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Completing the **PLUMBING PUZZLE**

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new markets and new services
on the strength of its staff*



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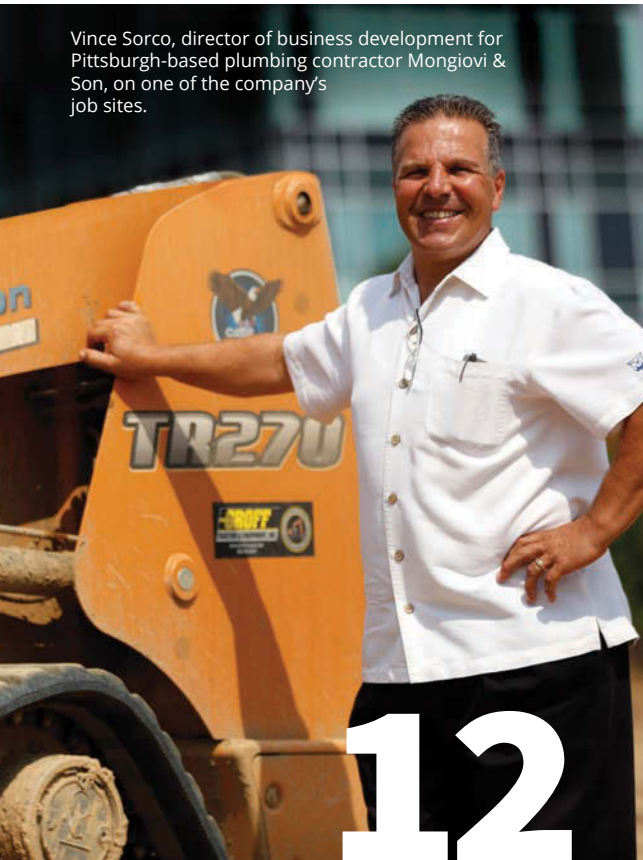
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Vince Sorco, director of business development for Pittsburgh-based plumbing contractor Mongiovi & Son, on one of the company's job sites.



Profile: *Completing the Plumbing Puzzle*

Mongiovi & Son expands into new markets and new services on the strength of its staff.

By Ken Wysocky



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Luke Day of Mongiovi & Son fits an elbow on a pipe for a rain conductor system at a new commercial building in Pittsburgh. (Photography by Amy Voigt)

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WELCOME TO THE MAIN EVENT

The WWETT Show is the one event that brings the whole industry together

By Luke Laggis

I want *Plumber* to represent you — the best of you — so I'm really looking forward to meeting as many of you as possible this month at the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show.

The magazine is new, but the show has been the water and wastewater industry's main event for decades. Many of you have attended in the past, and I hope to see you in Indianapolis this month.

We've gone back to our Wednesday-through-Saturday schedule to make it easier for you, and we've added new components to make the show even better. It's the biggest show we've ever put on, and I think it's going to be the best you've ever attended.

I can remember how impressed I was with the size and scope of the show floor on my first trip to Indy, but after several shows, I realize it's not the trucks and equipment that make it so impressive. It's the people. I'm looking forward to talking to as many of you as possible, getting your feedback, listening to the issues you're facing, and hearing your stories. Of course, I'm excited to check out all the new tools, trucks and equipment, too, but it's really your stories I'm interested in.

This is an industry with a surprisingly high level of technology and innovation, yet it's also one driven by so many small family businesses. That's part of what makes the WWETT Show such a great experience — seeing mom and dad and the kids, all dressed in matching company shirts, trying to get a glimpse into the future of their businesses.

Regardless of its size and scope, you'll have plenty of opportunities to help your business while you're in Indy. You'll also have plenty of opportunities to relax and enjoy yourself. Make sure all of the following are on your itinerary:

EDUCATION DAY. You don't have to spend all day in the classroom, but be sure to pick out at least a couple classes that address questions, areas of interest or new opportunities you've been eyeing. The level of instruction is excellent, and knowledge is good for business.



Feb. 17-20, 2016
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Water & Wastewater Equipment, Treatment & Transport Show

KICKOFF PARTY. Get on the dance floor! No, it's not that kind of party, but there will be free food and drinks. And you'll be able to hang out and chat with some of the smartest people in the industry. That's a nice (and productive) way to cap off Education Day.

WALKING THE FLOOR. OK, this one is obvious, but make sure you see everything on the show floor. You don't know where you might find inspiration or the next big profit generator for your business, and there's some pretty cool stuff to see.

SEWER HISTORY EXHIBIT. Get a look at where it all began. NASSCO and the Arizona Water Association brought their Sewer History Exhibit to the show for the first time last year, and it's back again. It's an impressive display of early ingenuity and a great look at how far the industry has come.

INDUSTRY APPRECIATION PARTY. Jerrod Niemann is playing. And beer only costs a quarter. Enough said. Don't miss out.

It's not easy to boil the whole week down to a few items on your itinerary, and really, why would you want to? There's so much more to see and do. Take it all in, and enjoy the show.

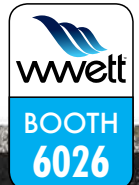
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▲ BLOWING SMOKE

TEXAS PLUMBER SMOKES OUT ODORS

For several years, a 12-story building in Midland, Texas, had been experiencing sewer odors in the top four floors. Owners of the 35-year-old building had spent thousands of dollars trying to track down the smell. In August, Richard Pierce, a licensed master plumber in Texas and New Mexico, became the latest sleuth on the case. Find out how his unconventional approach helped diagnose the problem.

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BEHIND THE LENS

TAKING CCTV TO THE NEXT LEVEL

It takes more than a camera to provide quality pipe inspection. Plumbers looking to add or expand inspection services need to get educated on everything from techniques and equipment to operator training and industry trends. There are no shortcuts, but veteran camera operator Jim Aanderud provides a good primer to get you started.

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OVERHEARD ONLINE

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Completing the **PLUMBING PUZZLE**

*Mongiovi & Son expands into
new markets and new services
on the strength of its staff*

Mongiovi & Son Enterprises Inc., Pittsburgh, Pennsylvania



- FOUNDED** 1982
- OWNER** Rick Mongiovi
- EMPLOYEES** 103
- SPECIALTIES** New-construction plumbing, plumbing service and fire-protection sprinkler systems, site-prep excavation
- SERVICE AREA** Western Pennsylvania, eastern Ohio, northern West Virginia and southwestern Florida
- WEBSITE** www.mongioviandson.com



Rick Mongiovi, owner of Mongiovi & Son, and his sons Ricky (left) and Randy Mongiovi at their corporate headquarters in Pittsburgh.

Written by Ken Wysocky

Photography by Amy Voigt

For more than three decades, Mongiovi & Son Enterprises has fashioned a simple formula for success: offer customers a diverse range of services, emphasize professionalism, and provide top-notch customer service.

So far the results speak for themselves. The Pittsburgh-based company's service area has expanded from the city into western Pennsylvania,

eastern Ohio and northern West Virginia. In addition, the company opened an office in Bonita Springs, Florida, in 2009 to service the Naples and Fort Myers metro area.

Mongiovi & Son now employs over 100 people, generates about \$10 million in gross annual revenues and owns a multi-million-dollar fleet of equipment and machines. And the key to it all? Providing customers with all the services they need, says Vince Sorco, the company's director of business development.

When owner and master plumber Rick Mongiovi opened up shop in 1982, the company focused primarily on service work and new-construction plumbing — mostly commercial jobs for developers, real estate companies and restaurants. Today the company's services also include excavating and fire sprinkler installations and inspections. About 40 percent of the company's revenues come from new-construction plumbing, 35 percent from fire-sprinkler system installations, 20 percent from plumbing service, and the remainder from excavation services.

"Rick always envisioned the business as a one-stop shop for plumbing," Sorco says. "We always say it's better because there's only one throat to choke — only one person to communicate with. Customers prefer it because it's less hassle for them. We take care of everything internally, which makes for more seamless projects."

Substantial growth can cripple a company if not managed well. But Mongiovi avoided any potential pitfalls by surrounding himself with good employees who were more knowledgeable about things he knew little about, then empowering them to do their jobs. When the company decided to branch out into excavating, for instance, he hired an experienced excavator to manage that part of the business. The same holds true for sprinkler systems, Sorco says.

"We find the right people to manage projects," he adds. "We like to solve problems ... do things right up front. We prefer design-build projects where we can advise clients. We have experts in place who can come up with ideas that can make projects more efficient and cost-effective."

PROFESSIONALISM MATTERS

Many plumbing companies view professionalism through the prism of clean service vehicles, uniformed and bootie-clad technicians and prompt service. But at Mongiovi & Son, it's more than that — it's a state of mind embedded in the company's culture, Sorco notes.

"To us, professionalism is basically keeping our clients' best interests in mind ... having employees that treat every job like it was their own home or business," he explains. "We also make a point of doing a walk-around on each job, then making recommendations if we see something else that needs to be done as opposed to just doing what we came for and leaving. That saves the customer from having to make another call later and also eliminates additional travel charges. We call it a peace-of-mind inspection." **CONTINUED ▶**



▲ David Lemak hooks up the supply lines on a row of new sinks in a Pittsburgh commercial building's public bathroom.

Sorco concedes that some customers could see these recommendations as self-serving grabs for additional revenue, but he says technicians are careful to point out that the recommendations are just that — and customers can choose to do the work right away or plan to do it later. “It’s just a better way of doing business — a way of treating your customers right,” he says. “If you have a good relationship and communicate with the right person, they respond well to it.”

To enhance customer service, a company employee always answers the phone when customers call — no answering machines allowed. Sorco says that’s important because it never leaves customers in limbo, wondering if someone will respond. “It eliminates the unknown. . . . It’s 3 a.m. and they’ve got a leak and they’re wondering if they’re going to get a return call,” Sorco says. In addition, the company always has two technicians on call in western Pennsylvania and two in the Florida office.

“We also have access to our suppliers for parts after normal business hours — even on holidays — because we have good relationships with them,” he adds. “They

don’t do that for just anybody. We also carry a large inventory of commonly used parts on our trucks and in our warehouses. It’s more expensive to do that, but it creates customers for life because we keep their businesses up and running, which saves them money.”

Providing good service also requires good equipment. To that end, the company’s large inventory of equipment includes two trailer-mounted water jetters and two cart-mounted jetters made by US Jetting; a Harben jetter for large-diameter pipe; 14 Chevrolet service vans; generators made by Atlas Copco; manhole and trenching shields made by Griswold Machine & Engineering; drain cleaning machines, pipe threaders and See Snake pipeline inspection systems from RIDGID; and hydraulic hammers built by Maverick Equipment & Manufacturing.

In addition, the company has invested in excavating and site preparation equipment such as skid-steers, bulldozers, wheel loaders, backhoes and rollers built by a wide range of companies, including Bobcat, Case, Komatsu America, Deere & Co., Kobe Construction Machinery and Ingersoll Rand. **CONTINUED ►**

“To us, professionalism is basically keeping our clients’ best interests in mind . . . having employees that treat every job like it was their own home or business.” - Vince Sorco

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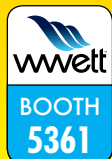


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▲ Plumber Mark Kramer tests the rotation on one of several new fixtures in a public bathroom.

EDUCATION RESOLVES EMPLOYMENT WOES

The Marcellus Shale oil and natural gas boom in Pennsylvania has been a boon to the region's skilled labor workforce, with plentiful high-paying jobs. But the end result is a much smaller labor pool that makes it tough for other companies that also rely on skilled labor, such as Mongiovi & Son Enterprises, a plumbing company based in Pittsburgh.

To face this challenge, the business has begun to visit area high schools and technical schools and talk to guidance counselors and students. The message: Come on board as a general laborer, and the company will send you to plumbing school to become a master plumber — and foot the bill, too.

"College is expensive and not everyone is cut out for it," says Vince Sorco, the company's director of business development. "We want to show kids there's an alternative — that they can learn a good trade and make a nice living."

The company currently has three employees enrolled in the plumbing education program, run by the Associated Master Plumbers of Allegheny County. They attend night school two nights a week. After two years, students become third-year apprentices. After four years, they become journeyman plumbers upon passing an exam. And after two years of working full time, they're eligible to take the master plumber's exam.

Putting one employee through plumbing school costs the company about \$15,000, but

Sorco says it's a worthwhile investment. "If they're trained properly and are willing to do it, then they're totally committed to the company, plus we have qualified people who know the company rules and the industry," he notes.

Sorco concedes that there is always the risk of employees leaving to start their own businesses after earning a master plumber's license, but it's a chance worth taking. "Hey, it's America — God bless them if they go off on their own," he says. "More power to them."

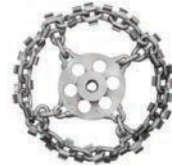
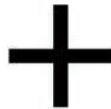
To mitigate that risk, Sorco says the company pays competitive wages and offers a comprehensive fringe benefit package. In addition, the company cross-trains employees so they can work in different divisions as needed. This benefits the company in two ways: Doing different things minimizes employee burn-out, and it allows the flexibility to allocate manpower where needed — an important consideration for a company that's having a hard time finding qualified candidates to fill open positions, he says.

"We recently had a large fire-sprinkler system installation job and had some people in excavation available, so we moved them over as general laborers to help the fire sprinkler crews," he continues. "It helped us meet a project deadline. Without that cross-training, we would have had to either work our regular people longer or maybe ask for an extended deadline, which we don't want to do."



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“We also carry a large inventory of commonly used parts on our trucks and in our warehouses. It’s more expensive to do that, but it creates customers for life because we keep their businesses up and running, which saves them money.”

- Vince Sorco

DIVERSIFICATION STRATEGY

Customer needs played a big role in the company’s diversification efforts. A good example is excavation services, which the firm started providing about 20 years ago. “We got tired of on-the-job delays — waiting for excavators to come and dig holes or backfill or whatever was needed,” Sorco says. “We determined that doing it ourselves would be more cost-effective in the long run, as well as more efficient for our customers because we can finish jobs faster.”

The company entered the market for fire-protection sprinkler systems about 13 years ago when cus-

tomers started asking for the service. Adding the service made sense for several reasons: It dovetails with the company’s existing plumbing expertise, opens up a niche market with good profit margins and allows the company to leverage its existing customer relationships. Moreover, it provides a convenience for customers by bidding plumbing and sprinkler system jobs together. “In most cases we can do it cheaper that way, but the biggest attraction to customers is the convenience,” Sorco points out.

Like any entry into a new market, the move posed a risk because it entailed additional costs for more employees and service vehicles. But Mongiovi hired someone with industry experience to manage the new division, and the move paid dividends. Today the company installs sprinkler systems in new buildings and retrofits existing buildings.

The move also provided an additional revenue stream generated by sprinkler system repairs, as well as inspections, which are required annually, Sorco adds. “It turned into a full-fledged business within a business,” he says. “We also do backflow inspections (on the sprinkler systems) and fire extinguisher inspections. The inspection piece of the puzzle provides consistent business and cash flow ... and customers like to have their systems inspected by the company that installed it.” **CONTINUED ►**

“We got tired of on-the-job delays — waiting for excavators to come and dig holes or backfill or whatever was needed. We determined that doing it ourselves would be more cost-effective in the long run, as well as more efficient for our customers because we can finish jobs faster.” - Vince Sorco



▲ Matt Cornwell (front) and Luke Day use a Stihl cut-off saw to cut pipe for a rain conductor system on a new commercial building.

Better yet, the market for sprinkler systems continues to grow. As older buildings are sold or remodeled, they're no longer grandfathered under laws that require sprinkler systems. The result? A booming business for retrofitting those buildings with sprinkler systems. "An installation can run anywhere from \$20,000 to a couple hundred thousand dollars, depending on the size of the building, how many floors it has, whether it needs a fire pump to get enough pressure at the top of the building, whether sprinkler heads are recessed or not, and so forth," Sorco says.

Despite the company's success, it's still sometimes difficult to land new customers. Sorco has a good solution, however. "I always ask them if by any chance they have a trouble area that's a recurring issue," he says. "And usually, they do. So I ask them to just give us a shot at it. It's a very effective strategy to get your foot in the door."

A LOOK AHEAD

The business outlook for Mongiovi & Son during the next three to five years looks very good. Sorco points out that increased construction of hotels, motels, apartment buildings and restaurants, spurred by oil and natural gas fracking operations in the Marcellus Shale region, are driving up demand for the company's services.

"The region is flourishing," he says. "And we're also looking at expanding into new regions, so we don't have all our eggs in one geographic basket. We're already doing more out-of-town work, installing fire sprinklers for customers with whom we've worked before."

The company has a lofty goal going forward: 10 percent annual revenue growth. And getting there will demand a continued emphasis on professionalism and consistent customer service, Sorco emphasizes.

"We don't want to be one-hit wonders. We want customers for life. We want to do jobs the right way. Then if a customer has another job, they'll think about calling Mongiovi first." ■

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www.atlascopco.us

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www.gme-shields.com

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5 WAYS TO BUILD THE BEST PLUMBING TEAM

Define your perfect employee, look for character over skills, and take an interest in their development

By Anja Smith

The statistical doom and gloom of the plumbing industry's labor market isn't just theoretical. Many areas of the country, and the world, are beginning to feel the pain. Talented, experienced plumbers are becoming harder to find.

And here you are, not wanting to just build a team, but build the best team. It's easy to feel like there is nothing you as an owner or operator can do to change the situation. But really, this is just one more opportunity for you to take the lead.

With some planning and forward thinking, you can still set the stage for hiring success. Here are my best tips for building an awesome team:

1. DEFINE YOUR PERFECT EMPLOYEE

Before you build an ad or interview your first candidate, it is important to have a clear picture in your head of what a "good" employee means to you. We all love experience, reliability and hard work. Now go deeper. What kind of energy do you want them to bring to the table? Steady and even-tempered, or fast and outgoing?

Skill sets are important as well. Experience is only helpful if it is the right kind. Go into an interview conversation with a punch-list of the non-negotiable skills versus what you are willing to teach. Literally write out a description of what this employee would look like on paper.

Then talk yourself off the ledge and remember that people are messy. Chances are, you aren't going

to get the perfect package, but you can get close. When pressed on where to back down, look for character over skills. You can teach skills, you can't teach things like ethics, loyalty and disposition.

2. BE A TALENT MAGNET

The easiest way to attract incredible talent is to be the place everyone wants to work for. We all know that supply houses are as good as hen houses. Word gets around. If your benefits and culture are the best in your market, you'll have talented plumbers knocking on your door.

Notice that money wasn't on that list. Resist the urge to play the compensation game. You know what you can afford to pay your employees, and most likely it is comparable to others in the area.

There are plenty of ways — other than money — to motivate employees. Make work a place they want to go. Have fun every once in awhile. Take an interest in their professional development. After all, that is a win-win. These things sound simple, but most companies don't do them.

3. PLAN AHEAD

The worst time to look for a new employee is when you need a new employee. You want to start looking about six months ahead of when you expect to need another truck on the road. If that sounds like way too long, take into consideration the process. It takes time to get the word out, review resumes, conduct interviews, do the hiring paperwork, wait for them to work out a notice, and train them. Even experienced

There are many benefits to creating an apprenticeship program in your company, but the most relevant is that you are creating your own talent pool. This is an investment and a true long-term strategy with long-term benefits.



▲ Talented, experienced plumbers are becoming harder to find. There are many benefits to creating an apprenticeship program in your company, but the most relevant is that you are creating your own talent pool.

plumbers need time to be trained to your processes — and earn your trust. Throwing them in a truck immediately because you waited too long is unfair to them and a recipe for failure.

Knowing where your company is going to be in six months will take planning. You should be doing this for all areas of your business, not just HR. Take into consideration the changing dynamics of your unique market, past growth patterns, and your goals for the company. Write these out and then consider how they are going to affect every area of your business, from equipment to marketing to personnel. It is a good idea to have strategic plans for various timelines up to five years out.

4. DON'T JUMP THE GUN

Hire slow, fire fast — you may have heard this before. This is where that planning comes in handy, because you can afford to wait for the right person to come along. Before you make an offer to a candidate, do a gut check. Ask yourself if it feels right and try to imagine that person working on your team. Don't ignore that voice in your head that isn't sure.

Unless you do ... and hire them anyway. We all ignore our gut sometimes. We go out on a limb. That's OK — you had your reasons. Anyone can tell you they are a good plumber. Skill will speak for itself in short order. If you find yourself with a dud, cut them loose the second you realize that a mistake was made.

If you genuinely care about your employees, cutting even a new employee loose will be emotionally difficult. Firing someone is never easy. But, one rotten apple spoils

the whole barrel. Hurt feelings are not a good enough reason to risk your reputation. Your team and your business will be healthier for living with this philosophy.

5. TRAIN THE FUTURE

The current talent shortage is only going to get worse over the next dozen years. This is a long-term systemic issue we are dealing with. The tactics above can help you improve your chances in the current market, but the best defense is always a good offense.

There are many benefits to creating an apprenticeship program in your company, but the most relevant is that you are creating your own talent pool. This is an investment and a true long-term strategy with long-term benefits.

If you are interested in learning more about how an apprenticeship program can help your business now and in the future, join us at the WWETT Show on Friday, Feb. 19, where I'll be speaking on Plumbers vs. Technicians: The Slow Decline of the Tradesman. The session will cover information about the tax benefits and government assistance available for companies with an apprenticeship program and how companies can leverage their programs in marketing efforts. ■

Anja Smith is managing partner for All Clear Plumbing in Greenville, South Carolina. She can be reached at anja.nicole.smith@gmail.com.

AVOIDING THE LAKE EFFECT

Texas contractor's well-stocked, organized service trucks surmount challenges posed by local geography

By Ken Wysocky

The last thing technicians at Hassell Free Plumbing want to do is arrive at a job and discover they don't have the right repair parts. The reason? The area served by the company, based in Mabank, Texas (about 45 miles southeast of downtown Dallas), is centered around the sprawling, 18-mile-long Cedar Creek Lake.

The lake — the state's fourth-largest, featuring 320 miles of shoreline — makes back-and-forth trips to supply houses a time-consuming, profit-killing proposition. "If you're on one side of the lake and the supply house is on the other side, you're looking at an hour to 1 1/2-hour round-trip to go get parts and then come back to the job," explains Sandi Hassell, who owns the business along with her husband, David.

The solution to the company's lake-effect challenge is its service vehicles: 2009 and 2011 Isuzu NPR HD cab-over-style trucks, equipped with 14-foot-long box bodies and interior storage systems made by Hackney. The company also relies on 2008 and 2009 Chevrolet Silverado pickup trucks that each tow a cargo trailer: one a 16-footer made by Contract Manufacturer, and the other an 18-footer made by H&H Trailers. The trailers carry equipment for residential plumbing installations, Hassell says.

The Hackney interior storage systems feature customizable rack shelving and divided-parts trays, ensuring that Hassell Free plumbers always know where parts are — and can easily tell when inventory is running low, Hassell says.

"The plastic drawers can be divided up however you want," she points out. "So you can keep smaller and larger fittings separate, for example, or leave a drawer completely open for storing larger parts. We label each drawer so everyone knows what parts go where. Both of our trucks are set up pretty much the same way, so anyone can hop in the truck and still efficiently find what they need.

"Having everything right there on the trucks saves us a lot of gas and a lot of drive time — and just time in general," she adds. "We might get in one or two more service calls per day in the time we otherwise would have spent running for parts."



COMPANY	Hassell Free Plumbing
LOCATION	Mabank, Texas
VEHICLES	Two Isuzu NPR HD trucks
FUNCTION	Carrying equipment, tools and spare parts for plumbing repair and drain cleaning
FEATURES	Hackney 14-foot box bodies and Hackney interior customizable rack-and-drawer storage systems
COST	About \$45,000 each

When the Hassells opened their business in 1985, the lake effect was very much in play. At the time, the company used a pickup truck with a utility bed and a pipe rack in the middle. "It was very unorganized because everything got tossed in the middle and tools were scattered about wherever they'd fit," she recalls.

Then the company switched to service vans, which were a little better — but not much. "At the time, we knew it was a mess," she notes. "You couldn't find what you needed easily and things got broken. And we made a lot more trips to supply houses because we couldn't carry as much as on the truck.

"But we did what we could afford at the time," she continues. "We weren't as busy then, either. Now that the business has grown significantly, we need to be more efficient to service the customer base we've built up over time. Keeping the trucks well stocked is mandatory, otherwise it costs us money to run parts down. Plus it's more expensive to go to smaller shops and buy plumbing fittings at retail prices. We have to watch our overhead, so we always try to buy parts in bulk."

The storage racks line both sides of the trucks' interior walls but don't run all the way to the front of the body. That leaves room up front for two 50-gallon water heaters in boxes (one natural gas and one



▲ Hassell Free Plumbing's Isuzu NPR HD cab-over trucks, equipped with 14-foot-long box bodies and interior storage systems (inset ►) made by Hackney, have played a big role in improving efficiency and reducing trips to supply houses.

electric), two toilets, and two RIDGID drain cleaning machines. The bed of the truck body features a concealed, slide-out ramp that technicians use to unload heavier items like the water heaters with a dolly. "It's a great injury-preventer," Hassell says.

The interior system also includes specific storage locations for items such as propane tanks to prevent them from rolling around; a RIDGID hand-held drain cleaner; and a RIDGID SeeSnake pipeline inspection system. Even the rear doors get in on the act with holders for stowing shovels and other tools; that saves floor space and keeps everything ultra-organized.

"Being able to find things quickly really matters," Hassell notes. "You can't do anything efficiently if you have to dig through everything to get what you need. If



you're paying people to work for you, they need to be making money for you.

"Organizing the trucks was a big fix for us, both in terms of efficiency and profitability," she continues. "When you can find things quickly, you can do more jobs. And when you can see that you're running low on parts, you can plan ahead and order in bulk at wholesale prices instead of paying retail prices for every little part." ■

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CCTV WITHOUT THE LEARNING CURVE

***New video nozzle from EnviroSight provides
a simple inspection option for smaller lines***

By Craig Mandli

Sometimes smaller is better. At least that was the idea EnviroSight ran with when debuting the new JetScan Mini to the wastewater market at the 2015 Water & Wastewater Equipment, Treatment & Transport (WWETT) Show.

The JetScan Mini video nozzle gives sewer cleaning crews the visual feedback they need to select the proper tools, troubleshoot backups, identify buried safety hazards, and document successful cleaning in 6- to 10-inch-diameter pipes. This simple, rugged camera captures valuable HD video footage from underground pipes for offline tablet viewing.

“We launched the 8-inch JetScan in 2014, and it received an extremely favorable response from the sewer cleaning and inspection industry,” says Jake Wells, director of marketing at EnviroSight. “It was innovative because it provides rapid, cost-effective HD video without the need for a CCTV truck. But it wasn’t a fit for regions where sub 8-inch sewer lines are prevalent. The Mini provides the same productivity, safety and efficiency.”

As with the standard JetScan, the JetScan Mini records up to eight hours of 720p HD MPEG video to an onboard 32GB SDHC memory card. The card is easily removed to view video on an iPad or other SDHC-compatible device. Twin high-output LED lamps ensure



▲ Jake Wells, right, director of marketing with EnviroSight, points out the features of his company's new 6-inch JetScan Mini video inspection nozzle with a WWETT 2015 attendee. The nozzle can be deployed to inspect sewer lines 6 to 10 inches in diameter. (Photo by Craig Mandli)

► The new 6-inch JetScan Mini video inspection nozzle from EnviroSight

bright, vivid footage, and rechargeable lithium-ion batteries provide up to four hours of continuous operation.

“There’s no learning curve with the JetScan Mini,” says Wells. “You just power it up and hit ‘record.’ It’s that simple. That return on investment is so compelling to customers.”

The JetScan Mini is available as a complete system, or the stand-alone 6-inch nozzle can be purchased separately for use with a camera from an existing JetScan. Wells points out that the camera nozzle has been beta tested in several markets, and the feedback was positive.

“The operators that have used it like that it can fit into tighter areas and will also work with larger lines,” he says. “The nozzle fits into multiple-size skids, which makes it versatile. It’s a direct response to feedback we get from shows such as WWETT. Many municipalities run 6-inch sewer lines and need inspection systems that are compatible with them.”

Many of EnviroSight’s longtime customers eagerly anticipated the launch of the JetScan Mini, with some even offering to buy the test model right off the WWETT Show floor. The response was exactly what Wells was looking for.

“This is consistently the show to be at for this industry,” Wells says. “We had an extremely productive week, and it seems that the attendees at the 2015 show were there to buy. That certainly makes for an exciting time for our crew.”

Wells says EnviroSight is looking forward to the 2016 WWETT Show. While he won’t go into any specifics regarding EnviroSight’s plans, he promises the company will again bring its “newest and best” wastewater industry innovations to the show floor.

“We try to roll out something big here every year,” he says. “That’s why we circle this day on the calendar. This show is that important.” 866/936-8476; www.envirosight.com. ■

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10 TIPS FOR DEALING WITH NEGATIVE REVIEWS

Sharpen your social media skills to soften the blow of nasty comments and start seeing more stars

By Judy Kneiszel

If you were operating a restaurant, you'd be accustomed to having your business reviewed all over the place — newspapers, magazines, travel websites, online review websites like Yelp, you name it. Some restaurant chains have full-time employees tasked with monitoring social media and review sites in order to respond immediately to comments and reviews, especially negative ones.

As a plumbing contractor, your company probably isn't being reviewed daily, but more and more people are reviewing all kinds of service businesses, from restaurants to roofing companies, lodges to landscapers, and, yes, plumbers.

And online reviews do matter. A 2013 survey from research firm Dimensional Research, which included responses from 1,046 consumers in the U.S., asked how reviews on Yelp, TripAdvisor and other online review sites impacted their buying decisions. According to the survey, 90 percent of consumers who read online reviews said positive reviews influenced their decision to buy. Conversely, 86 percent said negative reviews had influenced buying decisions.

NEGATIVE NELLIES RULE THE WEB

If you haven't seen any online reviews of your operation, here are excerpts from actual Yelp reviews to give you an idea of the kind of comments a plumbing company may be subject to:

"Is this a real business? Even one star is too many. I am very disappointed."

"Would definitely contact this company again if we had future plumbing needs. He's a very hardworking guy!"

"He was in and out in about a half an hour. Communication with me was outstanding via text. I'd call 'em again in a heartbeat."

"Although I thought he was nice enough and timely, it was a total rip-off for the job."

While these quotes read like a tale of two plumbers, they were all written about the same company. That's the fly in the ointment for users of review sites. Just when a consumer thinks he or she has found a company that's got it all together, they read an account of a terrible experience someone had with that company, making them question whether or not that business can be trusted. Which is to be believed? The glowing reviews or the bad reviews?

While good reviews might influence people as much or more than bad reviews, it's also a fact of life that people are more likely to write an online review when they have a grievance, so it's possible a quality company that makes an occasional mistake could have more bad reviews than good. This might even out over time, but if a company has only a handful of online reviews, it's likely some will be negative, making their average "grade" somewhat low.

WHAT TO DO WITH A BAD REVIEW

As more people feel compelled to share their opinion on everything with the world, something negative will probably be said about your company at some point. Here are some tips on how to deal with getting a not-so-good review:

1. Know it's out there. You can't do anything about a review you don't know about. But what you don't know can hurt you, so create a Google Alert to monitor the Internet for mentions of your company name so you know when someone has posted a review.

2. Don't freak out. After you read the review, resist the urge to immediately write an angry retort. Consider if the customer actually has a legitimate complaint. Talk to the employees who were involved to get the true story.

3. Craft a brief, kindly worded response. Do not belittle the reviewer for lacking in understanding how your business operates. Don't write a laundry list of excuses. Just say something to the effect of: "We are sorry you found our service to be unsatisfactory. We aim to be prompt, courteous and always provide quality

solutions.” Also, it helps to use a friendly and personal greeting, like: “Hi, this is Joe from ABC Plumbing ...”

4. If mistakes were made, own the mistakes. Apologize and accept blame. For example, you might say: “We realize we were an hour late arriving for your service call, and for that we are truly sorry.”

5. Offer to make it right. Word your response something like this: “ABC Plumbing has successfully served countless customers with similar plumbing issues and we sincerely hope you will give us another chance to meet your expectations. Please contact me at 555/555-1212 to discuss how we can make things right.”

6. Don’t engage. If the complainer responds to your offer to make it right by going on a tirade about it being too late now, and how you’re the worst company in the world and you probably kick puppies and pull the wings off butterflies in your spare time ... just let it go. As my teenagers say about bullies on the Internet who look to pick fights: “Don’t feed the trolls.”

7. Don’t post fake positive reviews. If you get caught posting good reviews to offset the bad ones, you’ll further tarnish your online reputation. And it’s becoming more and more likely that you will get caught since many review sites use algorithms designed to determine the legitimacy of a review. There’s nothing wrong, however, with asking a legitimately happy customer to write a review of your company.

8. Look for a pattern. Are negative reviews more likely to come from service/repair jobs than new installations? Is the same employee on the job site every time someone has a problem? Do all your negative reviews come from one gender? Reviews can point out problems you weren’t aware of.

9. Head off a bad review before it’s posted. If you know your company screwed up, don’t sit around waiting for the customer involved to post a negative review. Be proactive. Call and apologize, explain your side of the story, and offer to make amends. This might prompt them to write a review praising your customer service, or at least prevent them from writing a review of any kind.

10. Don’t try to get a bad review removed. Most review sites refuse to arbitrate disputes, so don’t waste your time lobbying for that.

RAISE YOUR ONLINE GRADE

Consider a bad review or two an opportunity to improve ... like a midterm report card. Responding in a positive manner shows that you care about customer service and may earn you an “A” for effort.

If you’ve received a spate of less-than-glowing reviews recently, look for the cause and find a way to fix it. If all negative reviews came several years ago, maybe you had staffing issues or were just starting out in the



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business but have since gotten your act together. Readers will see that and not hold past mistakes against you.

When I look to review sites before making hotel or dinner reservations, I look for patterns as I read reviews. If there were dozens of negative reviews a few years ago but not a single bad review in the past year, I assume the business has addressed the issue through remodeling, staff training, new management, greater attention to cleanliness or whatever else was needed to stop the complaints.

I also note if the random negative review has gotten a timely, polite, apologetic, personal response from the company. Often the response explains the situation and makes me want to give the company a chance.

And finally, if you get what you consider to be an unjustified nasty review that you’ve kindly addressed and the writer just won’t be appeased, chalk it up to “some people are just jerks.” Most rational people understand that and won’t give much heed to their opinion. ■

Writer Judy Kneiszel has operated her own small business for 20 years and is familiar with the many rewards and challenges of business ownership. Write to her with questions, comments or topic suggestions at thewordhouse@ameritech.net.



Welcome Plumbers!

Welcome to WWETT. Don't let the name confuse you. The 2016 Water & Wastewater Equipment, Treatment & Transport Show is for plumbers too!

In fact, for the first time in the 36-year history of the exposition, educational sessions will be offered just for you.

On Thursday, Feb. 18, Robb Barnes, owner of King's Pumping Service in Dallas, Oregon, will discuss *Growing Your Business in a Tough Economy*. Who hasn't been there? Despite economic ups and downs, Barnes has grown his business every year. In 2015, sales were up 14 percent. Like those numbers? Barnes says you too can grow your business if you follow his lead: Focus on your image, be on time and think outside the box. Get the inside scoop – 9:30 a.m., rooms 136-138.

Also on Thursday, Steve Huff, owner of Steve Huff Plumbing in Kingsport, Tennessee, will tell you how to make more money. Huff's done it, and he wants you to do the same. The secret is recognizing your limitations. Like many of you, Huff is a good plumber; no, make that a great plumber, but he was a poor businessman. On the brink of bankruptcy, Huff realized he needed help, and got it. Now retired, he wants to share his secrets for success with you. Check out his seminar, *How Self-Employed People Can Make More Money* – 8 a.m., rooms 136-138.

On Friday, Feb. 19, Anja Smith, managing partner of All Clear Plumbing in Greenville, South Carolina, will have suggestions on how you can grow your plumbing business by following the apprentice model. Her session, *Plumbers vs. Technicians: The Slow Decline of the Tradesman*, runs from 11 a.m. to noon in rooms 133-135.

Of course, the reason most people attend the show – and keep coming back year after year – is the seemingly limitless display of products. Be sure to bring your walking shoes, because with nearly

600,000 square feet of the latest tools, equipment and technology on display, there's plenty of ground to cover and countless ways to improve your plumbing business.

WWETT is your chance to exchange ideas with the best and brightest in the business. And it all begins with the Wednesday and Thursday Kick-off Party inside Lucas Oil Stadium – two big nights to meet other plumbers like yourself, literally from around the world. Last year, 14,000 people from 53 countries attended WWETT.

So, settle in, enjoy your stay and prepare to take your plumbing business to the next level.





Welcome

to the 2016 Water & Wastewater Equipment, Treatment & Transport Show

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InfoSense, Inc.

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Insight Mobile Data Inc.
Insight Vision Cameras
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Integrated Vehicle Leasing/Financing
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Jack Doheny Companies
Jetter Depot
John Bean Jettors
KeeVac Industries, Inc.
KEG Technologies, Inc.
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Kroy Industries
Lasans Products Mfd. by Vanderlans & Sons, Inc.
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PrimeLine Products, Inc.
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PumpTec Inc.
Quality Leasing Co., Inc.
Quik-Lining Systems, Inc.
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TIME TO UNWIND

Country artist Jerrod Niemann ready to give WWETT Show attendees a night of music and fun



By Cory Dellenbach

It doesn't matter if you're a country music fan. Jerrod Niemann is going to draw you in when he hits the Industry Appreciation Party stage Feb. 19.

"You have to be aware of what you're around," says Niemann, country music star and entertainer for the party. "If you're doing your own show or people are there just because of you it's one thing. If you are part of a party that has already existed for many years, we try to be a chameleon of sorts. We'll do our own songs, but we'll also throw in a couple different ones, too, from rock and blues and everything."

No matter what he sings, Niemann promises a fun time for everyone at the Indiana Convention Center's Sagamore Ballroom.

"There's just something to be said about being around people who are pretty much just like you — hard-working, small-town Americans," Niemann says. "For me, I love being out there and hanging out with everybody."

IN HIS BLOOD

Country music has always been in Niemann's blood, and he thanks his mother for that: "I was

Industry Appreciation Party

5 p.m. - Friday, Feb. 19

Sagamore Ballroom

2nd Floor - Indiana Convention Center

Doors Open 4 p.m.

Refreshments 5 p.m.

Jerrod Niemann 7 p.m.

**Admission included
when you pre-register!**

THREE NIGHTS OF WWETT SHOW FUN

You come to Indy for the tools and equipment, the people and excitement. It's the one time of the year when the whole industry comes together. So let's have a party.

COLE Publishing celebrates the occasion every year with the Industry Appreciation Party. It's a chance for everyone to relax and enjoy themselves. This year, the WWETT Show Kickoff Party will give you two nights to enjoy leading up to the Industry Appreciation Party.

It all starts Wednesday night. After the final bell rings on Education Day, you can head over to Lucas Oil Stadium, connected to the Indiana Convention Center, for a cold beverage and complimentary hors d'oeuvres while you network with manufacturers and peers. The event will be held Feb. 17-18 from 5 to 8 p.m.

Exhibitors have been invited to co-host the event along with COLE Publishing, and the COLE Pub truck will return to serve as the central bar. Attendees and exhibitors can kick back, relax, share stories or solve problems with industry peers.

"We are very excited to see how creative the co-hosts decide to be," says Brad Bisnette, the show's coordinator. "All will be providing a good time for sure."

On Friday night, the focus will shift from Lucas Oil to the Sagamore Ballroom in the Indiana Convention Center for the Industry Appreciation Party. Country music star Jerrod Niemann will perform an up-close and personal concert for WWETT attendees. Beers are a quarter and the show is free, so you really can't go wrong.

Visit www.wwettshow.com for complete details on the show. The Kickoff and Industry Appreciation parties are free for all registered attendees. ■

doomed from the beginning hearing country music from the womb. My parents ran a bar when my mom was pregnant with me, and I think hearing all those country songs on the jukebox got me going."

From an early age, Niemann was influenced by country acts such as Lefty Frizzell, Keith Whitley and George Strait. After graduating from high school, he attended South Plains College in Levelland, Texas, pursuing an Associate of Arts degree. He began his professional career by singing and playing acoustic guitar in Texas clubs and bars.

"I did that for about a year, just my guitar and me," he says. "Then I moved to Nashville and started working out there. Music is one of those things where it's such an amazing thing to be a part of that once you've been bitten by the bug, there is no way out of it. It's just who you are."

In 2010, Niemann signed with record label Arista Nashville and released his debut single, "Lover, Lover." It became his first Top 40 single on the country music charts, and in August 2010 it hit No. 1.

Since then, Niemann has released four albums — *Judge Jerrod & the Hung Jury*; *Free the Music*; *Yellow*


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Tim Jones, owner of Eastern Sewer Jetting

Brick Road; and *High Noon*. In 2013, his single “Drink to That All Night” hit No. 4 on the U.S. country charts and No. 1 on U.S. country airplay charts.

“I got my foot in the door writing songs in Nashville, and it’s always fun being able to write your own material,” Niemann says. “Every once in a while you find a song you wish you had written.”

“The real world can be quite a hard place at times for people, and if we can be the guys to get that off their minds for at least 90 minutes, then we’ve done our jobs.” - Jerrod Niemann

NEW MUSIC

One of those songs is “Blue Bandana,” his newest single, released in July. The song will be a part of his new album set for release later this year.

“When I heard the song, it just took me to so many cool places and really took me to a lot of cool faces, too,” Niemann says. The song tells the story of a fan attending concerts wearing the same blue bandana and the singer noticing it each time. “Just traveling this country, you see a lot of people who are kind enough to pack up in their cars and do a road trip spending their hard-earned money to see us. I’ve never really done a song that is a thank-you to those folks out there, but this song does that.”

The new album will combine music he’s done before — a country/rock mix — and the more traditional country sound. “It’s a wide array of music,” Niemann says.

He’ll perform some of the new songs from that album at the WWETT Show and hopes everyone can relax and get their minds off work and anything else going on in their lives.

“The real world can be quite a hard place at times for people, and if we can be the guys to get that off their minds for at least 90 minutes, then we’ve done our jobs,” Niemann says. “I just always try to keep a thread of laughter and craziness at our shows if we can.” ■



WWETT Show SCHEDULE

WEDNESDAY FEB. 17, 2016

- Education Day - Exhibit Hall Closed
- 60+ Educational Sessions
- WWETT Kickoff Party - 5 p.m.

THURSDAY FEB. 18, 2016

- Educational Sessions: 8 a.m. - Noon
- Exhibits Open: 9 a.m. - 5 p.m.
- WWETT Kickoff Party - 5 p.m.

FRIDAY FEB. 19, 2016

- Educational Sessions: 8 a.m. - Noon
- Exhibits Open: 9 a.m. - 5 p.m.
- **Industry Appreciation Party**
- 5 p.m. - 25¢ Tap Beer - 7 p.m. - Music

SATURDAY FEB. 20, 2016

- Exhibits Open: 9 a.m.
- Exhibits Close: 2 p.m.


Feb. 17-20, 2016
Indiana Convention Center
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Water & Wastewater Equipment, Treatment & Transport Show

wwettshow.com



WWETT SHOW
KICKOFF

LUCAS OIL

STADIUM

WEDNESDAY
5-8 P.M.

- Two Nights -

THURSDAY
5-8 P.M.

Free Welcome Reception!

Kickoff the 2016 WWETT Show in a big way—inside the enormous Lucas Oil Stadium! See exhibitor-sponsored displays and network with manufacturers and peers. Relax and converse over a cold beverage or enjoy a variety of snacks and hors d'oeuvres.

The WWETT Show Kickoff will be held Wednesday and Thursday evenings in order for all attendees to take advantage of this unique welcome reception atmosphere!

- Exhibitor Sponsors
- Beer, Wine, Soda
- Networking
- Snacks, Hors d'oeuvres

GET MORE VALUE FROM YOUR TIRES

Proper maintenance can preserve tread life, improve safety and put money in your pocket

By Ed Wodalski

Face it, tires are expensive. To get the most value from yours, make certain they're properly inflated. As simple as that sounds, how many of us take the time each day to check the air pressure?

Proper inflation is the single most important factor in extending tire life, says Gary Schroeder, director of commercial vehicle and OEM sales for Cooper Tire and the Roadmaster brand.

"Over- and underinflation have negative effects on the tire by changing its footprint," he says. "Underinflation causes excessive head buildup and internal structural damage. Overinflation makes it more likely for tires to become punctured or broken by sudden impact."

Here are a few other tips for tire savings:

1. Follow axle scale weight. Don't rely on the sidewall of your tire for correct inflation. The sidewall number indicates the maximum load of the tire and the corresponding maximum cold inflation pressure for that load when used in a single or dual configuration. It does not indicate the manufacturer's recommended inflation pressure.

For commercial vehicles, tire inflation should be based on scale weight by axle and the load/inflation chart for the appropriate tire size.

"There are two scales for truck tires," Schroeder says. "One is for singles, like steer tires, and the other is for dual tires. A 12,000-pound steer axle with 295/R22.5 tires calls for a minimum of 110 psi to carry 6,175 pounds per tire. A 13,000-pound axle calls for 120 psi to carry 6,610 pounds per tire. A dual axle may weigh 18,000 pounds. That's 4,500 pounds per tire requiring 85 psi."

2. Look for zippers. Running tires flat or 80 percent underinflated can damage their internal structure, leading to fatigue or a zipper rupture.

"A zipper rupture is a tire with a line of exposed broken cords that usually measures 12 inches or more, located in the mid- to upper-sidewall of the tire," Schroeder says.

TIRE TIPS

Tire pressure should be checked at least once a month and when tires are cold. A good time is before you begin your workday.

Never exceed the wheel/rim manufacturer's maximum air pressure limitation.

Tires with a zipper rupture should not be repaired or inflated; doing so can cause them to explode.

Rotate your tires each time you change the oil. Although labor-intensive, it ensures your tires are rotated on a regular basis. And be sure to check the tire pressure.

In a pinch, compressed air can be used to top off nitrogen-filled tires. When servicing, the air can be purged and refilled with nitrogen.

Inspect and remove trapped stones. Look for tread designs that reject stones. Trapped stones can cause drilling and damage the casing.

3. Rotate your tires. Since each tire carries a different weight, tires should be rotated to equalize wear. Typically, left-front tires wear quicker than right-fronts.

"Trucks with dual drive axles should have a tire rotation if the wear gets to 3/32 of an inch to 4/32 of an inch difference from axle to axle," Schroeder says. "Irregular wear needs to be noted and a cause determined."

A common practice is to rotate steer tires side to side every 5,000 to 8,000 miles. Tires can also be rotated in an X-pattern, although inner tires can make the process unattractive. The least desirable rotation method is front to back or back to front.



▲ Proper inflation is the single most important factor in extending tire life. (Photos courtesy of Cooper Tire and the Roadmaster brand)



▲ For commercial vehicles, tire inflation should be based on scale weight by axle and the load/inflation chart for the appropriate tire size.



▲ Tires used on both paved and gravel roads, or even off-road, require a different tread design and cut/chip-resistant tread to give good service.

4. Consider nitrogen. NASCAR teams, commercial airlines and NASA use nitrogen rather than air to inflate tires, primarily because of its chemical properties. Nitrogen maintains tire pressure longer, resists heat buildup and reduces the potential of freezing at high altitudes. Compressed air typically consists of about 78 percent nitrogen, 21 percent oxygen and 1 percent water vapor.

“Nitrogen is an inert, nonflammable gas that does not harm tires,” Schroeder says.

Because oxygen molecules are smaller than nitrogen, they pass through tire walls quicker. Truck tires with compressed air can lose up to 2 psi per month. In contrast, tires filled with nitrogen take up to six months to lose 2 psi.

Oxygen in compressed air can cause steel tire cords to rust. It also causes tires to oxidize, accelerating the rate at which rubber becomes brittle. Nitrogen does not.

While air for the most part is free, nitrogen can cost \$2 to \$10 per tire, although many providers offer lifetime fill-ups.

5. Don't rely on age. A tire is considered “in-service” the day of manufacture, even if stored and not mounted. For this reason, it's best to purchase the newest tires possible.

“Tires that are 10 or more years old should be replaced even if the tires appear to be undamaged and have not reached their tread wear limits,” Schroeder says. “In some cases, a vehicle manufacturer may make a recommendation for tire replacement earlier than 10 years.”

Hint: A tire's “born on” date, or tire identification number (TIN), can be found on the sidewall as part of the Department of Transportation number and notes the week and year the tire was made. DOT H25R YC24 4305, for example, indicates the 43rd week (October) of 2005.

6. Match tires to application. When purchasing new tires, make sure they're a good match for the application.

“A tire designed for long-haul trucks will not necessarily do well in a mixed service application,” Schroeder says. “Tires used on both paved highways and gravel roads, or even off-road, require a different tread design and cut/chip-resistant tread to give good service.” ■

BACK TO BUSINESS AS USUAL

Levine & Sons solves sewer gas problem and keeps new office building open for business

By Paul Nicolaus

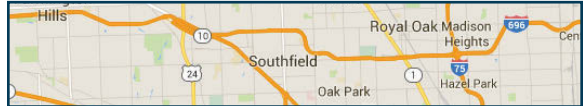
When Ren-Tech Industrial Corp. invested hundreds of thousands of dollars into transforming an old industrial building into beautiful high-end corporate office space in Alpena, Michigan, the company never expected the surprise that wound up wafting its way.

“The remodeling took place in the winter and early spring, and then when they moved in there was just a horrible sewer gas smell,” says Jimmy Levine, co-owner of Levine & Sons of Southfield, Michigan. “It was pretty much unusable.” The company tried using exhaust fans to remove the odor, but the loud noise hindered the ability to take phone calls and conduct business as usual. “It just wasn’t a permanent solution,” he adds.

Ren-Tech sought out quotes from a number of other companies to excavate the floor and replace the piping, but it would have meant disconnecting phones and computers, moving cubicles and furniture, removing the carpeting, and temporarily shutting down the office. While searching online for alternative solutions, they came across Levine & Sons and read website material devoted to trenchless sewer line repair.

From there, they decided it was worth placing one more call. “They were so happy to find out that we had a trenchless solution to their problem,” Levine says, estimating that it would’ve taken a week to handle the job in a more traditional fashion. And they still would have had to put everything back and handle the related remodeling following that work, he points out.

Levine & Sons sent a video tech to locate where the sewer ran, identify any access points and inspect



COMPANY	Levine & Sons Inc.
OWNER	Jimmy, Paul and Dan Levine
LOCATION	Southfield, Michigan
FOUNDED	1927
SPECIALTY	Plumbing, drain cleaning, trenchless sewer line repair, excavation service, heating and air conditioning, and water purification
WEBSITE	www.levineandsons.com



▲ Jimmy Levine is co-owner of Levine & Sons in Southfield, Michigan, a full service plumbing shop specializing in cured-in-place pipe rehabilitation.



▲ When strong sewer odors threatened to close a newly remodeled office building and displace its occupants, Levine & Sons inspected the pipes and was able to solve the problem with a Formadrain sewer liner.

the condition of the pipe. After confirming that putting a Formadrain sewer liner inside the existing pipe running through the building was a viable option, they got the OK and moved forward.

A crew came in after hours to excavate in a bathroom, get to the beginning of the run, and create an access point. “The next day we mobilized a crew, brought our high-pressure water jetter and jetted the sewer line to remove all the debris so that we had it squeaky clean because we want that sewer liner to adhere to nice, clean pipe,” Levine says.

Video inspection following the jetting helped obtain the positioning distances and liner lengths. From there, on-site warehouse space was utilized to manufacture the sewer liner from high-tech resin, epoxy

spread and fiberglass mesh positioned around an inflatable bladder. The assembly was then pulled through the existing sewer line and the bladder inflated with steam, which baked the resin against the existing pipe.

“What you’re left with is a pipe inside the pipe,” Levine says. “It’s all one seamless pipe, and it’s beautiful. It formed to the inside of the pipe without digging, and it prevented the sewer gas from coming into the building.”

That’s a big problem solved in just a day, he points out. “We were able to take a major excavation job and give them a permanent solution with a lifetime warranty without major demolition or reconstruction of their office space and without any loss of work or downtime on their end,” Levine says. “It’s like magic.” ■

“We were able to take a major excavation job and give them a permanent solution with a lifetime warranty without major demolition or reconstruction of their office space and without any loss of work or downtime on their end.” - Jimmy Levine

NEW RESIDENTIAL CONSTRUCTION

By Craig Mandli

BOILERS



LAARS HEATING SYSTEMS MASCOT LX

The natural gas or LP-fired Mascot LX condensing combination boiler and tankless water heater from Laars Heating Systems offers an AHRI-certified 95 percent AFUE efficiency, full modulation and a plentiful supply of domestic hot water. It is available in 10 models to meet the demands of any size home or small business, and includes an easy-to-use advanced control system with auto cascade setup for multiple boiler installations, outdoor reset, prime-less condensate trap, zero-clearance installation and venting up to 150 feet. **800/900-9276; www.laars.com.**

NAVIEN NHB HEATING BOILER

The NHB (NAVIEN Heating Boiler) Series from NAVIEN is available in four sizes – NHB-55, NHB-80, NHB-110 and NHB-150, with turn-down ratios of 7-to-1, 10-to-1, 11-to-1 and 15-to-1. The 15-to-1 turndown ratio in the NHB-150 is achieved with the burner system that includes a dual venturi gas delivery system. They carry the ENERGY STAR 2015 Most Efficient rating and include smart control features that offer an opportunity to achieve a true high-efficiency installation. **800/519-8794; www.navien.com.**



FITTINGS



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The PUSH & SHUV Metal Ring gasketed closet flange from Dallas Specialty connects to cast iron, PVC, ABS or lead. The flange is a flush type that fits flat on any floor. Just lubricate the gasket if needed, then push the flange into the pipe, and fasten it to the floor. It is a full-opening flange with no obstructions like screws. The gasket is made of high-quality flexible PVC material that will never dry rot, and the metal ring will never corrode. **800/222-5644; www.dalspc.com.**

OATEY SUPPLY CHAIN SERVICES 2X4 WASHING MACHINE OUTLET BOX

The 2x4 Washing Machine Outlet Box from Oatey Supply Chain Services provides simple, consistent installation. It accommodates most regional code variances and installation requirements, and is designed for application versatility and fast installation on the job site. They accommodate a variety of valve/drain arrangements with a versatile design that allows for right- or left-drain and top- or bottom-mounted valves. The two drain ports per drain allow two service hoses to share a common drain. The single-lever option allows the valves to operate a single unit or independently. Silver handles with removable temperature indicators provide mounting flexibility without having to remove and change the handles. PVC provides rigidity and durability for the installation. Side-mounting ribs allow direct mounting to the stud. **800/321-9532; www.oatey.com.**



FIXTURES

AMERICAN STANDARD FLOOR-MOUNTED TUB FILLER

Floor-mounted tub fillers from American Standard are offered in two styles – a sculptural square model characterized by geometric shapes and crisp angles, and an elegant round model with clean curves and minimalist contours. Both have a convenient metal hand shower, which can be angled up to 60 degrees when attached to the tub filler stand, ensuring that the water stream accurately flows into the tub. They have a 360-degree rotation capability at the base so they can be positioned in any direction, even after the rough plumbing has been installed. An adjustable level feature allows the installer to correctly level the unit even if the mounting surface is irregular to ensure a vertical installation. **800/442-1902; www.americanstandardpro.com.**



spread basin-mounted models, and a single-lever, wall-mounted unit. The spout on the latter model is a straightened version of the two-basin model, whose design echoes the same elegantly curved shape of the original kitchen faucet. Its spout rotates 90 degrees, or 45 degrees in either direction from its center point. It has a pressure-compensating Neoperl aerator with a water-saving flow rate of 1.5 gpm. **888/592-3287; www.kwc.us.com.**

MANSFIELD PLUMBING PRODUCTS BRENTWOOD HET



The Brentwood high-efficiency toilet (HET) from Mansfield Plumbing Products is WaterSense compliant, with a certification pending. The tradi-

tional-style 1.28-gallons-per-flush toilet comes with a concealed trapway and elongated bowl. Compliant with ADA standards, the SmartHeight toilet has a 16 1/2-inch bowl height and a Maximum Performance rating of 800 grams. It has a pilot-operated anti-siphon fill valve and MagnaFlush high-performance flushing technology with a 3-inch flush valve. Trip lever options include chrome, satin nickel and Sicilian bronze. The units come in biscuit and white. **877/850-3060; www.mansfieldplumbing.com.**

MTI BATHS WALL- MOUNTED VANITY SINK

Ultra-compact wall-mounted vanity sinks from MTI Baths have a sink bowl that is seamlessly integrated with the vanity. They have a clean, contemporary appearance, are easy to maintain, and are available in two sizes. Space is provided on the vanity top for faucet mounting, with compatibility for wall-mounted faucets. Bowl placement can also be specified either right or left. Units have angled fronts that taper in on a slant of approximately 10 degrees toward the bottom for design interest and ease of use. A built-in recessed storage area for towels or toiletries is included in the side opposite the bowl. They are constructed from engineered Solid Stone, an eco-friendly mixture of natural ground materials and high-performance resin that mimics natural stone. Its nonporous surface is durable and resistant to stain, mold and mildew. **800/783-8827; www.mtibaths.com.**



ELKAY MFG. CROSSTOWN

Crosstown sinks from Elkay Mfg. are hand-fabricated from 18-gauge stainless steel, making them durable and less prone to denting and vibrating. They have a 15 mm corner radius to allow for easy cleaning.

Drains are strategically placed near the back of the sink to allow for more functional working space within the sink and more storage space in the cabinet beneath. The line includes under-mount sinks as well as universal mounts. Universal mounts have a Slim Rim design that, when mounted on top of the countertop, lies flat with a very low profile, which allows water and crumbs to be easily swept into the sink. **630/572-3192; www.elkay.com.**

KWC AMERICA ZOE

Intended for private residences, the KWC America ZOE bath faucet range includes three options for the lavatory — single-lever and two-handle, wide-



WATCO MANUFACTURING UNIVERSAL NUFIT

The Universal NuFit bathtub drain cover from Watco Manufacturing makes old drains look new in minutes. It fits over all bathtub drains without requiring removal of the strainer body, it resists corrosion, and is available in nine designer finishes. Its high-flow grid strainer prevents hair clogs and is easy to install. It is available with foot-actuated (toe-touch) and push-pull stoppers. 816/796-3900; www.watcomfg.com.



input, and has a prewired pressure transducer and a hand/auto option that enables the drive to run at full speed for longer periods of time. The cycle on-time can be configured to a 5 psi system pressure drop or 20 psi system pressure drop. Dual system set pressure allows the configuration of a timer for multiple set pressure configurations, 70 psi setting for domestic use and 40 psi for irrigation overnight use. 866/325-4210; www.goulds.com.

HOTLINE INTERNAL PIPE HEATER

HotLine Internal Pipe Heaters prevent water and sewer pipes from freezing in home, farm, ranch and commercial applications. The heating element is composed of a modern resistance



alloy encased in a 1/4-inch-diameter copper or 5/16-inch plastic tube. Units are low voltage and economical to run. The heating element operates from a safe voltage of 6-, 12-, 16-, 24- or 32-volt AC transformers, depending on the length of the heating element. The temperature of the heating element rises to approximately 100 degrees Fahrenheit. Units are custom-made to ensure the entire length of water or sewer pipe is protected from freezing. Installation typically requires no expensive excavation, digging, tape wrapping, or insulation because the element is inserted into the pipe through a clean-out or water nipple. A weatherproof cover is available for outdoor installations. 877/881-2980; www.hotlineinternalpipeheater.com.

PIPE/PIPE ACCESSORIES



CALEFFI NORTH AMERICA NA546M SERIES DISCALDIRTMAG

The ASME-registered NA546M Series DISCALDIRTMAG from Caleffi North America continuously and efficiently removes air and debris that forms in hydronic

circuits, including the removal of up to 100 percent of ferrous debris. Nonferrous debris gets separated out by colliding with an internal element in the flow stream and settling to the bottom of the separator, while the microscopic ferrous debris gets drawn into and captured by a concentrated magnetic field created from a stack of powerful neodymium rare-earth magnets located beneath the flow stream. A blow-down ball valve allows easy removal of all captured debris. 414/238-2360; www.caleffi.com.

GOULDS WATER TECHNOLOGY – A XYLEM BRAND AQUAVAR SPD

The Aquavar SPD from Goulds Water Technology – a xylem brand is a variable-speed drive for single-pump booster applications. It is configured for submersible groundwater and surface motor characteristics, so programming setup takes less than 10 minutes. It can be used for either three- or single-phase



SUMP PUMPS

CRANE PUMPS & SYSTEMS BARNES SHUR-SWITCH

The Barnes SHUR-Switch sump pump from Crane Pumps & Systems was designed around the specific customer need of a lasting switch to eliminate contractor callbacks. The float switch is housed inside a protective shroud to guard against obstruction and wedging, but still lets in water. The float has a neodymium rare-earth magnet on the top end. When the water level rises, the unteth-



ered float rises until it makes magnetic contact with another magnet on the switch arm. This activates the switch and the pump begins to discharge water. As the water level lowers, the weight of the float overcomes the magnetic field, dropping it, breaking the switch connection and turning off the pump. The switch has been tested to over 1 million cycles. 937/778-8947; www.cranepumps.com.



FRANKLIN ELECTRIC LITTLE GIANT PIT+PLUS BASIN

The Little Giant Pit+Plus Basin from Franklin Electric is an advanced installation and service-friendly sewage basin option for plumbing contractors. It has a monolithic top to separate the pump,

switch and plumbing connections, which can be accessed independently. It is offered with a common float switch or external control module switch option. It contains a bell inside the basin to monitor liquid level for switch operation outside the basin, isolated from the liquid. Its durable finish cover protects the system during rough-in. It can be cleaned after installation for an aesthetically pleasing permanent look. It has a molded inlet hub, molded anti-torque stops, a 360-degree molded handle, an integrated anti-floatation collar, stainless steel fasteners, and optional alarm versions. 260/824-2900; www.littlegiant.com.

POLYLOK PL-CPE4A

The PL-CPE4A from Polylok is a submersible 4/10 hp 115-volt single-phase effluent pump with a 2-inch NPT vertical discharge. It has a maximum head of 38 feet and a maximum flow of 56 gpm. It is designed with a 3,450 rpm oil-filled permanent split-capacitor motor and has an amp rating of 6.6 for 115 volts, and a cast iron housing and volute that is equipped with a cast iron vortex impeller capable of passing a 3/4-inch-diameter solid. The stainless steel shaft is supported by two single-row oil-lubricated ball bearings. The shaft seal is an inboard seal design with a secondary Exclusion V seal. The rotating face is made of carbon with a ceramic stationary face. All elastomers are BUNA-N and the hardware is 300 Series stainless steel. It has a 20-foot-long UL/CSA listed power cable suitable for submersible service and is fitted with a three-prong plug. 877/765-9565; www.polylok.com.



ZOELLER COMPANY SHARK FRACTIONAL HORSEPOWER GRINDER SERIES

The Shark Fractional Horsepower Grinder Series from Zoeller Company is designed to handle difficult residential and small commercial applications where sewage ejectors struggle.

These 115- and 230-volt pumps are integral automatic grinders, and are available in 1/2 (803), 3/4 (805), and 1 hp (807) models, offering performance head up to 55 feet. Each model is made of cast iron and is oil-filled for optimal heat dissipation, with three independent cutting channels to efficiently handle debris. Tri-Slice Cutter Technology provides over 300,000 cuts per minute, handling flushable wipes, sanitary napkins, and disposable and cloth diapers. Fractional horsepower grinders are available in automatic and non-automatic versions. 800/928-7867; www.zoellerpumps.com.

TOOLS

GENERAL PIPE CLEANERS AUTOCUT

The AutoCut from General Pipe Cleaners slices copper tubing in tight spots — even with less than 1 inch of clearance from a wall when doing stub-out work. It fits in the palm of your hand. Just snap it onto the tube, close the gate and turn. The hardened steel cutting wheel automatically tightens as you twist with no knobs to turn. It is available in 1/2-, 3/4- and 1-inch sizes. The spring-loaded cutting wheel provides constant pressure, so you'll never accidentally crimp the tubing. When there's not enough room around the tube for your hand, the optional Ratchet Turning Handle for the 1/2- and 3/4-inch models provides extra leverage. 800/245-6200; www.drainbrain.com.





KNIPEX TOOLS COBRA QUICKSET

The 10-inch Cobra QuickSet water pump pliers from Knipex Tools have a slide-and-lock push-button system for repetitive use. The lower jaw slides up to the object and provides

a precise fit with a squeeze of the handle. The pliers, made from high-alloy German chrome vanadium steel, have a 2-inch gripping capacity and a pinch guard to protect hands and fingers. The hex-shaped gripping surface with hardened teeth (61 HRC) can fit around any round, square, hex or flat object. **847/398-8520; www.knipex-tools.com.**

T&T TOOLS MIGHTY PROBE

The Mighty Probe from T&T Tools has a 3/8-inch hex rod, which is approximately 20 percent stiffer than a round rod, or a 7/16-inch hex rod, approximately twice as stiff as the standard round rod. Stiffer hex rods bend less to make the probe easier to push into the ground, especially when probing at deeper depths. Lengths are available from 36 to 78 inches, in 6-inch increments. When the probe is combined with a slide adapter, an integrated mini slide-hammer probe is created, allowing the technician to pound through difficult spots. **800/521-6893; www.mightyprobe.com.**



control box, and can be located at the home's hot water heater on a dedicated return line. Either the push of a button or walking past a sensor activates the system to cycle hot water rapidly and subsequently shut-down on a Delta-T temperature rise. **800/200-1956; www.gothotwater.com.**



AMERICAN STANDARD WATER HEATERS RESIDENTIAL ELECTRIC HEAT PUMP WATER HEATER

The Residential Electric Heat Pump Water Heater from American Standard Water Heaters can produce

large quantities of hot water while providing energy savings and zero emissions. The ENERGY STAR-approved unit is available in 50-gallon capacity and comes with state-of-the-art electronics and an LCD display control panel that manages the unit's overall operations. Automatic diagnostics make troubleshooting easy, while four choices of operating modes empower homeowners to address any scenario where the unit may be placed and ensure maximum performance. **800/900-9063; www.americanstandardwaterheaters.com.**

ARMSTRONG FLUID TECHNOLOGY ASTRO 2

Astro 2 hot water recirculation (HWR) pumps from Armstrong Fluid Technology can help save a typical family over 12,000 gallons of water per year by eliminating waste that occurs when



occupants open a hot water faucet and have to wait for hot water to reach the fixture. They are suitable for use in a three-pipe installation with a dedicated return. The Astro Express 2 System includes the Astro Express LF Valve and is designed for use in a standard residential two-pipe installation. A large, easy-to-service electrical enclosure includes an integrated timer assembly. A timer accessory kit can be used to upgrade earlier versions. Easy field assembly reduces installation time. They are available in stainless steel and bronze versions, with either NPSM Union or sweat connections. **800/356-9845; www.armstrongfluidtechnology.com.**

WATER HEATERS/ACCESSORIES



ACT, INC./D'MAND KONTROLS S3-100

Designed to operate with tank or tankless water heaters, the S3-100 from ACT, Inc./D'MAND Kontrols incorporates advanced on-demand technology into a home's hot water distribution

system to provide complete control over when hot water is needed. It includes a three-speed high-performance stainless steel pump fastened to an electronic

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The trutankless electric tankless water heater utilizes Incoloy alloys to ensure consistent, reliable performance for 20 years or more. Each unit comes with built-in breakers and multiple wiring configurations, and has a self-flushing design that eliminates most maintenance requirements. The unit has an online control panel that allows users to remotely control water temperature, obtain service notifications, and monitor usage from a computer or smart device. In the event of a leak or service disruption, the water heater will shut itself off and notify both the user and the service professional that a service appointment is required. It has comfort and economy modes, and load-shedding capabilities help conserve power. 855/862-8987; www.trutankless.com.



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NEW RESIDENTIAL CONSTRUCTION

By Craig Mandli

HIGH-EFFICIENCY BOILER PROVIDES FLEXIBILITY

Problem: AAA Plumbing & Heating of Pueblo, Colorado, was brought on during the design phase of a 2,600-square-foot residential construction project. The customer wanted maximum efficiency and environmental sustainability without sacrificing comfort. Despite being a custom home, the homeowners were looking for a value design. With tile and hardwood floors throughout the structure, they were hoping to find an in-floor radiant system that was within their budget.

Solution: The heating contractor designed a six-zone hydronic radiant system around a 180 mbh **U.S. Boiler Company** K2 condensing boiler. With a stainless steel heat exchanger and efficiencies of up to 95 percent, the system offers flexibility and efficiency. Material and operating costs were trimmed by zoning with a single variable-speed circulator and zone valves.

Result: After a Colorado winter, the customers are thrilled with the comfort provided by the in-floor system and low operating costs. The K2 Boiler System accessory package adds flexibility with a pre-manufactured primary/secondary loop, zone control, combination kit and a wireless outdoor reset control. **888/432-8887; www.k2boiler.com.** ■

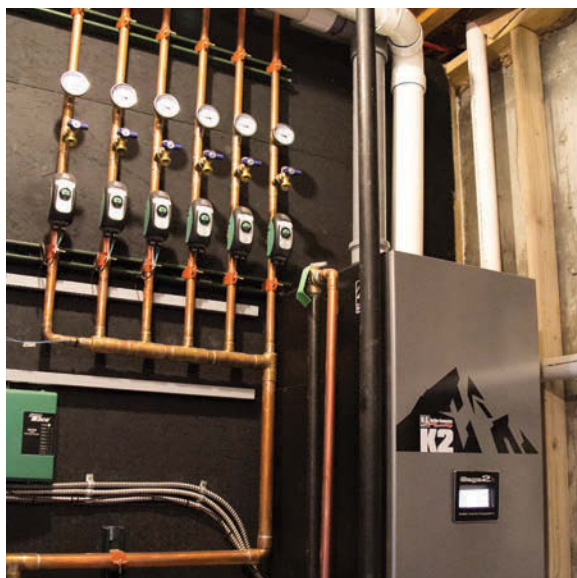


COMBINATION GAS-CONDENSING FLOOR-STANDING BOILER PROVIDES EFFICIENT SERVICE

Problem: A 2,000-square-foot single-family home in southern New Hampshire had used an existing forced air heating system. The homeowner, James Middleton, decided to upgrade to hydronic heat but needed a system that was compact and easy to install.

Solution: Installation included Buderus panel radiators and Bosch Greenstar FS floor-standing gas-condensing combination boiler from **Bosch Thermotechnology Corp.** to provide comfortable heating and on-demand hot water. The combination units are ideal for use in applications where wall-mounting options are not available or a floor-standing unit is preferred. All boiler models have an ENERGY STAR Most Efficient rating of 95 percent.

Result: “I’ve installed a lot of Buderus oil-fired floor boilers, but this is my first Greenstar installation,” says installer Jason Wetherbee. “I’m impressed with how compact and relatively easy to place it is. The integrated low-loss header is pre-piped so there’s no need for primary/secondary piping, and venting is simplified with polypropylene, PVC or CPVC.” **800/283-3787; www.boschheatingandcooling.com.**



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 Septic System Installation/Repair Consulting/Engineering
 Other _____

WHAT BEST DESCRIBES YOUR PRIMARY JOB FUNCTION?

- President/CEO/Owner Management/Supervisor
 Operator/Technician Other _____

HOW MANY EMPLOYEES DO YOU SUPERVISE OR WORK WITH AT YOUR FACILITY?

- 0-3 4-9 10-19 20+

HOW MANY VEHICLES DO YOU CURRENTLY HAVE IN SERVICE?

- 1-5 6-10 11-15 16-20 21+

WHAT IS THE APPROXIMATE POPULATION OF THE AREA IN WHICH YOU PROVIDE SERVICE?

- 0-10,000 10,001-50,000 50,001-100,000
 100,001-200,000 200,001-500,000 500,001+

WHAT IS YOUR ANNUAL EQUIPMENT BUDGET?

- \$0-\$50K \$51K-\$75K \$76K-\$150K \$151K-\$250K
 \$251K-\$350K \$350K +

WHAT SERVICES DO YOU PERFORM ON A REGULAR BASIS?

- Plumbing Maintenance/Repair Sewer/Drain Cleaning
 New Construction - Commercial Pipe Bursting
 New Construction - Residential HVAC TV Inspection
 Location/Leak Detection Septic System Installation
 Septic Tank Pumping Other _____

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PRODUCT SPOTLIGHT

Falcon Stainless corrugated steel flexible connectors won't rust or corrode

By Ed Wodalski

Mega-flow Super Water-Flex copper/stainless steel corrugated flexible water heater/softener connectors (Model SWT1) from Falcon Stainless are available in 15-, 18- and 24-inch lengths.

The dual-purpose connectors (3/4-inch I.D. stainless steel flex with 3/4-inch FIP by 7/8-inch copper and 1-inch I.D. stainless steel flex by 1-inch FIP by 1 1/8-inch copper sweat) are made to slip over copper pipe and solder or can be cut at the bell and soldered into a ball valve. Kink- and crimp-resistant, the connectors feature a chrome-plated brass nut — no dielectric union is required.

“We use high-temp EPDM washers that are chlorine- and chloramine-resistant,” says Falcon Stainless President Melanie Pender. “The connectors will not corrode or rust. Our connectors come with a lifetime warranty. They’re not going to fail. Plumbers don’t want a callback; they want a referral to the next-door neighbor because they did such a great job.”

The connectors resist work hardening and are 100 percent leak tested. Applications include anything with flowing water — all water treatment, water softeners, sinks, toilets, boilers and water heaters (tank and tankless).



The connectors have a working pressure of 200 psi, burst pressure of 1,850 psi, and temperature rating of 40 to 250 degrees F. They comply with UPC, IPC, IMC, IRC and CSA. The connectors are ICC listed, tested and certified, ASME A112.18.6 compliant and NSF-61 section 9.

“In addition to being approved for use throughout the U.S., Canada, Australia, New Zealand, Europe and Asia, we also have special approvals as required by Massachusetts, Wisconsin, Minnesota and south Texas,” Pender says. “We’re approved by LAUSD, California prisons and south Texas schools.” **800/814-8444; www.falconstainless.com**



RECTORSEAL FLOOR DRAIN CHECK VALVE

The SureSeal Plus with backflow protection from RectorSeal prevents commercial and residential floor drain backup flooding and sewer gases from rising into occupied spaces. The water-

less trap seal protection device with a built in check valve is available in 2- and 3-inch diameters. The EPDM, water-blocking flapper and housing are designed to withstand up to 5 feet of head pressure. The ASSE-1072-compliant patent design uses a built-in 1/2-inch-diameter airlock vent to relieve pressure for proper drain operation. **713/263-8001; www.rectorseal.com**.

SERVICETITAN WEB-FREE APP FOR HVAC TECHNICIANS

Mobile App 1.0 from ServiceTitan enables HVAC and other field technicians to access operational software without an Internet connection. Designed for use on iOS and Android tablets, the application mimics the ServiceTitan browser-based mobile platform, enabling technicians to access customer records, customer preferences, custom forms, purchases, customer service call notes and current equipment. The app is available from iTunes and the Google Play Store. **855/899-0970; www.servicetitan.com**.





**EXACT PIPE TOOLS
PORTABLE PIPE SAW**

The PipeCut 170E pipe-cutting saw with six-speed control and constant torque from Exact Pipe Tools cuts 0.6- through 6.7-inch-diameter pipe from 0.31 steel to 0.55-inch-thick

plastic. The interchangeable Diamond X Cermet (for cutting stainless steel) and TCT blades are fully concealed and create no sparks or dust for ultimate safety. A battery-powered version of the 5.7-pound saw is available. 844/392-2800; www.exacttools.com.

**SHOWERSMART WATER
CONTROL DEVICE**

The ShowerSmart water control device from ShowerSmart turns water to the showerhead on and off with the wave of the hand. The device works with all show-



erheads that connect to a standard shower pipe. When used with a low-flow showerhead, ShowerSmart can reduce household shower water use by up to 80 percent. 800/743-7127; www.showersmart.co.



**BOSCH STAINLESS STEEL
BOILERS**

Buderus SSB combustion, high-efficiency stainless steel boilers with condensing technology from Bosch are designed for a range of applications, from small studio units up to commercial

buildings. Features include an ASME SA-240 heat exchanger, integrated premix burner, and pneumatic air-gas system for optimized combustion. The boilers have heating capacities from 85MBH up to 1024MBH input, a 5-1 turndown ratio, onboard control that includes weather compensation, Modbus connectivity, two-wire cascades link, terminal wiring, low-water cutoff and safety temperature high limiter with manual reset. 800/283-3787; www.boschheatingandcooling.com.

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MANSFIELD PLUMBING ADA 10-INCH TOILET

The Summit EL ADA 10-inch toilet from Mansfield Plumbing has an elongated 16 1/2-inch-tall bowl that can be used with existing Summit 1.6 ppf tanks. It features a three-bolt installation system for a sturdy, level connection between the tank and bowl. A 3-inch flush valve offers power flushing and fewer clogs. The toilet has a MaP rating of 1,000 grams and complies with BAA and ARRA. **877/850-3060; www.mansfieldplumbing.com.**

tion system for a sturdy, level connection between the tank and bowl. A 3-inch flush valve offers power flushing and fewer clogs. The toilet has a MaP rating of 1,000 grams and complies with BAA and ARRA. **877/850-3060; www.mansfieldplumbing.com.**

PERMA-LINER ENGINEERED LATERAL CONNECTION REPAIR

InnerSeal lateral and mainline connection repair from Perma-Liner Industries is a one-piece, structural, continuous main-to-lateral CIPP technology that seals the connection while renewing the lateral. InnerSeal is ASTM-F2561-11 compliant. **866/336-2568; www.perma-liner.com.**



UPONOR PURPLE PEX PIPE

AquaPEX purple pipe from Uponor North America is designed for commercial and residential reclaimed water applications. The pipe is available in 300-foot coils for 1/2-, 3/4- and 1-inch

sizes, and 10-foot and 20-foot straight lengths for 1-, 1 1/4-, 1 1/2- and 2-inch sizes. **800/321-4739; www.uponor-usa.com.**

TECHSPRAY SOLVENT FOR SAFER INDUSTRIAL CLEANING

PWR-4 Maintenance Cleaner from Techspray is a high-performance cleaning solvent engineered to be a safer alternative to common industrial solvents like n-propyl bromide (nPB). PWR-4 Maintenance Cleaner dissolves oils, grease, fluxes, silicones, dirt and grime. Fast evaporation and high dielectric strength allow



work to be completed quickly, minimizing equipment downtime. Designed for wiping down parts and machines in ultrasonic cleaning and vapor-degreaser equipment, it is available in 1-gallon (part #3400-G), 5-gallon (#3400-5G) and 54-gallon drums (#3400-54G). **800/858-4043; www.techspray.com.**



FLOMATIC SILENT WAFER CHECK VALVES

Model 888 silent wafer check valves from Flomatic Corp. are NSF/ANSI Standard 61 certified for drinking water systems and feature EPSM elastomers. **800/833-2040; www.flomatic.com.**

CREATIVE CLEANOUT COVERS CUSTOM DESIGNS

Custom clean-out covers from Creative Cleanout Covers are designed for homeowners and businesses that want to add a special touch by covering the traditional chrome clean-out. The 5 1/2- and 6-inch UV-resistant covers are available in five designs and five finishes. Custom designs are available. Colors include Beachnut Bronze, Seaside Silver, Glamour Gold, Newport Copper and Paint Grade White (paintable). Made from injection-molded ABS plastic, the covers snap into place using a magnet. Designed for indoor and outdoor use, applications include residential and commercial retrofits, new construction, hotels and restaurants. **714/841-4930; www.creativecleanoutcovers.com.**



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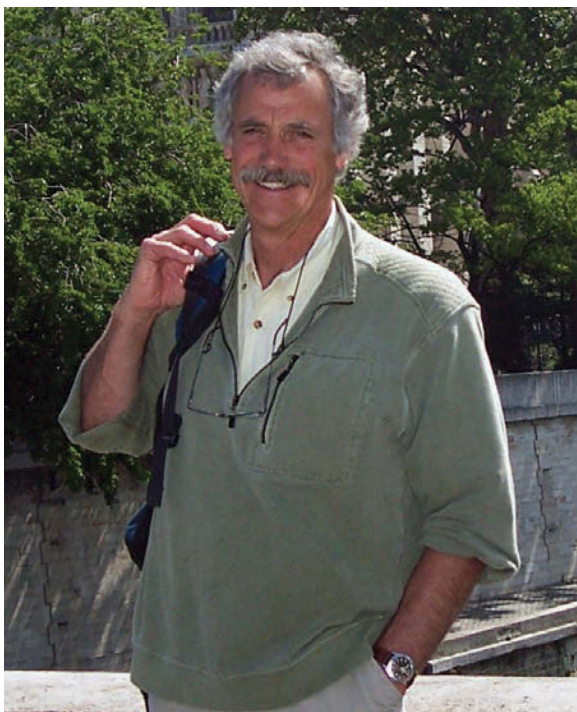
EPIPE RECEIVES FRENCH POTABLE WATER CERTIFICATION

Pipe Restoration Technologies' ePIPE potable water epoxy received France's Attestation De Conformite Sanitaire (ACS) (Certificate of Sanitary Conformity). Under supervision of CARSO, ePIPE setup and testing was audited and completed on site in Leon, France. The ACS Certificate applies to materials in contact with water intended for human consumption.

RAPIDVIEW NAMES TRAINING AND INSTALLATION EXPERT

RapidView named Richie Notz training and installation expert. Notz previously was a field supervisor for a pipeline inspection company where he used IBAK equipment and was in charge of training new employees on the equipment.

SLUDGEHAMMER CO-OWNER BUZZ JENKS PASSED AWAY



Arthur Ward "Buzz" Jenks, co-owner of SludgeHammer Group Ltd., died Jan. 3. He was 69. "Buzz will be missed by his business partners, Dr. Dan Wickham, and all the dealers and distributors of SludgeHammers," the company said in a statement. "His cheerful helpfulness and kindness was always there no matter what problem or fire he was putting out. He helped build the SludgeHammer brand by always meeting the needs of customers and putting them first."

ENVIROSIGHT NAMES CHANNEL DEVELOPMENT MANAGER

Envirosight named Steve Webster channel development manager. He will split time between product and service management for Envirosight's regional sales partners. Webster will also conduct product launches and product demos.

BENJAMIN FRANKLIN VOTED FAVORITE LOCAL BUSINESS

Benjamin Franklin Plumbing was voted as a "Best of 2015" recipient in the plumbing industry by McKinneyOnline.com. Participants submitted nearly 7,000 online votes for their favorite local businesses in 56 categories.

LMK ADDS QUAM CONSTRUCTION TO CONTRACTOR NETWORK

LMK added Quam Construction of Willmar, Minnesota, to its network of independent licensed contractors for the T-Liner Main-to-Lateral Connection Lining System. ■


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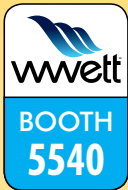
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