

Plumber

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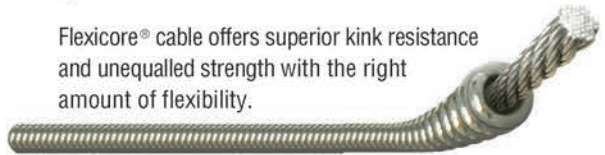
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In the SHOP
Practice Makes Perfect

A good in-house training facility can help ensure your employees run into fewer surprises out in the field.

By Kyle Rogers



On the Cover

Shelton Plumbing technician Denny Kelley uses a RIDGID SeeSnake while performing a home inspection in the city of Lower Burrell, Pennsylvania. The inspection is required on all homes before being sold, and it involves a camera inspection and dye test of all interior drains and where they connect to the city sewer. Shelton Plumbing, located in New Kensington, Pennsylvania, services an area 25 miles around its headquarters with typical plumbing services and relining.

Photography by James Robinson

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Cory Dellenbach

Is the Time Right?

Knowing when to expand a business can be tough, no matter how experienced you are

Dreaming of owning a huge company and getting to that point can be two different stories. Growing a company can be stressful and a lot of work. Growth can also generate a whole new set of problems that most business owners don't want to deal with.

That is what happened to Shelton Plumbing, profiled in this issue. Company founder John Shelton started his operation and quickly grew it up to 20 employees. Then he discovered he didn't enjoy working in that dynamic and scaled down to just himself.

Now, he and his son, Josh, who owns the company, are looking at expanding again. They've already added services and are exploring new ways to advertise.

How do you know when the time is right to kick the business into a higher gear? Here are some indicators:

- **New regulations create opportunities.** With Pennsylvania mandating reductions in inflow and infiltration into sewers to limit wet-weather flows to wastewater treatment plants, Josh Shelton decided it was time to add pipe lining.
- **You can no longer fulfill customer needs in a timely manner.** If customers are going to your competitor because you are "too busy," then the time has come to do something.
- **You're losing the competitive battle.** If competitors are expanding and taking business from you because of it, you should at least evaluate an expansion of your own.

One company that has expanded successfully is Jim Dandy Sewer and Plumbing in Seattle. Owner Scott Spencer, highlighted in the Industry Insider feature, purchased

his operation in 2012. Since then, he has added four more plumbing companies to his roster and has a letter of intent to buy a fifth.

Spencer's employee base has grown to 150, and in addition to plumbing and drain cleaning services, his companies provide HVAC, excavation, pipe bursting, relining, CCTV and hydroexcavation.



Growing a company can be stressful and a lot of work. Growth can also generate a whole new set of problems that most business owners don't want to deal with.

One of the first things Spencer does when expanding is to look at equipment purchases. What does the current operation already have and what does it need to succeed.

"Equipment is not typically foremost in the mind of people in terms of continuing the business," Spencer says. "When we purchase equipment we do it to expand and to provide for employee opportunity. So this is obviously a major component of every decision we make."

HOW DO YOU MAKE YOUR DECISIONS

Have you expanded your plumbing operation or are you considering doing so? How do you decide the time is right? I'd like to hear your thoughts on this. You can email me at editor@plumbermag.com or 800/257-7222.

Enjoy this issue!  

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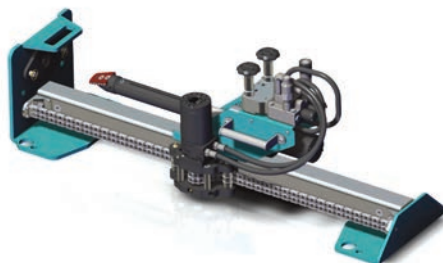
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CUSTOMER SERVICE

Navigating the Different Client Types Takes Skill

Have you ever had the feeling that you're not alone on a job, turn around and find the customer's entire family silently watching you? Or maybe you've done a job while simultaneously fielding a continuous stream of questions? You don't ever want to be rude to clients, but sometimes they get a little more involved than you'd like while you're trying to get your work done. Here are ideas for approaches to take with five types of curious customers.

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MULTITASKING

Make Your Time Behind the Wheel More Productive

How much of your day do you spend in your work truck driving from one job to another? It's probably a sizeable enough chunk that it would be worthwhile to get more value out of it.

One way to do that is by listening to business podcasts. A business owner discusses the podcast that is her go-to for her time behind the wheel and how it has sparked new ideas for her company. ▶ plumbermag.com/featured



HIRING HELP

Millennials Require a Different Recruitment Approach

As the baby boomers retire in droves and Generation X is mostly entrenched in solid jobs and careers, it is likely the next employee you hire will be a millennial. Not all members of a generation are alike, but understanding the general characteristics that define millennials can help as you target more of your recruitment and retention efforts at this generation. Keep these 10 tips in mind. ▶ plumbermag.com/featured



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Bursting at **THE SEAMS**



Shelton Plumbing, New Kensington, Pennsylvania

OWNER	Josh Shelton
YEAR FORMED	1983
EMPLOYEES	Seven
SERVICES	Plumbing, relining
SERVICE AREA	25 miles around New Kensington
WEBSITE	www.johnsheltonplumbing.com



Family-owned company lays down specific guidelines for growth and customer service dedication

By Marian Bond

Photography by James Robinson

▲ The staff of Shelton Plumbing, from left, Jake Graft, Denny Kelley, Josh Shelton, John Shelton, Sarah Kimmel, Aaron Dray and Caleb Graft.

▶ Assistant Caleb Graft, left, and plumber Denny Kelley locate where the home sewer line connects to the mainline using a RIDGID locator.

Looking at the history of Shelton Plumbing is a bit like looking at a roller coaster with its ups and downs. At one time the company had up to 20 employees, but owner John Shelton discovered he didn't enjoy working in that dynamic and scaled down to just himself.

In 2005, John's son, Josh, joined the company and a new growth mentality took hold. "We wanted to grow," says Josh Shelton, who is now CEO and president of the company based in New Kensington, Pennsylvania. "Times had changed, and advertising was very different."

The company used to advertise in the newspaper or depend on word-of-mouth, but Josh noticed it was getting harder to stay busy. "I wanted to grow this business and just keep up with the times," Shelton says.

That meant embracing all the various ways companies reach customers in the internet age, as well as being open to adding new services like relining. "We looked for ways to stay in contact with customers, and to provide more options and better service, and it started to grow," Shelton says.

RAMPING BACK UP

At first, the company remained only Shelton and his father. The workload eventually increased to an amount the two couldn't handle alone, so in 2008, Shelton's sister, Sarah Kimmel, came aboard to handle payroll and accounting, as well as answer calls and coordinate schedules.

Shelton's brother-in-law, Denny Kelley, a licensed plumber, also came on board. The company now has seven employees, with five of them being either licensed plumbers or apprentices. The customer base is primarily residential, with a small amount of commercial. Service and repair make up most of the workload in a 25-mile area near Pittsburgh. Shelton Plumbing currently operates on leased property with several buildings and storage areas, but is considering purchasing its own site as the business grows.



▼ Technician Denny Kelley uses the RIDGID SeeSnake camera line while performing a home inspection.

“Not everyone is going to want to spend the money to get into relining. Because of my father’s reputation, we have a network of other plumbing companies who will want to use us when they need this technology.”

Josh Shelton

The service fleet includes an Isuzu with a Hackney body, a Chevrolet box truck, and a Ford pickup truck. A Kubota backhoe is used for minor excavations, and outside help is brought in for any major excavations. Shelton Plumbing maintains some parts inventory, in particular fixtures from Delta Faucet, a line that has been reliable for the company. Shelton says the parts can be easily repaired or installed. The company also has cameras and drain cleaning equipment from RIDGID.

BRANCHING OUT

In early 2016, Shelton began researching relining as an additional service the company could offer. With

Pennsylvania imposing mandates on municipalities about reducing I&I and limiting the amount of water ending up in treatment plants, he saw an opportunity.

“Our cities are handling the systems and when it comes to an individual wanting to sell their home, excavation to replace or repair is very challenging, as well as expensive,” Shelton says. “Relining saves time, liability and money. This is a way to solve the problem by sealing a system and stopping root infiltration as well. It can do some amazing things.”

Shelton admits that when he started thinking about the technology it was intimidating, and would be a huge investment. The Pittsburgh area is one of the busiest regions for lining because of the age of the infrastructure, homes and other buildings.

“I found it fascinating and wanted to get into it,” Shelton says.

He did his research and settled on a system from Perma-Liner Industries. The company was in the relining business by June 2016. Shelton Plumbing also purchased an 18-foot trailer from Perma-Liner called the Turn-Key Trailer.

“This trailer has everything needed to go onto a job site,” Shelton says. “We do not have to put in any extra tools and are able to take it on the job site and complete the job with no hassle.”

SPREADING THE WORD

From the beginning, Shelton realized that relining would pay off if the company made its services available to other plumbing operations in the region. “Not everyone is going to want to spend the money to get into relining,” Shelton says. “Because of my father’s reputation, we have a network of other plumbing companies who will want to use us when they need this technology.”

Having the relining service has been a benefit to the company’s success. Financially it has contributed to healthy sales figures, going from \$500,000 in 2015 to over \$800,000 in 2016.

“We are doing one or two relining jobs a week, and have worked for other plumbing firms in the region, either as a subcontractor or as a contractor,” Shelton says. “We always work with the assurance that we do not want to take customers away from a plumbing competitor. In our area we network with many other plumbing firms and help each other out whenever there are problems and we can be helpful.”

A FOCUS ON EMPLOYEES

Having a focus on its employees has always been a hallmark of Shelton Plumbing. Because of that, the company doesn’t offer 24/7 services. The company is open five days a week and, in extreme situations, they will go out during off-hours to help a client, or they refer the call to one of the other firms they work with in the area.

“We just don’t jump to every emergency because we are a small company and we want to honor ourselves and employees with a weekend for family activities,” Shelton says.

Shelton admits that there is a risk they might lose a customer by not doing the 24/7 emergency services. He stresses that the goal has never been to have a large company, but to focus on quality service, and improving the lives and welfare of the staff, their families and the customer.

“Our customers will wait for us,” Shelton says. “We know it is a competitive world out there and there are big companies in our area.”

Shelton says finding plumbing technicians is always a challenge. He wants to find dedicated employees who will stick around for more than a few years, and that’s why aiming to grow but not constantly being on call for emergency service has helped.



▲ Plumber Denny Kelley draws a map of a home for an inspection. The drawing is required in Lower Burrell, Pennsylvania, to show where the home connects to the city’s sewer system.

▼ Caleb Graft measures the distance from where the home’s sewer connects to the mainline.



“I work with my guys to prove we are a team and nobody is above the other. We work like a machine and hold each other together.”


Josh Shelton

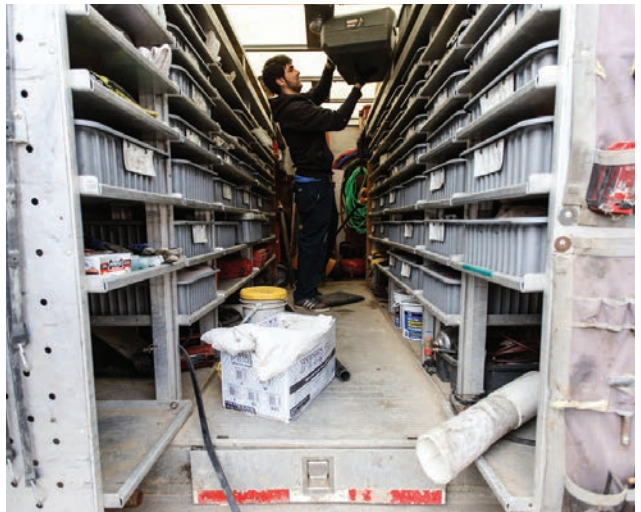
“Plumbing is not easy and we deal with all the elements. It is a messy job,” Shelton says. “People don’t often want to be dirty. This job can wear you out, which is another reason that our decision to have the weekend free for our employees and ourselves has been a benefit for all.”

THE FUTURE

Shelton took ownership of the company in 2014, as his father plans to retire in the near future. He says he didn’t anticipate becoming a plumber, but having worked in some “dead end” jobs, he realized there was a lot of job security in the plumbing industry.

He found that running the company is a lot different than being an employee.

“I wear a lot of hats,” Shelton says. “I work with my guys to prove we are a team and nobody is above the other. We work like a machine and hold each other together. We are not looking to grow a massive company, and we’ve gotten busy focusing on quality customer service.” 



▲ Caleb Graff puts equipment away in the company shop after returning from a job.

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Coming to the aid of others

If there is one thing Josh Shelton has carried on from his father when he owned Shelton Plumbing, it was being charitable and always lending a hand.

“Over the years my dad has helped out in many charitable ways,” says Shelton, owner of the company based in New Kensington, Pennsylvania. “We support local charities, but have been active by sending members of our team on disaster relief mission trips in the United States and around the world.”

When a tornado hit Henryville, Indiana, in 2012, Shelton Plumbing joined with other members of a local plumbing firm and spent weeks clearing and helping the community recover. In 2011, when a tornado hit Rainsville, Alabama, the company helped install showers in conjunction

with other plumbing firms for volunteers who did not have proper facilities.

“Living a life of service is something we can take pride in,” Shelton says. “We gain the trust of people by just doing the best we can. We help out in many ways whenever we can.”

Shelton Plumbing also went to Bay St. Louis, Mississippi, following Hurricane Katrina to help in rebuilding of homes. In 2010, after a massive earthquake in Haiti, Shelton Plumbing sent some of its crew there to help supply over 200 students with water filtration systems, food, school supplies, medical supplies, and conduct school repairs.

“I have paid a lot of attention to my father over the years, and have been led by his example,” Shelton says. He also gave credit to his Christian faith, saying he isn’t who he is without that. “Feast or famine, we give him praise for it all.”



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Looking at the Inventory

Contractor evaluates equipment purchases at all of his company's locations every year and has a plan when it comes to buying

By *Marian Bond*

When Scott Spencer purchased Jim Dandy Sewer and Plumbing in 2012, he invested over \$200,000 in equipment and tools to help his Seattle-based company grow.

Since then, Spencer has added three more plumbing operations to his collection — Affordable Plumbing and Heating in Colorado Springs and Denver, Colorado, and Marv's Plumbing and Heating in Cheyenne, Wyoming.

His employee base has grown to 150, and in addition to plumbing and drain cleaning services, they also provide HVAC, excavation, pipe bursting, relining, CCTV and hydroexcavation.

“With every asset you purchase, you look and see if you are using that equipment to full capacity. If purchasing equipment, what is the return on investment at that point. There is a process for any kind of capital expenditure.”

Scott Spencer

Q: When you bought Jim Dandy, how did that fit into your plan?

SCOTT: Three things that I base everything on. First thing is employees. We value our employees. Every decision we make is going to be good for the employees. The second decision is equipment, and the third is expansion. These three things drive my company. Plumbing companies are always in need of replacing and updating equipment.

Equipment is not typically foremost in the mind of people in terms of continuing the business. When we purchase equipment we do it to expand and to provide for employee opportunity. So this is obviously a major component of every decision we make.

Q: Did you budget the \$200,000 or did it just cost that much to do what you wanted?

SCOTT: The first year at Jim Dandy we knew what we were going to update and what we would have to spend. I do budget each year, and put some aside for emergency items. You might say we will spend \$150,000 this year, but we also have \$15,000 in reserve for emergencies.

Q: Do you buy used or new when it comes to the equipment?

SCOTT: I don't lease or rent. I buy up to 80 percent of my equipment used. We buy at the auctions primarily. On equipment, tools, we don't buy anything older than seven years. With vehicles we don't buy anything over 100,000 miles. We budget for capital expenditures every year and purchase with cash accordingly.

I just have a tough time buying new because I know you lose so much of the value when you drive off the lot. We just picked up a Vactor truck for \$25,000 with less than 40,000 miles on it at an auction. It was a 1998 and came from a Northern California municipality. It was in great shape. We got it for a steal.

Q: How does buying used equipment at auction or otherwise benefit you?

SCOTT: This past year we spent over \$500,000 on used equipment for all four locations. Section 179 of the IRS code allows you to purchase up to \$500,000 in used equipment and accelerate the depreciation. Expense it all of that year.



Q: Did your past experience working for a major franchise benefit you in this regard?

SCOTT: Absolutely. With every asset you purchase, you look and see if you are using that equipment to full capacity. If purchasing equipment, what is the return on investment at that point. There is a process for any kind of capital expenditure. You always calculate your return on investment. This includes all types of equipment. Any expense over \$2,500 for us goes through that process. I give my general managers the authority to approve up to \$2,500.

Q: When did you begin to acquire the other shops?

SCOTT: We purchased Affordable Plumbing and Drain in Colorado Springs in August 2014, Bel Air (now Affordable Plumbing and Drain) in Denver in 2015, and Marv's Plumbing and Heating in June 2016. We actually have a letter of intent with another in Florida.

Q: What was the first consideration for equipment when looking at a new entity?

SCOTT: I have my mechanic in Seattle, Adam Forbes, who travels to each location. We then sit down and rank the needs of the operation. We do a budget to see where we feel we will be and when we can purchase equipment. That is kind of how it works.

▲ Jim Dandy Sewer and Plumbing owner Scott Spencer stands outside of his company located in Seattle. Spencer also owns three other plumbing operations throughout the country. (Photography by Mark Mulligan)

Q: What do you do as far as inventory in the four locations?

SCOTT: We try to keep it consistent throughout the locations. One example would be HammerHead for pipe bursting. We want to use the economies of scale and let people know that if we chose you as our vendor there will be more to come. For cameras we use RIDGID.

Q: When you purchase another company, how much attention must you give to the existing inventory?

SCOTT: Nine times out of 10 when I purchase, the previous owner has no idea what he has in inventory. We'll go through it. I have to put a cap on every acquisition. I'll buy up to \$25,000 in additional inventory. There is often more than is what was on the books. **PI**

On-Site Productivity

Portable pipe-threading device keeps this outfit's technicians primed for maximum efficiency *By Ken Wysocky*

About five years ago, Dave Jones Inc., a plumbing company in Madison, Wisconsin, bought its first Sidekick pipe-threading machine, manufactured by Wheeler-Rex. These days the company owns nearly three-dozen of the devices.

"All our guys who do gas piping have a Sidekick threader on their service van," says Alan Strong, a master plumber who's currently the quality assurance manager at Dave Jones, which primarily does service work and installations throughout southern Wisconsin. "It's a very compact, efficient and well-designed little machine."

Now called the Sidekick II, the unit's size — it weighs 58 pounds and measures roughly 1 foot square (15 by 11 by 12 inches) — offers a key productivity advantage. To understand why, consider that years ago, technicians relied on a larger pipe-threading machine stored in the company's shop because it was too big to fit into service vehicles.

"Now that we have the option to add a basic pipe threader to our service vans, it lets us provide better customer service."

Alan Strong

But the Sidekick easily fits inside the company's service vans, eliminating the need to make time-wasting trips back to the shop when technicians unexpectedly need to thread pipe. A good example is replacing water heaters, which is usually a pretty cut-and-dried job, until a technician runs



▲ Dave Jones, Inc. technician Delano Croft stands near one of the company's Sidekick II portable pipe-threading machines equipped on all of the company's service vans. (Photo courtesy of Dave Jones Inc.)

into an older heat-pump water heater or has to convert a heater from electric power to natural gas. And if technicians don't have to make that extra round trip, customer satisfaction increases because technicians can complete jobs faster, Strong says.

"Customers think you're there to replace a water heater, so the last thing they want is you running back to the shop to thread a pipe," he explains. "It used to be tough to have a plumbing van set up correctly and still have enough room to fit a giant threader in there. But now that we have the option to add a basic pipe threader to our service vans, it lets us provide better customer service."

The Sidekick threads pipe from 1/4 to 1 inch in diameter. It features a 400-watt electric motor that generates free speed of 55 rpm, an automatic die-head lubrication system, front and rear chucks, a foot-operated switch, a one-blade reamer (deburring tool) and automatic safety shutoff.



Madison, WI

COMPANY	Dave Jones Inc.
LOCATION	Madison, Wisconsin
MACHINE	Sidekick II portable pipe-threading machine
FUNCTION	Convenient on-site threading of 1/4- to 1-inch-diameter pipe
FEATURES	Auto-open, notch-type die head; 400-watt electric motor; built-in deburring tool; automatic die-head lubrication system; front and rear chucks; foot-operated switch; automatic safety shutoff; built-in carrying handle; weighs 58 pounds; measures 15 by 11 by 12 inches
COST	About \$2,000
WEBSITE	www.davejonesinc.com

Squeezing all those features into one unit represents some innovative engineering, he says.

“Switching the die heads to accommodate different-size pipes is super simple,” Strong points out. “With some threaders out there, you have to use hand tools or untighten and tighten wing nuts to adjust from one size of pipe to another. With the Sidekick, you use just one finger to flick it to the pipe setting you want.”

Two other features also increase efficiency: The automatic-release (shutoff) function, which automatically disengages the dies when threading is complete instead of having to do it manually, and a built-in deburring blade, which removes the small inside-diameter lip that’s created when technicians cut pipe to length. The reamer deburrs the pipe before threading begins, he notes.

“The auto-release function eliminates any guesswork and improves consistency,” Strong says. “In addition, you don’t have to stand there and watch it the whole time it’s threading. With other machines, you might get distracted by a phone call, for instance, and end up putting twice as much thread on a pipe than you really need.” The built-in deburring tool works faster than manual deburring, he adds.

During the course of a large gas-piping job that involves a decent amount of pipe, the built-in reamer and auto-release function probably saves technicians an hour or so of installation time, compared to manual releases and manual deburring, Strong estimates. “Like they always say, time is money,” he says.

One of Strong’s favorite features is also its simplest attribute: the unit’s handle. With the aid of lock buttons, it easily swings out of the way when threading pipe, then snaps back into place for easy transport. The feature may be decidedly low-tech, but it’s another example of the Sidekick’s clever design, Strong says.

“The ability to do on-site pipe threading in general is a value both to us and our customers, and the Sidekick makes it easy to do,” Strong concludes. “I have nothing but good things to say about its operation.” ■

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Charging for Emergencies

Plumbers take different strategies when setting after-hour charges based on several factors *By MaryBeth Matzek*

When there is a plumbing emergency at night or on the weekend and fixing it can't wait, homeowners and business owners pick up the phone, knowing they will likely pay more for any work that needs to be done.

Plumbers want to make sure their costs are covered — think overtime pay for the employee (which includes transportation time) and transportation costs.

CHARGING OVERTIME RATES

“Most plumbing companies in this area just charge an overtime rate, which is just time and a half for the time worked with an added one-hour travel time,” says Kevin Walker, drains division manager with O'Connor Plumbing & Heating in Germantown, Maryland.

Equipment and part costs are also often added to the final bill.

Walker, however, took a different route. He set his rates after looking at what three competitors charged.

“I used that as a base rate, then added what I thought was a fair number onto it,” says Walker, adding his final fee is about \$35 more per hour than his competitors.

He went with the higher price — even though O'Connor Plumbing was just starting its drains division — since Walker felt the company's plumbing reputation warranted it. “People don't mind paying that more expensive rate since they know our service is better,” he says.

GOING WITH A FLAT RATE

Jeff Berndt, owner of Best Plumbing/Best Bath in Marion, Iowa, decided to charge a flat service call rate for after-hours calls. For example, he charges \$40.95 during the day when a technician comes out to a residence and then

provides an estimate on the service cost. That fee increases to \$110 on nights and weekends.

“We are trying to be fair. People really don't want to call at night or on the weekends,” Berndt says. “Our technician will come out and do an estimate, and share that with the customer before doing any work.”

That means the cost to replace a water heater on a Sunday is the same except for the difference between the service rate calls. “It's only \$60 more. We used to do time and a half on the weekends, but it can be challenging since you're trying to price a job over the phone,” Berndt says.

“We know how overwhelming and stressful it can be to have a plumbing problem occur, especially when it is unexpected and during inconvenient circumstances.”

Jeff Moody

“You don't really know what you are walking into, and then if the final price is higher than the estimate, customers get mad.”

Berndt rotates the on-call duties among five plumbers, with each one taking a week. “We probably only average one after-hour call a month,” he says. “They are not too common.”

NO EXTRA CHARGE

While most plumbing contractors charge extra for providing off-hour service, others opt to charge the same rate whenever the work needs to be done. bluefrog Plumbing + Drain, for example, uses one fee scale no matter when the call comes in.

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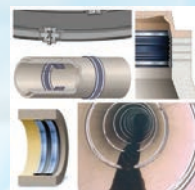
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"We know how overwhelming and stressful it can be to have a plumbing problem occur, especially when it is unexpected and during inconvenient circumstances," and the company does not want to add to that by charging extra fees, says Jeff Moody, president and chief operating officer for bluefrog, which is headquartered in Phoenix, Arizona, but has several franchises across the country.

Each of the contractors knows there isn't one right or wrong way to determine emergency fees, but all say other contractors need to do their research to see which way fits their business the best.

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Maximum Effort

Pipe bursting enables a Louisiana contractor to replace a blocked sewer lateral after a failed directional boring attempt *By Scottie Dayton*

For more than 25 years, blockages and backups were a way of life for the owners of a two-story pier-and-beam house in Shreveport, Louisiana. In 2011, local plumbing contractor Pioneer Comfort Systems began responding to emergencies.

“Service calls took two to three hours because the blockages were so difficult to remove, even when using our RIDGID K-60 cable machine,” says operations manager Michael Smith. “Massive root intrusion in the 4-inch clay tile lateral caused bathroom tissue stoppages. We removed tons of it.”

The lateral ran through a concrete stormwater vault in the neighbor’s driveway, then 15 feet across her yard to an abandoned 12-inch clay sewer discharging to a manhole in the street in front of the property. As the only lateral tied to the capped sewer, and with no flow from upstream to help wash away the client’s solids, blockages occurred when solids built up in the sewer and dammed the lateral.

On Smith’s last service call — only six months after a



Shreveport, LA

COMPANY	Pioneer Comfort Systems
OWNERS	Michael and Travis Smith
LOCATION	Shreveport, Louisiana
SERVICE OFFERED	Plumbing, plumbing maintenance, heating, cooling, pipe bursting
WEBSITE	pioneercomfortsystems.com

“The boring contractor said the grade was going to be close, but he saw no problems. Boy, was he wrong.”
Michael Smith

- ▶ The 6- by 6- by 5-foot entry pit was 6 feet upstream from the square stormwater vault with two 36-inch concrete drains (Photos courtesy of Pioneer Comfort Systems)



previous visit — he used a RIDGID SeeSnake to inspect all 230 feet of the clogged line, then cleaned it with a Cam Spray cart-mounted jetter. The amount of the bill, with no guarantee of how long the lateral would remain open, convinced the owners to replace the pipe.

GOOD NEIGHBORS

The home, built more than 50 years ago at the bottom of a hill, has two laterals. One runs from the front of the house and connects with the second lateral from the laundry room and full bath. The pipe passes through the 30-inch-deep vault, then turns 45 degrees shortly before a wye connects it to the sewer. Both fittings are under the neighbor's flower beds. Developers would never obtain building permits for the site today.

“Our initial plan was to directional drill a replacement lateral from the customer's backyard, under the square vault with two 36-inch concrete storm drains, and straight out to the manhole,” says Smith. “The boring contractor said the grade was going to be close, but he saw no problems. Boy, was he wrong.”

When Smith's crew excavated beside the manhole, they uncovered a water main crossing the path where the bore bit would enter the structure. Their alternative solution was to excavate upstream from the manhole to expose the old sewer, then bore to it and cap the downstream end of the main. With the city's approval, the team trenched 15 feet back from the manhole following the sewer, then dug the bore pit.

Both sewer excavations were in the neighbor's front yard. At some point, the deteriorating main had created a large void under her house, causing the city to abandon the line and reroute it alongside her driveway. “She understood what our customer was going through and cooperated fully,” says Smith. “We are indebted to her.”

THREE STRIKES AND OUT

The boring contractor arrived the next morning. On his first attempt, the bit deflected off a 12- to 18-inch-thick concrete mass beneath the vault and dove straight down. The operator changed the machine's location three times to find a route under the obstruction, but there wasn't enough distance for the bit to regain sufficient fall before reaching the exposed sewer.



- ▲ The TRIC C20 pipe bursting system, rated for 8,000 psi, sits at the bottom of the 8-foot-deep pulling pit and next to the water main. Smith used a Sharp Shooter drain spade to cut crisp, straight walls against which to position the resistance plate.
- ▼ Matt Holtz and Brian Hester from Pioneer Comfort Systems notice that the bursting head looks a little strange as it emerges through the resistance plate. A 4-inch cast iron check valve is wrapped around the head.



“We fought the problem for six hours, then the operator packed up and went home,” says Smith. “That left pipe bursting and the possibility of destroying the rest of the neighbor's front lawn. I talked to her again and she gave us permission to continue.”

On the third day, the crew burst the laterals. Smith's major concern was lodging the 6-inch O.D. bursting head in the vault or downstream fittings. To avoid problems in the vault, they cut out the section of lateral running through it, then enlarged the entry and exit holes with a hammer drill.

Workers dug a 6- by 6- by 5-foot entry pit 6 feet upstream from the vault and enlarged the sewer excavation to create a 6-foot-wide by 8-foot-deep pulling pit. Wishing to use the main as a sleeve for the 4-inch HDPE pipe, Smith set the C20 pipe bursting system (TRIC Tools) as low as possible, enabling the lateral to rest on the bottom of the pipe. The ram is rated for 8,000 psi or 19.24 tons of pull.

“I was a nervous wreck. We'd never pushed the machine that hard before and had no idea how the equipment would react.”

Michael Smith

It took 60 minutes to send the rodder through the lateral and pull back the 3/4-inch swage cable attached to the bursting head, erect shoring and the resistance plate, and set the pulley and ram. Meanwhile, other workers fused two 40-foot sticks of HDPE pipe in the customer's backyard, then snaked it through a gate to the entry pit.

“We painted a green mark on the HDPE pipe to indicate when the bursting head had passed through the wye,” says Smith. “Once the mark disappeared into the pit, we knew we'd be home free.”

HITCHIN' A RIDE

The first pull was 80 feet from the entry pit to the pulling pit. Smith stationed himself at the stormwater vault to make sure the head passed through it uneventfully, then he controlled the ram and monitored the hydraulic pressure. Pressures for a normal pipe burst on this machine run 2,000 to 3,000 psi (5 to 7 tons of pulling force), and sometimes reach 3,500 psi (8.5 tons of pull). They will hit 6,000 psi (14 to 15 tons of pull) when going through a 45-degree elbow.

As soon as the head entered the vault's downstream side, the pressure jumped to 6,500 psi, then hovered between 6,800 to 7,200 psi (17 tons of pull) for 30 minutes. Twice, the needle hit 7,800 psi (19 tons of pull). “I was a nervous

wreck,” says Smith. “We'd never pushed the machine that hard before and had no idea how the equipment would react.” Once the head entered the sewer, the pressure returned to 3,500 psi.

When workers extracted the head, they found a 4-inch cast iron check valve wrapped around it. “We were amazed,” says Smith. “The ram had pulled that valve 20 feet through the lateral, then through the two fittings and 60 feet to the exit pit.”



▲ The 4-inch HDPE pipe advances through the enlarged holes in the concrete stormwater vault. Behind the pipe are two 36-inch-diameter concrete drains. The original clay tile lateral switched to cast iron at this point.

While two laborers moved the ram to a hand-dug 4- by 4- by 2.5-foot pit in the customer's backyard, another person butt-fused a 20-foot stick of HDPE pipe to connect the new lateral to the manhole, then sealed the sewer opening.

BUBBLE TROUBLE

The second pull, 130 feet from the entry pit to the backyard, replaced the house lateral. It was uneventful. The crew backfilled on the fourth day and spent a few hours laying sod on the fifth. When Smith returned a few days later to check on the sod, the customer's wife ran out to meet him.

“On a service call, I'd noticed water and soap suds around the floor drain in the laundry room,” says Smith. “The owner assured me the drain had always worked that way. His wife was as excited as she could be because the wash water was no longer bubbling out.” **PI**

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Practice Makes Perfect

A good in-house training facility can help ensure your employees run into fewer surprises out in the field *By Kyle Rogers*

When a Minnick’s plumber responds to a service call, odds are that the problem — and therefore the proper solution — will be pretty familiar. That’s because the company’s techs spend a lot of their training time back at the home office practicing the exact situations they’ll most likely encounter in the field.

“We know what we run into every day, so we set up our training just like that,” says Rob Minnick, part of the third generation of the family-run company operating in the Washington, D.C., area. “You set up the same scenarios that you run into 80 percent of the time.”

Setting up an in-house training facility can take many forms. It could be nothing more than a corner of your shop with a few water heaters and a setup of different faucets. Maybe you have enough space available to recreate multiple types of kitchen and bathroom configurations. Whatever your in-house training may look like, the benefit is clear.

“We’re setting our guys up for success because when they’re going out on a job, they’re not being trained in front of the customer and being concerned about doing something wrong in the customer’s house,” Minnick says. “They’re trained here in our training center and are able to show that they know how to do something before actually seeing it on a job for the first time.”

“It’s definitely something that I think is well worth the investment,” adds Randy Lorge, an instructor for the plumbing apprenticeship program at Fox Valley Technical College in Appleton, Wisconsin. “You want to send competent people out on jobs and you want them to feel confident when they’re out there. And the quicker they can problem-solve and fix the problem, the happier the customer is going to be. That’s repeat service plus word-of-mouth that’s going to spread.”



- ▶ Having an area to train can be beneficial to your technicians so they aren’t damaging something in a customer’s home. (Photos courtesy of Randy Lorge)
- ▶ Even if you don’t have a lot of room, set up a wall with some fixtures attached for training purposes.





Water heaters are set up in a training facility at the Fox Valley Technical College in Appleton, Wisconsin. Plumbing companies can set up training areas for their employees to help them for when they get called to a job. Even in just a small corner of a shop.

“We’re setting our guys up for success because when they’re going out on a job, they’re not being trained in front of the customer and being concerned about doing something wrong in the customer’s house.”

Rob Minnick

Do you want to do more with some in-house training but aren’t sure where to start? Here are some tips.

COVER THE BASICS

Minnick’s has a fairly extensive training center. Along with areas that cater to training on boiler and water heater service, and different kitchen and bathroom setups for simulating various scenarios, the company has an entire townhouse at its disposal.

“We do different trainings in there because we do a lot with home performance as well,” says Minnick. “So we’re able to crawl around the attic and basement and everything.”

But you don’t necessarily need an elaborate setup for effective in-house training, he says. That’s where the 80/20

rule that Minnick’s operates under comes into play — try to have training facilities that address 80 percent of the service calls you receive.

“You don’t do 100 percent, because then you need a huge training center, and you’re still not going to be able to cover everything. Plus, with the more complicated problems you may run into, it’s going to be different every time and you can’t really train for it,” Minnick says. “You just have to make sure you cover your most common, basic stuff.”

As a starting point, he recommends at least having bathroom and kitchen setups. Take into account the access you might have in an actual customer’s home and set up the areas in the same way.

“You don’t need to make it very big,” says Minnick. “You can make it 6 feet by 8 feet. Just build another platform over top of it, and that way you can have two setups for different scenarios.”

Also factor in the various toilets, sinks and fixtures you might come across.

“Look at your big players — your Deltas, your Kohlers,” Lorge says. “You can only have so many installed in your training area, so from there utilize the internet and run through different scenarios — here’s the faucet, here’s the situation. What part would I need to replace if this was acting up?”

Lorge agrees with the principle of applying an 80/20 rule.

▼ Setting up a kitchen example is a way to train your technicians for any scenarios they might run into on a job site.

“Focus on giving them the big picture of what’s going on when they walk into a job the best that you can.”

Randy Lorge

“What are most of your calls about? If it’s a particular water heater or a particular faucet, have your guys well versed in those products and procedures. You’re always going to run into that odd one where you scratch your head and have to make a phone call or do some research, but at minimum it comes down to what are you mostly getting called out for,” Lorge says.

BEHIND THE SCENES

In Lorge’s role, he works with two major training facilities — Fox Valley Tech’s and a site in Kaukauna, Wisconsin — run by a local plumbers’ union. With the focus being on training apprentices, training areas are set up with a behind-the-scenes perspective in mind. There are water softeners that are clear so that students can better understand how they function and actually see the softener moving through the cycles. In the various kitchen and bath mockups, wall interiors are exposed so that all the drain and water piping can be seen. Lorge says it’s also a good approach to take for an in-house training area.

“Especially for newer people coming into the trade, they may not know what’s going on behind the wall. Focus on giving them the big picture of what’s going on when they walk into a job the best that you can,” Lorge says.

ASK YOUR VENDORS

One way to bolster your in-house training area is to get your vendors involved. That’s a method Minnick’s has used to add items for techs to practice on. “If you need something, all you have to do is ask,” he says. “They want to get their product out there and get their name shown to people.”




Adds Lorge, “Tell them what you’re doing, that you’re doing an in-house training and would love to have their product to show your guys. You try to sell your program to the people who are selling the products.”

START SOMEWHERE

Whatever vision you may have for an in-house training setup, just get started, advises Minnick.

“Something is better than nothing,” he says. “If you don’t have a lot of space, then work with what you’ve got. One scenario I was looking at until our current office space became available was to get a shed. Put the pipes in there and don’t worry about heating it. Maybe have it to where you can just hook up a hose to it. Just start and you’ll figure it out along the way. Don’t try to do too much at the very beginning.”

Between the two sites Lorge works with, training areas include everything from a restaurant kitchen setup with a soda dispenser and a commercial-grade dishwasher to a mockup of the type of stainless steel fixtures you’d find in an institutional environment.

“Of course, we’re able to have larger areas because we’re a training program for apprentices and we have hundreds of apprentices come through. We have to have ample space to spread them out,” Lorge says. “But I think you can make do with whatever it is you have. It’s going to be really individualized. If you’re a three-man shop, you might only have a little corner in the back.” 

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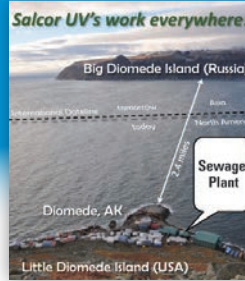
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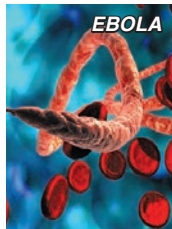
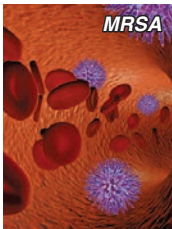


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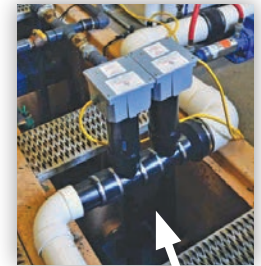
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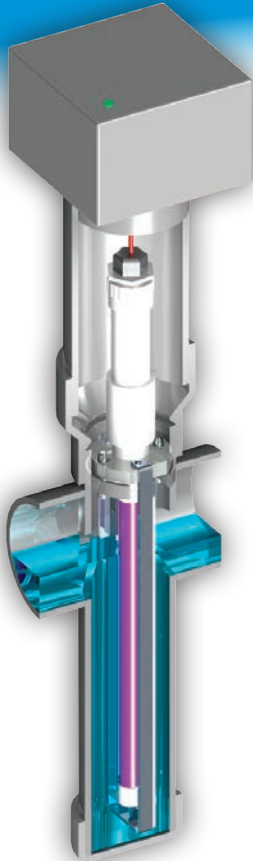
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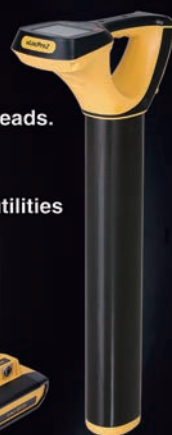
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- Rehabilitation/Relining/Bursting
- Sewer/Drain Cleaning
- Dealer/Distributor/Manufacturer
- Septic System Installation/Repair
- Consulting/Engineering
- Other _____

WHAT BEST DESCRIBES YOUR PRIMARY JOB FUNCTION?

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

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

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

HOW MANY VEHICLES DO YOU CURRENTLY HAVE IN SERVICE?

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

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

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

WHAT IS YOUR ANNUAL EQUIPMENT BUDGET?

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

WHAT SERVICES DO YOU PERFORM ON A REGULAR BASIS?

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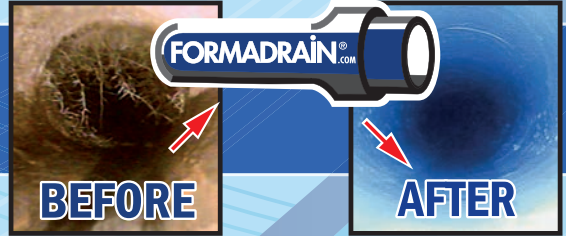


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Product Spotlight

Viega ball valves a fit for potable water systems

By Craig Mandli

In 2014, law changes took effect nationwide, designed to get the lead out of plumbing fixtures. As existing potable water systems are replaced and new commercial structures are built, lead-free, easy-to-install systems have increased in demand. Viega, a leading producer of lead-free fittings, introduced its line of ProPress Zero Lead Ball Valves for copper fittings especially for that purpose.

“This valve is made of our Zero Lead silicon bronze alloy, which was developed specifically with pressing in mind,” says Kate Lee, product manager at Viega. “It also employs our Smart Connect feature, a design of the press connection which indicates any unpressed joints. This provides installers with added confidence in their connections.”

The bronze ball valves are full-port and designed for potable water applications. They are available in 1/2- and 3/4-inch press sizes and 3/4-inch hose sizes. They include a lockable metal handle, stainless steel ball and EPDM sealing element.

“A full-port press X hose ball valve provides the same benefits as our standard ball valves, such as the full-port ball, quarter-turn operation, ease of installation and a dezincification-resistant Zero Lead bronze alloy developed specifically for pressing,” says Lee. “The hose end makes this valve ideal for system draining, filling and purging systems, and hooking up temporary connections to a system. This particular valve is suitable for a variety of applications including potable water, chilled water and ethanol.”

The Viega ProPress for copper systems itself is available in more than 600 fitting configurations, in copper tube sizes ranging from 1/2 to 4 inches. The Smart Connect feature provides installers with added confidence in their ability to ensure the integrity of connections.

“The ProPress system, including valves, is used in a variety of applications,” says Lee. “It has been tested both internally and by certifying agencies for hundreds of applications and has been installed in schools, hotels, museums, hospitals, airports, stadiums, breweries, printing, painting, power plants and other industries.”



Viega ProPress, introduced in 1999, is the original press pipe joining system for copper tubing. The system joins copper tubing in seconds without flame or heavy equipment. It can be customized to suit nearly any residential, commercial, industrial or marine application from potable water to natural gas.

“Press pipe joining is a good fit for most applications, including potable water, because it saves time and labor,” says Lee. “ProPress fittings are fast and easy to install. There is no flux that needs to be flushed out. They can be installed while the system is wet and even under slight pressure, making them ideal for repairs with very little downtime. Because no soldering is required, fire watches and hot work permits aren’t necessary.” 800/976-9819; www.viega.us.



Dodge ProMaster van shelving from Hackney

Hackney's aluminum shelving line for Dodge ProMaster van models has standard kits for quick delivery and installation, but modifications can be requested to

adapt as necessary. The shelving is lightweight with adjustable shelves for Hackney's storage trays or tools. Driver- and passenger-side kits are available separately or as one package with top-shelf storage for ladders and pipe. Other packages provide open areas for bulky items, like hot-water heaters. 252/946-6521; www.hackneyservice.com.

Whisper Wash from Water Cannon

Whisper Wash Professional Rotary Spray Systems can be used with conventional hot or cold pressure washers from 2,000 to 5,000 psi. The Classic comes with oversized self-lubricating twin thrust bearings, balanced spray bar and portable breakaway handles for ease of transport and storage. The Big Guy model has an oversized 28-inch housing that covers large surfaces and is crafted with Xenoy, stainless steel and aircraft-grade aluminum for long life. The Platinum Series offers a one-piece unitized swivel cartridge, 5,000 psi maximum working pressure and 212 degrees F maximum working temperature. 800/333-9274; www.watercannon.com.



Picote Smart Spider PVC pipe cleaner

Picote's Smart Spider cleans all types of pipes and is safe to use in PVC pipes. The unit is designed for pipes where the invert or other pipe sections are missing, and navigates around 90-degree bends. It is available for use in pipe diameters of 4, 6 and 8 inches. The Smart Spider is connected to the miller machine shaft using a sleeve bearing and, once attached, rotates clockwise to clean the pipe at a maximum of 1,000 rpm. 219/440-1404; www.picotesolutions.com.



RIDGID digital recording monitors

The SeeSnake CS6x and CS6x-Pak digital recording monitors from RIDGID feature Wi-Fi and Bluetooth connectivity for quick viewing of drainline conditions. The monitors stream and record inspections to a designated iOS or Android phone or tablet using the free HQx Live companion app. Each monitor has a water-resistant keyboard for direct control of camera and monitor functions to provide for uninterrupted work in tough conditions. 800/769-7743; www.ridgid.com. 

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INDUSTRY NEWS

Source One Environmental announces partnership with Vortex Infrastructure

Source One Environmental announced its partnership with Vortex Infrastructure as an exclusive distributor of Pipe-Robo-Tec USA.

Weil-McLain launches training program

Weil-McLain announced its 2017 School of Better Heating training program. The one- to three-day sessions feature classes ranging from basic heat loss and boiler sizing to troubleshooting a multiple-boiler, three-temperature system. The training kicked off in Philadelphia March 28, and will continue through October at various locations in the eastern and central regions of the country.

JLG wins 2017 EquipmentWatch awards

JLG Industries announced their engine-powered articulating boom lifts, engine-powered scissor lifts and Sky-Trak telehandlers were awarded in the 2017 EquipmentWatch Highest Retained Value program. The award is presented based on residual values for heavy equipment.

bluefrog Plumbing + Drain launches Louisiana franchise

bluefrog Plumbing + Drain has opened its first Louisiana location in Belle Chasse. It will be owned and operated by president and GM Manny Mitten, a 15-year plumbing veteran.

Fujitsu General names director of product management

Kal Osman has been appointed the director of product management by Fujitsu General America. He previously served for several years as the company's commercial product manager. Osman has a bachelor's degree in engineering and has more than 20 years' experience in the HVAC industry.



Dallas Specialty launches new website

Dallas Specialty and Manufacturing announced the launch of its new website, www.dallasspecialty.com. It works on desktops, tablets and mobile devices and has high-definition pictures, spec sheets and flyers. **PI**

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REFLECTIVE

Fixtures, Tools and Supplies

By Craig Mandli

Battery-Operated/Hand Tools

Milwaukee Tool TRAPSAKE



The TRAPSAKE porcelain auger system from Milwaukee Tool can be used for unclogging toilets, urinals and floor traps. The heart of the system is the M12 TRAPSAKE Driver that delivers power and speed to work through tough clogs in tight traps, while protecting the delicate fixture from damage. With optimized electronics that deliver low rpm and low torque, the user is able to feel when the head is engaged with a blockage to retrieve it with control. Users can choose between a 6-foot toilet auger and 4-foot urinal auger extension for the work at hand. All attachments feature a telescoping cable lock that holds the cable in place for easy telescoping extension, a fixed rubber boot for maximum porcelain protection, and replaceable cables. 800/729-3878; www.milwaukeetool.com.

RIDGID PEX-One 12V Battery PEX Tool



The PEX-One 12V Battery PEX Tool from RIDGID is designed for one-handed use, for easy and accurate press connections anywhere on the job. With the battery and dies, the entire tool weighs 6 pounds. Ideal for overhead connections and accessing tight spaces, the tool provides full power through more than 150 presses per charge with a five-second crimp cycle. It is purpose-built to press 1/2- through 1-inch PEX tubing, and has interchangeable dies with a quick-change system to allow users to rapidly connect different-size tubing. It is compatible with ASTM F1807 copper crimp ring fittings and Viega PureFlow fittings. 800/769-7743; www.ridgid.com.

Cutter

General Pipe Cleaners AutoCut

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



Faucets

Blanco America Atura



The Atura pull-down faucet from Blanco America has a high arc and aesthetically pleasing organic style that fits any kitchen. It offers a high-performance dual spray and is available in a standard 2.2 gpm as well as a 1.5 CALGreen water-saving model.

888/668-6201; www.blancoamerica.com.



Delta Faucet Co. HydroRain Two-in-One Shower Head

With the option to use the raincan shower, the fixed shower head or both showers simultaneously, the **Hydro-Rain Two-in-One Shower**

Head system from **Delta Faucet Co.** offers complete shower control and increased bathing flexibility. The raincan pivots 40 degrees for broadened coverage, which can be used on its own or together with the fixed shower head. Settings include full spray, massage spray, full spray with massage, shampoo rinsing spray and pause. Designed to fit a standard shower arm, the shower head can be installed in minutes. It is WaterSense labeled and flows at a rate of 2 gpm, providing 20 percent water savings when compared to industry standards. **800/345-3358; www.deltafaucet.com.**



Franke Kitchen Systems Bern Pulldown Faucet

The **Bern Pulldown Faucet** from **Franke Kitchen Systems** is lead-free, made of stainless steel and has Fast-In installation technology to make renovation simple. The faucet attaches to the sink above the countertop in a few quick steps: simply insert the faucet base into the sink, locate the two mounting screws, and tighten with a Phillips screwdriver. The two mounting cleats will emerge from the base and rise until they connect with the sink for a secure fit. The faucet's high arch and modern, single-handle design is durable and aesthetically pleasing, and its nylon hose has a 20-inch reach to clean every corner of the kitchen sink. **800/626-5771; www.franke.us.**

Fixtures



Mansfield Plumbing Aegean

The one-piece **Aegean** toilet from **Mansfield Plumbing** has a molded base and tank for easier cleaning and installation, elongated front bowl, and color-match SmartClose seat. Model 705NS offers 1.6 gpf, while the ADA Model 708 delivers 1.28 gpf and has a 16 5/8-inch SmartHeight bowl. Both

models include high-performance MagnaFlush technology, 2-inch glazed trapway, 3-inch flush valve and pilot-operated anti-siphon fill valve. Colors include white, biscuit and bone. **877/850-3060; www.mansfieldplumbing.com.**

Pipe Fitting Tools



Hannay Reels 700 Series

The **700 Series** of spring-rewind reels from **Hannay Reels** are designed for 1/4- and 1/2-inch I.D. hoses for use with lubrication, air, water, assembly operations, washdown, air tools and general industrial applications. With a roll-formed channel frame and a nonsparking ratchet assembly, they are ideal for heavy-duty applications. A declutching arbor is included to prevent damage from reverse winding. The reels handle pressures from 3,000 to 10,000 psi upon request. **877/467-3357; www.hannay.com.**

ScreenCo Systems Handle-Tech Hose Handles

Handle-Tech Hose Handles, distributed by **ScreenCo Systems**, enable technicians to safely clamp onto hose or pipe and easily grip, torque and release it single-handedly through a natural movement.

Through mud, cold, rain or sleet, the handles' design allows workers to safely and efficiently manipulate hoses and pipes in any climate. They are ideal for drilling, mud suction hose, tanker hose, pneumatic truck hose, aircraft refueling hose, frac pipe, drill pipe, welding poly pipe and other rigid pipes. Sizes range from 1 1/2 to 6 inches, with an 8-inch version coming soon. Handles are manufactured with long-glass nylon that enhances the thermal insulation properties. They are strong, nonconductive and wear-resistant in temperatures from minus 40 to 150 degrees F to withstand steam blasting with deicing equipment. **208/790-8770; www.screencosystems.com.**



Power Tools



Lenox Bi-Metal Reciprocating Saw Blades

Bi-Metal Reciprocating Saw Blades with Power Blast Technology from Lenox are

designed with a high-speed blasting process to add strength and increase durability to the blade, allowing trade professionals to perform more cuts without stopping to change blades. The Power Blast process is commonly used in the aerospace and automotive industries to add a layer of compressive stress to the surface of the metal to prevent cracks. In addition, high-speed blasting along the cutting edge strengthens the blade to reduce breaks and increase durability and blade life. T2 Technology reduces cutting forces on each tooth and optimizes chip removal to allow efficient cutting in a wide range of materials. The blades come in four types, including LAZER, Demolition, Wood Cutting and Metal Cutting. 800/628-8810; www.lenoxtools.com.



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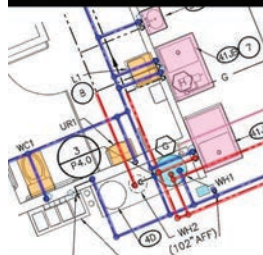
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