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HOW ACCUJET GREW
BEYOND EXPECTATIONS / 40

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MASON PRIVATE LOCATING ATTRIBUTES FAST GROWTH TO
A STRONG COMMITMENT TO QUALITY AND SAFETY / 14

PRODUCT FOCUS

WATERBLASTING AND WATERJET CLEANING AND ACCESSORIES / 50





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PROFILE

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“The learning process was great. The NuFlow trainer really taught us the ins and outs of the process.”

In addition to residential jobs, Ryan and his team have completed several larger projects on commercial size buildings. He has expanded his crew to keep up with the work, half plumbers and half pipe liners, and continues to grow his pipe lining business.

“We’ve grown way beyond the just one guy and a truck business like we started. We broke a million dollars in revenue last year and have more commercial size projects coming up.”



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CONTENTS

14 COVER STORY: ROCK SOLID

Mason Private Locating attributes fast growth to a strong commitment to quality and safety. // By Giles Lambertson

FEATURES

36 >> SPECIAL SECTION << WATERBLASTING/ WATERJETTING DIRECTORY

40 PROFILE: LEADING THE TEAM

AccuJet grew beyond expectations once Kyle Baxter added key sales and manager positions. // By Ken Wysocky

DEPARTMENTS

8 FROM THE EDITOR: GET OUT OF THE WAY

Sometimes the best way to grow your business is to share the load with talented employees. // By Kim Peterson

10 @CLEANER.COM

Be sure to check out our exclusive online content.

24 SAFETY FIRST: STICK TO THE PLAN

Don't expose your team to the pressures of pipe bursting without thorough preparation. // By Tim Dobbins

28 MONEY MANAGER: WEIGHING THE VALUE

It may be wise to obtain an equipment valuation before you sell, even if it's not required. // By Joan Koehne

32 BEHIND THE GEAR: RIGHT FOR THE JOB

Vortex Companies provides streamlined, complete solutions for its customers' trenchless pipe replacement projects. // By Kim Peterson

48 MONEY MACHINES: MAKING AN IMPACT

A compact, versatile non-CDL vac truck can go where larger units can't. // By Ken Wysocky

50 PRODUCT FOCUS: WATERBLASTING AND WATERJET CLEANING AND ACCESSORIES

// By Craig Mandli

56 INDUSTRY NEWS

58 PRODUCT NEWS

Spotlight: Inspection platform lends flexibility to CCTV operators. // By Craig Mandli

AUGUST 2022



ON THE COVER // Jake Mason grew up in the industry, working for his father from a young age. When his father retired in 2019, Mason decided it was time to start a business of his own and opened Mason Private Locating that fall with three employees. Less than three years later, the company operates with more than 40 technicians and offers utility locating and mapping, inspection and vacuum excavation services in Ohio, Michigan, Kentucky, Illinois and Indiana. (Photography by Marc Lebryk)



24



48



40

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Website: www.cleaner.com | Email: info@cleaner.com | Fax: 715-350-8456

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

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ADVERTISER INDEX

ALLAN J. COLEMAN SINCE 1905

Allan J. Coleman Co. 7, 47
Arthur Products Co. 56

BRAWO SYSTEMS

BRAWO SYSTEMS GmbH 39
Bucher Municipal North America.. 22

THE CABLE CENTER

Cable Center, The..... 12, 31



Cam Spray 38



Central Oklahoma Winnelson..... 39



Coast Manufacturing..... 38



CUES..... 66



DCD..... 35



Duracable Manufacturing Co..... 11



Easy-Kleen Pressure Systems..... 19



Envirosight, LLC..... 5



Enz USA, Inc. 12



Forbest Products Co. 26



GapVax, Inc. 67



General Pipe Cleaners/div. of
General Wire Spring 2



GI Industries, Inc. 43



Gorlitz Sewer & Drain, Inc..... 25



IPP Solutions, LLC 27



Ken-Way Corporation 38



Lansas Mfg. by Vanderlans 44-45



Milwaukee Rubber Products, Inc. 57
Milwaukee Tool 21



MyTana LLC..... 23



Nu Flow Technologies 3



Pearpoint (USA) 29



Picote Solutions..... 26
Pipeline Renewal Technologies 17



Ratech Electronics, Ltd..... 20



RODDIE, Inc..... 30



Root Rat..... 6



SECON 8

SewerProShop, LLC..... 34



Sonetics 13



Spartan Tool, LLC 68



T&T Tools, Inc..... 22



The Sewer Camera Center..... 57



The Sewer Camera Connection..... 49
Vactor Manufacturing 9



Vivax-Metrotech Corp. 19
Western Drain Supply 56



Westmoor Ltd. 57

Classifieds..... 62-64
Marketplace..... 61

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GET OUT OF THE WAY

Sometimes the best way to grow your business is to share the load with talented employees

WHEN A BUSINESS is growing, it can be hard for the owner to delegate more responsibilities to employees. The entrepreneurial spirit that drives you to start your own company and make it a success is often the same energy that makes it difficult to loosen the reins a bit and hand off control of certain aspects to others.

But not only do you no longer need to do everything yourself once you can hire help — you shouldn't try.

One of the contractors featured in this issue learned that lesson firsthand. About nine years after Kyle Baxter founded his Iowa-based

drain cleaning company, AccuJet, he realized he was incredibly busy but wasn't seeing the results he wanted.

"Everything was just a scramble," he recalls. "I was constantly putting out fires and never moving forward — working in the business, not on the business. Plus, I thought I had to do everything, which was hurting the company."

Baxter realized he needed another approach. He did some research online and hired a business coach to help him figure out a path to move forward in a better direction. "We started digging into things like core values and processes and procedures," he explains. "The coach also persuaded me to hire a salesperson. He helped me realize I had to delegate things to other people."

It's humbling to realize you need help. Even more so to realize you may have been hindering your own progress. But what Baxter gained was very much worth learning that lesson and letting go of some of the responsibilities he was shouldering on his own.

You may not need or want to hire a business coach. But if your company is growing and your own role hasn't changed in years, it's probably worth your time to sit down and analyze what is working, what isn't, and what you can delegate to some of your employees.

For one thing, you might not be adept at everything anyway. If you've never really felt that comfortable doing market research or posting on social media, tap someone else to take that on. Play to your strengths and put your focus and energy into what you enjoy and what you're good at.

Handing off some tasks to your employees, hiring a marketing firm to handle your advertising and social media, or promoting someone to a general manager or operations role can also help you avoid burnout and provide you with more time for friends, family and your hobbies.

Another reason to share the load is to make use of the talents of the people working for you. You saw potential in them, or you wouldn't have hired them. Giving your employees more responsibility is also a way to build trust and to get them more involved and invested in the company.

Take it from Kyle Baxter: "When you realize you own a business, not a job, you get more personal enjoyment because you're actually building a business by putting the right people in the right positions. All I had to do is get out of the way."

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

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NEW SERVICES

Taking On Leak Detection

Adding leak detection to your list of services can be a lucrative move. Leaky pipes are a common occurrence, and homeowners are willing to hire a professional to fix the issue. Read more in this online exclusive.

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MACHINE MAINTENANCE

Choosing the Right Equipment Lubricant

A key component of reliable machine function is the various lubricants involved, from engine oil to hydraulic fluids. This online exclusive provides some advice on establishing the right lubrication program. >> cleaner.com/featured

STANDING OUT

Company's Headquarters Are Unique Branding, Recruiting Tool

Jolly Plumbing, Drains, Heating and Air of Wilder, Kentucky, thinks about its office space as more than just a physical location for the business. It's a recruiting, branding, and community engagement tool all rolled into one, with a main feature being a full-size basketball court in the middle of the 18,000-square-foot facility. "When you walk into our offices, you'd never think it's a plumbing company," owner Brady Jolly says. "It's sharp and sleek — more like a tech company than a plumbing company." >> cleaner.com/featured



OVERHEARD ONLINE

"If an employee is distracted by pain or fatigue caused by their tools, it leads to mistakes, and mistakes lead to downtime and cost."

— The Many Benefits of Ergonomic Tools
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ROCK SOLID

MASON PRIVATE LOCATING ATTRIBUTES
FAST GROWTH TO A STRONG
COMMITMENT TO QUALITY AND SAFETY

By Giles Lambertson



JAKE MASON MUST BE DOING SOMETHING RIGHT.

In November 2019, he started Mason Private Locating with three employees — all of them dedicated to helping customers locate underground utilities in and around Indianapolis. Less than three years later, the company operates with more than 40 technicians who are identifying and mapping buried utilities in Ohio, Michigan, Kentucky, Illinois and Indiana.

Mason says the secret for such a quick and continuing expansion comes down to quality. “We’re building a system that will separate us from our competitors. We do not cut corners. We get jobs done on time and safely, and do our best to find everything that’s down there. Whether the customer is building a new home or a new factory, each job is handled the same way.

“What we do is serious stuff. We take it very seriously because someone can get hurt if we don’t. If the job is not done right, it creates problems. Quality and safety are the two main

« Mason Private Locating project manager Tyler Carter positions the boom of a Vac-Con combination truck on a hydroexcavation job in Pittsboro, Indiana.



« Carter uses his combo truck's jetter to clear a sewer line in a business park.

Photography by Marc Lebryk

“WHAT WE DO IS SERIOUS STUFF. WE TAKE IT VERY SERIOUSLY BECAUSE SOMEONE CAN GET HURT IF WE DON'T.”

JAKE MASON

priorities of the company. We want to give you, the customer, what you need to get your job done. Our end goal is to make sure what *you* are doing is accomplished. We want to give you the best customer experience you can have.”

BUILDING THE FOUNDATION

Jake Mason grew up in the industry, following his father Mark around as a toddler and working with him as a young adult. The immersion gave him practical experience in the science of finding buried utility infrastructure, as well as seeing what worked well and what was problematic.



Mason Private Locating

PITTSBORO, INDIANA

PRESIDENT Jake Mason

YEARS IN BUSINESS 3

EMPLOYEES 40-plus

SERVICES Private utility locating, subsurface utility mapping, concrete scanning, ground penetrating radar exploration, robotic camera inspections, vacuum excavation, utility mapping

SERVICE AREA Midwestern states of Indiana, Ohio, Michigan, Illinois, and Kentucky

WEBSITE www.masonprivatelocating.com



« Project manager Zach Fink lowers an EnviroSight SAT II lateral launch system into a storm drain.

team daily. Techs in the field are the heart of any service business. He speaks of “centuries of experience” in locating utilities, alluding to the veteran status of the company’s technicians. “We are a young company, but we hired the best of the best.”

Those who don’t bring years of experience to MPL are given three to four months of training and then assigned to a more experienced technician to begin developing their credentials. Finally, they are sent out on their own under the eye of senior project managers. The work of all the techs is audited weekly to ensure performance standards are continually met.

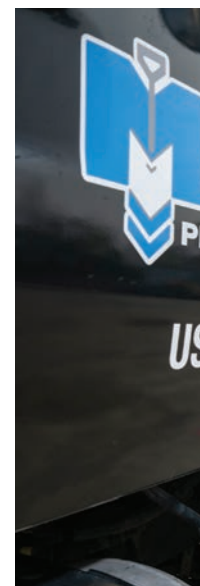
The monitoring of techs is stringent and so is the locating process in the field. The MPL locate routine has five specific steps: 1) Walk the site to get a feel for it; 2) Locate private infrastructure with ground-level indicators (meters, etc.) and public utilities; 3) Employ induction and passive EM tools to locate hidden lines and pipes; 4) Roll out a ground-penetrating radar unit to find buried utilities not otherwise detected (nonmetallic lines) and to verify EM findings; and fi-

nally, 5) Summarize the findings and electronically transmit them to a client before leaving the property.

The final step is a key one, Mason says. “All deliverables are completed on site — the work order, detailed notes, any video or camera work — and we get it to the client immediately. We don’t want clients waiting.”

RELATED SERVICES

All techs carry the same equipment in their service trucks. Radiodetection 8200 units perform the electromagnetic investigation underground and a RD1500 is called on for the GPR work, with GSSI Mini-Palm XT units relied upon for concrete scanning. In instances where doubt remains about



“WE ARE A YOUNG COMPANY, BUT WE HIRED THE BEST OF THE BEST.”

JAKE MASON

When his father retired in March 2019, Jake Mason decided it was time to launch a company of his own. That pivotal decision proved to be the right path. He followed up by acquiring a key personnel asset, Mike Iadanza, who joined Mason Private Locating as vice president.

Iadanza has worked in the industry for a decade. At Mason Private Locating, he is concentrating on creating internal companywide technology systems that can grow seamlessly with the company. He is also integrating a system that ensures employees have a clear understanding of expectations and performance standards. “At MPL, everyone wears a ton of hats but that’s the work I’m fixated on right now. If you want to grow a business successfully, you need to make sure the foundation you build it on is rock solid.”

Mason is in the field as needed and personally audits his

a buried utility, crew members can haul in a trailer-mounted Ditch Witch HX75 hydrovac excavation unit to expose infrastructure. MPL also has a Vac-Con combo truck for daylighting buried utilities.

Some techs are cross-trained to perform any of the auxiliary tasks — potholing with the vac units, for instance, or running one of the company's Envirosight SAT 2.0 lateral launch cameras through a larger diameter line to check for cross-bore mitigation issues.

Cross-bore intersections can pose explosive risks, of course. Mason says work to mitigate such hazards is carried out every day by his techs. "We do pre-inspections of sewer lines with a camera before they do a cross bore, and post-inspections as well to see if anything happened. We want to make sure."

The variety of services offered share a common focus: protecting underground infrastructure. "All our services tie together," Mason says. "Clean and inspect a line, cross-bore mitigation, find a sewer — it all ties together. And we regularly perform multiple services on a single job. We are a one-stop shop."

The "Private" in Mason Private Locating acknowledges the need to locate underground infrastructure not covered by 811 queries. Sixty-five percent of all utilities are privately owned,

✓Carter remotely operates the combo truck boom on a job site in Pittsboro, Indiana.



according to Iadanza. "For example, 20 years ago, public utility lines primarily served a high school campus. Now, campuses have private underground lines for ballfield lights and concession stands, and lines running to new campus buildings that have been added on through the years. The campus complexes got more complex. The locating industry has changed as well."

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« Carter puts an extension tube back into place on a combo truck.

» Fink operates an EnviroSight SAT II lateral launch system from inside the camera truck.



“CLIENTS HAVE A PROBLEM, AND WE PARTNER WITH THEM TO FIGURE IT OUT. WHEN WE DO FIGURE IT OUT, THAT’S SATISFACTION.”

JAKE MASON

Unlike some trades and outdoor work where at the end of the day one can see obvious results, the accomplishments of utility locating are relatively invisible, unless you count orange markers and spray-painted lines. Mason says the work can still be satisfying. “A lot of our work is troubleshooting. Clients have a problem, and we partner with them to figure it out. When we do figure it out, that’s satisfaction.”

LIKE FAMILY

“One reason the company is really successful is because it is run like a family business,” Iadanza says. “When an employee is treated like family, it really makes a difference. On a cold, windy day when a tech is trying to do right by a client, being treated as family will keep him going. The Masons are a great family and Jake Mason runs a great business. I couldn’t think of a better family business to work with.”

The core business activity is in Indiana, Iadanza says, with Kentucky and Ohio almost as busy; yet the entire Midwest is considered the company footprint. Besides responding to emergency calls and routine locates,

CONTINUED >>

ACCURACY GUARANTEED

Promises. Warranties. Guarantees. Everyone has been burned by one when the small print was noticed after the fact. Pittsboro, Indiana-based Mason Private Locating is pretty explicit in expressing what it means when it says it performs “precise locates” and actually offers a “guarantee locate” option.

When the task is finding a totally buried utility line, precise location becomes relative and is regulated differently from state to state. The standard “tolerance zone” — an area that is officially acceptable as a locate — is typically 18 to 24 inches from dead center of a line, plus the diameter of the line itself. So, the seeker of a buried piece of infrastructure really has a few feet to play with to register a “precise” locate.

Mason Private Locating tries for more accuracy than that.

“We don’t want to just be in the tolerance zone,” says company president Jake Mason. “Different factors come into play, but we make sure we do everything in our power to get the most accurate read of where a utility is. We want to be as close as we absolutely can be.”

Clay and other cohesive soils in the Midwest can obfuscate and frustrate searches, and other factors enter in. However, Mason Private Locating does offer a “Guarantee Locate” option, as spelled out on the company website. While the option is more expensive per hour, it offers a client additional coverage in case an issue develops.

“If we are able to utilize all the tools we need in a search, our guaranteed service will cover the cost of any utility damages that result from us having missed something. Some companies will say when that happens, ‘Well, tough luck. We tried.’ That’s not good enough for us.”



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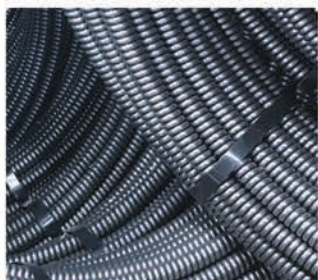
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STICK TO THE PLAN

Don't expose your team to the pressures of pipe bursting without thorough preparation // By Tim Dobbins

PROPER TRAINING AND thorough examination of the job site are the keys to a safe pipeline rehabilitation job.

Successful pipe bursting has been around for a while, and it's safe to say Darrin Baker knows a thing or two about the subject. He has been in the trenchless industry for roughly 17 years and is currently the general manager for The Trenchless Co., which has been serving the greater Northern California area for 22 years.

Pipe bursting involves excavating a minimum of two pits to access each end of the pipe to be replaced. Once exposed, hydraulic equipment pulls a large bursting head through the existing pipe using a high-strength cable, breaking it apart from the inside while concurrently installing a new pipe behind the bursting head. The force it takes to pull the head and new pipe creates the biggest safety concerns for workers.

According to Baker, tackling a bursting job safely doesn't have to be a complicated undertaking; it just takes planning, knowledge and respect for the equipment, and understanding what you're getting into.

PLAN AHEAD

"An inspection camera is the first tool to be used," Baker says. "What we are looking for is differentiation in pipe materials, bends or anything that might change resistance, so we know what we're getting into."

If there are severe bends or too many elbows, more entry holes will be needed where bends are located to make sure the equipment can be used safely. The cable is then pulled through the open pits or equipment is set up in each one for a multiple phase job.

After an internal pipe inspection, The Trenchless Co. calls in an Underground Service Alert marking. In a commercial setting and in some residential cases, they may also do a private utility locate using their own sensors to locate potential conflicting underground utilities.

"After the locations of the utilities are marked, if needed, we expose them using hydrovac excavation," Baker says. "Once exposed, we make sure they are far enough away from the burst. If they end



▲ A safe pipe bursting job takes planning, knowledge and respect for the equipment. (Photo courtesy of The Trenchless Co.)

up being less than 1 foot away from the burst, we will keep the utility exposed until the pipe is cleared so we can watch and ensure no damage is done."

UNDERSTAND EQUIPMENT

Once the equipment is in the pit and it's time to pull the cable, Baker says the biggest concern is overworking the tensile strength of the cable. "It can break, and if that happens the bursting equipment or broken cable can actually fly back in the hole," he says. "It is under a lot of pressure. We burst with equipment up to 40 tons of pressure, but there's equipment out there that can pull up to 200 tons."

To avoid cable breakage, know the tensile strength of your cables and pay close attention to the psi gauges on equipment pulling the cable. "We simply don't allow the machine to go past those strength ratings," Baker says.

Routine inspections are also mandatory practice for Baker and The Trenchless Co. team. Cables are examined frequently and if there are any signs of fraying or damage they are taken out of use. "You

can't inspect your equipment enough," Baker says. "Part of our annual budget is buying new cables. We anticipate replacing cables at least once a year or every other year depending on use."

TAKE NO CHANCES

A surefire way to avoid a worker being struck by blowback equipment is removing them from the pit completely. Once the equipment is in place and set up, it's protocol for Baker and his team to get out of that bursting hole. This wasn't always possible, but technological advancements over time have allowed the transition.

"There have been subtle tweaks in the technology over time and many have been safety related," Baker says. "There has been a lot put into place within our company and industrywide to really concentrate on staying away from the equipment when it's operational. We use bands and locking teeth that go together to create the tension, so guys aren't required to be in the hole."

The cable is moved when the top teeth grip the cable on the upstroke and the bottom teeth engage and lock in on the cable on the downstroke of the hydraulic arm. The bands help to situate the teeth in the correct position. "Without the bands on the original bursting equipment, someone would have to physically push down the teeth to engage them during operation," Baker says. "The bands take the human element out of it, so once the equipment is set up, the equipment does the work."

In every construction situation, regardless of the circumstances, a smart move is ensuring every employee is prepared to avoid accidents and ready to react to them. "Our guys are all confined-space certified, CPR certified and trained in trench safety," he says. "You never know who is going to be on site, so if you enable all your people to respond appropriately, you know whatever person is nearby an accident will be able to provide the right support."

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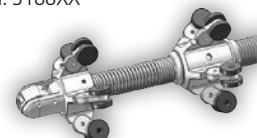
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Joan Koehne

WEIGHING THE VALUE

It may be wise to obtain an equipment valuation before you sell, even if it's not required // By Joan Koehne

DO YOU HAVE TRUCKS or heavy equipment taking up valuable space in your shop? Do you own equipment that you no longer use, or that is underutilized, providing little value to your business? You're in luck. Now happens to be a good time to sell used equipment.

Supply chain issues have created a shortage of certain products, including vehicles and heavy equipment commonly used in the drain cleaning industry. Raffi Aharonian, managing director of Rouse Appraisals, says used equipment is generating a lot of interest.

"Secondary market pricing is as good as we've seen it in the last five or six years, and so why not seize the opportunity if you're not using the equipment every day?" he says.

When you consider the decision tree of what to sell, when to sell, why you're selling, and how to sell, a related question presents itself: Do I need an appraisal?

"IT'S POSSIBLE FOR AN EQUIPMENT OWNER TO DO A FAIR AMOUNT OF RESEARCH AND COME UP WITH A REASONABLE EXPECTATION OF VALUE, BUT THE EQUIPMENT MARKET CAN FLUCTUATE SO RAPIDLY."

AARON TRAFFAS

WHAT IT'S WORTH

"There are many cases when it's beneficial to have equipment valued prior to sale," says Aaron Traffas, marketing content manager at HeavyWorth. "When attempting to sell equipment private-treaty — in other words, selling directly to the next end user — it's quite useful to have a third-party valuation performed so a reasonable asking price can be established."

While owners have the best possible view of their assets, they don't necessarily have the most accurate idea of their assets' value. Oftentimes, an appraisal serves as a reality check, Aharonian says.

"As an owner, I might not have a true market view of what the equipment is worth. Getting that third-party appraisal might give me a little tighter radius to work with."

He offers an example of a seller who overprices equipment for an online marketplace. Because of the inflated price, the listing doesn't generate the interest that the seller wants. After a while, the listing gets stale, and the seller runs out of options of what to do. On top of that, the seller might form an emotional attachment to the asking price, and it becomes even harder to reduce the price to move that piece of equipment.

Getting an appraisal before the sale helps set benchmarks — and realistic expectations.

Determining a trade-in value is another reason to seek an appraisal, especially if a dealer is offering a trade-in price that's far below the current market value.

"A third-party valuation could either confirm or call into question the dealer's offer," Traffas says.

Selling equipment at auction is another time to seek an appraisal. An auction with a reserve price sets a minimum amount the owner will accept as a winning bid.

"When selling equipment at auction with a reserve, an appraisal could be used to establish a reserve if the auction company isn't trusted to achieve a fair-market value," Traffas says.

"If you consign to auction, you'll have a rough estimate of what it will bring so you're not disappointed later on," Aharonian says. "If you choose to avoid auction and go with a listing option, having an appropriately priced item becomes important because of the interest it will generate and the time it will take to sell."

FAIR VALUATION

A third reason to request an appraisal is to set the value of equipment when applying for a business loan.

"How does the bank think about it for collateral?" Aharonian says. A bank isn't likely to paint the rosiest picture of the best possible end user and the best possible circumstances. A third-party

appraisal creates a neutral value that's palatable for both the lender and the borrower.

Another reason to request an appraisal relates to a company's business operations. For employee-owned companies, appraisals are necessary for due diligence. For fleet inventory management, appraisals help owners make informed business decisions.

To determine the value of a truck, trailer jetter or excavating equipment, an appraiser starts with the most basic information:

- Year
- Make
- Model
- Serial number/VIN
- Usage meters

"For the HeavyWorth valuations that we perform most regularly, we need all that information, as well as a list of any features, virtues or problems specific to the asset being valued, as well as a fair number

of specific photos of that asset," Traffas says.

Rouse Appraisals uses an extensive checklist to determine an asset's value and documents all information in a neatly organized way. The appraiser comments on key moving parts and components and assigns a rating to the equipment. Additionally, Rouse takes 360-degree photos to capture all angles of the equipment. When a buyer isn't able to see and touch the sale item in person, a variety of images are the next best thing.

"If you see a photo of something online, you're more likely to show interest and buy it than if it comes without the photo and details," Aharonian says.

MAINTAIN VALUE

He says that top-selling items all have something in common. "I think it's about having well-kept, well-maintained equipment. Those are the ones we always see doing well."

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He advises sellers to keep maintenance records to show that equipment has been serviced on a proper schedule. Additionally, keep records of any major repairs or replacement parts.

"Be transparent with the audience to inspire more confidence in the buying process, especially if they've done a good job with the maintenance," he says.

Traffas agrees with this advice.

"Maintain equipment in good, clean, working order and keep all shields and accessories in place. Perform preventive maintenance according to the manufacturer's specifications, and preserve documentation of service intervals," he says.

He also suggests keeping the owner's manual and any other documentation that comes with the equipment.

"Replacement owner's manuals can be expensive," he says. "While not every buyer is going to want a manual, it's good to keep the manual with the equipment."

Businesses can choose from a variety of appraisal types. The simplest, quickest valuations are based on make, model, year, specs and hours. The most complex and costly are Uniform Standards of Professional Appraisal Practice-compliant appraisals, which meet the highest standard of appraisal practices.

"Rarely can the free valuations satisfy many of the business needs, but it's also rare that a business need justifies the expense of a USPAP-compliant appraisal," Traffas says. "Thus, most businesses rely on a valuation approach that is somewhere in the middle."

The purpose of an appraisal and time constraints to sell the equipment help determine the type of appraisal to request. Sellers with a reasonable amount of time to find a buyer have more appraisal options than distressed sellers who need to liquidate inventory quickly.

By hiring an appraisal company, sellers gain buyers' trust and confidence in what the asset is worth. The appraiser is a disinterested third party, instead of a seller with a vested interest in the outcome of the deal.

"It's possible for an equipment owner to do a fair amount of research and come up with a reasonable expectation of value, but the equipment market can fluctuate so rapidly," Traffas says.

While the obvious benefit to having an appraisal is confidence in knowing what your equipment is worth, the obvious downside is the cost, in both money and time.

"Appraisals can be expensive, and for large inventories the cost can be substantial. Also, some appraisal companies can take weeks or months to return their results, which may not fit within the timeline necessary for some business decisions to be made effectively," Traffas says.

In today's market economy, used equipment is selling at a premium. Partnering with an appraisal company can help business owners know what to expect when they're ready to sell. **c**

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RIGHT FOR THE JOB

Vortex Companies provides streamlined, complete solutions for its customers' trenchless pipe replacement projects // By Kim Peterson

A S FOUNDER AND CEO, Mike Vellano set out to make Vortex Companies a turnkey trenchless solutions provider that offers comprehensive, cost-effective products, technology, training and installation.

Prior to launching Vortex, Vellano worked for his family's business, New York-based Vellano Shoring & Supply, where he worked his way up the ranks and helped streamline operations, grew accounts and increased sales exponentially.

After more than 10 years with Vellano Shoring, he moved his family to Texas to work for a regional lining company to gain operational experience. He eventually became vice president of sales and marketing for a large trenchless underground contractor. The experience he gained in that role — overseeing sales, marketing and product development functions along with forging strategic business alliances — led him to go on to found what became Vortex Companies.

Cleaner recently spoke with Vellano about Vortex Companies extensive product offerings, providing ongoing training and support for clients, and the innovation happening in the trenchless rehabilitation industry.

CLEANER: Tell us a little about the history of Vortex Companies.

Vellano: In 2015, I was well on my way to creating what Vortex is today. We had acquired or organically built a portfolio of businesses that were flourishing. Vortex Infrastructure Products was founded to consolidate these entities into an organization supporting the commercial offering, which included turnkey bypass, QLS installation and trenchless solutions. Later that year, the company also introduced pipe bursting services and opened an office in the Northeast.

We ultimately consolidated these individual business units under a holding company, Vortex Companies, which is how the company is known today.

We've experienced robust organic and acquisition-based growth over the years. We now offer broad range of trenchless technologies and robotic solutions under one roof. With a comprehensive, consultative approach, we ensure municipalities, consultants and facility managers have the right materials for every project.

CLEANER: Vortex Companies offers many trenchless pipe repair products. Where did it all start and how are all of them connected?

Vellano: Vortex actually began with selling a product called Pipe-Robo-Tec, which was a mechanical seal technology. In 2014, we developed QLS as a system to structurally repair large-diameter pipe and turnkey bypass systems. From that point, we began aggressively adding product and service offerings to our platform. In 2015, Vortex acquired Quadex, which expanded our product portfolio to include GeoKrete geopolymer for high H2S environments, I&I Guard manhole rehabilitation products, industrial sealers and coatings, and CIPP resins and equipment. Later that year, Vortex became an authorized seller of Picote Solutions and acquired the rights to Schwalm USA's robotics, which further expanded our product offering.

In the years that followed, Vortex added service capabilities by strategically acquiring rehabilitation contractors and further expanded our product portfolio to include 100% solids polymeric materials and the VeriCure CIPP curing monitoring system. We recently launched the AccuPower high-pressure water blaster to



MIKE VELLANO

President and CEO/Founder

YEARS IN THE INDUSTRY: 25

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« Vortex Companies' versatile Schwalm robots provide fast and efficient grinding, cutting, chiseling and cleaning capabilities for pipes 8 to 24 inches in diameter, as well as easy lateral reinstatements and point repairs.

» The AccuPower High-Pressure Water Blaster system can be quickly configured on a Schwalm robot within 10 minutes, enabling users to remove the harshest debris from aging infrastructure without damaging the host pipe.



meet the industry's needs for precision high-powered cutting that won't harm host pipes. We've also opened facilities in Europe and Mexico to give us a global reach.

The depth and breadth of our product portfolio offers a unique capability to marry the right product with the right technology to maximize the quality and longevity of pipe repairs.

CLEANER: What differentiates your pipeline repair and replacement systems from the competition?

Vellano: Vortex is unique in that we are a one-stop shop for such a wide range of trenchless technology repair materials and robotic solutions, which streamlines customers' projects. We can not only customize materials in just a couple weeks — and provide multiple types of materials that may be needed for a job — but also back those materials with deep expertise to make sure the correct material is being used in the right way to get the maximum result. Our in-depth engineering recommendations also enable the job to be done right the first time.

CLEANER: Tell us about the some of the equipment and what applications they best serve.

Vellano: AccuPower really addresses an unmet need in the industry. It is ideal for removing all kinds of debris, concrete — even CIPP liners — from aging infrastructure to maintain it or prepare it for rehabilitation work. It allows crews to descale and clean faster without worrying about damaging the underlying host pipe.

One of our AccuPower customers was able to help an owner remove 5 yards of 10,000 psi rated concrete mix in a 24-inch ductile iron pipe after several failed attempts with alternative approaches by other contractors. AccuPower saved the owner \$180,000 in pipe

replacement costs plus the time required for a pipe replacement.

CLEANER: Tell us a little about VeriCure, the company's CIPP curing monitoring system. How does it work?

Vellano: CIPP lining solutions are an important tool for restoring the structural integrity of old pipes that make up our infrastructure. However, the material must be properly cured to ensure structural integrity. VeriCure is a patented, innovative curing monitoring system built around fiber optic distributed temperature sensing technology that continuously monitors the temperature during liner installation and helps confirm a more complete cure throughout the length of the host pipe. Installers can address any issues in real-time and verify the cure with data. This reduces the risk of lifts, delamination, over-tensioning, over-cooking and environmental contamination — all of which creates huge financial risk across the value chain from customer to end user.

Following the VeriCure acquisition, we've continued to upgrade software and create field optimization in the form of wireless connectivity. We anticipate adding more functionality to this system in the future.

CLEANER: What are some recommendations for customers shopping for pipeline rehab and repair systems and products?

Vellano: With the current global supply chain challenges, one of the most important drivers is material availability to avoid long project delays. Stockpiling materials doesn't solve the problem because some materials can expire.

For example, vinyl ester is hard to find today, and contractors

BEHIND THE GEAR

need an alternative. A product like methacrylate resin, which is what our Quad-Cure UV is made of, securely bonds to every type of pipe — plastic, clay, cast iron and more — and it's in stock for contractors' daily needs. It's a great alternative to vinyl ester, provides excellent adhesion and has a reliable supply.

Working with a supplier that has a wide range of options also allows you to find the right solution for your challenge. It's important to understand the range of repair options for your infrastructure challenges as the wrong fit could impact the total life, project efficiency and total repair cost.

CLEANER: You offer in-field equipment training and technical support. What does that support entail, and how does that enhance your relationship with companies using your products?

Vellano: Training and support are core components that ensure contractors get the best results from our products. We invest in our training and support capabilities to provide contractors the hands-on experience that will help them in the field. This includes

classroom and in-field training so that contractors experience a comprehensive, thorough learning experience. When crews know how to properly utilize a material, they achieve the best results for their clients — and the community.

CLEANER: How do you see the pipeline rehab industry evolving?

Vellano: There's never been a more exciting — or challenging — time to be part of this industry. We've witnessed significant disruption across all sectors of construction, which has added tremendous complexity to both below- and aboveground projects. Supply chain issues serve as a catalyst for new approaches and new materials to be adopted.

Contractors can broaden their customers' horizons to consider different or new methods that offer field-proven performance and can increase design life by more than 50 years. When it comes to large-diameter pipe, there are at least five unique repair options to consider when evaluating what is best to restore that asset. This gives contractors incredible flexibility to identify the best approach to satisfy the unique dynamics of the job, both in terms of the physical environment as well as budget.

In addition to alternative approaches, novel technologies will also gain greater adoption in the next 12 months. Part of this will be driven by the infrastructure bill, which prioritizes technologies that are cost-effective, made in America and more sustainable. I anticipate the use of CIPP and geopolymers will continue to grow as these are unbeatable and reliable performers. I also anticipate greater interest in bursting and lining water technologies because they can repair twice the amount of water utilities without increasing the cost.

I expect robotics use to expand as well because of how they help contractors descale, remove debris and even perform point repairs in small or hard-to-reach sections of pipe.

CLEANER: What's ahead for Vortex Companies in the next year?

Vellano: We look forward to introducing new acquisitions, innovations and strategic partnerships. We're focused on offering the broadest range of trenchless technology solutions to contractors and aggressively expanding through acquisitions and organic growth.

CLEANER: What do you want your customers to think of when they hear the name Vortex Companies?

Vellano: When customers think of Vortex, I want them to think of us as their single source for trenchless technology solutions and expertise needs. **C**



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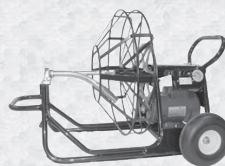
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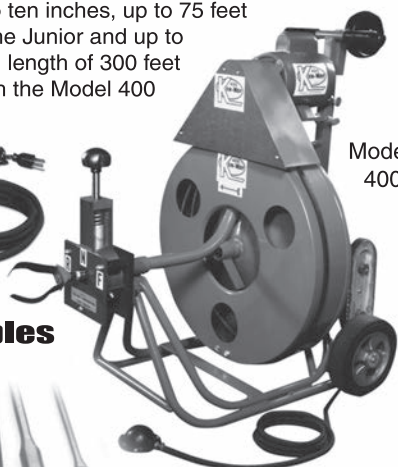
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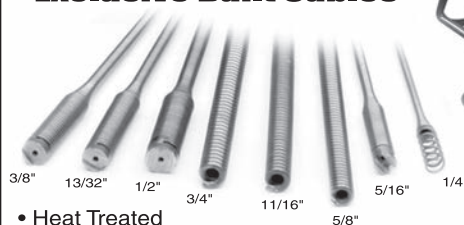


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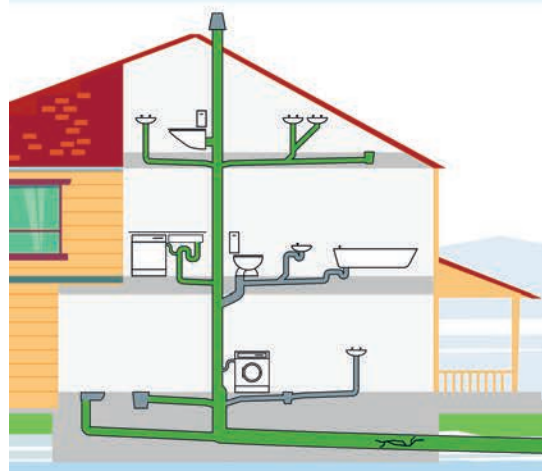
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LEADING THE TEAM

ACCUJET GREW BEYOND EXPECTATIONS ONCE KYLE BAXTER
ADDED KEY SALES AND MANAGER POSITIONS // By Ken Wysocky

Photography by Scott Morgan

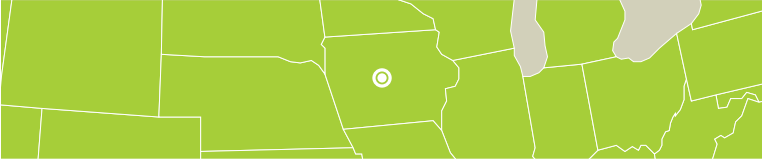
« Kyle Baxter founded his family-run business in 2006. Iowa-based AccuJet provides inspection, cleaning and rehabilitation services and has grown to a crew of 18.

At just age 38, Kyle Baxter — the owner of Iowa-based AccuJet — has already spent decades in the drain cleaning industry. And one of the most important things he's learned over the years is a lesson every entrepreneur in the industry with a Type-A personality should heed: Doing everything yourself is not the key to success.

Baxter's aha! moment occurred around 2015, nine years after he established AccuJet, a drain cleaning and pipeline rehab company in Perry, about 40 miles northwest of Des Moines. At that point, running AccuJet was like exercising on a treadmill: running from job to job to job, day after day, but never really getting anywhere, he says.

"Everything was just a scramble," he recalls. "I was constantly putting out fires and never moving forward — working in the business, not on the business. Plus, I thought I had to do everything, which was hurting the company."

Something had to give. And for Baxter, who started helping his late grandfather clean drains when he was 7 years old, giving up and leaving the industry he loved wasn't an option. So after doing some online research, the hard-driving entrepreneur took a radically different approach and hired a business coach, Monte Wyatt.



AccuJet LLC
PERRY, IOWA

OWNERS	Kyle and Mindy Baxter
FOUNDED	2006
EMPLOYEES	18
SERVICES	Pipeline inspections, cleaning and rehabilitation
SERVICE AREA	Iowa and parts of South Dakota and Nebraska
WEBSITE	www.accujetiowa.com

"We started digging into things like core values and processes and procedures," he explains. "The coach also persuaded me to hire a salesperson. He helped me realize I had to delegate things to other people."

"It's like a football team — if everyone does their job, you win games. The quarterback can't do everything."

It was a humbling realization when Baxter figured out he was a key obstacle to the company's growth. But in the long run, it was worth it to eat a few slices of humble pie.

» AccuJet crew members set up for an inspection job at a residence in Dallas Center, Iowa.





Technicians Jimmy Light, Eddie Cortes and Matt Elliott (from left) remove a manhole cover to inspect a sewer line.

Technicians Humberto Hernandez and David Corona (right) deploy a Schwalm Talpa 2060 robotic cutter to clear a sewer line in Perry, Iowa.

LEARNING FROM FAMILY

Baxter's passion for drain cleaning and his strong work ethic stem from his grandfather, Wilford Roberts, who got into

drain cleaning because of a drainline clog that caused a sewage backup in his shop in the late 1980s.

"He called the city and someone there told him to call the guy they used," Baxter recalls. "The guy said he could be there in a week. So my grandfather did a little brainstorming and decided to build a water jetter out of an old pumper fire truck.

"He told the city that if he could unclog the line with the jetter and it stayed unplugged for 30 days, they had to pay him whatever they usually paid the drain guy. The jetter worked, the line stayed clear for 30 days and he sent the city a bill for \$500."

After that, Roberts started cleaning residential lateral lines. Baxter got involved at age 7 when a sewer backed up at a local country club.

"IT'S LIKE A FOOTBALL TEAM — IF EVERYONE DOES THEIR JOB, YOU WIN GAMES. THE QUARTERBACK CAN'T DO EVERYTHING."

KYLE BAXTER

"When you realize you own a business, not a job, you get more personal enjoyment because you're actually building a business by putting the right people in the right positions," he says. "All I had to do is get out of the way."

By letting go of various responsibilities, Baxter also gained more time with his family, which was much more fulfilling than 12- to 14-hour workdays, he says.



"He gave me a pair of boots and sent me in," Baxter says. "He later told me he didn't think I'd stick with it after that first job. But I did."

"He also never paid me when I worked for him. He always told me, 'Someday you'll get paid for this.' And he was right."

Robert's influence on Baxter was immeasurable.

"I was riding around in his truck when I was 3 years old," he says of his grandfather, who died in 2015. "I was by his side pretty close to every day of my life. After he died, I and my wife, Mindy, bought his house and remodeled it. We still live there."

CUSTOMER-DRIVEN EXPANSION

After high school, Baxter took his only detour from drain cleaning and decided to clean hood ducts and vents in restaurants. Then he saw a for-sale ad for a drain business in Des Moines and decided to shift back into drain cleaning. He started AccuJet at age 22 after a banker suggested he'd be better off starting his own company than buying one, he says.

The business slowly evolved. Initially, the company concentrated on inspecting and cleaning drain tiles in farm fields. Baxter then progressed into other services as customers asked for them, including pipe bursting and pipe lining.

"WE BASICALLY DID WHATEVER THE MARKET DEMANDED. I ALWAYS WANTED TO BE AN INNOVATOR IN THE AREA, NOT TRAIL BEHIND MY COMPETITORS."

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“We basically did whatever the market demanded,” he says. “I always wanted to be an innovator in the area, not trail behind my competitors.”

Continual investments in new equipment that met customers’ needs for services paid off big-time. Baxter says that about 15 years ago, the company generated about \$300,000 annually.

“Now we do that in a month.”

The company’s roster of equipment now includes three Vacall AllJetVac P-Series combination sewer trucks with hydroexcavating capability. They’re built on Freightliner chassis and feature 12-cubic-yard debris tanks, 1,500-gallon water tanks and blowers from Roots (Howden).

For inspecting pipes, the company relies on three ROVVER X crawler cameras from EnviroSight, two included in fully equipped camera trucks (Chevrolet Express 3500 cut-away cube vans); and a RapidView IBAK T76 tractor-mounted camera with lateral launch capability.

For cleaning and milling pipes, the company has invested in two Schwalm Talpa 2060 robotic cutters.

To line pipes, AccuJet deploys a T-Liner system from LMK Technologies, and a lateral pipe lining system and F-10 pipe lining system for mainline sewers, both from Perma-Liner Industries. The company uses steam-cured felt liners made by MTC (Manufactured Technologies, owned by Aegion Corp.).

◀ With a manhole edge protector from H2TR in place, Cortes (right) and Elliott lower a RapidView IBAK T76 inspection camera into a line.

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Furthermore, the additional revenue generated by these investments quickly paid for the equipment, further cementing in co-owner Kyle Baxter's mind the power of strategic equipment investments.

Take the first major piece of equipment he ever bought: a 4018 trailer-mounted water jetter (4,000 psi at 18 gpm) from US Jetting. He bought the machine for about \$36,000 in 2006, the year he established the company with his wife, Mindy.

"My grandpa (the late Wilford Roberts, who introduced Baxter to drain cleaning) said I was crazy to spend that kind of money on a new jetter when you could build one," Baxter recalls. "But I made enough money on the first day I used it to make the first two monthly payments. I paid that machine off in about three years."

Baxter relates a similar story about a pipe bursting machine, made by HammerHead Trenchless, that he purchased in 2007 for around \$20,000.

"We ran into some projects with access issues that made excavation difficult," he says. "So we bought the pipe bursting system. I borrowed money on a 30-day note to pay for it, and paid it off within a month."

Baxter can relate many similar stories. Like the \$1 million he borrowed from the bank to buy two Vacall AllJetVac P-Series combination sewer trucks. Or the Schwalm Talpa 2060 robotic cutting machines from Schwalm Robotic GmbH, purchased in 2018 for about \$250,000 each.

"Those Schwalm machines changed our outlook on the directions we could head and the jobs we could do. Without a cutter, we couldn't do mainline pipe lining, reinstatements, root cutting, remove rebar and concrete from pipes and so forth.

"It's been very much a great investment, which is why we now own two of them. I bought one and didn't know if we could keep it busy, but that wasn't the case."

Baxter advises other sewer and drain cleaners to always look past the upfront cost of equipment and look at the long-term earning potential.

"If you're willing to work for it, you shouldn't be afraid to invest in it," he says.

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KYLE BAXTER

“When we bought the Perma-Liner F-10 system in 2018, our goal was to line 1,000 feet of pipes a month,” Baxter says. “Now we line about 5,000 feet of municipal sewers per month.”

NEW MARKET FOCUS

In 2016, Baxter dramatically changed the company’s course by selling the residential drain cleaning side of AccuJet and concentrating on cleaning and rehabbing only large municipal lines instead. The result: better cash flow and profitability.

“I realized we were investing in large pieces of expensive equipment, then piddling around with \$300 drain jobs,” he says. “You end up chasing more money with residential customers than we do in the municipal world, where money is pretty much guaranteed through contracts.

“And a lot of times, drain jobs cost much more than homeowners expect, so you don’t always get paid right away. Then you end up chasing that money down the road. So I sold my equipment to another company.

“We already were getting pretty dug into working on larger-diameter pipes, so it was a pretty simple transition,” he adds. “It’s worked out very well.”

In 2016, Baxter made another move that changed the company’s fortunes. Based on advice from Wyatt, he hired a salesperson.

Many drain cleaners might consider that an unnecessary

◀ Kyle Baxter co-owns AccuJet with his wife Mindy, who handles payroll and oversees the financial end of operations.

✔ Technicians Pedro Funes (left) and Jimmy Light watch the monitor as they inspect a sewer line.



expense. But it was a game-changer for AccuJet, Baxter says, because once again, it allowed him more time to work on the business, not in it.

“I thought a lot of people knew about us,” he says. “Then we hired a salesman, Johnny Herold, and quickly realized not as many people know about us as we thought they did.

“I never had enough time to get out in front of customers every day like I wanted to. But if that’s someone’s only focus, they can get in front of five or six customers a day.”

That’s important because Iowa has nearly 600 municipalities that might use AccuJet services. Plus, relief from sales calls free up Baxter to focus on pricing jobs, rather than “bouncing all over the place,” he says.

With a salesperson in place, the company was better able to expand its customer base as its service offerings grew. When the company only cleaned and inspected sewers, Baxter explains, it was hard to get work because most municipalities already performed that kind of work in-house.

“But as we’ve added different aspects of pipeline rehab solutions, we can offer every city something.”

About a year ago, Baxter continued his push for delegating more responsibilities and hired a general manger, Shannon Barnes, who focuses on managing the company’s day-to-day operations. That benefited Baxter because he wasn’t “putting out fires” all day, he says.

Baxter also relies heavily on Izzy Baltazar, operations manager; Chrissy Danger, an internal projects manager; and his wife, Mindy, a company co-owner who handles payroll and oversees the financial end of operations.

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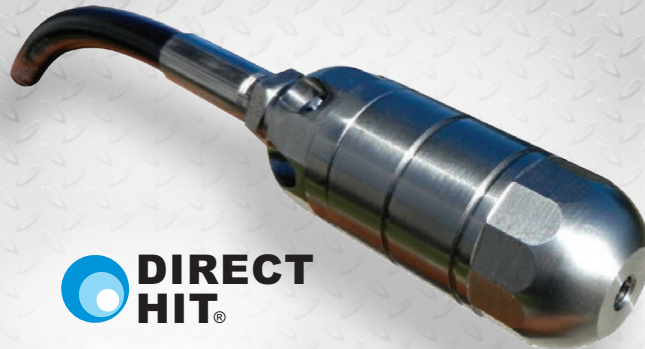
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GROWTH THROUGH DISCOMFORT

After a false start years earlier, AccuJet again gave pipe lining a try in 2019. Baxter wanted to capitalize on an underserved market, but he also set a goal that year to make himself uncomfortable.

“When you make yourself uncomfortable — put yourself in riskier situations — you worry less about the easy stuff, which overall makes you more successful,” he says. “Making yourself uncomfortable allows you to challenge yourself to figure out the best way to do things, not the easiest way to do them.

“The best way to do things usually is the most uncomfortable way. Life would be pretty boring without that approach.”

Looking ahead, Baxter likes to set what he calls “big, hairy, audacious goals,” or BHAGs (pronounced “bee-hags”). The current goal: Get 100 Iowa municipalities to sign sewer maintenance contracts by 2026.

“We’re on track to get there. We’re at 65 right now.”

Then, keep setting more BHAGs.

“I love a good challenge,” Baxter says. “If you don’t dream big, you never get anything.

“The backdrop of my computer screen displays a quote from Richard Branson. It says, ‘If someone offers you an amazing opportunity, but you are not sure you can do it, say yes — then learn how to do it later!’

“I look at that every day and try to live it.” **c**

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MAKING AN IMPACT

A compact, versatile non-CDL vac truck can go where larger units can't

// By Ken Wysocky

FOR YEARS, GARY MIKSIS — owner of California-based Miksis Services — had to periodically turn down work because his Vactor 2100 combination sewer trucks were too big to access job sites.

Or in some instances, Miksis would take on the jobs, but they'd require long hose runs and multiple employees to jet debris from manhole to manhole to manhole before reaching an accessible location where a truck could vacuum it up.

"Pretty soon you're pushing debris, say, 1,000 feet before a truck could vacuum it up," he explains. "And the farther you have to drag debris, the more debris you accumulate, which makes jobs take longer."

But now those days are gone, thanks to the compact iMPACT combination sewer truck built by Vactor. The company — located in Healdsburg, about 70 miles north of San Francisco — took delivery of the unit last December.

"It's remarkable how we now can drive down narrow roadways and maneuver in cul-de-sacs to clean residential 6- and 8-inch-diameter sewer lines," says Miksis, who established the business in 1981. The company does everything from trenchless pipe rehab and cleaning residential sewer lines to hydroexcavation and industrial cleaning.

"We don't have to ask people to move their cars or worry about low tree branches and narrow, one-way roads," he continues. "We just go in and do the jobs. It's opened a lot of doors for us."

In addition, operators don't need a commercial driver's license to drive the unit, which is no small thing these days with qualified labor in short supply.

"It's impossible to find people," Miksis says. "So with a non-CDL vehicle, any of our guys can jump into and do a job. It's a real advantage."

Moreover, with a smaller Vactor water pump that generates pressure up to 40 gpm and flow of 2,500 psi, instead of the typical 60 to 80 gpm at 2,000 to 2,500 psi produced by a larger pump on a conventional vac truck, operators can clean lines



▲ Miksis Services operator Ivan Iverson uses hydroexcavation equipment on an iMPACT combination sewer truck built by Vactor to expose a sewer main in Healdsburg, California.

MIKSIS SERVICES INC.

HEALDSBURG, CALIFORNIA

OWNER Gary Miksis

MACHINE iMPACT mid-size combination vacuum truck from Vactor

FUNCTION Cleaning sewer lines, hydroexcavation

FEATURES A 2020 Freightliner MS chassis; 3 1/2-cubic-yard debris tank; 500-gallon aluminum water tank; 500 feet of 3/4-inch diameter hose; front-mounted hose reel that rotates 180 degrees; Roots blower (2,500 cfm)

COST Approximately \$280,000

WEBSITE www.unplugu.com

without concern about damaging homes.

“We don’t worry about blowing out toilets and destroying bathrooms,” he says.

VERSATILE VEHICLE

The truck features a 2020 Freightliner M2 chassis equipped with a 3 1/2-cubic-yard debris tank, a 500-gallon aluminum water tank, 500 feet of 3/4-inch-diameter hose, a front-mounted hose reel that rotates 180 degrees and a 2,500 cfm blower from Roots (Howden).

The truck also features a hydroexcavation package that further boosts its capabilities.

“It’s such a versatile machine,” Miksis says. “Along with cleaning storm drains and sanitary sewer lines, we can excavate clean-outs and expose underground utility lines.”

Furthermore, with a 3/4-inch water hose instead of a 1-inch hose typically found on larger trucks, the iMPACT truck uses less water, which is an important consideration while working under water-use restrictions in drought-stricken California, he says.

Another advantage: The controls are identical to those found on the Vactor 2100 conventional-size combination trucks, of which the company owns three. As such, there was little to no learning curve for the company’s truck operators, he says.

“Our guys just jumped into it and started working it. The controls are very intuitive and it’s easy to operate.”

NICHE APPLICATIONS

While the iMPACT truck offers enough power and performance for its size, it’s not suited for all applications, Miksis points out.

“You sacrifice some vacuum power and the water pump is smaller. But you don’t always need 60 or 80 gpm to get jobs done.

“It wouldn’t be the first piece of equipment I’d buy. There are limits to what it can do in terms of carrying debris and water. But it’s another tool in our toolbox that fits in between our truck-mounted Harben water jetter (14 gpm at 4,000 psi) and our larger conventional vacuum trucks.”

The company also relies on four Classic wet/dry vacuum trucks built by Guzzler Mfg. and pipeline inspection cameras made by Subsite Electronics.

GREAT ROI

The iMPACT truck carries about a \$280,000 price tag, which in this case included “all the bells and whistles,” Miksis says. While that’s a significant upfront investment, Miksis notes it’s

“IT’S SUCH A VERSATILE MACHINE. ALONG WITH CLEANING STORM DRAINS AND SANITARY SEWER LINES, WE CAN EXCAVATE CLEAN-OUTS AND EXPOSE UNDERGROUND UTILITY LINES.”

GARY MIKSIS

still considerably less expensive than a larger vac truck. Plus it has proven to be a valuable productivity- and revenue-enhancing addition to the company’s fleet of equipment.

“It’s paying for itself, for sure,” he says. “In fact, I’ve got customers that call and specifically ask if that truck is available.

“It’s not something you’d go out and buy if you didn’t already have the capability to do other kinds of work. But it’s a unique machine that opens up a lot of other avenues for us.” c

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WATERBLASTING AND WATERJET CLEANING AND ACCESSORIES

By Craig Mandli

» HOSE

1 // KURIYAMA OF AMERICA ALFAGOMMA WATERBLAST

Alfagomma Waterblast hydraulic hoses from Kuriyama of America are made with an oil- and water-resistant synthetic rubber tube. The reinforcement is four high-tensile steel spirals, and the cover is oil, water and ozone resistant synthetic rubber. The hose is designed for very high-pressure waterjetting service. The WATERBLAST WB10 Series hose provides 10,000 psi service for I.D. sizes 06, 08, 12 and 16. The WATERBLAST WB15 Series hose provides 16,000 psi for the dash 08 I.D. size and 14,500 psi for the dash 12 I.D. size. The WATERBLAST WB20 hose provides 20,000 psi service for the dash 08 I.D. size. 847-755-0360; www.kuriyama.com

» HOSE REELS

2 // COXREELS 1125 SERIES

The 1125 Series from Coxreels is now available with two upgraded swivel options. 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, as well as 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

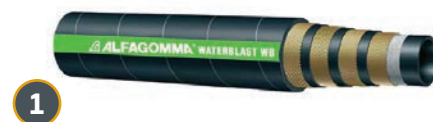
3 // HANNAY REELS 6200 POWER REWIND REEL

The 6200 Power Rewind Reel from Hannay Reels is designed to stand up to rigorous waterjetting and blasting applications. With its heavy-duty steel construction, strong spool, sturdy frame and hydraulic motor, this reel offers hose expansion control for I.D. hose widths between 3/4- and 1-inch. Up to 500 feet of hose is supported at 3,000 psi, making it suitable for large jobs. The "A" assembly roller on the front of the frame allows for proper storage and easy dispensing on truck or trailer mounts. Optional upgrades include 5,000 psi working pressure, roller assembly, direct drive hydraulic motor rewind and a hose package, allowing for a wide range of customizations to suit every need. 518-797-3791; www.hannay.com

» NOZZLES

4 // ENZ USA UC LINE

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



1



2



3



4



5 // HAMMELMANN RD MASTERJET

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



6 // HYDRA-FLEX REAPER

The Reaper rotating jetting nozzle from Hydra-Flex is engineered specifically for water jetting applications including pipe cleaning and sewer jetting projects for the residential, municipal, industrial and contractor markets. It successfully cleans drains, industrial pipes, sewers and tubes by clearing blockages, grease and roots with fewer passes, saving time and money all while generating less wear and tear on hoses and operators. Its rotating front jet is a 0-degree, straight water stream that blasts at up to 4,000 psi while rotating at an optimal speed to form a 24- or 30-degree cone of coverage. Optimized stream quality results in greater impingement, allowing the user to use one tool for various applications including cutting blockages, cleaning grease and removing roots. Repair kits are available for extended life and lower overall operating costs. 952-808-3640; www.hydrflexinc.com



7 // SEWERPROSHOP BLUE STAR

SewerProShop's Blue Star sewer cleaning nozzles are manufactured with optimized 3D hydromechanics by Intersewer, located in Germany. Water coming from the pressurized sewer hose is first divided by a conically shaped piece and turned around in the nozzle chamber, then guided directly to the stainless steel nozzle inserts via five-axis computer numerical control precision. The nozzles are made in one piece, reducing the chance of failure under pressure for greater safety and performance. Utilizing case-hardened steel, stainless steel and ceramic inserts, the nozzles can also be used with recycled water. 877-864-9394; www.sewerproshop.com



8 // USB-USA GATOR AND MINI GATOR

High-performance Gator and Mini Gator nozzles from USB-USA cut and remove roots, grease, blockages, and scale in various pipes ranging from 2 to 20 inches. Encased in a compact stainless-steel body, the strong reinforced internal design rotates the head. 3D Fluid Mechanics in the head smoothly direct all the incoming high-pressure water to the four rotating jets in the rear of the head and one in front. These rotating jets create a powerful 360-degree all-around complete cleaning of the pipe, flushing and removing debris in less passes. The offset front jet eliminates blockages easily and effectively. The Gator is capable of being used on hose between 3/4 and 1 1/4 inches, while the Mini Gator Nozzle can be used on 3/8- to 1/2-inch hose. Also available are case kits that include an additional skid to centralize the nozzle in larger pipe. 844-285-5770; www.usb-usa.com

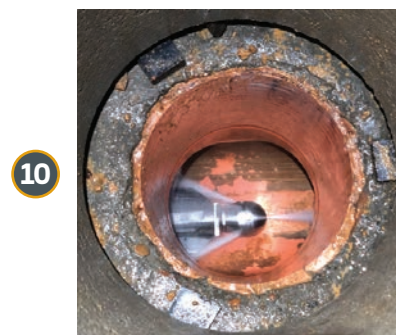
9 // VAC-CON SEWER ROBOTICS C70

The Sewer Robotics C70 video nozzle, distributed by Vac-Con, features eight cleaning jets, a battery pack, LED lighting, Wi-Fi and a self-leveling HD camera for video recording and jetting 6- to 40-inch pipelines. The durable nozzle easily threads onto any jetting hose to help cleaning crews and asset managers record HD, auto-upright video at low cost during pipe cleaning operations. Once the pipe is cleaned, the video is downloaded with a single touch of a button and automatically uploaded to the Sewer Analytics web cloud, together with the date, time and GPS location of the cleanings. Video is recorded on an SD card inside the nozzle and downloaded to the included tablet via integrated Wi-Fi as soon as the nozzle has returned to the manhole. 904-284-4200; www.vac-con.com



10 // WARTHOG NOZZLES BY STONEAGE SWITCHER

Removing calcified grease, mineral deposits and plaster concrete deposits can be challenging, time-consuming and stressful. Having the proper tool ensures confidence for success without repeated passes or an opencut dig. With two sets of jetting angles in one tool, there's no need to change nozzles or shut down equipment with the Switcher from Warthog Nozzles by StoneAge. One set of jet angles provides efficient pulling power, and one set of jets is angled for highly effective cleaning with the ability for the operator to switch between pulling or cleaning while still in the line. 866-795-1586; www.warthog-nozzles.com



>> PORTABLE JETTERS

11 // ELECTRIC EEL EEL-JET EJ3000

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



12 // GENERAL PIPE CLEANERS JM-2900 JET-SET

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





13

13 // MYTANA M30

MyTana's M30 provides the power and range to clean 1.5- to 6-inch lines without sacrificing maneuverability. It has a removable hose reel which, combined with the 50-foot jumper hose and reel stand, allows indoor jetting while the 390cc Honda motor remains outside. The industrial pump delivers 4.5 gpm at 3,000 psi and has thermal protection and pulsation control. Attach a rotating nozzle and take on most any blockage. The engine has electric start (EZ start bypass), automatic throttle down and auto choke to help the motor run efficiently. The reel carries 200 feet of 3/8-inch jetter hose, while a 75-foot 1/8-inch hose for smaller lines is available. All components are thoughtfully packaged on a rugged cart with balanced weight. Designed for cleaning professionals, it is easy to load, maneuver, maintain and use. 800-328-8170; www.mytana.com



14

14 // RIDGID KJ-1350 WATER JETTER

The RIDGID KJ-1350 Water Jetter propels a highly flexible hose through 1 1/4- to 4-inch lines, blasting through sludge, soap and grease blockages. As users pull the hose back, it power scrubs the line, flushing debris away and restoring drainlines to their free-flowing capacity. A working pressure of 1,350 psi and flow of 1.4 gpm provides fast, effective cleaning of lines. It comes standard with a 1.5 hp motor that draws a maximum of 14 amps, can run on most standard 115-volt circuits and is CSA and UL standards approved. Simply guide the hose into the drain while the thrust propels the hose down the line. Activate the pulse action to easily navigate difficult bends and traps, and utilize the pressure control valve for quick and easy pressure adjustment. The optional H-10 cart makes for easy job site transport. 800-474-3443; www.ridgid.com



15

15 // SPARTAN TOOL CADET

The Cadet from Spartan Tool is a compact electric jetter that is easily portable to be taken inside to quickly clear grease and soft clogs. Take the jet directly to the problem and eliminate stretching a jetting hose from outside the building. The triplex plunger pump provides a true 1,500 psi or 1.4 gpm to scour the entire circumference of lines up to 3 inches. It is suitable for single-family homes, multifamily residential buildings and offices. The unit measures 14-by-22.5-by-9 inches and includes two nozzles (one open, one closed). Its easy convenience means users can clear lines more quickly and its compact size leaves plenty of real estate in the work truck. 800-435-3866; www.spartantool.com

» TRUCK/TRAILER JETTERS

16 // AMERICAN JETTER 51T SERIES 4020



16

The 51T Series 4020 trailer jet from American Jetter offers 40 gpm at 2,200 psi. Consistent power is provided by dual Kohler electronic fuel injection gasoline engines creating 76 hp, saving up to 20% fuel, while avoiding problems associated with carburetor engines. Low water shut-off prevents pump damage if the optional 600- to 800-gallon tanks run low. The main reel holds up to 800 feet of 3/4-inch hose, and speed control allows for precise cleaning in both directions. A long-range wireless remote option allows for water ON/OFF, engine shutdown and hose reel control. The heavy-duty square tubing trailer offers standard electric brakes on both axles. 866-944-3569; www.americanjetter.com

17 // CAM SPRAY 3012H COMPACT SKID MOUNT JETTER

The 3012H Compact Skid Mount Jetter from Cam Spray is designed to go into a high cube van or pickup bed and take up as little space possible while still flowing 12 gpm at 3,000 psi. Features include a Honda iGX 800 fuel-injected gasoline engine with oil alert and hour meter, powering a gearbox-driven plunger pump with ceramic plungers, stainless steel valves, pressure gauge and 80-mesh water filter. The pump is protected by an unloader valve and secondary pop-off. A power pulse feature is used for navigating longer runs and elbows. The 100-gallon tank includes low water shut-off and a float valve to manage filling the tank. An industrial coated skid platform and frame offers transferability between vans, trucks and trailers, while mounting flanges and d-rings allow for the machine to be fastened or tied down. The machine measures 52 inches long by 41.5 inches wide by 50 inches tall. 800-648-5011; www.camspray.com



18 // GAPVAX G7 JETTER

The G7 Jetter from GapVax is built on a heavy-duty, contractor-grade NATM-certified trailer. Several engine choices, including Cummins diesel, are certified and sized appropriately for the water pump combinations. The unit's hose reel is hydraulically powered with a direct-drive gearbox and variable-speed control. The hose reel offers a 3-foot (curbside) articulation from center of bearing, 180-degree rotation and a capacity of 800 feet of 3/4-inch jetter hose. The polyethylene plastic water tank is available in 300-, 500-, 600- or 700-gallon capacities. The water pump is center-fed for optimum performance. The controller is interlocked with safety features that will show low fuel levels and low water, and is capable of a complete engine shutdown in an emergency. 888-442-7829; www.gapvax.com



19 // HOTJET USA HOTJET II

The HotJet USA HotJet II trailer-mounted jetter is available with hydraulic hose reels and a 37 hp Vanguard fuel-injected engine. Operating with hot or cold water, it runs at 12 gpm at 4,000 psi, cleaning 2- to 12-inch lines, making it a suitable alternative between the small output and larger output machines. It arrives turnkey upon delivery with a 330-gallon water tank, detergent tanks and full power-washing capabilities for cleaning, disinfecting and sanitizing after the job. It includes a hydraulic hose reel, heavy-duty 7,000-pound-rated tandem axle trailer (single axle also available), rear control panel with a remote control and two heavy-duty diamond-plate side toolboxes and one front toolbox. 800-624-8186; www.hotjetusa.com



20 // MONGOOSE JETTERS BY SEWER EQUIPMENT MODEL 184

The Mongoose Jetters by Sewer Equipment Model 184 comes with a run-dry pump offering 18 gpm at 4,000 psi, a tubular steel frame, corrosion-resistant prepainted subassemblies, state-of-the-art controls, strong hose reel and high-quality gas engine. It is suitable for drain cleaning and sewer jetting, remote access locations, mainlines up to 12 inches in diameter and commercial and industrial lines. The trailer unit comes with a water tank capacity of 300 gallons and standard hose reel capacity of 600 feet of 1/2-inch hose. The trailer setup consists of a 6,000-pound-rated single-axle trailer, and the addition of a wireless remote control system makes this equipment a true one-man operation. It is also available as a van pack or truck-mounted unit. 815-835-5566; www.sewerequipment.com





21 // SUPER PRODUCTS SUPERJET

The SuperJet truck-mounted jetter from Super Products is used to blast debris to clear blockages and maintain sewer lines when vacuuming extraction is not required. It uses a strong and smooth single-piston water pump to create consistently high water pressure. Units come standard with rotationally molded polyethylene water tanks in a modular design to accommodate water capacities ranging from 1,080 to 3,240 gallons. Additionally, they offer convenient standard curbside and street-side fill. The hose reel has 1,000 feet of 1-inch-diameter sewer hose, 200-degree rotation and a digital monitor. This allows operators to work efficiently while positioning themselves out of traffic and away from other hazards. The monitor displays a hose footage count, offers 20 saved settings for hose reel payout and is designed with LED panel lights to enable readability in a variety of environments. 800-837-9711; www.superproducts.com



22 // VACALL ALLJET

Vacall's AllJet truck-mounted jetter is an easy-to-operate, efficient sewer root maintenance machine. The hydraulically powered triplex plunger water pump is capable of 87 gpm at 2,000 psi with other power options available. The hose reel telescopes out 54 inches from a retracted position and swivels 200 degrees to properly direct the 600-foot jetting hose. It uses a single-engine PTO design and a 1,600-gallon UV-resistant polyethylene water tank. Operator-friendly features include four locking aluminum tool storage cabinets, a rear-view camera, roll-up doors and a washdown system, with options including LED lighting packages, an extendable rear canopy and a heating and insulation package inside the all-aluminum rear compartment. 800-382-8302; www.vacall.com

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INDUSTRY NEWS

ARS/Rescue Rooter featured on *Military Makeover* episode

ARS/Rescue Rooter participated in *Military Makeover: Operation Career*, a nationally televised show that is traveling the country, capturing stories of military veterans who are transitioning out of the military and back to civilian life through a trades career path. The episode showcases ARS/Rescue Rooter's commitment to hiring and supporting veterans and follows Carrie Roth, RightTime Home Services general manager, and Will Lucas, general manager, ARS/Rescue Rooter Pittsburgh. Roth is a Desert Storm veteran and served as a U.S. Army Reservist for eight years. Lucas is a Marine Corps veteran, and both have taken their military experiences and utilized these talents to become key contributors to the company. **c**

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PRODUCT SPOTLIGHT

INSPECTION PLATFORM LENDS FLEXIBILITY TO CCTV OPERATORS

By Craig Mandli

Sewer inspection requirements tend to vary with every job. Sometimes a crew needs crystal clear footage to assess every inch of a pipe's interior. Sometimes, though, they need to minimize a file size for easy data transfer. And there's often a call for something in between.

Flexspecation from EnviroSight is a flexible, unified sewer video capture platform that provides those options. With three video resolution settings to choose from, it lets operators strike just the right balance for the variety of jobs they face on a day-to-day basis. And it's built to adapt and change as your needs change, too.

"There's no such thing as a typical sewer inspection anymore," says Allison Symonds, senior marketing communications manager for EnviroSight. "Sometimes you need flexible data that can quickly transfer from remote work sites. Sometimes you need high-resolution images to pinpoint exact defects in a pipe. When demands vary from pipe to pipe, you need powerful technology that can keep your team on track."

With Flexspecation, resolution can be throttled according to your needs and digital bandwidth. Users can choose from SD resolution, which is nimble and easy to share; 720p HD, which is robust, detailed and portable; and 1080p HD, which is crystal clear and high res.

"Choose the resolution that meets your needs — your workflow, your upload capacity, your client's preferences, your data storage method, your asset management solution, your everything," Symonds says.



Flexspecation was designed not just for today's work orders, but for future inspection protocol, too. Using its multiresolution capabilities means the user is ready to adopt emerging technologies like AI-assisted inspections and automated defect coding. And rolling out things like photogrammetry and on-screen feature measurement is easy when your digital platform is built to adapt, according to Symonds. Flexspecation makes it easy to adapt to changing demands and keep regulators satisfied. And contractors deploying Flexspecation can easily use the same crawler and software across multiple clients, projects and standards.

"Wastewater requirements for inspection can vary across cities, states and regulatory jurisdictions, and standards are changing," she says. "Municipalities need to stay up to code, now and in the future, ensuring that inspection data remains compliant and actionable."

Flexspecation is exclusively available with the ROVVER X sewer inspection crawler system. 866-227-9845; www.envirosight.com

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2 // STAMPWORKS SEWER CLEAN-OUT CAP STICKER

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3 // WINCAN WEB CLOUD-BASED PLATFORM

Recent enhancements to WinCan's cloud-based platform, WinCan Web, have focused on supporting distributed teams with collaborative workflows. Now WinCan Web has introduced a tier of enterprise features that enable fast and simple work order management with detailed, built-in dashboards and mapping options. The dashboards feature an array of inspection metrics that give users a bird's-eye view of wastewater inspection results, crew progress and citywide infrastructure health. WinCan Web users can now quickly review observation grades and section ratings, as well as a breakdown of each into structural and operational categorizations. When deeper analysis is required, all raw data and media from individual inspections is available at the click of a button. In addition, WinCan Web's enterprise features also introduce an inspection manager, helping water and sewer managers track maintenance and inspection work orders and determine which are completed, in progress or still need to be started. 877-626-8386; www.wincan.com



4 // COXREELS V-100 SERIES VACUUM SERIES REEL

Coxreels V-100 Series product line has been expanded with the new 1 1/4-inch vacuum hose reel V-112-735 without hose and the V-112H-735 with hose. The new model is a smaller frame size featuring 12-inch-diameter discs instead of the original 17-inch-diameter discs and is designed for use with 35 feet of 1 1/4-inch vacuum hose. The outlet connecting to the hose remains 1 1/2-inches and Coxreels' 1 1/4-inch hose comes equipped with 1 1/2-inch slip cuffs on both ends for maximum flow. In addition to the new models, the swivel has been improved on the entire product line. The new swivel design still allows for the connection of multiple hose sizes by using the inside and the outside of the housing, but a greater gradual taper has increased the amount of compatible inlet hose cuffs. 800-269-7335; www.coxreels.com c

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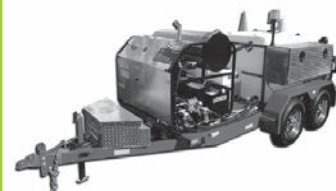
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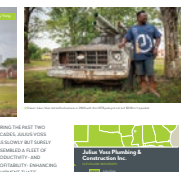
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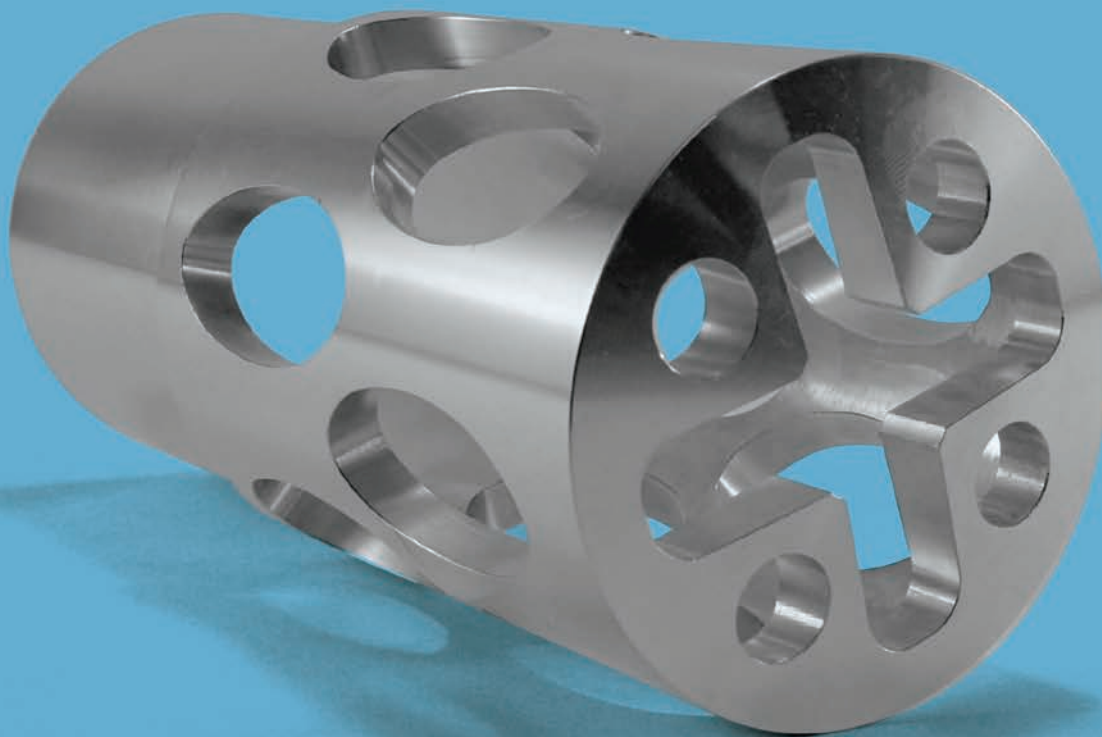
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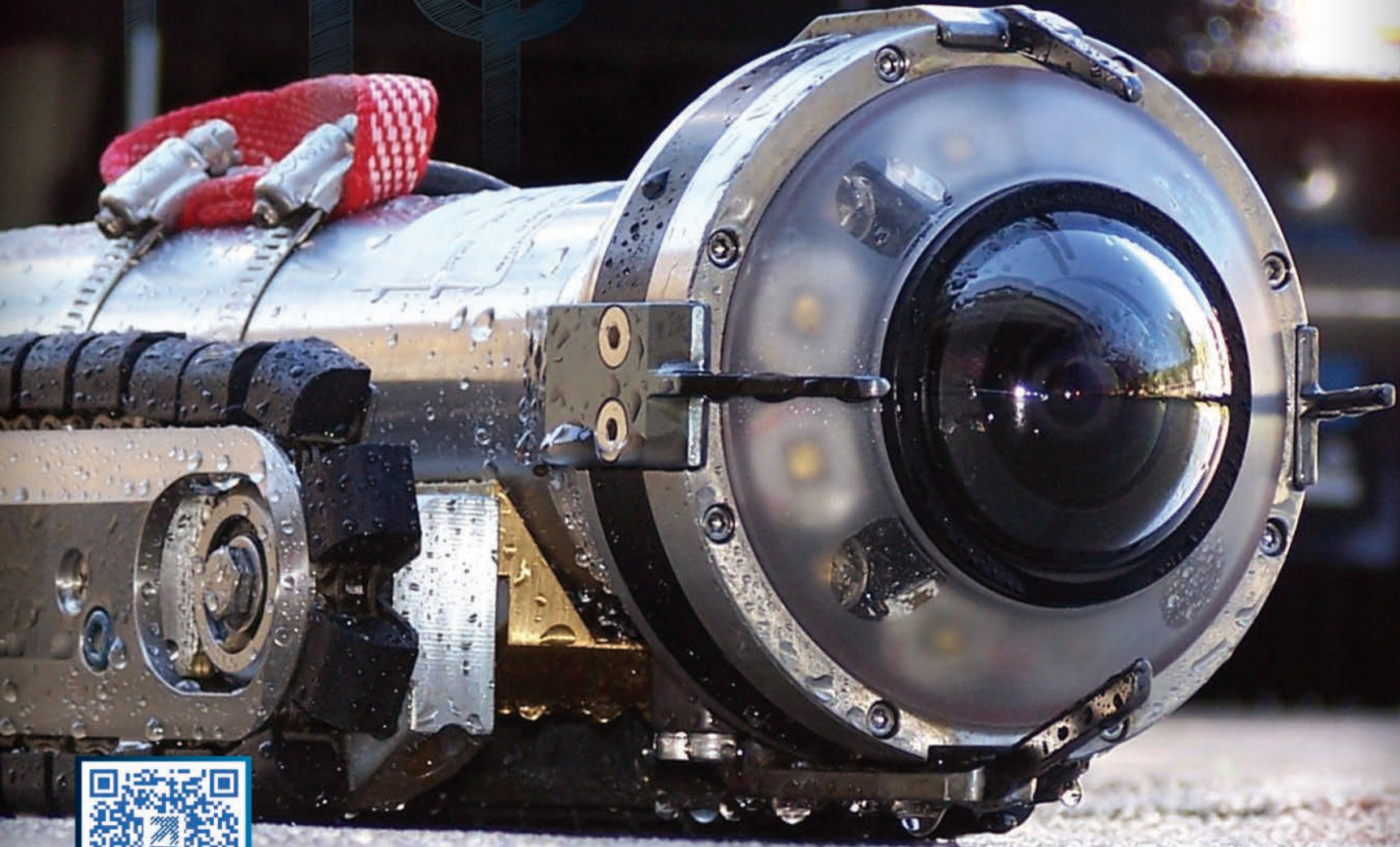
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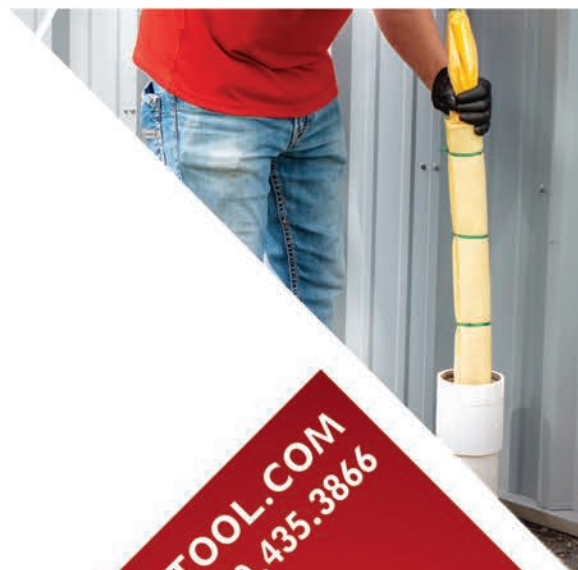
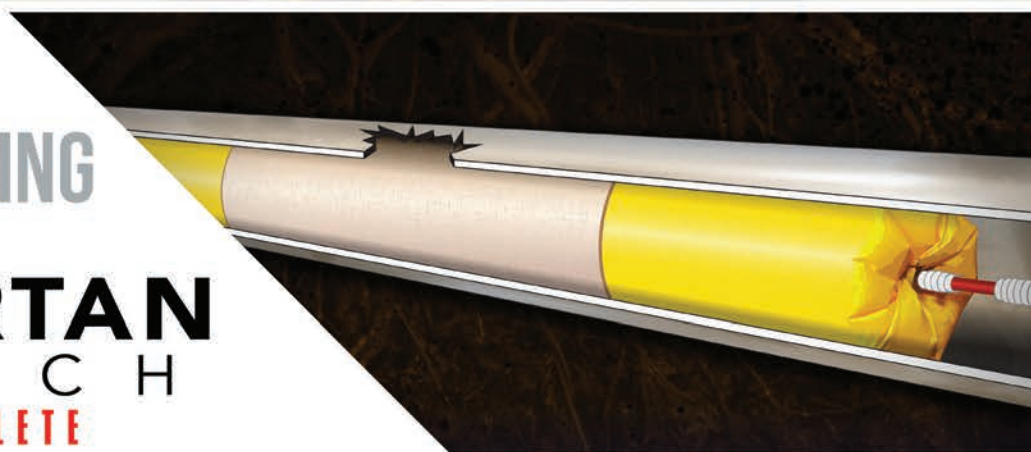
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INTRODUCING



SPARTAN
PATCH
COMPLETE



Introducing the Spartan Patch Complete

The new ALL-IN-ONE no dig pipe repair system from Spartan Tool

Spartan Patch Complete is a complete pipe repair solution—everything you need to complete the repair is in one convenient box. Designed specifically to keep on your work truck, Spartan Patch Complete can be done by one or two technicians in just a few hours.

Grow your business by offering additional services with Spartan Patch Complete

This all-in-one solution is the ideal way to get into pipe rehabilitation with no major investment in equipment. With the ability to fix damaged areas up to 24 inches in length and available in 3", 4" and 6" pipe sizes, give your customers a convenient and affordable no-dig solution for damaged pipes.

Designed for straight pipe repair.

Training available for new installers. Contact us for more information.

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