

Plumber™

A NATURAL Path

Family guided both father and daughter into plumbing, and now the Texas duo is finding new success as a team

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▼ Makenzie Johnson roughs in the water supply lines for a new bathroom.

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Plumber Profile

A Natural Path

Family guided both father and daughter into plumbing, and now the Texas duo is finding new success as a team.

By Ken Wysocky



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Makenzie Johnson of Pete Johnson Plumbing in Wichita Falls, Texas, glues a P-trap and drainline together for a newly installed sink.

Photography by Misty Doyle

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Luke Laggis

Role Changes

Young plumbers will shape the future of the industry

Y

our dad may be a plumber. Maybe you're third generation and your grandpa was a plumber, too. But I'd bet none of you can say your grandma was a plumber.

The building trades have historically been dominated by men, but so have a lot of other careers that have long since become equal opportunity. Female doctors, lawyers and CEOs are commonplace, but according to figures from the United States Bureau of Labor Statistics, women represent less than 1 percent of the estimated 573,000 workers in the plumbing field and related trades. That means there are approximately 4,000 females working in those fields nationwide.

Makenzie Johnson is bucking that trend. The 25-year-old is one of only about two dozen female plumbers in Texas. She also belongs to an even more exclusive club: female master plumbers in Texas that hold a Responsible Master Plumber endorsement, which effectively means she's qualified to open her own plumbing business.

She won't need to open her own business, however, as she's been working alongside her father, Pete Johnson, at Pete Johnson Plumbing since age 16. The company — profiled in this issue of *Plumber* — has been serving the Wichita Falls area since 1988.

Makenzie, who earned her journeyman license when she was 20 and her master plumber license at 24, says she's run into some rude customers who don't take her seriously, but overall people are supportive and happy to see a female in the field. And once people see her work, no one questions it. She's even doing some work on the business side, helping reshape the company's image through marketing efforts as much as through her own role-changing plumbing skills. She's the future of the company, and one of the many bright young people who will undoubtedly be the future of the trade.

From plumbing to publishing

We tell a lot of stories about how people have grown in the industry and built their businesses. It's an integral part of what we do; it's part of the mission.

I've had the opportunity to work on several publications and help get some new magazines and other special projects off the ground here at COLE Publishing. I always enjoy that. Building a new publication is a lot like building your own business, and it's fun building it for you.

We launched the *Plumber* website a year and a half ago in January 2015. The response was excellent, and after repeatedly being asked if we were ever going to launch a print edition, we did just that in January of this year.

I was at the helm for all of it, but I'm taking on other projects and this issue will be my last as editor. Ed Wodalski will take over with the July issue. He has some great ideas and I think you'll see the magazine continue to grow and mature, serving you better with each issue.

It's been a pleasure putting these stories together for you.

Enjoy this month's issue. 

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TRENCH MYTHS AND DANGERS

24-year-old describes how 3-foot, 9-inch excavation nearly took his life

There's a common perception among plumbers that only deep trenches are dangerous. The truth is ALL trenches are potentially deadly. In February 2014, Jordan Baughn, 24, was laying storm drain in a 3-foot, 9-inch trench when a chunk of soil, about the size of a backhoe bucket, rolled on top of him. He broke his pelvic bone, ruptured his bladder and spleen, broke a rib and separated his shoulder. It was nearly a year before he could walk again. "I feel blessed to be alive," he says. "If it was a 5-foot trench, I'd be dead today." [▲ plumbermag.com/featured](http://plumbermag.com/featured)

REFLECTING ON EARTH DAY

Plumbing products manufacturer recycles 20.3 million pounds of waste each year

When you make more than a million toilets a year, you end up with a lot of leftover material. Each year Mansfield Plumbing recycles 10 million pounds of fired scrap, 10 million pounds of spent plaster molds, 330,000 pounds of cardboard and cartons, 8,900 pounds of paper, 3,000 pounds of cardboard and 6,000 wooden pallets. In many ways, every day is Earth Day at Mansfield.

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PLUMBING 101

All-woman plumbing company teaches female homeowners how to make repairs

Sometimes you don't need a plumber to make simple household repairs. An all-woman plumbing company in Canada is offering female homeowners courses in how to fix common plumbing issues. The first session covered how to replace a bathroom faucet and how to maintain a clear basin drain. [▲ plumbermag.com/featured](http://plumbermag.com/featured)

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A NATURAL Path

Family guided both father and daughter into plumbing, and now the Texas duo is finding new success as a team

By Ken Wysocky

▲ Pete Johnson Plumbing owner Pete Johnson and his daughter, master plumber Makenzie Johnson. (Photography by Misty Doyle)



Pete Johnson Plumbing, Wichita Falls, Texas

OWNER	Pete Johnson
FOUNDED	1988
EMPLOYEES	Two full time, two part time
SERVICES	Commercial and residential repairs and installations, municipal water and sewer line installations and repairs
SERVICE AREA	About a 100-mile radius around Wichita Falls

In business, it's important for companies to differentiate from competitors, especially in highly saturated markets. In Wichita Falls, Texas — a city with a high concentration of plumbers — Pete Johnson proudly holds a differentiation card that competitors will find difficult to trump: his daughter, Makenzie.

Makenzie, who just turned 25, is one of only about two dozen female plumbers in the Lone Star state, and one of even fewer who hold a Responsible Master Plumber endorsement, which effectively means she's qualified to open her own plumbing business.

"I'm just ecstatic that she's a plumber," says Johnson, a master plumber who established his company in 1988. "She's been tagging along with me at work ever since she was a youngster. She earned her journeyman license when she was 20 and her master plumber license when she was 24. I'm very proud of her."

Makenzie's older sister, Mallory, 27, also considered a career in plumbing when she turned 16. But after trying it for one summer, she decided it wasn't for her. "That was fine with me," Johnson says. "I try not to force my kids into anything."

Like Mallory, Makenzie also discovered that knowing what you don't like is as valuable as finding out what you do like. Case in point: While earning a mechanical engineering degree from Midwestern State University in Wichita Falls, she also worked in a retail store.

"I worked in retail for four years and found it wasn't for me," Makenzie says. "I like to be outside and meet new people and face new challenges every day. There's no repetition when you're a plumber."

"I knew this was what I wanted to do when I started working with my father at age 16," she continues. "It's so much better than being stuck inside all day, and I love helping people who have a problem."



▶ Makenzie Johnson assembles a new P-trap under a kitchen sink.

▲ Good working relationship

In family-owned businesses where parents and their children work together, there's always potential for generational conflicts and clashes, but this father/daughter team gets on pretty well.

"Here's the deal," explains Johnson, 51, a no-nonsense, old-school type. "My old boss always told me, 'I'm the boss. I write the checks. Right or wrong, we do it the way I say.' But with this younger generation, I listen to her input — I understand that technology has changed.

"On the other hand, that doesn't mean my old tried-and-true tactics have stopped working," he adds. "Yes, she provides input and I listen to her. But down the road, I'm the boss and I write the checks, so I have the final say.

Overall, I'd say it's been a good working relationship — a good learning experience for both of us."

Marketing is one area where Johnson gives Makenzie wide latitude to implement new ideas. While the company is firmly established and well-known in Wichita Falls,

a more polished and professional image never hurts, Makenzie notes. And it might be particularly useful because the city is a challenging market for plumbers, with about 100 licensed plumbers in a city with a population of about 105,000 people.

"It's a really competitive market," he notes. "Now, some of those guys might be retired and just kept their license, but even so, that's still a large volume of plumbers compared to the population."

▲ Family affair

For Johnson, a plumbing career seemed as natural as water traveling downhill. Some of his uncles worked as plumbers and carpenters around Wichita Falls, so he was no stranger to the trades while growing up. "I went to work digging ditches for my uncle, Michael Brown, when I was about 14 years old," he recalls. "In all honesty, it was the best time of my life working. The labor was hard, but we had fun doing it. We worked hard and played hard and there was great camaraderie.

▼ Pete Johnson Plumbing owner Pete Johnson and his daughter, Makenzie, break a 2-inch gas line loose in order to add a tee in the line to feed a customer's new fire pit.



“You never know what’s going to happen in life, but I just took to it (plumbing),” he adds, noting he earned his journeyman license at age 16 and became a master plumber when he was 21. “I worked for my uncle for years and found it’s what I liked to do. So that’s what I did.”

For about 10 years or so, Johnson worked for his uncle and then a couple other local plumbing companies before starting his own company in 1988. He credits two primary factors for his success. The first was a series of mentors, including his uncle, who gave him guidance and advice, leavened with a good amount of common sense. “I’d say that 99 percent of the time, their advice was spot-on,” he says. “The younger generation should listen to the old-timers because they know what they’re talking about.”

The second factor centers on handling customers with care. “I take care of my customers,” he says. “And that includes being diverse so we can provide them with multiple services. We don’t do just new houses or just repairs.

I train our employees to do a wide variety of things so that when customers call — whether it’s installing plumbing in a new house or fixing a broken garbage disposal or replacing a sewer line — we can do it.

“I’ve learned that TLC is one of the most important things in business,” he continues. “It keeps customers coming back to you. I’m talking about leaving customers’ houses as clean as when you arrived. I’ve even changed light bulbs for customers who couldn’t reach them or walked their dog. It makes a good impression when you do all those little things.”

▲ Equipment matters

Johnson Plumbing does repairs and plumbing installations for commercial and residential customers, and also installs water and sewer lines and makes utility repairs for municipal customers. To provide all these services, the company owns a Grumman Kurbmaster cargo van, a Chevrolet 1-ton pickup truck and an International 5-ton crew cab service truck that carries equipment and materials for municipal work.

“The International can carry pipes

“ I knew this was what I wanted to do when I started working with my father at age 16. It’s so much better than being stuck inside all day, and I love helping people who have a problem.”

Makenzie Johnson



▲ Makenzie Johnson and contractor David White check the door closure and adjust the position while installing a new dishwasher.

as wide as 36 inches and up to 21 feet long,” he says. “We can put all our tools and materials on it and tow a tractor, all at the same time. If we travel 50 miles from here to work on something, we can take everything with us on one vehicle.”

The company also relies on four RIDGID drain cleaning machines capable of cleaning pipes from 1 1/4 up to 12 inches in diameter, one RIDGID SeeSnake pipeline inspection camera, another inspection camera built by General Pipe Cleaners, a Case backhoe and ditching machine, one mini-backhoe made by Terramite Corp., and a Ditch Witch trenching machine.

In addition, the company owns a hydraulic dump trailer made by Big Tex Trailers and three flatbed trailers made by Ditch Witch, Big Tex and Belshe Trailers.

But Johnson also relies on hand-held technology, like

Plumber Profile

smartphones. While he points out that it's always important to listen to customers to fully understand what they need, sometimes a picture is worth a thousand words.

"I always ask customers to explain what happened and how it happened, but now I also ask them to send me a digital photo of the problem so I get somewhat of an understanding of what I'm getting into and what materials I might need," he explains. "That saves me a ton of time and money because once I'm at a customer's house, I don't have to take a half hour to go back out to buy a 39-cent fitting."

▲ Looking ahead

Johnson Plumbing is a bit unusual because it's now a smaller company than it was years ago, when Johnson ran five service trucks. But at that size, the business proved too difficult to sustain because he couldn't find enough employees who could provide the customer service he demands. As such, quality control suffered.

"It was a bad experience," he says. "It just wasn't worth the misery — the people problems and all the mistakes. It cost me more money to keep them and try to get them to treat customers right. It can get out of control pretty quick."


As such, Johnson welcomes consistent growth, but is reluctant to make that happen until he can find more professional, knowledgeable employees with good customer

“ We don't do just new houses or just repairs. I train our employees to do a wide variety of things so that when customers call — whether it's installing plumbing in a new house or fixing a broken garbage disposal or replacing a sewer line — we can do it.”

Pete Johnson

service skills. "Don't get me wrong — I don't mind growing," he says. "But you need to have the right people to grow ... and at this point, I don't think it's worth the misery to reach out there and try to find them."

In the meantime, he says he's content to keep it all in the family by rolling with Makenzie and his two part-time employees: his brother, Dusty, and his nephew, Kinneith Sluder.

"I just want my kids to be happy and be able to support themselves," he says. "As long as they're healthy and happy, the rest doesn't matter." 

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▲ Makenzie Johnson checks the level on a newly installed bathtub.

The good, bad and ugly of plumbing

When a female works in a male-dominated profession such as plumbing, it can create some odd dynamics, ranging from comical to just downright sexist. But Makenzie Johnson, a plumber who works for her father's company, Pete Johnson Plumbing in Wichita Falls, Texas, takes it all in stride.

"I've run across some pretty rude men (customers) who tell me I don't know what I'm talking about because I'm not a 'real' plumber," says Makenzie, who earned her journeyman license when she was 20 and her master plumber license when she was 24. "But fortunately, they're far and few between."

"Most customers are very supportive," says Pete Johnson. "But I've had a few people who've refused to let her in their house to work. Or I've had people call me and ask, 'Did you send a girl over here?' or 'Is she a real plumber?' It takes all kinds of people to make a wolf pack. It's comical sometimes, I promise you."

One customer — ironically enough, a woman —



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wouldn't let Makenzie in because she thought the plumber was too young. "I look pretty young and she assumed I wasn't old enough, so she asked me to get my dad," Makenzie says. "In the end, she was very apologetic. Most times customers are congratulatory and supportive. They're excited to see a young female break into a male-dominated field."

Overall, Makenzie says she has a very good working relationship with her father. "Sometimes I get a little frustrated because he won't give me an opportunity to do something," she says. "Or he tells me how to do something even if I know what to do."

"But when it comes to work, he is well-respected around town," she adds. "So I respect his knowledge and if he says, 'This is the best way to do it,' I don't try to change that."

One thing she is trying to change, however, is the company's image, which she feels could use some sprucing up. "We don't look as professional as we could be,"

she says, noting that one logo adorns the company's trucks while an entirely different logo appears on the company's business cards. "My dad didn't put up a fight about it," she says. "Deep down, I think he knows it wouldn't hurt to look more professional."

What advice would Makenzie give to a child that works with a parent in a family-owned company? Don't be disrespectful, no matter how far apart you are on opinions. And if you don't agree on how to do something, defer to the parent's way of doing it, because he or she has more experience.

Makenzie earned a mechanical engineering degree from Midwestern State University in Wichita Falls, so she has a fallback position if she ever gets tired of wrangling monkey wrenches and soldering pipe fittings. "But for now, I'm sticking with plumbing," she says. "If a really good opportunity came along, I'd consider it. But it would have to be a dream job — like designing faucets for Delta or Kohler — because I really love what I do."



Steve Huff

Get Your Money Now

Successful plumbers aren't in the business of lending money and depending on accounts receivable *By Steve Huff*

Let me tell you something about yourself. Some of you have been in the plumbing business for what seems forever and still don't have two nickels to rub together. Some of you owe thousands of dollars in back taxes. The reason is, some of you also have more money owed to you (accounts receivable) than your annual gross sales. This could also explain the tax thing.

Still, I doubt many of you would go up to a stranger and hand them several thousand dollars and say, "Here take this; you can pay me back later." But, when you tell someone you will bill them for your work, isn't that exactly what you're doing?

▣ Blame yourself

When you don't collect your money (and it is your money) at the time of service, you are essentially loaning that person money at no interest, payable whenever. So, those of you with a high accounts receivable have no one to blame but yourself.

Once an account goes over 30 days, the chances of collecting go down by half. After 60 days it goes down even more, and after 90 days the odds are about the same as Google taking you to the exact website you're looking for on the first try. This leaves you looking in the couch for change while someone else is living the good life on your money.

I visited a company years ago and the owner thought having \$35,000 in accounts receivable was a good thing. In his world he saw it as money in the bank. I could not get him to understand that it was money in someone else's bank, not his. He also had title loans on two of his trucks. Go figure.

Despite having our own battles over the years collecting money owed to us, at the end of last year on sales of

\$1.7 million, our accounts receivable was a nice round number: zero.

▣ Don't be a lender

How do you accomplish what to most of you seems like an impossible task? It's simple. Take banking and loan off your business card. Then don't do work for people who can't pay you when you get done.

When someone calls us to schedule an appointment, we ask how they'll be paying: check, cash or credit card? We call it our 100 percent down and no monthly payment plan. If they don't agree to those terms, we don't go.

If you are one of the people I described earlier, you might someday collect some — but not likely all — the money owed to you. You'll collect just enough to barely keep the doors open and think everything will be OK. All the while you are still loaning money to more people.

Eventually, you will tire of begging people for what's rightfully yours and close the doors for good. When that happens, all that money goes away, because who owes money to a plumbing business that no longer exists?

If want to leave anything for your kids to fight over after you are gone, you need to collect the money owed to you as you go. Otherwise you will just die old, tired and broke. **PI**

Steve Huff is president of Steve Huff Plumbing in Kingsport, Tennessee. You can reach him at stevehuff309@gmail.com.



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Lean Green Machine

Modified cargo trailer enables California plumber to operate more efficiently — and provides a power boost to boot *By Ken Wysocky*

When Zach Peterson started Exact Plumbing in 2006 with a pickup truck and a 12-foot Haulmark cargo trailer, another plumber predicted he'd switch to a truck or a cargo van within a year.

Good thing that plumber doesn't moonlight as a fortune-teller, because a decade later, Peterson and his Haulmark are still going strong. In fact, Peterson has modified the trailer to the point that it's now his most valuable business partner — an eco-friendly power plant, rolling billboard, cargo carrier and productivity enhancer all rolled into one.

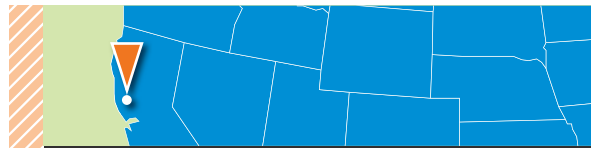
"Using a trailer is the best thing in the world for plumbers," says Peterson, who's based in Sebastopol, California, and primarily does residential service and remodeling work in Sonoma County, located north of San Francisco. "I can't believe more plumbers don't use them. They're so efficient that I never once considered using a truck or van instead."

While Peterson concedes that a trailer wouldn't work well in urban environments where parking is at a premium, it works great for the market he serves. One advantage is the initial investment; the trailer cost him about \$3,500, as opposed to tens of thousands of dollars for a new truck or van fully outfitted with storage systems.

Benefit No. 2: Peterson believes it's inefficient and not very cost-effective to drive a box truck or van to smaller jobs, such as a faucet replacement. (For smaller jobs, he owns two electric-powered Chevrolet Volts that whisk him and his one employee, Jordan Loiseaux, to and from work sites.) "When I sell a big job, I schedule it, then come back with my trailer, which is fully equipped with materials and equipment," he explains. "It's just a different way of doing things."

Moreover, the trailer — which he tows with a Ford F-250 long-bed pickup truck with a diesel engine — offers great flexibility. For instance, he and Loiseaux can tow the trailer to a job site, then one of them can unhitch it and drive the pickup to another job. "Without the extra weight, we get better mileage, too," Peterson notes.

The trailer is surprisingly roomy inside, with 60 square feet of cargo space. Peterson built an interior storage system that features aluminum racks holding individual plastic bins that slide in and out of the rack. Each bin is labeled so Peterson can tell what parts are stored in which bins. He also carries two drain cleaning machines made by General Pipe Cleaners (a division of General Wire Spring Co.). The floor of the trailer is coated with Vortex spray-on bed liner to increase traction, and the roof holds a length of 6-inch-diameter PVC pipe mounted on brackets for carrying sections of copper pipe up to 18 feet in length.



COMPANY	Exact Plumbing Inc.
LOCATION	Sebastopol, California
OWNER	Zach Peterson
TRAILER	12-foot-long Haulmark cargo trailer towed by a Ford F-250 pickup truck
FUNCTION	Transporting materials and equipment
FEATURES	60 square feet of cargo space, 1,000-pound payload capacity, tandem axles, Vortex spray-on bed liner, solar-powered batteries that produce electrical power for lights and charging tools, reflective lettering
COST	\$3,500 for trailer, about \$8,500 for additional modifications
WEBSITE	www.exactplumbing.com



▲ When Zach Peterson opened Sebastopol, California-based Exact Plumbing, he opted for a fully customized service trailer rather than a van. He says the trailer, which only cost him about \$3,500, is far more efficient and flexible than a traditional service van.

But perhaps the most unique feature on the truck is a solar panel, located on the roof, that charges two 6-volt Interstate marine batteries. The system consists of a solar panel, purchased at an RV store; a converter that turns the solar energy into 12-volt power; the two batteries; and an inverter that converts the 12-volt power into 110-volt power.

“The solar power makes me completely self-sufficient,” Peterson explains. “It keeps all the batteries for my power tools fully charged and ready to go. And I can use that power to run everything from my snakes (drain machines) to wet vacs without having to use power from my customers’ houses, which they really appreciate. People in Sonoma County are very forward-thinking and ‘green-oriented.’”

The solar power system also generates electricity to run lights inside the trailer and can even power a portable exterior spotlight for nighttime jobs. All the lights work even if the trailer isn’t connected to the truck. “It’s a huge time saver because I don’t have to worry about cords and finding power outlets to run things,” he says. “Self-sufficiency is always a good practice.”

Peterson estimates he’s invested an additional \$8,500 in the trailer for other modifications, including converting it from a single-axle trailer to a tandem-axle unit more suited for heavy loads. He estimates the unit now has about a 1,000-pound cargo capacity. Moreover, the low trailer floor height makes it easy to load and unload equipment.

In addition, the trailer’s large exterior sides let it double as a rolling billboard, courtesy of lettering by FastSigns in Santa Rosa. Peterson opted for reflective letters that are visible at night. To further differentiate his company, he decided to paint the trailer black with red letters instead of the usual white truck/van commonly used by competitors in his area.

Peterson says it’s difficult to gauge how much the trailer impacts his profit margins through increased efficiencies and productivity. But with a total investment of about \$12,000, there’s no doubt he’s further ahead than if he’d purchased a box truck or cargo van.

“It helps us work in the most efficient way possible,” he notes. “It’s basically priceless.” 📌



Magi Graziano

The New Rules of Engagement

Avoid these six mistakes and you'll be on your way to building a more valuable workforce *By Magi Graziano*

It's easy to copy a successful business model, but copying the model doesn't necessarily mean copying the success. Today, more than ever, people truly are a company's only competitive advantage.

Businesses that want to succeed must focus on employee engagement strategies that improve overall workforce productivity and return on staffing investments. When employees are disengaged or disenfranchised with their work situation, performance plateaus or greatly diminishes. When there is awareness about what causes unhappiness at work, a company can do something about it.

The first step in creating and inspiring engagement in the workforce is to debunk the pervasive and misleading myths about employee engagement.

There are six myths disrupting companies' ability to keep people engaged.

1. A flexible work environment fosters productivity

More often than not, companies do a poor job of looping remote workers into the day-to-day activities of the business. Unfortunately, a very typically adverse impact of remote work for the employee is out of sight, out of mind. Research shows that remote workers and workers with flex time schedules receive less coaching and mentoring and miss out on the institutional knowledge-sharing and socialization that typically happens in a shared workspace.

2. Strong paychecks equal strong loyalty

Not all people are primarily motivated by money, and more often than not, fair and sustainable pay is not a motivator — it is a table stake.

For 80 percent of the working population, the money is not a lever that leads to engagement and buy-in. Forty percent of people want workplace rewards in terms of more

educational opportunities, rewarding and challenging projects, and a sense that they can further their knowledge and career path as a result of working with a specific company or in a certain role. The other 40 percent of workers want to feel emotionally connected to the mission and service of the organization and to the customers they serve. Increasing their customer-facing opportunities is much more rewarding than a few extra bucks in their paycheck or receiving a gift card for coffee.

If money is the only mechanism to get people to stay, it leads to people using money to create bidding wars between current and future employers.

3. Employee independence is necessary for performance

One pervasive myth is that all employees need autonomy and independence, and the more hands-off that management is the better the employee will perform. The reality is that autonomy and independence are not values that everyone shares. To one employee, being left alone can be a true benefit and they may thrive when left up to their own devices. To others it is a recipe for feeling disconnected, isolated and ignored.

4. A job is just a job

Today's worker and human beings in general are much more evolved and present to work-life fulfillment than ever before. Employees today fundamentally want and need so much more than a job for a paycheck. A striking majority of workers have said they want purpose and meaning in the work they do, and that they feel happier at work when they know that what they do matters to the success of the organization.


5. Employees should be satisfied with their current position

High-performing people need to see a pathway for themselves in the role they own and in the company they work in. Engagement research shows that when people see a pathway for their growth and development they provide a higher level of consistent results for the team. When employees feel that a company is invested in their growth, they are more committed to their role and more connected to how they impact the success of the company.

6. Your company is enough to keep the employee

The sixth myth is that people go to work for a company and their loyalty to the company and brand is enough to keep them engaged and retained, but if an employee does not have a strong relationship with their manager, no incentive or brand loyalty will keep them fully engaged. People need to feel appreciated, respected, acknowledged and important; when their direct manager does not provide meaningful assignments, regular feedback and mentoring, engagement is thwarted.

A well thought-out, conscious employee engagement program considers who people are as individuals, and allows for customization in the approach to assigning work and giving feedback. Individualization is a 21st century shift from the one-size-fits-all management of the '80s. A main component of a well-built employee engagement program includes a highly competent management team that embraces coaching and mentoring its people.

When a manager takes the time to offer professional development opportunities, communicate how the employee's role contributes to the organization's overall success and rewards great performance, employees feel valued and appreciated, and engagement soars. 

Magi Graziano is the CEO of Conscious Hiring and Development, and author of The Wealth of Talent. For more information on Magi please visit www.KeenAlignment.com.



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Simplifying Data Collection

Documentation capabilities of RIDGID's CS65 Digital Reporting Monitor save time on inspections *By Craig Mandli*

The massive volume of information provided by high-tech pipe inspection systems can be daunting to understand. Thankfully, there is a solution.

RIDGID's SeeSnake CS65 Digital Reporting Monitor, on display at the 2016 Water & Wastewater Equipment, Treatment & Transport Show, helps give technicians access to that information to ensure it isn't lost in translation.

"Today's camera systems enable the technician to gather

a large amount of reporting data," says James McGregor, director of global marketing for RIDGID. "The digital reporting capability of the CS65 enables the technician to efficiently understand and disseminate that data quickly."

The CS65 includes a 6.5-inch daylight display, one-touch recording, 1TB internal hard drive and an integrated keyboard. It is designed to enable fast, efficient documentation of inspection jobs, and provide professional multimedia reports that are automatically generated for every inspection. "Certainly the automation aspect of the system can be a huge time-saver," says McGregor. "This is a fit for anyone doing heavy reporting with large amounts of documentation. The more information a technician can present to a customer, the better."

The CS65 is equipped with ample storage, including direct recording to one or two USB drives, as well as to the built-in, user-replaceable hard drive for 1,000 hours of standard video recording, 10,000 hours of Autolog or thousands of photos. A water-resistant, built-in full keyboard makes it easy to add custom text overlay and annotate reports, while PhotoTalk combines audio commentary with a photo to create email-ready files that provide a brief inspection diagnosis. Simply import your inspections from your CS65 into SeeSnake HQ via USB stick. With HQ Software, users can edit, archive and deliver reports via print, DVD or online. At just under 10 pounds, the unit docks to the SeeSnake Max rM200 for all-in-one transport, and is compatible with all of RIDGID's SeeSnake camera units.

"We looked at the other monitors out on the market, and none offered a full keyboard, so that's something we built into this system," says McGregor. "It's a system that we feel is a great fit for the crowd at the WWETT Show. It offers ease of use and a lot of great features that technicians are looking for, but at a price point that smaller plumbing and drain cleaning operations can handle."

RIDGID began selling the CS65 in early 2015, and based on a year of sales and feedback data, McGregor is enthused. "Our customers love it, and our sales staff loves selling it



▲ RIDGID territory manager Jim Madder (right) explains the features of the SeeSnake CS65 Digital Reporting Monitor to a 2016 WWETT Show attendee. The unit is designed to enable fast, efficient documentation of inspection jobs and provide professional multimedia reports that are automatically generated for every inspection. (Photo by Craig Mandli)

because its features speak for themselves," he says. "We are also finding a good market in the oil and gas crowd, as the extra reporting features are needed there. With all the industry niches this unit hits, we're having a hard time keeping them in stock."

McGregor says the WWETT Show is always good for RIDGID, and that was no different in 2016. The company always brings a large crew of salespeople and technicians, and regularly entertains nice crowds of both potential buyers and those looking for more information on all the company's wastewater-related products.

"It's been nonstop customers this week, which is pretty typical for this show," he says. "We always plan a lot of spring promotion around the products we highlight at this show, and that's exciting, too. A lot of people come to our booth looking to learn more about the new things we're rolling out."

As for 2017, McGregor says RIDGID is looking at ways to make its reporting monitors even more user-friendly, including adding Wi-Fi capability that will allow technicians to email information straight to a customer or back to the office. "Getting more accurate information quicker is the future of this industry," he says. "We're always looking at ways to do that." 800/769-7743; www.ridgid.com. P

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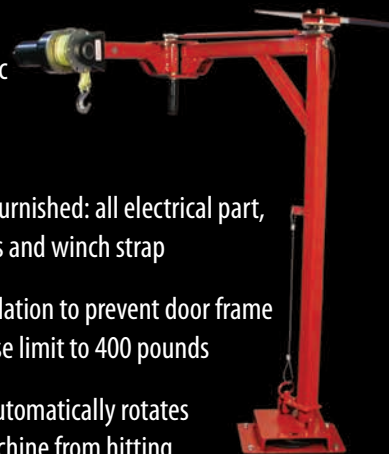


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Keeping the Light On

Teamwork and persistence solve sewer line problem at historic bed and breakfast *By Paul Nicolaus*

The timing couldn't have been worse when the Lighthouse Bed and Breakfast in Two Harbors, Minnesota, suffered a sewer backup last year during the final week of September.

"Fall colors is our busiest time of the year, so we need to be up and running," says Mel Sando, executive director of the Lake County Historical Society, which owns and operates the B&B. "Those last weeks in September and early October are huge for us."

The blockage within the 6-inch clay tile sewer main, caused by a combination of old plumbing and guests and innkeepers flushing nonbiodegradable items such as anti-septic wipes, led to a horror story as the 450-foot holding tank backed up into the lighthouse.

"I was in the basement in my tennis shoes wading in raw waste with a shop vac," Sando says. "That's how bad it was." And to make matters worse, the maintenance staff member was out on vacation.

The first plumbing company Sando reached by phone suggested another, so he placed a second call. "The guy



COMPANY	Do-Right Plumbing & Heating
OWNER	Jason Hanson
LOCATION	Two Harbors, Minnesota
YEAR FOUNDED	2006
SPECIALTY	Plumbing and heating, new construction, remodels, repairs, retrofits and 24-hour emergency calls

came up, looked at the job, and said they couldn't handle it, so I started to panic a little bit."

Although the age of the 1892 lighthouse and the



◀ Jason Hanson, owner of Do-Right Plumbing & Heating, spent a week working at the Lighthouse Bed and Breakfast in Two Harbors, Minnesota, when sewer problems forced the historic inn to close unexpectedly during its busiest time of year.

location of the clean-out for the sewer system scared some off, others were willing to roll up their sleeves and give it a shot. In the end, it was a team effort as Do-Right Plumbing & Heating and Midway Sewer worked in tandem to resolve the issue.

When a 3,000 psi jetter didn't do the trick initially, Superior Septic Service was also called in to use its vacuum truck on one end while the jetter worked from the other, explained Jason Hanson, owner of Do-Right Plumbing & Heating. Ultimately, however, they had to excavate and install access points in a sewer system originally installed back in 1923.

"We basically had to rent an excavator and dig in clean-outs every 100 feet until we opened it up," Hanson says, noting they used a John Deere 35D mini excavator/track hoe. Hanson's father also came on site with a Bobcat skid-steer to clean up behind the clean-out work.


The need for precision only added to the challenge, Hanson said, as they dug next to a charged water main. "Because of the fact that there was not a shut-off, we would have shut down the plant in Two Harbors if we would have hit that thing," he says, "and that made it pretty stressful."

In total, Hanson was on site for roughly a week seeing the job through to completion. Although the B&B was forced to cancel 16 reservations, which resulted in over \$3,000 in lost revenue, it could have been much worse if the companies involved hadn't worked diligently to get the

B&B up and running as soon as possible.

"I've got to give him credit. He stuck with us until the job was done even though he had other jobs on his plate at the same time," Sando says of Hanson. "He told me we'd be back in busi-

ness for the following weekend, and we were.

"One thing I'm very happy about is that now, away from the lighthouse up to 400 feet, we have clean-outs," he adds. "So if we ever have a clog again at least I know we're not going to have to go through that nightmare of excavating down and searching for the line." 

"I was in the basement in my tennis shoes wading in raw waste with a shop vac."
Mel Sando

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Keep the Pressure Up

Tire monitoring systems can keep your fleet rolling safely and efficiently *By Ken Wysocky*

Most contractors wouldn't mind increasing their vehicle's gas mileage, extending the life cycle of expensive tires, improving driving safety and receiving warnings about certain hard-to-access parts that may need repair. They can do just that with small, innocuous and relatively inexpensive devices called tire pressure monitors.

Since 2008, the federal government has mandated all cars and light trucks be equipped with tire pressure monitoring systems, which utilize small, pressure-activated sensors to transmit both tire pressure and temperature to a dashboard-mounted display panel. And there's talk that all commercial vehicles may be required to use them sometime in the foreseeable future, says Dan Covington, the chief executive officer of Truck System Technologies Inc., which manufactures the systems.

Tire pressure monitoring systems come in two different configurations for commercial vehicles: external- or internal-mounted sensors. External sensors, which cost about \$50 per tire, are about 1 inch tall and 1 inch in diam-

eter, and mount directly on tire valve stems. The internal sensors, which cost about \$79 per tire and are about the same size as external sensors,

mount on the base of a tire stem inside a tire. The system can monitor up to 34 tires at a time.

How it works

Via a radio frequency, the sensors transmit a tire's psi and temperature in real time to a small dash display that flush-mounts with a bracket to a dashboard. A military-grade, seven-year-life battery powers the sensors, while the display can be hardwired into any 12-volt AC outlet. Contractors can also opt for a display powered by a lithium ion battery that will function on a full charge for seven days (the battery-powered model can attach to a windshield or dashboard via a suction cup). Most companies with larger fleets prefer the hardwired systems so drivers can't turn them off, Covington says.

To avoid cross-readings from sensors on other trucks and trailers, each Truck System sensor has a six-digit alphanumeric code programmed into it and etched onto the unit, and that code is scanned into the display. That way, the display only reads and displays information for the tires coded into it. While driving, the display continuously rotates through sensor readings for all the tires, showing data from each tire for about five seconds at a time, and a "map" of the truck or trailer's undercarriage shows which tire is being monitored, Covington says.

"The external sensors look like a black bottle cap — they don't leap up at you," he explains. "The transmitter is located inside the device. The stem is made of brass, which is more durable than aluminum. Some customers prefer external-mounted sensors because they can switch them from trailer to trailer as needed. Others put internal sensors on their trucks and externals on seldom-used trailers."

The system emits loud beeps when a problem arises, and red LED lights flash on the display for a visual alert. In addition, icons on the display panel tell the operator what's going wrong, such as a slow leak, a fast leak, overinflation or high temperature. The audible alarm goes off continuously, but a driver can silence it for 20 minutes before it retrips and starts beeping again.



◀ A tire pressure monitor appears like a traditional tire stem at first glance, but is a high-tech gadget aimed at safety.

Photos courtesy of Truck System Technologies Inc.



▲ An internal monitoring system includes several components to keep track of tire inflation.

◀ External sensors can be retrofitted for a vehicle that didn't come from the factory with a monitoring system.

Benefits abound

Underinflated tires can create several problems for contractors. First of all, they can depress gas mileage. To exactly what extent is debatable, but according to the U.S. Department of Energy, underinflated tires decrease gas mileage to the tune of more than 1.25 billion gallons of gasoline annually.

“Most truckers would be surprised at how underinflated their tires are,” Covington says. “We randomly sampled 100 trucks at a trucking company and found 30 of them were

an expensive road-assist call. Properly inflated tires also extend tire life because underinflated tires wear unevenly and create sidewall damage. Ultimately, that wears them out prematurely.”

Worn tires are also prone to dangerous blowouts, which can cause serious accidents that can result in injuries/fatalities and raise insurance rates.

In addition, the sensors can alert drivers to heat being created by a damaged part, such as a bad wheel bearing or a hanging brake caliper. That can save contractors money by revealing a problem before it becomes significantly worse — and more expensive to repair.

“Catastrophic tire failures still can occur without any warning signs,” Covington notes. “But 85 to 90 percent of tire failures exhibit warning signs, like loss of pressure and rising heat. Typically tire temperatures run about 25 percent above the ambient outside temperature.”

In Truck System monitors, a temperature alert is preset at 158 degrees, but operators can change alert parameters on a per-axle basis. “We encourage people to leave it where it is,” he says.

Companies that invest in tire pressure monitoring systems need to educate drivers and mechanics about installation and maintenance

procedures, which Covington says are not overly complicated, but do involve time and labor.

“Sometimes when a guy rotates tires, he’ll forget to put the sensors back on, or break them without knowing it,” he points out. “But monitoring systems can actually reduce maintenance costs because you don’t have to take time to manually

put a gauge on tires every month to check their air pressure. In fact, we have a wand device for fleet applications that you just wave over the sensor — you can even catch trucks and trailers (and check tire pressures) as they’re driving in or off the lot.”

“Most truckers would be surprised at how underinflated their tires are. We randomly sampled 100 trucks at a trucking company and found 30 of them were underinflated from 10 to 30 pounds below the recommended inflation level.”

Dan Covington

underinflated from 10 to 30 pounds below the recommended inflation level. And that number seems to hold consistently true industrywide.”

Moreover, air loss occurs naturally; Covington says a typical tire loses 2 to 3 pounds a month. Other factors can also contribute to air loss, ranging from a poor tire bead, external temperature variations, bad valve cores, loose valve

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1330 W Collins Ave.
Orange, CA 92867
714-453-9760 • Fax: 714-462-8103
sales@epsolutions.net
www.epsolutions.net

Exact Pipe Tools, Inc.
141 Broad Blvd., #201
Cuyahoga Falls, OH 44221
844-392-2800 • 330-922-8150 • Fax: 888-607-9648
nasales@exacttools.com
www.exacttools.com

F



Ferno, Inc.
300 S Dayton
Davison, MI 48423
810-503-9000
info@ferco.com
www.ferco.com

Forbest Products Co.

44130 Old Warm Springs Blvd.
Fremont, CA 94538
877-369-1199
sales@forbestusa.net
www.forbestusa.net

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Formadrain, Inc.

10121 Parkway
Montreal, QC H1J 1P7
Canada
888-337-6764
info@formadrain.com
www.formadrain.com

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**General Pipe Cleaners**

1101 Thompson Ave.
McKees Rocks, PA 15136
800-245-6200 • 412-771-6300
info@drainbrain.com
www.drainbrain.com

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Giant Industries, Inc.

900 N Westwood Ave.
Toledo, OH 43607
800-633-4565 • 419-531-4600 • Fax: 419-531-6836
sales@giantpumps.com
www.giantpumps.com

Gorlitz Sewer & Drain, Inc.

10132 Norwalk Blvd.
Santa Fe Springs, CA 90670
877-446-7548 • 562-944-3060 • Fax: 562-944-7630
sales@gorlitz.com
www.gorlitz.com



Gorman-Rupp Company
600 S Airport Rd.
Mansfield, OH 44903
419-755-1011 • Fax: 419-755-1251
grsales@gormanrupp.com
www.GRpumps.com



GPS Insight
7201 E Henkel Way, Ste. 400
Scottsdale, AZ 85255
866-477-4321 • 480-663-9454 • Fax: 480-513-1694
sales@gpsinsight.com
www.gpsinsight.com

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**HammerHead Trenchless Equipment**

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Lake Mills, WI 53551
800-331-6653 • 920-648-4848
info@hammerheadmole.com
www.hammerheadtrenchless.com

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Hot Jet USA

14773 Heritage Crest Way
Riverton, UT 84065
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sales@powerlineindustries.com
www.hotjetusa.com

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Infrastructure Repair Systems, Inc.

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asadusky@irsi.net
www.irsi.net

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Denver, CO 80239
800-463-9572 • 303-373-1918 • Fax: 303-737-1923
sales@ipexamerica.com
www.enduragreaseamangement.com

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www.isuzucv.com

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800-499-8450 • Fax: 800-596-3057
sales@kolbipipemarkers.com
www.kolbipipemarkers.com

M

Mongoose Jetters by Sewer Equipment
1590 Dutch Rd.
Dixon, IL 61021
877-735-4640
sales@mongoosejettters.com
www.mongoosejettters.com

N

Norweco, Inc.
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email@norweco.com
www.norweco.com
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NozzTeq, Inc.
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866-620-5915 • 603-413-6583 • Fax: 603-413-6744
info@nozzteq.com
www.nozzteq.com

Nu Flow
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San Diego, CA 92121
800-834-9597 • 905-433-5510
info@nuflowtechnologies.com
www.nuflowtechnologies.com
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P



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866-336-2568 • 727-507-9749 • Fax: 727-507-9849
info@perma-liner.com
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www.pickupequipment.com
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219-440-1404
www.picotesolutions.com
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linda@pipeliningsupply.com
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info@posmsoftware.com
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www.ratech-electronics.com

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Ganesvoort, NY 12831
518-812-0000 • Fax: 518-747-5490
mark.reynolds@septicdrainer.com
www.septicdrainer.com
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RIDGIDinfo@emerson.com
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rootx@rootx.com
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208-790-8770
sales@screenco.com
www.screenco.com

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866-667-8465 • 973-846-7817 • Fax: 973-858-0219
sales@industrialodorcontrol.com
www.IndustrialOdorControl.com

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422 W Rising
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877-450-3701
info@s1eonline.com
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1506 W. Division St.
Mendota, IL 61342
800-435-3866
customerservice@spartantool.com
www.spartantool.com

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800-466-3337
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Ad on page 11**The Knapheide Mfg Co**

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Quincy, IL 62305
217-222-7131 • Fax: 217-222-5939
knapheide@knapheide.com
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Ad on page 47**ThermOmegaTech**

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valves@thermomegatech.com
www.thermomegatech.com

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800-746-7464 • 404-505-0510 • Fax: 404-505-0506
info@shoring.com
www.shoring.com

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www.usbsec.com

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vns@vac-con.com
www.vac-con.com

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800-446-3392 • 408-734-1400
info@vxmt.com
www.vivax-metrotech.com

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Water Cannon, Inc. - MWBE

4300 West Lake Mary Blvd., Units 1010-424
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sales@watercannon.com
www.watercannon.com/catalogrequest.aspx

Ad on page 77**Watts Water Technologies, Inc.**

815 Chestnut St.
North Andover, MA 01845-6098
978-688-1811 • Fax: 978-794-1848
sales@watts.com
www.watts.com

Ad on page 19**Wheatland Tube**

700 South Dock St.
Sharon, PA 16146
800-257-8182 • Fax: 724-346-7260
info@wheatland.com
www.wheatland.com

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Z

Zoeller Pump Company

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www.presbyeco.com

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Fallbrook, CA
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jscruver@aol.com

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www.zoeller.com

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brian@powrmole.com
www.powrmole.com

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800-504-7435 • 423-790-1600 • Fax: 800-504-7436
sales@amazingmachinery.com
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Novi, MI
877-272-7755 • 248-305-6000
customerservice@brasscraftmq.com
www.brasscraft.com

Central Oklahoma Winnelson

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888-947-8761 • 405-947-8761 • Fax: 405-947-1934
krjones@winnelson.com
www.centralwinnelson.com

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info@electriceel.com
www.electriceel.com

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Forbest Products Co.

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General Pipe Cleaners

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RIDGIDinfo@emerson.com
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EPL Solutions, Inc.

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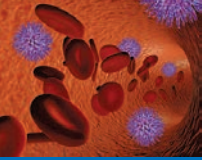
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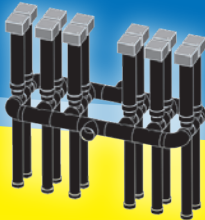
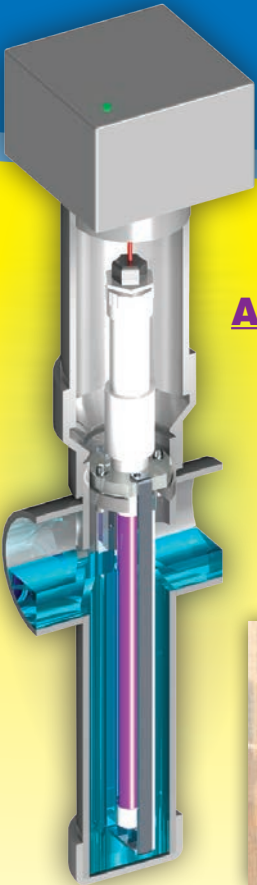
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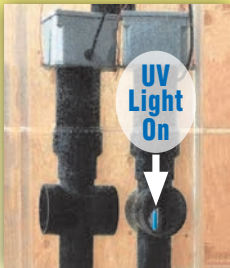


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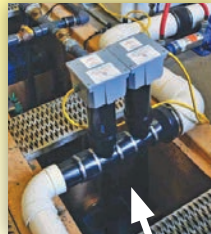


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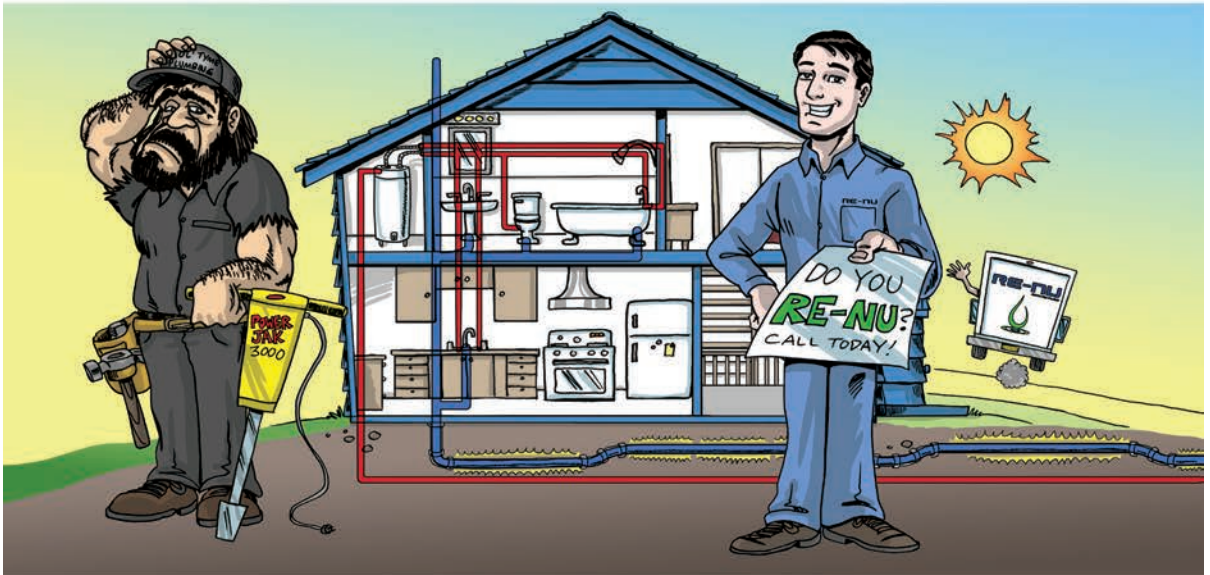
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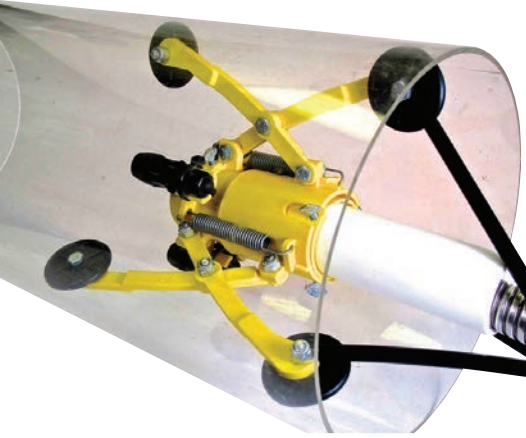
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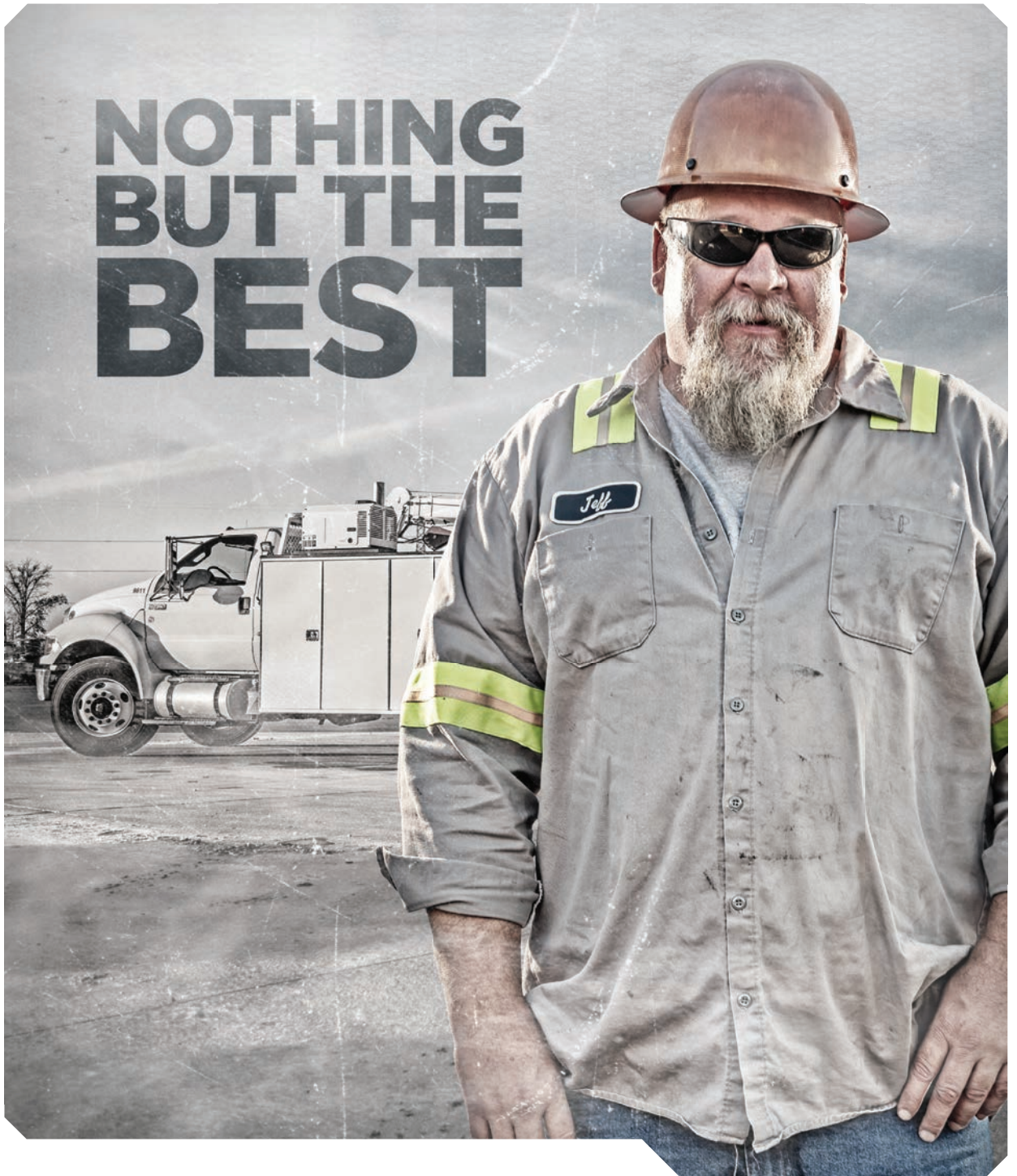
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- Management/Supervisor
- Operator/Technician
- Other _____

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- 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?

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

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- \$251K-\$350K
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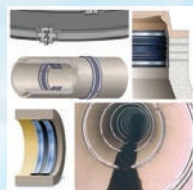
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Fixtures, Tools and Supplies | *By Craig Mandli*

Battery-Operated/Hand Tools

BrassCraft Mfg. Co. Cobra Professional-Grade Toilet Auger

Cobra Professional-Grade Toilet Augers from Brass-Craft Mfg. Co. have a corrosion-resistant 1/2-inch spring steel cable and a telescoping action to extend the cable from 3 to 6 feet in length. The additional length lets the user clear stoppages that may be just beyond the bowl. The extra 3 feet of cable hidden in the guide tube can be easily and quickly released with the push of a button. A rubber bowl guard and cable guide tube help prevent porcelain scratches during tool insertion and use. Its nonslip grip on both stabilizing and rotation handles improves handling and maneuverability during tool use. The tool is ideal for high-efficiency toilets. **248/305-6000; www.cobraus.com.**



Reed Manufacturing polyethylene squeeze-off tools

Polyethylene squeeze-off tools from Reed Manufacturing Co. stop flow in 1/2- to 8-inch PE pipe. Different models handle a wide range of pipe sizes and applications. Sliding bar handles make work in tight places easier and increase leverage for tightening. Positive stops in metric sizes are also available. **800/666-3691; www.reedmfco.com.**



Sensible Products EMF-2

The EMF-2 extendable magnetic flashlight kit from Sensible Products includes an inspection mirror that connects magnetically to the lighted end of the unit and easily adjusts to any angle. A handy pocket clip keeps it where it's needed. The grip end has an extra powerful

magnet that holds it securely, even to a vertical surface. It telescopes from 6.5 to 21 inches, and its flexible shaft fits in

hard-to-reach places. It has a handy on/off button, magnet on the light for powerful retrieval, three super-bright LEDs and a flexible inspection mirror that rotates 360 degrees. **773/774-7400; www.sensibleproducts.com.**

Faucets

Barber Wilsons Manhattan

The Manhattan bathroom faucet from Barber Wilsons has a clean silhouette and geometrical shape for a classic appeal. The three-hole faucet is crafted from solid brass construction and comes standard with a pop-up drain. It is available in polished brass, chrome, nickel, a weathered bronze, satin nickel and satin chrome. The 5 1/2-inch spread is adjustable with flex hoses offered from 6 to 10 inches. A coordinating heated washstand is available. **800/727-6317; www.barwil.co.uk.**



Delta Faucet Co. Mateo

With nods to the Italian countryside, the Mateo kitchen faucet from Delta Faucet Co. delivers a dynamic design to the heart of the home. The collection's contours reflect the smooth, graceful curves of hand-blown glass bottles without compromising its functionality. The sleek, high-arc pull-down design is coupled with modern innovations, such as MagnaTite Docking to hold the spray head firmly in place via a powerful magnet and DIAMOND Seal Technology to ensure like-new operation for the life of the faucet. Optional Touch2O Technology with TempSense Technology allows the faucet to be turned on and off with just a touch, simplifying kitchen tasks during food prep and cleanup, and features an LED light at the base of the faucet to let users know when the water has reached the desired temperature. **800/345-3358; www.deltafaucet.com.**

Elkay Mfg. Co. Pursuit Model LK2500CR

The **Pursuit Model LK2500CR** flexible-spout laundry/utility faucet from **Elkay Mfg. Co.** is constructed with brass materials to ensure a long life and a chrome finish to match most decors. It has a ceramic disc valve for maintenance-free use and deck mounting for easy countertop installation. Its forward-only, single-lever handle is easy to use and eliminates bumping into the backsplash. The 14 3/8-inch-high, flexible arc spout swivels 360 degrees for complete sink access, and the dual-function spray head offers either an aerated or spray flow with a simple end-spout turn. Its low flow reduces water use, and it can be paired with an optional soap dispenser and an air gap to ensure that, in the event of a stopped-up sink drain, water is not siphoned back into a reverse osmosis system. **630/572-3192; www.elkay.com.**



nated, the faucet remains clean and bacteria-free, making cooking and entertaining that much more enjoyable. K7 and Ladylux3 kitchen faucets come in different sizes and color schemes to ensure that Foot Control Technology is able to fit with any kitchen setup. The faucets come in sizes small, medium and large and can have either a chrome or super-steel finish. **800/444-7643; www.grohe.com/us.**

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, widespread 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.**



Moen Via Bath Collection

The **Via Bath Collection** from **Moen** delivers a striking modern look in a chrome finish. The suite features the M•PACT common valve system on its widespread faucet and tub/showering options, making it quick and easy to change the fixtures in minutes. Single-handle faucets include the Moen 1255 Duralast cartridge that provides a consistently smooth handle feel. Matching accessories are available for a coordinated look. **800/289-6636; www.moen.com.**

ROHL Perrin & Rowe Deco Bath Collection

The Art Deco inspired **Perrin & Rowe Deco Bath Collection** from **ROHL** is made from solid brass, plated to resist wear, assembled by hand, water tested and hand polished. Available in cross and lever handles, the collection comes in polished chrome, polished nickel and satin nickel finishes. Designed for consumers looking to bring an artistic flair to the home bath, the collection includes faucets, tub fillers, shower kits, accessories and vitreous china. **800/777-9762; www.rohlhome.com.**



Franke Kitchen Systems Bernard Stainless Steel Fast-In Faucet

The **Bernard Stainless Steel Fast-In Faucet** from **Franke Kitchen Systems** can be installed from the sink top, making it ideal for today's active

homeowners. With contemporary styling, this one-hole, single-handle, pull-out faucet has full and needle spray, activated by a simple toggle switch. It has a spout that swivels 360 degrees, with a water-saving flow rate of 1.75 gpm, a 33 mm ceramic cartridge and an integrated double check valve. **800/626-5771; www.franke.us/ks.**

GROHE Foot Control Technology

GROHE Foot Control Technology, available with K7 and Ladylux3 kitchen faucets, allows the user to easily switch the water flow on and off with a tap of the foot on the activation plate that can be installed discreetly in the toe space of the cabinet or on the side for knee, hand or elbow control. It frees both hands for added maneuverability in the kitchen. Because the need to operate the faucet via the handle is elimi-





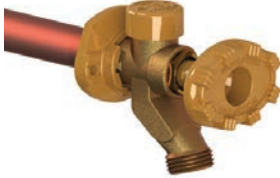
▣ **TOTO USA Libella EcoPower Faucet Series**

The **Libella EcoPower Faucet Series** from TOTO USA has deck- and wall-mount options. They are energy-efficient, harnessing

the electricity generated by flowing water to power their electronics, so there's no need for hardwiring or disposable battery replacement. There is no minimum daily usage required. Their accurate spout-tip sensor detects hands before releasing water and shuts off immediately once hands are removed, saving water. The predetermined flow rate is 0.5 gpm, or 0.09 gallons per 10-second cycle, 64 percent below the 0.25 gallons-per-cycle baseline for high-efficiency faucets. 770/282-8686; www.totousa.com.

▣ **Woodford Manufacturing Model 19**

The **Model 19** freezeless, anti-burst residential wall faucet from **Woodford Manufacturing** prevents burst pipes, even if the hose is attached in freezing temperatures. It has a pressure relief valve that prevents pressure buildup and burst tubes. For just a few dollars more than a freezeless faucet, the homeowner can rest easy knowing their faucet won't burst in freezing weather, even if they forget to remove the hose. 800/621-6032; www.woodfordmfg.com.



commercial settings, this compact pint urinal is ADA-compliant for universal accessibility. Keeping user comfort in mind, it is designed with a generously deep bowl that helps reduce splashing. It is available in either top- or back-spud configurations. 800/442-1902; www.americanstandard-us.com.

▣ **BainUltra Nokori**



The **Nokori** freestanding tub from **BainUltra** captures minimalist design with a geometric silhouette that blends with nearly any architectural style. Simple rectangular lines permit a flexibility of design, allowing the tub to be placed floating away from the wall or fitted against one, two

or three walls, creating a spacious or cozy bathing experience. Tubs are available in five different sizes ranging in length from 58 to 71 inches, with two configurations that comfortably accommodate two bathers. Made of durable acrylic with a seamless appearance, they offer quality and a durable glossy white finish. ThermoMasseur hydro-thermo massage is available, along with heated backrests and options for soothing chromatherapy and Geysair warm air jet technology to maintain consistent water temperature. 866/344-4515; www.bainultra.com.

▣ **Mansfield Plumbing Summit EL ADA 10-inch Toilet**

The **Summit EL ADA 10-inch Toilet** from **Mansfield Plumbing** is ideal for retrofit applications and can help to remedy rough-in mistakes. The elongated 16 1/2-inch-tall bowl can be used with existing Summit 1.6 gpf tanks. The unit has a universal design to complement any bathroom decor. It has 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, while the pilot fill valve is more consistent over a wide range of water pressures. It has an MaP rating of 1,000 grams, and complies with BAA and ARRA. 877/850-3060; www.mansfieldplumbing.com.



Fixtures



▣ **American Standard Decorum Pint Urinal**

The **Decorum Pint Urinal** from **American Standard** offers a sleek, modern and compact design reflecting sophisticated styling and functionality. Meeting the 2016 California water restriction regulations, it has an updated hydraulic system that functions on only 0.125 gallons of water per flush, 87 percent less water than a standard 1 gpf urinal, while still meeting optimum flushing performance standards. Ideal for the most demanding

▣ **MTI Baths Stream Bath**

The **Stream Bath** from **MTI Baths** recreates the experience of bathing in a forest stream. Available on most

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bubbles. Since it uses vents, not jets, the output of the vents moves the water around the body as opposed to directly on the bather like air bath or whirlpool jets. A quiet pump and strategically placed rotating vents allow bathers to control the streams of water, customizing multiple ribbons of water as they flow across the body. An optional inline heater maintains the water temperature at 104 degrees F. **800/783-8827; www.mtibaths.com.**

▣ Ruvati Gravena RVH8500

The geometric designs of the **Gravena RVH8500** undermount sink from **Ruvati** combines style with performance to create a functional focal point for the kitchen. The sleek-looking basin makes a bold statement with clean, linear lines and a pleasing mirrored symmetry



designer collection drop-in tubs, both soakers and air baths, the therapy inside uses directional currents of water flow with no trace of turbulence or

that is ideal for contemporary kitchens. The tight radius design with inside curved corners makes it easy to clean and lends a sleek sophistication that is both edgy and urban. Rear drain placements ensure dishes left in the sink do not settle on the drain and prevent water flow, while drain grooves channel water towards the drain, keeping the sink clean and dry. A satin finish and heavy-duty sound guard undercoating make it a practical choice for the kitchen. It is manufactured from T-304 stainless steel, and the main left and right basins have a generous interior depth of 9 inches. Coordinating rinse grids and basket strainers complete the look and enhance usability. **855/478-8284; www.ruvati.com.**

▣ SFA Saniflo USA SANIACCESS2

The **SANIACCESS2** above-floor macerating plumbing system from **SFA Saniflo USA** handles sink and toilet fixtures in powder room applications and comes with two access panels that allow for easy internal service. Periodic maintenance can be accomplished quickly and easily without having to disconnect the unit from the fixtures it is serving. **800/571-8191; www.saniflo.com.**





Topex Design Armadi Art Acqua

Topex Design has added crocodile leather to their Armadi Art Acqua bath vanity collection. These wall-hung vanities are wrapped in faux leather that withstands

demanding bathroom environments. The vanities are the epitome of luxury and refinement as well as expertly engineered for practical usability. They are available in 36-inch units with matte acrylic countertop and crocodile vessels. 201/794-7900; www.topexdesign.com.

Pipe-Fitting Tools

IPA Tools #8076 Series Carbide-Tube Pin Cleaners

IPA Tools #8076 Series Carbide-Tube Pin Cleaners have a preformed tube design to quickly and efficiently clean the phosphorus buildup that accumulates on pins, pipes and tubes. This 10-piece set can be used to safely remove corrosion, scaling and rust on items such as copper piping. This will ensure a clean surface prior to soldering, welding or painting. The material is 10 times more durable than common sand paper and uses an interior 240-grit carbide. The 10 precise diameter sizes include .217, 1/4, 5/16, 3/8, 7/16, 1/2, 9/16, 5/8, 11/16 and 3/4 inches, with other sizes available up to 3 inches. 888/786-7899; www.ipatools.com.



Milwaukee Tool Basin Wrench

Basin Wrenches from Milwaukee Tool are designed to assist plumbers in making easy and fast basin and faucet swap-outs. The handles have a ratchet-ready design compatible with any standard 3/8-inch drive ratchet, allowing users to install or remove basin and faucet nuts faster than with traditional basin wrench models. Also integrated in the handle are slots designed to receive a screwdriver, delivering the maximum breakaway leverage required to remove corroded basin and faucet nuts. A traditional horizontal bar is also built into the shank, providing users with another way to deliver leverage in confined job site environments. It has an ergonomic handle design



inspired by the shape of a doorknob for a more comfortable fit in the hand, allowing the user to deliver the leverage required to swap out even the most stubborn basins and faucets. They have a four-position telescoping shank designed to deliver smooth adjustments between length positions and give the user increased flexibility to access many different basin and faucet configurations. 800/729-3878; www.milwaukeetool.com.

Clean-Fit Products, a division of The Mill-Rose Company, Blue Monster 1-Step PVC Cement

Blue Monster 1-Step PVC Cement, a fast-setting PVC pipe glue that works effectively on wet or dry pipe, is available from Clean-Fit Products, a division of The Mill-Rose Company. It is a self-priming PVC pipe glue that requires no additional primer. This cement quickly bonds PVC pipe and fittings for fast pressurization and maximum productivity. It can be used on all classes of rigid and flexible PVC pressure pipe, including Schedule 80, up to 6 inches in diameter, and 8-inch diameter on non-pressure rigid and flexible PVC pipe. This user-friendly PVC cement meets or exceeds ASTM Specification D2564 and carries the National Sanitation Foundation seal. Ideal for all types of weather conditions, hot or cold, typical uses include potable water, pressure pipe, pool, irrigation, conduit, DWV, drain duct and sewer. 800/321-3598; www.cleanfit.com.



Pipe Threaders

RIDGID 600-I Hand-Held Power Drive

The lightweight 12.7-pound RIDGID 600-I Hand-Held Power Drive is the ideal tool for maintenance and repair projects. It has a durable die-cast gear housing and fiberglass-reinforced plastic body built to withstand demanding job site conditions, and has capacity for 1/8- to 1 1/4-inch pipe using 11 R Die Heads. It has an over-molded handle and contoured grip to provide optimal control, while the dual V-jaw support arm prevents slipping. It includes a forward/reverse slide with on/off two-step momentary contact. Screw-in brush covers reduce service time. 800/769-7743; www.ridgid.com.



Power Tools

■ Fisher Mfg. Ultra-Spray PLUS

The **Ultra-Spray PLUS** high-performance prerinse valve from **Fisher Mfg.** offers energy and water savings. It blasts through federal minimums to exceed the EPA's Water-Sense standards. It is designed to deliver full cleaning performance using only 1.15 gpm, and is designed to deliver 1,000,000 cycles. Available in both stainless steel and brass models, installation is an easy retrofit to any brand's existing prerinse, and can help recapture hundreds of dollars in water and energy savings. All the fittings and gaskets are standard. **800/421-6162; www.fisher-mfg.com.**



■ General Pipe Cleaners Cold-Shot Pipe Freezing Kit

The **Cold-Shot Pipe Freezing Kit** from **General Pipe Cleaners** lets a plumber repair an operating water system without draining waterlines, sprinkler systems or hot water systems before cutting pipe or tubing. Using CO2 in dip-tube cylinders, it freezes liquids

in steel, copper, cast iron, aluminum or plastic pipes, 1/8 through 2 inches in diameter. Simply place the freeze head around the pipe, attach the hose and open the CO2 cylinder valve. Liquid CO2 flows into the freeze head, forming an ice pack in the pipe capable of withstanding 7,000 psi. It can create an ice plug in copper tubing within five minutes, and in steel pipe within three minutes, providing a seal and distributing CO2 evenly around the pipe. The kit includes 10 sets of freeze heads, two high-pressure spiral hoses with injectors, rubber gloves, goggles and carrying case. **800/245-6200; www.drainbrain.com.**

Valves

■ ACCOR Technology FlowTite PEX 4-All

FlowTite PEX 4-All push-fit supply stop valves from **ACCOR Technology** install on new PEX pipes without tools, soldering or gluing. The design incorporates two stainless steel, dual-gripper rings for an increased margin of safety, eliminating the need for an insert fitting due to variations in the outside diameter. The valves are tested to 1,000 psi, are lead-free and come with factory-attached connectors to help eliminate joint leaks. They are available in three colors — clean white, brushed chrome and oil-rubbed bronze — at wholesale outlets. **800/447-5848; www.accortechnology.com.**



■ Webstone Valves Pro-Connect

Pro-Connect full-port forged brass press ball valves with 3/4-inch hose connections from **Webstone Valves** are lead-free compliant, have an adjustable packing gland, reversible handle and will be available in 1/2- and 3/4-inch sizes. They are compatible with all popular press tools. **800/255-9529; www.webstonevalves.com.** 



Fixtures, Tools and Supplies

By Craig Mandli

Pipe cutting system effective on aluminum piping




and accuracy of cut. In addition, the saw blade teeth don't get clogged with aluminum particles during the cutting process.

Result: "After such an impressive demonstration, we did not hesitate to invest in this innovative portable solution for cutting pipe material, which we would highly recommend," says site supervisor Roger Chatterton. 844/392-2800; www.exacttools.com.

Internal wrench enables plumber to remove broken shower arm

Problem: Jerry Johnson, a professional plumber in Southern California, had a problem trying to remove a busted shower arm without tearing into the wall. The shower arm had broken off even with the wall, and Johnson wanted to avoid opening up the wall to get to it.

Solution: Johnson used the BT12R blade-type internal wrench from **D.O. Smith Plumbing Tools**. It can be used to extract broken nipples and shower arms that are flush with the wall, without making the hole in the wall bigger. It comes in 1/2-, 3/4- and 1-inch sizes. It loosens and tightens, and can be used for chrome work.

Result: Johnson was able to insert the internal blade wrench into the broken shower arm and extract it in less than 30 seconds. "I would recommend this product to anyone who has a broken shower arm," he says. "Don't waste your time on the other stuff out there and don't waste your money tearing up your wall." 323/724-2665; www.dosmithplumbingtools.com. 

Problem: Cutting aluminum pipe material on site at the Blackhillock Substation in northern Scotland presented many challenges, including safety, efficiency and cutting accuracy. Finding a portable pipe cutting system that met those demands and was capable of cutting a multitude of pipe sizes was a challenge. The teeth of previous cutters generally became embedded with aluminum particles after the first cut, resulting in the need to continuously clean debris from between the teeth.

Solution: Exact Pipe Tools provided a demonstration of its 280E PipeCut system, which is light and easy to use and ticked all the right boxes in terms of safety, efficiency

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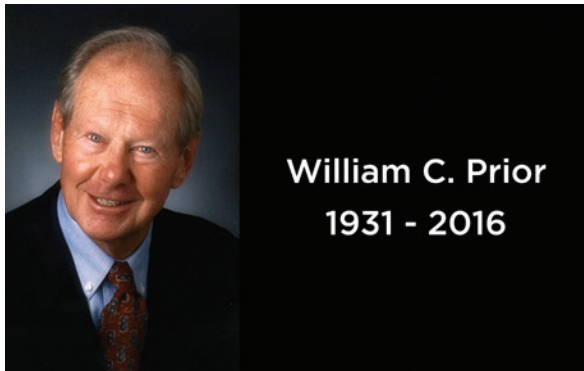
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Kinetico co-founder passes away



William C. Prior, 85, co-founder of Kinetico home water treatment systems, passed away Feb. 28. In addition to his work with Kinetico, Prior was active in the Water Quality Association. He also served as chairman of the Small Systems Committee and was a longtime member of the AWWA/WQA Liaison Committee. Prior was inducted into the WQA Hall of Fame in 1991 and received the Lifetime Membership Award in 1999. He served as director of the Greater Bay Area Foundation, The Great Lakes Basin Conservancy and the Pointe au Baril Islander's Association. For the Georgian Bay Association, he served on various committees and consulted on water-quality issues. He was also a past trustee of Proctor Academy, a private high school in Andover, New Hampshire.

Dwyer celebrates VetFran anniversary

Dwyer Group is celebrating the 25th anniversary of VetFran, a program started by the company's late founder Don Dwyer Sr. as a pathway to business ownership and civilian life for military veterans. The organization has awarded over \$2 million in discounts to 374 veterans who have become franchise owners of a Dwyer Group service brand through VetFran since it began keeping records in 2003.

Ranger Design launches buyer's guide

Ranger Design launched a buyer's guide that includes over 1,000 Ranger products, including 16 new trade packages and approximately 30 new products for the Mercedes-Benz Sprinter and Metris. A Buyer Experience assists end users through the planning, selecting and ordering of equipment and accessories for commercial vans. This guide can be viewed online, downloaded as a PDF or requested as a hard copy.

ServiceTitan forms partnership with ReviewBuzz

ServiceTitan, cloud-based, mobile platform operations management software for field service technicians in the home services industry, partnered with ReviewBuzz, creator of a management system for service businesses. The integration between ReviewBuzz's online review generation technology and ServiceTitan's operations management platform is expected to help drive sales, revenue and customers for home services businesses by making it easy for businesses to generate more five-star reviews across the internet.

Caleffi adds installation tip videos to product packaging



Caleffi's installation tip videos are designed to make the job easier for a contractor in the mechanical room seeking installation pointers or a wholesaler explaining a component at the counter. The YouTube videos are accessed by a QR code, easily identified with a bright yellow label placed on the product boxes.

Ferguson associates assist Flint residents

Ferguson associates in Detroit, Michigan, are working alongside the Red Cross and other organizations to help residents in Flint clean up their drinking water. While residents wait for repairs to the infrastructure, the State of Michigan is providing water filters to its citizens.

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However, the filters won't work with outdated faucets. Ferguson donated 210 kitchen faucets through a team effort. Sunstrum volunteered to make the delivery to Flint, ensuring the faucets would arrive as soon as possible.

Ultrafine cementitious grouts receive NSF certification

US Grout's Ultrafine SD and Ultrafine ND cementitious grouts, distributed by Avanti, received NSF International certification as conforming to the requirements of NSF/ANSI Standard 61 — Drinking Water System Components — Health Effects for use in contact with potable water.

Draincables Direct names sales representative

Draincables Direct of Ohio named Mark Lincoln territory sales representative for Dallas, Texas. He has over 25 years experience in drain industry sales.



Mr. Rooter Plumbing names Franchisee of the Year

Mr. Rooter Plumbing named Brad and Amanda Sims of Mount Pleasant, Michigan, the company's Franchisee of the Year. Brad and Amanda Sims became Mr. Rooter Plumbing franchisees nearly a decade ago when they purchased the Mount Pleasant market. In 2015, they surpassed \$1.5 million in revenue. Mr. Rooter Plumbing also opened locations in Birmingham, Alabama; Williamsburg, Virginia; and Woburn, Massachusetts; and is on track to open about 20 additional locations this year.

American Residential Services acquires Aspen Air, Atlas Trillo

American Residential Services, a Memphis, Tennessee-based privately held provider of heating, air conditioning and plumbing services, acquired Aspen Air and Atlas Trillo to further expand its national footprint. ARS has an extensive plumbing presence in the Bay Area, but with the acquisition of 62-year-old Atlas Trillo, ARS will be adding HVAC services to its service offerings in the region.

Product Spotlight

Blanco's durable granite composite apron sink offers rustic look *By Ed Wodalski*

Featuring a rustic look with rock-hard durability, the 30-inch, single-bowl IKON apron-front sink from Blanco America has a 1.5-inch rim and 9 1/4-inch depth.

"In an apron-front design, you're up against the sink quite a bit. It gets a lot of abuse, so it has to pass the belt test," says Christy Emens, marketing manager for Blanco.

The granite composite Silgranit material resists scratches, stains and temperatures up to 536 degrees F. Colors include anthracite, white and café brown (up to eight colors will be available).

"This is the first granite composite sink made in an apron front," Emens says. "With this material, the benefit to the end user is, over time, the front apron is going to stay pristine looking. It's going to hold up to that wear and tear."

The apron-front design recaptures the rustic look of earlier farm homes, when sinks also served as reservoirs before the days of indoor plumbing.

"Homeowners would have to bring water in by the bucket, heat it up on the stove and bring it over to the sink," Emens says. "The apron-front sink held a lot of water or ice and you were able to do your food preparation or cleaning for the day before you had to drain it. The design is ergonomic. You can put the water in and work in it, and you didn't have the cabinet separating you from the sink, so you're not bending over, straining your back."

The benefit of the single-bowl sink in today's home is the ability to hold large, odd-shaped objects, such as cookie sheets.



"When people buy an apron-front sink, they want that rustic look," Emens says. "So, it's a look, but also a function."

The sink includes a custom floating grid that rests in the inner walls and can be used as an easy-to-reach, multitasking workstation or as a trivet on the countertop.

"It raises the level of the bottom of the sink," Emens says. "You can put a pot there. You can use it to dry things, to wash vegetables. Floating over the bottom of the sink keeps things out of the dirty water. It gives you more functionality than a grid that has to sit on the bottom of the sink. And since the grid is not needed to protect the Silgranit surface, it can perform other functions." **888/668-6201; www.blancoamerica.com.**

Milwaukee Tool Copper Tubing Cutters

Mini Copper Tubing Cutters from Milwaukee Tool, available in 1/2- and 1-inch sizes, along with the 1 1/2-inch Constant Swing Copper Tubing Cutter, feature a long-life adjustment mechanism, rust-resistant chrome rollers and easy-grip knob for better leverage during adjustment. The Constant Swing Copper Tubing Cutter has four rust-resistant chrome rollers that stabilize material to deliver straighter, cleaner cuts. A smooth-adjustment knob helps

users make easier adjustments throughout the job and also allows for storage of an extra cutting wheel. An onboard reamer allows easy deburring for improved productivity. **800/729-3878; www.milwaukeetool.com.**



▣ Link Manufacturing 180-degree swivel ramp

The 180-degree aluminum swivel ramp from Link Manufacturing is designed for cargo van and box truck applications. Available for bifold ramps in 30-, 36- and 47-inch widths, and 99-, 108- and 117-inch lengths, they provide up to 1,500 pounds of loading capacity. The ramp mounts in the rear stored position like a traditional folding ramp, but can also be stored inside, behind the wheel well — providing options for those times when a loading ramp isn't needed. When not in use for loading or unloading, it rotates outside of the vehicle for unobstructed access. **800/248-3057; www.linkramps.com.**



▣ John Guest Reducing Coupler

The Reducing Coupler from John Guest USA is available in 1/2- by 3/8-inch, 3/4- by 1/2-inch and 1- by 3/4-inch CTS sizes for use in the domestic plumbing market. Manufactured from high-quality engineered plastic with an EPDM O-ring, the coupler satisfies both hot and cold water plumbing/remodeling and hydronic heating applications. It is suitable for use with any combination of copper, PEX or CPVC pipe and does not require tools to make a leak-proof connection. The coupler incorporates Twist and Lock technology for extra security. The coupler is both lead-free and corrosion-free, and is NSF- and IAPMO-approved for domestic plumbing in the U.S. and Canada. **973/808-5600; johnguest.com.**

▣ Coxreels inline swivels with multi-lobe seals

Nitrile 1.5- and 2-inch inline swivels from Coxreels feature multi-lobe sealing technology. The enhanced seals are designed to maximize seal integrity, improve overall seal performance and maximize seal life. In-depth testing has shown that the performance of the multi-lobe seals exceeds that of the standard O-ring, cup and T-seals for large-capacity fluid handling and high-volume delivery in both high- and low-pressure applications. **800/269-7335; www.coxreels.com.**



▣ Isuzu four-cylinder medium-duty truck

The 2018 FTR Class 6 medium-duty truck from Isuzu Commercial Truck of America is powered by Isuzu's 4HK1-TC 5.2-liter turbocharged four-cylinder diesel engine. Although

horsepower and torque ratings have not been finalized, the power plant will be mated to an Allison 2000 Series automatic transmission. The engine carries a B10 durability of 310,000 miles (90 percent of engines should reach that mileage before requiring an overhaul). Eight wheelbase configurations will accommodate bodies from 16 feet to 30 feet, allowing for a wide variety of body applications. Like all Isuzu trucks, the FTR will feature a low-cab-forward design that increases visibility and markedly improves maneuverability. The F-Series truck is scheduled to go into production in the United States in mid-2017. **866/441-9638; www.isuzucv.com.**



▣ Chicago Faucets with temperature control

EQ Series single-hole, deck-mounted faucets from Chicago Faucets feature user-adjustable temperature control and on-demand IR detection for hands-free actuation and maximum water savings. The faucets are available in brushed nickel and polished chrome, and come in a choice of curved or high arc heavy-duty cast brass spouts. Vandal-resistant outlets with flow rates of 0.5 or 1.0 gpm are available. Power supply options include battery, AC power or a self-sustaining power system that uses the flow of water to power the faucet. **847/803-5000; www.chicagofaucets.com.**

▣ Sloan Valve hybrid retrofit urinal

The hybrid retrofit urinal from Sloan Valve Co. features Falcon WaterFree Technology. The urinal conserves nearly 100 percent of the water and can upgrade most existing flush urinals to high-performance hybrid technology. The urinals do not require water after each use and are not dependent on users to flush. Instead, they utilize a flush system that automatically performs a full gallon flush through the housing and pipe system every 72 hours (about 102 gallons a year regardless of the users). The timed volume of water flushing through the system prevents hard scale buildup, while earning maximum LEED credits. **800/982-5839; www.sloan.com.**





Franklin Electric centrifugal close-coupled pumps

AG Series centrifugal close-coupled pumps from Franklin Electric are designed for challenging water transfer applications demanding efficiency in industrial, commercial

and agricultural markets. The expanded series now includes 10 pump families covering the most popular hydraulic performance ranges with models from 3 through 75 hp, flow ratings from 50 through 2,000 gpm, and heads up to 300 feet. Each AG Series pump is equipped with either a NEMA standard JM or JP motor for mechanical seal or packing gland configurations, both of which include a 416 stainless steel shaft sleeve for durability and ease of service. **260/824-2900; www.franklinwater.com.**

Empire Levels magnetic, non-magnetic I-Beam

True Blue I-Beam non-magnetic levels from Empire Levels, a division of Milwaukee Electric Tool Corp., are available in 24-, 48- and 72-inch lengths. Magnetic levels are available in 24-, 48- and 78-inch lengths. The e55 Series True Blue I-Beam Level features high-contrast, high-impact acrylic e-Band vials for greater visibility and durability. The levels also include blue bands to maximize bubble meniscus visibility and are accurate to within 0.0005 per inch in all working positions. The all-metal frame is designed for long-life accuracy and is equipped with impact-resistant end caps. **800/558-0722; www.empirelevel.com.**



Envirosight cable-free inspection camera

The cable-free Quickview airHD camera from Enviro-sight captures high-definition video from sewers and transmits it wirelessly to a touch-screen tablet for live viewing. With the Quickview app installed, the tablet offers finger-tip control of zoom, illumination and tilt, as well as image capture and video recording/play-back/annotation/sharing. At the heart of the system is an HD zoom camera with 30X optical zoom (plus 12X digital) paired with Enviro-sight's



Quad-Haloptic light engine. The camera is tuned to deliver maximum detail from within pipes. The light engine combines four offset LED/reflector pairs to surround the camera with focused illumination that is aligned for maximum range and optimum viewing at any distance. **866/936-8476; www.envirosight.com.**

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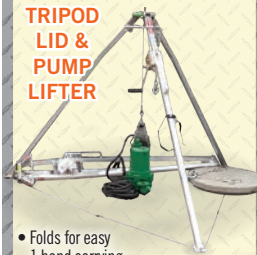
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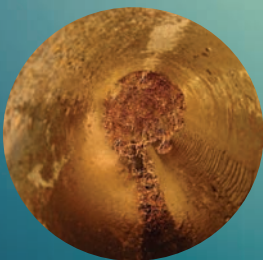
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