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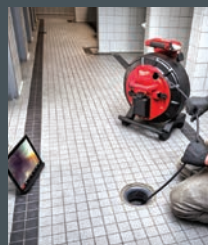
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JUNE 2022



**ON THE COVER** // Nicholas Krewson always knew he wanted to start his own company. After working in the industry for about 15 years, he fulfilled that dream when he opened San Diego Drain Krew in 2019. The business is growing fast, serving all of San Diego County and providing drain cleaning, jetting and inspection services. Krewson is thriving as a sewer and drain cleaning specialist. And best of all, he can now set his own hours and spend more time with his wife Kelly and four children. (Photography by Ed Carreón)



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

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## CONTENT, NOT COMPLACENT

Never get so comfortable in your skills that you neglect safety standards



Email me with comments,  
questions or opinions at  
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**W**HILE MANY OF THE contractors we feature every month want to continue to grow their business, some have hit a sweet spot they plan to stay in for a while.

They have the work to employ a second crew, but they prefer to keep their operation lean. Many owners want to grow enough to have a team but still want to work in the field instead of manage things from the office, so they're happy with the crew they have.

It takes a lot of time and resources to grow your business into what you want it to be. So it feels great when the hard work pays off

and you reach the point where you feel content about your business. What an enviable position to be in.

But there's a big difference between being content and becoming complacent. You don't have to keep pushing to grow, but it still takes effort to maintain the standards of quality and safety that brought you to where you are.

Think back to when you first hired employees, or were a trainee yourself. A good new hire is eager to make a good impression, learn everything quickly and strictly adhere to all the standard operating procedures and safety protocols.

That work ethic doesn't fade away, but becoming comfortable with procedures can lead to a level of complacency. Even the hardest working, most skilled technicians can make mistakes — and when that mistake involves your safety or that of others, a simple oversight can have catastrophic consequences. No one is invincible, and becoming complacent about safety is one of the worst attitudes to have.

It's important to continue to put in the work to maintain those safety standards and procedures. In the April issue of *Cleaner*, the Safety First column ("Dedicated to Safety") discussed ways to make safety a daily part of your company culture and remain dedicated to keeping it top of mind. It's not feasible for every company to have a safety manager position, but no company can afford not to incorporate safety training and procedures. Like that article states, the key is making safety something employees don't have to consciously think about. It should be routine and ingrained in every task.

In this issue, Safety First dives into establishing procedures and lines of communication when you do have a dedicated person in charge of safety, along with finding the right person for that position and what the role should entail. Even with a safety manager, it's important that all chains of command and communication are clear.

While an effective safety coordinator is an important investment, safety is a responsibility that falls to everyone on the job site. With routine training and continuous communication, you can keep safety top of mind and avoid falling into the complacency trap.

Stay safe and enjoy this month's issue. **c**

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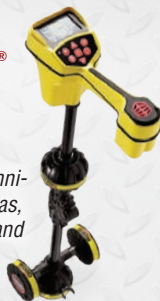
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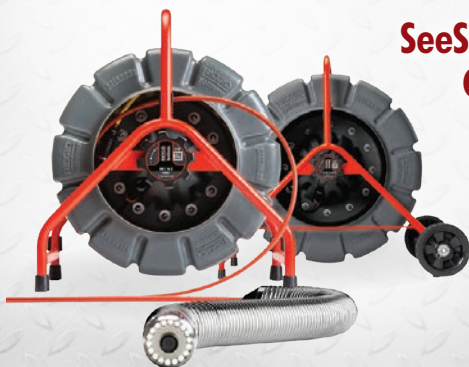
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## ON THE JOB

### Video: Clearing a Sewer Manhole Blockage

Watch this video to see how technicians from Mr. Rooter Plumbing of Binghamton, New York, handled an extreme blockage in a manhole next to a grocery store. >> [cleaner.com/featured](https://cleaner.com/featured)

## EDUCATION

### The Latest in Trenchless Technology

Trenchless technology continues to expand as more contractors recognize the efficiency and cost-savings it can offer. A new updated manual from the National Utility Contractors Association aims to educate contractors on how to choose the best trenchless method for their projects. >> [cleaner.com/featured](https://cleaner.com/featured)

## OVERHEARD ONLINE

“Allow employees to experience variety in their day-to-day work, rather than feeling like they’re just repeating the same basic tasks day in and day out.”

— How to Address the Employee Engagement Crisis

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## GETTING SOCIAL

### Companies Boost Brand Visibility With Instagram

It's not only for lifestyle influencers. Whether the objective is customer engagement or employee recruitment, some contractors have found Instagram to be a valuable tool. Read more about it in this online exclusive.

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# THE GOOD LIFE

A DESIRE TO BE HIS OWN BOSS LED NICHOLAS KREWSON TO CREATE HIS OWN COMPANY AS A SEWER AND DRAIN SPECIALIST

// By Giles Lamberton

Photography by Ed Carreón

After 15 years working in the industry, Nicholas Krewson opened San Diego Drain Krew in 2019.



Nicholas Krewson has never been afraid of hard work. The 40-year-old San Diego native recalls looking for ways to make a little money while he was still in elementary school. As a young man, his enterprising attitude found him busy at several occupations. At age 21, he was working two of those jobs — produce clerk in an Albertsons grocery store and a carpenter's helper framing houses — when he met another hard worker named Kelly. It was a fortuitous meeting: They married in 2007 and now have four children.

Yet something was missing: Krewson wanted to be his own boss. "I always wanted to start my own company, but I just didn't know what kind of company," he remembers. Then a family friend called. "The man asked me if I wanted to do drain cleaning. I said, 'What's that?'"

Fifteen years later, after mastering the trade while working for other firms, Krewson finally acted on the abiding desire to work for himself. In January 2019, the entrepreneur opened the doors of San Diego Drain Krew. Three years later, it's a fast-growing company.



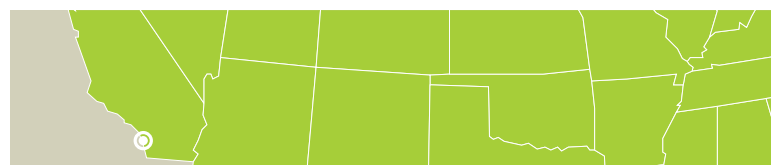


Krewson worked by himself for a few years before bringing Ryan Kiernan (left) on board. Kiernan does most of the snake and inspection work so Krewson can focus on jetting.

## PERSONAL CONNECTIONS

San Diego Drain Krew provides services to commercial and residential clients. There's no shortage of either, with an estimated 530,000 freestanding houses in San Diego and about 7,000 restaurants. Those numbers constitute a lot of drains that need to be kept flowing freely and reliably, and Krewson is servicing a growing share.

His service area is all of San Diego County — the so-called North, South, East and Coastal areas. “We like to say we work the four corners of San Diego County and everything in between.” So, Drain Krew works with clients across a 250-square-mile area containing a population of more than 3 million. Krewson says he probably receives more requests for drain work in neighborhoods bordering Highway 8, an area he terms “the bellybutton” of the county. “But I’ll go anywhere I can help a client.”



## San Diego Drain Krew

SAN DIEGO, CALIFORNIA

**OWNER** Nicholas Krewson

**EMPLOYEES** 2

**SERVICES** Drain cleaning, jetting, camera inspections, drain system preventive maintenance

**SERVICE AREA** San Diego County metropolitan area

**FACEBOOK** [www.facebook.com/sandiegodrainkrew/](http://www.facebook.com/sandiegodrainkrew/)

**INSTAGRAM** @SD\_Drain\_Krew

Though 75% of his jobs are residential, Krewson derives satisfaction from inspecting or unplugging any line. “Basically, I am a sewer and drain cleaning specialist. Period.” He doesn’t undertake any plumbing work. “I stick to cleaning.”





Work-life balance is important to Krewson (center) and Kiernan (second from left), pictured here with Krewson's wife Kelly and their children, Katie, Karly, Karter and Kyle.

## FAMILY FIRST

Nicholas Krewson knew what he wanted when he launched his company, San Diego Drain Krew. Just as important, he knew what he didn't want.

The 40-year-old Californian worked 15 years for what he describes as a very good and reputable drain cleaning company in San Diego and enjoyed his time there. Until he didn't. "I was working six and seven days a week for 10 straight years, 60- and 70-hour weeks, sometimes 80 or a hundred hours. I learned a lot of good things there and got really good at the trade." He describes the company owner as a "real nice guy."

Yet the work schedule finally overrode his good feelings. "I learned finally that if I can't change the owner and the schedule, I needed to leave." Even then, it took four years for him to get a game plan together. Cutting back on his work hours would mean cutting his pay, after all, leaving him and his family living on less money.

Krewson finally pulled the plug in January 2019 and began working for himself. While it was a career and business decision, really it was about family. Krewson and his wife Kelly have two daughters, Katie, 12, and Karly, 9, and two sons, six-year-old Karter and four-year-old Kyle. "The long hours were tough on the family and hard on the marriage. I decided I would rather have time for the family than have the extra money."

The business owner is enjoying the change. "I wanted to pick up the kids after school without having to ask for time off from my boss. Now I enjoy taking the kids to school on my way to my first job and can get off around 3 or 4 o'clock and take them to practice."

Still, being an owner is demanding. He can drop off the kids at practice, but he still has invoices to prepare, jobs to schedule, text messages to send, planning to do for the next day. Krewson laughs about the notion that it is easier to be an owner than to be an employee.

"It's funny. You go on your own to be your own boss and you end up working 24/7 if you don't watch out. But when I worked for the other company, in my head I always worked like it was my own company, so I already was doing a lot of this stuff." The difference is that now he makes the decision when enough is enough.

Krewson sums up the matter this way: "Owning a business isn't for everybody, because being the owner can be hard. But it is very rewarding."



Krewson relies on personal referrals for his marketing. So, when satisfied clients across the area refer him to their neighbors, the calls keep coming in from across the area. "I honestly don't target certain sections of town. I don't try to reach out to certain clients. It's all word of mouth." Some referrals are from plumbers, who know that Krewson won't steal their customers.

In short, the word out there in San Diego County is that Drain Krew does good work. Krewson's ability to easily connect with people undoubtedly feeds the referrals. "It is all about communicating with customers," he says.

"I am very upfront with my clients. I let them know what I do. I help them understand who I am by explaining that I have a family so I don't work nights and weekends, and that I am honest. Then they decide if they want to work with me. Most do. People seem to be able to relate to me and the company is growing stronger every day."

## TOOLS OF THE TRADE

The condition of infrastructure in San Diego is helping company growth. Many of the drains in the county are "hitting a hundred years old. Older areas in the city still have cast iron drains. There's a lot of cast iron in San Diego."

To clean the pipe and keep drains draining, Krewson calls on favorite lines of equipment. Because he learned the trade using US Jetting high-pressure jetting equipment, it remains a mainstay tool. "When





« Krewson helps Kiernan unload a Milwaukee Tool M18 cordless inspection system from the work van.

“WE LIKE TO SAY WE WORK THE FOUR CORNERS OF SAN DIEGO COUNTY AND EVERYTHING IN BETWEEN. BUT I’LL GO ANYWHERE I CAN HELP A CLIENT.”

NICHOLAS KREWSON

I started my business, I thought about going with another jetter because it looked good, but I stayed with US Jetting. I’ve used it during my whole 18 years of cleaning and I’m comfortable with it. It’s dependable.”

Jetting lines is his favorite work. “It’s my specialty. It’s my niche,” he says, and the jetter he depends on to do it is a US Jetting model 4018, which produces 4,000 psi and can pump 18 gpm.

He also is a big fan of Milwaukee Tool, and vice versa. Because he utilizes lots of signature-red Milwaukee equipment — including the M18 Drain Snake and its pipeline inspection cameras — the manufacturer frequently brings Krewson new models to test in the field.

“I don’t use them just because they are having me try new stuff,” he says. “I have always liked them. Milwaukee has really good people and builds really good stuff. I have a full Milwaukee cordless cleaning and inspection camera platform.” Yet another Milwaukee tool in Krewson’s toolbox is a rotary demolition hammer with a spade attachment for when a pipe must be shallowly excavated for access.

He depends on Spartan 100 and 300 drain cleaning machines and uses a variety of attachments. “I never run a cable without a cutter, a four-cutter blade.” His jetting hoses also are fitted with a variety of nozzles. In

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«Krewson (left) unwinds hose from the reel while Kiernan lowers the nozzle into a storm drain.

one notable case, Krewson used a Warthog nozzle to remove a stubborn root ball in a pipe.

That call was especially satisfying because the property owner had previously called “a big local plumber” to clear the line, but it kept backing up. Krewson climbed to the roof of the two-story building to best access the line through a roof vent. He sent in a camera and found the root blockage and then lowered a jetter hose with a 1/2-inch WS Warthog nozzle to blast it apart.

“I got it open so that the property owner had a couple months to install clean-outs for

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easier future maintenance instead of being forced to add the clean-outs right then. He was in a bad spot and I bought him some time. There is a lot of satisfaction when I'm able to clear lines that other companies can't and to save a homeowner from having to leave a property and rent a room in a motel or something. It's very rewarding."

His Milwaukee pipeline inspection camera and a RIDGID SeeSnake are used in connection with cleaning pipelines, but Krewson also is getting plenty of inspection-only calls. The company receives one or two calls a week from real estate agents to schedule home inspections for buyers.

Plus, the cameras are utilized for a service that is growing in popularity: preventive drain care. Property management companies across the city contract with Krewson for once-a-year inspections — and, if necessary, jetting — of drainlines serving their residential and commercial properties. Restaurants call more frequently than that for inspections to see if grease has built up in lines. Homeowner associations also contract for prevention work.

"Sometimes they just want me to go straight to jetting, but I always suggest they first visually inspect a line to see if jetting is even necessary," he says. When a jetting or mechanical clearing is necessary, the system is cleared away for another six months or a year of moving water successfully.

"PEOPLE SEEM TO BE ABLE TO RELATE TO ME AND THE COMPANY IS GROWING STRONGER EVERY DAY."

NICHOLAS KREWSON

By the end of 2022, Krewson's goal is to have a second US Jetting unit in the company toolbox, possibly a model 4025 with more capacity for tackling larger-diameter jobs including storm drains. Also on the shopping list: a chain flail machine for wall-to-wall descaling of all those old cast iron pipes buried in San Diego soil.

### BUILDING A KREW

Krewson worked by himself for a couple of years before hiring Ryan Kiernan. He had worked with Kiernan previously and both had left their old company for the same reason: extra long hours. "I knew his work ethic. When I left to go out on my own, he left to work with a plumber for a while. When he saw how my company was growing, he jumped on board. Our relationship came full circle."

Kiernan has his own van and performs most of the snake and inspection work so "I can focus on my hydrojetting," says Krewson. "He's my wingman." There's some irony in the "Krew" part of the company name because Krewson says he never gave much thought to actually having a crew.

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« Jetting is Krewson's favorite work, and his specialty. He relies on a US Jetting model 4018 that produces 4,000 psi and 18 gpm.

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“THERE IS A LOT OF SATISFACTION WHEN I'M ABLE TO CLEAR LINES THAT OTHER COMPANIES CAN'T AND TO SAVE A HOMEOWNER FROM HAVING TO LEAVE A PROPERTY AND RENT A ROOM IN A MOTEL OR SOMETHING. IT'S VERY REWARDING.”

**NICHOLAS KREWSON**

“I always thought I would never hire anybody,” he says, “but then I didn't want my last name blasted everywhere as the company name. So, I named it Drain Krew, deciding that one day I just might have my own crew.” Now, he is “definitely feeling the growth of the company. Ryan and I are talking about bringing in another guy to train.”

Any service provider opening its doors in the last couple years faced a special obstacle: the pandemic. Skyrocketing fuel prices now are another problematic development for small businesses. Krewson says COVID-19 has had little impact on his business volume because a plugged line needs unplugging whatever the health of a property owner.

As for the price of gas, he and Kiernan just work smart to conserve fuel as they travel separately across San Diego County in response to customer calls. “I schedule so we can head out to the most distant location first and then work our way back, instead of going back and forth. I've always done that.”

Other obstacles to business success will appear in the years ahead. They always do. But Krewson says he is ready for whatever shows up because he already has achieved what he set out to do — enjoy a better quality life.

“Honestly, I'm not in it to get rich. It's not about the money,” he says. “We have to make a profit, but really it's about having a good quality life. So, I plan to just kind of grow it organically. I'd like to have four or five trucks and two or three other guys working for me, but I'm not in it to get big. We'll just build a very strong foundation and see where it takes us, see where it goes.” **c**



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Jeff Haden

## COMPENSATION CHATTER

Be prepared to discuss pay rates when employees compare wages and come to you with questions // By Jeff Haden

**W**HEN I GRADUATED FROM college, I took a job as an entry-level employee at a printing production facility. I worked hard, climbed the shop floor ladder, and a series of promotions later, I became a manufacturing supervisor. I loved the job, the benefits, the salary.

Until one day, I found out a much older, much less productive supervisor earned a lot more than me. Suddenly, I loved my job a little less. And I loved my salary a lot less. My boss noticed the dip in attitude.

“I know it’s wrong,” I told him. “But I can’t get over the fact Bob makes that much more than me.”

He pursed his lips, then nodded. “For one thing,” he said, “you shouldn’t be having those conversations. Employee guidelines strictly forbid discussions regarding employee pay. And maybe you are a better performer, but that’s not the sole criteria. He’s been an employee for over 30 years. Employees who get satisfactory ratings get annual increases. He’s been here longer, so he makes more. When you’ve been here for a long time, you’ll make more than less senior employees.

**TELLING YOUR EMPLOYEES THEY SHOULDN’T BE DISCUSSING PAY AT WORK ONLY IMPLIES YOU HAVE SOMETHING TO HIDE, OR THAT YOU CAN’T JUSTIFY YOUR DECISIONS REGARDING PAY, BENEFITS AND REWARDS.**

“Besides, I know you want to keep moving up. What do you care what he makes?”

While I hated to admit it, he was right. Seniority was a major factor in our pay. And more than that, my goal was not just to reach the next level but to someday reach the top: running a plant.

Comparing my pay to that of others — and letting that

comparison affect my performance — was the last thing I should do. I didn’t love the answers he gave me. But I understood.

### KNOW THE LAW

Can you forbid employees from discussing pay at work? In a word: No. Many employers actively discourage employees from discussing pay and benefits with other employees. Some employee handbooks explicitly forbid discussing salary at work. But know that if you create a similar policy, you can’t enforce it.

The National Labor Relations Act protects your employees’ rights to discuss conditions of employment like pay, work hours, safety and so on. The National Labor Relations Board considers conversations that help employees “take action for their mutual aid or protection regarding terms and conditions of employment” to be “a protected concerted activity.” In short, the NLRB favors transparency: Disciplining or firing employees for discussing salary at work is unlawful.

Legalities aside, why would you do this? Telling your employees they shouldn’t be discussing pay at work only implies you have something to hide, or that you can’t justify your decisions regarding pay, benefits and rewards.

Not only is forbidding discussions about “work conditions” against the law, it also sets the wrong tone and fosters a culture of secrecy instead of trust and transparency.

### BE UPFRONT ABOUT COMPENSATION

Ad hoc, one-off decisions are hard to explain and even harder to justify — especially where employees’ pay is concerned. While I didn’t love that seniority was the primary compensation driver in my case, at least I understood how compensation was determined.

That’s why many companies openly share how they determine pay rates. Some, like Buffer, the social media management company, provide a calculator that shows how employee salaries are determined. Existing employees can use it, and candidates can also calculate what they would make if they joined the company.



The Buffer salary formula factors in job type, experience, seniority and location (Buffer employees work remotely) to determine final rates of pay. While some team members may not agree with the formula, they'll be able to see how their salary and their co-workers' salaries were determined.

Outlining the process determining employee pay outright eliminates all the water cooler chats and gossip a strongly worded but unenforceable policy hopes to avoid. While you don't have to create a calculator, you should have a system in place to objectively determine starting pay.

Whether it's skill, experience, credentials, performance or seniority, decide which factors drive the results you want to see and create a compensation framework that works for your business.

#### AND THEN FOLLOW IT.

For one thing, adopting objective criteria for making pay decisions will help you defend yourself against unequal pay claims. But, more important, you'll be much better prepared when an employee gets frustrated by what they perceive as unequal pay.

#### WHEN QUESTIONS ARISE

Small business employees are smart. They know your business has financial constraints, that competition is stiff, and revenue is rarely stable. (If they don't, it's your job to keep them informed.)

They understand why you might not be able to pay market-leading salaries. But what they will never understand is feeling unfairly compensated compared to other employees in similar positions. When that happens — or when an employee thinks that is happening — you might face an awkward conversation.

Here's what you can do if an employee comes to you with questions:

#### 1. TAKE A DEEP BREATH.

Don't respond defensively. Don't overreact. Take a moment to think. Better yet, say:

"I'm happy to discuss that with you. In fact, I want to give the conversation the time and attention it deserves. Let's meet this afternoon." Pressing pause allows you to...

#### 2. BE AS PREPARED AS POSSIBLE.

Review how their pay was calculated, your pay practices and the employee's recent performance and career goals. Get your ducks in a row so the conversation can be as logical, reasonable and fact-based as possible. When you have difficult conversations with employees, emotion is never your friend.

CONTINUED >>



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# MONEY MANAGER

### 3. DON'T COMPARE EMPLOYEES.

Evaluate the employee's pay and performance in comparison to company pay practices, standards, goals and targets. As I did, the employee may want to compare their salary to Bob's. Avoid direct comparisons. Focus on how your pay policies relate to the employee.

### 4. DETAIL A PATH TO A HIGHER SALARY.

Ultimately, your employee wants to earn more. Unless you made a mistake in determining their compensation, agreeing to a raise on the spot — especially if the employee is threatening to leave — implies you paid the individual unfairly in the past. Instead, describe how the employee can earn more in the future through performance, taking on more responsibility, gaining additional skills or assuming a leadership role.

### 5. AND IF YOU CAN'T AFFORD TO PAY THE EMPLOYEE MORE, SAY SO.

Be empathetic, but don't apologize. Use facts, figures and logic to help the employee understand. Lay out what you're trying to achieve,

what you hope and plan for your business, and how that will impact your employees. Be genuine and transparent. Most employees will understand.

### IT'S ABOUT MORE THAN MONEY

Follow this plan and hopefully employees will walk away feeling a part of something bigger than themselves. Happy, engaged employees work for more than just money. They feel a sense of meaning and belonging. We all work for a paycheck, but we all want to work for more than just a paycheck.

Be open to having tough conversations about pay, and you'll help your employees feel like they matter. Not just to your business, but also to you. **c**

### ABOUT THE AUTHOR

Jeff Haden is a contributing editor for Inc.com and a LinkedIn Influencer.

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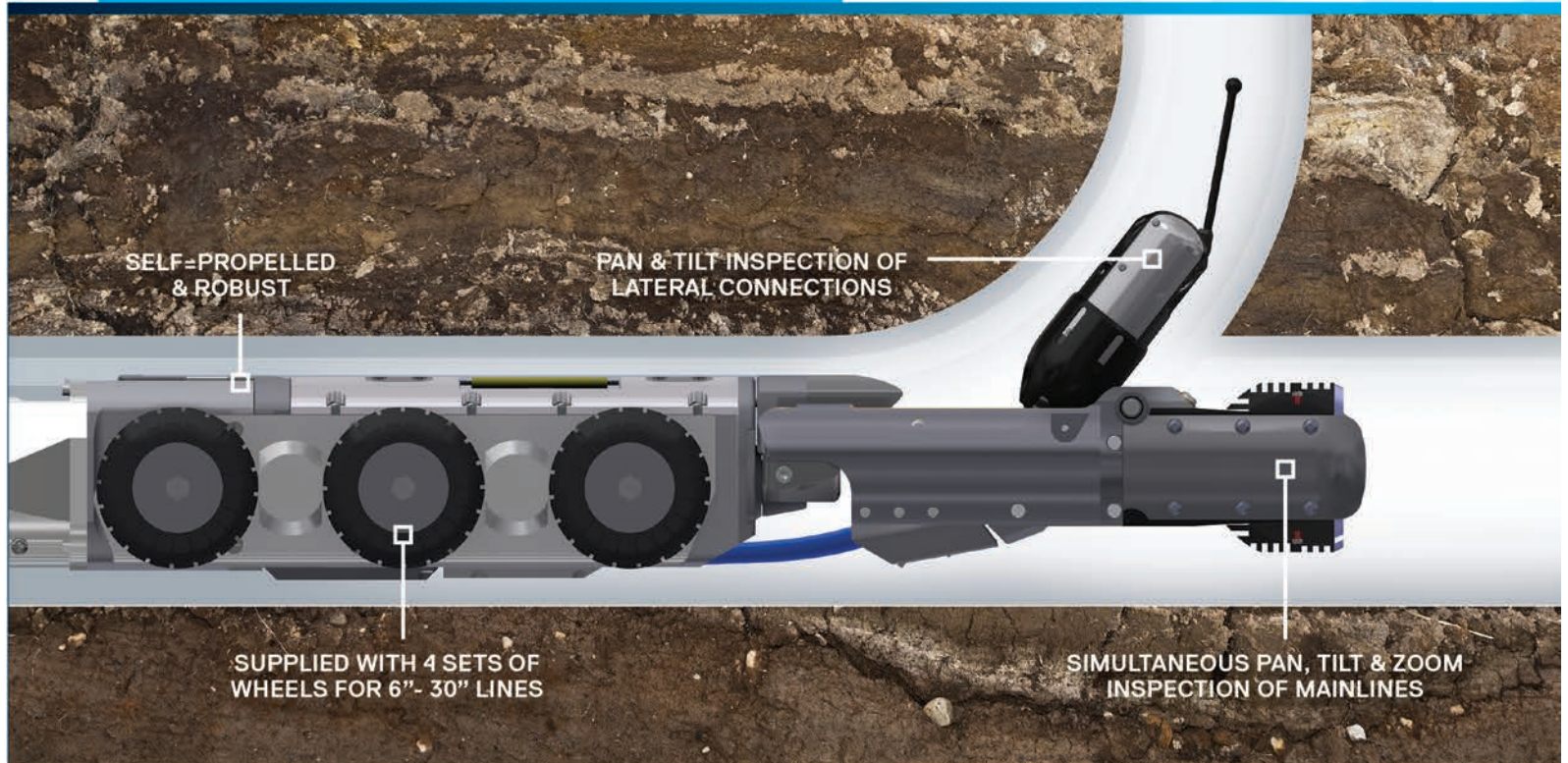
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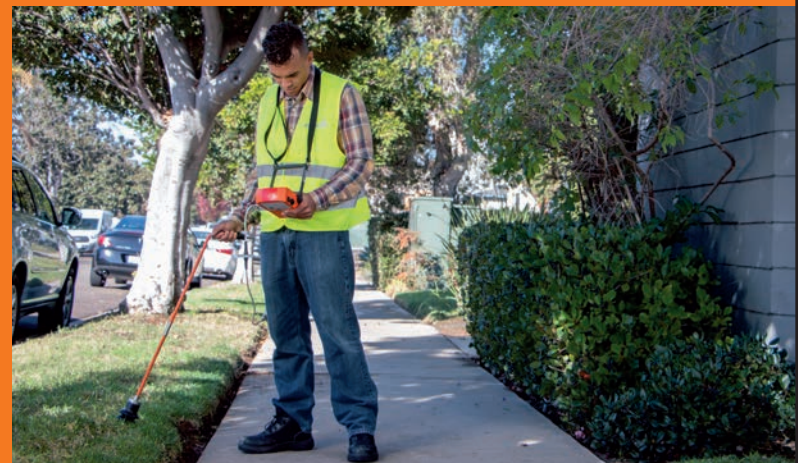
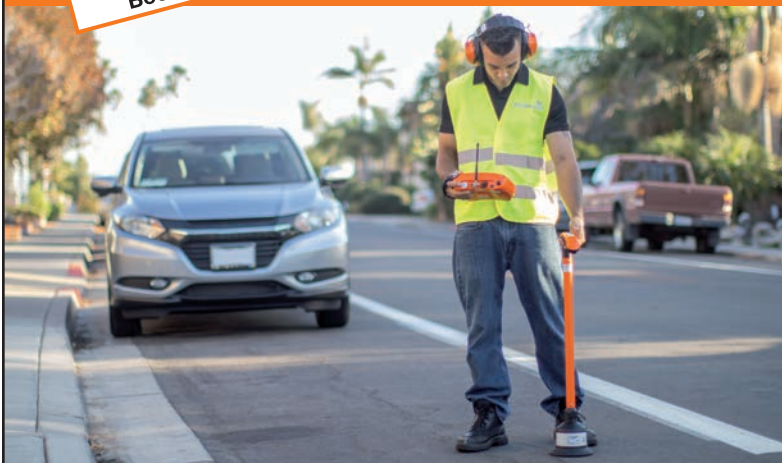
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## VERSATILE MINI VAC

Portable vacuum machine helps employees work smarter and avoid injury

// By Ken Wysocky

**W**HEN TERRANCE WHITEHEAD first heard about the Roll-n-Vac industrial-strength, wet-and-dry vacuum machine from Truebite, the president of Triple J Plumbing immediately sensed it had game-changing potential.

As it turned out, his instincts were correct. The small but powerful machine serves as a mini vacuum truck of sorts that increases productivity, reduces on-the-job injuries and boosts profitability, he says.

“For a small investment, you get a taste for the benefits of vacuuming up materials,” Whitehead says. “It’s a really innovative and ingenious machine.”



Simplicity is the machine’s calling card. It’s essentially just a powerful, industrial-grade electric motor built into a plastic cowling that fits on top of a standard, 6-cubic-foot, construction-grade steel wheelbarrow.

The combination of power and portability makes the Roll-n-Vac a versatile machine. The motor generates 110 cfm of vacuum power; Truebite tests show it can vacuum 200 pounds of sand in three minutes.

### DIFFERENT APPLICATIONS

Triple J uses its two machines for everything from removing mud to quickly revealing curb valves to vacuuming sand, pea gravel and other media from trenches to expose pipes that need repair. Moreover, it’s then easy and convenient to move the vacuumed materials because it’s deposited right into a wheelbarrow, Whitehead says.

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<b>PRODUCT</b>	Roll-n-Vac portable vacuum machine from Truebite
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<b>COST</b>	\$1,824 (wheelbarrow not included)
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« Triple J Plumbing technicians Brad Lowhorn (foreground) and Clayton Mader use Roll-n-Vac portable vacuum machines to suck up sand and spoils from a trench as they prepare to replace a 90-foot sewer lateral in a commercial building.



"We can run it off a small generator and vacuum up the mud around the valve stem (of a curb box), then take it off the wheelbarrow and put it back on a pickup truck," he says. "We've tried to use a shop vac to do this, but they're just not designed for that kind of job."

Based in New Castle, Indiana, about 45 miles east of Indianapolis, Triple J primarily does commercial plumbing along with some residential work. About half of the work is service and repair and the other half is new-construction plumbing, Whitehead says.

The company employs 20 people and runs more than a dozen service vehicles, including a RAM ProMaster 3500 van outfitted with a Spartan Ultimate Urban Warrior water jetter (4,000 psi at 21 gpm); Chevrolet 2500 service vans; a Ford Transit van; and RAM 3500 and 2500 pickup trucks outfitted with Knapheide utility bodies.

### IMPROVING PRODUCTIVITY

The machine proved its mettle on a recent pipe replacement project.

"We were at an apartment complex where we replaced about 120 feet of 4-inch-diameter cast iron pipe that was about 50 years old and deteriorating badly," Whitehead says, "but the pipe was under a concrete slab in a bed of pea gravel, so we had cut out a trench in the slab to get at the pipe."

At that point, company employees would usually remove the pea gravel with shovels, a very labor-intensive and time-consuming process. For starters, unless the trench is cut very wide, which creates more work for employees and adds cost for customers, it's hard to get a good angle to remove the gravel.

"Second, that pea gravel is always pouring back in while you're digging," Whitehead says. "But now we just roll the Roll-n-Vac up to the trench and it does the job. On a very small scale, it's like having a vacuum truck without spending hundreds of thousands of dollars."

"FOR A SMALL INVESTMENT, YOU GET A TASTE FOR THE BENEFITS OF VACUUMING UP MATERIALS. IT'S A REALLY INNOVATIVE AND INGENUOUS MACHINE."

TERRANCE WHITEHEAD



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# MONEY MACHINES

On some jobs, the Roll-n-Vac even enables work crews to cut narrower trenches because workers don't need the extra room to maneuver with shovels, which saves time and labor.

Furthermore, using the Roll-n-Vac significantly reduces the odds of employee injuries like back strains, which are common with the torquing and twisting that occurs when employees shovel out heavy materials like dirt and gravel, he says.

"You're basically eliminating some manual labor. Digging can be really hard on your back, especially when access (to trenches) is tight. You just stick the hose in the excavation and start vacuuming."

## WHEELBARROW REQUIREMENTS

The Roll-n-Vac retails for \$1,824. Features include a float-valve automatic shut-off device, reverse-blowing capability and two 2-inch-diameter hoses, one 10 feet long and the other 20 feet long.

However, the machine doesn't come with a wheelbarrow, which raises one important caveat: Users must buy a construction-grade steel wheelbarrow. (The least expensive wheelbarrow Truebrite recommends is the Jackson 6-cubic-foot model made from industrial-grade steel; it sells for about \$130 to \$140 at big-box home-improvement centers like Home Depot and Lowes.)

"If you don't buy the right kind of wheelbarrow, the motor is powerful enough to collapse the wheelbarrow like a tin can," Whitehead says.

The machine is easy to use. The plastic cowling, which includes a rubber gasket along the bottom rim, easily fits over the top of a wheelbarrow, no clamps required. Then just insert the hose, plug the machine into a standard 110-volt electrical outlet and go to work, he says.

## NEW USES

Whitehead says the company also has used the Roll-n-Vac, originally designed for the pool-cleaning industry, to suck water out of sewer lines and even oil-water separators to make camera inspections easier.

"We're constantly finding new ways to use it," he says. "The guys really like them. They improve productivity, make labor less intensive and decrease the chances of our guys damaging lines with shovels.

"They've been such a great investment that we'll probably buy more," he continues. "I think they'll sell like hot cakes when people see what they're capable of doing." **c**



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# LOOKING BEYOND THE SYMPTOMS

BEARDEN PLUMBING SOLUTIONS TAKES A BIG-PICTURE APPROACH TO SOLVING CUSTOMERS' PROBLEMS

// By Giles Lambertson

**W**hen you're getting a new business off the ground, you often have to take on any job that comes your way. When Daniel Bearden struck out on his own to open Bearden Plumbing Solutions, he took an "all-inclusive" approach to finding work. "Right from the beginning, I did drains and sewer lines, faucets, water heaters, an occasional waterline — and I still do." His company's original service area was "wherever I could get a call. When you are a small and new company, you take it all."

Before starting his own business, Bearden spent 20 years working and learning the plumbing trade in Atlanta, working under two mentors he credits with giving him a foundation from which to launch his company.

One was a master plumber and utility contractor, Tommy Dillard. Dillard first introduced Bearden to essential pipeline work for new construction, commercial and industrial customers. "I felt like I was just a shovel and a jackhammer for a while," Bearden recalls of his stint working on sewer mains and storm drains. But Dillard became a teacher of the craft. "He took me under his wing and let me go with him on weekends to do plumbing for family and friends."

Bearden Plumbing Solutions owner Daniel Bearden uses a RIDGID NaviTrack Scout Locator to locate a septic line for a customer at a job site in Rome, Georgia.





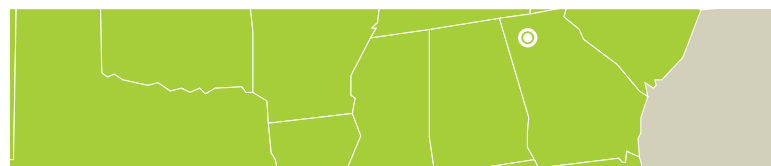


Owner Daniel Bearden (left) and plumber Cody Letner are a two-man team providing full plumbing and drain services including sewer and drain installation, cleaning and repair, and backflow testing.

In 2001, Bearden went a different direction. He had previously bumped into Bruce Brewer, the manager of Fulton Plumbing, Heating & Air Conditioning, a long-established company serving the Atlanta metro area. Brewer had given Bearden a business card and Bearden decided it was time to call the number.

“He became mentor number two,” Bearden says. “I gave him a call and it was fantastic. I was a younger guy, and he took me in, showed me the ropes and had me get a journeyman license. That’s when I began to realize you could make money in Georgia doing plumbing work.”

For most of the next 15 years, Bearden honed his skills plumbing both modest and higher-end homes and learning “how to be a service guy.” Then, having earned a master plumber’s license, he packed up and moved back to Adairsville in Bartow County, where he was born and raised. He was starting over, but as his own boss.



## Bearden Plumbing Solutions

ADAIRSVILLE, GEORGIA

### OWNER

Daniel Bearden

### YEARS IN BUSINESS

6

### EMPLOYEES

2

### SERVICES

Sewer and drain installation, cleaning and repair, pipeline inspection, residential plumbing, pipeline replacement, water heater installation and repair, backflow testing

### SERVICE AREA

Bartow, Gordon, Floyd and Cobb counties in northern Georgia

### WEBSITE

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



“WHATEVER THE CALL, WE TRY TO TAKE OUR TIME WITH EACH CLIENT AND LOOK AT THE BIG PICTURE RATHER THAN JUST FOCUS ON, SAY, A LEAKING TOILET. WE WANT TO MAKE SURE THE PROBLEM WE’RE ADDRESSING IS NOT JUST A SYMPTOM.”

**DANIEL BEARDEN**

“I had a dream and a pickup truck, and I was upside down on the truck.” Six years later, Bearden Plumbing is becoming a big part of the local community.

### ANSWERING EVERY CALL

Though he’s now established Bearden says he still takes work as it comes. “I preach to my guy we have to be ready for all challenges. Whatever the call, we try to take our time with each client and look at the big picture rather than just focus on, say, a leaking toilet. We want to make sure the problem we’re addressing is not just a symptom.”

Drain cleaning calls also run the gamut. New PVC lines are frequently installed in older areas to replace various dimensions of clay and concrete pipes. “Most sewers here are 4-inch, but

this week we worked on a 6-inch drain at a plant and a 1 1/2-inch line in a home. We run into all of it but usually we’re installing 4-inch lines.”

The plumbing team also encounters plenty of copper pipe in older homes. The traditional metal water pipes always will be in the mix of piping to be repaired or installed, Bearden says. “PEX is right up there with it though. I was brought up doing copper. That’s all I did for years. Soldering is an art form.”

Soldering is giving way to ProPress now. Introduced some 30 years ago, the clamping method requires no flame and is a much quicker joining mechanism. Though Bearden welcomes new tools and procedures, he says he likes to “stand back and watch them for a while” to satisfy himself they are good for his customers. He is convinced ProPress is such a product.

“You have to be fluid in your learning. There always are new materials and technology coming out and if you are not on the cusp of that you are going to be left behind. That’s not a position we want to work from.”

On the other hand, he knows a good thing when he sees it. In water heaters, for example, he usually recommends a Rheem unit. “Every plumber has his own take. I think about the products I’ve had the least problems with, and Rheem is one of those I really have had the least callbacks on.” The company installs 100-150 water heaters a year.

» After removing a section of pipe, Bearden uses a locator to find the line leading out to the septic tank on the job site.





Most service calls are to residential properties, a customer base that keeps growing as more and more people choose to live in outlying metro counties and commute into Atlanta. Developers are rapidly building subdivisions to house the newcomers, all of whom will need plumbing and drain services.

"There are a lot of new subdivisions. Anywhere there is dirt, someone is putting in a subdivision," Bearden says. "We've had a lot of people move in since I've been back. They leave the hustle and bustle of the Atlanta metro area to find a small-town feel. We are that small town, and we want to be their plumber."

But the company is growing its commercial side, too, already doing all the work for local Chick-fil-A and Hampton Inn franchises and several manufacturing facilities.

While Bearden's plumbing knowledge serves him well in the rural communities he serves, he's had to make some adjustments since his time in Atlanta. Sewer lines, for instance, a mainstay of Bearden's service work in the city, are a smaller component now: Most of his customers' homes are on septic tanks. And while Atlanta home-heating systems were fueled by natural gas, the natural gas or propane is more common in Bartow County.

"That has been the biggest change," Bearden says of the differences between urban and rural systems. "Our service calls have had to morph into something a little different." Ultimately, though, the differences hold promise of giving the company extra work. "I have a good relationship with septic tank companies, but I'm going to start working on septic tank certification. It's the obvious next step."

### TWO-MAN TEAM

Rather than advertise for an experienced plumber to join the company and share the workload, Bearden took the view that "if there were a plumber out there worth his salt, he already had a job. I decided I would just build one."

So, he did. Three years ago, he became the mentor to Cody

Letner, who is finishing up his final year of apprenticeship at Bearden Plumbing. "I didn't expect to enjoy watching him learn, but he's excited about the trade and it's a joy watching him come into his own," Bearden says.

Letner will study for his journeyman license and then take on a bigger share of responsibility at the company. Bearden is cross-training Letner in all the services the company provides. "That's

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▲ Cody Letner wipes down the camera head of a RIDGID SeeSnake Compact C40 inspection system as he removes it from a pipe.

how I was trained and I'm emulating the training I went through," Bearden says. "I want the company service to be consistent."

### EXPANDING THE TOOLBOX

As a two-man operation, Bearden Plumbing Solutions has held off investing in equipment used only periodically. Bearden rents a mini-excavator as needed for water and sewer line replacement work. When a trenchless solution is called for, the company subs out the work to an Atlanta-based company.

"In our area, we mostly trench," Bearden says. "We have run into some situations where it makes more sense to use trenchless relining. In Atlanta, we used trenchless quite often, but you have to keep in mind the demographics here. Plus, there is less landscaping to worry about disturbing."

But he already is planning for expansion of his services, probably including trenchless pipe work. "We'll be doing septic work at some point. I'm already a certified backflow tester. I'm not yet doing a lot of that, but it's another tool in my toolbox. It will be an easy transition into other services."

Bearden has relied on an older model RIDGID camera for his pipe inspection work, but that changed last year when he bought a new compact RIDGID SeeSnake C40 that

CONTINUED >>

## BUILDING RELATIONSHIPS TO RETAIN CUSTOMERS

Daniel Bearden's approach to taking care of his customers can be summarized in one sentence: "We do plumbing, but we are in the relationship business."

As owner of Bearden Plumbing Solutions, which serves Adairsville in northern Georgia as well as some surrounding counties, Bearden approaches relationship building on two fronts. First is the company's effort to "be your lifelong plumber," as it says on the company website.

Bearden calls it "growing those generational customers. I tell customers, I want to be your guy, but I also want to be your mom's guy and your uncle's guy. We are the quintessential small-town local plumber just forming relationships through honesty and integrity in the work we do. People don't change. Marketing and technologies can change, but people remain the same."

The second front is the company's dedicated support of activities and organizations in local communities. "We are trying to let the community know that we are not just sitting over here not caring about what's going on in our community," Bearden says. "We try to support the schools in any way we can. We look for ways to get behind various kinds of ministries. We want to be an active part of what's going on."

He says this extra dimension of interaction with the people of Bartow County and surrounding parts of northern Georgia gives his work as a tradesman more value. "At the end of the day, that's what it is all about for us. We need to make a profit, we need to make money, sure, but the relationships we have built make it all so much more special."

In one of the hundred or more testimonies on the company website, a satisfied customer added a final compliment: "He even petted my dog," Bearden laughs about it. "It's real. People can tell fake from real. I love what I do and what it has done for me."

"THERE ALWAYS ARE NEW MATERIALS AND TECHNOLOGY COMING OUT AND IF YOU ARE NOT ON THE CUSP OF THAT YOU ARE GOING TO BE LEFT BEHIND."

DANIEL BEARDEN



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« Bearden inspects a line for a local business experiencing a drain clogging issue.

at the street for cracks in the asphalt to determine where a leak problem was. It was guesswork.”

He has a General Pipe Cleaners JM-1450 electric jetter for interior drain cleaning, which his customers frequently request. One in five of service calls request a jetting of the lines. “We want to provide the best solution that fits a customer’s budget.”

He has hauled his equipment from site to site in a 14-foot enclosed trailer, but recently purchased a new Ford Transit van. When Letner becomes fully licensed, the Transit will become the apprentice’s service truck and Bearden will return to driving his pickup. “The Transit is nice, but it doesn’t have the carrying capacity of that trailer. So, we have to be a little more mindful of what tools we have on it.”

Bearden Plumbing Solutions is growing steadily, but at a desired “snail’s pace” because “slow growth has been good to us,” Bearden says. “I am not going to let just anyone jump in my truck and represent me. We are going to continue this way. We could grow faster and send out three or four trucks on service calls, but if employees don’t fit our ethical, moral and professional standards, that will hurt us in the long run. This works for me.”

The community of plumbers in the rural area served by Bearden Plumbing is another welcome change from Atlanta, where “dog eat dog” is the prevailing attitude, according to Bearden.

“We help out each other when we need to. There’s enough work in the area. If I can help them and they can help us, it’s a win for us and the community.

“My biggest competitor is myself. If I focus on what I am doing and set the goals high for myself and my employee, we’re doing what we’re supposed to be doing.” c

“WE OFFER CAMERA WORK WITH EVERY DRAIN CALL BECAUSE WE WANT TO MAKE SURE WE HAVE THE PROBLEM FIXED AND THE CUSTOMER SEES THE VALUE OF WHAT WE HAVE DONE.”

**DANIEL BEARDEN**

he can run off his iPad. He’s enthusiastic about the difference that inspection work makes to plumbing and drain cleaning.

“We offer camera work with every drain call because we want to make sure we have the problem fixed and the customer sees the value of what we have done,” he says. “That camera is a game-changer. When I first started, I remember being taught how to look

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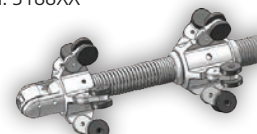
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## SAFETY CHAIN OF COMMAND

The most important role of a safety coordinator is communicating protocols to the rest of the company // By Tim Dobbins

**IT TAKES MORE THAN** a safety coordinator to produce accident-free work environments. But pairing someone in charge of safety with a team of like-minded individuals is a great step in the right direction for many companies.

Ensuring employees complete jobs safely is no small task. Keeping workers up to date on regulations while monitoring to confirm that correct procedure is being performed in the field can be a full-time job and may very well warrant the need for a dedicated safety manager.

Progressive Pipeline Management has been committed to safely improving the longevity of the pipeline infrastructure in the Wenonah, New Jersey, area since its inception in 2002.

Its safety strategy relies on different people throughout the company, but ultimately falls on one individual. “We have different roles of responsibility when it comes to safety, and each facet of safety in the company is overseen by different personnel,” says Casey Giambrone, vice president of engineering at Progressive Pipeline Management. “Everyone plays their own role, but Claudia Law, our safety coordinator, is the main point of contact in the end.”

» Progressive Pipeline Management conducts a daily briefing on every job site where the supervisor and everyone who is on site reviews the particular hazards that might be encountered that day.

### WHAT COMES WITH THE ROLE

The safety coordinator’s role at PPM begins during the hiring process with overseeing operator qualifications. “Operator qualifications are a big part of our safety protocol,” Giambrone says. “In order to work here, every employee needs to have certain credentials before going into the field.”

The safety coordinator may be responsible for developing a list of requirements, as well as consulting with a third party like PPM does. They use qualifications that are governed by the Northeast Gas a regional trade association that focuses on pipeline education and training.





The requirements for PPM are specific to pipeline work, so if searching for outside assistance, look for associations or agencies that are precise to your exact field of work. “NGA governs our qualifications, and we work with a company called Prometric. They are the proctors that actually facilitate testing,” Giambrone says. “Our employees get tested every three years to ensure they are knowledgeable, safe and proficient.”

All employees, whether new or seasoned, must pass the written test before they are allowed on any job site. Training and materials for test preparation are provided in-house through presentations and review sessions that are facilitated by employees within the company.

### THE SAFETY CHAIN

Creating a safety plan starts at the very beginning for PPM, well before crews are onsite. “We have health and safety plans (HASPs) that are created by the engineer when designing the system before it begins construction,” Giambrone says. “Basically, HASPs go through what challenges might be faced at each stage of the project.”

They include emergency procedures, shutdown protocol, emergency evacuations, emergency contact notifications and the locations of the nearest police stations, fire departments and hospitals. That information is relayed from the HASP via the safety coordinator to personnel assigned to the job.

It’s a good idea to organize a chain of information with someone at the top, especially if your company is large enough that multiple crews are working several jobs at the same time. At PPM, the safety coordinator is the main point of contact with each supervisor, who is in direct communication with crews.

“We have supervisors that work with all the crews on the job sites to make sure that work is being performed as it should, as well as that proper safety measures and precautions are being taken,” Giambrone says. “On every job site, there is a daily job briefing. The supervisor and everyone who is on site go over the specific job they will be performing that day and cover the particular hazards that might be encountered through the course of completing the tasks.”

Once that meeting is over, every employee there needs to sign a form acknowledging they were there and received the information.

### HIGHER ACCOUNTABILITY

Whether or not you think your company requires a full-time position to fill the obligations of a safety coordinator, Giambrone thinks it’s essential to at least have designated people that are held responsible for managing a safety program.

“EVERY COMPANY, WHETHER YOU HAVE A DESIGNATED COORDINATOR OR NOT, NEEDS TO CREATE A STRINGENT TRAINING PROTOCOL AND THAT NEEDS TO BE ADDRESSED ROUTINELY.”

CASEY GIAMBRONE

“Every company, whether you have a designated coordinator or not, needs to create a stringent training protocol and that needs to be addressed routinely,” he says. “They need to at least assign certain individuals that are knowledgeable of safety requirements to be supervisors or crew leads. There should at least be some higher-end accountability.”

If you decide responsibility should fall on a dedicated full-time coordinator, consider the background of the person you hire. “It’s always good to have some experience in the construction industry. It doesn’t necessarily need to be specific to what you’re doing,” Giambrone says. “Someone who is familiar with overall construction practices and what challenges that involves and someone accustomed with OSHA and their requirements. These are all things that will contribute to being an effective safety coordinator.”

Companies can take significant strides toward safer work sites by hiring a safety manager committed to keeping up with the increasingly strict laws regarding job site safety and relaying that information throughout the company. Hiring a full-time employee responsible for this may be a substantial investment, but one that could ultimately save huge in the long run. **c**

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By Craig Mandli

### » ELECTRONIC LEAK DETECTORS

#### 1 // GENERAL PIPE CLEANERS GEN-EAR LE

The Gen-Ear LE from General Pipe Cleaners is an easy-to-use, economical water leak locator with strong sound amplification. It can be used to pinpoint water leaks in residential and commercial water lines. The compact amplifier fits easily in the palm of your hand. It provides noise-free amplification with built-in preset audio filters, so you don't have to guess what settings to use. High-performance headphones with noise cancellation block out interference from surrounding ambient noise. The advanced acoustic sensor listens for the gurgling or hammering of water escaping from a cracked pipe under any surface, like concrete, tile, grass or carpet. For especially hard to find leaks, the Sound Amplification Module adds air to the line, increasing the water pressure, thus amplifying the leak sounds making them easier to locate. 800-245-6200; [www.drainbrain.com](http://www.drainbrain.com)

#### 2 // HERMANN SEWERIN GMBH SECORRPHON AC 200

The SeCorrPhon AC 200 from Hermann Sewerin GmbH is ideal for water leak detection, with an easy-to-read measurement value display and automated filter selection. It combines the characteristics of a correlator with acoustic water leak detection, including pre-location, pinpointing and correlation in one single system. It is based on the tried and tested housing and hardware concept of the AQUAPHON A 200. Each is ideal for use for leak detection across all sections, materials, diameters and lengths of pipelines. Numerous additional functions are also available for complex location scenarios. 888-592-9916; [www.sewerin.com](http://www.sewerin.com)

#### 3 // MYTANA LOCATE AND LEAK DETECT PACKAGE

MyTana's Locate and Leak Detect Package includes the 512+ Locator, the LineFinder Transmitter and the LD40 Leak Detector. The locator detects 512Hz signal from sondes and camera heads to help find the location of problems in most pipes. Partner with the LineFinder Transmitter to trace the paths of buried utilities like CATV cable, gas lines, telephone cables or fiber optic cables with sheath. Find water leaks by using the locator/transmitter combo to trace a waterline, then use the LD40 to pinpoint where the leak is. Both the locator and the LD40 offer large displays with real-time visual and audio feedback to guide you 800-328-8170; [www.mytana.com](http://www.mytana.com)

### » ELECTRONIC LINE LOCATOR

#### 4 // RIDGID SEEKTECH LOCATOR 18V ADAPTOR

The RIDGID SeekTech Locator 18V Adaptor is a flexible power option, attaching to the SeekTech SR-20, SR-24 and NaviTrack Scout to allow use with a RIDGID 18-volt battery. Compact in size at 3.7 by 2.9 by 5.1 inches, the adaptor is a versatile power option that can reduce long-term battery costs. It easily fits into the alkaline battery cavity, providing convenience and flexibility. It also means fewer interruptions at the job site to increase productivity and profitability. 800-474-3443; [www.ridgid.com](http://www.ridgid.com)







## » PUSH TV CAMERA SYSTEMS

### 5 // CUES MPlus+ XL

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



### 6 // ELECTRIC EEL ECAM ACE 2 SL

Electric Eel's eCAM Ace 2 SL pipeline inspection camera system has a new battery cradle that accepts a Milwaukee M18 or equivalent battery. Battery life is six to seven hours. Other features include a self-leveling color camera, one-touch USB recording, on-screen footage counter and wheels for easy transport and maneuverability. The system also includes a rugged stainless steel housed 1.68-inch-diameter self-leveling color camera for inspecting 3- to 10-inch lines. A flexible camera spring is designed to navigate 3-inch P-traps. An LCD monitor comes with AR film for optimal viewing in sunlight. It comes standard with 200 feet of braided fiberglass premium 1/2-inch-diameter pushrod. 800-833-1212; [www.electriceel.com](http://www.electriceel.com)



### 7 // ENVIROSIGHT VERISIGHT PRO+

The Verisight Pro+ from EnviroSight pairs smart technology with the classic push camera to quickly diagnose defects and problems in drainpipes, clean-outs and laterals. Capture up to 90 hours of detailed footage with your choice of a self-leveling axial camera or pan/tilt camera, or use both interchangeably. The 3X zoom camera head's stainless steel construction withstands harsh conditions, and its spring facilitates navigation through bends and tees. The controller offers an 8-inch LCD screen that displays footage in real-time and a full QWERTY keyboard for recording observations. Easily navigate and review your recorded inspections using the thumbnail gallery, then transfer them via SD card or USB drive. 866-838-3763; [www.envirosight.com](http://www.envirosight.com)



### 8 // EPL SOLUTIONS GVISION V5

The Gvision V5 from EPL Solutions is a durable camera system that can be purchased as a mainline with 200, 300 or 400 feet of stiff yet flexible pushrod, or a 150-foot mini camera. The reel features a stiff, yet flexible fiberglass rod that is optimized for further pushes with turns and bends. The color camera is self-leveling and includes a powerful, conveniently always-on 512 Hz transmitter for quick and precise area determination. The anti-glare LCD monitor delivers a clear crisp picture even in direct sunlight. To record video inspections from the monitor, connect a USB storage device or Apple mobile device directly into the USB port. The DVR outputs high-definition quality videos, which can be stored and shared from a mobile device. 714-453-9760; [www.epls-usa.com](http://www.epls-usa.com)



### 9 // FORBEST PRODUCTS FB-PIC3388MT-200

The FB-PIC3388MT-200 from Forbest Products has a 1.5-inch self-leveling camera head (512Hz built-in sonde transmitter in the spring kit), 200-foot pushrod and a portable control station with a 10-inch LCD screen. It is suitable for lines from 4 to 8 inches. It has a detachable and interchangeable design that allows the user to easily screw on or off parts for upgrading or repair. 877-369-1199; [www.forbestusa.net](http://www.forbestusa.net)



## 10 // HATHORN WI-FI DURASCOPE

Hathorn's Wi-Fi DuraSCOPE inspection cameras offer the convenience of streaming video inspections to an Apple or Android mobile device using the free PipeSTREAM app. It can be used to take screenshots, overlay voice commentary and share videos with up to four devices. It has the choice of DuraCAM self-leveling or straight-view camera heads in multiples sizes and an on-screen footage counter. Municipal-grade camera reels are built tough, with butt-welded steel-frame construction, stainless steel camera heads and a choice of HDPE premium pushrod size. It has 512 Hz sonde control and external 18-volt Milwaukee battery compatibility for quick swap-outs and longer time in the field. 866-428-4676; [www.hathorncorp.com](http://www.hathorncorp.com)



## 11 // INSPECTORCAMERAS.COM SCOUT 3-PRO RED 35

The Scout 3-Pro Red 35, distributed by INSPECTORCAMERAS.COM, is a rugged yet compact sewer inspection camera that is easy to use and is supplied with a 1-inch self-level color camera head, 512 Hz Sonde transmitter, distance/foot counter, time and date stamp, on-screen text writing capability and MP4 color video recording with snapshot picture function. The 115-foot heavy-duty pushrod cable provides a blend of flexibility and stiffness to allow use in a variety of pipes and conditions. The camera controls are fully self-contained inside an easily removeable control case for use in confined or restricted spaces. 603-267-0400; [www.inspectorcameras.com](http://www.inspectorcameras.com)



## 12 // MILWAUKEE TOOL M18 PIPELINE INSPECTION SYSTEM

The M18 Pipeline Inspection System from Milwaukee Tool is built around the M18 500 GB Control Hub. The hub powers both the 120- and 200-foot pipeline inspection reels and can easily be swapped between them. Both reels feature a 1080p HD self-leveling camera head and a push cable built to withstand the harsh conditions when navigating through cast iron, clay and PVC pipes. Technicians can digitally zoom and pan up to 4X, making it easier to focus on the point of interest. View, record, edit and share videos from the wireless monitor or the Milwaukee Pipeline Inspection app on a mobile device. The integrated ONE-KEY technology provides the ability to track the tool's location, manage it in inventory and lock out the tool if it is ever lost or stolen. 800-729-3878; [www.milwaukeetool.com](http://www.milwaukeetool.com)



## 13 // RAPIDVIEW IBAK NORTH AMERICA MICROLITE PUSHROD SYSTEM

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



## 14 // RATECH ELECTRONICS PLUMBER'S HELPER JR.

The Plumber's Helper Jr. pipe inspection system from Ratech Electronics is based on a small-scale reel and comes with 100 feet of mini Gel Rod cable, a removable compact command module with 7.1-inch LCD, a built-in battery and an SD recorder for recording digital images and video. This mini pipe inspection system is available with a full-spectrum, 1.375-inch, self-leveling color camera; a standard color camera; or any of the company's three micro camera heads — 5/8-, 3/4- or 1-inch diameter. 905-660-7072; [www.ratech-electronics.com](http://www.ratech-electronics.com)







### 15 // SPARTAN TOOL TRAVELER 3.0

The Traveler 3.0 from Spartan Tool is the same compact, portable size as before, but includes completely rebuilt and upgraded interior components. It has a stronger, more durable pushrod with a removable reel, allowing the user to swap reels in the field quickly and easily. An upgraded camera head with high-intensity LEDs comes standard, but a line of easily interchangeable, customizable camera heads is available for flexibility. The upgraded interior electronic components are built to withstand harsh environments and deliver better resolution and accuracy. 800-435-3866; [www.spartantool.com](http://www.spartantool.com)



### 16 // SUBSITE ELECTRONICS ARMORED SINCON CABLE

Designed to boost utility inspection productivity, Subsite Electronics Armored SinCon Cable is a single conductor cable with multiconductor functionality to help inspectors ensure an efficient and reliable inspection. It can perform multiple functions at a time, including drive, pan, tilt and lift, allowing inspection crews to complete each function needed with one system. Built for durability, it features a strong CCTV cable break strength of 5,400-pounds. The 1/4-inch outside diameter is wrapped with two layers of steel armor, for increased protection against tears or scrapes. To minimize downtime, it can be easily reterminated in the field, without the need for specialized tools, soldering or epoxy, helping inspectors get back into operation quickly. 800-846-2713; [www.subsite.com](http://www.subsite.com)



### 17 // USA BORESCOPES WOHLER VIS 700

The Wohler VIS 700 inspection camera, distributed by USA Borescopes, offers razor sharp high-definition images, a focus function for precise inspection, 360-degree viewing and 100 feet of working length. HD images are displayed on a brilliant, touch-screen high-resolution monitor. It is designed to transmit live video data to smart devices via wireless LAN. While conducting an inspection, the tech has the option to stream live images and videos on a smartphone or tablet. They can also save all the inspection footage to an SD card for reviewing at a later time. The system is available with interchangeable 1.5-inch camera heads with pan-and-tilt features as well as a smaller 1-inch straight-view camera head. 931-362-3304; [www.usaborescopes.com](http://www.usaborescopes.com)



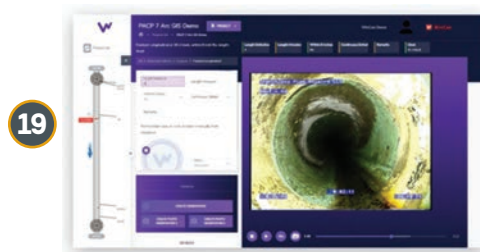
### 18 // VIVAX-METROTECH VCAMMX-2

The vCamMX-2 from Vivax-Metrotech is a portable all-in-one camera to inspect pipes between 1 1/2 and 4 inches. The control module's 8-inch daylight-viewable LCD screen shows the distance of pushrod deployed, as well as the current time and date. Recordings are made in MP4 video and pictures in JPEG format directly to a USB thumb drive, then instantly backed up to an SD card. The internal microphone allows audio commenting over recorded video. The pushrod is traceable with the use of an external locator transmitter and is available in 100 or 150 feet. The 512Hz frequency sonde is standard equipment. It comes with two interchangeable camera heads. The smaller D18-MX camera is fixed position and 0.70 inch in diameter, and the D26-MX is self-leveling and 1 inch in diameter. 800-446-3392; [www.vivax-metrotech.com](http://www.vivax-metrotech.com)



## 19 // WINCAN WEB

With expanding features in the WinCan Web ecosystem, sewer inspection data can be created, coded, shared and visualized directly from the cloud. WinCan Web Flex and Enterprise capabilities support even faster, remote workflows with intuitive editing capabilities and detailed work order dashboards. And because WinCan integrates with all leading sewer crawler and push camera brands, it's equipped to handle the most diverse equipment loads in the industry. It prioritizes flexibility and powerful cloud-based inspection, giving users more data analysis options, online defect coding and project creation, and citywide work order management. It brings office and field workflows into the cloud with ease, collaborates with project participants, monitors job completion rates, and identifies maintenance trends. 877-626-8386; [www.wincan.com](http://www.wincan.com)



## » SMOKE LOCATORS 20 // CHERNE SMOKE FLUID

Cherne Smoke Fluid is a simple-to-use smoke testing system that produces thick, dense smoke to effectively identify inflow. Easy to pour and regulate, it is constructed with a Briggs and Stratton engine that has the ability to generate airflow up to 3,679 cfm. Built with virtually indefinite store life, it can be used with traditional smoke candles or liquid smoke. It is available for purchase in three size variations: 1- and 5-gallon totes and 55-gallon drums. 800-843-7584; [www.cherneind.com](http://www.cherneind.com)



## 21 // HURCO TECHNOLOGIES POWER SMOKER 2

The Power Smoker 2 from Hurco Technologies quickly locates leaks in new and existing plumbing systems. The machine is connected to a clean-out, and smoke is sent through the system to reveal any problem areas. The system uses LiquiSmoke, a laboratory-tested safe smoke that costs cents per minute to use and has an indefinite shelf life. When the test is complete, the smoke dissipates without leaving an odor or residue. 800-888-1436; [www.hurcotech.com](http://www.hurcotech.com)



## 22 // SUPERIOR SIGNAL 5E ELECTRIC SMOKER

The 5E Electric Smoker from Superior Signal offers an efficient solution to find difficult leaks and odors in residential and commercial plumbing systems or septic tanks. Connect the blower to any plumbing clean-out or vent with the appropriate-size smoke candle to force smoke through faults and cracks, easily identifying sources of odor and hard-to-find leaks. Smoke candles produce a highly visible, nontoxic smoke and are biodegradable. They are manufactured with zero-waste stream and include labels printed with vegetable-based ink on recycled paper as well as biodegradable, recycled paperboard tubes. The unit does not generate harmful exhaust gases and handles all residential and commercial smoke-testing applications. The unit comes with an 8-foot, industrial-grade flex hose, weighs 8 pounds and requires no maintenance. 800-945-8378; [www.superiorsignal.com](http://www.superiorsignal.com) c





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## PRODUCT SPOTLIGHT

### MANHOLE SEALANT SHUTS OUT I&I ISSUES

By Craig Mandli

Leaky manholes are often some of the biggest culprits of infiltration and inflow issues. But an innovative new product, developed in partnership with sanitary district professionals, prevents inflow and lubricates manhole covers for easier removal. Hercules, a part of the Oatey family of companies, recently announced the launch of Shutout, a nontoxic, universal manhole sealant and lubricant that reduces inflow and makes manhole maintenance easier.

Shutout offers an added maintenance solution to significantly reduce inflow and compensate for the shortcomings of existing products. It's applied to manhole frames to create a perfect seal, enabling airtight and watertight frames and cover interfaces. According to Kylie Schoppe, senior channel marketing manager, wholesale for Hercules, Oatey developed the product in partnership with contractors from the Truckee (California) Sanitary District, who approached Oatey with the idea that Oatey's pipe thread compound may prevent this problematic inflow when applied in a manhole frame. Oatey partnered with the Truckee team to refine and develop its existing compound to serve this unique purpose.

"Inflow results in oversized conveyance, pumping and treatment infrastructure, and higher capital and operating costs," Schoppe says. "In addition, it inevitably increases the incidence and severity of sewer overflows and backups. Shutout helps reduce inflow and the likelihood of sanitary sewer overflows."

Shutout adheres to dry, wet, hot and cold surfaces, offering optimal protection in both freezing and high temperatures. In addition to inflow reduction, it promotes ease of use for waterworks contractors and municipalities. Using it requires no additional training and Shutout



only takes a couple of minutes to apply, including preparation and cleanup. Applied with a caulking tube, it can be easily transported for use as part of regular operations and maintenance activities. It also makes it easier to open manhole covers, providing lubrication that prevents rust and corrosion between the two metal surfaces, thus decreasing the force required to open the cover.

The universal, cost-effective, job site-ready product is compatible with most existing manhole installations (including those with and without gaskets), eliminating the need to replace an entire manhole. Shutout prevents inflow upon initial application and should be monitored for reapplication as needed.

"Users have mentioned that because the product is nontoxic, they don't have to deal with any hazards/waste issues," Schoppe says. "Meanwhile, it works better than anything else because it fills the voids." 800-203-1155; [www.oatey.com](http://www.oatey.com)

### 1 // SNAKE TRAP TOILET AUGER COVER

Snake Trap's universal 6-foot toilet auger cover solves the longstanding problem of how to transport toilet augers to and from jobs without making a mess or spreading infected drippings. Fitting the majority of major brands including RIDGID, General Pipe Cleaners and Brasscraft, Snake Trap's toilet auger cover line allows for one-handed tool transport with no drips, eliminating the use of two-handed, unsanitary methods such as towels, spackle buckets or garbage bags. The company's drip prevention has been endorsed by the Association for Professionals in Infection and Disease Control - Long Island and is sold nationally on [www.homedepot.com](http://www.homedepot.com), [www.lowes.com](http://www.lowes.com) and [www.thesnaketrap.com](http://www.thesnaketrap.com). 631-686-4447; [www.thesnaketrap.com](http://www.thesnaketrap.com)







2

## 2 // MILWAUKEE TOOL M12 STICK TRANSFER PUMP

Milwaukee Tool's new M12 stick transfer pump transfers water without interruption, and the water transfer pump delivers superior filtration and eliminates the hassles of manual pumping. Featuring a 36-inch submersible aluminum barrel, the pump has the reach and inlet control needed to get to water in difficult-to-access areas such as trenches, storm drains and water meter boxes. Milwaukee's new HydroPass filter technology maximizes water flow in heavy debris to pump up to 9 gallons of water per minute. The 360-degree filter minimizes downtime caused by clogging, increasing productivity on the job. With a 15-foot maximum head height and an outlet compatible with a standard 3/4-inch garden hose, the water transfer pump delivers the power to push water out of pits and basins and over walls. 800-729-3878; [www.milwaukeetool.com](http://www.milwaukeetool.com)



3

## 3 // FORMADRAIN DURAPOX 501 STEAM-CURED RESIN

FORMADRAIN's Durapox 501 is a two-part CIPP steam-cured resin with a 60-day open time. Ideal for remote jobs, the resin comes in two parts so it can be controlled when it's mixed. Because the resin remains "fresh," it maintains optimal wet-out properties, but drips less once applied. Durapox 501 has the high-performance mechanical properties and cure times of the standard Durapox line plus the advantages of the company's Formapox resins. 888-337-6764; [www.formadrain.com](http://www.formadrain.com)



4

## 4 // MINICAM PROTEUS LAT150

The Proteus LAT150 from Minicam can inspect lateral pipes up to 150 feet and has an overall tractor crawl distance up to 1,150 feet. The launch mechanism can be adjusted and serviced on site, minimizing downtime and reducing running costs. The unit has 8x8-wheel drive, keeping inspections moving through potential obstructions in the pipe. A hinged midsection on the tractor allows for easy access into 12-inch manholes and runs in mainlines from 6 inches and up. The pan-and-rotate camera is less than 2 inches and includes twin lasers, providing accurate pipe diameter, defect and object measurements every time. 734-744-5557; [www.minicam.us](http://www.minicam.us) c



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## BUSINESSES

Portable toilet business for sale in central Kansas. 3 trucks, holding tanks, 12 handicaps and several trailers. No real-estate in included but could buy or rent. Averaging 175 to 225 toilets' out on site year round, plus special events. 250+ toilets and approx. 50 more in need of minor repairs. Average Gross \$300,000.00 which is the price for the business. Call or text 620-664-8004 for more information. (C06)

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Roto-Rooter franchise for sale. Three counties in North Central Pennsylvania. Well established, in business for 25+ years. Plenty of industrial, commercial and residential customers. Very little competition. Plenty of room to expand. Selling for retirement purposes. Please contact John via e-mail at: [jtbroto@msn.com](mailto:jtbroto@msn.com) (C07)

## CABLE MACHINES



**New Milwaukee MX FUEL cordless sewer drain machine** with power treading lift assist. Included two batteries, charger, 11/16" 100' cable in the box w/cutters. Machine was used at a demo. Original cost \$4,200.00 and selling for \$3,200.00.

**Call 920-450-7891** C06

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## JET VACS

2021 Freightliner 114SD cab & chassis with VACALL AJV1215 combination j/vac with 12 cubic yard debris and 1,500-gallons of water with a Roots 824 blower and general MWSR50 water pump. [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com) (888)VAC-UNIT (822-8648) (CBM)



**Val Kotter & Sons, Inc. 2015 Ejector Type Jet Vacuum Combo Sewer Cleaner Camel,** Mounted on 2015 Freightliner 114SD 8" vacuum system, Roots type PD Model 824 16" high, and 4500 CFM vacuum pump. .... Price \$160,000

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**2015 Freightliner Allison Trans Vac Con 12 Yd. Combo Jet / Vac** selling price \$99,999. 600' 1" Jett hose 2500 psi 80 GPM 8" PD Vac System pump off for more information and photos call or email.

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2001 Harben DTH-300 jet trailer with Harben radial piston. Diaphragm pump, 16 GPM @ 4000 PSI driven with hatz Diesel engine. Stock# 1386V [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com) (888)VAC-UNIT (822-8648) (CBM)

Pre-owned Vactor 2100 combination jet/vac unit with PD blower and 10 cubic yard debris tank. Mounted on a 2002 International 7400 cab & chassis. [www.VacuumSalesInc.com](http://www.VacuumSalesInc.com) (888)VAC-UNIT (822-8648) (CBM)

## JETTERS - TRAILER



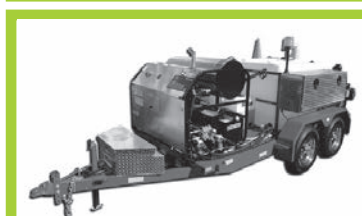
**O'Brien Jetter - Runs Good - Power Feed,** approx. 400' 3/4" high pressure hose. 300 gallon water tank. Well maintained. \$6,500.00

**(586) 752-5808** C06



**NEW, Never-Used 2017 Gardner Denver TY375M,** (Former US Government Machine), MDL TRC package, 10,000 psi 25 gpm, John Deere 6-cylinder turbo diesel engine, twin disc MDL # SP2111P3, trailer mounted, in dry storage independence OR reader to inspect and ship. 2021 New Tier 4's are approximately \$225,000 - this new NEVER used tier 3 price was \$99,500, but Cleaner Magazine sale price is \$79,000 no tax.

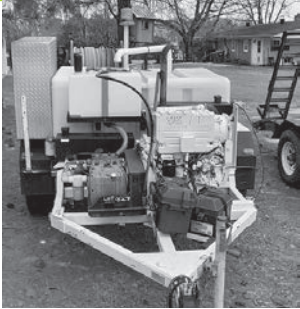
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**The HotJet II®** is a best-selling hot-and cold-water drainline cleaner featuring a 35hp Vanguard engine by Toyota and delivering 10gpm @ 4,000psi that cleans drains up to 300' and 12" in diameter. Priced at \$39,995 the HotJet II® is American made using nonproprietary parts for affordability and ease in serviceability making its return on investment truly impressive. Prices subject to change. Financing available.

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**Features:** 4,000 PSI @ 20 GPM 4,000 PSI - 20 GPM (run dry)only 728 Hours of use 50 HP Deutz Diesel Engine 500' 1/2" Hose with Safety Leader Single Axle Trailer - 6,000 lbs GVW300 Gallon Water Tank Hydraulic Driven Hose Reel Anti-Freeze System Beacon Light A.B.S. Toolbox1 Standard Nozzle Large Storage Compartment .....\$27,500.00

**Please call 704-361-1932 Jay**

C06



**Meyers RamJet.** 65gpm @ 2,000psi. Meyers pump 579 hours on machine. ....\$14,000 OBO or possible trade.

**608-835-7767**

CBM

## PIPELINE REHABILITATION

CJ Spray Dual component coating unit in 20 foot enclosed trailer. 125 hours on 85 horsepower John Deere Diesel. 40-kw generator with rotary screw compressor, heated hoppers. \$98,000. 605-996-1765 (C06)

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C06



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# INDUSTRY NEWS

## IPT and APS join to supply pull-in-place system

American Pipelining Supplies and Internal Pipe Technologies have joined to have IPT supply APS and all its users with a full-branded pull-in-place pipe lining system. The pull-in-place process allows for renewal of under slab and lateral lines without excavation, and is suitable for 1 1/2-inch-diameter pipe and larger sanitary pipes. The liners and epoxy resins will be manufactured by IPT in Abilene, Texas, and will be branded with APS.

In a statement, CEO of APS Jake Saltzman says, "Our partnership with Internal Pipe Technologies will allow American Pipelining Supplies to have a full range of lining options for our clients. Inversion lining is our specialty, and pull-in-place is theirs. By joining forces, we can provide all of our clients with every option they could need for small-diameter lining inside and outside buildings and homes."

## Zoom Drain wins Customer of the Year award

Zoom Drain was awarded the Spartan Tool first-ever Customer of the Year award during the WWETT Show, held in February in Indianapolis. The award recognizes long-standing and valuable relationships the Michigan-based wastewater equipment company has developed with other industry leaders.

## Shaun Skinner appointed an Isuzu executive officer

Isuzu Motors Limited of Japan announced that Shaun Skinner has been appointed as an executive officer of IML. The appointment marks the first time that a local executive of an overseas Isuzu distributor has been named to an executive officer position in the parent company. Skinner will retain his present roles as president and chief operating officer of Isuzu Commercial Truck of America and president of Isuzu Commercial Truck of Canada. **c**



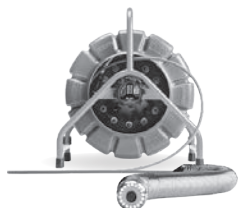
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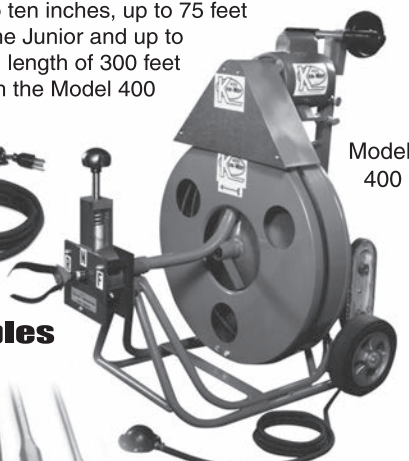
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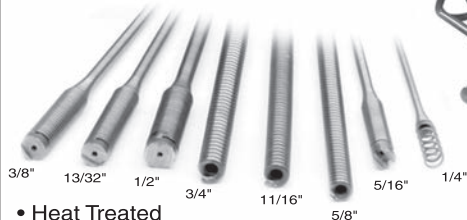


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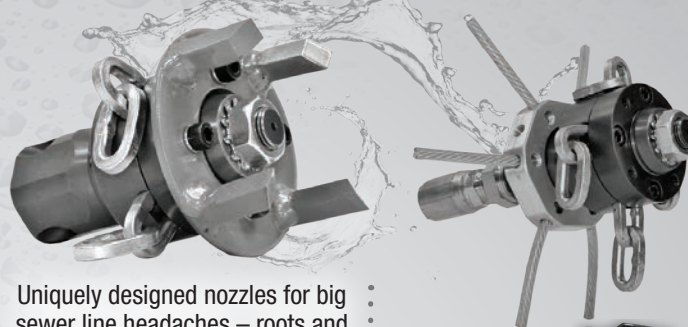


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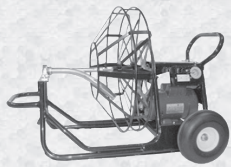
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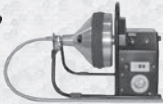
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