

Cleaner

FOR DRAIN AND PIPE CLEANING, INSPECTION AND REHABILITATION PROFESSIONALS

JUNE 2018
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Florida*



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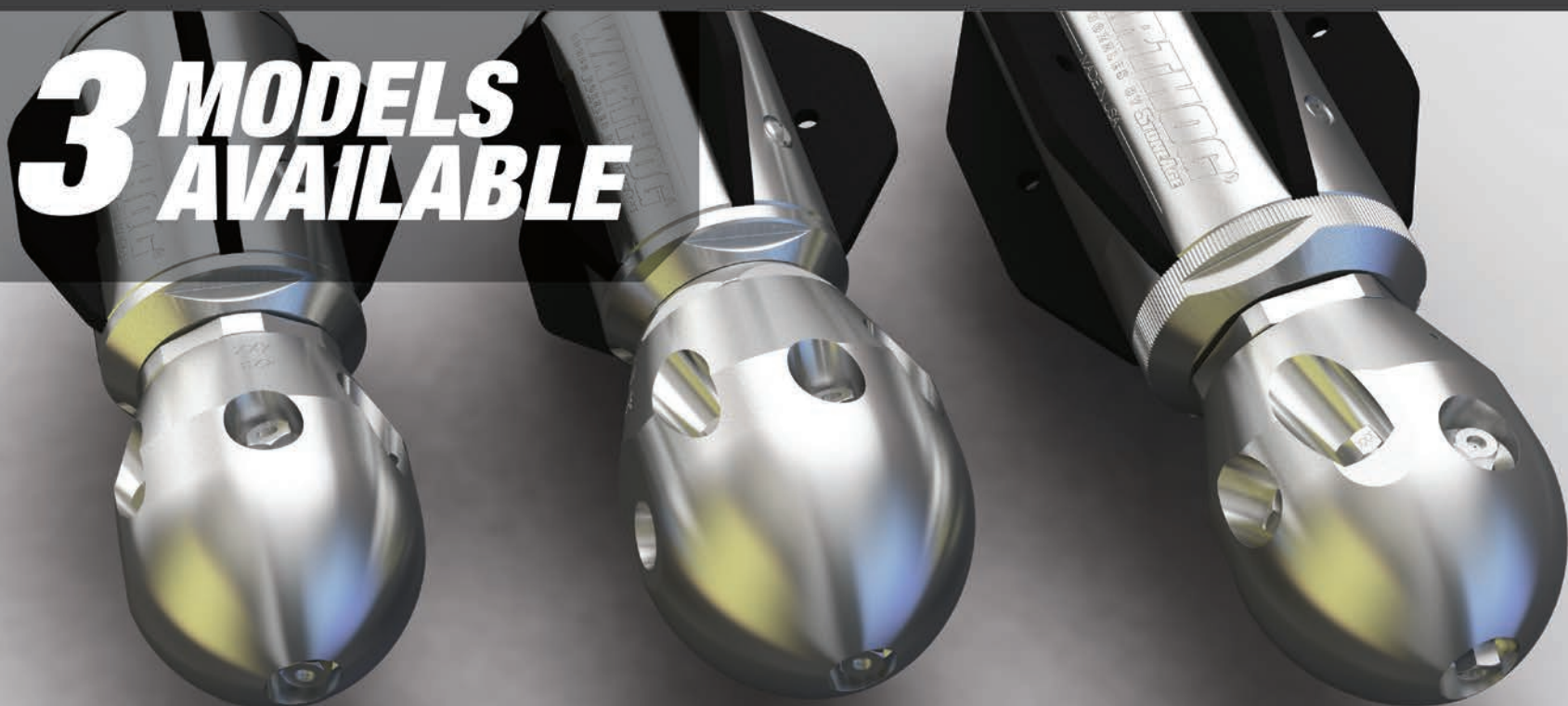
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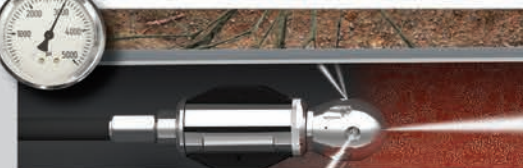
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ON THE COVER

Brothers Greg (left) and Brett Healy and their team at Green Bay, Wisconsin-based Great Lakes TV Seal specialize in the difficult jobs other contractors don't want to tackle. The company provides cleaning, inspection and rehabilitation services across Wisconsin and Michigan's Upper Peninsula. (Photography by Mike Roemer)

COMING IN JULY

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SAFETY FIRST: Team up for safe hydroexcavation
TOUGH JOB: A course in unconventional cleaning

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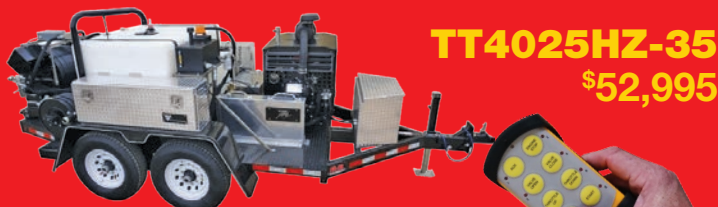
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Published monthly by COLE Publishing, Inc.
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CIRCULATION: Circulation averages 25,642 copies per month. This figure includes both U.S. and international distribution.

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Change Adds Up

Opportunity awaits if you're willing to step out of your day-to-day routine

Change is good. It's a trite sentiment, but true nonetheless. The owners of both companies profiled in this issue made big changes in forming their businesses, and they never looked back.

Aside from basic business operations, running a small restaurant shares little in common with running a pipeline inspection, cleaning and rehabilitation company. But that's exactly the change Jeff and Denice Healy made when they bought Great Lakes TV Seal in 1984. It was a steep

learning curve, but Jeff Healy was a quick study and the equipment of the day wasn't as complex to operate as it is today.

Perhaps the biggest contributor to the company's growth was Healy's risk-taking mentality — his willingness to invest in new, productivity-enhancing equipment that differentiated his company from competitors and helped technicians do more work in less time.

Today, the Healys' sons, Brett and Greg Healy, own and operate Great Lakes TV Seal. The company has grown to 20 employees and serves all of Wisconsin and Michigan's Upper Peninsula. It's a far cry from running a small restaurant in tiny Barron, Wisconsin, and if Jeff and Denice Healy hadn't been open to change, none of it would have happened.

I've made some significant changes over the course of my career, and I have a good sense of the positives that can come from it. I started out doing marketing work when I graduated from college. My desire to write pushed me into freelancing, and that led to a job as editor of a weekly newspaper. From there I made the unlikely jump to running a family business. I eventually got back into journalism as editor of a daily newspaper, then photographer, and eventually found my way here.

Every step taught me something new and set me up for the next step. It wasn't always comfortable and there was no guarantee of success, but every change brought growth.

The owners of Clog Squad, the other company featured in this month's issue, made some changes of their own to make the company what it is today. Mike Phillips was a plumbing contractor in Iraq and Ken Beyer was doing plumbing in new home construction. He eventually moved into service work, and from there went into business with Phillips, specializing in full-service plumbing, tackling projects other contractors didn't want.

Eventually the company shifted into drain cleaning, a change that initially suited Phillips better than Beyer, who left to focus on developing an assisted hygiene product for the medical industry. Five years later, he came back full time and embraced drain cleaning. The business became more successful than it had been in its early plumbing days, and the move led to the duo's development of their own line of drain cleaning equipment, also a success.

None of these successes would have come to be had Phillips and Beyer, or the Healys, not been willing to step out and make some changes. I hope your business model is exceeding your expectations and all is good, but if it's not, don't be afraid to make some changes. It could make all the difference.

Enjoy this month's issue. **c**



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MACHINE UPKEEP

Get Operators Involved in Equipment Maintenance

Some companies have the luxury of trained mechanics on site to handle any equipment problems. Others don't. No matter your situation, though, it's beneficial to have the actual operators involved in the ongoing maintenance of equipment. They're the ones who are running it on a day-to-day basis. One contractor offers some tips on how to go about handling that in this online exclusive.

[>>cleaner.com/featured](http://cleaner.com/featured)



CLEANER UPDATE

Contractor Adapts to Changing Demands of Service Area

We recently caught up with Greg Goan, owner of EcoClean of Portland, Maine, which was profiled in the September 2008 issue of *Cleaner* magazine. In the decade since, the company has been able to double its annual revenue. Read more about where EcoClean stands today in this online exclusive. [>>cleaner.com/featured](http://cleaner.com/featured)

"Most hiring decisions are based on nothing more than whether or not the manager likes the job candidate. And 'clicking' with someone during an interview is usually the worst reason to hire someone."

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BRANCHING OUT

Sustainability, Service Diversification Drive Contractor

NCM Hydro Vac Services of Ottawa, Ontario, featured in the February 2018 issue, has had its sights set on more than just standard pipe cleaning work in recent years. The company has focused on new and innovative offerings it can add. In this online exclusive, you can learn more about a couple of NCM Hydro Vac's more recent additions — a primary waste treatment facility and a hydrovac spoils recycling facility. [>>cleaner.com/featured](http://cleaner.com/featured)



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Not Just for Convenience

Keeping fleet vehicles organized can save thousands of dollars and improve efficiency

By Jared Raney

It might seem like a dramatic claim, but disorganized service trucks can have a real cost for business owners.

“Plumbers are hoarders,” says Brad Sims, owner of Mr. Rooter Mid-Michigan. “It sounds bad, but I reduce my inventory costs by making sure they’re not hoarding.”

Brham Trim, owner of Action Auger, commonly known as The Gentlemen Plumbers, is currently updating his inventory and fleet management practices. He estimates that as much as \$10,000 has been lost on some of his trucks due to lax organizational policies.

“We had a truck we were putting a new box on, so we emptied everything out. The first thing that was really frustrating was the amount of certain parts that guys had on their trucks that they probably wouldn’t use for a year,” Trim says. “It was amazing the amount of money that came off those trucks and then just kind of sat there.”

Often, without a disciplined inventory program and methodical storage, crew members end up doubling up on equipment purchases, simply because they can’t find or forget they have a certain fixture or part.

“We talk to guys and they have no idea what they have in their vehicles. Every time they need something, they’re driving to the supply house to get it,” says Rich Gebbia, co-owner of American Van Equipment, which manufactures

van accessories and equipment.

“In most cases, they have it in their vehicle, but they just can’t find it.”

FINDING A SOLUTION

Action Auger has a fleet of around 30 trucks, which means even if overstock on a single item isn’t that expensive, the accumulation of parts can add up quickly.

« Brad Sims, owner of Mr. Rooter Mid-Michigan, reels in his jetter hose after a commercial cleaning job. The company has set up some of its vans to house jetters from Easy Kleen Pressure Systems just inside the rear doors. (Photo by Mike Ridewood)



➤ Roger Moore, a Mr. Rooter Mid-Michigan technician, gets supplies from the company van while working at a residence in Mount Pleasant, Michigan. (Photo by Mike Ridewood)

Trim says one of his trucks that was stripped had three bags of a part that isn’t commonly used — bags of 25 each.

“So we had 75 elbows, and in reality, this next year they’ll probably use 10. So you’re carrying this weight, which I guess is minimal for that alone, but overall parts, it’s huge,” he says. “Then there’s the other side of it: These parts are moving around, getting scratched, and they don’t look new anymore, and some of them you just can’t sell.”

“We probably carry about \$10,000 worth of parts on our trucks, and what we pulled off of that truck was probably double, possibly three times more than what we needed,” Trim says. “It’s capital that’s just being used up, and when you times that by 30 trucks, you’ve got a quarter of a million dollars just sitting there on trucks.”

Unfortunately, there’s no silver bullet when it comes to staying organized. There’s a lot for plumbers to consider: service area, service focus, and fleet size can all play a roll, among other factors.

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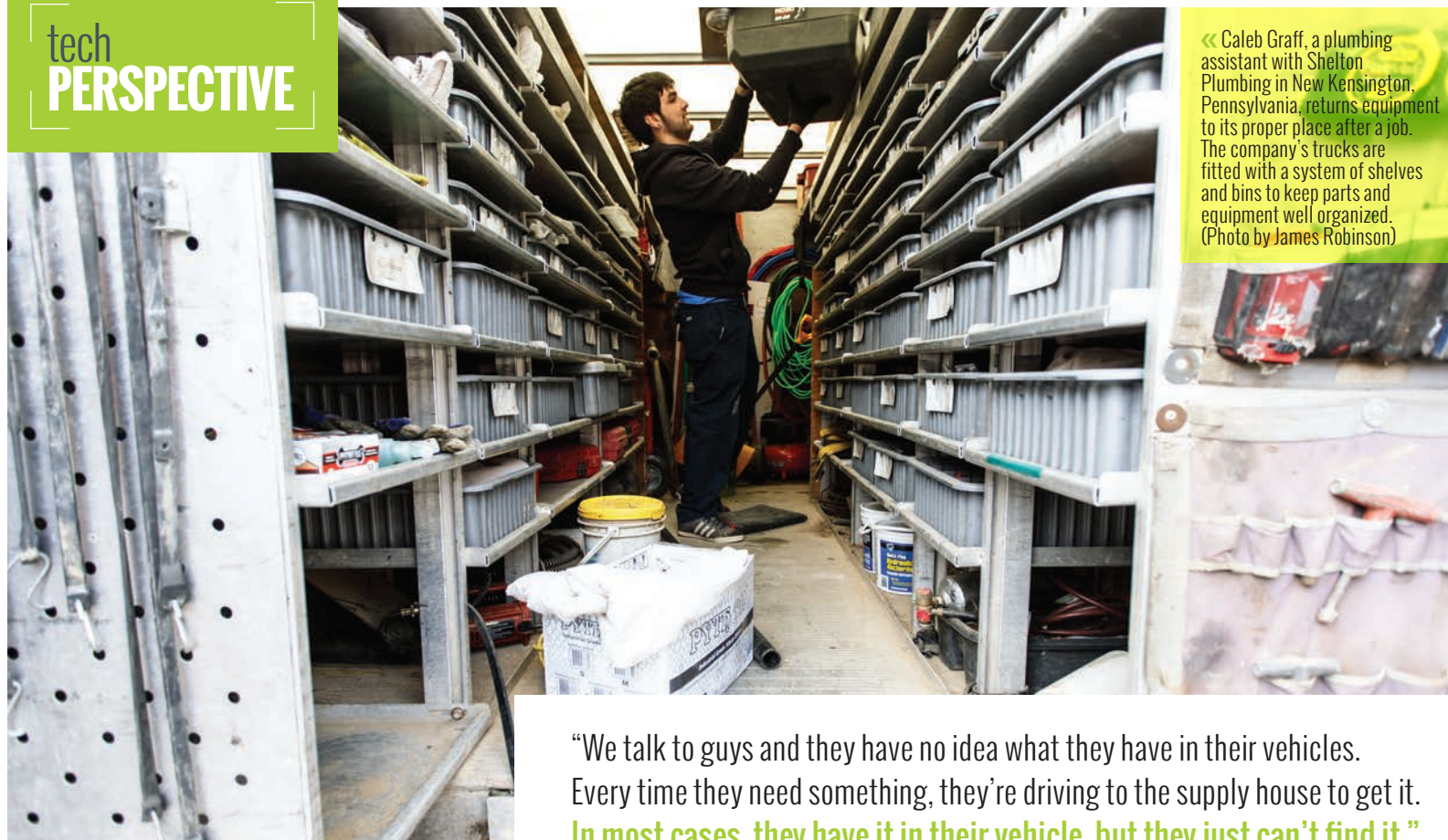
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« Caleb Graff, a plumbing assistant with Shelton Plumbing in New Kensington, Pennsylvania, returns equipment to its proper place after a job. The company's trucks are fitted with a system of shelves and bins to keep parts and equipment well organized. (Photo by James Robinson)

“We talk to guys and they have no idea what they have in their vehicles. Every time they need something, they’re driving to the supply house to get it. **In most cases, they have it in their vehicle, but they just can’t find it.**”

Rich Gebbia

That’s why Action Augers is developing their own mobile app for tracking inventory across their fleet, where they will be able to coordinate between operators and share parts, effectively turning their fleet into a mobile supply house.

Another example of a customized approach is Mr. Rooter Mid-Michigan.

“We do a lot of stuff different than most companies,” Sims says. “Each company is different in what they specialize in.”

For starters, each of their service vehicles has a specially designed Spartan Tool jettie built into the side door. Inspection monitors have a spot in the cab so they don’t get jostled around, and straps hold their reels upright in the back.

“The majority of it is laid out the same for each truck, but I let the operators put things where they want in their trucks,” Sims says.

They also have pipe racks on the interior of the roof, 200-gallon water tanks for the jetties, and custom bins for all their fittings and other materials.

“Our average job is between 45 minutes and an hour away,” Sims says. “We’re taking a lot of real estate upon our vans, so when it comes to decisions on where, we really have to make sure we’re packing stuff in good locations.”

PICK THE RIGHT TRUCK

One of the biggest factors to consider is the type of vehicle that fits the operation. The latest trend is away from box trucks and into high-roof vans.

“Seventy percent of the vehicles that come in here, if not more, are higher-roof vans now,” Gebbia says. “A contractor could actually stand up in his van, and store more in his van. The interior capacity is higher.”

Mr. Rooter Mid-Michigan uses Ford Transit vans and 3/4-ton cargo vans. Action Augers is looking to transition into Transit-type vans and are testing out a few different configurations as part of their organizational restructuring.

“With that though, they are smaller trucks, and we’re trying to get more efficient with the actual shelving units that we’re using,” Trim says.

Alongside the increased popularity of service vans is a burgeoning variety of supplementary products.

“Even within shelving there’s a lot of variations that you have to choose from,” Gebbia says. “Obviously, I think everybody would get all the options if it wasn’t a money issue.”

Then again, some contractors take a different approach. Sims says they’ve been testing out some new wood shelving that they built in-house.

“The guys really seem to like them,” he says. “Time will tell if they hold up as well. ... But we’re able to pack a lot of material in our truck and keep it where we can do sewer cleaning too, at the same time.”

TRY, TRY AND TRY AGAIN

In the end, it’s all about finding what works best, which sometimes involves trial and error.

“We grew extremely fast and never really got an inventory plan in place. We tried a number of times, but it was just something that never really worked for us,” Trim says. “That’s probably our biggest weakness. That’s one of the things right now that we’re focused on to correct.”

As much as physical structure is important, process is potentially even more so. All the shelving in the world won’t matter if operators aren’t utilizing it. Sims goes through inventory with his operators on a weekly basis and has his guys completely strip down their trucks at least once per quarter.

In addition to their custom mobile app, Action Auger plans to add an inventory control manager to their staff as part of their new program.

“It’s important as a matter of efficiency. Time is everything for these guys,” Gebbia says. “The least amount of time on a job you can spend,” the more money you save. **C**



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« Clog Squad President Ken Beyer uses a Clog Dog flex shaft machine in conjunction with a RIDGID SeeSnake CS6 digital recording monitor to clear roots out of a residential lateral line.

INNOVATION BREEDS SUCCESS

The Clog Squad wasn't content with the status quo, so they found a better way to serve their customers

By Jared Raney
Photography by Amy Voigt

At a local Chinese restaurant, Ken Beyer had a formative experience.

He was riding along with his co-owner, Mike Phillips, looking to get back into active service work with their company, Clog Squad. Long story short, a kink in the cable machine they were using to clean the commercial drain resulted in toxic ooze spraying out into the surrounding area, covering Beyer.

Beyer also happened to be standing next to some salads. He informed the restaurant owner, and that was that — should have been no problem. But soon after, Beyer was on the phone with the health department, learning that 37 people had gotten sick at the restaurant following that job.

“Drain cleaning is one of the dirtiest jobs, and I’d say probably the most dangerous of the dirtiest jobs, too,” Beyer says. “Our lab isn’t a regular laboratory. Our lab is our customers’ homes and businesses.

“It’s cross-contamination. I think it happens all the time,” Beyer says. “We’re hungry to find easier, safer, lighter ways to clean drains, and that’s what we’ve been focused on.”

A WINDING ROAD

Before Clog Squad, Phillips was working as a plumbing contractor in Iraq “of all places,” he says.

Beyer, who has been plumbing since 1996, was eager to get out of new home construction and into service work.

“A position opened up in the service department, and my boss at the time recognized that would probably be a perfect job for me. And he was

right: I love service work,” Beyer says. “I found out that plumbing service was my true calling. I couldn’t find anything that I enjoyed more than helping people in their time of need.”

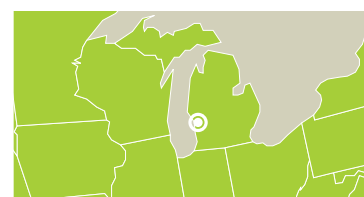
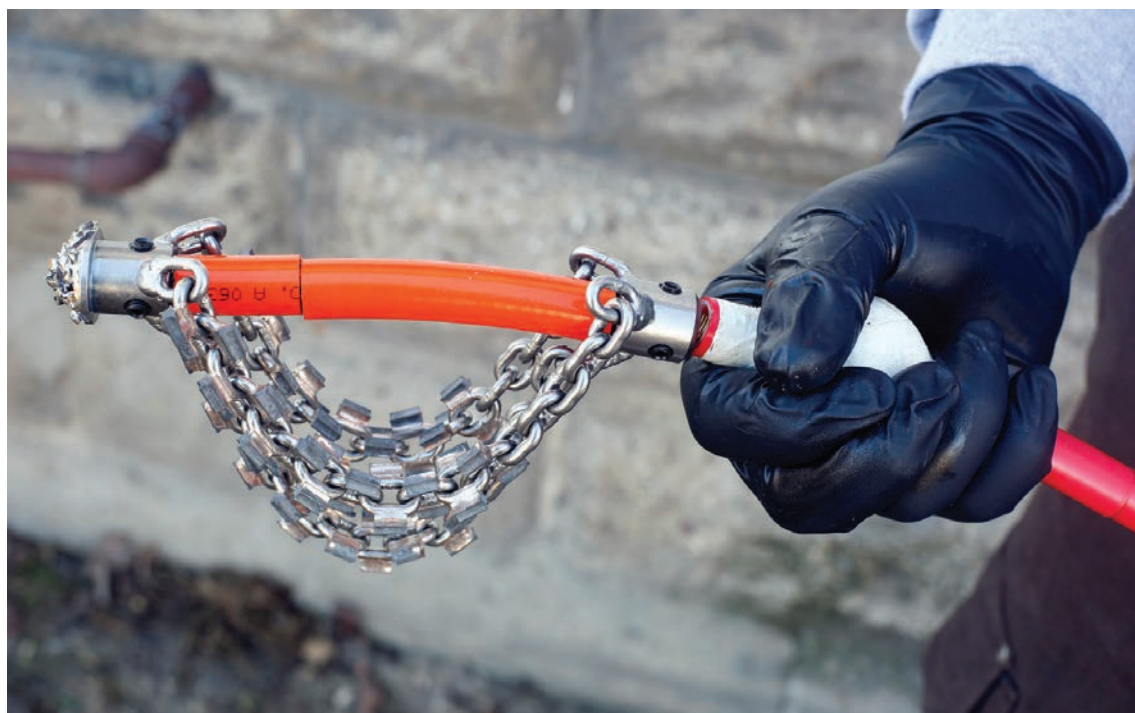
Phillips and Beyer have been best friends since high school, so when Beyer decided to start his own company, that was his first call.

“Ken had the vision for a service company,” Phillips says. “He and I have been friends since high school. At the time, I needed a job, so I became his partner.”

What started as a typical full-service plumbing company quickly evolved into specialty work.

“When Mike got back from Iraq, I shared my vision of a service company that could contract for other plumbing companies, doing the work that they didn’t know how to do or that they didn’t want to do, and Mike thought it was a good idea, so we started our own plumbing company in 2003,” Beyer says. “We specialized in high-dollar services, like after-hours emergencies, water heater repair, working on water softeners and other high-tech services.”

They also invested in locators and cameras for inspection work.



Clog Squad

LOCATION: Holland, Michigan

OWNERS: Ken Beyer and Mike Phillips

FOUNDED: 2003

SPECIALTY: Drain cleaning in difficult situations

STAFF: 4, including owners

WEBSITE: www.clogsquad.com

« Ken Beyer shows the chain knocker at the end of a Clog Dog flex shaft machine.

"Then in 2008, the economy crashed, new home builds stopped, and the plumbers who we were working for started doing their own service work, so we had to find our own niche again," Beyer says.

It was around that time they started to focus on the drain cleaning end of the business.

"As we got more and more involved in it, more and more people started to use us, and since I thoroughly enjoyed drain cleaning, it just became a natural fit," Phillips says.

Beyer wasn't 100 percent convinced of the new direction and took that time while business was slow to embark on a side venture: marketing his own design for an assisted hygiene product to the medical industry.

"As a master plumber at that time, I wasn't looking to clean drains," Beyer says. "The medical industry is a whole lot different. Basically, while Mike was doing one of the dirtiest jobs, I was being educated in the importance of disease control, biosecurity, and the dangers of cross-contamination."

Though the venture did not find success, it was a valuable and instructive time.

"After five years trying to bring a new product to the medical market, I failed. Mike, on the other hand, met with great success," Beyer says. "I'd have to say Mike found his calling in drain cleaning. He became the best of the best, and he was loving it."

Not only was the transition to drain cleaning a calling for Phillips, it was also a cash cow for the business. After riding along for a short time, Beyer saw that drain cleaning brought in more money than any other service they had offered before.

"I found out that plumbing service was my true calling.

I couldn't find anything that I enjoyed more than helping people in their time of need."

Ken Beyer

"He convinced me to ride with him one day, and what I saw was amazing," Beyer says.

It turns out, Phillips wasn't just passionate about the new direction, he also had an innovative mind toward the work.

"Mike developed his own equipment, and what he was doing with cable machines I never thought was possible," Beyer says. "At the end of the day, I saw that he'd made more money than I've ever seen him make, but most of all, he was loving it."

Beyer decided to jump back into the business with both feet in 2012. Then the infamous restaurant incident occurred, and business for the Clog Squad would never be the same.

CHANGING FOCUS

"We both agreed that sewer cables in a commercial kitchen was something that we would not do without the proper safeguards in place," Beyer says. "I don't understand how anybody allows cables in their commercial kitchen."

The unfortunate incident caused the duo to take a long, hard look at their methodology and, perhaps more importantly, their equipment.

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» Clog Squad Vice President Mike Phillips (left) and Ken Beyer use the SeeSnake and flex shaft machine to clean a grease trap in the Hope College cafeteria in Holland, Michigan.



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“Mike developed his own equipment, and what he was doing with cable machines I never thought was possible. At the end of the day, I saw that he’d made more money than I’ve ever seen him make, but most of all, he was loving it.”

Ken Beyer

➤ Mike Phillips (left) and Ken Beyer watch the monitor while clearing roots from a lateral line on the Hope College campus.

➤ The SeeSnake monitor shows the progress as the equipment works its way through the blockage.

“Some of the equipment that you have to use is a little bit messier,” Phillips says. “You just have to go that extra mile to make sure things are clean. We started getting more jobs in restaurants, some factories, where cleanliness is of the utmost importance. You just have to be clean.”

As it turned out, there was nothing on the market that filled their needs. And it wasn’t just the cleanliness.

“I guess a few things started to happen: We started to get older, so just the ability to get equipment where it needed to be became important,” Phillips says.

Typical cable drain cleaning units can weigh upward of 250 pounds, making it difficult to move up and down stairs — an everyday activity for drain cleaners.

“When you look at the industry, we’re still using equipment that was invented in 1935, and it’s still the same basic concept: a cable, a lot of torque. It’s heavy as hell, and it’s dangerous to use,” Beyer says. “I’m 52 now, and I think the median age of a plumber is like 54. As we get older, we can’t lift that stuff up anymore.”

Beyer has had a number of health problems as a result of years in the industry, including two hernias, three knee surgeries, back pain and carpal tunnel.

“Your body starts giving out, and you realize, ‘Oh no, I’m in the fourth quarter of my earning potential right now. I might have to clean drains until



I’m 80,” Beyer says. “So we started looking at cleaner, lighter and safer ways to clean drains. We’re focused on the technology aspect of it.”

To that end, Beyer and Phillips over the last year started marketing their grand solution: the Clog Dog.

“I might have to clean drains until I’m 80. So I keep that in mind when we’re trying to find easier ways to do things, and cleaner ways. And my 14-year-old daughter wants to be a drain cleaner. So I keep that in mind when we’re developing the different equipment that we’re using because I want that to be an option for her someday.”

The drain cleaning product, which has evolved over many years, is a flex-shaft machine, the largest model with 125 feet of reach. With no exposed cable, the flex shaft reduces chances of splashing on retraction, as well as the danger of binding.

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Ken Beyer trains Hope College campus master plumber Tim Sneller how to use the Clog Dog flex shaft machine.

"I'm sure, like us, a lot of plumbers are out there right now, dreaming and praying for a sewer machine that you don't have to psych yourself up like a weightlifter just to get it up a flight of stairs and back into your van," Beyer says. "So we just started putting things together."

"It's like we accidentally stumbled upon something that I think is an answer to a lot of guys' prayers out there who are wondering if they're going to be able to clean drains for a few more years."

CLEANLINESS IS GOOD BUSINESS

"Our best advertisement is the competition," Beyer says. "They leave a huge mess with the cable spraying crap everywhere. Our machine goes in, and we keep it clean. We don't even make a mess."

In addition to their Clog Dog drain cleaners, Beyer and Phillips follow a strict practice of using protective tools to keep the customer's property clean — mats and covers, even doorknob protectors — and they disinfect everything before they leave.

"When we go into a business as a drain cleaner, our primary focus is to do a cleaner, safer and more effective job than anybody else," Beyer says. "That's pretty much what we focus on."

It's not just their own Clog Dog that is necessary for a safe and efficient cleaning job. Clog Squad keeps a roster of well-maintained equipment, including RIDGID sectional machines, cameras and locators; one camera from MyTana Mfg.; a jetter from American Jetter; Pipe Genie bursting equipment; and lining equipment from Pipe Lining Supply.

"I think it's something that plumbers and drain cleaners overlook because we become cavalier about what we're doing," Beyer says. "We probably have the best immune systems out there because we're exposed to

The Clog Dog — plumbers' best friend

After 37 people got sick following a drain cleaning job, Ken Beyer made a decision.

"I told my business partner I will never have one of these machines on my truck," Beyer says, referring to the traditional cable drain cleaning machine.

So what's a drain cleaner to do without a drain cleaning machine? Well, for innovation-driven Clog Squad, the solution was simple: They'd create their own machine. And that's exactly what they did, ultimately finding themselves with a marketable product, which they call the Clog Dog.

"It works fantastic. We can use our cameras, so it's turned drain cleaning into a surgical-like experience, like arthroscopic surgery. We can go right in and, as the shaft comes out, we can disinfect it. Which is huge," Beyer says. "You can disinfect any type of drain cleaning cable, but with our equipment, it's doing the work. And then as it's coming back out, it's not spinning and we

can keep it clean. We can disinfect the shaft as it comes back."

The Clog Dog made its debut at the 2017 Water & Wastewater Equipment, Treatment & Transport (WWETT) Show. Though it has been in development for at least four years, Beyer and Phillips only recently decided to delve into marketing the product commercially.

Response to the product line has been promising, and nearly 80 beta testers have lent the duo confidence in their invention.

"As we were developing it, we needed to have something that we could get off the van and back on the van by ourselves," Beyer says. "There are a lot of problems that standard drain cleaning equipment doesn't address. We started making our own equipment that we used with our service department, and it's pretty much set us apart from anybody else that's cleaning drains."

"We figure it will be a plumber's best friend."



Mike Phillips and Ken Beyer have been friends since high school and business partners since 2003. In addition to drain cleaning, they've added equipment manufacturing to their list of specialties.



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“You just have to go that extra mile to make sure things are clean.

We started getting more jobs in restaurants, some factories, where cleanliness is of the utmost importance. You just have to be clean.”

Mike Phillips

everything, but that doesn't mean the people that we're coming in contact with have that same immune system.

“We put those safeguards in place to not only protect our workers, but to protect the people that we're working around — other people's families,” Beyer says. “Service work is definitely my purpose, and I love being a hero. I like showing up at jobs, the troubleshooting that goes into it, and helping people in their time of need.”

BETTER SAFE THAN SORRY

On the grand scale, the odds are probably in a drain cleaner's favor. Incidents like the Chinese restaurant are few and far between, but for Clog Squad, eliminating the risk is more than just good business — it's common sense.

“You have to realize that what we're doing as drain cleaners can put people in harm's way. If I accidentally killed somebody because of my lack of acceptance

or that, I wouldn't be able to live with it. I could barely live with the fact that we made 37 people sick,” Beyer says. “There's no OSHA safeguards or regulations when it comes to dealing with probably one of the most dangerous jobs that you're going to do. I don't understand that.”

If that's not convincing enough, just ask your customers what method they prefer. The smart bet is on Clog Squad's way.

“When somebody else goes in there, it's a mess, and people don't like a mess,” Beyer says. “When I first started plumbing, the guy that was training me told me that people aren't going to remember how good of a plumber you are, but they're going to remember the size of mess you made.” **c**

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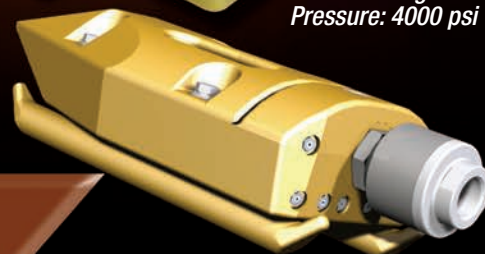


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Emergency Vehicle

Former ambulance combined with a custom-configured water jetter offers first aid for clogged drainlines

By Ken Wysocky

As a plumber and drain cleaner in rural north-central Iowa, Kent Morton — the owner of Mort's Water Co. — tries to offer customers as many services as possible. He also tries to minimize windshield time, so it's only fitting that he invested in a jetting truck that's as versatile as his business.

About eight years ago, Morton bought a used ambulance for a bargain price of about \$15,000. "We were looking for an insulated and heated truck so we could jet lines in winter," says Morton, 68, a master plumber who established his company in Latimer, about 85 miles north of Des Moines, in 1999. "It also had to be heavy enough to carry a jetter and a water tank; and at 20,000 pounds of gross vehicle weight, it fit our needs.

"The ambulance has worked out well for us," he continues. "It has a lot of compartments, so it's kind of a shop on wheels. It's equipped to fix almost anything drain-related. Sometimes we're traveling 25 or 30 miles one-way for service calls, so we want to take everything we need with us without having to double back."

The truck features a custom configuration developed by Cam Spray, featuring a skid-mounted water jetter, a 150-gallon water tank, a power-rewind hose reel that holds 250 feet of 3/8-inch-diameter hose, and a pump that delivers pressure of 4,000 psi and flow of up to 7 gpm. The company primarily uses Warthog nozzles from StoneAge.

"It's so slick — we just pull up, open the doors and go to town. There's no setup involved. We can just get after it.

And if we spend less time on jobs, we can do more drains per day. And more jobs generate more dollars."

Kent Morton

Morton didn't want a large water tank to occupy valuable floor space, so Cam Spray found a rectangular-shaped water tank (about 2 feet wide, 2 feet tall and 6 feet long) and mounted it on a raised ledge once occupied by a bench seat along the driver's side of the truck. The jetter fills up the entire rear half of the truck, so technicians use a side door for access to augers, cameras



and plumbing parts located adjacent to the tank, Morton says.

The truck enables technicians to do an average jetting job anywhere from 25 to 30 percent faster. "It's so slick — we just pull up, open the doors and go to town," he explains. "There's no setup involved. We can just get after it. And if we spend less time on jobs, we can do more drains per day. And more jobs generate more dollars."

Morton also touts the jetter's reliability. "It's pretty bulletproof," he says. "We've had no mechanical problems — and we use it a lot."

In addition, the company also owns a Cam Spray trailer jetter (15 gpm at 3,000 psi) with 400 feet of 1/2-inch-diameter hose and a 325-gallon water tank; the ambulance can tow the trailer when needed. The trailer jetter is used for jobs that require longer hose runs, like the time the company had to unblock a frozen, 600-foot-long milking parlor drainline on a large dairy farm. "We used the trailer jetter and a 200-foot spool of extra hose," he says.

Mort's Water Co.

LOCATION: Latimer, Iowa

EQUIPMENT: Cam Spray 4007 waterjetting system

FUNCTION: Jetting residential lateral lines and light-commercial drainlines

FEATURES: 150-gallon water tank; pressure and flow of 4,000 psi at up to 7 gpm; power-rewind reel; 250 feet of 3/8-inch-diameter hose; gasoline engine with electric start

WEBSITE: www.mortsonline.com

PRICE: About \$7,500 for the jetter

CAM SPRAY WEBSITE: www.camspray.com



«Mort's Water Co. technicians Dallas Paris (left) and Justin Fitz feed jetter hose into a clean-out on a commercial lateral line. The company's used ambulance serves as a heated, insulated space for its CamSpray 4007 jetting system, with plenty of storage compartments for equipment and supplies.

The ambulance is used mostly to clean 4-inch sewer lateral lines and light-commercial drainlines up to 6 inches in diameter. "Between the trailer and the ambulances, we can handle just about anything," Morton says. "We went into drain cleaning with the idea that we could do 100 percent of every facet of a job, and that's what helped us build our business."

Mort's Water Co. employs 18 people, including Morton's son, Brandon, a technician who's waiting in the wings to take over the business when Morton retires. The company runs three service trucks: two Ram ProMaster vans for plumbing, the ambulance and an older ambulance that serves as a backup vehicle.

The company also owns two RIDGID SeeSnake CCTV inspection systems and two augers made by Spartan Tool, along with a recently purchased HammerHead Trenchless point-repair pipe-rehab system.

In addition to serving as a mobile Swiss army knife, the eye-catching ambulance also gets the public's attention. In fact, after the company bought the first one, it wasn't uncommon for other drivers to pull off to the side of rural roads when they saw the vehicle approaching, Morton says with a chuckle. "We do consider sewer work as a kind of emergency," he quips.

Morton also plans to take delivery of a new jetting truck, a 2018 Ram 5500 4x4 with a box body built by Bay Bridge. Cam Spray outfitted the truck with a 4007 jetter (4,000 psi at up to 7 gpm), 250 feet of 3/8-inch-diameter hose and a 180-gallon water tank. That new truck will be used to serve existing customers around Latimer, while the ambulance will head over to a new two-man shop the company recently purchased in Allison, about 30 miles away.

"They only use augers over there, so there's a market for our jetter," Morton notes. "The success we've had with the ambulance jetter played a big part in our decision to expand. We're very satisfied with how it all worked out." **C**

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EMBRACING THE Challenge

A penchant for tackling tough jobs translates into steady growth for Wisconsin contractor

By Ken Wysocky // Photography by Mike Roemer

Crews at Great Lakes TV Seal readily go to extremes to serve the company's municipal customers, even if it means inspecting underwater sewer lines via barges and boats or using all-terrain vehicles to transport portable inspection systems through swamplands.

"That's one of our niches — doing jobs that other people won't do," says Brett Healy, 45, who co-owns the Green Bay, Wisconsin-based company with his brother, Greg Healy. "We look at jobs as challenges, and before you know it, you're home — the time just flies. The key is finding and enjoying the challenges in what you're doing. It's either in your blood or it's not.

"Dad just never accepted it when someone told him something couldn't be done," Healy continues. "He always says the best job to do is the one someone else says can't be done. And us boys feel the same way."

LEARNING CURVE

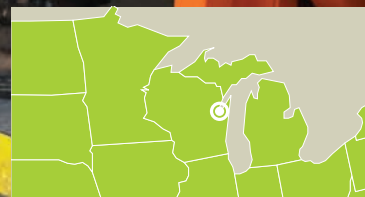
That can-do philosophy, coupled with a strong emphasis on professionalism and continual investments in new technology that improve customer service and reduce their costs through improved productivity, have served the company well since Healy's father and mother, Jeff and Denise Healy, bought it in 1984. During the ensuing decades, its roster of equipment expanded dramatically, employment rose to 20 people and gross revenue skyrocketed 4,900 percent. Sales revenue for 2017 was around \$3.5 million.

Moreover, the company's customer base expanded to include the entire state of Wisconsin and Michigan's Upper Peninsula. Its main clientele is municipalities that need pipeline inspections, cleaning and rehabilitation. But Great Lakes TV Seal also serves industrial companies, such as paper mills, food-processing plants, and dairies, along with cleaning and inspecting leachate lines at county landfills.



Greg Healy, co-owner of Wisconsin-based Great Lakes TV Seal, lends a hand to Hunter Strick (right) while grouting a lateral connection in a sewer main with an Aries grout truck.

» Marcus Jenerson (left) and Great Lakes TV Seal co-owner Brett Healy launch an IBAK T76 tractor and Orpheus camera into a manhole to inspect a sewer main in Bellevue, Wisconsin.



Great Lakes TV Seal

LOCATION: Green Bay, Wisconsin

OWNERS: Brett Healy and Greg Healy (brothers)

EMPLOYEES: Around 20

PURCHASED: 1984

SPECIALTIES: Pipeline inspections, cleaning and rehabilitation

SERVICE AREA: Wisconsin and Michigan's Upper Peninsula

WEBSITE:
www.greatlakestvseal.com



Sometimes inspecting sewer lines requires life preservers

Great Lakes TV Seal in Green Bay, Wisconsin, periodically gets hired to inspect sewer lines managed by a local sewage district. That's usually not a big deal — except for the several miles of pipe that lie underneath the bottom of the Fox River.

Inspecting those lines requires small aluminum boats and barges the company owns. In some instances, Great Lakes TV Seal even has to rent a larger barge from a local bridge-building contractor. The boats carry technicians and safety equipment, while the barges are used to transport inspection and rehabilitation equipment, explains Brett Healy, who owns the company with his brother, Greg Healy.

"The manholes aren't completely submerged and are used as buoy markers for ship navigation," he points out. "We tie up to them using cleats on the manhole. After that, it's just like working on land, just without traffic signs and safety cones."

Technicians commonly use a wheeled Aries Industries TR5000 tractor/camera unit to inspect the lines, which usually are 27- to 48-inch-diameter pipes. Challenges include the weather and water control since the crews usually are working amidst a series of locks and dams. Communication and close coordination with agencies such as the Fox River Navigational System Authority and the Army Corps of Engineers is critical because they all control bits and pieces of the water-discharge process, Healy says.

"We also have to stay in touch with the dam tenders to make sure the dams ahead of us aren't opened when working on the lower river. This portion of the river contains whitewater rapids that can be eliminated by channeling elsewhere or holding water above the dam while we work. And if an upstream dam starts releasing water, it can flood out the manholes. There's an element of risk because if the water starts rising quickly, you can't shut the manhole right away because you need to remove the camera first. But we've never had a problem — knock on wood."

Not too bad, considering that Jeff and Denise Healy were industry novices, having first spent years running a family restaurant in Barron, a small farming community in northwestern Wisconsin. The couple switched careers to avoid the cyclical recessions that hurt restaurants, plus they wanted a business where their sons could build careers, too.

"They looked at various businesses and somehow this opportunity landed in front of them," Healy recalls. "They knew the whole family could get involved and that's basically how it started. Call it a leap of faith, I guess."

The learning curve was "huge" in terms of learning the nuts and bolts of an entirely different industry, Healy says. But his father was a quick study. Moreover, there were nowhere near as many manufacturers of pipeline inspection and cleaning equipment at the time, plus the equipment wasn't as complex to run, either.

But perhaps the biggest contributor to the company's growth was Jeff Healy's risk-taking mentality — his willingness to invest in new, productivity-enhancing equipment that differentiated his company from competitors and helped technicians do more work in less time. "A lot of things Dad pioneered," Healy notes. "He'd buy the first prototype when new technology came out, then give feedback to the vendor for possible improvements."

EMBRACING TECHNOLOGY

The company has taken a two-pronged approach to new technology. The first focused on buying new equipment based on customers' needs. "We wanted to be a one-stop shop — never be in a position where we have to tell a customer we can't do something,"

Healy says. "If we see a customer that has an issue, it gives us a reason to make a technology leap right then and there."

The second prong centered on spotting new technology and creating a niche market for it. As an example, Healy cites the company's investment in pipeline inspection cameras with pan-and-tilt capability when that technology first emerged in the market. "Dad knew that once engineers saw these cameras' capabilities, they'd start to spec it in contracts," he says. "He has great business instincts."

"To keep this business alive, we don't want to flatline in this industry," he continues. "We're always trying to find that next service that might be of value to our customers. We read trade magazines and go to the Water & Wastewater Equipment, Treatment & Transport Show to stay well-informed about what's happening on the East Coast and coming this way ... and wait for opportunity to strike here."

Manhole rehabilitation provides a good example of how Great Lakes TV Seal prepares to capitalize on new trends. They noticed that as cities reduced their inflow and infiltration through initiatives such as low-flow toilets, the result was less air movement and water flow in sewers. That subsequently led to higher levels of hydrogen sulfide, which hastened the deterioration of concrete manholes and sewer lines.

"We saw pipes and manholes deteriorating, so we did our due diligence on technology," Healy explains, which led to services such as epoxy coatings for manholes. "Every one of our services was pretty much spawned that way." The upshot: Keep current with technological developments because things

"We look at jobs as challenges, and before you know it, you're home - the time just flies."

The key is finding and enjoying the challenges in what you're doing. It's either in your blood or it's not."

Brett Healy

change rapidly. And keep in mind that companies have to spend money to make money. "We aren't afraid to pay more for the best equipment," he notes. "Dad preached to us for years that people will pay for quality, so don't cheapen up equipment or services."

BUILDING A FLEET

For inspecting pipelines, Great Lakes TV Seal relies on 10 camera trucks featuring systems (including lateral-launch equipment) made by Aries Industries, Cobra Technologies (Trio Vision), and RapidView IBAK North America; three Aries Industries grout trucks capable of rehabbing mainline pipes up to 60 inches in diameter; three Vactor 2100 Plus combination vacuum trucks with 12- to 15-cubic-yard debris boxes, 1,500-gallon water tanks and positive displacement blowers made by Roots Systems; three waterjetting trucks built on either International, Freightliner, or Ford chassis and featuring

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Great Lakes TV Seal owners and brothers Greg (left) and Brett Healy, backed up by some of their crew, outside the company shop in Green Bay, Wisconsin.

jetter units made by FMC Technologies, SRECO Flexible, and Aquatech (Hi-Vac); a PipeHunter trailer jetter built by Texas Underground; and an easement machine made by KWM1.

“When we have to go through backyards or golf courses to get to interceptor lines for cleaning and we don’t want to disturb grass lawns, we use the easement machine,” Healy explains. “A lot of times the manholes on those (remote) interceptor lines are 1,000 feet apart. They usually go through swamps, so the less manholes, the better. Our trucks carry 800 feet of 1-inch-diameter hose, and the easement machines carries another 950 feet. We send out the easement machine while the vac truck still supplies the water and vacuum power.”

The company also owns robotic cutters for reinstating laterals or grinding down protrusions; they use units made by BJR Trading APS, Schwalm Robotic USA and Dancutter, plus similar nonrobotic machines built by Nu Flow Technologies and Picote Solutions. For waterjetting nozzles and chain whips, the company invests in products made by Enz USA, KEG technologies, NozzTeq and StoneAge.

For rehabilitating sewer lines, the company relies on a variety of CIPP lining technologies suitable for various applications, ranging from spot repairs to full-out lining. Vendors include AMerik Engineering, Trelleborg Pipe Seals

“It’s the greatest thing when municipalities call and ask for an employee by name. We’re very big on developing relationships – **letting customers know that we’re here not just for the job we’re working on, but the next one and the next one and the next one.**”

Brett Healy

and Nu Flow Technologies. For cementitious and epoxy manhole coatings, Great Lakes TV Seal invests in AP/M Permaform systems.

KEYS TO SUCCESS

Employees play just as important a role as investing in reliable, cutting-edge equipment and machines. Having employees who possess the right mindset is critical to customer satisfaction. “Our employees have to be positive and realize they’re working for the customer,” Healy emphasizes. “They also have to be problem-solvers. We always tell them that they should never say they don’t know something or that we can’t do something. We tell them to always first come back to the shop so we can talk about it.

“They need to understand that they must create cooperative relationships between them and customers, not just with Great Lakes,” he says. “It’s the

CONTINUED >>



To learn more about Great Lakes TV Seal, watch a video profile of the company at www.cleaner.com.

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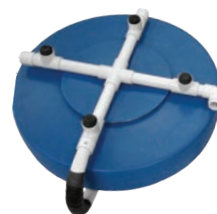
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» A Great Lakes crew uses a Vactor 2100 Plus Water Recycling System truck to clean a sewer main in Sherwood, Wisconsin.

» Nick Lozinski (left) and Galen Staszak attach extension tubes to the vacuum boom while cleaning a sewer line.



greatest thing when municipalities call and ask for an employee by name. We're very big on developing relationships — letting customers know that we're here not just for the job we're working on, but the next one and the next one and the next one."

Emphasizing professionalism also has been critical to the company's growth. That means employees wear company-issued shirts (not full-scale uniforms); are cleanshaven; and don't smoke, cuss, or chew tobacco on job sites. "All the guys also are trained to get out and shake hands with whatever city officials are on a job and hand out business cards," Healy adds.

"We're pretty big on making a good first impression," he continues. "We use this example with our guys all the time: If you were laying on a gurney and one doctor walked in wearing a suit and carrying a gold pen and a clipboard and a second doctor came in wearing flip-flops and a tank top, which one would you want to operate on you? I know people say you shouldn't judge a book by its cover, but if you have to go to someone's door to ask them for permission to shut off their water, you should be presentable."

In that vein, technicians carry booties and protective Tyvek paper suits in their trucks. That way they also have something clean they can slip over dirty clothes if necessary. They're also told to clean up job sites and leave them cleaner than when they arrived. "If you're standing by a fire hydrant and you see a Snickers candy-bar wrapper on the ground, we want you to pick it up," he says. "If you don't, whoever hired you will think you left it there. That's another one of our small keys to success."

STAYING THE COURSE

While Jeff and Denise Healy are now retired, they both still come to work regularly; Jeff Healy handles quotes for jobs, and Denise Healy handles interviews and office affairs. "Mom doesn't get a lot of recognition, but she's been such a key part of the business," Healy says.

What lies ahead for Healy and his brother, who assumed control of the company in December 2017? Slow, measured growth, Brett Healy predicts.

Too often, he believes, exponential growth is considered a benchmark for success. "But that philosophy doesn't register with us," he notes. "I have always been taught — and now I see the value in — growing the business slowly. We never want to be the biggest. We just want to be the best."

"We could easily get much bigger in size," he continues. "But then we run the risk of losing that personal contact with our employees. I might lose the contact with the equipment vendors we use, and our employees could lose track of the values we hold dear. And in turn, we could all lose contact with the customers, which would be very detrimental."

Healy says future business growth will come from the same philosophy that thrust the company into the position it occupies today: looking for new technologies that will benefit customers. "We're ramping up for some new niches — things on our dinner plate that haven't had a market here yet, but we know they're marketable," he says. "We want to keep helping our existing customers by providing additional amenities to what we already do."

To buttress relationships with customers, the company periodically holds meet-and-greet lunches to kick the tires on and demonstrate new technology. It's a great forum for teasing out critical information, like whether or not customers see potential uses for new machines and equipment.

"We want to be the company that provides what they need," Healy says. "It's just that simple." **C**

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Erik Gunn

Start With the End in Mind

You should work out a detailed exit plan for your small business when you open the doors ... or even earlier

By Erik Gunn

The road map for selling a small business can be tricky to follow. And reaching your next destination — whether it's a new business venture or a fulfilling retirement — can either be a smooth or bumpy ride. The choice is yours, but one expert in small-business transitions says planning early can save headaches and heartaches for everyone involved.

Attorney Roy Jay Montney of the law firm Montney Isles in Traverse City, Michigan, works with men and women ready to move on after decades of building up their businesses. Montney spoke on the topic of selling small businesses at the 2018 Water & Wastewater Equipment, Treatment & Transport (WWETT) Show, and he elaborates on his advice for readers of *Cleaner*.

PLANNING AHEAD

If you have family members actively engaged and ready to take over your business, that's probably the ideal situation. But countless business owners aren't so conveniently positioned — and even those who are can ensure a trouble-free succession with some careful steps.

When's the best time to think about how your business will end? When you start it. When it comes to selling, transferring, or closing a business, Montney says, "probably the biggest mistake most people make is not thinking about it until that point."

Plan for the day you close your doors — or hand someone else the keys — starting the first day you open them, if not sooner. And whether your business partners are outsiders or family members, you need to recognize that sooner or later a change is inevitable.

Change could come for many reasons, some that you might never anticipate. You might plan for the eventual sale someday — but you could just as easily wind up with an unexpected event. A co-owner or spouse could face sudden disability, incapacity or death. A lawsuit, a major theft or embezzlement by someone on the inside could threaten the income or reputation of the business.

The simplest way to include all potential scenarios may be simply to ask yourself what you would want to happen if somebody leaves, whatever the cause, Montney says. "You need to plan how are you going to deal with it."

The first step? "Simple communication. ... Figure out how you want that transition to occur. Then talk about it."

BUSINESS STRUCTURE

That conversation can help you decide more thoughtfully how to structure a new business. For instance, a sole proprietorship can make the transfer of a business and its assets a lot more complicated, Montney observes, while structures such as a limited liability company, or LLC, trade the more complicated process of starting the business for a smoother transition when the time comes.

Two or more partners should decide upfront how the value of everyone's stake will be determined. "It's a lot easier to agree in the beginning on a structure than it is when there's a disagreement," he says.

And disagreements do arise, even among business founders who were once close friends or blood relatives. When people get older, their goals, desires, or even outlook on life could change, propelling them into new ventures sooner than anyone anticipated.

Formal contracts enable properly structured businesses to establish contingencies for such change. That doesn't mean you're locked in if circumstances justify changes — you can change contracts later by mutual agreement.

So revisit them frequently to make sure provisions still work for all. A wide range of events can happen over the life of the business: expansion to multiple locations; bringing on new key people, whether family members or outside hires, who might be potential successors; or acquisition of another business. "All of those are points of time in a business cycle that you want to look at and say, 'Hey, does everything still say what we want it to say in the event of these occurrences?'" Montney says.

BE PREPARED

With the proper groundwork — and the good fortune of no unexpected potholes — you'll eventually reach the time to make a transition to the next operators of the business, whether family members, key employees or an outside buyer. "Then you can get a good price and it happens without incident," Montney says.

Of course, the best advice is always to be prepared. But let's face it — plenty of us may come up short in the planning department. Montney says that's the most common mistake he comes across. Suddenly, fate makes it clear it's time to move on and we haven't prepared. Partners fall out, someone dies unexpectedly, or some other disruption hits — and there's no clearly defined path forward for the business. Then what?

"I tell most people the key is to understand what you're looking for — what you want," Montney says. "And be realistic. Is what you want reasonable based on your current situation?"

"Until you get past that unrealistic expectation, you're not going to get a resolution. Take the emotion out of it. The emotion will probably cost you money."

Roy Jay Montney

It's far too common for feuding partners to lock horns and declare, in essence, "My business is worth a million dollars if you buy from me, but it's only worth \$500,000 if I'm buying from you," Montney says. "Until you get past that unrealistic expectation, you're not going to get a resolution." And worse, you'll hurt your long-run return: "Take the emotion out of it. The emotion will probably cost you money."

PROFESSIONAL HELP

The surest way to a resolution is to hire expert lawyers and tax advisors who can help everyone reach a workable agreement, Montney says. But you need the attorney's advice even if there is no dispute and everyone agrees on all the terms, he stresses.

First, you want to make sure the deal is the best one possible under state, local, and federal tax rules and that it doesn't leave any legitimate money on the table for any participants. Second, outside advisors will help you cover all the bases of a business transfer, such as making sure the new owner has all the licenses needed to start operating immediately or that the departing owner isn't still on the hook for a personal guarantee made on assets such as a leased business vehicle.

A lawyer experienced in this area will also help you avoid ambiguity about who is really responsible when the business changes hands. "You want to make sure there's some kind of finality to that transition."

Finally it's important that the business succession plan and every participant's personal estate plan don't clash. Suppose a partner dies or is disabled and his estate plan passes on a share of the business to the spouse or children. If the remaining partner doesn't want that, "then we need to address that," Montney says, before it happens. "You have to ask, 'Have you thought about how is this transition going to occur? What is your intent?'"

With proper planning, complexities like those can be addressed in advance through a variety of mechanisms, such as special trusts, life insurance and the like.

So plan early if you can for the end of your business life, take a deep breath and put aside emotions if that end comes unexpectedly. And whatever your circumstances, don't try to go it alone. Get the expertise you need.

That may be the best way to ensure that when the end comes, it helps you toward a bright new beginning. **c**

ABOUT THE AUTHOR

Based in Racine, Wisconsin, Erik Gunn writes for magazines on business and other topics.

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Ideas Are Meant to Be Challenged

Your business can benefit from a culture of candor that allows opinions to be heard

By Ken Wysocky

In too many businesses, challenging even the worst idea can quickly put you on the hot seat. It's a shame because companies should strive for a culture of candor — a workplace where employees aren't afraid to play devil's advocate and thoroughly examine new ideas and proposals.

"Almost everyone who reads this can relate to those situations where a manager announces their latest and greatest idea and everyone in the room nods their heads while silently thinking, 'This is absolutely crazy,'" says Dana Brownlee, a corporate-training consultant and founder of Professionalism Matters (www.professionalismmatters.com). "We all joke about it, but this phenomenon can lead to disastrous consequences — products that go to market and fail because they weren't properly vetted or projects that consume tons of time and money but never should've happened in the first place.

"It's very rare to have a workplace climate where people feel comfortable about raising their hand and expressing concerns," she continues. "It goes against every political instinct we have in our DNA."

"Good leaders rely on staffs to be honest with them, so it's unfortunate when people don't speak up."

Dana Brownlee

The telltale signs of a culture of fear are obvious, Brownlee says. You know the drill: There's the "meeting after the meeting," where employees who smile and nod their approval as the boss announces another doozy of an idea then gather in a break room and whisper about the ridiculous proposal. She says she's even seen employees sitting in on

conference calls use instant messaging to tell colleagues about a particularly wild idea being proposed.

"Or if you're attending a large, all-hands meeting and the president of the company asks if anyone has questions about a new proposal, and no one raises their hand," she adds. "If you have that many people in a room and you have zero questions, you're working in an organization with low trust." Worse yet, it convinces executives that bad ideas are viable. "They're thinking, 'Well, that went well, didn't it?'" she says.

The business world is rife with evidence of "great ideas" that became epic fails. Does anyone remember New Coke? Betamax video format? (There's a good reason you may not.) The Apple Newton personal data assistant? The Microsoft Zune, which was supposed to compete with the iPod? (It didn't.) Or how about high-definition DVDs? (Blu-ray technology elbowed it aside.) The list goes on and on.

There are many reasons why employees won't tell the boss he or she has an ugly dog, so to speak. High on the list: concern about retribution. Or they're afraid they'll be the only one to say something — even if they believe others share their skepticism. Or perhaps they lack the confidence or conviction to express an opinion, fearing it's without merit.

On the flip side of the coin, business leaders often don't understand how the power of hierarchy dampens candor. They just can't fathom that people wouldn't be honest with them. Brownlee recalls one instance where she told a woman who was second-in-command at a major company that employees feared being honest with her. "She looked at me like I had five heads. Sometimes senior executives live in a totally different reality."

Of course, everyone comes up with a loser of an idea every so often. But the problem is that bosses have the power to make them a reality, as opposed to those at the lower end of the food chain. "So there's a responsibility at both ends," she notes. "Good leaders rely on staffs to be honest with them, so it's unfortunate when people don't speak up."

Brownlee points out that it's not what you say when raising concerns, it's how you say it. In other words, when you're talking to your manager, don't say the idea is terrible and ask what he or she was smoking. "Instead, tell them it's a good idea, but the only concern I have is x, y and z," she suggests. "Or say, 'I know this is your baby, and I fully support it, but I've heard some rumblings that could raise red flags. Do you want me to bring those up to you or keep it to myself?'" It's always good to ask for permission upfront, and phrasing concerns as a question is much less threatening."

On a broader level, businesses need to let employees know that candor is a corporate value to be prized, not punished. They should encourage employees to play devil's advocate because it's better than having a customer discover a problem that should have been solved in-house.

There are a variety of techniques to make employees feel more comfortable with candor. Brownlee says one manager she's worked with puts \$5 in a jar every time one of his reports pushes back on a new idea. He then uses the money to fund a once-a-month pizza party.

When Brownlee was a team leader and project manager for a major telecommunications company, she would put an index card on every chair in a room where she was announcing a new initiative. On the card was written, 'My biggest concern about this project's success is _____. When she'd finish the presentation, she'd ask employee to anonymously fill in the blank and drop the card in a bag as they left the room. "This technique gave me tons of candid feedback," she explains.

It takes time to change a culture, and it's the little things that matter, Brownlee says. "There's no real formula for changing it," she notes. "It takes a lot of role modeling by managers. It's the small things you do at the granular level that change the paradigms." ■



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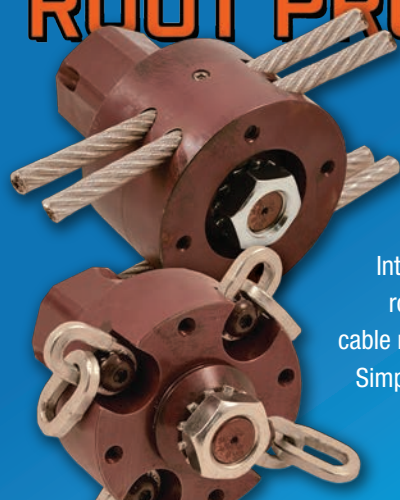


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7 Ways to Commit to Workplace Safety

Creating a culture of safety in your portable sanitation company shows employees and customers that they are your true priority

By Amanda Clark

Safety is paramount. No matter the line of work you're in, it's critical to do everything in your power to keep employees protected from accident and injury. The best way to do this is to make safety a part of your culture. In other words, safety shouldn't be its own department, separate from your other endeavors. It should be woven into everything your company touches. It should be something all of your employees are aware of.

How can you turn your workplace culture into a safety-focused one? Here are a few guidelines.

1. Tie safety to service

The primary mission of your company is to serve customers in the most effective way possible, and that means keeping prices competitive and quality high. Workplace injuries can compromise both of these goals: They lead to waste, drive up prices, and can impair the quality of services you offer. Remind everyone on your team that safety is a boon to the customers as much as the employees.

2. Make it an investment

In keeping with the previous point, remember that safety is an investment — something that can reduce waste and increase efficiency over time.

A safety-focused culture doesn't happen on its own; you have to create it.

As such, it may be worthwhile to put some money into safety on the front end by bringing in safety instructors or replacing unsafe equipment with something more secure. These safety investments will pay for themselves over time.

3. Make good use of technology

You might be amazed by the number of online training courses you can find to school your employees in safety standards at a minimal cost. Make sure you use online resources to your full advantage. Additionally, there are a variety of programs that can track safety initiatives and will help guide you to becoming efficient and effective in this area. Don't try to go at safety alone — use whatever enhanced resources are available to you to make the process easier overall. There could even be added perks offered by your insurance company if you implement some of these tools at your business.

4. Solicit feedback from your team

Do the members of your team have specific safety concerns or parts of the job that worry them? You won't know unless you ask them. Ask for insights and opinions from your team, and listen to what they tell you. Creating a culture of safety will require their buy-in. Moreover, you are likely to create renewed loyalty and appreciation when your employees realize that you have their best interests at heart.

5. Pay attention to industry standards

Look at how the best companies in your industry do safety. Engage in research, and possibly think about asking for mentorship pertaining to best practices and techniques. Take notes from them, and implement strategies that seem to get good results.

6. Seek help from a consultant

Again, it's an investment — but bringing in a safety expert can be a really smart one if you have serious concerns about workplace accidents. Yes, there is an upfront cost, but the benefit to your business can pay off in the long run.

7. Do right by your employees

By thinking of your team members as a family and seeking what's in their best interests, you really can't go wrong. Plus, this sort of involvement with your employees rarely goes unnoticed. Doubling down on safe work conditions can be a powerful tool in employee retention and overall morale.

MAKE SAFETY FUNDAMENTAL TO YOUR COMPANY

A safety-focused culture doesn't happen on its own; you have to create it. These tips will help you do just that and show your employees and customers alike where your true priorities fall. Start building your culture of workplace safety today, and be sure to get everyone on your team on board. **c**



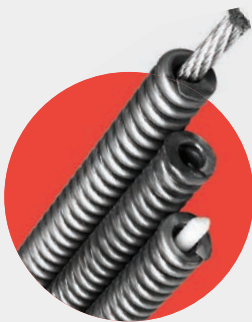
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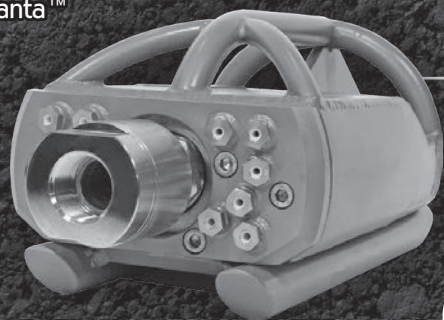
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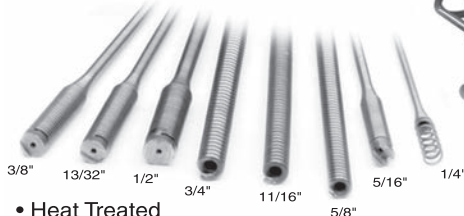
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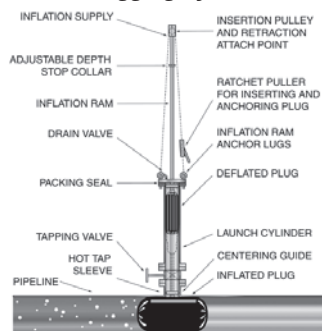
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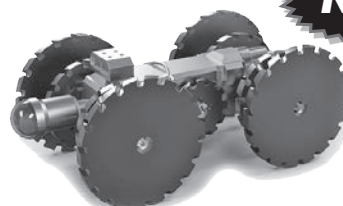
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ELECTRONIC LEAK DETECTOR

2 / SUBSURFACE LOCATORS LD-18

The **LD-18** digital water leak detector from **SubSurface Locators** reduces ambient, intermittent noises from dogs barking, cars passing by, footsteps, and people talking. Its digital electronics sample the sounds every few thousandths of a second, and if it detects an intermittent sound, it suppresses it instantly. Water leak sounds are almost always continuous noises, and the unit can identify continuous leak sounds, even in difficult conditions like busy streets. 775-298-2701; www.subsurfaceleak.com.

ELECTRONIC LINE LOCATORS

3 / SCHONSTEDT INSTRUMENT REX

The **Rex** pipe and cable locator from **Schonstedt Instrument** is a multifrequency locator for all underground utilities: water and sewer, electric, telecom, and gas. The design is less than 2 inches thick and weighs less than 4 pounds. The pistol-grip receiver extends for greater sensitivity and retracts for easier carrying and storage. Both the receiver and transmitter fit into a custom shoulder bag. A Multi-Purpose Combo Kit is also available, with a GA-92XTd magnetic locator and a multifrequency pipe and cable locator. 800-999-8280; www.schonstedt.com.

4 / SUBSITE ELECTRONICS 830R/T

Made to withstand the demands of rugged job sites, the **Subsite Electronics 830R/T** high-frequency electronic locating offers performance at a very high active frequency. It can trace poor conductors, such as ungrounded tracer wire, and locate short lengths of utility infrastructure better than low-frequency units. Automatic features such as gain control, auto depth, and visual and audio feedback make it easy for even novice operators to confidently identify and trace metallic pipe or cable and water and gas distribution lines. It offers a long battery life of 150 hours on the transmitter and 75 hours on the receiver. Adaptive filtering ensures it is highly responsive in all modes of operation, providing left-to-right guidance very quickly, regardless of mode or operator style. 800-846-2713; www.subsite.com.



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PUSH TV CAMERA SYSTEMS

5 / ARIES INDUSTRIES SEEKER 2.0

The portable **Seeker 2.0** from **Aries Industries** provides quality video with integral recording and a large keyboard. The easy-to-use, contractor-grade system operates in pipes of 3 inches or larger. The stand-alone system requires no external wiring. The reel contains 200 feet of small-diameter, lightweight cable for inspecting long pipe runs. Self-leveling straight view or pan-and-tilt cameras are available. The control unit, housed in a rugged case, provides integral recording. A large touchpad keyboard allows easy titling and fault annotation. Visibility of the 6.40-inch LCD screen is enhanced with the light-shielding cover. A hard-shell storage case accommodates optional accessories, including a sonde for line location, skids and a pressurization kit for the camera. The unit can also be used in an inspection truck or trailer with video transmitted through the vehicle's mainline cable. **800-234-7205; www.ariesindustries.com.**

6 / CUES MPLUS+ XL

The **CUES MPlus+ XL** push system is designed for easy operation with an all-in-one setup and flexibility by quick removal of the control unit to be used separately. It includes a coiler configuration and pan-and-tilt camera for mainline and larger pipeline applications up to 500 feet. It integrates video observation coding, observation coding interface and digital recording into an easy-to-use package. The lightweight system includes large, durable wheels for portability and a balanced footprint for stability. It is manufactured to handle rigorous field use. **800-327-7791; www.cuesinc.com.**

7 / ELECTRIC EEL ECAM PRO 2

The **Ecamm Pro 2** mainline pipeline inspection camera system from **Electric Eel** has a stainless steel-housed, 1.68-inch self-leveling color camera with sapphire lens; 20-LED light ring with an impact-resistant polycarbonate light ring cover; and high-resolution CCD element. The auto-iris adjusts light automatically. A flexible camera spring navigates 3-inch P-traps. The unit comes standard with 200 feet of braided fiberglass premium 1/2-inch-diameter pushrod (with a capacity of 400 feet available

on the reel), industry-standard 512 Hz sonde, 10.4-inch daylight-readable monitor with click-touch controls, and one-touch recording directly to a USB flash drive. It has an on-screen footage counter, a two-hour battery with built-in charger, adjustable light controls, 16 pages of text writing with memory saves, voiceover recording, an 8x zoom function, audio/video out jacks, 8-inch wheels for easy maneuverability, a secure-locking reel brake, and rugged powder-coated steel tube and bar construction. **800-833-1212; www.electriceel.com.**

8 / ENVIROSIGHT VERISIGHT PRO

The **VeriSight Pro** from **Envirosight** has a stainless self-leveling camera with shadowless, variable LED illumination that captures crisp video footage regardless of pipe material. With supplied centering devices, it inspects lines 2 to 9 inches and snakes through multiple bends for maximum range. An integral tri-band sonde (33 kHz, 512 Hz, 640 Hz) works with almost any locator. Its welded steel coiler comes with 130, 200 or 330 feet of pushrod. The entire system runs continuously for six hours off internal rechargeable lithium-ion batteries or off main or vehicle power. Its multilanguage controller displays footage on an 8-inch TFT LCD and captures up to 90 hours of MPEG 4 video on an SD/SDHC card or USB stick. It lets the user zoom 3x, captures images in JPEG format from both live and recorded video, and offers a 16-page text writer with full QWERTY keyboard. **866-936-8476; www.envirosight.com.**

9 / FORBEST PRODUCTS FB-PIC3188XX/4188XX

The **FB-PIC3188XX/4188XX** portable lay-flat camera system from **Forbest Products** comes with a 1-inch waterproof color camera head or 1-inch self-leveling color camera head with a built-in 512 Hz sonde transmitter, stainless steel spring kit, and bright LED lights. It comes with 130 feet of 5.3 mm or 200 feet of 6 mm fiberglass cable, with a high-resolution 7- or 10-inch color control station with USB and SD recording. Typing and editing is optional for the 10-inch multifunction control station. The lay-flat design is convenient for one user to operate the camera independently. **877-369-1199; www.forbestusa.net.**



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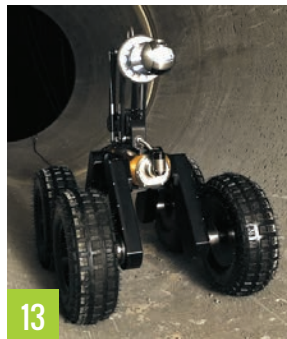
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10 / GENERAL PIPE CLEANERS GEN-EYE USB

Gen-Eye USB video inspection systems from **General Pipe Cleaners** let you record videos and photos on USB flash drives. The Command Module offers a USB port to store video or still images (up to 128 GB capacity); a 10.5-inch LCD color monitor for crisp, clear pictures; and a full-size, waterproof keyboard for on-screen titling, footage counter, date and time stamp, and voice-over microphone. All are safely contained in a heavy-duty Pelican case that weighs 12 pounds. Three models are available. Full-size reel units include 200 or 300 feet of Kevlar-reinforced Gel-Rod for troubleshooting 3- to 10-inch lines and a self-leveling color camera. Mini-Reel models include either 100 or 200 feet of Kevlar-reinforced Mini Gel-Rod for 2- and 3-inch lines and a mini self-leveling color camera. Both include trap skids and 512 Hz transmitter for camera tracking. 800-245-6200; www.drainbrain.com.

11 / HATHORN MAGNUM M7

The **Magnum M7** from **Hathorn** is packed with multiple features and is extremely lightweight at only 29 pounds. The unit can easily be carried down a flight of stairs or rolled on its 6-inch wheels. The 7.4-inch monitor delivers a clear, bright picture and is covered by an acrylic shield for durability. It offers USB recording, two-hour lithium battery, on-screen footage counter, 512 Hz sonde transmitter, adjustable lighting and text writer. A Wi-Fi transmitter can be added for recording to a mobile device. It comes with a variety of pushrod lengths and camera sizes to fit every job type. 905-604-7040; www.hathorncorp.com.

12 / MYTANA MFG. INSPECT AND LOCATE PACKAGE

Designed for full capability in lines large and small, the **MyTana Mfg. Inspect and Locate Package** comes with a single control unit that attaches to a large-diameter camera for inspecting 8-inch lines on 200 feet of pushrod, as well as a small-diameter camera for inspecting 1 1/2- to 3-inch lines on 100 feet of pushrod. The control unit's daylight-readable monitor delivers high-clarity footage, and all-digital recording lets the user save that footage to either the 64 GB internal drive or a removable USB flash drive. Operators can also stream video wirelessly to multiple devices. It works on all pipes, including cast iron. Continual depth readout and directional indicators allow for intuitive operation

with audio feedback. With the included transmitter, the user can trace a signal on drainlines or find buried utilities. 800-328-8170; www.mytana.com.

13 / PEARPOINT/SPX P356 CRADLE

The **P356 Cradle** from **Pearpoint/SPX** can extend the P350 flexitrac's reach to 60 inches. The cradle is able to climb over 4-inch obstacles, allowing transit through debris-strewn pipes and silted storm drains. It has the ability to keep the camera to within 5 percent of the pipe center. With quick and easy fitting of crawler to cradle, it only requires a simple hand-screw to assemble. The cradle is sized for deployment through a 23-inch manhole. 760-343-7350; www.pearpoint.com.

14 / PERMA-LINER INDUSTRIES PERMA-CAM

The **Perma-CAM** from **Perma-Liner Industries** comes complete with a self-leveling color camera head with a sapphire lens and centering skid and a 200-foot heavy-duty push cable with a standard 512 MHz transmitter, all mounted on a heavy-duty, powder-coated aluminum frame. The 7-inch monitor comes with a weatherproof hand-held holder, complete with a custom sunshade. The HD monitor records to an SD media card and also has voice-over capability. The standard, Wi-Fi-compatible unit comes with a complimentary Samsung tablet. 866-336-2568; www.perma-liner.com.

15 / PIPELINE RENEWAL TECHNOLOGIES CLEANSTEER 40

The **Cleansteer 40** from **Pipeline Renewal Technologies** uses high-pressure water for propulsion, steering and cleaning as it captures live inspection video from inside lateral lines. It can traverse multiple bends in pipe, steer through branches, and levitate above debris, helping municipal contractors and commercial plumbers locate failed pipes, cross bores and blockages, as well as perform cleaning. Six propulsion nozzles generate the power needed to pull its own flexible hose through multiple bends, and a side nozzle on the camera can be aimed to steer through diverging pipes and hover past obstacles. An optional forward-facing nozzle can be pulsed to clear debris and other obstructions. The system works with any high-pressure water source, including pressure washers and combination trucks. Its 1/2-inch hose comes in lengths from 115 to 190 feet. 866-936-8476; www.envirosight.com.

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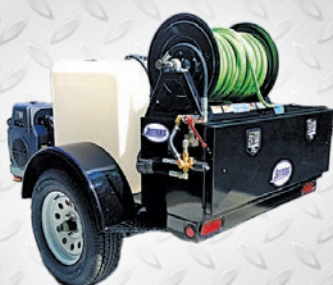


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16 / RAPIDVIEW IBAK NORTH AMERICA MICROLITE PUSHROD SYSTEM

The **MicroLite Pushrod System** from **RapidView IBak North America** is a lightweight, small-diameter push system with a durable steel frame construction that delivers a high-quality image for all contractors and plumbers. Fitted with 100 feet of push cable, powerful LED lighting, and an auto-uprighting camera, it is designed to inspect pipelines 2 to 4 inches in diameter. The entire system is powered by rechargeable batteries and is equipped with the positionable MicroLite Command Console, which includes a 10-inch touch-screen monitor, full Windows 10 operating system, two USB connections and recording software. 800-656-4225; www.rapidview.com.

17 / RATECH ELECTRONICS 5/8-INCH ULTRA MICRO CAMERA

The **5/8-inch Ultra Micro Camera** from **Ratech Electronics** is tiny enough to inspect kitchen sinks and toilet P-traps. Made for 1- to 4-inch pipe inspections, it conveniently maneuvers around bends and turns smoothly. It is adaptable to any existing Ratech Electronics system, including the Elite SD/USB, Fast Peek or Mini Peek portable drainline units. The camera is complemented with four super-bright LED lights producing an ideal color picture. 800-461-9200; www.ratech-electronics.com.

18 / RAUSCHUSA MINCAM360

The 2-inch **minCam360** remote-controlled, pan-and-tilt push camera from **RauschUSA** has digital zoom and a tri-band sonde with selectable frequencies. The Bluetooth remote includes a joystick for camera control. The cable reel is equipped with 200 feet of cable (with up to 300 feet available), and the removable batteries run for four hours. Its RID steering skid enables it to push into 45-degree Y and 90-degree T branches in the pipe. The 8.4-inch, sunlight-readable monitor enables recording video, voice and photos directly to an SD card. This system is designed as a capable stand-alone inspection system, including a text generator for detailed reporting capabilities and an on-screen distance counter. Applications range from 3- to 20-inch pipe diameters with all centering accessories. 717-709-1005; www.rauschusa.com.

19 / RIDGID SEESNAKE CS6XPAK

The **RIDGID SeeSnake CS6xPak** is a Wi-Fi and Bluetooth-enabled digital recording monitor that quickly sees drainline conditions. It streams or records inspections to a designated iOS or Android phone or tablet using the free HQx Live companion app. It allows a technician to instantly share findings with customers for faster approval and implementation. In addition, it has a water-resistant keyboard for direct control of camera and monitor functions so contractors can work uninterrupted in the toughest conditions. The monitor can dock onto the SeeSnake Compact2 and quickly detach for convenient placement at the job site. 800-769-7743; www.ridgid.com.

20 / SPARTAN TOOL TRAVELER 2.0

The **Traveler 2.0** all-in-one sewer inspection system from **Spartan Tool** includes a removable pushrod reel, allowing the user to quickly and easily swap reels in the field. If a technician kinks a pushrod, they can just switch out the reel and be back on the job. Upgraded electronics and LED indicators provide more reliable operation. It has a self-contained, closed-reel suitcase design with a waterproof, self-leveling camera head with sapphire glass lens and 200 feet of self-contained pushrod with woven fiber jacket. 800-435-3866; www.spartantool.com.

21 / TROJAN WORLDWIDE C100-512SL

The **C100-512SL** self-leveling color camera system from **Trojan Worldwide** is a lightweight, easy-to-operate system designed for 1 1/2- to 4-inch lines. It has a 1-inch, self-leveling waterproof color camera head with adjustable LED lights. The 512 Hz sonde transmitter is built into the spring of the camera, which allows more flexibility when maneuvering around sharp turns, and also creates a stronger signal for locating. The system has a 115-foot durable pushrod and a built-in footage counter. The display screen is a 7-inch LCD with DVR, with SD card recording and a built-in microphone for voice recording. The built-in battery offers seven hours of runtime and has an AC adapter for charging or direct power. Also included is the SD card, USB adapter for the SD card, protective visor, two skids and a waterproof case for the entire system to fit in for easy transportation. 800-392-4902; www.trojanworldwide.com.

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22 / VIVAX-METROTECH TYPE-CP

The **Type-CP** inspection system from **Vivax-Metrotech** has 200-, 300- or 400-foot reels with stiff pushrod that's flexible enough for easy entry and turns. The 1.6-inch D34-CP self-leveling camera provides 700 pixels of resolution to inspect up to 6-inch pipes. It includes the vCam-5 control module with an 8-inch color LCD; transmitting sonde; full-function keyboard; internal microphone; AC/DC power; rechargeable batteries; distance counter; camera LED brightness control; and digital recording to the USB thumb drives, SD cards or internal hard drive. The control module ships ready to use with LACP software such as POSM, WinCan or MuniXS. **800-446-3392; www.vivax-metrotech.com.**

23 / WOHLER USA VIS 700

The **VIS 700** high-definition inspection system from **Wohler USA** provides flexible features needed for a variety of inspection applications. It offers razor-sharp, high-definition images; zoom; a focus function via joystick for precise inspection; and the ability to stream live images and video via wireless LAN. It comes with a removable touch-screen monitor with adjustable handgrip; automatic screen rotation; on-screen keyboard for notes; a voice-over recording option; an easy-to-clean, removable pushrod; and variable pan-and-tilt speed via joystick. **978-750-9876; www.wohlerusa.com.**

SMOKE LOCATORS

24 / SUPERIOR SIGNAL SMOKE GENERATORS

Smoke generators from **Superior Signal** can help find the sources of surface inflow that are causing wet weather sanitary sewer overflows. They provide a fast, easy, and inexpensive way to find leaks and faults in collections systems; laterals; as well as building plumbing, drains, and vents. Classic Smoke Candles provide visible smoke to detect more faults at a longer distance. Smoke generators are available in sizes to meet any need, from 30 to 500,000 cubic feet. Smoke Fluid Systems use an insulated heating chamber with stainless steel injector to maximize dry smoke output and produce quality liquid-based smoke. They meet NASSCO, Water Environment Federation, and Environmental Protection Agency standards. **800-945-8378; www.superiorsignal.com.**

25 / TURBO FOG DIVISION OF KINGSCOTE CHEMICALS M-45

The **TURBO FOG Division of Kingscote Chemicals M-45** is a versatile, lightweight, portable, self-contained smoke generator that's capable of producing dense white smoke using leak-proof liquid smoke cartridges. Each cartridge can be replaced in seconds, even while the unit is operating, for uninterrupted smoke production. No additional smoke bombs or pump garden sprayers are needed for additional test time. The Briggs & Stratton-powered, turbine-type blower weighs 45 pounds and creates a discharge velocity of over 75 mph and 2,000 cfm. It continues to work under pressure in up to 5.75 inches of water. It is available with a plumbing conversion kit. **800-394-0678; www.turbo-fog.com. c**

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SPOTLIGHT

Efficient, versatile excavation in a customizable package

By Craig Mandli

Vacuum excavation contractors are seemingly always on the lookout for units that allow them to finish the job quicker and more efficiently. Versatility for different applications and a compact design for tight job sites are an added bonus. The Ring-O-Matic 350 VX HiCFM provides that and more, giving municipal crews and small horizontal-direction-drilling contractors a quick way to safely and neatly expose water and sewer services.

The truck-mounted, air-equipped package is compatible with the company's VIPER pothole tool and a Super Sonic air knife, demonstrating its application versatility. According to Tony Bokhoven, Ring-O-Matic sales and marketing manager, the unit gives contractors the option of either hydroexcavation or air excavation.

"You are going to use the VIPER pothole tool for water excavating, while the Super Sonic air knife provides air excavation capability," Bokhoven says. "You are going to use that any time you are returning spoils back to the ground on the site. It isn't as powerful, but it is going to save hauling costs."

The system is available mounted on a Freightliner chassis, and it comes with a Sullair 150 psi, 185 cfm compressor, 350-gallon spoils tank, 100-gallon water tank, cyclonic separator, strong arm boom, 1,000 cfm blower, and 50 feet of 1-inch air hose on a spring-retractable reel. The system is powered by an 81 hp Cat engine. Bokhoven was quick to point out that the units are "extremely customizable" for the customer's intended use.

"We want to give our customers the option to custom build any unit to meet their unique, on-the-job requirements," he says. "Machines that are quick and easy to set up allow our customers to be efficient and able to get the job done quickly and safely. The truck-mounted unit can be easily mounted on a medium-duty carrier, guaranteeing always-legal road weights and easy, curbside water fill-ups."

With that versatility in mind, a trailer-mounted version of the 350 VX is also available. The unit is built on a single-axle trailer that tows behind a standard half-ton pickup without special permitting or CDL requirement. According to Bokhoven, 350 VX units are already being used by many contractors across the country, and the feedback on the unit has been promising.

"Customers love that the learning curve is relatively short on these units," he says. "They are very easy to set up, and maintenance is easy. Those are very desirable traits in this industry." **800-544-2518; www.ring-o-matic.com.**



1 WOHLER USA VIS 700 HIGH-DEFINITION INSPECTION CAMERA

Wohler USA's VIS 700 high-definition inspection camera is suitable for a variety of inspection applications, including wastewater pipes, flue gas, and ventilation lines, as well as NDT and plumbing uses. It has a focus-function joystick for precise inspection, removable monitor for one-handed inspections and the option of wireless locating. Live images and videos can be streamed on a smartphone or tablet, and live data can be transmitted via wireless LAN. All footage can be saved to an SD card for reviewing at a later time. **978-750-9876; www.wohlerusa.com.**

2 ENVIROSIGHT VC500 CONTROLS FOR ROVVER X SEWER CRAWLER

Envirosight's VC500 controller for the ROVVER X sewer crawler provides the ability to build a Pipeline Assessment and Certification Program-compliant inspection, then upload it wirelessly to the cloud for instant access anywhere, on any device with a browser. The controller also includes a suite of tools to measure pipe diameter and bend, crack size, obstructions, flow level, lateral diameter and angle, and inclination. In addition, it brings drag-and-drop simplicity to the task of overlaying video with inspection data, system status and images. The VC500 has two multifunction joysticks for operating the camera and crawler. All other functions are accessed via touch screen using intuitive, swipeable interface panels and fly-out controls. **866-936-8476; www.envirosight.com.**

3 CUSCO SEWER JETTER VACUUM TRUCK

Cusco's Sewer Jetter with a Hibon VTB 840 full vacuum blower system is easily integrated with any brand of chassis and has a cleaner, more streamlined design. It features a unique combination freshwater and debris water tank that reduces unit weight and frees up space along the side and back of the truck, to allow for more on-truck storage. The jetter has a 26-foot-by-8-inch boom, featuring 270-degree rotation for greater reach. A noise-reducing silencer system allows for quieter operation in residential areas and a minimized wheelbase makes for easier maneuverability. **800-490-3541; www.wastequip-cusco.com.**

4 ISUZU COMMERCIAL TRUCK OF AMERICA NEW MODEL LINEUP AND NRR CREW CAB

Isuzu Commercial Truck of America's 2018-19 model line includes the introduction of a Crew Cab model in the Class 5 NRR series. Other highlights of the new models include support features that help reduce operating costs, improve performance, manage risk and help protect the investment. Upfit applications accommodate vocational bodies up to 30 feet with the standard cab and up to 16 feet with the Crew Cab models. GVWRs range from 12,000 to 26,950 pounds. Cab/chassis combinations offer standard three-seat cabs or crew cabs with seating for a seven-person crew. **866-441-9638; www.isuzucv.com. C**



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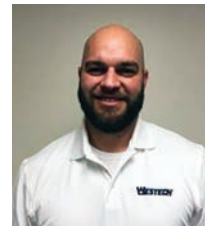
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industry NEWS

Westech Vac Systems welcomes new general manager Ben Schmitt

Westech Vac Systems announced Ben Schmitt as its new general manager. In addition to providing organizational leadership and day-to-day management of Westech Vac Systems' Nisku, Alberta, location, Schmitt will be responsible for business development, recruiting, and overall growth. Prior to joining Westech Vac Systems, he was with Vactor as the company's excavation and industrial vacuum product manager.



Ben Schmitt

Professional Pipe Services and Perma-Liner Industries partner

Professional Pipe Services, or Pro Pipe, announced its partnership with Perma-Liner Industries to provide main and lateral connection lining services nationwide. InnerSeal by Perma-Liner Industries is a trenchless CIPP technology that is used in collections systems throughout North America to repair the connection from the mainline while simultaneously renewing the lateral. With more than 50,000 successful installations, the technology has proven to be an effective, nondisruptive and long-lasting lateral rehabilitation solution.

Drainables Direct names Mason new director of sales

Drainables Direct welcomed Neil Mason as its new direct sales manager. In the industry for more than 30 years, he started out as a journeyman plumber and later moved into sales. For the past 18 years, he was doing sales for RIDGID, most recently as the company's Great Lakes regional manager. Mason will be managing territory sales representatives for Drainables Direct in more than 10 locations throughout the U.S.



Neil Mason

Wastequip closes acquisition by H.I.G. Capital

Wastequip announced the close of its acquisition by an affiliate of H.I.G. Capital, a global private equity investment firm. As part of the deal, Wastequip has appointed Andreas Gruson as chairman of its board of directors.

"Wastequip will benefit immensely from having a person of Andreas' caliber to help shape the vision of our company," says Marty Bryant, Wastequip CEO. "With him as our chairman of the board, I believe we are well-positioned to execute on strategies to drive even greater sales and earnings through both organic growth and acquisitions."

Cyclops Camera Equipment becomes Cyclops Systems

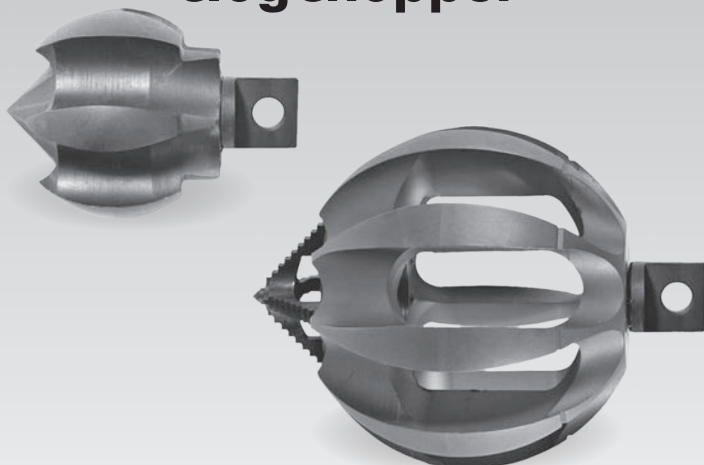
New owner Todd Simon spoke of the acquisition, "I like the equipment so much I bought the company." Simon has been using Cyclops equipment since the 1970s black-and-white models through the current modern versions. Cyclops Systems offers repair services on all Cyclops models as well as replacement and/or new equipment. Contact Simon directly for more information, toddsimon0@gmail.com or by phone 970-842-3508 or 970-371-3546. **c**

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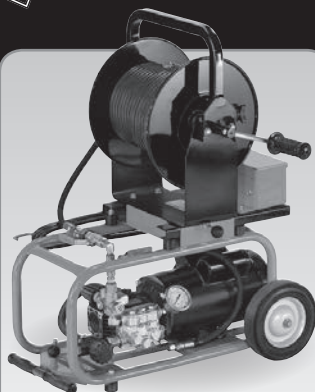
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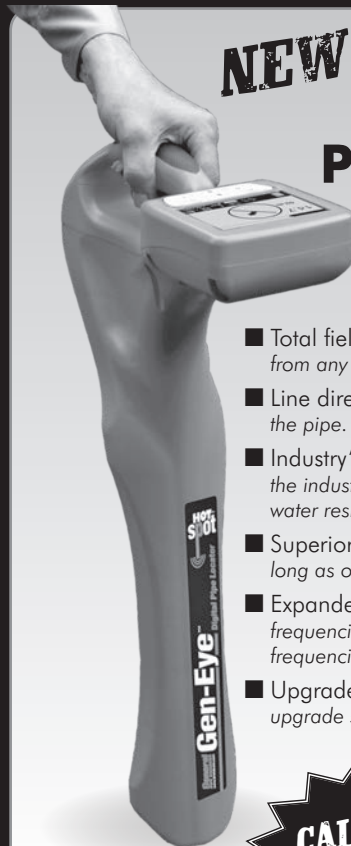
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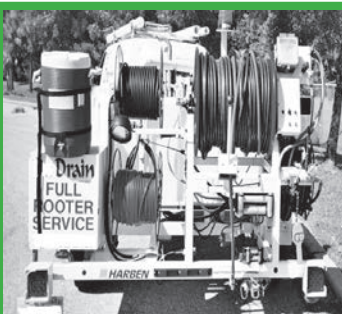
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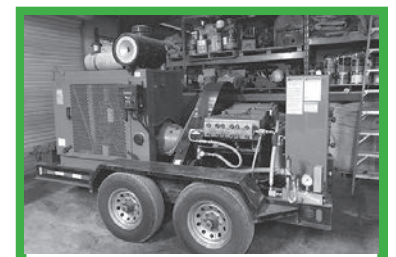
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