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ON THE COVER

Rod Ray asked his sister Sunshine Ray to join him as a co-owner of the family business, Atlas Plumbing, to help bring their marketing to the next level. The two have grown the business to a team of 18 and expanded their services with the help of industry veteran Pete Rios. (Photography by Eric Arnold)

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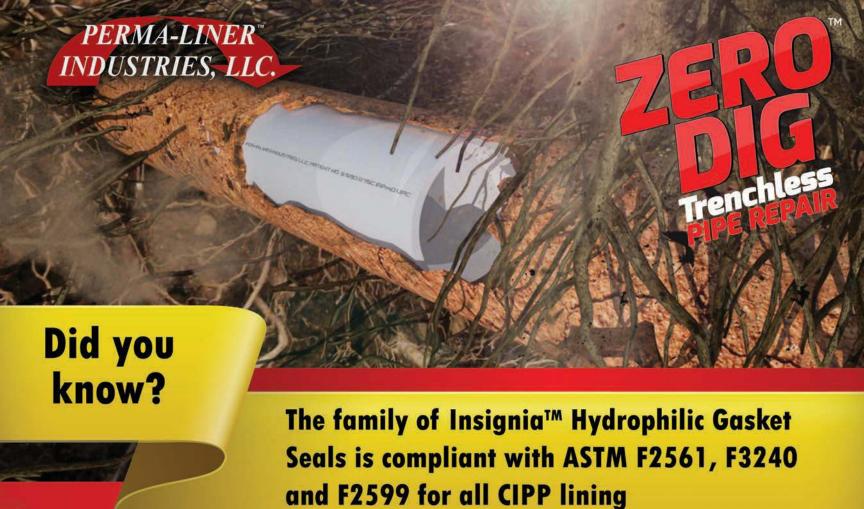
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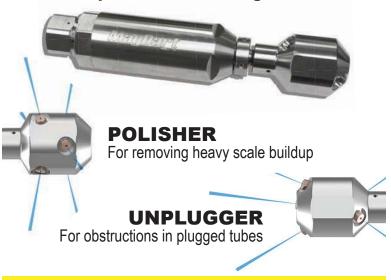
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Face Problems Head-On

There are always unexpected challenges, but how you handle them makes all the difference

ot every job goes from start to finish without a hitch.

I know that all too well. I've had a variety of challenges putting together issues of *Cleaner*: missing photos, late submissions, even a contractor who pulled out of a feature profile at the last minute because he sold his business. That's great for him, but not for my production timeline.





But despite all the shuffling of schedules and a little stress behind the scenes, you would never know there was a problem if I wasn't telling you. You still get the glossy finished product in your hands each month.

That's how it should be for your customers as well. You'll always have hard days, but your customers expect that when they call you, you will be there on time and fix the problem. They just want results.

So what do you do when something goes wrong on a job? Maybe you have a customer's lawn dug up and still can't locate the exact problem. Or a couple employees get sick or quit on you at the same time and you're short-handed. All three of your trucks break down in the same day. Your camera stops working and you have to send it in for repairs right before a big inspection job was scheduled to start.

There are a million things that can go wrong. What matters is how you handle them.

Your customers are depending on you, and your reputation is on the line. So often we hear that great service and the customer experience are just as important as cost when choosing a service provider. So you need to deliver on your word.

Give a discount on the landscaping fee if someone's yard is torn up for longer than you promised. If you're short-handed, you and your available employees might work overtime for a week or two in order to follow through on your commitments. When your camera or jetter is out of commission, rent a replacement or hire a subcontractor with the necessary tools if you can't reschedule the work.

The best thing to do during a crisis on the job is face it headon and figure out a solution as quickly as you can. Hopefully you can solve the problem before the customer is even aware there's an issue. Something as simple as calling someone in on his or her day off or renting equipment might be all it takes. But if the solution will require more time than you'd like, be upfront with the customer immediately. Tell them the situation, and then explain what you're doing to fix it. If a job requires an inspection and your new camera isn't getting delivered until tomorrow, let them know they are your first priority the second the camera is in your hands. Most people will be accommodating and understanding when they know you're doing everything you can to make it right.

There will always be setbacks, but how you face those challenges sets the tone for the rest of the job. The work will get back on track as long as you're proactive about finding a solution.

I hope you enjoy this month's issue. c

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KING CLOG

Utility Discovers 115-Ton Concrete Sewer Blockage

Over the years, many instances of "fatbergs" have made headlines — large FOG-based sewer clogs requiring a lot of manpower to remove. If you missed the latest headline about a particularly massive sewer clog, read about it in this online exclusive. London's Thames Water began dealing with a 330-foot-long, 115-ton blockage back in April, this time made of concrete instead of FOG. »cleaner.com/featured

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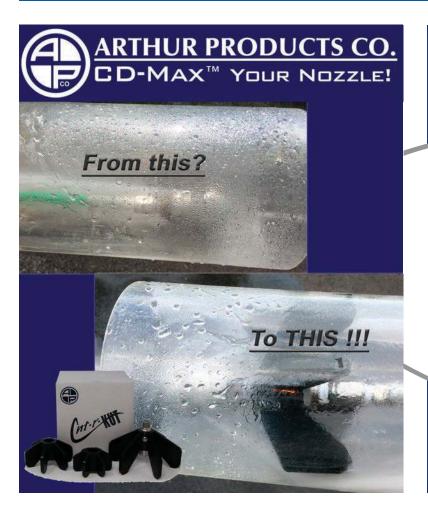
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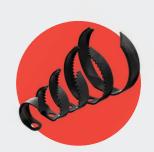






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Atlas Plumbing founder Bob Ray learned the trade as a teenager by working with his father before opening his own shop in Las Vegas in 1980. He kept busy for the next 30 years solving traditional plumbing issues in homes and commercial kitchens. But when his children assumed leadership of the company, Atlas Plumbing began to evolve.

When Bob Ray's son, Rod, became a co-owner in 2011, he immediately began to enlarge the company from a three-man operation. Like his father, Rod Ray started his unofficial plumbing internship as a teenager, "if you count drilling holes and digging ditches." With a good foundation in the trade, at age 35 he was ready to move the company to another level.

"I began to grow the company as Dad was getting ready to retire. I knew I was a really good plumber, but I realized I needed a partner to make this company succeed," he says. Ray turned to his sister, Sunshine Ray, two years younger, who leapt at the opportunity to join him. The family partnership is going well. "She probably is the best business decision I ever will make in my life."

When Sunshine came aboard four years ago, she drew upon her marketing degree to begin a makeover of the Atlas Plumbing image. A throwback website design was created featuring a Lucille Ball-like character whom the Rays fondly dubbed Alice. A new company slogan was launched emphasizing

service. Coordinating uniforms for service techs making house calls were introduced, featuring either vintage overalls or a gray shirt, suspenders, a bow tie and a hat.

As consequential as these branding efforts were, something even more transformative occurred two years later after Ray met industry veteran Pedro "Pete" Rios. "Since Pete has come on, I have never done so much sewer work in my life," he says. Rios has been instrumental in repositioning Atlas Plumbing as a trenchless pipe repair company.

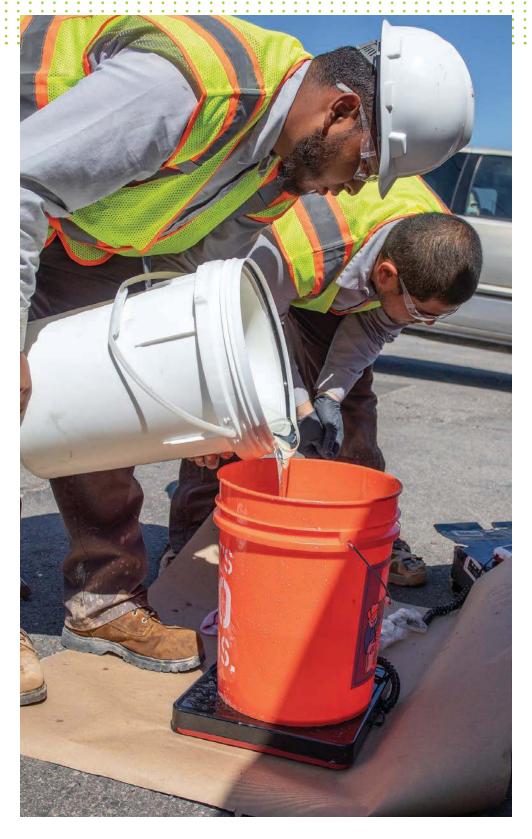
> "Since Pete has come on. I have never done so much sewer work in my life.

> > Rod Rav

FOSTERING GROWTH

Rios is a California transplant and previously worked for a family-owned plumbing and drain cleaning business in Los Angeles. He, too, grew up in the industry, learning the retail aspects of commercial and institutional plumbing, performing sewer and drain cleaning work, and eventually pipe bursting and relining - "a little bit of everything," he says.

He brought his expertise to Nevada and, one January morning, found himself in a Henderson plumbing supply house at the same time as Ray. Ray was there to talk about buying a trailer jetter and the easygoing Californian eavesdropped.





in various situations and gave him other business management advice. A few months later when Rios realized his employer was not on a growth trajectory, he remembered Ray and called to offer his services.

Garcia (left) pours epoxy while Adan Villa watches the scale to ensure proper amounts of each compound are mixed.

Today, Atlas Plumbing is on the move thanks to the uniting of the Rays' vision with Rios' experience and enthusiasm. "It is amazing how the energy level changes when Pete walks into a room," Ray says.

The Rays are fully committing to trenchless work. In February, the trio attended the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show in Indianapolis and came away with CIP inversion equipment from Perma-Liner Industries. "The training and the customer service are phenomenal. Its pricing is in the middle range for a starting package. The reliability of the system is unquestioned," says Rios, and "working with the company is a great experience."

"'Do you mind if I join this conversation?" he recalls asking. "'It sounds like you want to get into jetting because you have restaurant accounts. You can invest in a \$50,000 trailer jetter, but a smaller compact machine will do what you want to do most of the time and you can get it for under \$9,000.' I just started laying it out for him."

The chance encounter at the store turned into a two-hour discussion during which Rios suggested how much Ray could charge

EFFORT AND EXPERIENCE

The company's first relining attempt was a Farmers Insurance claim at a home where sewage backed up overnight while a family slept. "They woke up to a lagoon," Rios says. The team started early in the day, clearing the line and preparing it for a new liner. Rios says he could tell early on that the effort would be successful.

"Before you even put the calibration tube into the line to hold



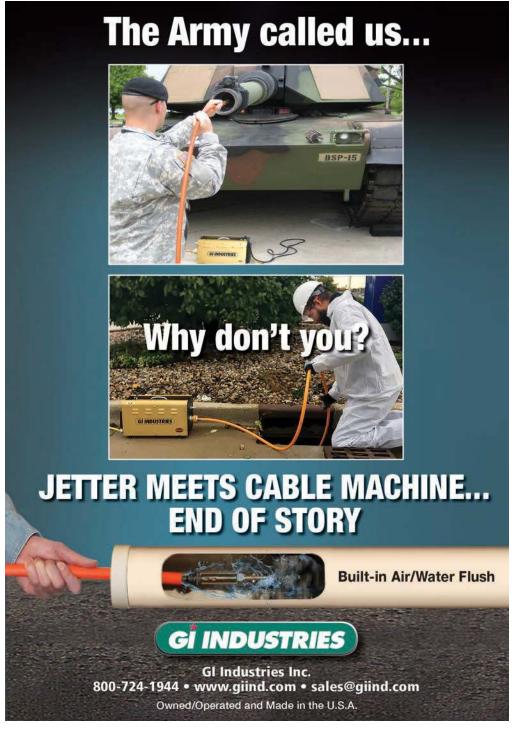
"I truly believe in my heart that Atlas Plumbing is going to be the **tip of the spear of the relining industry here in Las Vegas.**"

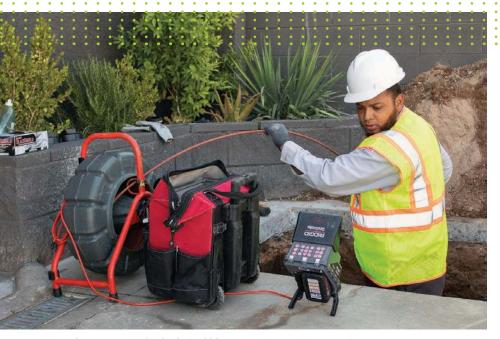
Pedro "Pete" Rios

the pressure inside the liner, you know it is going to go well if the liner goes into the pipe smoothly. If the liner goes in smoothly, the tube is going to go in. From the moment the resins are being mixed for the liner to the moment the inversion material is in the pipe is the critical time," he says. It all came together beautifully on that initial job. "We had high-fives all over the place."

"We have two guys with tons of experience in relining," says Ray, referring to Rios and Hugo Barahona, Rios' nephew, who also came to Atlas Plumbing from California. Barahona is certified by Perma-Liner and has relined 50,000 linear feet of pipe in his career. This experience is what separates Atlas Plumbing from other plumbing houses in the valley.

In the past if a customer needed a pipe relined, Ray would call a qualified company — usually from California — to subcontract the job. "It was happening weekly," Rios recalls. Now Atlas Plumbing is soliciting other area plumbing companies as a local relining services provider, and Rios thinks they will become a dominant force in the valley. "I truly believe in my heart that Atlas Plumbing is going to be the tip of the spear of the relining industry here in Las Vegas."





THE NEXT STEP

The Atlas Plumbing equipment yard has a different mix of machines now. Besides the Perma-Liner equipment, Atlas Plumbing service vans now carry Picote Solutions Mini Millers and chains to scour lines. A cart-mounted Gorlitz Sewer & Drain GO 4200 jetter (3,200 psi, 8 gpm) with a Warthog nozzle (StoneAge) is the team's choice for root and sludge removal.

The company's trailer-mounted Spartan Tool 758 jetter pushes out 12 gpm and can be operated by one person, but the primary lineclearing tool is a truck-mounted Gorlitz GO 3500 jetter with 300 feet of 3/8-inch hose. To inspect lines and document cleaning and repairs, the Atlas Plumbing crew uses a Spartan PROvision 2.0 camera system, a RIDGID SeeSnake CCS6X attached to a 200-foot pushrod reel, and a RIDGID Scout unit.

Techs roll out on calls in one of 10 service trucks. Displaying the company's new logo and promotional material on the truck bodies is one of Sunshine's next projects. Missing from this lineup of equipment is a hydrovac truck, which the Rays rent as needed. "That's the next step," Sunshine says.

Rios advocates old-fashioned hand-digging, anyway. "If we need an excavator or vac, we rent one," he says. "Mostly we use good old elbow grease. An excavator can make a mess and hand-digging is more precise. I've done this for so long that I've used every method. The least invasive is the vacuum truck, but even with that, soil gets dumped and you're having to bring soil back in."

The Rays cross-train techs so they can perform any of the company's services, but a dedicated crew performs the CIPP work. Even there, other techs are rotated in and out occasionally so they can familiarize themselves with the relining process. "I want everyone to be knowledgeable," Ray says.

This inclusive management of technicians is one way Ray hopes to win the loyalty of employees. Staff longevity is his goal. "I want people to come to Atlas Plumbing for a career. I want people to retire from here. I want to create a career path so technicians will come and stay for 15 or 20 years. This is where my sister and I are taking the company."

Las Vegas joins the trenchless revolution

Fixing or replacing underground pipe without tearing up lawns and streets is a solution that's been around too long to be called new. Yet CIPP lining is just now getting traction in and around Las Vegas, a metropolitan area of more than 2 million people.

Several factors seem to have combined to slow the rollout of CIPP repair solutions in the Las Vegas Valley, according to Pedro "Pete" Rios, sales supervisor and trenchless expert at Atlas Plumbing in Henderson, Nevada. The first is the dismal quality of the valley's water.

"The water is so hard that I've seen it snap plastic, wear out glue and ruin water heaters," Rios says. "And water softeners discharge acidic water into the sewer, so cast iron doesn't last either. In Los Angeles, we were replacing sewer lines from the 1950s. Here, residential sewer lines from the '80s are failing because of the water's acidic content."

The caustic situation adversely influenced valley governing

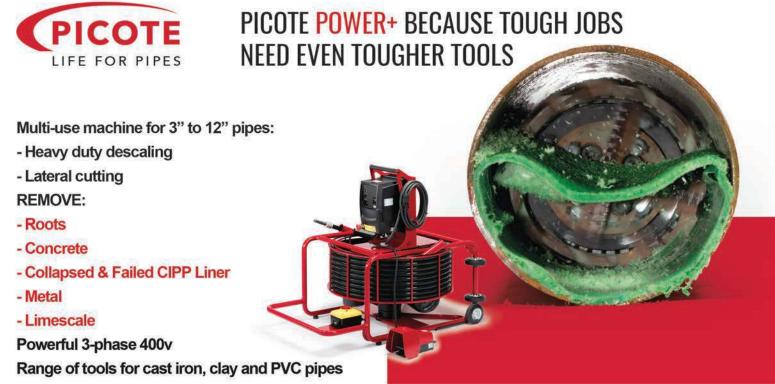
boards. They were reluctant to give the go-ahead to CIP lining solutions for fear they wouldn't withstand the corrosive fluids flowing in the pipes. "They wouldn't approve it, and the common reason I was given was, 'I don't know why," says Rod Ray, co-owner of Atlas Plumbing.

In fact, the liners are up to the task. The high-grade resinsoaked-and-cured liners inserted into pipes have proven to resist deterioration from high temperatures and corrosive agents including acids.

Authorities eventually were persuaded that the liners are indeed capable of handling the valley water. It helped that a CIP system's representative came to town and met with regulatory officials to demonstrate the resilience of the company's lining product.

With approval finally given, sewer repair and replacement firms, including Atlas Plumbing, are busy introducing the CIP revolution to Las Vegas Valley communities.





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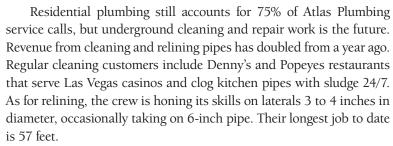






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Pete Rios uses a roller to evenly impregnate the liner with epoxy.



"In the next couple of years, I want to get to the point where we can do pipe up to 36 inches in diameter. I want us to get good at it so we can do the bigger stuff," Ray says. He adds that they will eventually give pipe bursting and other trenchless solutions a try. "I'm looking at some pullin-place products. There are situations where I don't see inversion working."

Where all this evolution will take Atlas Plumbing isn't clear yet, but Ray is eyeing upstate Nevada as an expansion target for the company. And he's keeping an eye on his 12-yearold daughter. "She helps stock and get trucks organized. I took her on a couple of relining jobs. If someone in the family is to become a fourth-generation part of the business, I'd say it would be Hailey." c



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Don't Leave Money on the Table

Whether or not you negotiate your purchases, fostering good rapport with trusted suppliers is good for business

By Joan Koehne

ontractors rely on vendors to supply a wide range of products, everything from paper clips to a 4,000-gallon vacuum truck. But how can you be sure you're receiving the best value for products and services? To ensure a company's long-term prosperity, the buying side of the business — not just the selling side — needs to be managed profitably. Choosing the right vendor is an important buying decision.

"You have to find somebody you can trust, who doesn't try to sell you something you don't want and helps you find what you do want," says Tom Frank, of Tim Frank Septic Tank Cleaning in northeast Ohio.

"You want someone who doesn't push extra stuff you don't need. That's a waste of time."

Vendors should stand behind their products and provide service after the sale, Frank says.

"If they're giving me a good price and good service and they have what I need, then it's worth working with them."

"You have to find somebody you can trust,

who doesn't try to sell you something you don't want and helps you find what you do want."

Tom Frank

Treating vendors like business partners — not adversaries — is the key to maintaining solid relationships with suppliers, says Rick Perrin, partner in the consulting firm B2B CFO in Madison, Wisconsin. He also advises contractors to purchase from more than one vendor.

"Always have two primary vendors for whatever you do. That way, you always have a backup vendor if you need one," he says. Purchase 60% to 70% of products or services from a primary vendor and 30% to 40% from a secondary vendor, he says. This arrangement keeps the first one honest and the second one eager for more business. Having two vendors for a specific product or service creates an environment that's conducive for negotiating.

"Many, many things are negotiable. Be creative," Perrin says. Aside from negotiating on price, vendors can negotiate on delivery, financing, staff training or other perks.

SHOP AROUND

High Plains Sanitation Service in Strasburg, Colorado, put its negotiating strategies to work at the 2019 Water & Wastewater Equipment, Treatment & Transport (WWETT) Show when the company was looking for a new pumper truck. It purchased a 4,000-gallon aluminum pump truck with a chassis manufactured by Freightliner and a tank from Progress Tank.

Kim Seipp, co-owner of High Plains Sanitation Service, says her husband and son-in-law, Jeff Seipp and Jeff Nicoll, did a lot of comparison shopping before making the purchase. They narrowed their options to three trucks and met with the sales reps to discuss features, price and delivery. Kim Seipp describes the ensuing negotiations as back-and-forth conversations, not high-intensity bargaining.

"There are a couple of things they negotiated. One of the things they were able to get was aluminum wheels, as opposed to steel," she says. The aluminum wheels keep the truck lighter, which was an important feature for High Plains Sanitation Service. The trade-off for aluminum occurred toward the end of negotiations, when the deal was nearly finalized.

"By this time, the guys are into it for well over \$100,000, so the company is willing to say, 'Yeah, we can give you that.'"

When it comes to negotiating, contractors should know their limitations and know when it's time to walk away, Seipp says. You should take your time making a purchase and not feel intimidated about asking for a better deal.

"Once you've connected with someone ... and you're going to spend a good deal of money, then the vendors are willing to work with you and give you some discounts," she says. The more money that's involved, the more leeway the vendors have to offer deals.

With over 600 exhibitors at the WWETT Show, there's plenty of buying and selling going on.

Jody Forest, owner of Forest Septic in central Iowa, regularly attends the WWETT Show to learn about products and services and

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connect with pumpers working in the field. He switches vendors based on what he sees at the show, plus recommendations from other pumpers.

When he purchased his last two vacuum trucks from Pik Rite, the purchasing process was easy. He says he used the same straightforward approach with Pik Rite that he likes his customers to use with him.

"I told them what I wanted, and really, pricing wasn't discussed much because of their reputation. I trust them," Forest says. "They have to make money, also."

MAINTAINING RELATIONSHIPS

Negotiating with vendors isn't a routine practice for Frank, either. "We don't do a lot of negotiating with our customers and so, therefore, I don't expect my vendors to negotiate with me," he says. "I'm relying on them giving me the best price they can give me."

For Chris Larson, vice president of operations at C&L Water Solutions in Littleton, Colorado, buying decisions are less about negotiating and more about maintaining relationships. Vendors don't want to work with someone who consistently tries to beat them up on price or nickel and dime them after the sale, Larson says.

Yet that doesn't mean you shouldn't negotiate on the big-ticket items, he says. Maybe the vendor will throw in something for free, like a hitch on a truck or an upgrade to a tire package.

"Just ask them, 'Can you help us out here?'"

If you're familiar with what your competitor is paying for a product or service, ask the vendor for that same price, he says.

Once C&L establishes a solid relationship with a supplier, it's unlikely to change — unless there are issues with customer service. When a vendor is no longer providing the service you need, it's time to look into other options, Larson says. Another indicator that it may be time to switch is when product reps change frequently. With consistency comes the knowledge and experience you need when issues pop up.

Suppliers should be integrated into your company as much as possible, as an essential partner in the business, Larson says.

When you speak with a vendor, remember that you're talking to another human being, not simply a means to an end. "Don't treat them like a cog in the wheel," he says.

The wastewater and sewer industry has a limited number of suppliers for some of its key materials. Mergers and acquisitions have reduced the number of vendors even more. While contractors are benefiting from the lower prices offered by the larger corporations, the contractors also have fewer vendors to choose between. This is just one more reason to be on good terms with suppliers — so you continue to receive the products and services you need without interruption.

Ongoing communication is essential, Perrin says. It's important to schedule an annual pricing review with key vendors and touch base when prices fluctuate. Talk with your suppliers about passing along any price reductions they receive, and ask them to confirm price increases before they bill you.

Perrin also suggests collaborating with vendors to find ways to reduce costs. Can you replace expensive materials with less expensive ones? Lower your freight costs by choosing a different carrier or using your own trucks to transport products? Earn discounts by buying in bulk or paying promptly? All of these savings add up over time.

"The vendors know the equipment and parts better than anybody and can provide recommendations that should be helpful," Perrin says.

Vendors often have pricing tiers, based on volume purchased. The more you buy, the greater the discount. If a vendor doesn't have pricing tiers, contractors should ask for price reductions as their volume increases, Perrin says.

"Sometimes the price is fairly fixed, but if you're in business and you're not negotiating, you're leaving money on the table."

A spirit of collaboration between contractors and vendors can increase the profit margin for both partners. Vendor relations boil down to one thing: creating reciprocal business relationships in which everyone benefits. c

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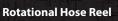
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Standing Out

Distinguish yourself from your competitors by taking your service to the next level

By Michael Williams

tanding out is more than just showing up in the morning. You have to show up and be seen. It's about providing better service than anyone else, being something that the customer has never experienced before.

I'll tell anyone that my company Just Drains does that every day — from the way we dress, the way we pull up to a job site, even the way we knock on the door. Standing out has made Just Drains become a force to be reckoned with in this industry.

Here are my tips for making sure your company stands out too.

1. Always look the part. Make sure your equipment and vehicles are always clean and in tiptop shape. We do a check of trucks and uniforms every morning. This also means always making sure you and your crews are crisp and clean, even if you have to change several times a day. We keep at least four extra uniforms on our trucks because our guys always have to look sharp when they present themselves to a customer.

It's very important for your employees to always be well groomed and look the part because they are on the front line, so to speak. They are what people see first. Their uniform shirt and pants should always be ironed and look crisp. This is the real world; you don't have a second chance to make a first impression.

I also suggest doing drug testing on a regular basis to make sure everybody is on the same page and keeps their priorities in line with yours.

2. Branding plays an important role in this also — use recognizable colors, create a memorable logo and come up with a name that's catchy. If you want to stand out, always remember that less is more when you're coming up with designs. Also, your phone number must be front and center. Customers should be able to see your phone number even before your company name. If you have the opportunity, purchase a business phone number with repeating numerals or a "vanity" number that will be easy for customers to remember.

When it comes to business cards, less is more. What I mean is that a lot of times business cards are too cluttered with information. Our business card is straight to the point. You must let the customer know what you do and how to reach you — that's it. A business card that is too busy will not keep the customer engaged and a lot of times it will just end up in the trash. It's very important not to use the cheapest business card either. Don't forget: First impressions are lasting impressions. You must spend money when needed. It's also very important to use both sides of your business card. If you ever see a Just Drains card, you will see that we use both sides, but the business card is not cluttered and it is high quality.

We keep at least four extra uniforms on our trucks because our guys always have to look sharp when they present themselves to a customer.

- 3. Always speak clearly and slowly enough so your customers can understand you. Explain how you will fix their problem in simple terms and not in industry-speak. Encourage your customers to ask questions so as to make them comfortable with the process.
- 4. Always engage your customers with eye contact when you're speaking with them. Look directly at the person, because it conveys honesty. When you're looking at a customer, it shows not only that you're engaged in the conversation and paying attention, but also that you respect them.

It's a good idea to practice this with role-playing. In the office or shop, pretend to be the customer and have your technicians come up and act like they're waiting on you. It's very important to talk to the customer and not at the customer. Eye contact means everything. If you have employees who have problems talking or engaging with customers, it will hurt your business — and I guarantee it will hurt your bottom line. I don't care how good a mechanic or technician is if they do not know how to interact with customers. Your team must have good people-skills because at the end of the day, without the customers, we don't have a job to do. A lot of companies think that the customer needs them; no, we need the customer.

Your technicians and plumbers must always respect the customer's home. Make sure they wear the proper booties on their feet, and most definitely make sure your technicians always clean up after themselves. They must make the property better than it looked before they





came. I can't stress that point enough. So often I see companies that leave a job filthy and the customer may not say anything — they just won't ever call you back.

- 5. Always position your vehicle where it can be seen when you park at a work site. That truck or van is your rolling billboard, so let it work for you when you're on the job. Ring the doorbell and then stand back about 5 feet, so not to be directly on top of the customer when they open the door. This also gives them reassurance when they look through the peephole to see who is at the door. Always present your business card or company ID when introducing yourself to your residential client.
- 6. Aside from being professional at all times, not just some of the time it's also very important for you and your crew to be very knowledgeable about what you do.

You have to know everything about your industry. This is one way to be beyond the competition. Being average just doesn't cut it. Make sure your team is always learning by going to seminars and training.

7. This industry is very physical. So many times I have people apply to be on my team but quickly realize they aren't in good enough shape to thrive in this industry. Drain cleaning work is so physically demanding and requires that you be in shape because a majority of the time you will be lifting, walking, climbing, pulling and crawling — so your stamina and strength should be at 100%.

At the end of the day, being able to deliver on the promise of solving a problem quickly and efficiently is what it's all about. **c**

ABOUTTHEAUTHOR

Michael Williams is a high-energy, highly motivated drain cleaner and businessman. He is the owner of Just Drains LLC in Philadelphia, providing drain cleaning and plumbing services in the tri-state area. Williams welcomes calls from others in the industry. If you have questions for him or topic suggestions for this column, he can be reached at 215-879-8459.



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BUILTOS

Manitoba contractor tackles large-diameter pipe cleaning jobs with an unconventional equipment strategy

By Ken Wysocky // Photography by Joel Boily

n the surface, the name Uni-Jet Industrial Pipe Services provides a straightforward explanation of what the company does for clients across Canada. Nothing complicated — what you see is what you get.

But in fact, because of the work the company primarily performs — and the equipment it uses — the company stands as an outlier in the pipeline cleaning and inspection industry.

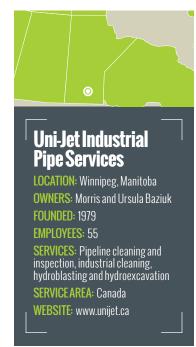
First of all, the Winnipeg, Manitoba-based company focuses mostly on large-diameter pipes, typically larger than 36 inches in diameter and up to 10 feet in diameter — pipes so big that most companies don't have the required expertise or equipment to clean them, says Shane Cooper, the company's operations manager.

There's also the fact that Uni-Jet builds its own vacuum trucks and truck-mounted water jetters and hydroblasters in a 7,000-square-foot fabrication shop outfitted with welding and cutting equipment and staffed with three welders and three mechanics. The company buys truck chassis and major components such as pumps and blowers, then custom-fabricates almost everything else behind the cab, Cooper says.

Moreover, that's not just an occasional machine here and there. Since owners Morris Baziuk and his wife, Ursula Baziuk, founded the company in 1979, employees have built nearly 75 units. That includes 35 jetter trucks, 18 vacuum trucks, seven camera vans, four hydro blasters and nine tanker trucks, says Ryan Slagerman, contract coordinator.

This large fleet of equipment positions the company to handle a variety of difficult pipe cleaning jobs from Alberta to Nova Scotia, though the bulk of its business occurs in Manitoba and western Canada, Cooper says.







The equipment has thrust the company into a leadership position in a niche market. "We've developed a good reputation for large-diameter pipe cleaning in Canada," he says. "We'll go anywhere for the right job. Once people learn about us and our capabilities, we are the go-to company."

In addition, the cleaning and inspection work also provides added value for municipalities by helping them manage their infrastructure assets. As a result of Uni-Jet's work, municipalities can better prioritize which sections need repairs and upgrades, as well as determine the best technology to use to make those repairs or upgrades, Cooper says.

BUILT BY NECESSITY

Self-fabricating machines is no simple endeavor. It takes time (about six to nine months to build a vacuum truck, for instance) and specialized skills (everything from engineering to welding). And it requires significant upfront capital expenditures for things such raw materials, labor and fabricating equipment.

So why would a company want to go through all that? In Morris Baziuk's case, the answer was simple: He wanted to focus on cleaning large-diameter pipes, and the "off-the-shelf" equipment available at the time couldn't get the job done.

"Morris recognized early on that there were a lot of companies doing sewer cleaning and inspections," Cooper explains. "But there were more opportunities in large-diameter pipes because no one else was doing it — no one else had the capability.

"It was very specialized work and required a lot of capital investment as well. When he couldn't find what he was looking for from traditional manufacturers, it triggered the thought that we should make our own equipment, designed to meet the demands of what he wanted to do."

The topography in Manitoba contributes to the need for unusually powerful vac trucks and jetters. "Because the terrain is so flat, there's not a lot of grade on the pipes. So the sewers tend to get fairly dirty."

Educating skeptical customers

One of the biggest challenges Uni-Jet Industrial Pipe Services faces is convincing clients that their large-diameter lines actually can be cleaned. Often enough, other contractors that aren't experienced enough or equipped to handle largediameter pipe jobs tell municipal officials that cleaning those lines just isn't possible, says Shane Cooper, operations manager for the Winnipeg, Manitoba-based business.

Amid all this misinformation, Cooper's job is to convince them that the jobs definitely are doable — even if they repeatedly hear differently from other contractors.

"Sometimes we just have to go out and show them with a demonstration that educates them about our capabilities for sewer cleaning and inspections. It's easier for potential clients to understand when they can actually see the large volumes of water we can move with our flushers (jetters) at a very high pressure and the large amount of debris we can pull from sewers with our vac trucks."

As an example, Cooper cites a project in Edmonton, Alberta, where three different contractors had failed in their efforts to clean a 2,800-foot-long segment of 48-inch-diameter sewer pipe in advance of a sliplining project. The cleaning was complicated by the fact that manholes for the line, which ran through a golf course and environmentally sensitive tracts of land, were up to 1,500 feet apart.

"They were going to abandon the project," Cooper says. After a word-of-mouth referral, city officials invited Uni-Jet to make a case for giving the cleaning project another go. To get the work, Cooper made a bold promise.

"We gave them a guarantee that if we couldn't do the work, they wouldn't owe us a cent," Cooper says. "That's what we had to do to convince them to give us a try."

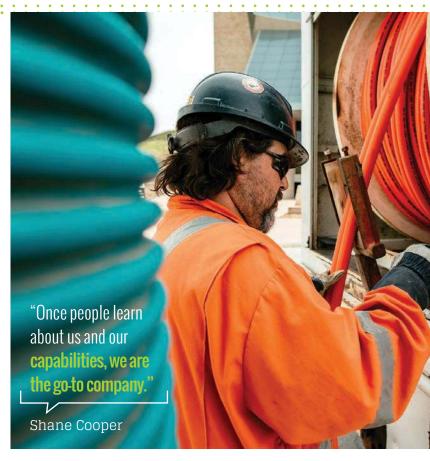
That may seem like a big gamble for a business to take, especially since the job site was 1,000 miles away from Winnipeg. As such, the project included significant mobilization and demobilization costs.

But Cooper says he was confident in the company's capabilities. "We know our guys and our equipment. We sent a supervisor with more than 25 years' experience to look at the job. He came back and said, 'Yes, we can do it.' And if he says we can do it, I know we can do it."

The supervisor was correct. Uni-Jet crews finished the job in eight days. The powerful cleaning ability of the custom-made jetting trucks made the difference, Cooper says.

"The other contractors simply didn't have enough power to pull that much debris while using access points that were so far apart," Cooper explains. "Sure, you get line-loss (pressure drops) when you're working long distances like that.

"But we compensate for that by over-powering the pumps so we can still bring all that debris back to the access point. This job was a perfect example of educating customers — showing them that a job everyone else said couldn't be done can, in fact, be done."



As such, Baziuk specifically designed the jetter and sewer trucks to handle tough cleaning jobs. The vacuum trucks, for instance, accommodate 10-inch-diameter Tigerflex hoses from Kuriyama of America, as opposed to conventional 8-inch-diameter hoses. That allows operators to pull more volume, which increases productivity — a competitive advantage, Cooper says.

"We can suck up bigger and heavier debris from the bottom of a pipe than a truck you'd buy off the shelf. And we use more powerful blowers to compensate for the larger-diameter hose."

Moreover, the trucks feature a patented separation tank that allows for the vacuum unit to pump off liquids back into the sewer without shutting down the vacuum operation. This allows for longer, continuous vacuum times — critical for effective large-diameter pipe cleaning.

Furthermore, the jetting trucks are equipped with extra-large water tanks and powerful pumps. This allows for greater pressure and flow as needed, which means fewer passes required to clean out lines. That, in turn, fuels better productivity and profitability. "Being able to work more efficiently is a big competitive advantage," Cooper says.

By fabricating its own equipment, the company is also able to continually make improvements based on immediate feedback from employees. "There's certainly trial and error involved — we learn something from each truck we build and try to make the next one better."

In addition, the trucks are designed to work during harsh Canadian winters.









POWER AND PRODUCTIVITY

The vac trucks are built primarily on International truck chassis and are mostly used to clean sewer lines in tandem with the jetters. They feature Roots tri-lobe blowers (Howden) coupled with debris tanks ranging in size from 11 to 14 cubic yards, Slagerman says.

Most of the jetting trucks are built on International and Ford chassis, along with a few Kenworths, Peterbilts and Western Stars. They're primarily used to clean up to 10-foot-diameter sewers. All the jetting trucks rely on Pratissoli POMPE pumps supplied by Dynablast; flow and pressure specs range from 18 gpm at 4,000 psi to 250 gpm at 2,200 psi. "The larger flusher trucks hold 3,000-gallon water tanks," Slagerman says.

In certain applications, self-fabricated tanker trucks — mostly International chassis out-fitted with recycled aluminum fuel tanks, with capacities ranging from 3,000 to 4,500 gallons — carry water to job sites to eliminate time-consuming and profit-killing refill trips.

In addition, the company runs eight camera trucks, typically built on Ford F-450s with four-wheel drive. "We do a lot of remote-access work, plus we contend with heavy snowfalls," Slagerman says, explaining the need for four-wheel drive.

The company uses Pearpoint inspection camera systems from Radiodetection for mainline inspections and also owns a Panoramo manhole inspection camera system made by RapidView IBAK North America.

For heavy-duty industrial cleaning of tanks and pipelines at steel mills, mines, paper mills and the like, the company fabricated four truck-mounted hydro jetters, built on International chassis and featuring pumps made by Jetstream of Houston.

MEETING BIG CHALLENGES

A complicated, \$23 million pipe lining project for Halifax Water in Halifax, Nova Scotia, exemplified the skills Uni-Jet brings to the table. The project involved lining about 2 1/2 miles of 48-inch-diameter concrete and clay sewer pipe with an Insituform Technologies felt CIPP system made by Aegion. Uni-Jet was hired to clean and inspect the sewer lines prior to lining them in 2017.

The project was even more complex because

"We can suck up bigger and heavier debris from the bottom of a pipe than a truck you'd buy off the shelf."

the pipes varied in shape. Not only that, the project had to be completed within a very aggressive time frame — essentially one construction season — in order to qualify for government funding. A project of this magnitude could easily have taken several years, Cooper says.

In addition, the sewer lines largely ran through the backyards of million-dollar homes and only 33 to 49 feet from the Northwest Arm, an environmentally sensitive inlet off the Atlantic Ocean that's also a popular recreational area.

"It was one of the toughest jobs we've ever been a part of, but also one of my favorites," he says, noting the sewer line was installed in 1917 and had never been cleaned. "It was a true showcase of what I believe are some of the top contractors and engineers in this field."

Uni-Jet crews spent about three months on the project and removed approximately 915 cubic yards of debris from the lines. "We had our premier people on the job." Despite numerous technical challenges, the project was completed on schedule.

The biggest challenge for Uni-Jet was cleaning a 3,000-foot-long stretch of pipe, with the only usable access points being manholes on each end. "It was the longest shot on the entire project," Cooper explains. "On average, the line was about 20% full of debris — sludge, pieces of broken pipe and so forth.

"The difference-maker here was our two large flusher (jetting) trucks, generating pressure and flow of 2,200 psi at 250 gpm and 2,900 psi at 240 gpm, respectively," he adds. "This is the kind of project for which they were built."

Because the jetting trucks aren't equipped with hoses long enough to reach the entire 3,000 feet and to avoid pressure loss that can accompany longer hose runs, the cleaning shot was broken into two phases. In the first stage, crews working from the upstream manhole cleaned in reverse, heading 1,000 feet downstream, then pulling debris back to the upstream manhole, where one of Uni-Jet's vacuum trucks sucked it out. "Fortunately, the grade was fairly flat."

In the second stage, crews were able to work in a more conventional fashion, setting up at the downstream manhole, cleaning upstream and pulling debris downstream. "We did it in stages — chunked away at it in about 50-foot increments because of the debris levels," Cooper says. "I couldn't tell you how many passes it took, but it was a major undertaking."

To perform the last cleaning runs of about 2,000 feet, crews pushed out a full reel of 1,300-foot-long, doubled (fused) 1 1/4-inch-diameter hose, disconnected it, then connected another 1,300-foot-long hose to the one in the sewer line and pushed it out as well.



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"This, too, was a challenge," he says, even with the trucks' hydraulic-powered payout and rewind capability. "I think it took about 1 1/2 hours just to pay out that 2,000 feet of hose."

To inspect the pipe, crews were able to use alternative entry points along the line that the jetting trucks couldn't use.

ABUNDANT WORK

Even though Uni-Jet has grown considerably in the 40 years since its inception, Cooper believes there's room for more of the same. "I still believe this is a growth industry," he says. "As asset management becomes more prominent in the government sphere, this type of work will become much more important.

"These older systems need to be inspected to determine their condition and what's needed to keep them maintained. And that happens through cleaning and inspection. It helps municipalities target their rehab dollars toward the most critical pieces of infrastructure."

Given how much infrastructure there is and how much of it has reached the end of its useful life cycle, Cooper expects his crews to stay busy for the foreseeable future.

"We're not likely to run out of work soon," he says. "There are tons of large-diameter pipe out there — we could be busy for years just in Winnipeg alone. Our biggest obstacle is convincing clients that this kind of work on large-diameter pipes can be done — and we're here to do it." c

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A Monument to Dependability

Even after 16 years of service, a trailer jetter nicknamed Old Faithful keeps busting through clogs and bolstering revenue

By Ken Wysocky

or sheer durability and power, it's tough to beat the track record established by the Harben 4014 E Series trailer-mounted water jetter owned by Zurn Plumbing Services in Atlanta.

The company bought the machine in 2003. Since then, it's racked up thousands of hours of service and has yet to meet its match in terms of sewer line blockages, says Matt Zurn, veteran drain cleaner and plumber who co-owns the company with family members.

"At the time, my dad, Ted, really liked the design of the P-style radial piston diaphragm pump," says Zurn, who's been with the company since 2004. "It's been a great machine. We use it multiple times a week.

"We've had pretty much zero issues with it in 16 years. I'm sure we've been a little abusive with it over time. ... Jetting is really hard on components. But other than hoses breaking and replacing the muffler, nothing major has ever gone wrong with it. We've never burned up an engine or had to rebuild the pump or anything like that."

In fact, technicians fondly refer to the machine as Old Faithful, a testament to its power — 4,000 psi and up to 13.4 gpm — and longevity.

POWER TO SPARE

As for power, Zurn cites a job a couple of years ago when employees ran into what turned out to be the mother of all clogs: a 10-foot-long root ball in a 6-inch-diameter residential lateral line in the Atlanta area. "The root was growing in an area that would've been massively expensive to excavate, not to mention very destructive to the resident's yard," Zurn recalls.

"The nozzle actually got stuck for a while. The roots were long and stringy and got wound around the nozzle. Once that happened, there was no turning back: We either had to finish the job or start digging up the line."



ZURN PLUMBING SERVICE ATLANTA OWNERS: Matt Zurn and family members MACHINE: 4014 E Series trailer-mounted water jetter made by Harben FUNCTION: Emergency pipeline waterjetting and scheduled line maintenance FEATURES: 300-gallon water tank: P-type radial piston diaphragm pump (4,000 psi at 13.4 gpm): hydraulically powered pivoting hose reel that carries 500 feet of 1/2-inch-diameter hose; and a 50 hp DEUTZ diesel engine COST: About \$35,000 (in 2003) WEBSITE: www.zurnplumbing.com

Zurn opted for the former option and thanks to the Harben's power, it turned out to be a good decision. He says a crew kept at it for eight or nine hours total and used about 1,200 gallons of water in the process.

"We were sweating bullets for a while, but we just kept going after it and finally busted through," he says. "It was awesome. And we saved the customer a lot of money."

The metro Atlanta area has kept Zurn Plumbing busy since it was established in 1985. The company employs about 30 people and runs 16 service vehicles; its primary offerings are plumbing service and repair work, drain cleaning and pipe lining, using Perma-Liner Industries CIPP technology.

For drain cleaning, the company also owns a propane gaspowered Brute jetter (4,000 psi at 9 gpm) and an Eagle 600 trailer jetter (4,000 psi at 18 gpm), both built by Jetters Northwest.

Technicians also use nozzles made by StoneAge (Warthogs) and Enz Technik AG. They also use "jiggler" nozzles for breaking up concrete, Mole penetrator nozzles for flushing scale out of cast iron pipes and a Solo chain tool, all made by Nuova ConTec and sold by Jetter Depot in Cummings, Nuova ConTec's exclusive North American distributor.

"We keep the Harben behind the truck most of the time because the chances of selling drain jobs are much better if the technician has it with him."

Matt Zurn

DON'T LEAVE HOME WITHOUT IT

The company relies on the Harben jetter primarily for clearing stoppages in residential and commercial lines and cleaning lines prior to pipe lining. It's also used to clean pipelines as part of quarterly scheduled maintenance contracts with shopping malls, Zurn says.

"It's inconvenient at times because with a trailer, it's sometimes hard to park. But we keep the Harben behind the truck most of the time because the chances of selling drain jobs are much better if the technician has it with him. Depending on the time of day here in Atlanta, we could get a job 5 miles from the shop, but it might take 30 to 45 minutes to get there and then another 30 to 45 minutes to get back to the customer. So if the jetter is right there, it gets used.

"We work in a lot of old commercial buildings with a lot of scale built up in cast iron pipe, and it does a great job," he adds.

The jetter is easy to maintain, requiring only periodic oil changes for the engine, pump and gearbox. "If you take care of it, it's a rock-solid machine."

CONFIDENCE IN A MACHINE

The Harben generates more revenue in two ways. First, using larger, more specialized and expensive equipment allows the company to charge customers a higher hourly rate. "They understand that; we don't get much pushback," he says.

Moreover, it expands business opportunities because other plumbing shops that don't have jetters will hire Zurn Plumbing as a subcontractor. "They ask us to come in an unmarked truck to do jetting for them," he says.

But one of the best benefits stems from simply not turning down work for fear that a job is too big. Zurn is always confident the machine will perform, which enables the company to tackle jobs it might not otherwise consider.

"We have just as much confidence in this machine today as we did the day we bought it. At the end of the day, when we roll out with that machine, I know it's going to work. I've never seen it fail to get the job done." **c**

To nominate your vehicle for a feature in this column, send an email to **editor@cleaner.com**. Tell us briefly but specifically what features make it a great producer. And send a picture — because appearance counts. We look forward to seeing your Money Machine.







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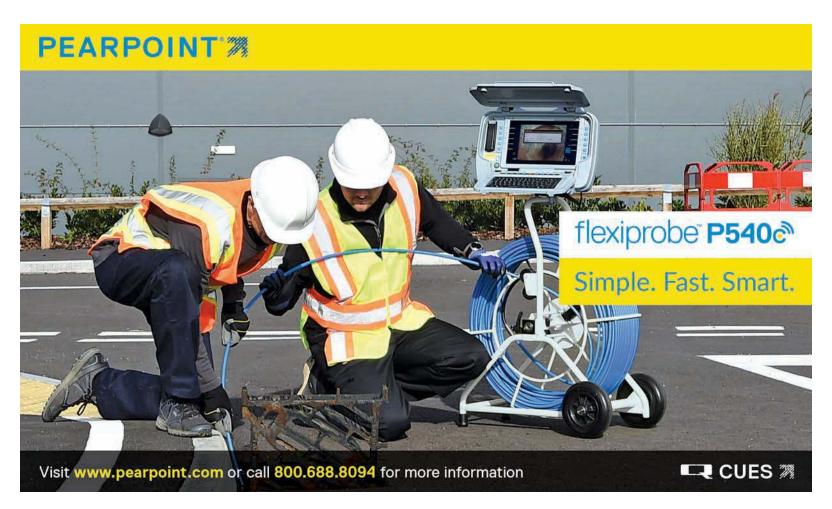
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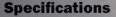
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Pinpoint Small Leaks

Gas detection systems can offer precise and reliable detection of water leaks

By Jared Raney

umping hydrogen into a pressurized pipe might sound like a recipe for the next Hindenburg disaster, but if done right, it can be an effective leak detection tool.

Tracer gas systems, which utilize either a hydrogennitrogen blend or pure helium, offer an uncommon solution that may be exactly the reliable option your company needs to step up its leak detection services.

While it has some potential limitations and isn't the most convenient tool out there, it is precise and can detect smaller leaks than nearly any other method.

HOW IT WORKS

Similar to smoke testing, tracer gas systems work by adding gas to an isolated section of pipe and seeing what surfaces. Metaphorically speaking at least — the gas isn't visible, so technicians walk along the length of the line with a gas detector.

"Essentially, you're pumping helium right through the line, and wherever the leak is, it'll come out of the pipe there and rise to the surface so we can detect it with a hand-held meter that picks up concentrations of the gas," says Peter Viola, owner of Underground Surveying in Brookfield, Connecticut.

Because it is measured with a digital sensor, it eliminates some of the human error and ambiguity that naturally comes along with other methods.

The biggest drawback of tracer gas is that it requires the pipe in question be emptied and isolated, a time-consuming process that requires some plumbing know-how.

"Our guy who does it was a plumber for 10 years, so that definitely helps out; whereas, if somebody comes in without the plumbing experience, they're going to be handicapped in what they can do," Viola says. "It's definitely something that if you're just hiring guys off the street with minimal knowledge, they are going to have a little more



A leak in a high-pressure waterline is exposed after detection and excavation.

trouble doing this particular service than teaching them acoustics, because it requires a little handiwork at times."

On the other hand, if you have a plumber who can do the setup, the leak detection process itself can be done

"A lot of beginners find it a lot easier to use gas than listen for a leak."

Brian Moss

with less training than methods like acoustic.

"A lot of beginners find it a lot easier to use gas than listen for a leak," says Brian Moss, owner of RJM Equipment Sales, a dealer of utility equipment.

There are systems that utilize 100% helium or a mix of 5% hydrogen and 95% nitrogen. The low percentage of hydrogen makes it noncombustible. Some systems can use either gas. The concentration of helium or hydrogen makes the gas easier to detect and the method more effective. But it's also resource intensive. Some will mix their helium with air, but it is a balance between cost and effectiveness.

"Those are both lighter-than-air gases, so the molecules are going to work their way to the surface," Moss says. "I haven't compared them side by side, but I think they both work just as well, because while the hydrogen is diluted to 5%, the sensors will detect it to lower levels because it's more reactive. Another important difference is that quite often suppliers don't have helium available, and it's more expensive. With hydrogen, you do have to plan ahead a little bit and have it mixed for you."

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🗢 A technician runs a helium detector across a gas infused waterline to pinpoint the location of a leak.

>> The M300D is a three-in-one locator that can listen for water leaks, detect hydrogen and locate plastic pipe.



BEST USES

Most commonly used for residential and small commercial applications, it can

become tricky for large systems because the section to be tested has to be cleared and pressurized. Commercial and municipal customers usually don't like shutting off service, even briefly.

Despite requiring some setup, it can be a faster method than smoke testing, or even listening, depending on the experience of the technician. Viola says it usually takes his team about an hour to perform this service on standard residential jobs.

The systems aren't bulky in and of themselves, but carrying the necessary amount of gas to job sites can be cumbersome. Both the initial investment and buying gas for each job make this a relatively costly option.

Locale can influence the decision, as it is best for areas with deeper lines and a prevalence of nonmetallic pipes.

"We find it's a good tool to use when you have plastic pipes, because if you're doing acoustics, you have to know exactly where the line is; but if you have a plastic pipe and you can't get the exact location, sometimes that's OK with tracer gas," Viola says. "If you have a rough idea and you pump the gas in, it's also going to show you where the line is, so it can actually help you locate the line when at times you can't find it. So that's just another little advantage to using it sometimes."

Viola's company started out with just acoustic leak detection but found that due to the atmospheric limitations and difficulty with inexperienced staff, it wasn't reliable enough on its own.

"We had so many failures with acoustics early on — some of it was just learning the service ourselves, getting the ear, getting used to hearing the leaks," he says. "But at the same time, we realized that acoustic definitely has its limitations, so we were just trying to reduce the limitations that we had, to give us a better chance of finding leaks. Often, where other methods fail, you end up using tracer gas and it works; it does the job." c

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First Line of Defense

Job hazard analysis can be the best guide to put crews on the safest path

By Jared Raney

or some contractors, safety means supplying employees with personal protective equipment and trusting them to avoid hazards — but careful planning before the job is much more effective in ensuring employees' protection.

"We're always going to provide PPE to our employees, but we don't want that to be the first line of defense for hazards, because a lot more can go wrong," says Mike Fisher, executive vice president of service and risk for Therma. "You just open yourself up to more risk if you're relying solely on PPE."

Therma has a robust safety program that utilizes job hazard and job safety analyses — the golden standard of hazard mitigation in service industries.

A job hazard analysis, in short, is a step-by-step breakdown of any given job or task, with the goal of identifying potential dangers and mitigating them.

"Identify the hazards of each step — what can potentially go wrong, what are the possible consequences, how could it happen?" Fisher says. "Then a big part of the JHA is looking at any potential contributing factors that could occur."

"We always look at other ways to control those hazards

that don't involve just adding personal protective equipment."

Mike Fisher

Some people use job safety and job hazard analysis interchangeably, but Therma differentiates the two, using JSAs for every job and JHAs for specific high-risk tasks like confined space or working from heights.

"A JSA is done anytime anybody goes out and performs any kind of work. It's going to be the job itself, and the JHA would apply to the hazardous task," Fisher says. "They have to go through a kind of checklist. Does it involve a confined space; does it involve anything unusual in terms of fall protection? If it doesn't, then they continue on and complete their JSA: Identify the steps involved in the work, specific hazards that need to be addressed — traffic control, protecting the public, those types of general terms — then list out what the mitigation measures are. If, during the course of their evaluation, they say, 'OK, now we've got to enter this confined space,' then a specific JHA would be written for that part of the work."

GOOD PRACTICES

OSHA does not require JHAs, but says in its JHA guidance literature, "One of the best ways to determine and establish proper work procedures is to conduct a job hazard analysis. A JHA is one component of the larger commitment of a safety and health management system."

A guide from OSHA recommends JHAs be conducted for jobs with high injury or illness rates; with potential for severe or disabling injury or illness, even without a history of accidents; where human error could lead to accident or injury; jobs new to employees or that fall under new procedures; and complex jobs requiring written instruction.

Many sources agree that including employees in the process — specifically those employees who will be physically providing the labor — is essential to successful job hazard analysis and mitigation.

It's a sentiment reflected in Therma's JHA form: "A copy of this JHA will be kept at the work site available for review upon request. This JHA will be reviewed by all workers prior to the start of activities. Should conditions change, all work is to stop until those conditions are addressed in the JHA."

Fisher says that's one of the things they're trained to do. "One of the main things about our JHA process is anytime there's any kind of change in conditions, whether it's equipment or whatever it might be, they have to stop and redo the JHA. That's one of our policies. And it's more than just redoing the JHA: They have to then sit down and review the changes with the workers who are involved."

Included in typical JSA/JHA forms are tables with three columns: the operation, potential hazards and mitigation actions.

"It's a step-by-step planning process, so essentially we walk through the tasks that are involved for that part of the work," he says. "For example, if it's a confined-space entry where we're going into a manhole, we have to include air monitoring, confined-space entry process, ventilation, hazards of the actual space itself, and making sure the appropriate, trained people are on standby and proper notification has been done, in terms of notifying your rescue services and the office itself.

"You have to look at all those parts and pieces, and then lastly, how likely is it that an actual hazard could occur? You're looking at the personnel involved — the training, their experience level — so you have to look at the human factor, along with the environment that you're working in," Fisher says. "That's where you're relying on the experience of the supervisor, collaborating with the safety professionals, and that's how you're going to determine the likelihood that a hazard would occur."

A company of 900 employees, Therma has its own safety department, with seven safety specialists working under Fisher. They are involved in all safety planning, especially with hazardous tasks.

"The safety department needs to be involved in the planning. Specifically, when we talk about confined space, the safety department has to be involved and actually present at entry; they supervise the work," Fisher says. "It's kind of like a 'go/no-go' checklist: Have you identified the safety department; have you done your proper notifications for our policy and procedure?"

Outside of JSAs and JHAs, like many other large contractors, Therma requires reporting of accidents and near-miss incidents. These reports are then consulted and referenced in JSAs/JHAs for similar job conditions.

BREAKING IT DOWN

"The first thing to always analyze if there is a safer way to perform that particular step. If you need to cut a piece of pipe, well, look at the tool you're using: Are you using a power tool, or can you use a hand cutter for cutting copper instead of a reciprocating saw? That would be an example of identifying a safer way to do something," Fisher says. "Do you really need to go into this space at all? If you need to visualize something, can you drop one of our robotic cameras down there and do the inspection rather than putting somebody in the space?"

Beyond simply avoiding the hazard, there are three categories of hazard mitigation: engineering, administrative and equipment.

"We always look at other ways to control those hazards that don't involve just adding PPE. For example, if there is an atmospheric hazard, one way of controlling it would be putting a crew member in a respirator." Fisher, however, says the company doesn't take that approach. "We look at any engineering controls we can apply first, because they are going to be the most reliable. Like providing ventilation of that space, so you engineered the hazard out of it. If you can't use an engineering control, then we look at an administrative control."

OSHA identifies the following administrative controls:

• Written operating procedures, work permits and safe work practices

- Exposure time limitations (used most commonly to control temperature extremes and ergonomic hazards)
- Monitoring the use of highly hazardous materials
- Alarms, signs and warnings
- · Buddy system
- Training.

"Can we maybe schedule the work for where that hazard isn't present when we perform the work? That would be kind of the administrative control when it comes to scheduling," Fisher says. "And then lastly would be PPE."

Putting all these steps on paper may seem like just another bureaucratic hassle, but employers have an obligation to ensure workers make it home after every job, and a little due diligence is a small price to pay for peace of mind. c





Waterblasting and Waterjetting Cleaning and Accessories

By Craig Mandli







HOSES

1 / ALL JETTING TECHNOLOGIES PARKER HANNIFIN TOUGHJACKET

Parker Hannifin TOUGHJACKET water blast hoses, distributed by All Jetting Technologies, are designed to eliminate the need for an additional PVC sleeve and reduce the hose weight by up to 16%. This allows for ease of handling, improved productivity and reduced operator fatigue. They have polyurethane jackets, are tested to DIN EN 1829-2 standards, and exceed the abrasion resistance and durability of standard PVC-covered assemblies by more than 100%. ColorGard technology means the primary hose jacket is a different color than the abrasion-resistant WJTA-compliant colored outer jacket to provide easy visual identification of abrasion issues, allowing for efficient inspections and reducing unscheduled downtime. 772-286-1218; www.alljetting.com.

2 / KURIYAMA OF AMERICA ALFAGOMMA WATER BLAST HYDRAULIC HOSE

The Alfagomma water blast hydraulic hose from Kuriyama of America is made with an oil- and water-resistant synthetic rubber tube. The reinforcement is four high-tensile steel spirals, and the cover is oil-, water- and ozone-resistant synthetic rubber. The hose is designed for very high-pressure waterjetting service. The WATERBLAST WB 10 Series hose provides 10,000 psi service for I.D. sizes 06, 08, 12

and 16. The WATERBLAST WB 15 Series hose provides 16,000 psi for the dash 08 I.D. size and 14,500 psi for the dash 12 I.D. size. The WATERBLAST WB 20 hose provides 20,000 psi service for the dash 08 I.D. size. 847-755-0360; www.kuriyama.com.

HOSE REELS

3 / COXREELS HP1125 SERIES

The high-pressure HP1125 Series from COXREELS have proven operating pressures up to 5,000 psi, with an external fluid path configured with an electroless nickel-plated steel 90-degree full-flow NPT swivel inlet and chemical-resistant Aflas seals to handle the most demanding tasks in any high-spraying circumstance. They include a sturdy, one-piece, all-welded A-frame base for maximum stability; permanently lubricated pillow block bearings; low-profile outlet riser; and open drum slot design to provide a noncrimping, flat, smooth hose wrap. This high-pressure option is available for 1/2- and 3/4-inch models. 800-269-7335; www.coxreels.com.

4 / HANNAY REELS HDD 6300 SERIES

HDD 6300 Series reels from Hannay Reels are designed for front bumper jetting applications. This series is constructed with a heavy-duty spool and frame, along with a direct-drive hydraulic motor that uses a planetary gearbox for increased power. It holds up to 1,000 feet









of 1-inch I.D. jetter hose. An optional swivel mount makes this the ideal reel for front-mounted jetter truck operations. They include thick discs and base plate for strength and rigidity, a rolled drum to handle long lengths of hose and 3-inch square tubing frame construction for over-road durability. 877-467-3357; www.hannay.com.

5 / REELCRAFT INDUSTRIES SERIES PW7000

Series PW7000 hose reels from Reelcraft Industries have been fitted with a nickel-plated, carbon steel Aflas-sealed swivel specifically for pressure-wash applications. The reel can hold up to 50 feet of 3/8-inch I.D. hose. Its rigidity, compact design and nearly impervious powder-coat finish make it suitable for outdoor, all-weather and truck-mount applications. The guide arm adjusts to seven positions for ceiling, wall, truck, bench or pit mounting. The reel comes in standard red, but several other colors are available upon request. 800-444-3134; www.reelcraft.com.

6 / ENZ USA UC LINE

The UC Line with CrossJet Technology from Enz USA offers a complete line of high-pressure solutions for tough industrial cleaning projects. The nozzles are suitable for cleaning tubes such as heat exchangers in nuclear power plants or in the sugar industry. This CrossJet Technology offers ideal cleaning performance with lower leakage and long durability. The nozzles are available up to 22,000 psi. They are available in 9, 13, 18, 22 and 28 mm sizes. 877-369-8721; www.enz.com.

7 / HAMMELMANN RD MASTERJET

The RD MASTERJET nozzle from Hammelmann has HPS sealing technology and adjustable-speed rotation. It is designed for use with shotguns, robotic lance systems or replacement of any rotating tool. It is lightweight at 2.2 pounds and has a compact, ergonomic design that's 2.2 inches in diameter and 6.5 inches long. It can be used at operating pressures up to 46,500 psi with optimum internal flow allowing the pump's total performance to be used. It has a versatile universal nozzle hub for working with nozzles with two or four inserts. Nozzle inserts are countersunk in the nozzle carrier with blast-back shields. Speed is controlled by an infinitely variable magnetic brake. It can be used for cleaning and washing, expansion joint removal, coating and paint removal, blasting pipe externals, paint booth grid and skid cleanup, superstructure surface preparation, heavy machinery cleanup and surface preparation. 800-783-4935: www.hammelmann.com.

8 / NOZZTEQ BL SWIPER

The BL Swiper sewer nozzle from NozzTeq is available in 1/2-, 3/4- and 1-inch sizes and is made of stainless steel inside with a poly body outside that makes it safe to use in lined, imperfect and sensitive pipes. Its stainless steel tubes loop the water around a system along air channels that increase airflow and jet stream length in the pipe. The design reduces revolutions per minute and pressure at the truck and thus at the nozzle to reduce the amount of blown toilets. It can be used on 4- to 12-inch lines with all pull-behind jetting units. 866-620-5915; www.nozzteq.com.









9 / SEWER PRO SHOP BLUESTAR TWISTER

BLUESTAR Twister and Twister Plus nozzles from Sewer Pro Shop are made of high-grade stainless steel and are equipped with ceramic nozzle inserts. They utilize optimized 3D hydromechanics where the water coming from the pressurized sewer hose is used in its entirety for cleaning purposes. The Twister is a highly efficient hydrodynamic tool to remove heavy obstructions caused by grease, roots, mineral deposits or other solid organic material from 8- to 24-inch sewer lines, with the Twister Plus operating in 28- to 36-inch lines. The nozzles can also be used with recycled water. They require no maintenance and have been designed to be extremely operator-friendly for the municipal and industrial markets. 877-864-9394; www.sewerproshop.com.

PORTABLE JETTERS

10 / ELECTRIC EEL EEL-JET EJ3000

The EJ3000 from Electric Eel can clean 2- to 8-inch-diameter lines up to 300 feet. It offers 3,000 psi at 4.7 gpm and a 13 hp overhead valve engine for smooth, quiet running and dependable operation with electric start available. It has a 2-1 gear reduced triplex pump with pulsation for longer life, a 300-foot-capacity hose reel, a heat shield to protect the hose and convenient nozzle storage on the unit. Its steel nozzles penetrate and clean tough clog problems from drainpipe walls with a variety of spray angles. Throttle back control automatically adjusts engine speed. It comes with a low-tone muffler for quiet operation and 12-inch pneumatic tires on a rugged steel base for easy maneuverability. 800-833-1212; www.electriceel.com.

11 / GENERAL PIPE CLEANERS JM-2900 JET-SET

The JM-2900 Jet-Set gas-powered water jet from General Pipe Cleaners/General Wire Spring can quickly clear grease, sand and ice in 4- to 8-inch drainlines, according to the manufacturer. It is designed to be light and maneuverable, and it is driven by a 13 hp Honda engine connected directly to a 3,000 psi, 4 gpm triplex pump. Vibra-pulse helps the hose slide around tight bends in small lines and down long runs. A 200-foot-capacity hose reel with reel brake is mounted on a heavy-duty frame with two 10-inch flat-free foam-core tires. It has a thermal relief valve to protect the pump from heat damage, along with a backflow check valve and inlet filter. An optional spray wand is available. 800-245-6200; www.drainbrain.com.

12 / GORLITZ SEWER & DRAIN MODEL GO 1500A SERIES

The Model GO 1500A Series jetter from Gorlitz Sewer & Drain has a functional frame construction with a carrying handle, reel accessory tube, retractable pull handle and phenolic 4-inch wheels for easy transportation to the job site. All models come with a custom-built, dual-capacitor, 2 hp electric motor drawing 19.8 amps at full load. The duplex ceramic plunger pump with dual pulsation will generate more than 1,500 psi at 2.1 gph to clear tough stoppages or open frozen pipes. The unit is supplied with one 1/8-inch-by-50-foot-long trap hose to clear drainlines 1 1/2 to 3 inches in diameter. The hose and reel connections are provided with quick-disconnect fittings to simplify operation. The reel accessory tube accepts an optional hose reel for compact hose storage and operation. 562-944-3060; www.gorlitz.com.

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13 / MYTANA MFG. M30 MAXBLAST

The M30 MaxBlast gas-powered jetter from MyTana Mfg. maximizes portability without sacrificing cleaning power and efficiency. This mainline jetter's 390 cc Honda motor with electric start blasts through blockages with 4.5 gpm at 3,000 psi in 1 1/2-to 6-inch lines. It includes a 10-amp recharge system and thermal pump protection to keep users safe, and a detachable hose reel leaves exhaust outside during indoor jetting. With 1/8- and 3/8-inch hoses, it combines all the power of a mainline jetter with the convenience of a medium-line jetter. It comes with stair glides and 10-inch pneumatic tires with swivel castors with locks, so it's easy to load, maneuver, disassemble and use. 800-328-8170; www.mytana.com.

14 / RIDGID KJ-1350

The RIDGID KJ-1350 water jetter propels a highly flexible hose through 1 1/4- to 4-inch lines, blasting through sludge, soap and grease blockages. As users pull the hose back, it power scrubs the line, flushing debris away and restoring drainlines to free-flowing capacity. A working pressure of 1,350 psi and flow of 1.4 gpm provides fast, effective cleaning of lines. It comes standard with a 1.5 hp motor that draws a maximum of 14 amps, can run on most standard 115-volt circuits, and is CSA and UL standards approved. Simply guide the hose into the drain while the thrust propels the hose down the line. Activate the pulse action to easily navigate difficult bends and traps, and utilize the pressure control valve for quick and easy pressure adjustment. An optional H-10 cart makes for easy job site transport. 800-769-7743; www.ridgid.com.

15 / SPARTAN TOOL CADET

The Cadet portable electric jetter from Spartan Tool can effectively clean the entire circumference of the line and make quick work of grease and soft clogs. The triplex plunger pump with electric motor provides a true 1,500 psi at 0.75 gpm, or 700 psi at 2.0 gpm; and at just 14 by 22 1/2 by 9 inches, it leaves plenty of room in a work truck for more equipment. 800-435-3866; www.spartantool.com.

TRUCK/TRAILER JETTERS

16 / CAM SPRAY CV SERIES

The CV Series cargo van drain jet from Cam Spray uses dieselfired hot water to add additional jetting power. Several models are available up to 4,000 psi and 12 gpm. Its triplex plunger pump with power pulse valve provides an extra push when needed. Air purge and recirculation can be used in the tank for freeze protection. Its 5-gallon fuel tank provides hours of runtime on a single fill. A heavily built powder-coated frame has a full deck and 130-gallon water capacity. Its 12-volt DC reel with 2-1 clutch drive allows for free spooling and powered hose return. It is controlled by push button or foot switch. Accessories include a four-nozzle set, storage box, tip cleaner, tiger tail, safety shield, rubber gloves, high-visibility safety vest, 50-foot washdown hose and trigger gun. 800-648-5011; www.camspray.com.

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17 / EASY KLEEN PRESSURE SYSTEMS **GROUNDHOG JETTER**

The Groundhog Jetter from Easy Kleen Pressure Systems is designed to blast through clogged pipes with a 35 hp Vanguard engine providing 12 gpm at 3,500 psi. It is compact and easily transported in a pickup truck or van, with trailer options available. It includes a fully welded, powder-coated 2-inch steel tube frame, drilled and tapped, which houses the 200-gallon water tank. It comes with an accessible breather and 10-gallon fuel tank, General Pump with gearbox drive, 12-volt powered hose reel with 300 feet of 3/8-inch jetter hose, hose guides, super swivel and foot-pedal control, emergency shut-off valve and an hour meter. Optional remote features include hose reel-in, motor off/speed control and pressure on/off. 800-315-5533; www.easykleen.com.

18 / GAPVAX GJET

The GJet truck jetter from GapVax offers 500- to 3,000-gallon stainless steel water tank options and 40 to 100 gpm water pump options along with a front-mounted hose reel, various toolbox options, room for a vice or crane, and 10-foot tube trays. 888-442-7829; www.gapvax.com.

19 / HOTJET USA VAC 'N JET SERIES

The HotJet USA Vac 'n Jet Series of vacuum trailer jetters are rugged and compact, are engineered to haul equipment and spoils load, can clean valve boxes and storm drains, and can hydroexcavate and/or clean drain/sewer lines. They offer hot- and/or cold-water operation with a choice of engine options ranging from 13 to 66 hp and gas or diesel operation. They are equipped with premium triplex pumps, a 500-gallon spoils tank, 200-gallon water tank, Gardner Denver vac/blowers, 4-ton hydraulic dump and centri-clean filter system. They can also be custom engineered and designed to meet specifications. 800-624-8186; www.hotjetusa.com.

20 / MONGOOSE JETTERS BY SEWER EQUIPMENT MODEL 254

The Mongoose Jetters by Sewer Equipment Model 254 comes with a Mongoose run-dry pump at 25 gpm at 4,000 psi, a tubular steel frame, corrosion-resistant prepainted subassemblies, state-ofthe-art controls, a strong hose reel and high-quality gas engine. It has a tank capacity of 300 to 600 gallons, standard hose reel capacity of 500 to 600 feet of 5/8-inch hose and a minimum 74 hp gas engine (or optional diesel engine equivalent). This truck-mounted unit allows for many chassis options depending on specific preferences. The addition of a wireless remote-control system makes this equipment a true oneman operation. This model is suitable for drain cleaning mainlines up to 24 inches in diameter, remote access locations, and commercial and industrial lines. 877-735-4640; www.sewerequipment.com.

21 / VAC·CON HOT SHOT

The Hot Shot high-pressure water jet machine from Vac•Con is designed for removing stones, bottles, cans, grease, sludge and other debris from sanitary sewer and/or storm drainlines. Engineered for one-person operation, all high-pressure water and hose reel controls are located at the front of the machine for ease of operation and increased safety. Models are available with 1,000- and 1,600-gallon water tanks. Options include variable flow, articulating hose reel, polyethylene water tanks, 30 gpm at 3,000 psi water pump system, auxiliary engine or hydrostatic drive, cold-weather recirculation system, side-mounted toolboxes, air purge system, hose footage counter, arrow board, strobe lights, inspector cam, high-pressure spray bar, hose rewind guide, 600 psi handgun system with 25 feet of hose, and a selection of nozzles. 855-336-2962; www.vac-con.com.

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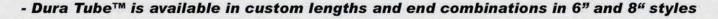












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22 / VACTOR RAMJET 850 SERIES

The RamJet 850 Series truck jetter from Vactor has a choice of front or rear hose-reel locations and productivity-enhancing options. An integral aluminum rear shroud with heavy-duty, see-through Lexan windows is available. Large service access doors on both sides of the shroud enable easy greasing, maintenance and service. The rear shroud keeps the hose and components warm and protected for quick setup and cleaning in extremely cold conditions. It comes standard with a certified flow of 0 to 80 gpm at a variable pressure up to 2,500 psi at the hose reel to clean any size line. An optional JetRodder water pump-heated cabinet keeps the pump and plumbing covered and protected. 815-672-3171; www.vactor.com.

23 / VECTOR TECHNOLOGIES VECJET

The VecJet line of powerful, compact trailer-mounted jetter machines from Vac•Con, in cooperation with Vector Technologies, features a high-pressure water jet system with a Vac•Con hose reel. They come standard with a 99 hp Kubota diesel engine, a 500-or 700-gallon water tank, 500 feet of 1/2- or 3/4-inch jetter hose, and water flow of 25 gpm at 4,000 psi or 40 gpm at 3,000 psi. 800-832-4010; www.vector-vacuums.com.

24 / WATER CANNON 19K02

The 19K02 commercial-duty 225-gallon, 12-volt, tank-fed, self-contained, skid-mounted, hot-water cleaning system from Water Cannon Inc. - MWBE can be permanently mounted in a truck bed or trailer or moved to multiple locations or trucks with minimal effort. It arrives ready for use, serving up powerful performance and helping users complete jobs rapidly at remote job sites or when on the move at any location with or without an external water source. 800-333-9274; www.watercannon.com.

WATER PLIMP

25 / CAT PUMPS 4DX SERIES

The Cat Pumps 4DX Series high-pressure pump comes with premium DC electric motors for on-the-go pressure wash power. The pump and motor assemblies provide 1 to 3 gpm at pressures from 400 to 1,000 psi and operate on any standard direct current source. Convenient integrated unloaders accurately set and maintain system pressure. Reliable and easy to service, the built-in unloaders divert water flow during bypass, reducing load on pump and motor and increasing system life. Crankcase oil is prefilled so pumps are ready to use out-of-the-box. Multiple build-to-order configurations are available. 763-780-5440; www.catpumps.com.

WATER BLASTER

26 / JETSTREAM OF HOUSTON TWINFORCE

The Jetstream of Houston TwinForce dual pump, 650 hp water blast system comes with a John Deere Tier 4 engine and is designed for high-flow applications including industrial cleaning, surface preparation and hydrodemolition. It is built around the versatile UNx fluid end water blast system. With the interchangeable UNx fluid end design, operating pressures from 8,000 to 40,000 psi can be changed in minutes. 800-231-8192; www.waterblast.com. c



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Waterblasting and Waterjetting Cleaning and Accessories

By Craig Mandli

FAILED CIPP LINER REMOVED WITH WATER JET CUTTING ROBOT

PROBLEM / Water infiltration during the curing process of a CIPP liner, installed inside an 18inch host pipe in Northampton, Massachusetts, resulted in a failed liner with a massive shark fin in the bottom. The triple-layered and partially uncured liner was 200 feet long and had to be removed to eventually repeat the lining of the pipe segment.



SOLUTION / For accurate and fast removal of the liner with the shark fin at the bottom, the Sewer Robotics USA WJ180 water jet cutting robot was sent down the manhole and into the pipeline. The operator first identified the best cutting strategy, using the robot's live camera situated just behind the nozzle, and used the system's controls to deliver the right amount of pressure, the angle to the pipe surface and the distance to the liner/pipe. The operator then applied the high-pressure water blast — in this case 14,500 psi — directly to the CIPP liner to cut it into pieces without adding damage to the host pipe.

RESULT / The 200 feet of failed liner was successfully cut into small pieces, which were then jetted to the manhole where they were hand-cut into smaller pieces and finally removed from the pipeline. The clear pipe was then relined. 717-658-4532; www.sewerrobotics.com. c



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SPOTLIGHT

Compact hydrovac delivers economical performance

By Craig Mandli

Making an investment in a large hydrovac truck may not be an appropriate economic choice for contractors who aren't specializing in that type of work. But the popularity of hydroexcavation continues to increase, and if sewer



contractors want to compete, having hydroexcavation capability can be an additional path to profit. That's where a unit like the T-70 Twister trailer-mounted hydrovac from Tornado Global Hydrovacs can make sense.

"The T-70 Twister was designed to be operated by one person and is operator friendly," says Terry Rawn, hydrovac field and operations specialist for Tornado Global Hydrovacs. "The T-70 has most of the capabilities of a large unit in a small, economical package. It was also designed to allow the operator to tow it with a multiuse vehicle."

The trailered units can be used to expose damaged waterlines or other more delicate utility lines — including electric and gas — and it comes in multiple configurations specialized for the job at hand.

"This unit can actually be built on a trailer, chassis or skid," Rawn says. "The slope tank eliminates the lift hazard and creates more cubic feet per minute while the larger boom, wireless control and remote make it operator-friendly. It even has light flushing capabilities and can be used for cleaning out catch basins."

The T-70 Twister has a 6-cubic-yard debris tank and is capable of holding 720 gallons of freshwater. It is powered by a Tier 4 Final, 74 hp Cummins diesel engine and has an industrial positive displacement blower capable of 1,200 cfm at 15 inches Hg. The water pump is capable of up to 5.6 gpm at 3,500 psi. The trailered unit has operator controls on the rear and is capable of wireless operation. It can also be easily hauled with vehicles that require a CLD to operate.

According to Rawn, Tornado Global Hydrovacs designed the unit as an answer to customer requests for a compact, easy-to-operate hydrovac option. Feedback from users in the field has been excellent.

"I've had so many customers say, 'It's about time someone built this' and that it outperforms the competition," Rawn says. "We designed it to be comparable to the small to midrange truck units but with a much lower overhead." 877-340-8141; www.tornadotrucks.com.





PICOTE SOLUTIONS MINI CLEANER

The Mini Cleaner from Picote Solutions is a high-speed pipeline cleaning system aimed at the domestic drainage and plumbing markets. The unit has a flexible two-part shaft with a rotating inner core where the cleaning heads are attached. The stationary outer casing ensures the operator's hands do not make contact with rotating parts during cleaning operation, improving safety and flexibility. The durable outer casing is also flame, abrasion and chemical resistant with a high continuous service temperature. The whole unit weighs 58 pounds so it can be easily transported. The Mini Cleaner also has the flexibility to handle multiple 90-degree bends, even in smaller-diameter pipes. 219-440-1404; www.picotesolutions.com.

RIDGID SEESNAKE CAMERAS WITH TRUSENSE

SeeSnake cameras with TruSense technology from RIDGID include a high-dynamic-range image sensor that expands the camera's range. This allows for a greater ratio of bright and dark areas to be displayed in the same image at the same time without reducing visibility, resulting in fewer blown-out areas and sections of the pipe that are too dark to see. TiltSense is an on-camera inclinometer that is included on the cameras with TruSense technology. The inclinometer measures the camera's angle, and when connected to a CSx series monitor, the camera can convey the degree of tilt on the monitor display, providing a useful indicator of the pitch of the camera in-pipe. The cameras are available in self-leveling models, which keep the image upright, and non-self-leveling models. 800-769-7743; www.ridgid.com.

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product NEWS





CUES LOCK NO-DIG SEWER REHABILITATION PRODUCT LINE

CUES LOCK includes structural point repair systems designed to be used for stand-alone spot repairs or to enhance quality and simplicity of CIPP relining. The LOCK products are easy to install, require very little equipment and most repairs can be carried out in live sewer operating conditions. It does not require digging or external point repair. The line includes stents to bridge holes, voids, cracks and weakened/broken sections in pipes; structural and sealer sleeves to restore damaged areas to full structural strength and seals infiltration; and end sealers to seal the annular space between the CIPP liner and the host pipe at the pipe ends. 800-327-7791; www.cuesinc.com.

WATER CANNON WET SANDBLASTING KIT

The wet sandblasting kit from Water Cannon Inc. - MWBE is designed to remove unwanted surface contamination such as rust, scale, loose paint, barnacles and debris. The sand and high-pressure water work together using venturi siphon technology to more safely clean metals, concrete and other similar surfaces. The kit quick-connects to the end of a commercial pressure washer wand and works on 3,000 to 6,000 psi systems. It automatically draws sand through a 26-foot, reinforced, lightweight feed hose using an engineered self-venting pickup tube. The venturi siphon technology eliminates the need for an air-feed system or other heavy and bulky equipment. 800-333-9274; www.watercannon.com. c

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Draincables Direct welcomes new inside sales rep

Draincables Direct added inside sales representative Kyle Sell to its Millbury, Ohio, location. Sell has previous experience working in sales and distribution positions.



Kyle Sell

Pipe Lining Supply celebrates 15th anniversary

Pipe Lining Supply is celebrating its 15th anniversary. The company was founded on Jan. 1, 2004, by Linda Heisler. Her primary focus was the CIPP industry in the California area. Two years later, her husband, John Heisler, joined the company, bringing expansive knowledge of the industry including CIPP lateral lining, pipe bursting, horizontal directional drilling, pipe coating, sewage lining, opencut and cover, and water and sewer utility work. In 2017, the company introduced its AIPPR Quik-Coating System, designed for drain, waste and vent piping. The company has also expanded its market nationwide, and its team includes technical experts across the U.S.





I Make America joins Super Products at groundbreaking

I Make America, the Association of Equipment Manufacturers' national grassroots campaign, joined Super Products for the groundbreaking of the new Super Products facility, which took place on April 26. I Make America is the Association of Equipment Manufacturers' signature program building grassroots support and advocating for pro-manufacturing policies that create and sustain jobs across America. A number of company executives and local elected officials spoke at the event, including Mike Vanden Heuvel, Super Products president; Jeff Leonard, Alamo Group executive vice president; and Wisconsin State Sen. Steve Nass.

Madewell Products hires Donald Rigby

Madewell Products announced that Donald Rigby has joined the company. In a newly created position, Rigby will drive education and engagement within new and existing contracting partners, engineers and owners. Formerly vice president of Marketing and Education with Avanti International, Rigby will continue active



Don Righy

participation in NASSCO, North American Society for Trenchless Technology and Water Environment Federation organizations.

GapVax launches new website

GapVax announced it completed its rollout of a new website. The site design is mobile responsive and works on a variety of screen sizes, from smartphones and tablets to traditional desktop computers. The improved www.gapvax.com contains concise product information and easy-to-use navigation; conversational quoting process; more useful tools for those who shop for and own GapVax products and services; a product-centric focus on helping users accomplish key activities such as identifying the right machine for their use or locating a dealer; and easy spec-to-spec comparisons across GapVax models. The site features 20 new pages and hundreds of full-screen images of GapVax products. **c**

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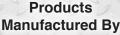
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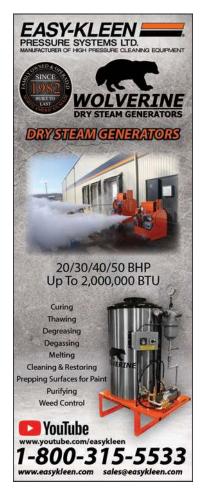
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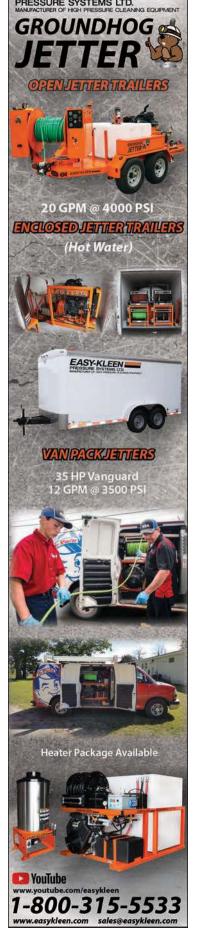






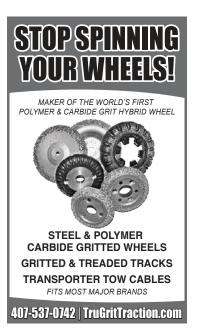




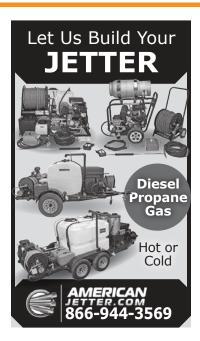


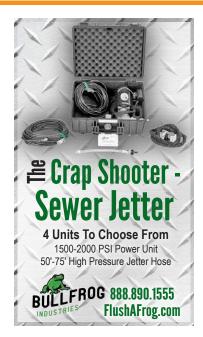
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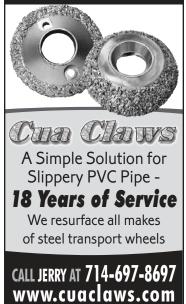








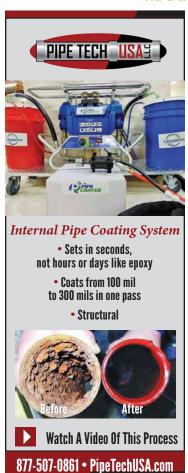


















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JET VACS



2002 Kenworth/Vactor combo unit (145P) Cat C-10, Allison auto., 80gpm/ 2,000psi rodder pump, Roots blower, 1" x 800' hose reel, brand-new cyclone, new ECM. \$75,000

Contact Mitch 231-258-7309; MitchH@AmericanWaste.org C08



2007 Volvo/Vactor 2100 combo unit (302P) 175k miles, 6,500 hrs. \$89,000

Contact Mitch 231-258-7309; MitchH@AmericanWaste.org CO8

1990 Vac-Con/International. 466 engine with Allison transmission. 88k miles, 6,500 hrs. Reccently replaced fan, tires, rear door, and PTO. 1,000-gallon freshwater with 80gpm @ 2,000psi. FMC pump. 15-yard debris box. \$22.500 OBO. 972-754-5279 (C10)

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2011 Vac-Con V390LHA combination cleaning truck. Low miles, great condition, 1998 Vactor 2110-36PD ex-city owned, low miles See details of these units and CCTV inspection trucks at www.empireequip.com. Contact Craig at 714-639-8352. (CBM)

2007 Volvo with a Vactor 2115 combination unit. (Stock# 5903C). (888) VAC-UNIT (822-8648); www.vsirentalsllc.com (CBM)

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2016 Sewer Equipment Company of America Model 800 HPR-TV ECO Jet Truck. This unit was a well taken care of demo with low miles (10,131 miles). Freightliner M2 106 chassis, Cummins ISB 6.7 w/250hp diesel engine, Allison 3000 RDS auto. transmission. 33,000 lb. GVWR. FE Meyers pump 65gpm @ 2,000psi, 1,500-gallon water tank. Dual telescoping hose reels- 500' umbilical cord @ 2,500psi, 600' of 1" @ 2,500psi hose. TV System: Self-leveling color TV camera, 4" jet pod skid, color monitor, DVR w/removable SD card. 6", 8", & 12" Jet Pod TV skids, auto level wind on reel, digital "Smart Counter", drain valves for water pump, 50' washdown system with retractable reel, fill-hose storage rack, lighting package, wireless remote control pendant, air-purge system, etc. Price: \$189,900. Contact Gavin Singleton @ Nixon-Egli Equipment Co.

> 909-930-1822, CA qsingleton@nixonegli.com coa

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Aries CCTV Inspection Truck: 2002 Ford E350, 5.4 Triton V8, 59,484 miles. Aries PCU, Dell operating system. New Onan commercial 7,000-watt generator. Pipe Tech pipeline inspection software, camera and transporter negotiable. Call for more information and more pictures, \$15,500, Mark 708-475-7116, IL

2014 Envirosight Rovver X 1,600' long-range camera system. Includes automatic cable reel with 1,600' of cable, RX130 crawler. RC90 PTZ camera, DCX5000 desktop controller (lateral launch ready), wireless remote. and 6-8" rubber wheels. Equipment was municipal-owned and has been overhauled at a factory authorized repair facility. This equipment is read to go to work. Call Brian for pricing and pictures. 303-898-9475 (C08)

Used and rebuilt camera kits in stock: RIDGID Mini Compact, Mini Color, Standard Self-Leveling, General Gen-Eye I, II and III, Aries Seeker, and SRECO kits. The Cable Center: 800-257-7209. (CBM)

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4 GPM, 4000 PSI, 12 Volt

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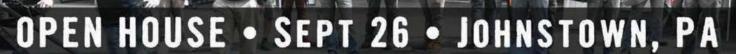


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