

# cleaner

FOR DRAIN AND PIPE CLEANING,  
INSPECTION AND REHABILITATION  
PROFESSIONALS

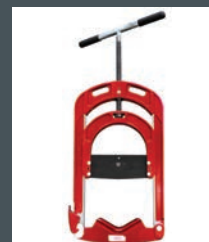
INVESTING IN  
SOLUTIONS  
THE RIGHT  
EQUIPMENT  
IS KEY / 14

## MOB MENTALITY


THE TEAM AT DRAIN MOB SETS  
ITSELF APART BY PROTECTING ITS  
CUSTOMERS, NOT PUSHING SALES / 36

### PRODUCT FOCUS

PIPE BURSTING METHODS AND PROJECTS / 56







**MORE  
MUSCLE.  
FASTER  
WHOOSH.**

## Sewerooter T-4™



Equipped with larger 9/16" Flexicore wire rope center cable.

A muscular mid-size machine with more power, the Sewerooter T-4 quickly punches through tough clogs in 3" and 4" lines. A larger 9/16" Flexicore® cable does a better job of transferring the torque than traditional 1/2" cables do.

It gets down the line easier and clears clogs faster. And the portable workhorse is easier to handle in tight spaces, on stairs, and loading into your truck.

Get the whoosh faster—the sound of success. To learn more, call the Drain Brains at 800-245-6200, or visit [www.drainbrain.com/T4](http://www.drainbrain.com/T4)



MADE IN USA

© 2021 General Wire Spring

***The toughest tools down the line.™*** **General  
PIPE CLEANERS**



# "I MADE MY MONEY BACK ON THE FIRST JOB, AND THEN SOME. THAT'S NO JOKE."

## PROfile

### NuFlow Certified Contractor

In his first year as a NuFlow Certified Contractor, Jeff Lane generated nearly \$1 million dollars in lining revenue.

Jeff became a NuFlow Certified Contractor in 2019 after a big company called because of sewer backups. Machinery throughout the warehouse made busting out the concrete floor impossible.

**"NuFlow gave me the words of wisdom I needed. I made my money back on the first job, and then some. That's no joke."**

Jeff continues to invest in new equipment and grow his team.

**"Lining is a huge part of my business. It has carried me during this pandemic. I just invested in NuCure CCUV and plan to have three lining crews by this time next year."**

NuFlow's training and support has been the most valuable part of Jeff's success in building his lining business.

**Jeff's advice to his fellow plumbers?**  
**"Get your guys out of the trenches and make yourself more profitable."**



**Jeff Lane - King Rooter & Plumber**  
Expert plumbing, drain, sewer & water heater services.  
Serving Denver & Boulder, Colorado.

**nuflow**  
WE FIX PIPES

**Grow with NuFlow. We Got You.**  
[www.nuflowtechnologies.com](http://www.nuflowtechnologies.com)  
866-430-2134

**INTRODUCING  
EASY ONLINE  
ORDERING**

[shop.nuflow.com](http://shop.nuflow.com)



# CONTENTS

APRIL 2021

## 36 COVER STORY: MOB MENTALITY

The team at Drain Mob sets itself apart by protecting its customers, not pushing sales.  
// By Giles Lambertson

## FEATURES

### 14 PROFILE: INVESTING IN SOLUTIONS

Contractor builds his business around always having the right equipment to handle any job.  
// By Ken Wysocky

## DEPARTMENTS

### 8 FROM THE EDITOR: POLISHING THE FUNDAMENTALS

Knowing the basics doesn't mean you're executing them properly. // By Kim Peterson

### 12 @CLEANER.COM

Be sure to check out our exclusive online content.

### 26 MONEY MACHINES: WELL IN HAND

An easily maneuverable, dolly-mounted jetter gets to the root of tough drain problems.  
// By Ken Wysocky

### 32 MONEY MANAGER: GET BACK TO FINANCIAL MANAGEMENT BASICS

This advice may seem elementary at first, but small companies can always benefit from a review of foundational business principles.  
// By Peter Bellotti

### 46 BEHIND THE GEAR: FAMILY MATTERS

General Pipe Cleaners has been dedicated to the drain cleaning industry for four generations.  
// By Kim Peterson

### 52 SAFETY FIRST: DON'T STAY SILENT

Not speaking up when you see safety violations perpetuates a cycle of behavior that puts the whole team at risk. // By Ken Wysocky

### 56 PRODUCT FOCUS: PIPE BURSTING METHODS AND PROJECTS

// By Craig Mandli

### 62 PRODUCT NEWS

Spotlight: Stair treads make heavy drum machine easily portable. // By Craig Mandli

### 65 INDUSTRY NEWS



**ON THE COVER** // Drain Mob co-owners Billy Teeter and Jacob Kemble combined their strengths to work as a team when Teeter quit his job at another drain cleaning company to start his own business. The San Diego-based company has grown quickly since its beginnings in 2017 due to the owners' customer-first philosophy. "We want to take care of people, to protect them," Teeter says. (Photography by Matt Dayka)



14



26



46

coming next month: May 2021

focus: Residential and Commercial Sewer and Pipe Maintenance

Money Machines: A heavy-hitting portable jetter // Better Business: Become an industry disruptor // Tech Perspective: Robotic hydrodemolition equipment provides big benefits



# MOBILIZE WITH CONFIDENCE

With EnviroSight sewer inspection trucks, your crews can tackle any challenge, get more done and stay safe.

## More Capable, More Productive

With an EnviroSight truck, you can inspect sewer lines from 6" to 120", do lateral launch, and even perform side scanning and laser profiling. Each truck features the industry-leading ROVVER X crawler system, which lets you maneuver through pipe, code defects, generate reports and wirelessly upload results to the cloud for secure sharing—all from a touchscreen interface. Get ready to mobilize with confidence.



Request Our **FREE Illustrated Guide to Sewer Inspection Trucks**. Learn about the critical considerations for selecting your next truck.



Scan code or visit  
[envirosight.com/truckguide](http://envirosight.com/truckguide)

(866) 936-8476 • [envirosight.com/trucks](http://envirosight.com/trucks)

©2020 EnviroSight. All rights reserved. Features/specifications subject to change.





# ADVERTISER INDEX

## ALLAN J. COLEMAN SINCE 1965

Allan J. Coleman Co. .... 13, 30  
Cable Center, The..... 35, 53



Cam Spray ..... 49



Central Oklahoma Winnelson..... 63

## CLOVERLEAF Tool Co.

Cloverleaf Tool Co..... 49



Coast Manufacturing..... 30

COXREELS..... 24



CUES..... 19, 55



DCD..... 45



Duracable Manufacturing Co..... 23

## ENVIRO-SIGHT

Envirosight, LLC..... 5



Enz USA, Inc. .... 34

Forbest Products Co. .... 44



GapVax, Inc. .... 71



General Pipe Cleaners/div. of

General Wire Spring..... 2



GI Industries, Inc. .... 17



Gorlitz Sewer & Drain, Inc..... 21



GP Sewer Cam..... 39



HammerHead Trenchless..... 27



IPP Solutions, LLC ..... 51



Ken-Way Corporation ..... 48



Lansas Mfg. by Vanderlans ..... 40-41



MaxLiner USA ..... 7



Milwaukee Rubber Products, Inc. .... 60



MyTana LLC..... 29



Nu Flow Technologies..... 3

Patriot Sewer Equipment & Repair 25

PE Equipment..... 10



Pearpoint (USA)..... 61

Petersen Products..... 61



Picote Solutions..... 54



Pipe Lining Supply..... 8

Pipeline Renewal Technologies..... 33



Ratech Electronics, Ltd..... 10



RIDGID..... 9



RODDIE, Inc..... 60



Root Rat..... 63



SECON ..... 48



Southland Tool Mfg. Inc..... 31



Spartan Tool, LLC ..... 72



T&T Tools, Inc..... 34



The Sewer Camera Center..... 65



Ultra Shore..... 30

Vactor Manufacturing ..... 11



Vivax-Metrotech Corp. .... 24



Warthog Nozzles by StoneAge..... 43

WEQ Fair ..... 70



Westmoor Ltd. .... 24

WWETT Show ..... 50, 64

Classifieds..... 66-67

Marketplace..... 68-69

# Cleaner

FOR DRAIN AND PIPE CLEANING, INSPECTION AND REHABILITATION PROFESSIONALS

Published monthly by COLE Publishing, Inc.  
1720 Maple Lake Dam Rd., PO Box 220, Three Lakes, WI 54562

Call toll-free 800-257-7222 | Outside of U.S. or Canada call 715-546-3346  
Mon- Fri., 7:30 a.m.-5 p.m. CST

Website: [www.cleaner.com](http://www.cleaner.com) | Email: [info@cleaner.com](mailto:info@cleaner.com) | Fax: 715-546-3786

**SUBSCRIPTION INFORMATION:** A one year (12 issue) subscription to *Cleaner* in the United States or Canada is free to qualified subscribers. A qualified subscriber is any individual or company in the United States or Canada that is involved in the inspection, cleaning, repair and installation of residential and commercial sewer lines. Non-qualified subscriptions are available at a cost of \$60 per year in the United States and Canada/Mexico. Subscriptions to all other foreign countries cost \$80 per year. To qualify, visit [www.cleaner.com/order/subscription](http://www.cleaner.com/order/subscription) or call 800-257-7222.

Our subscriber list is occasionally made available to carefully selected companies whose products or services may be of interest to you. Your privacy is important to us. If you prefer not to be a part of these lists, please contact Holly at [holly.gensler@colepublishing.com](mailto:holly.gensler@colepublishing.com).

**CLASSIFIED ADVERTISING:** Submit classified ads online at [www.cleaner.com/classifieds/place\\_ad](http://www.cleaner.com/classifieds/place_ad). RATE: No Photo Classified \$25 for 20 words, each additional word \$1. All classified advertising must be PAID IN ADVANCE. DEADLINE: Classifieds must be received by the first of the month for insertion in the next month's edition. PHONE-IN ADS ARE NOT ACCEPTED. Ads may be faxed only when charging to MasterCard, VISA, Amex or Discover. Please supply all credit card information with faxed ads. Be sure to include your phone number (with area code) in your ad. Make checks payable to COLE Publishing Inc. and mail with classified ad to the address above. CLASSIFIED ADVERTISING APPEARS NATIONWIDE AND ON THE INTERNET. Not responsible for errors beyond first insertion.

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

**REPRINTS AND BACK ISSUES:** Visit [www.cleaner.com](http://www.cleaner.com) for options and pricing. To order reprints, call Jeff Lane at 800-257-7222 (715-350-8447) or email [jeff.lane@colepublishing.com](mailto:jeff.lane@colepublishing.com). To order back issues, call Holly at 800-257-7222 (715-350-8424) or email [holly.gensler@colepublishing.com](mailto:holly.gensler@colepublishing.com).

**CONTROLLED CIRCULATION:** 21,500 per month. This figure includes both U.S. and international distribution.

© 2021 COLE PUBLISHING INC.

No part may be reproduced without permission of the publisher.



KAYLA BISNETTE

JIM KISHOTA

**JOIN**  
THE CONVERSATION.  
THE CAMARADERIE.  
THE COMMUNITY.

**Cleaner**

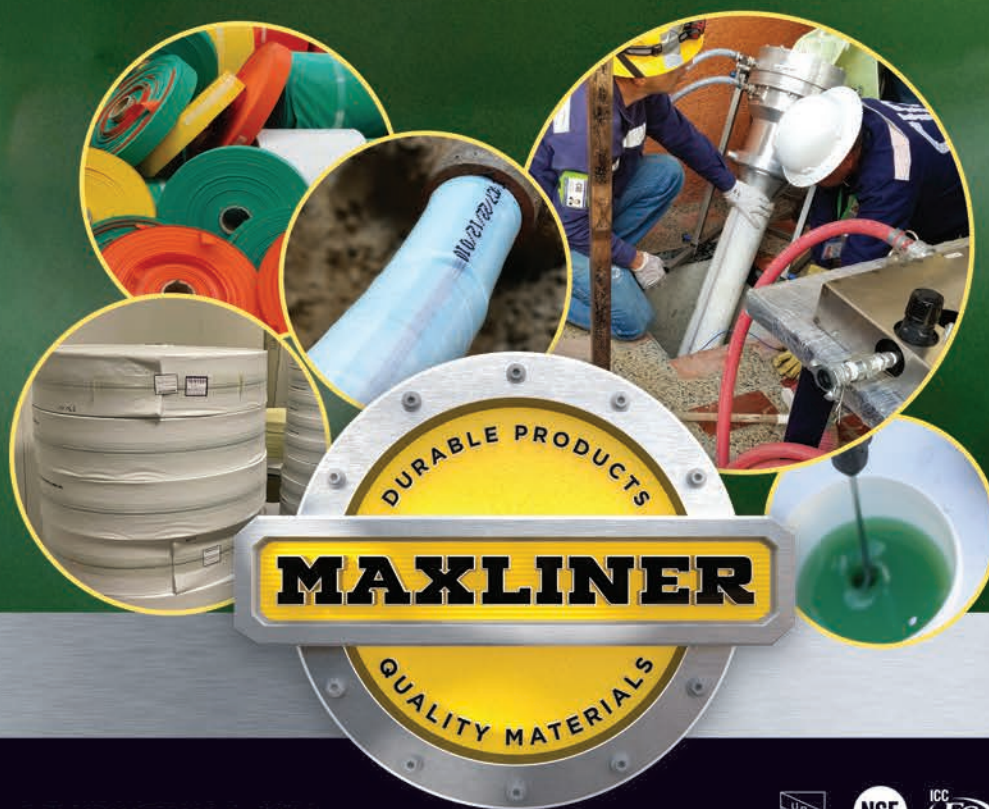
facebook.com/CleanerMag  
twitter.com/CleanerMagazine  
youtube.com/CleanerMagazine  
linkedin.com/company/cleaner-magazine



THE WORLD'S LARGEST SELECTION OF LINERS, CALTUBES  
AND OTHER ESSENTIAL LINING MATERIALS.

# NEVER HEAD DOWN A HOLE ALONE.

Source only the highest quality CIPP liners and CalTubes™ from MaxLiner® and be more than prepared on each and every jobsite with the right lateral equipment, materials and support.



MAXLINERUSA.COM



**GO WITH MAXLINER: 877.426.5948**

*Source your next job with a knowledgeable MaxLiner professional.*





Email me with comments, questions or opinions at [editor@cleaner.com](mailto:editor@cleaner.com)

## POLISHING THE FUNDAMENTALS

Knowing the basics doesn't mean you're executing them properly

**SOMETIMES CHOOSING TOPICS** for the regular columns in *Cleaner* — Money Manager, Better Business, Safety First — is challenging. Obviously the main goal is to bring you helpful stories, but finding topics that will appeal to all our readers isn't always easy.

I work with other editors for some of these; it's often easier to brainstorm content when you have multiple people pitching and discussing ideas. With perspective gained over our (collective)

decades in the industry, I think we manage to deliver stories that the majority of you appreciate and find useful.

While working on ideas for this month's Money Manager column, another editor and I went back and forth a bit about whether the information was too basic. We know we have readers who are just starting their own business, or hope to one day, and we want to be of service to you. But would everyone else know all this basic financial stuff? Were these reminders too far beneath all the seasoned business owners who read our magazines?

Honestly, the answer might be yes for some of you. If you've owned a business for a long time, it stands to reason that you understand budgeting and pay your bills on time.

But reminders about even the simplest of best practices should be welcome, at least sometimes. Frequently reviewing financial habits, or any part of your business processes, should be standard procedure. Everyone from young students to professional athletes to longtime business owners needs to go over the fundamentals from time to time. Think of it as perfecting your free throw by shooting it over and over.

Knowing the steps you should take — like creating a budget or dusting off that business plan more than once a year — is different than acting on them regularly. This idea, known as the “G.I. Joe Fallacy,” plays on the closing line from the 1980s cartoon. “Knowing is half the battle” isn't really true. Knowing something doesn't automatically change the behavior. Only discipline and hard work is going to change it.

So we included the article, “Get Back to Financial Management Basics,” this month as a reminder of that. You may know it all, but are you executing all those things the way you want to be?

If you're an old pro, I hope you don't immediately dismiss those “basic” articles. There might be something included that you've forgotten about, and brushing up on the basics never hurts.

We also welcome suggestions for stories, so if there is a topic you'd like to learn more about, feel free to send requests to [editor@cleaner.com](mailto:editor@cleaner.com).

I hope you enjoy this month's issue. **c**

**THE ULTIMATE PIPE COATING PACKAGE**  
**QUIK-COATING SYSTEM**  
 FOR DRAIN, WASTE AND VENT PIPES

**RESTORE YOUR PIPES TO LIKE NEW CONDITION**  
 PERFECT FOR 2"-16" PIPES

**RENSSI HIGH-SPEED DRAIN CLEANING MACHINE**  
 The perfect match for our Quik-Coating System, excellent for cleaning & prepping pipes.

**3-CHAIN CHAIN KNOCKER**  
**TOP CHOICE** for Plumbers/Drain Cleaners.

**100' INSPECTION CAMERA**  
 This affordable inspection camera is portable, flexible and GREAT on smaller diameter pipes.

**QUICK DRY**  
**5 MIN**  
 BETWEEN COATS

**PIPE LINING SUPPLY**

[www.PipeLiningSupply.com](http://www.PipeLiningSupply.com) | **PHONE 888-354-6464**



# RIDGID®

# NEW

## PLUG IN. TAKE CONTROL.



### INTRODUCING RELIABLE STREAMING & CAMERA CONTROL WITH RIDGID® SEESNAKE® CSx VIA™

Dock in the new CSx Via Wi-Fi control device to unlock a world of flexibility, convenience and camera operations with just your mobile screen. Remotely control all functions and features of your camera reel, including TruSense®, distance counter, sonde and more. CSx Via provides reliable connectivity to stream directly to any iOS®, Android™, or Windows device, and is multi-reel compatible. Use the free RIDGID HQx® Live app to capture and share superior inspection images and videos.



LEARN MORE AT [RIDGID.COM/VIA](http://RIDGID.COM/VIA)



# EMERSON



# More choices, more solutions, more innovation. **That's Ratech.**

- ✓ One-Touch USB recorder or SD recorder
- ✓ 10.4" sunlight-readable LCD
- ✓ Built-in Lithium Ion battery
- ✓ Wi-Fi connectivity-record direct to smartphone or tablet
- ✓ 100'-400' Premium Gel Rod™ Push cable
- ✓ 1.375" dia. Self-leveling camera
- ✓ Keyboard, footage counter, 512Hz sonde

- ✓ 3/4" micro camera compatible
- ✓ Pan n' Tilt push camera compatible
- ✓ Authorized service centers nation-wide

**Ratech**  
ELECTRONICS

Video Pipeline Inspection Systems



Pan n' Tilt Push Camera  
(Includes Reel and Remote Control)

Control unit  
can be  
mounted  
to reel.



For more information on these or other products call toll free:  
1-800-461-9200 or 905-660-7072 [www.ratech-electronics.com](http://www.ratech-electronics.com)

Upload your inspection videos to [YouTube](https://www.youtube.com) Ask us HOW?

MANUFACTURING SEWER CAMERAS SINCE 1981.

## REPLACING WATERLINES?

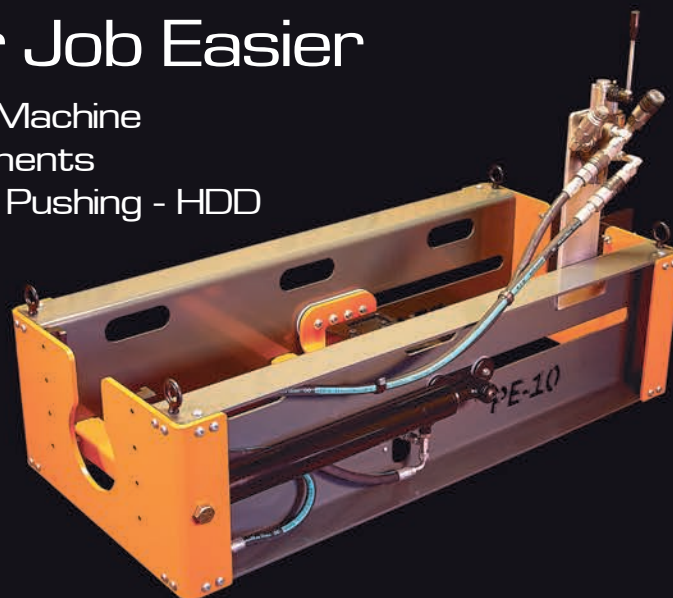
We Have the Tools  
To Make Your Job Easier

PE-10 - One Machine  
3 Attachments  
Pipe Bursting - Rod Pushing - HDD

**PE**  
**EQUIPMENT**

Simplicity In Innovation

[www.pe-equipment.com](http://www.pe-equipment.com)  
(406) 499-8136





# VACTOR<sup>®</sup>

## 2100i



It's that Simple.

IntuiTouch  <sup>TM</sup>

*Also standard on these Vector products:*

**iMPACT** **RAMJET**



See how easy the IntuiTouch is to  
operate at [vector.com/technology](https://vector.com/technology)





# @Cleaner.com

VISIT THE SITE DAILY FOR NEW, EXCLUSIVE CONTENT. READ OUR BLOGS, FIND RESOURCES AND GET THE MOST OUT OF *CLEANER* MAGAZINE.



## TECH HELP

### Software Improves Customer Scheduling

New Jersey's Pipe Works Services found numerous operational efficiencies by embracing an automated customer-service software option. Read more about the ways it has benefited the company in this online exclusive.

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

## EMAILS AND ALERTS



Visit Cleaner.com and sign up for newsletters and alerts. Get exclusive content delivered right to your inbox and you'll stay in the loop on topics important to you!

## JOIN THE DISCUSSION



facebook.com/CleanerMag



twitter.com/CleanerMagazine

## OVERHEARD ONLINE

"Running a company without a vision is like laying sewer line without knowing where the connection is."

— Aligning Daily Operations  
With a Long-Term Vision  
>> [cleaner.com/featured](https://cleaner.com/featured)



## EMPLOYEE RELATIONS

### Reshaping Your Workplace Culture

There's a lot of emphasis these days on building a great workplace culture. But actually accomplishing that is easier said than done. The keys to success are fairly simple, but improvement requires real and concerted action, as this online exclusive explains in further detail.

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



## COST CONTROL

### Making Equipment Buying or Renting Decisions

Rising equipment costs are a challenge for many companies. An aspect of this is making the determination on whether to buy a piece of equipment or rent it. In this online exclusive, an industry expert offers some tips that can help with making that key decision.

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



# ALLAN J. COLEMAN

## SINCE 1905

5725 N. Ravenswood Ave. • Chicago, IL 60660  
6003S 40th St., Ste. #5 • Phoenix, AZ 85042

info@allanjcoleman.com • www.allanjcoleman.com

**Call us today!**  
**Chicago 773-728-2400**  
**Phoenix 602-638-0600**

## OLDEST NAME IN THE BUSINESS — OVER 115 YEARS OLD

### CS6x))) VERSA Digital Recording Monitor With Wi-Fi



- A high and low monitor mounting position and pivoting frame lets users tilt the monitor to the desired angle for optimal viewing. The sunshade remains open in all situations for glare reduction
- 5.7" daylight viewable screen. TruSense™ compatible
- Docks to the Compact 2/C40/M40 camera reels for efficient transport, storage, and operation, and can be used mounted or unmounted
- Operates on one 18 V battery or AC power adapter
- Capture images and video directly to a USB drive

### CSx))) VIA™ Wi-Fi Control Device



- Compatible with all RIDGID SeeSnake reels when using the RIDGID SeeSnake Standard & Mini CSx Via Mount
- Reliable connectivity between CSx Via and mobile devices with the HQx Live app or HQ software for Windows
- Rapid communication by email, text or upload photos and videos to customers or colleagues in real time



### NaviTrack® Scout®

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



### SeekTech® SR-20

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

### FLEXSHAFT, K9-306

- 3" - 6" Pipes
- Includes: 125' of 3/8" cable and kit
- Faster setup and cleanup, quick cleaning



### FLEXSHAFT, K9-204

- 2" - 4" Pipes
- Includes: 70' of 5/16" cable and kit
- Faster setup and cleanup, quick cleaning, and cordless convenience



### FLEXSHAFT, K9-102

- 1 1/4" - 2" Pipes
- Includes: 50' of 1/4" cable and kit
- Faster setup and cleanup, quick cleaning, and cordless convenience for additional time savings



### CS2x))) Monitor

- Wi-Fi and Bluetooth
- Large High Resolution 12.1" display
- Dual Battery Power – two batteries can be installed for maximum runtime
- Capture images and video directly to a USB drive
- Stream or Record to an iOS or Android phone or tablet



### SeeSnake® TruSense™ Camera Reel

- High dynamic range (HDR) offers bright, clear in-pipe imaging
- TiltSense displays the pitch in a pipe



**We Have RIDGID Parts!**

**Authorized SeeSnake Repair Center**  
**THE BEST SERVICE AND FAST TURN AROUND!**

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



**Buy Online at**  
**AllanJColeman.com**

**RIDGID®**



» American Trenchless Technologies technician Ron Richardson feeds a RIDGID SeeSnake down a drainline with help from Devin Snyder on a residential lining job in Morton Grove, Illinois.





# INVESTING IN SOLUTIONS

CONTRACTOR BUILDS HIS BUSINESS AROUND ALWAYS  
HAVING THE RIGHT EQUIPMENT TO HANDLE ANY JOB

// By Ken Wysocky

**O'HARE INTERNATIONAL AIRPORT, A VETERANS HOSPITAL IN MILWAUKEE AND  
THE WISCONSIN STATE CAPITOL DON'T APPEAR TO HAVE ANYTHING IN COMMON.**

But one thing connects them all: They're among the more than 1,000 clients that have hired American Trenchless Technologies to fix serious pipeline problems with minimal disruption or downtime — and for significantly less money compared to conventional open-cut repairs.

In just the three years since Mark Carpenter and his brother, Chris, founded the company in DeKalb, located about 65 miles west of downtown Chicago, they've amassed a considerable array of trenchless rehab equipment, including systems for lining, bursting and coating leaking drainlines.

The investments have been significant. Mark Carpenter estimates the company has bought about half a million dollars' worth of equipment. But the return on those investments has been substantial. And with so many technologies available, the company is equipped to offer customers a variety of cost-effective solutions, he says.

"After all, the name of our company is American Trenchless Technologies. So we'd better offer more than one technology. It's better when you can offer people different solutions."



## American Trenchless Technologies

DEKALB, ILLINOIS

**OWNERS** Mark Carpenter and Chris Carpenter (brothers)

**FOUNDED** 2017

**EMPLOYEES** 10

**SERVICES** Trenchless pipeline rehab, pipeline cleaning/inspections

**SERVICE AREA** Northern Illinois/southern Wisconsin

**WEBSITE** [www.american-trenchless-technologies.com](http://www.american-trenchless-technologies.com)





Technicians Ron Richardson (right) and Devin Snyder unroll a Pipe Lining Supply calibration tube with a liner pulled inside of it for a clean-out tear-away shot on a residential lining job.

Richardson clamps together a freshly glued calibration tube where the liner ends inside.



## HIGH RETURNS

Some contractors shy away from big investments in new technology because of the high upfront cost. But it's not unusual for Carpenter to buy new equipment for one job if it's the best solution for the customer. The key: Charge a price that recoups most, if not all, of the initial cost.

"You can even let the customer know that you're passing the cost onto them," he says. "And in many cases, you can still do the job for half the price of conventional techniques, which are very disruptive. Most times the customer is willing to pay a higher price just so you can get in and get out quickly, with minimal disruption."

Furthermore, that piece of equipment then allows the company to offer a new service and enter different markets, he adds.

A good example is the Quik-Coating System the company purchased in 2018 from Pipe Lining Supply. It was the best solution for repairing a system of leaking pipes in the 24-story Old Republic Building, a landmark classical revival-style building built in downtown Chicago in 1924.

Replacing the pipes would have required tearing down ornate plaster ceilings. In addition, it would've been difficult to get pipe lining equipment to the building's roof, which was the logical access point for repairs. Lining the pipes would also require numerous line reinstatements for a large number of branch connections to the main drainlines, as well as negotiating numerous 90-degree bends.

The Quik-Coating system removes those factors from the equation. It uses a round, rotating brush to apply as many microthin layers of polyurea-based resin as the repair requires. The coating cures in five minutes.



» Ron Richardson prepares a two-part mixture of Perma-Liner epoxy resin.



"We bought the system just for that job," Carpenter says. "It cost about \$30,000. But it paid for itself on that job. And we still came in at a much lower price than other companies."

Furthermore, the company now has another technological arrow in its quiver that's available the next time a similar need arises.

### EXPLORING OPTIONS

In another instance, the company was called to fix about a 90-foot-long, 4-inch-diameter section of old Orangeburg pipe at a residence in DeKalb. The pipe ran under a large tree that the homeowners, a retired couple, had planted when they got married. Excavating to replace the pipe wasn't an option.

"MOST TIMES THE CUSTOMER IS WILLING TO PAY A HIGHER PRICE JUST SO YOU CAN GET IN AND GET OUT QUICKLY, WITH MINIMAL DISRUPTION."

MARK CARPENTER

"The building inspector wouldn't let us do pipe lining because it was Orangeburg pipe," Carpenter says. "So I called HammerHead Trenchless Equipment to talk about pipe bursting as an option."

HammerHead provided training and also let the company rent a pipe bursting system. That allowed Carpenter to get a feel for the technology without making a significant upfront investment. He says many manufacturers are willing to do the same thing to improve product acceptance in the field.

"I was amazed at how well it worked out," he says. "We got the job done and saved their tree and their landscaping."

### A NEW PATH

Carpenter started his career in the propane gas industry, installing storage tanks and gas lines with his father, Jack. In 2002, he bought an HVAC/plumbing franchise with his brother, which they ran for 15 years.

## Still using a drill to power your drain cleaning?



## Jetter meets cable machine... end of story.

- Variable speed from 0 to 1,200 rpm
- Cutting/Cleaning, Grinding, Re-instating and Descaling
- Forward/Neutral and Reverse Rotation
- Cleans up to 150 ft.
- Built-in Air/Water Flush
- ID from 1/2" to 2 ft.
- Runs on 110/220 volt
- Universal tool attachment

**NEW**  
**WARLOCK**  
for less than **\$7,400**  
See the details at [www.giind.com](http://www.giind.com)

### Contractor's Package

Part Number - TCM-6001

- 1 TCM-6000
- 1 Flexible Shaft 100'
- 1 Flexible Shaft 50'
- 1 4" Pipe Cutter "Re-instater"
- 1 4" Flexible Hone
- 1 Expandable Root Cutter
- 1 Complete maintenance kit
- 2 Universal attachments
- 1 Flexible Shaft 25' (under 2" pipes)
- 1 2" Flexible Hone
- 1 1.5" Ball Grinder

Freight included  
**Package \$7,380.15**



## GI INDUSTRIES

GI Industries Inc.  
800-724-1944 • [www.giind.com](http://www.giind.com) • [sales@giind.com](mailto:sales@giind.com)  
Owned/Operated and Made in the U.S.A.





▲ Mark and Chris Carpenter own American Trenchless Technologies, based in DeKalb, Illinois.

While attending a drain cleaning class, he heard about pipe lining technologies. “I didn’t even know this technology existed,” he recalls. “I remember thinking to myself, ‘Wow, what an interesting concept.’”

This discovery sent Carpenter down a different career path. When the franchise agreement expired, Carpenter realized he was more interested in lining pipes than plumbing services, so the brothers agreed to start a pipe lining company and plumbing/HVAC company, with his brother managing the latter’s operation.

“Nothing satisfied me like the lining business,” he says. “First of all, it’s a necessary service. When people have sewage coming into their home or business, they need it taken care of quickly.

“And when you show up and take care of their problems without any disruption — no tearing up their house, basement, patio, yard, driveway or whatever — you’re their hero. You become instant friends with people. It’s very satisfying.”

Early on, the company got business from plumbing and excavation companies that didn’t do pipe lining — and still does today. But Carpenter eventually steered toward a niche market: smaller jobs involving larger-diameter pipes, ranging from 8 to 18 inches in diameter.

“I found that bigger companies don’t want to do smaller jobs,” he says. “Bigger companies want municipal contracts for rehabbing miles of pipe, so we focus on smaller runs — jobs we can do in a day or two.

“It’s just a different ballgame than the larger companies play. Customers just couldn’t get larger companies to do shorter runs, which created opportunities for us.”

The company also found success by serving all kinds of customers, from municipalities, airports and military facilities to homes, hospitals and schools to industrial clients, he says.

CONTINUED >>

## A CREATIVE APPROACH

One thing Mark Carpenter loves about trenchless pipeline rehab is helping customers avoid the extreme disruption and high cost of traditional sewer line repairs. But another factor trips his trigger, too: He enjoys a good challenge.

That’s exactly what the co-owner of American Trenchless Technologies ran into several years ago when a customer in Geneva, Illinois, called with a big problem: a sewer line so badly broken that employees dubbed it “the impossible trenchless repair.”

The customer had torn down an old home and was building a larger new one. But before connecting the home to an existing sewer lateral, it had to be inspected, according to city regulations. The inspection revealed a severely deteriorated, roughly 50-foot-long section of 6-inch-diameter clay pipe. (A video of the inspection posted on YouTube has almost 475,000 views.)

“The line was almost fully clogged with mud and broken pieces of clay tile,” Carpenter says. “Parts of the top and side were busted out. We looked at the video and wondered how we would ever be able to line it, because using a water jetter to clear the line would collapse the whole thing.”

To make it worse, the sewer line ran under a two-lane state highway, with the mainline on the far side of the roadway. That meant Carpenter would need to get a permit from the Illinois Department of Transportation to dig up the highway — a process that can take months. Carpenter estimates that excavating to replace the section of pipe would cost \$30,000 or more.

The dilemma spurred Carpenter into MacGyver mode. Instead of using a water jetter, he affixed a “fire nozzle” to a 1-inch-diameter PEX pipe and went to work. The nozzle created a spray pattern wide enough and just powerful enough to move debris forward, while the PEX was stiff enough to push the nozzle through, he says.

It took about two days of delicate maneuvering to clear the debris. Then he used a lining machine from Perma-Liner Industries to shoot a structural felt liner through the damaged section of pipe, under the highway and into the mainline.

The total lining time was a matter of minutes, not including ambient-curing time. The total cost rang in between \$6,000 and \$7,000. Customer satisfaction? Off the charts, he says.

“Things come up every day in this business and you’ve got to be able to figure them out. Sometimes you definitely need to be creative. Every job is a little different, just like snowflakes. But that’s what my guys and I like about it.”



# THINK **BIG**

With CUES  
Portable Inspection Systems -  
A Cost-Effective Alternative  
to Dedicated Truck Systems



In the market for an affordable, portable, pipeline inspection system? CUES has portable field-demonstration units for sale at discounted prices! Choose from multiple units, such as the QZIII Pole Camera System, MPlus+ Manual Push System, Mark III Reel System, K2 Portable System and an assortment of CUES Pearpoint Push/Reel Systems. All portable demo units come with a standard one year warranty.

\*\*Please contact Tim Wilson (cell: 407.497.2905) or Billy Declet (407.849.0190 x379) for availability/delivery options.

\*\*Equipment and/or optional accessories are shown for reference only.



800.327.7791 | [salesinfo@cuesinc.com](mailto:salesinfo@cuesinc.com)



[www.cuesinc.com](http://www.cuesinc.com)



» Ron Richardson and Devin Snyder attach a loaded cal tube bladder to a Perma-Liner inversion drum.



Moreover, as the company earned a reputation for thinking outside the box, it started lining more than just typical drainlines. The company also has lined swimming pool drains, electrical conduit, air ducts, sump pits, basins, downspouts and even a spillway outlet for a dam.

“We’ve had some jobs where I look back and say, ‘How did we even do that?’ But if it’s lineable, we’re not afraid to try to line it.”

“WE’VE HAD SOME JOBS WHERE I LOOK BACK AND SAY, HOW DID WE EVEN DO THAT?’ BUT IF IT’S LINEABLE, WE’RE NOT AFRAID TO TRY TO LINE IT.”

MARK CARPENTER

### TECHNOLOGY-DRIVEN SOLUTIONS

American Trenchless now owns a considerable roster of equipment. For pipe lining, the company relies on systems made by Alkota Cleaning Systems, CIPP Services, NuFlow, Perma-Liner Industries, Pipe Lining Supply and RapidAir Products.

The company also owns eight drain machines built by Spartan Tool and RIDGID; cart water jetters made by MyTana (3,000 psi at 8 gpm) and Spartan (3,000 psi at

12 gpm); a Badger TR 3100 mainline inspection camera manufactured by Aries Industries; five RIDGID SeeSnake and one SeeSnake Mini pipeline inspection cameras; and an IMS Micro Automatic Plus robotic cutter from Pipeline Renewal Technologies.

In addition, the company has invested in a Maxi Miller drain machine from Picote Solutions; a Clog Dog drain machine from the Clog Squad; and a Ditch Witch FX60 trailer vacuum system. The company also does pipe grouting; it uses grout and related products made by Avanti and a pump built by Graco.

Of course, it’s had to know what to buy without keeping up with the latest in technological developments, so Carpenter attends trade shows, reads trade magazines and attends training seminars sponsored by manufacturers.

“Plus I just talk to people,” he says. “You have to stay up on things because more and more people enter the market each year. I like to differentiate myself by staying a step ahead. I want to be one of the smarter, more well-informed people in the industry.”

“Sometimes customers say to me, ‘No one else told me about that technology.’ That’s because they didn’t

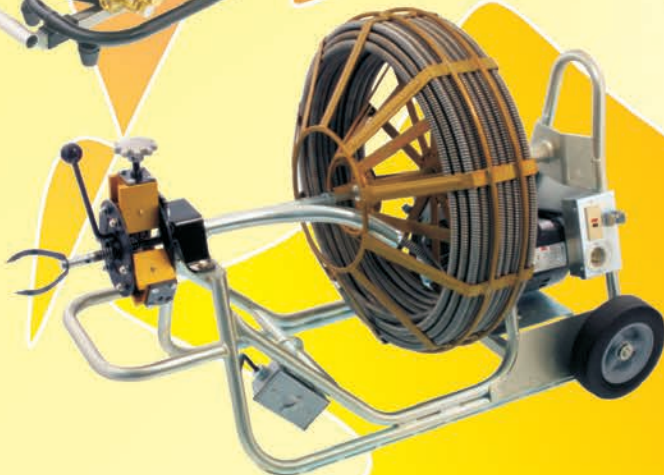
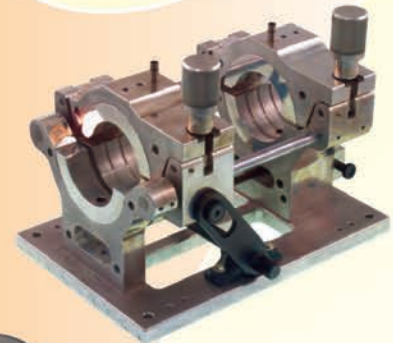
CONTINUED »





# GORLITZ SEWER & DRAIN INC.

Norwalk Blvd. Santa Fe Springs, Ca. 90670



**MACHINES  
FEEDERS  
CABLES  
RAMPS  
CONNECTORS  
LEADERS  
CHUCKS  
ENDS  
RETRIEVERS  
SPLICES  
AUGERS**

**JETTERS  
NOZZLES  
HOSES**

**TRENCHLESS  
PIPE SYSTEMS**

**SOCKET  
FUSION KITS**

*Engineering, Dedication, Quality, Sales and Service All In One Stop!*

www.gorlitz.com  
Email: sales@gorlitz.com  
f GORLITZ on Facebook



Tel: (562) 944-3060  
Fax: (562) 944-7630



know about it. You've got to have a thirst for knowledge in this industry. And it moves fast, so it's not easy to keep up with it all."

### A PLAN FOR GROWTH

As Carpenter pauses to look at how American Trenchless has grown since its inception in 2017, he's proud of what he and his brother have accomplished.

"Someone who mentored me once said I should find something I like to do and become the best at doing it. That always stuck with me and that's what I've tried to do."

Looking ahead, Carpenter says he's developing a business plan aimed at tripling the company's revenue in five years, to between \$5 million and \$6 million. That will require more technicians, salespeople and project coordinators, among other things.

Part of that growth could come from further expansion of existing services to new customers and possibly adding more services that complement existing ones, such as lining water-service lines as well as sewer lines, he explains.

But even as competition in trenchless pipe



rehab grows, he's not concerned, noting that there's plenty of work available for everyone.

"The infrastructure is aging every year and it's not going to fix itself. There's quite a bit of opportunity out there." **c**

Richardson wets out the liner in a calibration tube with a two-part epoxy resin.

### FEATURED EQUIPMENT

#### ALKOTA CLEANING SYSTEMS

800-255-6823  
www.alkota.com

#### ARIES INDUSTRIES

800-234-7205  
www.ariesindustries.com

#### AVANTI INTERNATIONAL

800-877-2570  
www.avantigrout.com

#### CIPP SERVICES, LLC

815-712-8708  
www.cipp-services.com

#### CLOG SQUAD

616-399-6775  
www.clogsquad.com

#### DITCH WITCH

580-336-4402  
www.ditchwitch.com

#### GRACO, INC.

612-623-6000  
www.graco.com

#### HAMMERHEAD TRENCHLESS

800-331-6653  
www.hammerheadtrenchless.com  
(See ad page 27)

#### MYTANA LLC

800-328-8170  
www.mytana.com  
(See ad page 29)

#### NUFLOW TECHNOLOGIES

800-834-9597  
www.nufLOWtechnologies.com  
(See ad page 3)

#### PERMA-LINER INDUSTRIES, LLC

866-336-2568  
www.perma-liner.com

#### PICOTE SOLUTIONS

708-267-6366  
www.picotesolutions.com  
(See ad page 54)

#### PIPE LINING SUPPLY

888-354-6464  
www.pipeliningupply.com  
(See ad page 8)

#### PIPELINE RENEWAL TECHNOLOGIES

866-936-8476  
www.pipelinert.com  
(See ad page 33)

#### RIDGID

800-474-3443  
www.ridgid.com  
(See ad page 9)

#### SPARTAN TOOL LLC

800-435-3866  
www.spartantool.com  
(See ad page 72)



DURACABLE DALE



WORDS OF WISDOM

WHEN RESTAURANTS  
AND SERVICES ARE  
OPEN *for* BUSINESS  
MAKE SURE THEIR  
DRAINS ARE OPEN TOO.

DRAIN CARE  
**BUY 2 CASES  
GET 1 CASE FREE**



OFFER VALID APRIL 1 - 30, 2021. APPLIES ONLY TO PROCLEAN PRODUCTS.  
NOT VALID WITH OTHER OFFERS OR ON PREVIOUS ORDERS. SUBJECT TO CREDIT APPROVAL.

DURACABLE.COM



DURACABLE®  
— MANUFACTURING CO —

800-247-4081



# Sonde locating reinvented with the vLoc3-Cam



The vLoc3-Cam Sonde Locators advanced filtering and omnidirectional antenna technology makes sonde locating fast, easy, and accurate.

Follow the arrow → to the rear locate point ⊙ then continue to the sonde ⊙.

- Graphical color display
- Pushrod trace mode
- Utility trace mode
- Damage avoidance modes
- Optional Bluetooth connectivity



**VIVAX  
METROTECH**

Vivax-Metrotech Corporation

3251 Olcott Street,  
Santa Clara, CA 95054, USA  
Email: SalesUSA@vxmt.com

Toll-Free: 1-800-446-3392  
Tel: +1-408-734-1400  
www.vivax-metrotech.com



***Performance by Design***



**PRO  
V  
A  
C**



**Sales & Service**  
**1-800-367-0972**  
orders@westmoorltd.com

www.westmoorltd.com  
**Westmoor Ltd.**



Industrial Pumpout

**Rugged & Reliable**

**Built to Last!**

**TACKLE THE  
TOUGHEST JOBS**

WITH QUALITY YOU CAN TRUST!



**PRO GRADE  
HOSE, CORD,  
& CABLE REELS**

- ✓ Efficient Septic & Sewer Clean-Up Operations
- ✓ Enhance Worksite Safety
- ✓ Corrosion Resistant, Powder-Coat or Stainless Steel Finishes



LEARN MORE:

PRESSURE WASH | FLUID TRANSFER | VACUUM | AND MORE

TOLL FREE | 800.269.7335

FOLLOW US:

www.COXREELS.COM







**Patriot Sewer Equipment & Repair**  
RIVERSIDE CA

**888-318-9888 | www.patriot.us**



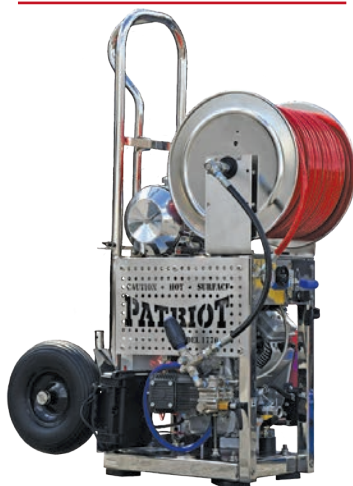
### 1776 Heavy Duty



- Patented Design: U.S. Patent #: D802,241
- Electric / Remote Start • Hour / Battery Gauge
- Pulsation Valve • 13" Flat Free Tires
- Audible battery alarm
- Winch mount for easy loading and unloading
- High Quality Stainless Steel & Brass Fittings
- Removable Top handle for easy storage

**Motor:** 23 hp Briggs & Stratton V-Twin  
**Fuel:** Gas / Propane  
**Pump / Pressure:** 11 GPM Pump @ 3,600 PSI  
**Frame & Reel:** 100% Stainless Steel  
**Hose:** 300' of 3/8" Piranha Jetter Hose – (5k PSI Max, 12k Burst)  
**Weight:** 341 lbs  
**Dimensions:** 55"H (with handle), 43 1/2" (without handle), 38"L x 25"W

### 1776 Standard Edition



- Patented Design: U.S. Patent #: D802,241
- Electric / Remote Start • Hour / Battery Gauge
- Pulsation Valve • Safety Relief Valve
- 13" Flat Free Tires • Audible battery alarm
- Winch mount for easy loading and unloading
- High Quality Stainless Steel & Brass Fittings
- Removable Top handle for easy storage

**Motor:** 23 hp Briggs & Stratton V-Twin  
**Fuel:** Gas / Propane  
**Pump / Pressure:** 6 GPM Pump @ 4,000 PSI  
**Frame & Reel:** 100% Stainless Steel  
**Hose:** 300' of 3/8" Piranha Jetter Hose – (5k PSI Max, 12k Burst)  
**Weight:** 275 lbs  
**Dimensions:** 54"H (with handle), 43" (without handle), 38"L x 23"W

### 1808 Madison Mini Jetter



- Portable, lightweight jetter, only weighs 15 lbs
- Clear out grease, sand, and debris in 1 1/2" – 3" lines
- Generates 1,600 PSI @ 1.3 GPM and only draws 13 amps
- Pulsation helps hose go through tight bends and further down line
- Heavy Duty Hose Reel with 100' of 1/8" Piranha Hose
- 3 piece nozzle kit, custom designed for 1808 Madison Mini Jetter
- 25' of pressure washer hose, wand, and turbo nozzle to clean up any job site messes

**Motor:** 13 Amp Electric Motor  
**Pump:** Axial Cam  
**Pressure:** 1,600 PSI  
**Flow:** 1.3 GPM  
**Hose Capacity:** 100 feet of 1/8" hose  
**Weight:** 15 lbs (without hose & reel)  
**Dimensions:** 17"L x 12.5"W x 8.5"H

**BUILT TO ORDER AND CUSTOM MADE IN USA**

### Patriot - Micro Rod

**Push Rod Exterior Jacket:** Polypropylene  
**Push Rod Interior:** Fiberglass  
**Push Rod Diameter:** .27"  
**Conductor Wires:** 6  
**Conductor Wire Size:** 28 AWG  
**Length:** 100'

Made in USA. Call to see if compatible with your sewer camera



### Patriot - Mini Rod

**Push Rod Exterior Jacket:** Polypropylene  
**Push Rod Interior:** Fiberglass  
**Push Rod Diameter:** .37"  
**Conductor Wires:** 6  
**Conductor Wire Size:** 20 AWG  
**Lengths:** 100', 200'

Made in USA. Call to see if compatible with your sewer camera



### Patriot - Standard Rod

**Push Rod Exterior Jacket:** Polypropylene  
**Push Rod Interior:** Fiberglass  
**Push Rod Diameter:** .46"  
**Conductor Wires:** 8  
**Conductor Wire Size:** 20 AWG  
**Lengths:** 200', 325'

Made in USA. Call to see if compatible with your sewer camera

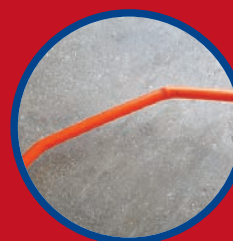


### Upgrade your old sewer monitor!

- LCD / LED Monitor
- USB Recorder
- 18V Battery Addon (Milwaukee M18)
- Sunlight Readable LCD \*additional\*

*Don't waste \$\$\$\$ on a new monitor. We can install the latest technology to your older sewer monitor equipment.*

### Repair your broken sewer camera!



- Broken / Kinked push rods
- Camera Head rebuild & replace
- Sonde & Transmitters
- Slip Rings
- No Picture Issues
- Push Rod Replacement
- Powdercoat & Restoration
- Warranty work & more!

Ship your camera to us for repair and repair work is performed, we will ship it back to you at no charge



## WELL IN HAND

An easily maneuverable, dolly-mounted jetter gets to the root of tough drain problems // By Ken Wysocky

**T**HERE WAS A TIME when Guillermo Alvarez was socking away money to buy a trailer-mounted water jetter so his company, Rooter Warrior Plumbing & Drain Cleaning, could someday clean larger drainlines.

But that plan changed dramatically after he invested in a Patriot 1776 HD dolly-mounted jetting machine, manufactured by Patriot Sewer Equipment & Repair.

“I figured we’d use it for a year or two, then build up enough capital to move up into a trailer jetter,” says Alvarez, who established the company in 2018 in Riverside, California, about 55 miles east of downtown Los Angeles. “But now I can’t

see spending that kind of money when this jetter keeps up with everything we need to do.

“I’ll admit I was a little doubtful at first,” adds Alvarez, who runs four service vehicles and employs six people. “The only jetters I’d ever run before were trailer jetters, and I didn’t see how this smaller machine would work as well. But after I watched a demo, I put an order in right away.”

Furthermore, the price tag was about \$13,000 — significantly less than what a trailer jetter would cost.

“Being a younger company, I didn’t want a big expenditure like a trailer jetter,” he explains. “But I still needed a jetter to handle different kinds of jobs. We have a lot of terra cotta and clay pipes around here, so there are a lot of root intrusions, which a jetter handles better.”

### BRINGING THE MUSCLE

The chief attraction for Alvarez was the jetter’s combination of portability and power. Its compact design (55 inches tall with the dolly handle, 43 1/2 inches without it, 38 inches long and 25 inches wide) makes it easy to maneuver.

The machine weighs 345 pounds, so Alvarez uses a winch to load and unload it. But the dolly — which features solid, 13-inch-diameter, flat-free polyurethane-foam tires — makes it easy to move the jetter around and access places a trailer jetter can’t. Moreover, the handle comes off and self-stows on the machine, which makes it easier to store in service vehicles.

“In the neighborhoods where we work the most, a lot of drainlines run through easements at the rear of properties,” Alvarez says. “So with a trailer jetter, we’d need 400 feet of hose to be able to jet, versus just rolling the dolly to the back of a yard where you can’t take a trailer.”

For smaller jobs, Alvarez hooks up the machine directly to a faucet. But to clean larger lines that demand more water flow than a hose can provide, he breaks out the machine’s secret weapon: A portable, 100-gallon bladder that acts as a water reservoir.

CONTINUED >>

## ROOTER WARRIOR PLUMBING & DRAIN CLEANING INC.

RIVERSIDE, CALIFORNIA

**OWNER** Guillermo Alvarez

**MACHINE** Patriot 1776 HD water jetter from Patriot Sewer Equipment & Repair

**FUNCTION** Clearing 1 1/2- to 8-inch drainlines

**FEATURES** 23 hp Briggs & Stratton engine; water pump made by Comet Pumps (3,500 psi at up to 11 gpm); stainless steel frame, lines, fittings and hose reel; 300 feet of 3/8-inch-diameter hose made by Piranha Hose Products; remote-control start/stop; pulsation setting; rechargeable lithium battery; weighs 345 pounds; dolly with flat-free tires and removable/stowable handle; measures 55 inches tall (43 1/2 inches without handle), 38 inches long and 25 inches wide

**COST** Approximately \$13,000

**WEBSITE** [www.rooterwarriorplumbing.com](http://www.rooterwarriorplumbing.com)





# TOUGH EQUIPMENT. TRUSTED SUPPORT.



HammerHead Trenchless provides precision-manufactured equipment, comprehensive trenchless materials and supplies, and all the training and support you need to attack anything standing between you and rehabilitated pipes. Offering only the best and most innovative technologies available, our responsive team is by your side throughout the life of your quality HammerHead equipment – no matter how down and dirty your trenchless needs may be.



**TOUGH EQUIPMENT. TRUSTED SUPPORT.**

visit [hammerheadtrenchless.com](http://hammerheadtrenchless.com) or call +1 920 648 4848

**BURSTING | RAMMING | LINING | POINT REPAIR | GAS SLITTING**



# MONEY MACHINES



«Guillermo Alvarez, owner of Rooter Warrior, with his Patriot 1776 HD portable jetting machine from Patriot Sewer Equipment & Repair. Alvarez assumed he'd need a trailer jetter in order to clean larger lines and take care of root intrusion, but this "Mighty Mouse of jetters" more than meets his expectations.

The unit features a frame, reel, lines and fittings made of stainless steel; 300 feet of 3/8-inch-diameter hose made by Piranha Hose Products; remote-control capability for one-man operation; pulsation setting; easily accessible oil, air and fuel filters for easy maintenance; and a lithium battery that powers electronics and the remote control.

"This machine is engineered with drain cleaners in mind," Alvarez says. "The guys at Patriot grew up with drain cleaning equipment, so everything is well thought out and intended to make it powerful and easy to run."

Any concerns Alvarez had about the machine's power disappeared after he cleaned a roughly 250-foot-long, 4-inch-diameter clay drainline that included two 90-degree turns. He estimates there were root intrusions in about 80% of the joints.

"The biggest challenge was that as we cut out the roots, they kept getting stuck on those hard turns and water kept backing up," he explains. "It felt like we weren't getting anywhere. We went at it for about 2 1/2 to 3 1/2 hours. I didn't think we were going to get it open, but eventually we cleared the line."

"After we were done, I told one of my guys, 'If we can clear this, we can clear any line.' I used to think that the bigger the jetter, the more powerful it is. But this machine is like Mighty Mouse." c

"THIS MACHINE IS ENGINEERED WITH DRAIN CLEANERS IN MIND. THE GUYS AT PATRIOT GREW UP WITH DRAIN CLEANING EQUIPMENT, SO EVERYTHING IS WELL THOUGHT OUT AND INTENDED TO MAKE IT POWERFUL AND EASY TO RUN."

GUILLERMO ALVAREZ

A standard hose connects the bladder to a faucet, while a 2-inch hose connects the bladder to the machine. The bladder provides enough continuous water volume to use a jetting nozzle; the machines come with a Reaper nozzle made by Hydra-Flex and Alvarez also uses Warthog nozzles built by StoneAge.

## WELL-ENGINEERED MACHINE

The 1776 HD is designed to clean lines from 1 1/2 to 8 inches in diameter. A 23 hp Briggs & Stratton gasoline engine powers a water pump made by Comet Industrial Pumps; it generates 3,500 psi at up to 11 gpm. A propane engine is available also.

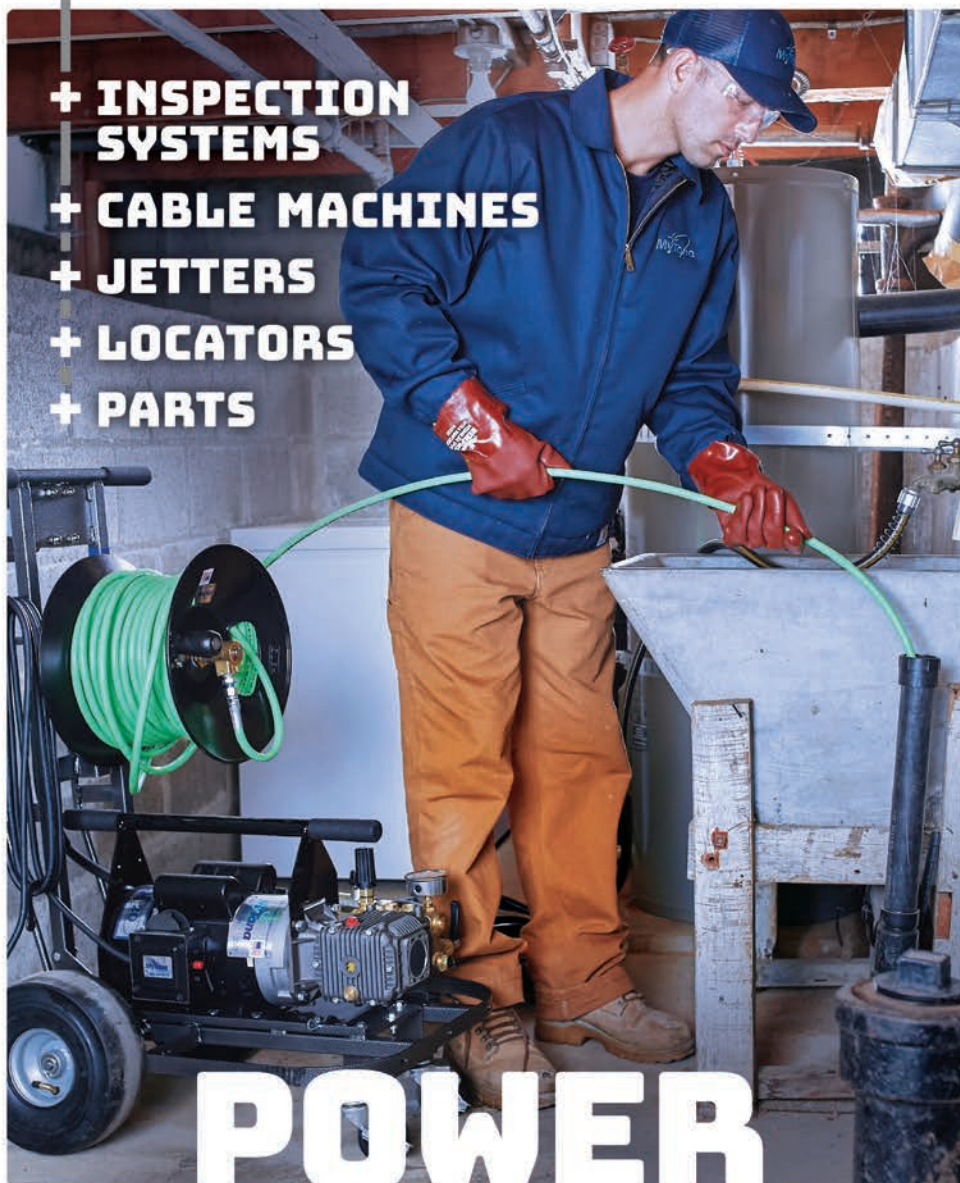
# CLEANER IS FREE

Subscribe/renew online  
at [cleaner.com](http://cleaner.com)





- + INSPECTION SYSTEMS
- + CABLE MACHINES
- + JETTERS
- + LOCATORS
- + PARTS



**POWER  
THRU™**  
drain tools built to prevail

## Portable Cleaning Power

Our jetters are designed to get you where you need to go with cleaning power. All units are built on frames that withstand rugged use, while remaining highly maneuverable, so you can focus on effective jetting.

Make MyTana your one-stop shop for any jetter need, like Piranha® hose, extra reels, and an expanded lineup



of jetter nozzles.

[Mytana.com/jetter-nozzles](http://Mytana.com/jetter-nozzles)



Trust MyTana pro-grade equipment to prepare you for any challenge. Always with complete factory-direct support.

**MyTana**



(866) 948-7576  
[www.mytana.com](http://www.mytana.com)



# ALLAN J. COLEMAN

SINCE 1905

5725 N. Ravenswood Ave. • Chicago, IL 60660  
6003S 40th St., Ste. #5 • Phoenix, AZ 85042

**Call Us Today!** Chicago 773-728-2400  
Phoenix 602-638-0600

**OLDEST NAME IN THE BUSINESS — Over 115 YEARS OLD**

info@allanjcoleman.com • www.allanjcoleman.com

**DIRECT HIT®**



**The C38rs**  
The safest way to enter  
an unknown blockage

Products Manufactured By



Mountable or Portable -  
Skid/Cart  
9 gpm @ 4000 psi

## Warthog® Nozzles



### Repair Center for:

RIDGID ProPress & SeeSnake, Gen-Eye,  
Electric Eel, and Hathorn cameras

**We Have  
RIDGID Parts!**

**PICOTE**  
LIFE FOR PIPES

**Stocking In  
Both Locations**



**Buy Online at  
AllanJColeman.com**

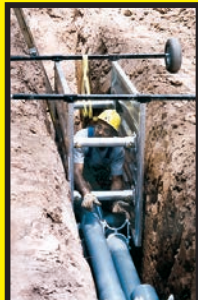
**If you buy the best, you are only sorry once!**

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

**ultraSHORE**  
PRODUCTS



Quick to Install.  
As light as 130lbs.



Roll Your Own.  
Optional wheel kit.



Stacks easily with  
2' & 4' high panels.

**This is What Aluminum Shoring Was Meant to be!**

**SCA**  
SAFETY CORPORATION OF AMERICA  
1-800-683-8837

**1-800-SH-ORING**

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

**www.shoring.com**

## Professional-Grade Drain Cleaning Machines, Cables & Accessories



### Drain Cleaning Machines

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

### Cables

- > Fabricated from high quality wire
- > Most ends & couplings available
- > All sizes and lengths
- > Innercore available



**COAST MANUFACTURING**

www.coastmanufacturing.com  
541.684.0743



# SOUTHLAND TOOL MFG. INC.

Building Innovative Tools for Municipalities



**SOLUTIONS TO SEWER  
CLEANING THROUGH:**

**CONCEPT  
DESIGN  
PRODUCTION**

## THE ONE STOP SHOP FOR HYDRAULIC ROOT CUTTER KITS FROM 3" TO 30"



**S903K-1 Tiger Tooth Lateral Kit**

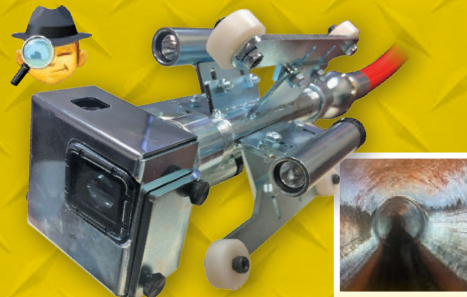
Our new Tiger Tooth Motor has more HP for tougher jobs in smaller lateral lines. It is rated up to maximum 410 (lbf-in) torque.

Pressures from 2500 - 4000 psi and flows 18 - 80 gpm.

Each individually painted. The S903T Kit comes with Tiger Tooth Motor; 5/8" Saw Blade Hub; 4", 6", 8" HD Concave Saw Blades; 4", 6", 8" Skids

### "ST-PRO CAM" JET CAMERA NOZZLE

Self-leveling GO-PRO 7 CAMERA • Superior illumination



Stainless steel enclosure • 6"-8" adjustable skids, nylon wheels (up to 18")

Mini SDI card and card reader, App readable

Rear 1" thrust nozzle with 8 jets (plugs included for lower gpm)

3 adjustable 1600 lumen LEDS, 3 extra batteries

Wi-Fi integrated wireless, downloadable to phone app



**SHYK-1 NEW Puma Standard Kit**

Puma Kit comes with HD 3/16" thick concave saws and skids for 6" - 12" lines. Cutter holds flows 40 - 80 GPM and pressures 1500 - 3000 PSI. It is rated up to 225 ftlb. of torque, and 195 ftlb. of continuous torque. Kit comes with SHYM-1 Puma Motor; 1" Hub; 6", 8", 10", 12" HD Concave Saw Blade; 6", 8" Cage Skid Single Size; New Set Of 10" and 12" Fin



**S-906M1-AK  
Advance Kinetics  
Root Cutter Motor  
For Recyclers**

This motor is built for the same platform as the standard S-906M motor but has an infusion process at the cellular level applied to the internal parts that make it silky smooth to turn and ideal for recycler units, which improves hydraulic performance and almost eliminates internal corrosion it also reduces drag, saves water and increases productivity. Designed for flow 40 - 170 gpm and pressure to 3000 psi. The motor is rated to 288 lbs. of torque and 220 lbs. continuous.



**SRRK-1H Super Red Hot Kit**

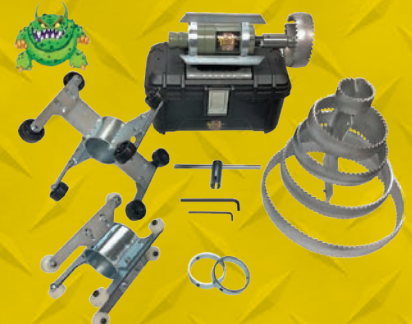
New improved larger front steel bearing on the Red Hot Motor increases life, reduces maintenance and makes this motor able to withstand the shock produced by heavy cleaning. Round profile of this cutter allows it to enter lines from 4" and up. 40 - 80 GPM and pressures 2000 - 3000 PSI.

Produces 225 ftlb. of torque, and 175 ftlb. continuous. Kit comes with SRRK-1H Red Hot Motor; 1" Saw Blade Hub; 6", 8", 10", 12" HD Concave Saw Blade; 6", 8" Cage Skid Single Size; new Set of 10" & 12" Fins



**SRRK-1 Super Green Meanie Green Kit**

The round profile allows the cutter to enter sewer lines 4" and up. Motor handles flows from 40 - 80 GPM and pressures 2000 - 3000 PSI. Rated up to 235 ftlb. of torque, and 175 ftlb. of continuous torque. Kit comes with SRRK-1P Super Green Motor; 1" Saw Blade Hub; 6", 8", 10", 12" HD Concave Saw Blade; 6", 8" Cage Skid Single Size; Set Of 10" & 12" Fins. Motor fits Green wheeled skids you may have.



**SRRK-4-15W Super Green Meanie Citizen Kit**

Large Range Kit gives you saws and skids for 4" to 15" pipe sizes. Cutter handles flows 40 - 80 GPM and pressures 2000 - 3000 PSI. Rated up to maximum 235 ftlb. of torque, and 175 ftlb. of continuous torque. Kit comes with SRRK-1P Super Green Motor; 1" Saw Blade Hub; 4", 6", 8", 10", 12", 15" HD Concave Saw Blade; Set of 4" Steel Rings; 6" Cage Skid; 8"-10" Adjustable Wheel Skid; 12"-15" Adjustable Wheel Skid; Allen Wrench and Screws

- Pipeline Inspection • Manhole Tools • Debris Baskets • Vac-Traps • Root Saws • Calcium Cutters • Sewer Rods • Handy Clams • Nozzle Extensions • Deep Vac Tube Holder • Grabbers Claws and Hooks • Diamond Tap Cutters • Fiberglass Poles • Hydraulic Cutters • Top Manhole Rollers • Sewer Spoons • Continuous Rod • Carbide Saws • Vacuum Coupling • Reducers • Hydro Excavation •



1430 N. Hundley St  
Anaheim, CA 92806

ph: 714.632.8198  
fax: 714.632.8228

YouTube  
www.SouthlandTool.com





Peter Bellotti

# GET BACK TO FINANCIAL MANAGEMENT BASICS

This advice may seem elementary at first, but small companies can always benefit from a review of foundational business principles // By Peter Bellotti

**M**ANY OWNERS OF small- and medium-sized businesses face a simple dilemma on a daily basis: They are really good at providing the service their business sells, but they don't have the knowledge to be good money managers.

Unlike larger corporations, these smaller businesses often face the challenge of money management on their own, or at least without the help of a huge team of financial professionals. As a result, money management can be pushed to the side as an ancillary thing instead of a focal point of the business.

No matter what their financial background, all business owners know there's more to running a successful business than just selling. To stay in business, you must be able to collect payments to create cash flow and manage all your accounts in the proper fashion.

Money management is simply the processes you follow to handle business finances. This includes setting goals, tracking your expenses and income, and budgeting. A good money management plan will help you make sure your business will churn out a profit, and also avoid time periods of negative cash flow.

Certain aspects of money management will also keep your business on sound financial ground, so you can pay all your bills on time and be well prepared for months of lower income, such as during seasonal downturns.

Let's take a look at some best practices for money management and six tips to help you on your way:

## 1. CREATE A BUDGET

Step one of any money management plan is creating a budget. On this budget should be a list of all your expected income and all your expected profit. A business budget should be projected as accurately as possible for an entire calendar year, and then broken down by quarter, month and even week. Plug essential services into the budget, as well as a forecast of your anticipated income.

Creating a budget will allow you to see times of the year when you might have extra money on hand to invest in new equipment,

for example, or periods when money might be tight and purchasing might not be a good idea. Having a budget for the entire year will also allow you to make larger adjustments to your operations if need be so you avoid financial pitfalls.

## 2. KNOW WHEN BILLS ARE DUE

After creating a budget, it's time to know when all your bills are due. Create a chart, spreadsheet or any other form of tracking to know the due dates and amounts of all your recurring expenses. This could include business loans, credit cards and charges for services such as internet and phone. It's important to pay bills on time to avoid late charges, extra fees and potentially even having essential services shut off.

HAVING A BUDGET FOR THE ENTIRE YEAR  
WILL ALSO ALLOW YOU TO MAKE LARGER  
ADJUSTMENTS TO YOUR OPERATIONS IF NEED  
BE SO YOU AVOID FINANCIAL PITFALLS.

## 3. KEEP AN EYE ON SPENDING

It's easy to swipe a credit card or pull from a line of credit when you need to make a purchase to support your business. And while this isn't necessarily a bad thing, it's easy to get overwhelmed and break your budget if you're not tracking all spending.

Every time you incur an expense, record it as a new line item. Even if the purchase is for \$10, it's still important that you get in the habit of tracking it. By staying on top of all expenses, you'll have a better grasp on your business finances and avoid overspending.

## 4. MANAGE AND TRACK EMPLOYEE COSTS

Employees represent one of your biggest expenses. It's important to keep the cost of your workforce as low as you can — without sacrificing quality, of course. In addition, it's essential to have a good



handle on all of your labor costs. The best way to do this is through a time and attendance tracking system. Appropriate software programs will ensure accurate employee tracking, making sure you pay out only what you should.

#### 5. STAY ON TOP OF RECEIVABLES

Landing a new customer is great, but if you don't collect the money associated with the job, was it even worth it? While the volume of work can be a good indicator of how well your company is doing, you only reach a profit if you actually collect on the invoice you mailed or left behind with the customer.

That's why it's so essential to track and stay on top of your accounts receivable. You should aim to keep the number of days you collect money from your customers as close to when you issued the invoice as possible.

There are plenty of accounts receivable tracking tools available. No matter how you decide to track it, you should ensure that none of your customers fall too behind on their accounts, and you should vigilantly pursue the money you're owed.

#### 6. HAVE EXTRA CASH ON HAND

No doubt there are periods when your business isn't performing as well as it did at another point in the year. There are also times when you'll fall short of the anticipated workload and collection expectations. When this happens, you might find yourself in a little bit of a pickle if you haven't planned properly.

It's good to have a reserve of cash on hand to use when the money isn't flowing in as quickly as you need it to. Think of this as your rainy day fund. This extra cash reserve can help cover payroll and other expenses if you're behind on collections, or cover the cost of an emergency expense, such as broken equipment in need of repair or replacement. You should always plan for the unexpected and be able to weather the storm. **c**

#### ABOUT THE AUTHOR

Peter Bellotti specializes in business administration, big data and cloud software implementation as sales manager at workforce management software company Mitrefinch USA. Learn more at [www.mitrefinch.com](http://www.mitrefinch.com).

SpeedyLight+ is LED-based

# Light Cure



**Cures Faster,  
Relines Bends,  
No Styrene or Mixing**

- Works with many approved felt and glass fiber liners
- Cures up to 3.3 fps over 328'
- Handles bends, transitions
- 3 interchangeable heads for 4–12"
- Single component, off-site wet-out
- Forward-view camera



**www.pipelinert.com • 866.936.8476**



**Bad Boy, Bad Boy...**  
**What you're gonna use**  
**when you can't get through!**

**The new CB90 with Carbide Coating,  
the bad boy of the family!**

This water driven Cutting Ball moves easily around curves in 3-6" pipes safely removing severely hard lime scale and concrete.

- Extremely aggressive forward cutting
- Self-sharpening blades
- Designed for ease of handling
- Dual modes: with vibration or without



*Also available in 3 in.  
size for smaller pipes.*



**CALL 1 877 ENZUSA1**  
For a dealer near you  
**www.enz.com**

**enz® usa inc.**

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

**T&T TOOLS**

**T&T Tools, Inc.**

**Fax: 800.521.3260**

**Email: sales@mightyprobe.com**

**800.521.6893**  
**www.MightyProbe.com**

**Call for a FREE Catalog**



**Call for a FREE Catalog**

**HOOKS...**

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

**PROBES...**

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



# THE CABLE CENTER • 1-800-257-7209



WE'RE **OPEN** AND TAKING **EXTREME SANITATION MEASURES** FOR ALL INBOUND AND OUTBOUND MERCHANDISE TO ENSURE THE **SAFETY** OF OUR CUSTOMERS AND EMPLOYEES

## GEN-EYE SUPER REBATE



**BUY ANY COMPLETE USB, SD, X-POD, OR POD SYSTEM AND RECEIVE A MAIL-IN REBATE**

**\$2,680**



**General Wire  
P-MX-A**

**FREE**

5/8" x 100' cable

**\$890**



**General Wire**

**FREE**

1/8" x 50' hose

**\$530**



**General Wire  
PV-B-WC**

**FREE**

3/8" x 25' cable



**BUY  
ONLINE!**

[TheCableCenterInc.com](http://TheCableCenterInc.com)

**Largest Factory-Authorized  
Camera Repair Center with  
24-Hour Turnaround -  
FULL CATALOG OF  
GENERAL WIRE SPRING  
PARTS AND ACCESSORIES**

**THE  
CABLE  
CENTER**

HOURS - MONDAY-FRIDAY, 7AM-3:30PM CST

8318 OLIVE BLVD. • ST. LOUIS, MO 63132 • 314-993-3099 • [thecablecenterinc.com](http://thecablecenterinc.com)





# MOB MENTALITY

THE TEAM AT DRAIN MOB SETS  
ITSELF APART BY PROTECTING ITS  
CUSTOMERS, NOT PUSHING SALES

// By Giles Lambertson





Photography by Matt Dayka

« The San Diego-based Drain Mob crew includes (from left) Eddie Zamudio, Andrew Castle, Ruben Zamudio, Cody Worthington, Jacob Kemble, Billy Teeter, Joey Flores and Ryan Cascante.

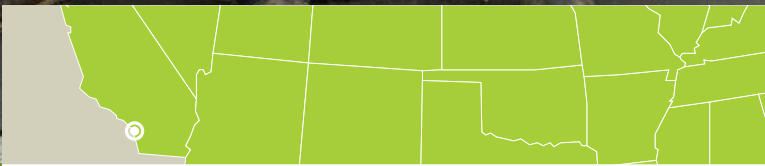
"Drain Mob" might conjure up images of menacing thugs straight out of *The Godfather*. But the San Diego, California-based Drain Mob is a different kind of crew.

The company focuses primarily on drain work. "We have a plumbing license, but we don't do plumbing except for repairing underground lines. We don't do gas lines or water heaters or faucets," says co-owner Billy Teeter. One of two addresses to the company's website is a no-nonsense [www.wedodrains.com](http://www.wedodrains.com).

The "Mob" part of the name is intended to convey that the company is there to protect vulnerable customers from sweet-talking service reps who show up at their door. The Mob is there to push back.

"I came up with the name at the old company," Teeter says. "Some of us always called ourselves 'the drain mob' to set us apart from the plumbers out there who are geared toward sales. I'm not out to badmouth anybody, but we all see too many guys who go out to sell, sell, sell. They take advantage of homeowners. We want to take care of people, to protect them."

This is not to suggest Drain Mob isn't interested in selling its services. The company simply draws the line at "overselling customers something they don't need."



## Drain Mob

SAN DIEGO, CALIFORNIA

**OWNERS** Billy Teeter and Jacob Kemble

**EMPLOYEES** 12, plus office staff

**SERVICES** Drain cleaning (residential, commercial, storm), jetting, camera inspections, descaling, smoke testing, drain system preventive maintenance

**SERVICE AREA** San Diego area, 4,500-plus square miles

**WEBSITE** [www.drainmob.com](http://www.drainmob.com) and [www.wedodrains.com](http://www.wedodrains.com)



» Technician Joey Flores (left) uses a US Jetting 4018 trailer jetter to clear a drainline while co-owner Jacob Kemble watches a CS6X Versa monitor connected to RIDGID SeeSnake inspection camera.



» Technician Ruben Zamudio guides a Picote Maxi Miller into a residential drainline and uses a RIDGID SeeSnake RM200 camera with CS12x monitor to verify his progress.

"I'M NOT OUT TO BADMOUTH ANYBODY, BUT WE ALL SEE TOO MANY GUYS WHO GO OUT TO SELL, SELL, SELL. ... WE WANT TO TAKE CARE OF PEOPLE, TO PROTECT THEM."

BILLY TEETER

Teeter picked up this philosophy at Affordable Drain Service in San Diego, where he worked for a total of 15 years starting at age 20. "It is a great company, an awesome company. I owe them a lot. The best drain cleaning guys in this area came from that company. Craig Post gave us all a great opportunity and taught us a great trade."

### MOVING ON

When he decided to start his own drain cleaning business in June 2017, he brought on a partner, his neighbor Jacob Kemble. "Jacob moved in next door in 2014 and we became friends. He knew I was going to start my own company. I knew him pretty well and knew he would be a good fit. I didn't want to do everything myself and I knew I could trust him."

Kemble was working at an insurance company, putting to use his bachelor's degree in business administration from California State University San Marcos. He had previously worked in construction before the market crashed in 2007-08.

"I was just tired of working for corporations and all that goes along with that," Kemble says. "I knew Billy was a great guy and a hard, hard worker. He's hard to keep up with. I admired his work ethic and skill set. It was the right fit for me."

Teeter says he quit his job at Affordable Drain Service one day and started Drain Mob the next. Kemble came on board the following month. For the first year, they worked out of Kemble's garage where Kemble answered phones and worked up invoices. Before long, Teeter took his partner on service calls, too.

"It is unbelievable how quickly he learns," Teeter says. "He isn't scared to get his hands dirty and to learn new stuff. He quickly found his niche."

So did the company, and business boomed. Teeter hired his first employee within six months of launching the company. Kemble says it grew almost faster than they could keep up with. Teeter's network of old customers and people in the industry coupled with his outgoing personality channeled business his way. "I knew it would work," he says matter-of-factly.

CONTINUED >>

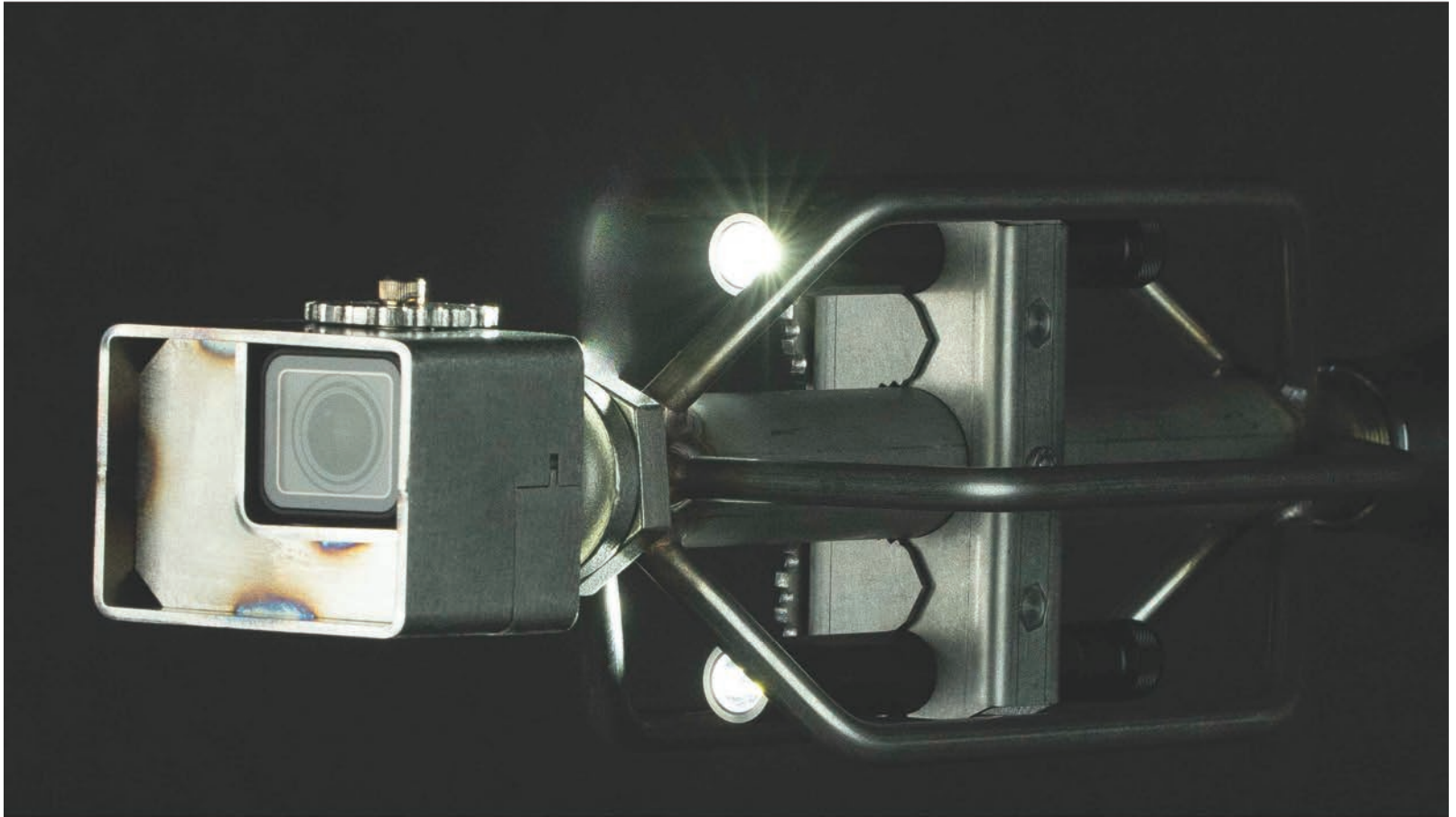




**DIAGNOSE, VERIFY AND DOCUMENT**

**\$3,500**

**Simple. Rugged. Cost Effective.**  
**A right-away tool for every jetting job**



**MUNICIPALITIES AND INDEPENDANT CONTRACTORS  
SAVE TIME AND MONEY**



**SEWER CAM**

**MADE IN THE USA**



**ARTHUR PRODUCTS CO.**  
ENGINEERED SOLUTIONS

[www.gpsewercam.com](http://www.gpsewercam.com)

**Call us today! (310) 774 9468**



## MAKING ADJUSTMENTS

The company's service area ranges across the entire San Diego County area, including dozens of communities on the coast and inland from Bonita to Rancho Santa Fe to University City. It is a congested area, to say the least — which, of course, means lots of potential customers, though getting to them can be challenging on a bad traffic day.

"The traffic morning and afternoon is so brutal," Kemble says. That was one silver lining of the COVID-19 pandemic: People staying at home reduced traffic jams for people like Drain Mob technicians who still had to go to work. "It's helped us from 4 to 6 in the afternoon. It used to take us 45 minutes to go 15 miles. Now we can go 10 miles in 15 minutes. We haven't had hard traffic since spring."

The impact of the virus on the company has otherwise been mixed. People are home more hours a day "using their facilities," as Teeter says, so more residential drain problems have cropped up for Drain Mob to address. On the other hand, some restaurant customers

have closed and others are struggling. The company's response has been compassionate.

"We try to help out small, family-owned businesses," Teeter says. "If our guys get a slow day, we'll send them over to a restaurant to cable out their key drains. They appreciate it. They stuck with us and now they're going through a hard time."

The owners have spent thousands of dollars on personal protection equipment for their service techs and office employees, according to Teeter. "We ordered so many masks, spent ridiculous amounts of money for PPE, 10 times the price we would have paid later; but we didn't know how long it was going to go on and we wanted to protect the guys out there."

Teeter and Kemble laid off some of their office staff when the virus first struck but have since rehired them. The first week was "kind of weird," Teeter says, but business activity has stabilized, with a greater proportion of residential customers, and additional help has been brought on to keep up with service calls.

## TRYING NEW METHODS

A perk of drain work in San Diego is that most homes don't have basements and the generally warm climate allows for sewer lines to be laid relatively close to the surface. All of that means accessing and working on clogged drains is easier and faster than in areas of the

"WE TRY TO HELP OUT SMALL, FAMILY-OWNED BUSINESSES. IF OUR GUYS GET A SLOW DAY, WE'LL SEND THEM OVER TO A RESTAURANT TO CABLE OUT THEIR KEY DRAINS."

BILLY TEETER

**lansas®** PRODUCTS  
Manufactured by Vanderlans & Sons, Inc.



*Custom Designs  
Are Always™ Available*



**"We Just Made The  
BEST Test Plugs  
Better!"**





» Drain Mob co-owner Billy Teeter (left) oversees Joey Flores while he inspects a line at a residence in Lemon Grove, California.



country where basements are the norm. Generally, the drains are old stock — many dating from the 1950s but some going back to the late 19th century.

Drain Mob has a variety of tools that techs carry to remedy a customer's complaint. Spartan 300 cable machines are used to clear mainlines, with DCD Valor drum machines rolled out for 1 1/2- to 2-inch lines. A Milwaukee M12 cordless drill machine is employed for bathroom tubs, showers and sinks.

"We also keep it old school sometimes," Teeter says, "using an Erickson hand-crank cleaning machine with a drophead cable for the difficult bathtubs."

## The Lansas 5-Line



PROUD MEMBER OF  
**NUCA**  
*We Dig America*



1320 South Sacramento Street  
Lodi, California 95240  
800.452.4902 • 209.334-4115  
[www.lansas.com](http://www.lansas.com)

**LODI • ATLANTA • HOUSTON • CHICAGO**



To jet a line, the company calls on US Jetting equipment — four of the jetters are trailer-mounted, one rides in a truck. To inspect lines before and after, Drain Mob depends on a variety of RIDGID cameras.

Those were the services offered by the company when it started in 2017. Jetting remains its most in-demand service, but Teeter credits Picote specialty equipment with dramatically boosting business. The company calls on Picote

the process from American Pipelining Supplies, which involves pneumatically propelling a nontoxic solution through corroded pipes, breaking down and removing the corrosion and following up with a potable water-safe epoxy that's flowed into place and cured.

Another APS product — the Versapatch — is getting a workout at Drain Mob. Versapatch is designed for spot repairs less than 6 feet in length. It can be



Joey Flores fires up a US Jetting 4018 trailer jetter to clean out a drainline on a residential job site.

Maxi Millers, Mini Millers, a Super Midi and a minicleaner for drain cleaning. Tech Reuben Zamudio has a box truck full of Picote equipment and solely devotes himself to grinding out old liners, descaling and otherwise restoring lines rather than replacing them.

"Picote loves Reuben," Teeter says. "He uses their equipment more than anyone else I know in the U.S." Teeter travels often to the new Picote facility in Arizona to check out new equipment.

The company does smoke testing and recently began pipe lining — specifically,

inserted up to 100 feet into a pipe and affixed to a pipe's walls.

Kemble has taken a particular interest in the lining projects. "I like new equipment and new methods of doing things. A lot of guys know about the patch but prefer traditional ways to repairing pipe. I decided, let's see what we can do with this."

In general, Teeter advocates for putting quality above price in selecting tools. "You buy the good stuff one time instead of going with cheap stuff and replacing it. It can cost more money, sure, but that's the

## NO GIMMICKS, NO BULL

How does a new drain cleaning company draw attention to itself as it works to establish its share of the market? One seemingly counterintuitive idea is to work incognito.

The San Diego-based Drain Mob does exactly that, at least sometimes. About 20% of the company's jobs involve work for plumbers who don't have the necessary drain equipment.

The four-year-old company lets the work speak for itself when a crew is on a site as a subcontractor. Technicians arrive in plain, unmarked white vans or box trucks. "We don't brand them, so when we show up, we represent the contractor instead of ourselves," says co-owner Billy Teeter. "We will even change our shirts and put on RIDGID or Milwaukee shirts instead."

For jobs on which they're the primary contractor, techs wear Drain Mob or [www.wedodrains.com](http://www.wedodrains.com) T-shirts, but the trucks still are unbranded and no gimmicky uniforms are in evidence. "We come to do the work, to clear the drain and get the hell out of there," Teeter says.

Even though not all of Drain Mob's work is subcontracting, that professional courtesy is important. The plumbers who hire them appreciate it and it earns them repeat business.

The blank work vehicles aren't a problem when it comes to drumming up other work. Relying pretty much on Yelp reviews, Instagram videos — Teeter enjoys posting videos of jobs and also uses the platform to network with others in the industry — and, most important, word-of-mouth recommendations, the company is growing steadily.

Teeter has a straightforward explanation for why Drain Mob is successful and it has nothing to do with advertising or branding. "Why do they come to Drain Mob? Because there's no bull. We'll take care of them. Seriously."





**CLEAN**  
**EFFICIENTLY**

**SAVE**  
**MONEY**

**GROW**  
**YOUR REPUTATION**

When it comes to the service and support you need to get the job done,  
our Dealer Partners have got your back. Find a location near you.

 [www.warthog-nozzles.com](http://www.warthog-nozzles.com)



"YOU BUY THE GOOD STUFF ONE TIME INSTEAD OF GOING WITH CHEAP STUFF AND REPLACING IT. IT CAN COST MORE MONEY, SURE, BUT THAT'S THE WAY TO GO."

**BILLY TEETER**

way to go. Picote is a game-changer for anyone who will invest in it."

### THE RIGHT BALANCE

The crew of techs generally is cross-trained, with new hires riding along with veteran techs for up to six months to learn what is expected of a member of the Drain Mob — that is, protecting customers rather than pressuring them, and doing it skillfully. Also, crew members benefit from Teeter's aversion to working too many hours.

"I was burned out so bad before, I want to make it comfortable for my guys. We answer calls five days a week, 7 a.m. to 7 p.m., and don't work Sundays," he says. "If someone wants to, they can

work Saturdays. We get calls at night but usually refer them to Affordable Drain Service. There is so much work out there."

The co-owners appear to be a good team. Kemble calls Teeter "the best drain guy in San Diego" and one who is a problem-solver. "Billy likes the tough jobs. He likes a good

challenge." For his part, Teeter praises his partner's superior communication skills. "Jacob is the nice guy. When guys have a problem, they call him. I am hard on people sometimes. I take it so seriously, trying to get everything just right."

Together, the Drain Mob team sees continued success in their business venture, partly because they are willing to change with the times as new drain cleaning products appear. "We are open to evolving with the industry," Kemble says, which could mean eventually opening satellite offices or other expansion possibilities. "If we find the right person, we might open an office in another city. But it will have to be the right person for the Mob. He will have to have the same mindset as us." **c**

### FEATURED EQUIPMENT

#### APS AMERICAN PIPELINING SUPPLIES

888-258-9359  
[www.pipelining-suppliesusa.com](http://www.pipelining-suppliesusa.com)

#### DCD

855-746-7323  
[www.DCDdrain.com](http://www.DCDdrain.com)  
(See ad page 45)

#### MILWAUKEE TOOL

800-729-3878  
[www.milwaukee-tool.com](http://www.milwaukee-tool.com)

#### PICOTE SOLUTIONS

708-267-6366  
[www.picotesolutions.com](http://www.picotesolutions.com)  
(See ad page 54)

#### RIDGID

800-474-3443  
[www.RIDGID.com](http://www.RIDGID.com)  
(See ad page 9)

#### SPARTAN TOOL LLC

800-435-3866  
[www.spartantool.com](http://www.spartantool.com)  
(See ad page 72)

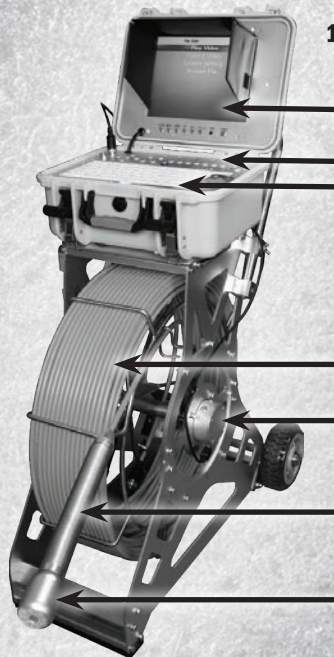
#### US JETTING

800-538-8464  
[www.usjetting.com](http://www.usjetting.com)



# FORBEST

# FORBEST PRODUCTS CO.



**1.5" Color Camera / Pan-Tilt Color Camera**  
**Model: FB-PIC3388ET-200-MF**

10" LCD Screen

Built-in USB & SD  
Typing & Editing

8mm 200'  
Cable & Reel

Footage (Meter)  
Counter

Detachable Spring Kit  
with or without Built-in  
512 Hz Sonde

Pan-Tilt  
Color Camera

**HUGE  
DISCOUNT ON  
REFURBISHED  
ITEMS!**

Call 510-226-7988  
for details.

**1 YEAR  
WARRANTY**

## NEW ITEMS

**Reel Drip Bags**

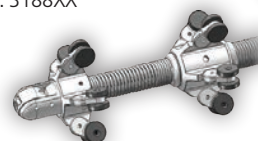
Model: 4188XX



Model: 3188XX



Model: 3388



**Pan-Tilt Color Camera**  
Model: CHD-P-C28



**16mm Color Camera  
W/ 512Hz transmitter**  
Model: CHD-T-C16B

# FORBEST

www.forbestgroup.com

**Western USA:**

44130 Old Warm Springs Blvd, Fremont, CA 94538 701 Dawson Dr, Newark, DE 19713  
TF: 1 877 369 1199 P: 510 226 7988

**Eastern USA:**

**Canada:**

44 E Beaver Creek Rd, Unit 6, Richmond Hill, ON L4B 1G8  
TF: 1 877 369 1199 P: 905 709 6226

## Want More Stories?

Get more news,  
more information,  
more features with

### Online Exclusives

Exclusive online content  
for *Cleaner*

[www.Cleaner.com/online\\_exclusives](http://www.Cleaner.com/online_exclusives)



# THE VALOR SERIES. BORN IN THE USA.

The VALOR® series of drum machines combines all the power you need from the brand you can depend on. Made to handle the toughest obstructions, each of our machines offers just the right amount of power to get the job done — and all are manufactured in America's heartland.




Durability, reliability and satisfaction never go out of style.

**AMERICAN MADE. AMERICAN PROUD.**

 **DRAINABLES**  
*direct*

**DCD**

855.SHOP.DCD | DCDdrain.com

Follow us on:   





# FAMILY MATTERS

General Pipe Cleaners has been dedicated to the drain cleaning industry for four generations // By Kim Peterson

**G**ENERAL PIPE CLEANERS has been a fixture of the drain cleaning industry for nearly a century. A division of General Wire Spring, the family business first began creating drain cleaning tools in the 1940s, and continued to add new machines, including recording-capable inspection systems, throughout the following years.

The company recently celebrated 90 years in business and has started welcoming in the fourth-generation of workers to the fold.

*Cleaner* recently spoke with Marty Silverman, vice president of marketing at General Pipe Cleaners, about the many machines General has developed over the years and the company's incredible longevity.

**CLEANER: Tell us a little about the history of General Pipe Cleaners and its products.**

**Silverman:** In 1930, my grandfather, Abe Silverman, stepped out on his own from his uncle Frank's Rapid Wire Spring Company to found General Wire Spring Company.

We started as a manufacturer of custom springs — we made springs for anything from elevators to oven doors to pool covers to highway construction signs. We even made custom springs for a hot air balloonist attempting to fly around the world.

When a guy asked my grandfather to make a drain snake, he agreed. In the 1940s, working to make a more durable snake, he patented a process of wrapping spring wire tightly around a braided wire core. He called the heavy-duty design "Flexicore cable." It has remained the core of our business ever since.

Our first drain cleaning machine was introduced soon afterward: the Sewerooter. The Sewerooter evolved to

the Sewerooter Junior for smaller lines; the Feedomatic, which was the industry's first automatic feed machine; the Sewermatic; and a series of Speedrooters.

In the following decades General continued to innovate and produced more drain machines, a line of water jets, and portable video pipe inspection systems with built-in recording devices.

As we complete our 90th year in business, a monumental task for a family business, we have started to welcome in the fourth generation. More than 40% of General's workforce remains multigenerational, including some of the company's independent sales force. It's amazing to think that the grandfathers of some of our employees worked alongside my grandfather. My grandfather would be proud of the business he built for his family, and of generations of plumbing and drain cleaning contractors who use our products.

**CLEANER: What differentiates your drain machines, jetters and inspection cameras from the competition?**

**Silverman:** Our Flexicore cables are the heart and soul of our machines. After all, it's the cable that does all the work. All of our cable machines, from our Super-Vee hand-held sink machine to our popular Speedrooter for mainlines, include Flexicore cables.

Our jetters include features that help increase performance. For instance, our JM-1450 Jet-Set electric jet includes a unique Vibra-Pulse system that maintains the same pressure and flow rate whether the pulse is on or off. This makes a big difference with small electric jetters to help the hose glide around tight bends and farther down the line.

We were the first to introduce portable sewer camera systems with a built-in recording device. Back then it was a VCR. These days, our Gen-Eye inspection cameras offer recording on a flash drive. They also include a Wi-Fi transmitter to send the video to your smartphone or tablet. We also reduced the size and weight of our system from heavy monitors to all-in-one systems with the lightweight monitor, reel and camera in one compact package.



Abe Silverman



**CLEANER:** What sort of needs do they address? Tell us about the machines and what applications they best serve.

**Silverman:** General Pipe Cleaners equipment is known for its effectiveness and reliability.

Our equipment is purchased by a wide range of end users, but what they all have in common is a desire to diagnose and clear clogged drains. Sometimes the clog is in a small pipe with many twists and turns exiting a kitchen or bath. For this job, you could use one of the General cable machines specifically made for small drains, like a Super Vee or Power Vee. If the clog is in a connecting pipe between two baths, you could use the Mini Rooter Pro, which is designed for medium-sized indoor drains. When the drains in the whole building are backed up, the Speedrooter 92 would be best because it's engineered to remove roots and other tough clogs from laterals. If you believe that the stoppage is made of grease, one of the Jet-Set high-pressure water jetters would be the correct tool for the job. The Jet-Sets come in seven models, each specializing in small, medium or large pipe sizes. If the user needs a diagnostic camera device, they can use a Gen-Eye pipe inspection unit.

In the drain cleaning world, one size does not fit all. Specific machines are needed for specific problems, and because you never know exactly what you're in for when you answer a call about a clogged drain, you must have access to each type of machine to be effective. General manufactures a wide range of equipment designed to address any drain cleaning problem.

In addition, General's equipment is safe and durable. Our Flexicore cable is known for its toughness and longevity, and the machines that deliver that cable are engineered and manufactured in the U.S. to the highest standards.

As our motto says, we make 'The Toughest Tools Down the Line!'



**CLEANER:** What are some recommendations for customers shopping for inspection cameras?

**Silverman:** Video pipe inspection systems are available at a wide range of price points, and as a rule, you get what you pay for. If your inspection system spends most of its time in a repair shop, or waiting for parts, you will never recoup a return on your investment. Camera systems built with quality components tend to cost more, but end up saving money in the long run. Potential customers should get word-of-mouth reviews from their peers before investing in any inspection system.

Along with durability, customers should make sure that their camera system has enough features and accessories to meet their needs. For example, in most real-life situations, it's essential to be able to locate the camera head in the pipe after a problem is found. This requires the unit to come with a sonde or remote RF transmitter, as well as a separate locator device. Recording the inspection is often necessary, either as proof of performance or as a marketing tool for the next stage of the job. Recording devices range from using USB thumb drives or SD cards to recording on a smartphone or tablet app via Wi-Fi.

We recommend that customers first evaluate what they need, and then make sure that the equipment conforms to those requirements.

Purchasing a video pipe inspection system from General makes it easy. Our line of pipe inspection systems reflect the fact that we have learned what works and what doesn't, and we know what customers really need to be effective.

Second, third and fourth generation members of the General Pipe Cleaners team include (from left) Mike Silverman, Jeff Silverman, Steve Glick, Steve Silverman, Art Silverman, Marty Silverman, Bob Silverman, Lee Silverman, David Silverman, and Ethan Silverman.

The lightweight Gen-Eye X-POD inspection system combines camera, reel and monitor into one compact package.



General's toolbox-sized JM-1000 Mini-Jet weighs only 22 pounds but packs 1,500 psi of cleaning power, perfect for clearing small lines like clogged sinks and laundry drains.



# BEHIND THE GEAR

**CLEANER:** Your customer service team is known as the Drain Brains. What kind of support can customers expect for your team?

**Silverman:** Our Drain Brains customer support team has more than 250 years of combined experience in the industry. When you call with a question, you'll get real world experience, not someone reading from a script. General also has a contractor advisory group that can assist other contractors with difficult drain cleaning situations or questions.

**CLEANER:** How do you see the drain cleaning industry evolving?

**Silverman:** High-speed drain cleaners using flex shaft technology is the "next big thing" in drain cleaning. A flexible rod, like a speedometer cable, spins inside a sheath at 2,000 rpm. Traditional drum machines spin at 160 to 200 rpm, sectional machines spin at 400 to 700 rpm. High-speed flex shaft machines do a better job of cleaning pipes. They're also safer because operators aren't

grasping spinning drain cable. Watch for General's new Flexi-Rooter, scheduled for release in 2021.

**CLEANER:** What's new for General in 2021?

**What can customers expect out of General in the future?**

**Silverman:** We are always looking at ways to improve systems and make a contractor's job easier. We have a number of product innovations and upgrades we are planning to introduce in 2021. Readers of *Cleaner* magazine will be the first to know.

**CLEANER:** What do you want your customers to think of when they hear the name General Pipe Cleaners?

**Silverman:** We're a 90-year-old, fourth-generation business located right here in the U.S. The No. 1 feature we try to build into all of our products is durability — starting with the strength of our Flexicore cables. You make your living with dependable tools. You can rely on General. **c**

**COMPLETE PARTS & SERVICE**  
WE DIAGNOSE & SERVICE ALL BRANDS

**NO BENCH FEE**  
**FREE DIAGNOSIS**

**POWERED BY DEWALT**

**SECON-EXTREME CORDLESS**  
STARTING AT **\$2,293**

**ASK ABOUT QUANTITY DISCOUNTS**  
SEWER CAMERA & LOCATOR PACKAGES AVAILABLE

**TRAILER JETTERS STARTING AT \$26,999**

**SECON-4000T**

**702-527-5100**

**WWW.SECONV.COM**

made in the • Fast Shipping  
**USA** • Call Us For A Quote

**(702) 527-5100**

LIVE TECH SUPPORT • PARTS & ACCESSORIES  
AVAILABLE FOR ALL EQUIPMENT  
**WWW.SECONV.COM**

**GAS ENGINE PORTABLE JETTERS PRICES STARTING AT \$2,599**

**EXTREME JET**

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

**And they have for over 50 years**

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

**Junior**

**Model 400**

**KEN-WAY**  
**Exclusive Built Cables**

3/8" 13/32" 1/2" 3/4" 11/16" 5/8" 5/16" 1/4"

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

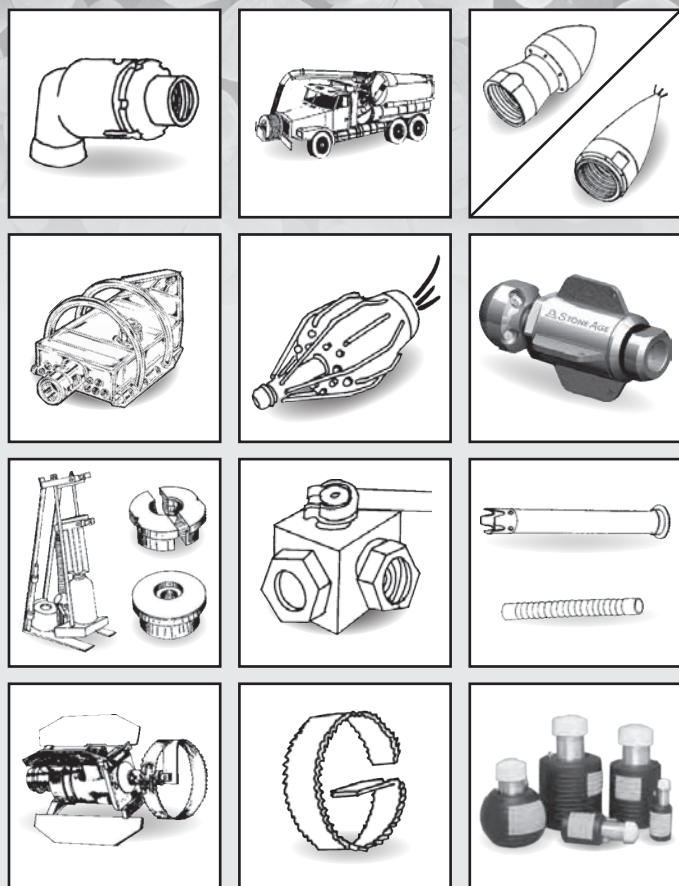
**KEN-WAY CORPORATION**

Leasing plans available. Call for details.  
**1-800-533-0551**

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



# Pipeline/Sewer Cleaning & Maintenance Equipment for Jetters & Jet/Vacs



- Jetter Hose, 1/8" — 1-1/2"
- Pipe & Sewer Plugs
- Confined Space Entry Systems
- Hose Reels
- Clamps, Vac Tubes, Debris Hose
- Buehler® Milling Cutters
- Warthog Nozzles
- Hose Reel Swivel Joints
- Valves: Ball, Lever, Piston
- Pressure Relief Valves, Vactor® Parts
- Nozzles, Pipe & Sewer
- Tiger Tail® Hose Guides
- Manhole Accessories
- Root Cutters & Saw Blades
- Plus Many Other Items

## CLOVERLEAF Tool Co.

"Quality Products at Affordable Prices"

P.O. Box 20179, Brandenton, Florida 34204 USA

**TF: 800-365-6583 • www.cloverleaftool.com**

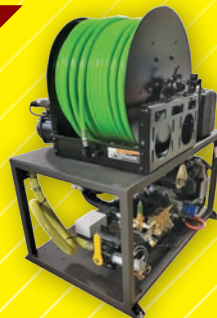
T: 941-739-0707 • E: sales@cloverleaftool.com



## WORKING WELL UNDER PRESSURE

Building Drain and Sewer Equipment since 1981.

**NEW**



### 4008H Power Unit

»8 gpm @ 4000 psi      »400' x 3/8" Jet Hose  
»800 cc EFI Honda Engine      on DC Powered Reel

**Just Add A Tank!**

**\$9,199**

### 3012H Power Unit

»12 gpm @ 3000 psi      »400' x 1/2" Jet Hose  
»800 cc EFI Honda Engine      on DC Powered Reel

**\$9,499**

### 4008H Compact Skid

»8 gpm @ 4000 psi      »400' x 3/8" Jet Hose  
»800 cc EFI Honda Engine      on DC Powered Reel

(100 GALLON TANK)

**\$9,949**

### 3012H Compact Skid

»12 gpm @ 3000 psi      »400' x 1/2" Jet Hose  
»800 cc EFI Honda Engine      on DC Powered Reel

(100 GALLON TANK)

**\$10,249**

**NEW**



**NEW**



### RCJ4008H

»8 gpm @ 4000 psi      »200' x 3/8" Jet Hose  
»800 cc EFI Honda Engine      on Manual Reel

**\$5,919**

**NEW**



### LJ4008H

»8 gpm @ 4000 psi      »200' x 3/8" Jet Hose  
»800 cc EFI Honda Engine      on Manual Reel

(NARROW DESIGN)

**\$5,999**



### VM4007H

»7 gpm @ 4000 psi      »400' x 3/8" Jet Hose  
»690 cc Honda Engine      on DC Reel

**\$8,995**



### CV4007H-HOT

»7 gpm @ 4000 psi      »400' x 3/8" Jet Hose  
»690 cc Honda Engine      on DC Reel

**\$15,299**

\*\*\* All Jets Shown Come with Pulse Valve, 2 Jet Nozzles, Tool Box, Gloves, Safety Glasses, \*\*\*  
Tip Cleaner, Tiger Tail, Wash Down Trigger Gun with Nozzles.

### Pressure Washers & Drain Jetting Equipment

We Build Electric, Gas and Diesel powered models  
up to 4000 psi, flows up to 40 gallons per minute.

Don't see exactly what you want...

We will custom build exactly what you want!

**800-648-5011 | www.camspray.com | sales@camspray.com**





# A STRONGER FUTURE STARTS AT **WWETT**

You're the lifeline for customers. The unsung heroes of keeping systems safe and clean so customers can get back to life as usual. Just as you're there to help support your customers, the WWETT Show is here to help and support you and your business.

- ✓ Surround yourself with other wastewater and environmental service professionals who understand your daily challenges
- ✓ Uncover the most effective treatment processes through educational insights, innovative techniques and groundbreaking tools
- ✓ Learn best practices for sustaining and growing your business so it can continue to serve your customers for generations to come



Water & Wastewater Equipment, Treatment & Transport Show

CONFERENCE: **JUNE 29-JULY 1**  
MARKETPLACE: **JUNE 29-JULY 2**  
INDIANA CONVENTION CENTER

**LEARN MORE** at [www.wwettshow.com](http://www.wwettshow.com)

   @wwettshow



# Redefining Pipe Rehabilitation



SIPP (Sprayed In Place Pipelining) casting system presents a cost-effective solution compared to European products. Through direct application of the resin, no need to use liners - No need for any reinstatements. Can be used through existing access points in the structure.

## We Offer the Best Training and Support in the Business

- 100% polyurea
- Chemical resistant
- ASTM tested, 60 sec cure time (compared to competitors 10 min to 2 hrs.)
- 5 year warranty
- Long shelf life
- Made in USA
- High quality standard
- ISO 9001
- Easy to apply

## Leading Edge in Sprayed In Place Pipeline Technology

**Not ready to buy?**  
**Rentals Available!**

Small Sprayhead  
1½" - 6"  
Pipe diameter



Large Sprayhead  
6" - 20"  
Pipe diameter



**Equipment and resin made in USA,**  
**ready to ship today no lead time.**



**+1.970.444.5655**



**www.ipp solutions.com**

**ipp**  
Solutions, LLC



## DON'T STAY SILENT

Not speaking up when you see safety violations perpetuates a cycle of behavior that puts the whole team at risk /// By Ken Wysocky

**S** O YOU SEE A COLLEAGUE violating a safety procedure while operating a combo vac truck. Or breaking an office ethics protocol. Or doing something as simple as not wearing a mandated mask during the COVID-19 pandemic.

Given most people's propensity for avoiding conflict, it's undoubtedly tempting to just let things slide. After all, who wants to be perceived as *that* person on the office team or field crew — the one who thinks they're perfect and always calls out other people on the error of their ways?

Fortunately, you can have it both ways — as in, speak out and hold people accountable while still maintaining good workplace relationships. The trick is to do it with the right motivation and

**"DON'T TURN IT INTO AN EGO MATCH OR A TEST OF WILLS. DELIVER THE MESSAGE, AND THEN LOOK OUT FOR YOUR OWN SAFETY."**

**JOSEPH GRENNY**

attitude, and to hopefully work at a place where management builds a culture where accountability is prized, says Joseph Grenny, the co-founder and co-chairman of VitalSmarts, a national leadership-training organization.

If you're one of those people who finds speaking out is as difficult as cleaning a sewer line with a toothbrush, you're not alone, notes Grenny, who's also a four-time New York Times bestselling co-author of business books. (Titles include *Crucial Conversations: Tools for Talking When Stakes Are High*; *Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior*; and *Influencer: The New Science of Leading Change*.)

"We've spent more than 30 years talking about the consequences of avoiding crucial conversations, which is absolutely ubiquitous in the

workplace," he observes. "So many of the common complaints in our lives have roots in our inability to handle these crucial conversations."

### IT'S NOT EASY

Why is speaking out so hard to do? Part of it stems from the way we've been hard-wired to think pessimistically about outcomes from confrontations. "That mentality served us well in prehistoric days when we were constantly faced with physical threats," he says. "But it doesn't serve us as well now, when we have to deal more with social challenges."

Moreover, the worst outcomes we can imagine rarely ever happen, he adds.

In other instances, employees feel like it's not their place to tell others what to do or how to act. Or they figure it won't do any good. Or they don't know what to say or how to say it without being offensive.

But in the long run, there are obvious downsides to ignoring such transgressions. For starters, if you don't talk things out, you'll probably act it out, creating a downward spiral of trust and repressed anger that can destroy team morale. "It all gets expressed one way or another through things like sarcasm and resentment," he says.

Second, problems avoided typically turn into recurring issues that can create damaging ripple effects in the workplace — which puts everyone's safety at risk. "It becomes a chronic problem through the unwitting consent of people around them who don't say anything," he notes.

Of course, there's always a chance things can go sideways when someone speaks out about something in the workplace. "But if you don't say anything at all, it never goes well either," Grenny says. "Things such as employee retention and strong engagement are all strongly tied to workplaces where people speak up about emotionally and politically risky things."

### KIND REMINDERS

So how does one go about handling these delicate situations? First of all, don't wait and don't go to your boss first. Research performed by



ASK  
ABOUT  
THE

# 2021 SPRING FLING PROMOTION

CALL FOR DETAILS



NAVITRACK SCOUT

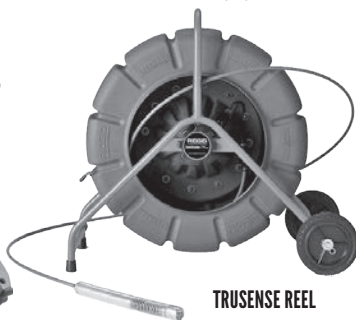


K9-204

K9-102



VERSA  
MONITOR



TRUSENSE REEL

## THE CABLE CENTER

1-800-257-7209

*WE WON'T BE BEATEN ON SEESNAKE PRICING*

**LARGEST**  
FACTORY-AUTHORIZED  
REPAIR CENTER OF SEESNAKE

FULL CATALOG OF RIDGID  
REPAIR PARTS AND ACCESSORIES

**24** HOURS  
TURNAROUND  
ON REPAIRS

**NO  
SALES TAX  
ON OUT-OF-STATE  
SALES**

THE CABLE CENTER<sup>LLC</sup> OPEN - M-F, 7AM-3:30PM CST St. Louis, MO • 314-993-3099 • [www.TheCableCenterInc.com](http://www.TheCableCenterInc.com)

VitalSmarts shows that in high-performance organizations, issues get handled at the moment they occur and between peers, Grenny says.

“Escalations (going to a supervisor) almost always end in failure,” he explains. “They’re unnecessary political and social behaviors that drag down the process of managing a fairly straightforward and logical process.”

Also keep in mind that to achieve good results, it pays to ensure your motives are right — a mindset Grenny calls “kind to remind.” In fact, Grenny says the best indicator of how a crucial conversation will go is the reason you want to have it in the first place. If you want to punish, belittle or prove you’re right, expect it to go badly.

“Too often we behave in ways that prevent the outcome we want,” he says.

On the other hand, good things happen when you speak from a sense of kindness. “Positive intent is a huge indicator of how well things will go,” he explains. “Before you open your mouth, you need to pause and think about what you really want. If it’s a legitimate concern, ask yourself what you want for the other person so you’re not coming from a selfish place.”

### ACCEPT COMPLAINTS GRACEFULLY

If you’re on the receiving end of the criticism, it’s crucial to assume what Grenny calls an “attitude of gratitude.” In other words, politely accept any reminders to follow certain safety rules and assume they’re being expressed with good intent.

Companies can help enforce this mindset by creating a culture

of accountability — a place where it’s the norm to say, “OK, thanks for the reminder,” whenever someone speaks out about a safety violation.

“When such a response becomes a cultural norm, it reduces the emotional stakes involved,” Grenny explains. “It’s not hard to create such a social contract, but very few organizations do it. It takes training and presentations and leaders who are willing to reinforce and model it.

“It’s kind of like getting a train started. It requires enormous energy at the beginning to get it started. But after that, it’s easy to sustain.”

Last but not least, after people speak up, they then need to let things go, understanding that they cannot control the colleague’s response. “Don’t turn it into an ego match or a test of wills,” he advises. “Deliver the message, and then look out for your own safety.

“Most of us in those moments attach our self-worth to whether or not the other person agrees with us or complies. But we don’t need to do that. Just do what you’re supposed to do in a graceful way and let them handle it how they handle it.”

If this approach doesn’t work, then it’s OK to take the matter up the ladder to a supervisor or someone in human resources or a safety department — whoever has responsibility for the respective issue.

In the long run, inaction is not the best option. When handled the right way, speaking out trumps silence. As Grenny points out, “The inability to do so adversely affects every workplace outcome we care about.” **c**



# CLEAN AND COAT WITH ONE SIMPLE SYSTEM



## Renovate

- Drains
- Sewers
- Waterpipes
- Heat, A/C ducts and more!



## MAXI MILLER + MAXI COATING PUMP

- CLEAN 3-10" PIPES & COAT 3-12" PIPES
- COMBINE WITH OTHER MILLER MODELS
- CORROSION BARRIER
- SEMI STRUCTURAL REHABILITATION

708 267 6366 | [sales@picotesolutions.com](mailto:sales@picotesolutions.com)

[WWW.PICOTESOLUTIONS.COM/RESELLERS](http://WWW.PICOTESOLUTIONS.COM/RESELLERS)

COMPANIES NEED

*Fresh Content*

TO STAY RELEVANT... LOTS OF IT.

Trying to handle all of that on your own can be daunting.

**That's why you need COLE Media.**

Useful, organized, cross-platform content is the key to a successful marketing strategy. Our content generation team specializes in custom-built, affordable solutions exclusively tailored to fit your needs.

### Digital & Print Media

- » Website content
- » Blog posts & customer education materials
- » Press materials - products, industry, personnel
- » Social media management & marketing
- » Email marketing
- » Hired professional photography & videography

### Creative Content

- » Logo & business card design
- » Outside creative (advertisements, billboards, digital)
- » Catalogs & brochures
- » Video editing



800.257.7222

[www.cole-media.com](http://www.cole-media.com)



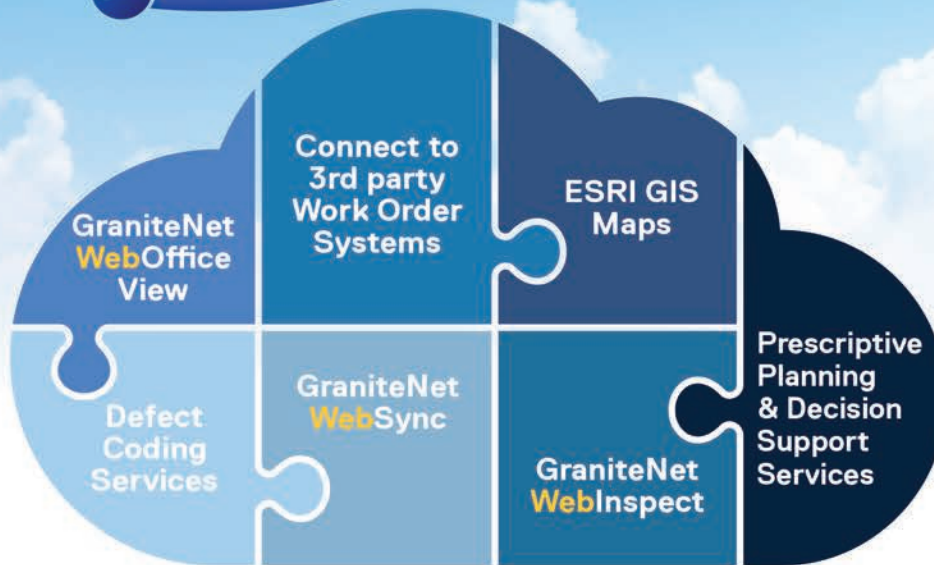
# Affordable. Secure. Hosted.

\*from \$9,600 /  
per YEAR



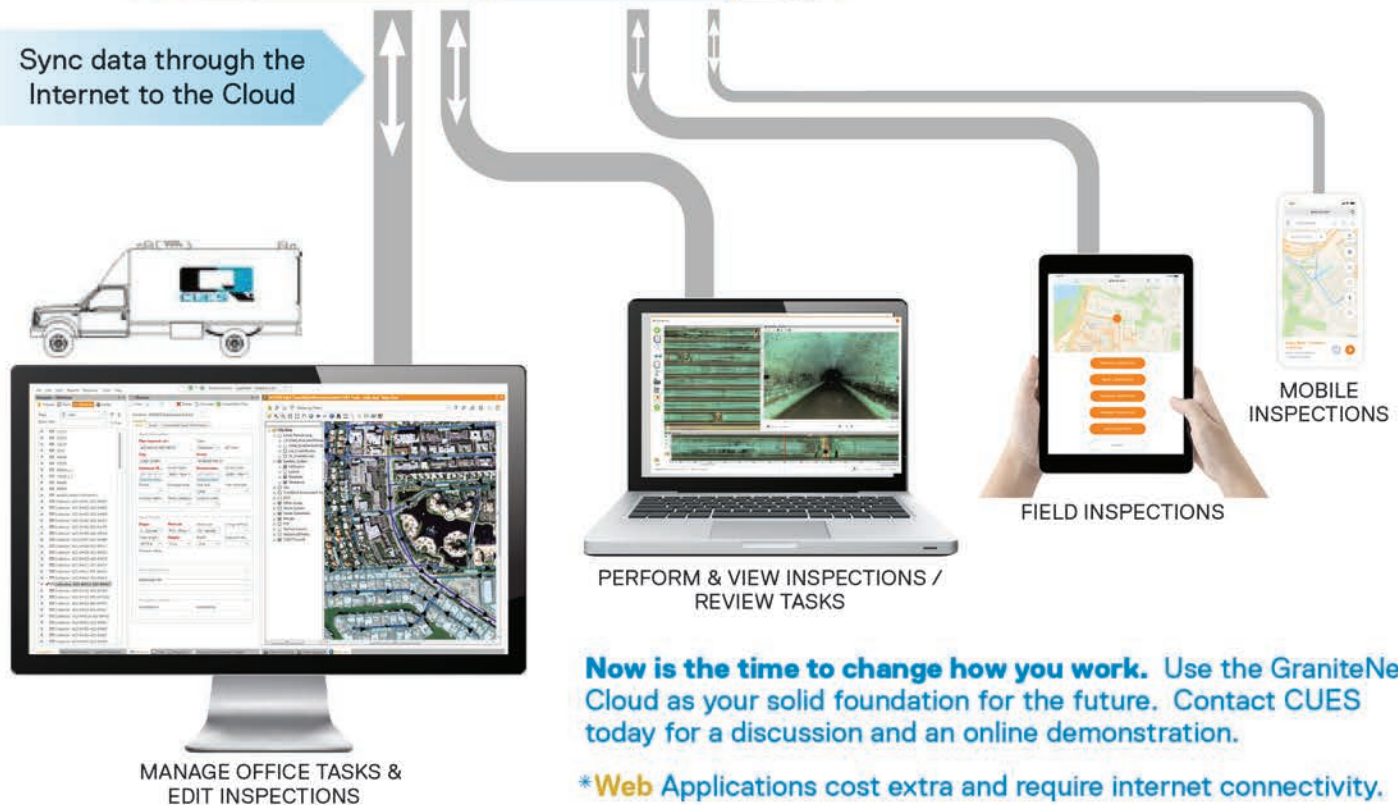
## The gNET Cloud Platform

AN INTEGRATED CLOUD FOUNDATION FOR ALL YOUR  
CONDITION ASSESSMENT APPLICATIONS AND DATA



- Enable your remote workers to work via the Cloud, as well as your on-site resources, too.
- Securely access and store everything in the Cloud.
- Scale capacity and storage up or down as needed.
- Quit buying, patching or managing servers - we'll do it for you!
- Decrease dependence on local IT resources and increase operational excellence and performance.
- Add-in optional **Web** Applications\* as needed.

Sync data through the  
Internet to the Cloud



**Now is the time to change how you work.** Use the GraniteNet Cloud as your solid foundation for the future. Contact CUES today for a discussion and an online demonstration.

\*Web Applications cost extra and require internet connectivity.



Learn More @ <http://gnet.us.com>

800.327.7791 | [salesinfo@cuesinc.com](mailto:salesinfo@cuesinc.com)

[www.cuesinc.com](http://www.cuesinc.com)



## PIPE BURSTING METHODS AND PROJECTS

By Craig Mandli

### » EXCAVATING EQUIPMENT

#### 1 // RAMVAC AX AIR EXCAVATOR

The AX Air Excavator from RAMVAC Vacuum Excavators by Sewer Equipment is mounted on a non-CDL chassis for operator efficiency. The truck series comes standard with a single-engine design with 12-volt electrical controls and manual hand valves for ease of use and maintenance while offering onboard water for the ability to excavate with both air and water. With payload capacities from 5,000 to 12,000 pounds, the hydraulic rear door allows operators to dump spoils quickly and easily. The blower can be customized to achieve the results needed in any application, with capacities of 18 or 27 inches Hg, 1,400 or 3,000 cfm, and hose diameters of 4 or 6 inches. All water systems are contained within a single heated enclosure for cold-weather applications while also offering ample tool storage. 888-477-7638; [www.ram-vac.com](http://www.ram-vac.com)

### » HYDROEXCAVATION

#### 2 // DITCH WITCH HX30G

The HX30G vacuum excavator from Ditch Witch boasts high-profile power in a low-profile design that eases navigation in congested and height-restricted areas. It is powered by a 31 hp Vanguard gas engine for optimal suction power and water pressure. To boost efficiency on any job, it comes with a powerful 542 cfm blower, 3,000 psi water pressure and 4.2 gpm water flow. It is offered with the choice of a 500- or 800-gallon tank for a variety of job requirements. The machine is available in multiple trailer configurations, including the VT9 trailer that, when equipped with the 500-gallon tank, does not require a CDL to transport. 800-654-6481; [www.ditchwitch.com](http://www.ditchwitch.com)

#### 3 // DYNABLAST HV420F-12VRED

The Dynablast HV420F-12VRED hydrovac water heater produces 420,000 Btu with an output temperature of 175 F at 5 gpm, making it suitable for colder climates and improving digging in clay-filled areas. All models come with ETL certification for safety, which also includes certification on the coil for higher efficiency and heat transfer, a stainless steel target plate for increased coil life and a design with serviceability in mind with momentary override control. A 19- by 19-inch footprint makes it suitable for compact installations. 905-867-4642; [www.dynablast.ca](http://www.dynablast.ca)

#### 4 // GAPVAX HV33

Designed to safely transport water and debris in urban areas, the GapVax HV33 is shorter, smaller and more compact than its predecessor. It is 30 feet long on a medium-duty chassis and includes a 600-gallon water tank, 6-cubic-yard debris body, 6- or 8-inch top-mounted telescoping boom with a 14- to 17.5-foot reach, 4,000 cfm power and an inverted, full-opening tailgate. 888-442-7829; [www.gapvax.com](http://www.gapvax.com)







## 5 // 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 loads; can clean valve boxes and storm drains; and hydroexcavate and/or clean drainlines and 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](http://www.hotjetusa.com)



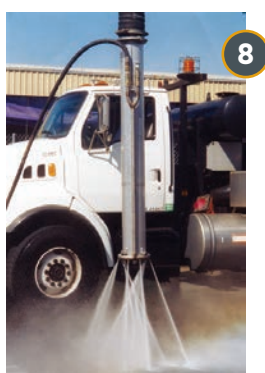
## 6 // HYDRA-FLEX MACHETE

The Machete hydroexcavating nozzle from Hydra-Flex channels water in an oscillating motion, creating a small spray angle and a direct stream with a forceful impact. This premium penetration will allow faster digging and more precise trenching capabilities. Its durable, replaceable cover allows for quick change while increasing the nozzle's life span. It is available in three sizes, with operating pressure ranges from 1,000 to 3,200 psi and a heat rating of 180 degrees F. It will last in excess of 500 hours, improving digging times and replacement costs. 952-808-3640; [www.hydraflexinc.com](http://www.hydraflexinc.com)



## 7 // RIVAL HYDROVAC T7 TANDEM

The T7 Tandem hydrovac from Rival Hydrovac was designed primarily to be loaded with debris and driven within legislated road limits with most types of debris on board. The unit comes standard with a scale that reads real-time weights both in the cab and on the wireless remote to confirm weights prior to travel. It is operator friendly, and the operating system is engaged through one PTO switch. The remainder of the operation occurs from the rear panel or the wireless remote. 403-550-7997; [www.rivalhydrovac.com](http://www.rivalhydrovac.com)



## 8 // SOIL SURGEON HYDROEXCAVATING TOOL

The Soil Surgeon hydroexcavating tool fits any sewer combination truck equipped with a telescoping 6- or 8-inch boom. The tool has a 1-inch water connection. The operator controls water pressure and power through truck controls. It has a 6-foot Tuff Tube with handles to guide the unit down for potholing or side to side for trenching. Six jets boring inward cut the soil, while six boring outward bring the tube down. 949-363-1401; [www.soilsurgeoninc.com](http://www.soilsurgeoninc.com)

## 9 // SUPER PRODUCTS MUD DOG

The Mud Dog vacuum excavator from Super Products provides a safe and efficient alternative to traditional digging. It is designed for operator convenience and consistent performance even in the harshest environments. Units come standard as hydroexcavators with an optional air excavation package, which allows an operator to always choose the best application, water or air, for the job. It is available with 12- or 16-yard debris capacity and has a 1,500- to 2,000-gallon water tank capacity. Each model comes standard with tilt-ejection unloading, and a rear-mounted boom that reaches 27 feet, has 335-degree rotation and can move in a 45-degree upward and 25-degree downward pivot. This allows for versatility within dig areas so that units do not need to be constantly readjusted into position. 800-837-9711; [www.superproductsllc.com](http://www.superproductsllc.com)





# PRODUCT FOCUS

## 10 // TORNADO GLOBAL HYDROVACS F4 ECOLITE

The F4 ECOLITE from Tornado Global Hydrovacs has a 12-cubic-yard mud tank and holds 1,550 gallons of freshwater. The unit is more than 7,000 pounds lighter than the company's older models and offers more than double the payload. The boom has a 342-degree rotation and 26-foot reach. The smaller F3 ECOLITE is a 10-cubic-yard, 1,250-gallon tandem-axle unit that more than doubles older payload capacities. It features an 8-inch boom and 3,800 cfm blower. 877-340-8141; [www.tornadotrucks.com](http://www.tornadotrucks.com)

10



## 11 // TRUVAC BY VECTOR PARADIGM

Designed for utility, municipal and contractor customers involved in the installation, maintenance and repair of underground water, sewer, gas, electric and telecommunications lines, the **Paradigm** subcompact vacuum excavator from TRUVAC by Vector can dig holes with water or air; vacuum, contain and dispose of drill mud; power pneumatic, hydraulic or electrical tools; and provide transport and storage of replacement parts, equipment and tools. The truck's Park-n-Dig design minimizes time between job site arrival and excavation, including the ability to dig up to 6 feet without additional pipe and hose. The air compressor powers utility tools such as jackhammers and tampers. The truck offers tool storage space, including a long-handle toolbox. The truck can tow up to 20,000 pounds. 800-627-3171; [www.truvac.com](http://www.truvac.com)

11



## 12 // VAC-CON X-CAVATOR

The X-Cavator hydrovac from Vac-Con includes a cold-weather enclosure for the water systems and control panel, as well as an interior area for operator seating and workspace. Unit filtration is based off the Titan combination machine, with a single-cyclone design and final cartridge-style filter. The redesigned boom is lightweight and flexible, rotating 310 degrees around the unit and moving plus 45 degrees and negative 22 degrees vertically. The durable rubber hose material can withstand harsh environments and has a reach of 26 feet. 904-284-4200; [www.vac-con.com](http://www.vac-con.com)

12



## 13 // VACALL ALLEXCAVATE

AllExcavate models from Vacall efficiently remove dirt around utility lines, as well as foundations where mass excavation is not practical. Water pumps generate 24.5 to 120 gpm and pressures to 3,000 psi. The water system, wand, control panel, tools and worker apparel are protected in a heated compartment. Its standard AllSmartFlow CANbus intelligent control system has a programmable LCD display that monitors engine, water flow and vacuum performance, allowing for precise boom and reel adjustments. Aluminum water tanks carry 1,000 to 1,300 gallons. Options include a remote control high-dump system that raises the debris tank 76 inches and then slides it back 21 inches for dumping into roll-off containers. 800-382-8302; [www.vacall.com](http://www.vacall.com)

13



## » PIPE BURSTING TOOLS

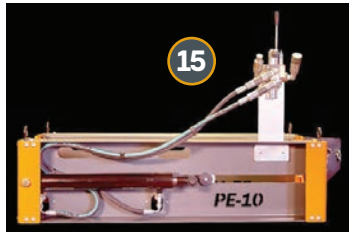
### 14 // HAMMERHEAD TRENCHLESS HYDROBURST 100XT

Underground contractors can use HammerHead Trenchless HydroBurst 100XT static pipe bursting equipment as an effective method to replace existing water mains, gas pipelines and sewer lines. Pipe bursting follows the path of the existing utilities, reducing utility strike risks and eliminating up to 85% of excavation work compared to open-cut methods. Offering a tethered remote control, the streamlined unit pays out rod quickly due to its automated rod spinning assembly and the design of its hydraulic cylinders. The unit weighs just 3,200 pounds and is only 39 inches high by 30 inches wide. 800-331-6653; [www.hammerheadtrenchless.com](http://www.hammerheadtrenchless.com)

14







### 15 // PE EQUIPMENT PE-10

The PE-10 from PE Equipment is a modularly designed system, providing the ability to interchange multiple machines on the same chassis. When using the pipe bursting module, it can replace service lines from 3/4 up to 3 inches, with cable pull lengths up to 150 feet. Cable pull-back speed is up to 13 feet per minute. Using the mountable pipe splitter, it is possible to remove the pipe from the cable as it enters the unit. Using the cable guide, the cable is automatically routed vertically out of a trench or pit, increasing efficiency for a small crew or one-person operation. Its four-blade designed pre-splitter can be repeatedly re-sharpened, increasing efficiency while lowering replacement costs. 406-499-8136; [www.pe-equipment.com](http://www.pe-equipment.com)



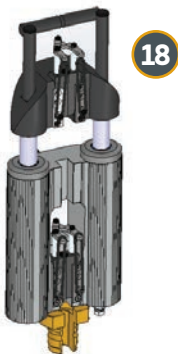
### 16 // POW-R MOLE TRENCHLESS SOLUTIONS PD-33M

The PD-33M pipe bursting machine from Pow-R Mole Trenchless Solutions is designed to replace existing underground pipes 2 to 6 inches in diameter. Its nonslip, cylinder-activated jaws prevent cable damage while providing 60,000 pounds of pulling force. It offers a cost-effective alternative to open-cut excavation, reducing customer disruption and increasing company profits. The process replaces the existing pipe with a fused HDPE pipe, which eliminates all joints, and allows the operator to pull through bends such as 45-degree fittings. This system is modular and can be easily disassembled and reassembled for manhole and basement applications. With a compact design and very small footprint of only 20 by 20 inches, this unit can be used in tight locations. 800-344-6653; [www.powrmole.com](http://www.powrmole.com)



### 17 // RODDIE R8

The R8 pipe bursting system from RODDIE is easy to use, lightweight, can be set up vertically or horizontally, and can also be adjusted to use three different size cables. This unit can replace 1-, 2-, 3-, 4-, 6- and 8-inch pipes with ease and speed. Inexpensive cable grabbing inserts last 70 to 120 jobs, which reduces costs. High-quality tool steels on articulating bursting heads promote rare resistance for long lasting service. The pulling rate is 8 feet per minute and is hydraulically powered from your tractor, providing a pulling force of 30 tons. The wireless remote system is reliable and has a signal strength that moves through any cellar wall. Maintaining the system is simple, as the user only needs to rinse off and re-grease six zerk fittings. 888-406-3821; [www.rodzieunderground.com](http://www.rodzieunderground.com)



### 18 // TRIC TOOLS X30

The redesigned X30 puller from TRIC Tools includes a new top bridge (the piece with the upper grippers and the handle) that is reshaped to maximize strength and minimize weight, thereby reducing production cost. The end result is a pulling unit that is lighter by at least 10 pounds (75 versus 85 pounds), stronger where it needs to be, and less expensive overall. 888-883-8742; [www.trictools.com](http://www.trictools.com)

## >> PIPE CUTTERS

### 19 // REED HPC8+ GUILLOTINE PIPE CUTTERS

HPC8+ Guillotine Pipe Cutters from Reed cut square on medium- and high-density PE pipe. Manual cutters slice smoothly through PE. Accurate cuts mean no facing is needed for electrofusion, and only minimal facing for butt fusion joints. All-aluminum construction results in lighter tool weight and greater rigidity, with a 22%+ weight reduction over the prior HPC8 model. The tool has greater pipe capacity, with up to 9.06 inches outside diameter, so it fits true 8-inch DIPS and IPS for PE. Aluminum rails and a crosshead with a hard anodized finish reduce wear on sliding surfaces. Its durable coated blade produces many square cuts with no chips to clog valves and small openings. A slight taper on the blade allows for an unchallenging start to the cut, and it holds form for an impressive, straight cut. The blades are straightforward to sharpen or replace. 800-666-3691; [www.reedmfgco.com](http://www.reedmfgco.com) c





# PIT-SHOT®

Horizontal  
Directional  
Drill



Drill Range:  
300 Feet  
1" - 6" Pipes

## RODDIE inc.

Cover all Underground Utility Service  
Line work with our small drills.

1. Sewer Laterals on grade.
2. Water Lines
3. Gas Lines
4. Conduits

See it Work!



YouTube

RODDIE, Inc.

Replace Underground Pipes  
**NOT YARDS!**

## Basement Buddy®

Directional Drill



Drill Range:  
200 Feet  
1" - 2" Pipes

**888-406-3821**

Patent Pending • [RoddieUnderground.com](http://RoddieUnderground.com)

## All The Safety GEAR You Need



**MRP**  
MILWAUKEE RUBBER PRODUCTS

Call Toll-Free  
**1.800.325.3730**  
[www.MilwaukeeRubber.com](http://www.MilwaukeeRubber.com)

GET DIRECT EMAIL NOTICES

**Cleaner**  
[cleaner.com/alerts](http://cleaner.com/alerts)





The flexiprobe P540c system simplifies your operations allowing you to concentrate on your inspection tasks.



The flexiprobe P540c system is managed by the most powerful and intuitive Controller ever designed by Pearpoint.

Visit [pearpoint.com/en-us](http://pearpoint.com/en-us) or call 800.688.8094 for more information



This is what it would look like if  
we printed cleaner.com  
thousands of stories, products and ideas

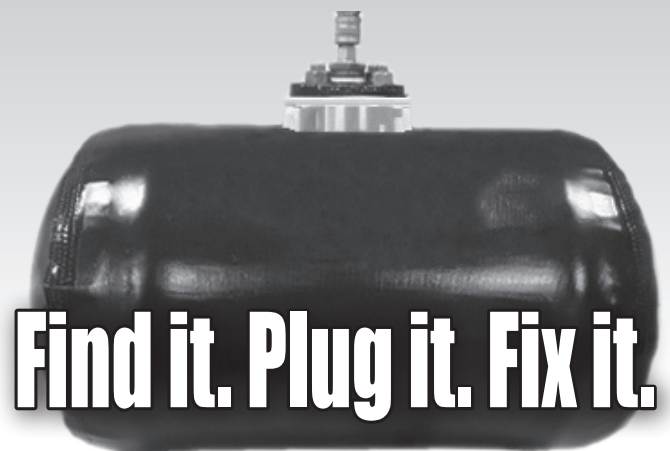


Get access to everything we can't fit in the magazine. Additional stories, videos, news briefs and other great information that lets you get the most out of *Cleaner*.

[www.cleaner.com](http://www.cleaner.com)

Petersen  
Products Company

Engineering Solutions



**Find it. Plug it. Fix it.**

Call now: 1-800-769-4973 [www.PetersenProducts.com](http://www.PetersenProducts.com)



## PRODUCT SPOTLIGHT

### STAIR TREADS MAKE HEAVY DRUM MACHINE EASILY PORTABLE

By Craig Mandli

Every drain cleaner knows that not all jobs are easily accessible. Often a drain needs to be accessed from the basement, which can mean wear and tear on your equipment and your body to get your heavy drum machine up and down stairs. However, Milwaukee Tool has a solution that simplifies those calls — the MX FUEL Sewer Drum Machine with POWERTREDZ Lift Assist technology, which makes it easier for one person to transport the machine up and down stairs, as well as in and out of service vans. In addition, the machine has the power to clear roots 200 feet out, while containing the mess with a fully enclosed drum.

“Imagine the strain of hauling a 200-pound sewer machine up an entire flight of stairs or pulling it up into a van,” says Kathleen Keegan, product manager for Milwaukee Tool. “Unfortunately, this is a daily situation for many professionals on sewer calls — and in order to avoid throwing out their backs, or worse, they’ll often have to bring an extra person just to help with transportation of the machine.”

While mobility is one of the largest frustrations with these jobs, the MX FUEL Sewer Drum Machine is designed around increasing productivity from the moment the user arrives on site, until the job is complete and the machine is loaded back into the van, according to Keegan. “It’s the first solution that allows for one-person transportation of these heavy sewer lateral machines through the implementation of

our POWERTREDZ Lift Assist technology, reducing the strain of lifting a 200-pound machine and improving overall productivity and safety for users,” she says.

The unit’s POWERSTATE brushless motor provides full power at the maximum capacity of the machine, allowing users to clear roots up to 200 feet out in 3- to 8-inch sewer lateral lines. REDLINK PLUS Intelligence improves control with an integrated drum brake, and the MX FUEL REDLITHIUM battery pack powers through multiple jobs on a single charge. The elimination of extension cords enhances user safety due to trip hazards or cords near standing water.

Its CABLE DRIVE automatic feed and retract reduces user fatigue by eliminating the need to manually pull back the heavy cable from pipes. The RAPID STOP button quickly releases the CABLE DRIVE bearings to help prevent the cable from binding. The fully enclosed drum eliminates contact between the user and the spinning drum, and contains the mess coming back through the pipe. 800-729-3878; [www.milwaukeetool.com](http://www.milwaukeetool.com)



### 1 // COXREELS SWIVEL OPTIONS FOR THE 1125 SERIES

Coxreels offers two upgraded swivel options for the 1125 Series cable reels. The medium-pressure (up to 4,000 psi) and high-pressure (up to 5,000 psi) can both be factory installed on the standard 1125 Series. The medium-pressure swivel is precision machined from solid brass and features upgraded wall thickness and upgraded seals and backup rings. The high-pressure swivel is machined from high-strength steel and nickel plated for corrosion resistance. This ball bearing swivel features maximum flow and enhanced load-bearing capabilities. 800-269-7335; [www.coxreels.com](http://www.coxreels.com)



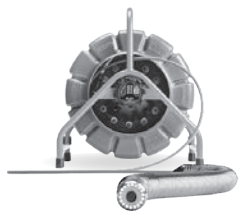
### 2 // REELCRAFT HEAVY-DUTY REEL COVERS

Designed to withstand the rigors and abuse of daily use, new covers from Reelcraft protect your reels from the elements. The high-quality polyester fabric with PVC coating is proven to resist puncture, tears and abrasion. The durable and long-lasting covers protect reels installed within harsh indoor environments, outdoors, or mobile applications, and are ideal for reels applied to fuel, diesel exhaust fluid, hydraulic fluid, welding gas, welding cable, pressure wash and more. Six different sizes accommodate hundreds of applications. 800-844-3134; [www.reelcraft.com](http://www.reelcraft.com) c





# YOUR SOURCE FOR RIDGID®



**SeeSnake® TruSense™  
Camera Reel**



**SeeSnake® Compact M40  
Camera System**



**microDrain Reel**



**Flexshaft  
K9-102, K9-204**



**SeeSnake®  
MAX rM200  
Camera System**



**CS12x Digital  
Reporting Monitor\***



**CS65x Digital  
Reporting Monitor\***



**CS6xVersa Digital  
Recording Monitor\***  
\*With Wi-Fi

CENTRAL OKLAHOMA  
**Winnelson**  
COMPANY

**8% ONE YEAR FINANCING AVAILABLE!**  
Longer lease rates also available. Call Keith for details.

**BUYING A SEESNAKE?**

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

**WE  
WILL NOT BE  
UNDERSOLD**

Contact us about  
**RIDGID's Spring Fling Promotion** From Now Until April 30  
- **Call Evenings and Weekends -**  
**Keith: 405-602-9155**

**CALL  
TOLL FREE: 888-947-8761**

5037 NW 10th • Oklahoma City, OK 73127

**www.centralwinnelson.com**

"I love to do what people say can't be done ...

Even my dad told me

**the world isn't ready for a woman plumber.**

I think he did it more to protect me

because people can be very harsh and cruel.

But he's very proud of me, even though he fought me  
on it and told me I was making a big mistake"

**Jessie Cannizzaro, Owner**

Milestone Plumbing  
Wauwatosa, Wisconsin

Read what **matters** to contractors  
in every issue of *Cleaner*.

Subscribe for FREE at cleaner.com



## RAT OUT YOUR ROOT PROBLEMS

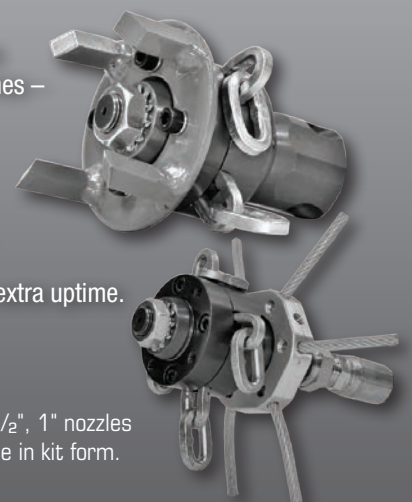
Uniquely designed nozzles  
for big sewer line headaches –  
roots and encrustations  
in all sorts of pipe.

Interchangeable heads:  
chain rotor or cable rotor.

Simplified service means extra uptime.



$\frac{3}{8}$ ",  $\frac{1}{2}$ ", 1" nozzles  
come in kit form.



Call 330.874.4300  
to learn more about  
the nozzle you've  
been waiting for

**ROOT RAT**  
NOZZLES  
Patented  
Made in USA • [www.rootrat.net](http://www.rootrat.net)





# A STRONGER FUTURE STARTS AT **WWETT**

You're the lifeline for customers. The unsung heroes of keeping systems safe and clean so customers can get back to life as usual. Just as you're there to help support your customers, the WWETT Show is here to help and support you and your business.

- ✓ Surround yourself with other wastewater and environmental service professionals who understand your daily challenges
- ✓ Uncover the most effective treatment processes through educational insights, innovative techniques and groundbreaking tools
- ✓ Learn best practices for sustaining and growing your business so it can continue to serve your customers for generations to come



Water & Wastewater Equipment, Treatment & Transport Show

CONFERENCE: **JUNE 29-JULY 1**  
MARKETPLACE: **JUNE 29-JULY 2**  
INDIANA CONVENTION CENTER

**LEARN MORE** at [www.wwettshow.com](http://www.wwettshow.com)

   @wwettshow



# INDUSTRY NEWS

## Restoration 1 and bluefrog Plumbing + Drain recap 2020

Waco, Texas-based brands Restoration 1 and bluefrog Plumbing + Drain capped off 2020 filled with expansion, new programs, awards and more, underscoring the essential demand for both companies. Restoration 1 awarded 40 new locations, expanded into West Virginia, Utah, South Dakota and the District of Columbia, and ended the year awarding 350 locations to date across 43 states. bluefrog Plumbing + Drain awarded six new locations, entered Virginia, and is now servicing eight states. Additional 2020 highlights included Restoration 1's naming Sherry Rose as COO and bluefrog Plumbing + Drain naming Mike Mushinski as president.

## Draincables Direct is now DCD

Starting in January, Draincables Direct underwent a name change and is now known as DCD. The company has expanded its product line to include larger drain cleaning machines known as the Valor Series, as well as offering drain cleaning replacement parts, blades, cutters, video inspection equipment, and jetter hoses and nozzles. DCD will continue to provide the same product and services, direct from the manufacturer.

## CLADLINER brand transitions to Epoxytec

Effective Jan. 1, Epoxytec's management will offer CLADLINER branded products with the following name changes and Epoxytec's branding: CLADLINER transitioning to Epoxytec Mortartec Cladliner, CLADSTOP 1 transitioning to Epoxytec Hydrxx-1, CLADSTOP 3 transitioning to Epoxytec Hydrxx-3, and CLADRESTORE transitioning to Epoxytec Mortartec Silicate. Also, CLADSEAL will transition to Epoxytec Urodeal 45V, and once transitioned to the Urodeal 45V, it will be available in grey only. The transition period is expected to take months to complete. Until all inventory is gone, there may be occurrences when the CLADLINER brand will still be sold.

## InfoSense approved vendor through Texas cooperative

InfoSense is now an approved H-GACBuy vendor through the Houston-Galveston Area Council Cooperative Purchasing Program. This allows participating member cities, counties and other local government agencies to eliminate the bidding process and save time and cost associated with placing bids. H-GAC vendors must go through the competitive procurement process and abide by competitive procurement laws to be approved. **c**



# PLUMBING EQUIPMENT

## SERVICE/REPAIR & SALES

23011 Moulton Parkway Suite A-3 • Laguna Hills CA 92653

**FAST TURN  
AROUND**

**949-595-0340**  
www.thesewercameracenter.com

**WE DIAGNOSE YOUR  
EQUIPMENT FOR FREE**

**SERVICE & REPAIR  
ALL BRANDS**

- SEWER CAMERAS • LOCATORS
- JETTERS • LEAK DETECTION

**NEW  
SYSTEMS**

**RIDGID ROD REPLACEMENT**



# CAN'T GET ENOUGH CLEANER?



Since 1985 *Cleaner* has been telling your story. Read past issues to relive the articles, news and events of the drain and pipe rehabilitation industry.

**Visit cleaner.com to read past issues**



# CLASSIFIEDS

see photos in color at [www.cleaner.com](http://www.cleaner.com)

## BLOWERS

Cotta (single & dual stage) & OMSI transmission parts. Cloverleaf Tool Co., Sarasota, Florida. Phone 941-739-0707; Email: [sales@cloverleaftool.com](mailto:sales@cloverleaftool.com) (CBM)

## BUSINESSES

**www.RooterMan.com.** Franchises available with low flat fee. New concept. Visit web site or call **1-800-700-8062.** (CBM)

## COMPUTER SOFTWARE

FreeServiceReminderSoftware.com, FreeServiceDispatchSoftware.com, FreeRouteManagementSoftware.com. (CBM)

## JET VACS



**2013 Aquatech B10-Jet Vac** on IH 5900 CHASSIS: 77,363 miles (1,242 hours as of 4/20), Uraca pump-125 gpm/2,000 psi, 23' boom, Roots 827 blower, tank vibrator, 1,000' x 1 1/4" hose capacity reel, catwalk over power deck, PLUS many extras! ..... PRICED TO SELL \$125,000.

**Contact Rick 440-585-5757, OH**  
**[rickm@lakecountyssewer.com](mailto:rickm@lakecountyssewer.com)**

C04



**2009 International 7400 Vac Con** V312LHA, 57,780 miles, 7,522 hours, 7.6L diesel. Transmission: Automatic Allison Equipment; Vac Con vacuum/jetter combo - 3 stage fan -Deutz Pony motor -12-yard debris tank, 1,300-gallon fresh water, 60 gpm/3,000 psi. Excellent condition. . . . . Price \$105,000.

**Call 770-560-0858, GA**

C04

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](http://www.empireequip.com)**. Contact Craig at 714-639-8352. (CBM)

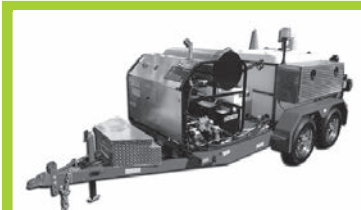
## JETTERS – TRAILER



**1997 Sewer Equipment of America Model FR747** tandem sewer jet trailer, 700 ga poly tanks, 2,000 psi @ 40 gpm pump, 500 ft of 3/4 inch hose on rotating hose reel. Well maintained city unit. .... \$11,500 firm.

**563-349-1660, IA**

C04



**The HotJetII®** is a best-selling hot-and cold-water drainline cleaner featuring a 35hp Vanguard engine by Toyota and delivering 10gpm @ 4,000psi that cleans drains up to 300' and 12" in diameter. Priced at \$32,995 including freight to the lower 48 states, the HotJet II® is American made using nonproprietary parts for affordability and ease in serviceability making its return on investment truly impressive. Financing available.

**800-624-8186**

**[sales@hotjetusa.com](mailto:sales@hotjetusa.com);**  
**[www.hotjetusa.com](http://www.hotjetusa.com)**

CBM

## PIPELINE REHABILITATION

Complete turn-key Hammerhead pipe relining equipment in a 2017 Haulmark enclosed 7'x16' trailer. Includes Quick-lock drum, wet out table, hot water curing system, vac system, etc. \$37,500. 518-337-9420. NY (C04)



**2013 International 7600 - Manhole Rehab,** 6x4, (43,000 miles) - 24' aluminum box body, nose cone inside attic, inside heater for box body, carries 8 pallets of material comfortably, fitted w/35D Spraymate cement mixer and pump by Strong Manufacturing. Additional equipment and accessories which includes: a 1993 trailer mounted 35D Spraymate cement mixer and pump by Strong Manufacturing, a 2009 Hy-Flex trailer mount cement pump and a 2002 sand blaster. This is a self-contained, turn-key operation for manhole/structuring rehab. .... PRICED TO SELL \$150,000

**Please contact Frank Klima**  
**440-585-5757, OH**

**[frankk@lakecountyssewer.com](mailto:frankk@lakecountyssewer.com)**

C04

## POSITIONS AVAILABLE

Sewer Viewer Inc, a busy sewer/storm pipeline service company located in Ft. Myers, FL is looking for an inspection/grout truck operator. The position is full time. Requirements: Candidate must be a team player, reliable and have a positive attitude. Candidate must have a valid Florida driver's license in good standing. Pay will be based on experience. We offer health, dental and vision insurance as well as an employer matching simple retirement plan. Partial location expenses will be paid for the right candidate. Sewer Viewer Inc is DFWP, EOE and E-verify employer. Please send resumes and any inquiries to [sewerone@aol.com](mailto:sewerone@aol.com) (C04)

GapVax, Inc., a nationally recognized manufacturing business, is seeking a talented, highly motivated individual to fill a full-time Sales Position in the Midwest (Iowa based preferred) region. GapVax is the leading manufacturer of industrial and municipal vacuum units and hydro-excitation units in the United States. We provide the most reliable, comprehensive, and efficient mobile vacuum units in the industrial and municipal markets. Specifications of the position are listed on our website, [www.gapvax.com](http://www.gapvax.com), click on the Now Hiring link in the left hand column. Send resumes to or [betty@gapvax.com](mailto:betty@gapvax.com) or 575 Central Avenue, Johnstown, PA 15902. (CBM)

## PUMPS

Vactor, General, Myers, Giant & others – New & parts also. Cloverleaf Tool Co., Sarasota, Florida. Phone 941-739-0707; Email: [sales@cloverleaftool.com](mailto:sales@cloverleaftool.com). (CBM)

## RENTAL EQUIPMENT

Liquid vacs, wet/dry industrial vacs, combination jetter/vacs, vacuum street sweeper & catch basin cleaner, truck & trailer mounted jetters. All available for daily, weekly, monthly, and yearly rentals. **VS! Rentals, LLC, (888)VAC-UNIT (822-8648)**  
**[www.vsi rentalsllc.com](http://www.vsi rentalsllc.com)** (CBM)

## SERVICE/REPAIR

Dynamic Repairs - Inspection Camera Repairs: 48-hr. turn-around time. General Wire, Ratech, Ridgid, Electric Eel, Gator Cams, Insight Vision, Vision Intruders. Quality service on all brands. Rental equipment available. For more info. call Jack at 973-478-0893. Lodi, New Jersey. [www.dynamicrepairs.biz](http://www.dynamicrepairs.biz) (CBM)

## TOOLS

T&T Tools: Probes, Hooks. Probes feature steel shafts with threaded and hardened tips. The insulated Mighty Probe™ tested to 50,000 volts. Top Poppers™ open man-hole covers easily. Free catalog. [www.TandTtools.com](http://www.TandTtools.com). Phone 800-521-6893. (CBM)

## TRUCKS-MISC.

Pipe-View LLC has decided to close it's doors for good. I have been selling my Vactors, TV Trucks, Cameras, etc. Please visit our website [www.pipe-view.com](http://www.pipe-view.com) to see what is available. \*All equipment is in great working order. Everything has been inspected, with necessary repairs made. Contact [nick.zarantonello@gmail.com](mailto:nick.zarantonello@gmail.com); 847-532-5670; [www.pipe-view.com](http://www.pipe-view.com).

## TV INSPECTION

2006 Envirosight Rovver trailer-mounted sewer inspection system. Cargo Express tandem axle utility trailer, gas generator, nice control room, well maintained, extra wheels, accessories, older computer. \$35,000. Spokane, WA. Call 509-876-6880. (C04)

USED Envirosight ROVVER Sewer Inspection Crawler: Overhauled with new parts and ready to run. Includes automatic cable reel, pan/tilt/zoom camera, steerable 6-wheel-drive tractor with various wheel sets, controls, and accessories. Call for pricing 973-252-6700 (CBM)





**305-542-1855**  
Call me for more info Both vehicles on sale



**I have 2 TV inspection vehicles on sale. First: 2000 GMC Savana 3500 extended van** with ARIES camera system, working condition, comes with 5 cameras and tractors. Second vehicle: **1997 Chevrolet box 3500 sewer inspection truck**, comes with cameras and tractors and a lot of parts! Both vehicles are owned by city previously and great condition. Miami, FL.

**For more info call 305-542-1855**

C04

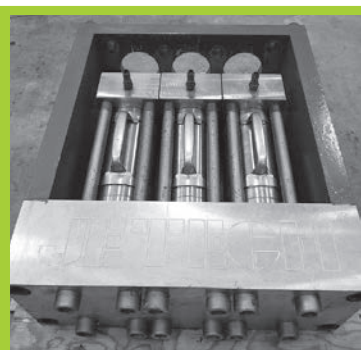
**NEED TRACTION?** We make aftermarket gritted/gripping pads for all chain-driven camera transporters. Custom fabrication secured to a high-quality, nickel-plated carbon-steel chain that doesn't stretch. Also have non-gritted pads, wheels, and tires for all different brands. Pad samples upon request. **Pipe Tool Specialties LLC:** 888-390-6794; Fax 888-390-6670; [pipetoolspecialties.com](http://pipetoolspecialties.com) or email [pts4422llc@gmail.com](mailto:pts4422llc@gmail.com) (CBM)

**PEARPOINT** — Mainliner buying & selling used equipment. Canada & USA PEARPOINT MAINLINE EQUIPMENT ONLY. Will buy complete Pearpoint trucks. Will buy your old system. Do you need parts? 399, 599 reels; 420, 448 tractors: 494 digital and zoom 420 light heads. Call 800-265-4298 or [mainliner2075@hotmail.com](mailto:mainliner2075@hotmail.com) (CBM)

**CAMERA OPERATORS, STOP SPINNING YOUR WHEELS IN GREASY PIPE!** After-market gritted polymer wheels, steel carbide wheels, gritted and treaded tracks, tow cables, kiel sticks and more. Fitting Aries, CUES, Envirosight, Ibak, Rausch, RST, Schwalm & IDTec. **ORDER TODAY** at [www.TruGritTraction.com](http://www.TruGritTraction.com); [info@trugrittraction.com](mailto:info@trugrittraction.com); 407-900-1091(CBM)

### WATERBLASTING

20,000 - 55,000 psi Sapphire Nozzles, OS4, OS6, OS7 replacements, UHP hoses & replacement parts. Excellent quality & prices. 772-286-1218, [info@alljetting.com](mailto:info@alljetting.com), [www.alljetting.com](http://www.alljetting.com). (CBM)



**JETECH 150J3W-TRIPLEX PUMP** (head only) Cylinder type: Ultra High Pressure-H. PLG.DIA.-INCHES:7/8. MAX.PRESS-PSI: 15,000.MAX.FLOW-GPM: 14.7 MAX.RPM: 500. POWER-END TYPE: Triplex Crankshaft.

Ask. ....\$9,900 USD

**Call Yvon Gervais at 506-547-5541**  
**email: [pressurekleen@hotmail.com](mailto:pressurekleen@hotmail.com)**

C04

## Cleaner

AVERAGE MONTHLY CIRCULATION REACHES

**21,000+ READERS!**



## Featured in an article?

# Make the most of it!

## REPRINTS AVAILABLE

We offer:

Full copies of the original magazine  
Hard copy color reprints  
Electronic reprints

Visit [cleaner.com/editorial](http://cleaner.com/editorial)  
for articles and pricing

E-mail [jeffl@colepublishing.com](mailto:jeffl@colepublishing.com)  
or call 800-257-7222



**EASY-KLEEN**  
PRESSURE SYSTEMS LTD.  
MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT

**WOLVERINE**  
DRY STEAM GENERATORS

**DRY STEAM GENERATORS**



20/30/40/50 BHP  
Up To 2,000,000 BTU

- Curing
- Thawing
- Degreasing
- Degassing
- Melting
- Cleaning & Restoring
- Prepping Surfaces
- for Paint
- Purifying
- Weed Control

**YouTube**  
www.youtube.com/easykleen

**1-800-315-5533**  
www.easykleen.com • sales@easykleen.com

**DYE TRACERS**

Solutions for:

- Infiltration
- Septic Systems
- Cross Connection
- Leaks and more...

**BRIGHT DYES**  
Division of Kingscote Chemicals

Use code **CLE21** for **10% off** your next order

www.brightdyes.com • 1-800-394-0678

Let Us Build Your  
**JETTER**



**Diesel Propane Gas**

Hot or Cold

**AMERICAN JETTER.COM**  
866-944-3569

**TRUGRIT**

- World's first patented poly carbide wheel
- Solid steel wheels
- Solid steel gritted tracks

We have • Wheels • Tracks  
• Wheel kits • Tow cables • Tires  
• We can resurface any worn carbide wheels

TruGritTraction.com | 407-900-1091

*Fresh Content*

IS KEY TO YOUR COMPANY'S MARKETING STRATEGY...

**LOTS OF IT.**

**COLE Media's** content generation team specializes in custom-built, affordable solutions exclusively tailored to fit your needs.

**COLEmedia**  
800-257-7222  
cole-media.com

**JOIN**

**THE CONVERSATION.**

**THE CAMARADERIE.**

**THE COMMUNITY.**

**Cleaner**

- f** facebook.com/CleanerMag
- t** twitter.com/CleanerMagazine
- YouTube** youtube.com/CleanerMagazine
- in** linkedin.com/company/cleaner-magazine





**Cua Claws**  
A Simple Solution for  
Slippery PVC Pipe -  
**20 Years of Service**  
We resurface all makes  
of steel transport wheels  
**CALL JERRY AT 714-697-8697**  
**www.cuaclaws.com**



Over 30 years building  
quality equipment!  
**HotJetusa®**  
**OUR MOST VERSATILE JETTER!**  
**FULLY LOADED! PRICE INCLUDES DELIVERY!**  
**HOTJET II**  
WITH PAYMENTS  
AS LOW AS **\$565.00**  
\$32,995 \*\* SALE PRICE  
WITH 20% DOWN O.A.C.  
35 HP Vanguard Engine • 10GPM @ 4,000 PSI  
Cleans 2-12" Drains with Hot OR Cold Water  
\*Delivery to lower 48 States Only - CALL FOR DETAILS  
**1-800-213-3272**  
**www.hotjetusa.com**

**EASY-KLEEN**  
PRESSURE SYSTEMS LTD.  
MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT

**VAN PACK JETTERS**  
12 GPM @ 3500 PSI




**OPEN JETTER TRAILERS** GROUNDHOG JETTER



20 GPM @ 4000 PSI  
**ENCLOSED JETTER TRAILERS**  
(Hot Water)



**VACUUM TRUCK HEATERS**  
440,000 BTU to 4,000,000 BTU



YouTube  
[www.youtube.com/easyklean](http://www.youtube.com/easyklean)  
**1-800-315-5533**  
[www.easyklean.com](http://www.easyklean.com)  
[sales@easyklean.com](mailto:sales@easyklean.com)

**dR DYNAMIC REPAIRS**

**We Repair:**  
General Wire, Ratch, RIDGID, Hathorn Corp.  
Electric Eel, GatorCams, Vision Intruders  
and Vivax Inspection Cameras,  
Locators, Command Modules and Cables

**New & Refurbished Inspection  
Equipment For Sale**

**Rental Equipment Available**  
Daily & Weekly Rates

Ask  
About  
Our  
48-Hr.  
Turn  
Around  
Time

**INSPECTION CAMERAS  
ARE OUR  
ONLY BUSINESS!**

**973-478-0893**  
**DYNAMIC REPAIRS**  
40 Arnot St., Unit 20  
Lodi, NJ 07644  
[dynamiccablerepairs@yahoo.com](mailto:dynamiccablerepairs@yahoo.com)  
[www.dynamicrepairs.biz](http://www.dynamicrepairs.biz)

**T&T Tools, Inc.**  
**800.521.6893**




**CALL  
for a  
FREE  
Catalog**  
Many styles  
Available

Insulated  
Soil Probes  
(for locating)

Heat-Treated  
Hooks  
(for covers, lids, etc)

**www.mightyprobe.com**

**OceanQuip LLC**  
ORCA TOUGH CABLES



Your #1 Supplier of  
Sewer Inspection  
Cables, Connectors, and Pigtails

504.738.7833  
[sales@oceanquipconnectors.com](mailto:sales@oceanquipconnectors.com)  
[www.oceanquipconnectors.com](http://www.oceanquipconnectors.com)

**All In!**

When you receive  
*Cleaner* each month  
there is no need to bluff.

Join 25,000 of your industry peers  
each month who welcome *Cleaner*,  
for the unlimited value it brings  
them. Each issue will show you  
new tools, tips to save  
on expenses, money-saving  
deals and much more.

800.994.7990  
[www.cleaner.com](http://www.cleaner.com)

Subscribe today  
to guarantee  
your winning  
hand!



**WEQ**

**LIVE! LOCAL! FREE!**

LIVE OUTDOOR DEMONSTRATIONS  
& EQUIPMENT EXHIBITS  
FOR WATER & WASTEWATER  
CONTRACTORS & MUNICIPALITIES.

Brought to you by: COLE publishing

**866-933-2653**  
**www.weqfair.com**

**TVB Tech™**  
The Very Best Technology

Your source for  
TVB Products  
and Service



**3499FB**  
115' Heavy Duty Cable  
Self-leveling Camera Head ♦ 512Hz Sonde  
Distance Counter ♦ Color Video Recording  
**\$2595 Complete**

Authorized TVB Tech  
Stocking Distributor

InspectorCameras.com  
603.267.0400



# WEQ

WASTEWATER EQUIPMENT FAIR

Outdoor Equipment Demonstrations  
**York, Pennsylvania**  
 June 22-23, 2021



**FREE TO QUALIFIED  
 INDUSTRY PROFESSIONALS!**

## Confirmed York, PA Exhibiting Companies:

Allan J. Coleman Co.

Bald Eagle Pellet Co.

Bucher Municipal North America

CUES, Inc.

Duracable Manufacturing Co.

Electric Eel Mfg.

Enz USA Inc.

GapVax, Inc.

Harben, Inc.

ISG Rents

ITI Trailers & Truck Bodies, Inc.

Imperial Industries, Inc.

KEG Technologies, Inc.

Logiball, Inc.

National Vacuum Equipment, Inc.

Picote Solutions

Pik Rite, Inc.

Prime Resins

Prokasro Services USA, Inc.

Sewer Equipment

SewerProShop, LLC

Super Products LLC

TruGrit Traction Inc.

TRY TEK Machine Works, Inc.

Vivax-Metrotech Corp.

As of 02/25/21

Register for FREE online at:  
**weqfair.com**

## Future Locations and Dates:



**Nashville, TN**  
 Sept. 14-15, 2021



**Jacksonville, FL**  
 Jan. 12-13, 2022





**YOUR #1  
CHOICE!**

GapVax equipment is manufactured with quality components and designed around the operator. Customers choose GapVax for its customization, versatility and reliability. GapVax equipment is built to last and outperform the competition.

Don't wait! Call us today to speak with our knowledgeable sales or service team members!

# GapVax®

**#1 CHOICE**

Combo JetVacs • Recycle JetVacs  
Hydro Excavators • Air Movers  
Jetters • Skid Mounted Vac Units



**#BESTTRUCKSINTHEBUSINESS**



**PARTSEXPRESS**

CALL SCOTT TODAY FOR ALL OF YOUR PARTS AND ACCESSORY NEEDS!



**CALL TODAY  
FOR A DEMO**

888-442-7829 Johnstown, PA  
281-884-8658 La Porte, TX

[gapvax.com](http://gapvax.com)

LET'S GET SOCIAL





MACHINES  
THAT WORK  
AS HARD  
AS YOU DO



YOUR TIME IS  
**MONEY**

**Spartan knows your time is valuable.**

That's why Spartan is your one-stop shop for sewer and drain cleaning equipment. Our Territory Managers bring professional grade equipment to your door. Their trucks are stocked with inventory, ready to deliver on-site.

**Personalized service and support, when you need it.**

Spartan Territory Managers can conduct operator and safety training right at your shop. We can even do most repairs on-site and give tips for maintenance of your Spartan machines. Because your time is money.



*"I made the switch to Spartan because I wanted a local rep who could provide on-site service and support when I needed it. When running equipment that makes your company money, you need top notch service and support to keep it operating. That's what Spartan and my Territory Manager (Cameron Webber) provide!"*

**Linda Hudek**, LH Plumbing Services, LLC of Fairfield, OH

**SPARTANTOOL.COM**  
**800.435.3866**

