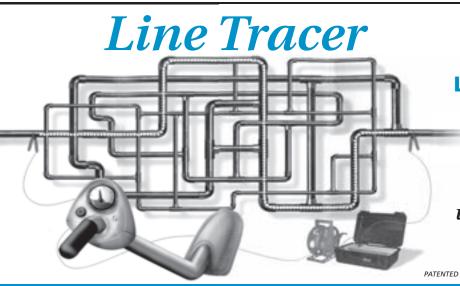


Nick Kroll

been president at Trico Corp., Pewaukee, Wis., since 2001 and vice president of business development at Engine Power Inc., Oconomowoc, Wis., for six years. He has a bachelor of arts degree in economics from St. Norbert College and an MBA from Marquette University. ©

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BY BENJAMIN WIDEMAN

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The unit has a 420:1 zoom with built-in

image stabilization, automatic focus and self-contained waterproof lighting for detailed viewing of cracks, breaks, pipe separations, scale and various defects. The unit includes two high-intensity discharge lights for maximum illumination. 800/327-7791; www.cuesinc.com.

ROOT CONTROL APPLICATOR

The FDU 200 applicator from RootX enhances sewer maintenance crews' ability to perform root control, treating line seg-



ments in 10 minutes. The device has bonded pipe fittings for durability and longevity. It can be used with existing sewer cleaning equipment by attaching the RootX-filled applicator to a sewer cleaning hose and spraying the material onto the roots. 800/844-4974; www.rootx.com.



LATERAL CUTTER

NozzTeq offers a modified Lumberjack 50 Series 4-inch reinstatement tool. The sewer nozzle has multiple uses including large front knife, small core bit and chain. It

can also cut in 3-, 4-, 5- and 6-inch lines with roots or tuberculation. This unit runs on as little as 7 gpm at 1,500 psi. 866/620-5915; www.nozzteq.com.

LATERAL LAUNCH **CAMERA**

The LISY 3 lateral launch camera from RapidView can be attached to an existing mainline crawler, reducing the need for redundant equipment. The system can travel 500 feet up the mainline sewer, insert a pan-and-tilt camera, and then inspect as much as 100 feet up the lateral. 800/656-4225; www.rapidview.com.



MICROBIAL TREATMENT

ProClean concentrated drain cleaner from Duracable Manufacturing Co. is an environmentally safe microbial product designed to help keep drains flowing. The natural biological tool releases nontoxic bacteria to absorb grease and organic buildup and convert them to carbon dioxide and water. Biofilm coats pipe and continues to consume the organic wastes through bacterial action. 877/244-0556: www.duracable.com.



SELF-LEVELING CAMERA

The Pipe Inspection Camera System from Forbest Products Co. has a 10-inch LCD color monitor with DVD recorder, CCD waterproof self-leveling color camera with a removable sonde transmitter housing, and 380 feet of push cable. 650/757-4786; www.forbestusa.net.

TRENCHLESS LATERAL REPAIR

The Lateral Point Repair System from Infrastructure Repair Systems can be pushed or pulled through a 4-inch or larger cleanout for a



trenchless lateral repair. The liners are sewn together with melt-away strings and pop-open Velcro straps to hold them in place on the carrier or bladder while navigating through even 90-degree, 4-inch elbows. The epoxy system comes in a complete kit. 877/327-4216; www.irsi.net.



PRESSURE WASHER

The AV4040-13H pressure washer from Water Cannon has a 13 hp Honda engine and Annovi Reverberi pump. Intelligent features sense engine oil level, discern pump temperature, filter incoming water, release static backpressure and lower pump rpm. A

lightweight aircraft-grade aluminum frame reduces vibration and dissipates heat. The pump is a triplex ceramic plunger type. 800/333-9274; www. watercannon.com.



LINEAR FILTER PVC

The Wolverine Brand Endline 2.5-pound odor filter from Simple Solutions Distributing is a linear filter for use on septic tanks, storage tanks or vent lines and is made of schedule 40 PVC. It can be installed in any position. Each device is equipped with a drain plug for easy carbon replacement. The filter comes with a 4-inch socket inlet (1.5 to 3 inches optional). A flange

inlet is also optional. 866/667-8465; www.industrialodorcontrol.com.

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The EasyCAM II Model E2200 camera has a smaller anodized aluminum frame than its predecessor and a redesigned camera head and spring for a better turning radius. It includes an onscreen digital footage counter, wheels, upgraded custom push cable and DVR. It can operate up to eight hours before its 12-volt battery needs recharging. 239/260-2056; www.easycamllc.com.



TANK AERATOR

The redesigned Flagg-Air Model 340HP aerator from Septic Services has a low-rpm, high-torque, fully enclosed, continuous-duty motor with pre-lubricated and sealed bearings. It has a protective motor cover with a built-in handle and cord stow. The unit includes epoxy-coated steel brackets, rubber vibration restrictors, and a bronze counter shaft. The suds restrictor is improved, and the aspirator is mounted on a stainless steel shaft. 800/536-5564; www.septicserv.com.



ROTATING TUBE CLEANER

Banshee BN13 40k psi rotating tube cleaner from StoneAge Tools cleans tubes from 5/8 inch to 1 inch. It has OS2 Sapphire nozzles and two replaceable head models, providing powerful unplugging and efficient polishing of tubes. 866/795-1586; www.stoneagetools.com.

COMBINATION TRUCK

The MC Series combination truck from GapVax offers debris bodies from 5 to 12 cubic yards. The stainless steel water tank holds up to 2,000 gallons. The truck carries a unitized water and debris tank with a double subframe. A heavy-duty double-acting single-lift cylinder provides a



stable 50-degree dump angle. Vacuum pump options range from 3,500 to 5,000 cfm and up to 27 inches Hg. The series also includes an 8-foot frontmounted, telescopic boom with dual-lift cylinders, reaching 26 feet with a 270-degree rotation. The front-mounted hose reel holds 800 feet of 1-inch hose. The standard water pump is rated at 80 gpm/2,000 psi. Other options include a wash down system, hydroexcavation package, extra storage space, heated boxes, liquid-level load indicators, and pendant and wireless remote controls. 814/535-6766; www.gapvax.com.

LEAK LOCATOR

The Vivax-Metrotech HL10 handheld acoustic water leak location device is compact with acoustic and visible values for leak survey and leak pinpointing while reducing leak location time. Its acoustic properties enable it to locate even tiny leaks. With three filter settings, it can be adjusted to the task and suppress interfering background noise. The visual LED indicator assists the leak location, and one-handed



operation lets users accomplish tasks easily. An LED light is built in for use in low-light areas. 800/446-3392; www.vivax-metrotech.com.



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The Golden Jet 10.060A/B/CTR turbine nozzle from ENZ USA operates at flows as low as 8 gpm at 2,000 psi for high-powered cleaning. The turbine design allows for lower flow and less water usage, while maintaining high torque for effective cleaning in 2 1/2to 8-inch lines. Sealed bearings allow it to operate with clean or recycled water and remain relatively maintenance-free. The compact tool is effective against roots,

grease, solids, mineral deposits, concrete and grout. A complete kit includes a selection of pre-cut chains, skids, and two head styles. 877/369-8721; www. enzusainc.com. c



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Stainless Steel Push Camera Offers Durability, Flexibility

BY ED WODALSKI

The INVU portable push camera system from Advanced Inspection Technologies can inspect heat exchanger tubes, septic system lines and tanks, boiler tubes and steam lines as well as drains, laterals and vent

The handheld miniature push system includes a 25-foot stainless steel spring cable for inspecting 1- to 4-inch pipes. The 7-pound camera can snake through multiple angles. The system can be connected to almost any video or recording device through a standard composite video output, as well as laptop or portable DVR.

Made for quick and simple inspections, the camera head has two LED lights and produces a 640-by-480 megapixel image. "The product was initially developed for use in nuclear power plants," says Paul Fitzgerald, president of AIT. "They needed something that was a little more robust than some of the push cameras that were out there. They needed an extremely high-resolution image, and they needed durability."



The system includes a camera with 1-inch head, AC power supply, output cable, and protective carrying bag. 321/610-8977; www. aitproducts.com.



HONDA INTRODUCES GX ENGINE LINE

Single-cylinder, horizontal-shaft GX120, GX160 and GX200 model engines from Honda Power Equipment are designed for generators, water pumps and pressure washers. Features include changes in valve timing, compression ratio, carburetor settings and cooling system modifications for improved fuel economy and lower noise

levels from changes in muffler design, breather valve and pushrod materials. 770/497-6400; www.honda.com.

NEW PIG INTRODUCES FORM-A-FUNNEL OIL DRAINING TOOL

The Heavy Duty Form-A-Funnel draining tool from New Pig Corp. is made to guide oil from large vehicles into oil drains for no-mess oil changes. The tool bends to fit into tight spaces and holds any shape. Edges can be molded around large filters and drains to create a leakproof seal. The funnels feature a moldable aluminum alloy core covered by a thick layer of pliable



nitrile rubber. The chemical-resistant funnel can withstand temperatures up to 425 degrees F. Measuring 22 by 8.6 inches, the funnel can be used for servicing large diesel trucks, heavy equipment, generators and emergency compressors. 800/468-4647; www.newpig.com.

PUMPBIZ INTRODUCES PROPANE-POWERED PUMP

The PortaPump propane-powered pump from PumpBiz Inc. is designed to remove standing water from golf course bunkers and fairways, flooded parking lots, sidewalks, or drain water from pits that need to be excavated because of pipe breakage or root damage. Able to pump up to 2,000 gph, the one-person unit is powered by a Honda 4-stroke, 35 cc engine. A larger unit, able to pump up to 16,800 gph, is available. 800/786-7249; www.pumpbiz.com.

GENERAL PIPE OFFERS GAS-POWERED JETTER

The J-2900 gas-powered waterjetter from General Pipe Cleaners can clear grease, sand and ice in 4-inch through 8-inch lines. Driven by a 13 hp Honda engine connected to a 3,000 psi, 4 gpm pump with Vibra-pulse on demand, the unit has a 200-foot capacity hose reel with reel brake mounted on a heavy-duty frame with two pneumatic tires. Other features include thermal relief valve, back flow check valve and inlet filter. 800/245-6200; www. drainbrain.com/jetset.



PARKER HANNIFIN INTRODUCES CHELSEA WET SPLINE PTO

The Chelsea line of Wet Spline PTOs from Parker Hannifin features non-rotatable and rotatable wet spline pump flanges that provide a continuous fresh oil bath at the mating point of the PTO and pump shaft. The cushion of oil virtually

eliminates spline fretting and can increase shaft life by a factor of 10. Oil in the wet spline can be flushed and refilled during regular transmission flushing, eliminating the need for frequent grease maintenance. 662/895-1011; www. parker.com.



VAC-CON INTRODUCES NATURAL-GAS-POWERED TRUCK

The Compressed Natural Gas truck by Vac-Con features a CNG-powered auxiliary-mounted engine that powers the truck's water system. The combination high-pressure water and vacuum cleaning system is mounted on

a Freightliner Business Class M2 112V CNG chassis. The truck has an Allison 3000RDLS transmission and 2,500-square-inch windshield for enhanced visibility. 888/491-5762; www.vac-con.com.

CERTAINTEED OFFERS PVC PIPE JOINING SYSTEM

The Certa-Lok Yelomine PVC temporary pipe joining system from CertainTeed is made for trenchless construction, potable water, sewer and mining applications. The sys-



tem uses a high-strength spline with elastometric O-ring to connect lengths of pipe. Leak resistant and quick to assemble, the system is impact resistant. 610/341-7328; www.certainteed.com.



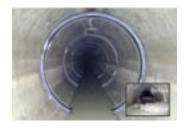
IMPCO OFFERS WELDSEAL COMPOUND

WeldSeal brush-on methacrylate compound from IMPCO Inc. is formulated for sealing porosity in welds. Able to contain gases under pressure or liquids, the compound wicks into pores, seams and between close-fitting ferrous metal surfaces. Once cured, excess material can be rinsed away with water, leaving the surface clean and ready for painting. The compound does not alter critical surface dimensions and comes in a 250 ml kit

with a shelf life of up to one year. 800/779-2491; www.impco-inc.com.

CRETEX INTRODUCES HYDRATITE JOINT SEALS

The HydraTite internal joint seal system from Cretex Specialty Products is a mechanical, trenchless remediation for the repair of pipe joints. Made to eliminate infiltration and exfiltration, the repair system has a rubber seal that spans the joint and is held in place by stainless steel retaining bands, hydraulically ex-



panded and locked in place. Each seal is custom made to ensure compliance with project specifications and is a recognized method of joint repair by AWWA manual M28. 800/345-3764; www.cretexseals.com.

VACALL INTRODUCES SEWER CLEANER SERIES

Three new series of Vacall AllJet Vac combination sewer cleaners from Gradall Industries Inc. feature an oval-shaped debris body with cylindrical sides, AllSmartFlow CAN bus control system with programmable LCD display and telescopic booms. New P Series models feature a front-mounted hose reel with optional axial pivot for multidirectional productivity. F Series models have a three-stage fan system, while R Series models feature a rear-mounted hose reel and boom. 800/382-8302; www.vacallindustries.com.

MR. MANHOLE **INTRODUCES PLUG-IN TEETH**

Plug-in teeth for the Mr. Manhole Six Shooter enable worn or damaged cutting teeth to be replaced on the job site without cutting or welding. The new carbide teeth also provide longer cutting life and improved concrete cutting. 419/229-3015; www.mrmanhole.com.



MV PRODUCTS OFFERS VACUUM PUMP INLET TRAPS

Visi Trap vacuum inlet traps from MV Products, a division of Mass-Vac Inc., have clear 9.5-inch sumps for visually monitoring filter conditions and can be installed at point-ofuse to help prevent contamination of a central source vacuum system. The traps are designed to protect pumps from acids, organic solvents, oil back streaming, particles and water vapor. 978/667-2393; www.massvac.com.

VAL-MATIC INTRODUCES HIGH-PRESSURE PLUG VALVES

High-pressure Cam-Centric plug valves from Val-Matic Valve & Mfg. Corp. are available in sizes 3 through 24 inches. The body, cover and plug are made of ductile iron, rated for 250 psi with ANSI 125-pound drilling. The valves feature 316 stainless steel shaft bearing and welded overlay nickel seat for a tight seal and long life. 630/941-7600; www.valmatic.com.

GENERAL EQUIPMENT OFFERS GAS-POWERED VENTILATORS

GP8 and GP8H portable gaspowered air ventilation blowers from General Equipment Co. are made to remove toxic gases from confined workspaces. The blowers deliver air-

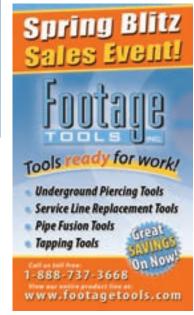


flow of 1,561.6 cfm or 1,066 cfm with two 90-degree bends in the hose. Both models are made of heavy-gauge aluminum and steel. Weighing 56 pounds, the GP8 has a 3.5 hp, 3,600 rpm Briggs & Stratton engine, while the GP8H has a 3.5 hp, 3,600 rpm Honda engine. An adjustable governor with manual speed control enables the operator to vary the blower volume as needed. 800/533-0524; www.generalequip.com. c



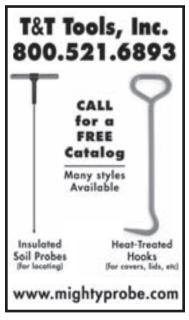
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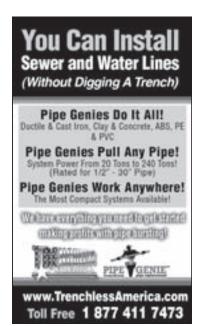
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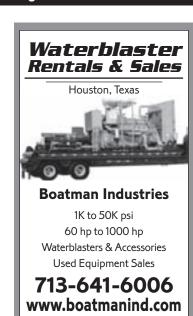
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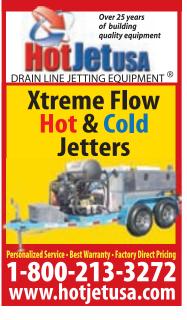
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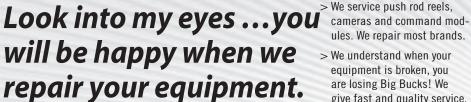












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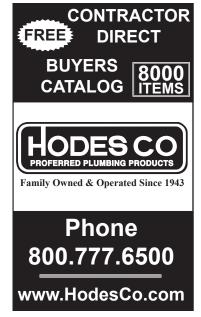


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SECA trailer jet model 747, diesel with 394 hours, 35 gpm, 2000 psi, 500 feet new hose. Was city owned, \$13,500. Pictures at www. empireequip.com. 714-639-8352.

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)

JETTERS-TRUCK

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-

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. (Retails for \$210,000). (Stock #13234V) www.Vacu umSalesInc.com, (888) VAC-UNIT (822-8648).

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1992 Ford L8000 cab and chassis with an enclosed Sewer Equipment Co. jetting unit with a Myers D-65 hydraulically driven watercooled pump. (Stock #1505C) www.Vacu umSalesInc.com, (888) VAC-UNIT (822-8648). (C05)

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1996 Vac-Con on Ford chassis, 2005 RST video truck, 1996 RST video truck. All equipment associated. Call Ken Ring 904-993-5211 FL.

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. (C05)

1985 Ford 7000 Cabover, 5-speed standard transmission, 55,420 miles. Single engine PTO, 1500 gallon tank. Myers D65-20 water pump, Caterpillar engine 3208. \$8,000. Call 601-373-3736 MS.



Camel 200, 65 gpm @ 2000 psi, PD blower, 2000 gal. water total, 8 cu. yd. debris body, 45,000 miles. Municipality, ready to work.....\$35,000 Norm @ 989-791-9875 MI COS

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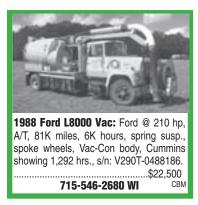
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JET VACS

1999 Sterling cab and chassis with a Vactor 2100 combination vacuum loader and high pressure sewer cleaning system. (Stock #2129V) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (C05)



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CRM

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2001 Sterling Vac-Con, 11-yd., Cat engine, Eaton transmission, Cummins auxiliary, 3stage fan. \$60,000. More info and photos call 904-284-2141 or flpipetec@bellsouth.net.

JET VACS

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).

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1985 Champion .049 machine. V4 Wisconsin, 1000' continuous rod, hose, cutters, saws, and spare parts on 1975 Ford 1-ton. \$10,000 OBO. 916-399-9595 CA.

ROOT CONTROL

1992 hose thruster machine used to apply Vaporooter Sanafoam to sewer lines. Single axle trailer can be connected to jetter truck. \$9,000 OBO. 916-399-9595 CA. (C06)

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).



1993 Volvo Septic Truck: Detroit series 60 @ 350 hp, Fuller 13-spd., engine brake, 273K miles, walking beam susp., air up/down pusher axle, spoke wheels. 22.5 tires, PTO, Masport pump. .\$24,500 715-546-2680 WI

2010 Peterbilt 348 with new Presvac 3600 US gal. aluminum vacuum pressure tank with Masport HXL400WV vacuum pressure pump. (Stock #8808) www.VacuumSalesInc. com, (888) VAC-UNIT (822-8648). (C05)

SEPTIC TRUCKS

1999 Chevrolet C6500 pump truck for sale. Two door. Caterpillar engine and Masport pump. 72,000 miles. Good condition. 912-587-7517 GA.



1978 Mack Vac Truck: Mack diesel. M/T, 10,500/19,040 axles, camelback susp., spoke wheels, 22.5 tires, .\$24.500 715-546-2680 WI

One (1) 2006 3200 US gallon stainless steel vacuum tank. www.VacuumSalesinc. com, (888) VAC-UNIT (822-8648). (C05)

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.

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 Jersev.

TANKS

One (1) 2006 3200 US gallon stainless steel vacuum tanks. www.VacuumSalesInc. com, (888) VAC-UNIT (822-8648). (C05)

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.TandT tools.com. Phone 800-521-6893.

(CPBM)

If you are using an

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in your ad, be sure it can be used in all areas nationwide.

TV INSPECTION

1998 Cues Mainline TV System: GMC Savanna 3500, Cues w/Pro-Data on-screen titler, Honda generator, Sony combo DVD/ VHS, 1700' of M/C cable, pan & tilt camera w/shorty transporter. \$39,500. 608-835-7767

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.

RST pipe inspection systems, mainline controller, data display plus, tractor transporter w/reverse, pan/tilt OEII camera, push button controller. Approx. 1000 ft. cable, misc. parts. Two systems to choose from, \$4,900 for one. \$8,000 for both. Pics available. Call 317-773-7996 IN.

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

2008 Ford E-150 HD with 2005 Cyclops equipment (VN-004), color, pan, tilt, zoom over 700 ft. cable. Nice van 73k, 5.4 gas, automatic, AC, with rear heat and AC. Just sent unit to Cyclops factory in Texas for updates and service. Ready to make money for you. Nice compact unit. See more at: www. letsrollautoandequipment.net (stock #08-01). \$39,500. 719-338-3767 (more cctv vans from \$24,950) (C05)

1995 Vantura GMC Van, 190,000 miles. Equipped with Ques system. Consisting of Inspector General System and tractor camera. \$9,000. Call 601-373-3736 MS.



2005 RST video truck, 1996 RST video truck, 1996 Vac-Con On Ford body. All equipment associated. Call Ken Ring 904-993-5211 FL.

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.

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.

Mytana cameras, used. 3 full size reels, 6 color camera heads, 2 mini reels, 3 monitor packages. The Cable Center, 1-800-257-(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.

New Cyclops Std. P&T Camera System with 1000' cable, HD transporter, powered cable rewind, 3-line data, DVD rec/player mounted in good running 2003 Ford E250 Cargo Van. Only \$49,000. Call 830-249-9756 and talk to the guys that build 'em.

(C05)

VACUUM LOADERS

2006 Ultra-Vac Model HVV-9145 mounted on a 2006 International. The unit has 3,482 hours and 27,884 miles. This truck is in service working every day. \$145,000. Call 205-492-5290 AL.

1999 International with a Guzzler Ace 27" HG wet/dry industrial vacuum tank loader. Demo/ Rental unit. (Stock #7390) www.Vacuum SalesInc.com. (888) VAC-UNIT (822-8648). (C05)

VACUUM TRAILER



hours, liquid-cooled, 750 gallon cap.,. 850 CFM lobe style blower, 20,860# GVW.... .\$29.500

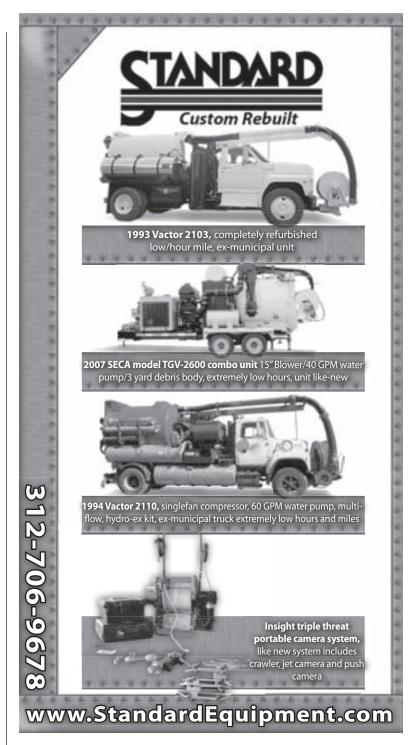
715-546-2680 WI

WANTED

WANTED: We buy sewer trucks. Any year, any condition. Results immediately. 915-239-2266 or mmachinerymexico@gmail.com.

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.



WATERBLASTING

Gardner Denver TF-450 VSDT 52 GPM max 10K max. Gardner Denver T-450 w/Jetstream fluid end transmission 12K max 40.91 GPM max. THE-500UH 50K bare shaft pump. Wheatley 165 20K @ 17 GPM. Wheatley 125 10K @ 20 GPM. Wheatley P-313 10K @ 8.4 GPM. Aqua-Dyne C 450-DS 20K @ 33 GPM. Allis-Chalmers 10x8x22 700 HP. Boatman Ind. 713-641-6006. View @ www. boatmanind.com. (CPBM)

WATERBLASTING

WATER JETTING EQUIPMENT: We sell. repair and retrofit water blasters. Visit us at: www.waterjettingequipment.com or phone 714-259-7700.

40,000 PSI sapphire nozzles, UHP hoses & replacement parts. Excellent quality & prices. 772-286-1218; info@alljetting.com; www.all (CBM) jetting.com.

