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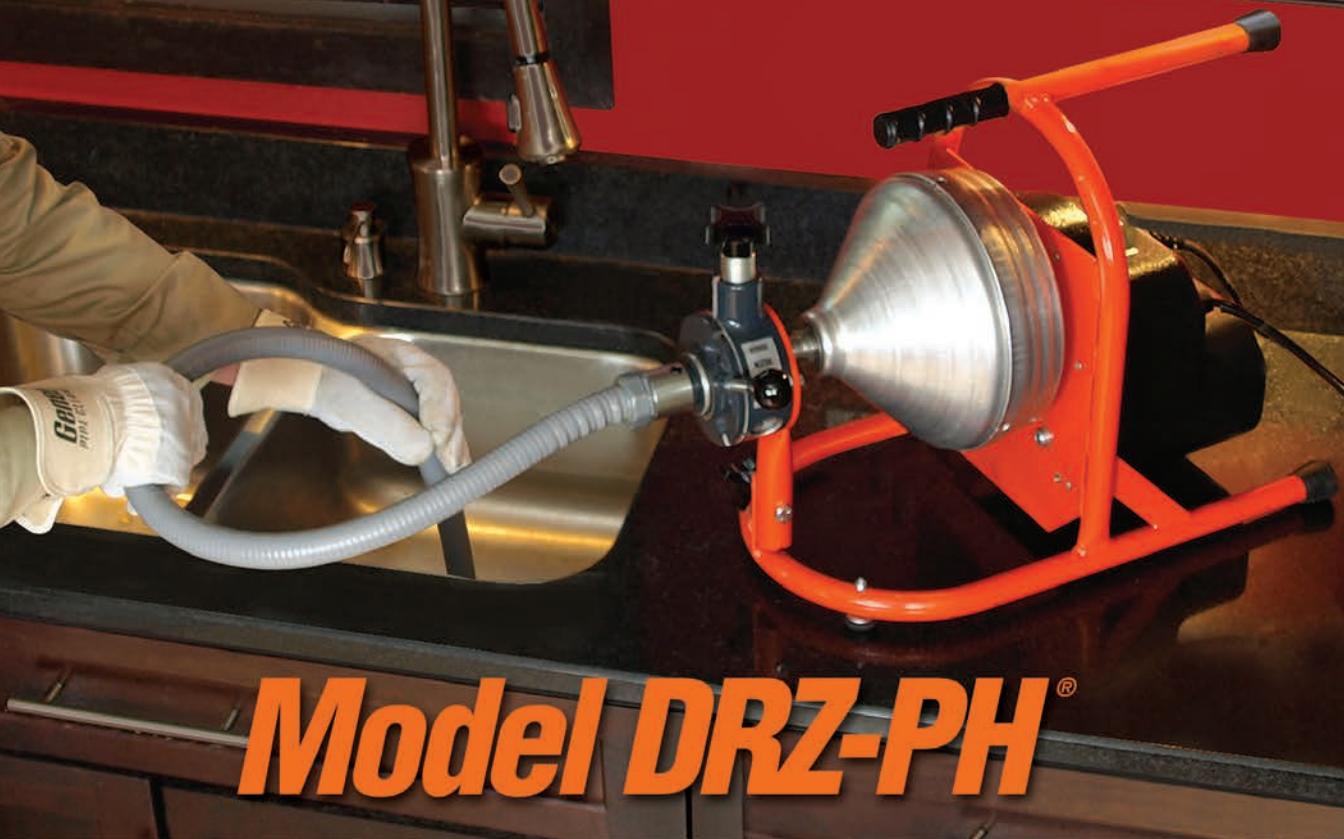
BUILDING A HIGH STANDARD

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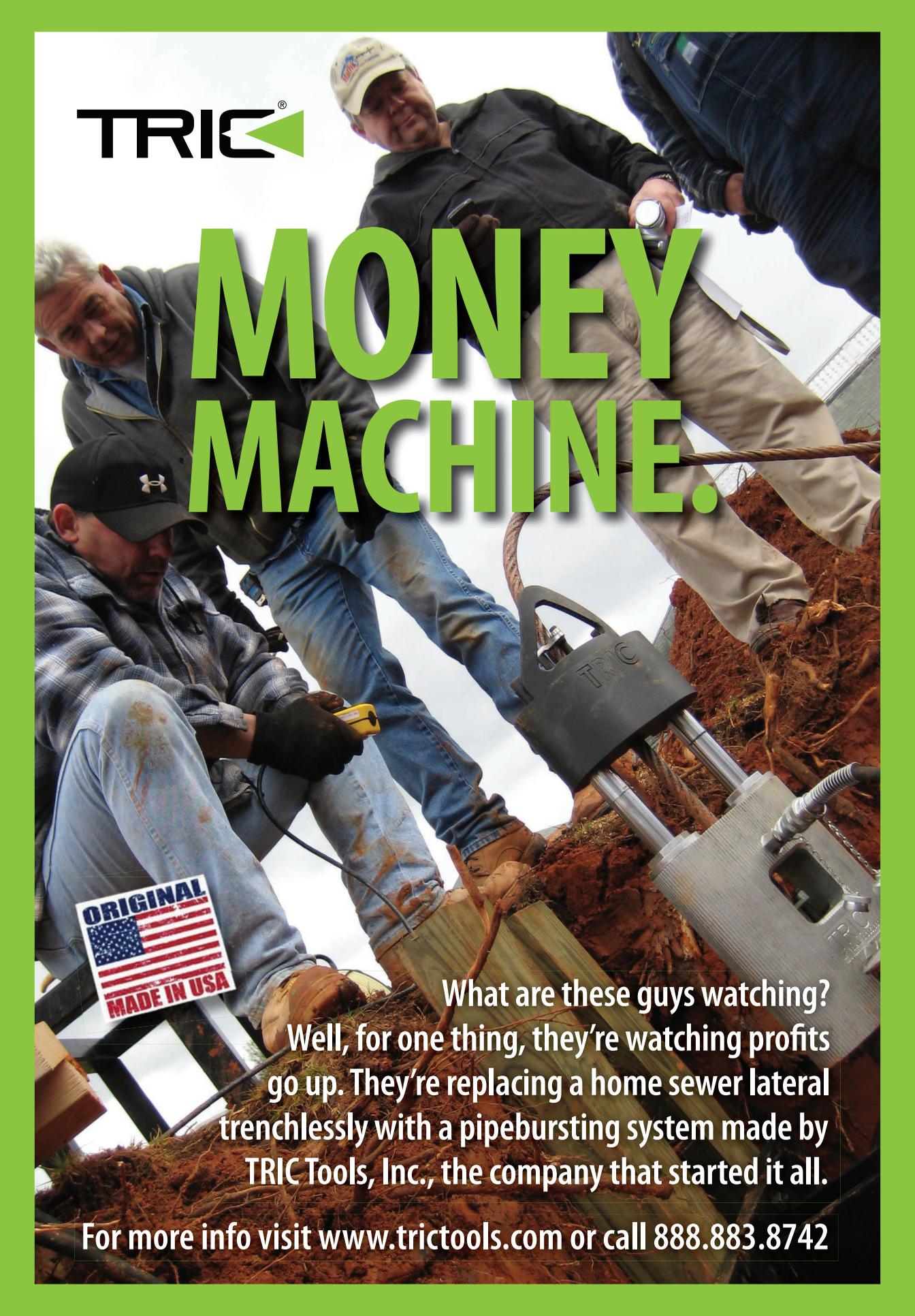


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Shock Treatment

Bronx contractor quickly busts up drain clogs, and ratchets up productivity, with some help from an air force.

By Ken Wysocky



On the Cover

Scenic City Plumbing technician Greg Kirby solders a shower valve for installation at a residence in Chattanooga, Tennessee. Scenic City, with its staff of 12, is based in Chattanooga, and offers plumbing service and repair, drain cleaning and inspection throughout the city and into Georgia.

Photography by Martin Cherry

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Plumber

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Cory Dellenbach

Attracting the Younger Generation

Plumbers need to do their part in helping the industry grow by explaining the benefits of the trade

Plumbers in a way are like doctors:
Everyone everywhere will always need them.

Jeff Logan knew from an early age that he wanted to be a plumber. He grew up watching his dad work in the industry and saw the love he had for it.

Many of you came into the industry the same way Jeff did.

But if not from family, where will future plumbers come from? As many contractors have said on these pages, the industry is struggling to find new blood. Do you have trouble recruiting qualified employees, or even people willing to learn the trade? Are you doing your part to fix this?

If you wonder how you can help, the answer is simple — brag about the job you do. Take some time throughout the year to go to career days at schools or talk to Boy Scout and Girl Scout troops or other youth groups.

Tell them all the great things about the industry and why you enjoy it so much. All they know are the stereotypes they've seen — you know what they are. How do you sell the younger generation on becoming plumbers? Here a few talking points:

- **Job stability.** Plumbers in a way are like doctors: Everyone everywhere will always need them. A good plumber can always find employment, and the job can't be outsourced.
- **Less student loan debt.** College students graduate with tens of thousands of dollars in debt. Choosing a trade like plumbing often means you can attend vocational school or a community college for less money. Then enter an apprenticeship where you're paid while you learn the trade.
- **Advancement opportunities.** Ask the kids if they want to be laborers forever or someday grow up to

be the boss. Plumbing is a licensed and regulated trade, and you can work all the way up the master level if you have the ambition. At that level you'll have a higher salary, more job flexibility and more opportunities than in many other professions.

- **Job variety.** You'll run across something new every day on the job. You might do a home repair job one day, new construction the next, and later work in a factory or on a municipal system.
- **Job satisfaction.** You really do save lives. Without good plumbing systems to deliver clean water, we would all be at risk of catching potentially fatal diseases. Keeping the plumbing systems in our homes and cities in good working order is a worthy task that protects our health.

These are just some of the many things you can tell the students. Who knows, you could find yourself a future employee!

You can read more about Jeff Logan and his company, Scenic City Plumbing of Chattanooga, Tennessee, in this issue.

WHAT ARE YOU DOING?

How are you trying to make the industry better? Tell me what community projects or programs your company is helping with. Email me at editor@plumbermag.com or call 800/257-7222.

Enjoy this issue! 📧



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MARKETING METHODS

Radio Ads Build Plumber's Brand

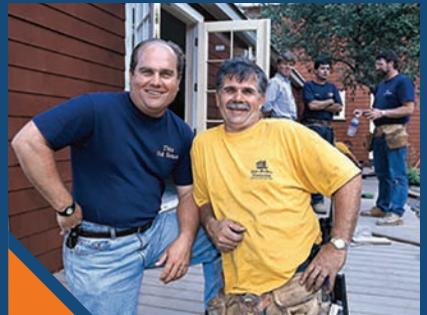
Word-of-mouth referrals often serve as a plumber's best, and least expensive, form of marketing. But at Zeidler Plumbing in Cecil, Wisconsin, featured in the May issue, owner Ed Zeidler says radio advertising has also provided a significant boost to the business. The reason is a catchy company slogan created by Zeidler's father that resonated even more in the community once Zeidler had his three children start doing the recordings. Learn more in this online story and listen to each of the Zeidler children recording the catchy ads that have increased the family business' brand. plumbermag.com/featured

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— *The Benefits of Blogging*

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A LOOK BACK

Plumbing Expert Reflects on Four Decades at the Helm of 'This Old House'

Since the home renovation show's second season in 1980, Richard Trethewey has been the face of the plumbing industry for viewers of "This Old House." Trethewey spoke with *Plumber* magazine about his role on the show and the impact it has had on both contractors and consumers. And in a second online article, learn more about what Trethewey and his "This Old House" colleagues are doing to solve one of the industry's chronic problems — recruiting more young people into the skilled trades. plumbermag.com/featured

PAYING IT FORWARD

Company Shows Appreciation to Community With Annual Charity Project

Todd and Gina Grundmeier went from losing their home and possessions in a fire to launching a plumbing business and establishing it as one of the most successful in their service area — all within the span of a few years. As a "thank you" to the community that had supported them, the couple established the Pay It Forward program in 2014. Every year their company, T'N G Plumbing in Dexter, Minnesota, tackles a bathroom renovation for a family in need, with project partners contributing additional donations and services. Read about this year's project, in which T'N G and its partners provided \$55,000 worth of services to a family of four. plumbermag.com/featured

NEWS & ALERTS



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➤ Scenic City Plumbing co-owners Jeff and Jacqui Logan stand outside the company shop in Chattanooga, Tennessee.



BUILDING A HIGH STANDARD

A strong work ethic from employees and a willingness to stay updated help keep business growing

By Marian Bond | Photography by Martin Cherry

Scenic City Plumbing, Chattanooga, Tennessee



OWNERS	Jeff and Jacqui Logan
ESTABLISHED	1987
EMPLOYEES	12
SERVICES	Plumbing service and repair, drain cleaning and inspection
SERVICE AREA	Chattanooga, Tennessee, and North Georgia
WEBSITE	www.sceniccityplumbing.com



▲ Plumbing technician Pete Furrow uses a trackhoe to expose the main waterline on a house project in Chattanooga.

Jeff Logan knew he wanted to be a plumbing contractor at an early age, being a son of a plumber and following his dad along on job sites when he was younger.

In high school, Logan attended vocational school for plumbing and continued working with his father, Dick, until earning his master plumber's license and branching off to start his own company in 1987.

Logan started the company, Scenic City Plumbing, with a focus on new construction services, but as he continued to work a part-time job with Sears offering plumbing services to customers, he discovered the service and repair side to the industry.

"I liked meeting people," Logan says. "I liked building relationships with homeowners. I liked the variety of being on several different jobs on an hourly basis instead of new construction. That's when I changed the focus of my own business."

Scenic City Plumbing, with 12 employees, still sticks to primarily residential plumbing within a 35- to 40-mile radius of its headquarters in Chattanooga, Tennessee.

BUILDING THE BASE

When Logan started the business, he made two important decisions — advertise heavily and have a high standard when it came to service vehicles.

His first advertisements appeared in the Yellow Pages of area phone books in 1987. "That was the form of advertising back then. There was no internet," Logan says. "I was aggressive and stayed up front with half-page ads."

When it came to the service vehicle, all he wanted was for them to be clean and presentable.

He purchased the vans new whenever possible and also received compliments on the vehicles — and still does.

"It was important that my vehicles be dependable," Logan says. "That was my policy and it is the same today. Money has always been a consideration, but I'll spend extra money when it comes to these purchases."

Scenic City Plumbing vans include four Ford E-350 dual-wheel box trucks with Baybridge bodies, two Ford Transit vans, two Ford E-250 extended cargo vans, two Ford F-150s and a Ford F-250 diesel. All are decaled with the company logo and with the company's name in red, white and blue lettering. The vehicles are fully stocked with a wide range of parts at an estimated value of \$5,000, plus the various tools required, bringing the total amount up to about \$15,000.

Parts include the most basic items such as faucet parts, washers, O-rings and cartridges, to be able to handle most common service calls. The company maintains an 8,500-square-foot facility with an extensive on-site inventory of parts and other items such as water heaters.

"One of my goals is to keep my plumbers and apprentices out of the supply house because that can really hold things up and could lose productivity on a job site," Logan says. "We're serving our customers better this way."

Plumber Shannon Broadway works on a faucet repair at a customer's home.



“One of my goals is to keep my plumbers and apprentices out of the supply house because that can really hold things up and could lose productivity on a job site. We’re serving our customers better this way.”

Jeff Logan

The company’s seven plumbers and four apprentices are tasked with the duty of keeping the trucks clean, organized and stocked each day.

When it comes to the tools, there are some that every plumber needs — pliers and cutter for example. When it comes to finding these tools, Logan makes sure his crews have tools that he is confident in.

“I just won’t buy cheap tools,” Logan says. “I buy a lot of products from Wolverine Brass, RIDGID, and from DeWalt (Black & Decker Co.). They have quality materials.”

Logan adds that he will also buy from Craftsman and Plumb Mate.

BRINGING IN MORE SERVICES

Logan wanted a way to grow his business and in 2000, he found the way. Already providing plumbing services, the only way to expand was to start offering drain cleaning services. His first purchases for that side of the business were a camera and a jetter.

“When you can send a camera down the line to locate a problem, and then know exactly where the problem is, and where to dig if necessary, that is progress,” Logan says. “Having something to show the customer, too, is also a plus.”

Drain cleaning now amounts to about 20 percent of the business, and Logan does charge extra for those services. “The extra charge is important because the equipment has to be paid for and maintained,” he says. “Generally the customers are OK with the extra fee.”

The company has cameras and locators from RIDGID and Amazing Machinery. Logan also has an O’Brien gas jetter and an electric jetter from General Pipe Cleaners, div of General Wire Spring Co.

Scenic City will also replace buried pipes if that is where the problem is located. Lines in the area are generally shallow — 2 to 3 feet from the surface. Logan has a Bobcat E35 track hoe excavator, a Bobcat 418 compact excavator and a New Holland tractor with Bradco backhoe to help with that work.

If it’s deeper than 3 feet or pipe bursting or relining needs to be done, he’ll sub out the work.

Continued ▶

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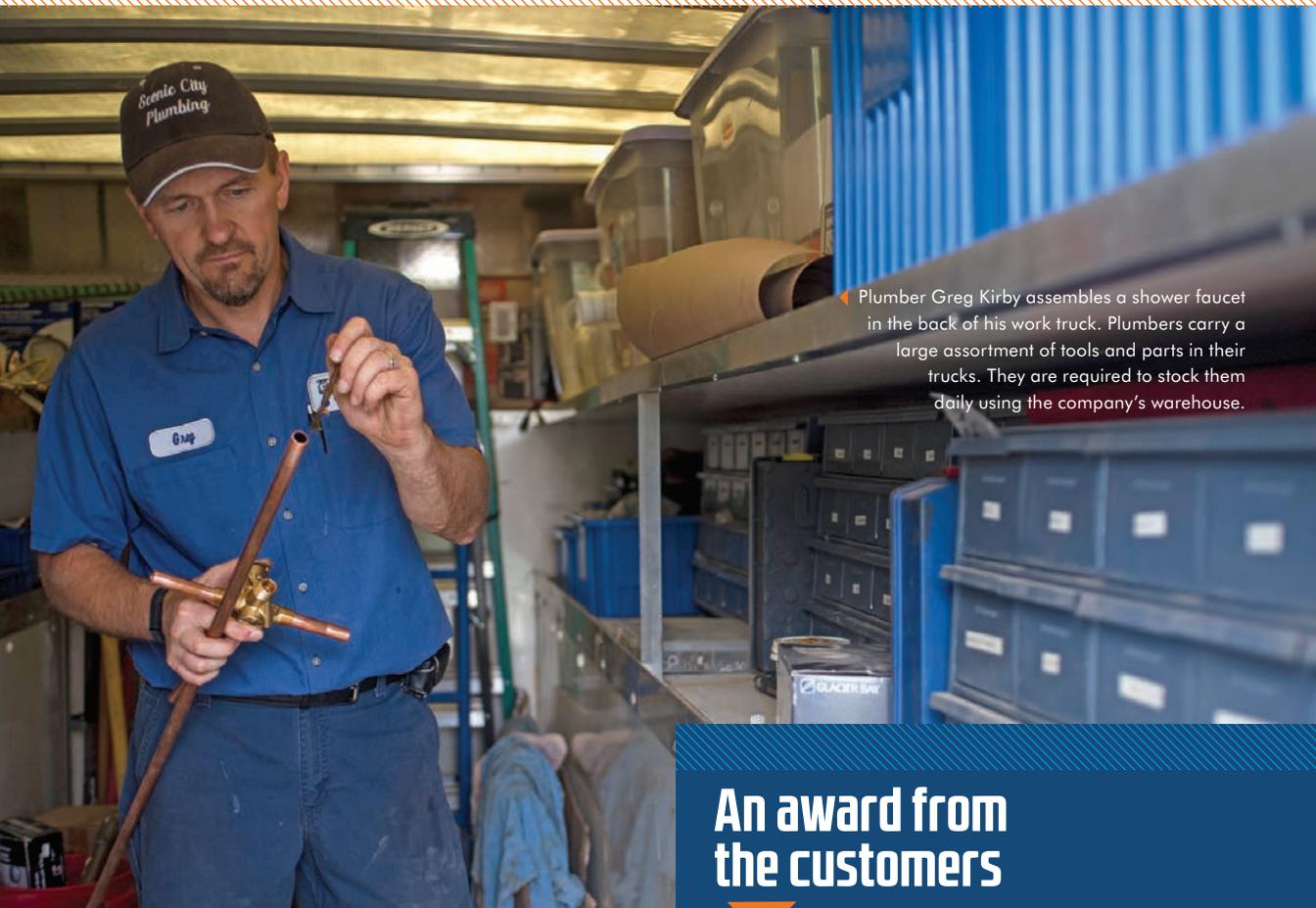
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▶ Plumber Greg Kirby assembles a shower faucet in the back of his work truck. Plumbers carry a large assortment of tools and parts in their trucks. They are required to stock them daily using the company's warehouse.

An award from the customers

FINDING THE HELP

Like others in the industry, one of Logan's biggest challenges is finding skilled labor. "There is plenty of work out there," he says. "We need vocational schools, but the best training is working in the field."

Logan recalls that he learned the basics of repair service when he was going to vocational school, but learned more every time he was able to go out on a job. Now, with his own company, if he has an apprentice without a lot of experience, he'll send that individual to ride with a plumber in the company for up to three or four years.

"It all depends on how much of a quick learner that person is," Logan says. "They must be well versed and experienced before they get into a truck alone. There is so much to encounter and I want them with someone."

Many jobs Scenic City takes on require two men, and this allows the apprentices to go with the journeymen. The apprentice will then get the experience, while saving on the customer's budget at the same time.

Following a job, he'll often hear reviews of his apprentices. "I can gauge how that person is doing from the plumbers they ride with," Logan says. "My plumbers will ask for a certain apprentice because he is a 'go-getter' or something will comment 'this guy is a hustler.' This helps me know what is happening."

Continued ▶

There is one award that Scenic City Plumbing has earned six years in a row and owner Jeff Logan couldn't be more proud of it, even though it's just a local award.

Scenic City Plumbing, based in Chattanooga, Tennessee, has been recognized in the local newspaper, *The Chattanooga Times Free Press*, as first-place winner in the category of best plumbing company. The award is voted on by readers of the newspaper.

"This is something money cannot buy," Logan says. "We are really finding this to be a big boost to us because we can put it on our website, put stickers on our trucks and people see we have these awards."

The recognition has also generated additional business for the plumbing contractor.

"This is something our customers and the readers of the newspaper have done for us," Logan says. "That's pretty special."

Scenic City has also received the Angie's List Super Service Award the past few years as well, and has earned recognition from the Better Business Bureau for complaint-free service.

"We also receive comment cards from customers praising professionalism of the crew," Logan says. "We don't campaign for it, we don't send emails asking for votes. It's all their doing. It's great."



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- ▲ Plumber apprentice Rick Webb re-pipes with PEX under a home in Chattanooga. The company has four apprentices on staff trained by seven plumbers.
- ▼ The staff of Scenic City Plumbing, from left, front, Jacqui Logan, Tyler Caraway, Shannon Broadway, Pete Furrow, Rick Webb and Greg Kirby; back, Judy Wallace, Travis Leffew, David Wells, Jeff Logan, Bo Clowdus and Joe Temple.

FINDING WAYS TO USE TECHNOLOGY

From the photo capabilities of cellphones to using tablets to answer dispatch calls, Logan is finding ways to use technology to make his employees' jobs easier and to help with the flow of the business.

While he trusts his crews to make their own decisions in the field, there have been times when jobs come up where there is a challenge. Logan will then have a phone conversation with his plumber and have a photo sent of the problem. "This is one of the blessings of today's photo technology. I love that part," he says.

His plumbers also use a tablet to receive dispatch calls and collect credit card payments using the Square credit card payment system.

In the office handling calls are office secretary Judy Wallace and

Continued ▶



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Logan's wife, Jacqui, handling payroll and accounts receivable. "As main dispatcher and office manager, Judy has the knowledge to handle the customer problems properly and can diagnose, which is helpful," Logan says.

“ There is plenty of work out there. We need vocational schools, but the best training is working in the field.”

Jeff Logan

BUILDING RELATIONSHIPS

Logan has developed a strong networking relationship within the plumbing and drain cleaning industry throughout his area and refers business to others whenever it doesn't serve the goals and services of Scenic City Plumbing. He's also found that many of those same companies referred customers to him.

"I think it's important and helpful that I have this good crew," Logan says. "Having good employees, having the best equipment for the job, and truly quality fixtures and products available brings the most reward for me on a daily basis."

Logan hopes to see the company continue to do well and see measured growth in the future, while keeping the same standards he has now with his crew. **P**

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Shock Treatment

Bronx contractor quickly busts up drain clogs, and ratchets up productivity, with some help from an air force *By Ken Wysocky*

In the never-ending battle against plugged-up drainlines, master plumber Sylvan Tieger relies on a secret weapon of sorts: The Kinetic Water Ram from General Pipe Cleaners.

The lightweight, compact device can unclog drainlines significantly faster than a cable drain cleaning machine, thus increasing productivity and revenue. Moreover, it does so with less mess and can be used in places where it's difficult to take a cable machine, says Tieger, 70, the owner of S. Tieger Plumbing Co. Inc. in the Bronx, New York City, New York.



▶ Sylvan Tieger, owner of S. Tieger Plumbing Co. Inc. in the Bronx, New York, stands in front of his truck holding the Kinetic Water Ram from General Pipe Cleaners.

Furthermore, the Water Ram can clear slow-draining tubs, for example, when the stoppage is on the far side of a P-trap or beyond a series of tight bends that a cable machine might have difficulty negotiating.

CLEARING THE TOUGH CLOGS

The Water Ram generates a powerful burst of compressed air that drives a shockwave through water at 4,700 feet per second. The shockwave travels so fast that it bypasses vents, so 98 percent of the force slams into the clog head-on. It's capable of clearing hair, rust, grease, sediment and scale from lines ranging from 1 1/4 to 4 inches in diameter.

"It's almost like a water hammer," Tieger explains. "When most stoppages get hit by that kind of force, it breaks right through without harming the pipes."

Tieger says that on average, the Water Ram can unclog a drain in about 10 minutes. If he uses a small cable machine, like one of his I-95 machines from General (a division of General Wire Spring Co.), it may take at least an hour because he has to remove the trap. That, in turn, can create bigger problems if the pipes are old and difficult to take apart.

“It’s almost like a water hammer. When most stoppages get hit by that kind of force, it breaks right through without harming the pipes.”

Sylvan Tieger



the Bronx, NY

COMPANY S. Tieger Plumbing Co. Inc.

LOCATION the Bronx, New York

MACHINE Kinetic Water Ram from General Pipe Cleaners

FUNCTION Unclogging drains by using a high-pressure burst of air

FEATURES Built-in air compressor that propels a blast of air at 4,700 feet per second, 100-pound gearless pressure gauge for pinpoint pressure control, one 4-inch-diameter tapered cone, five tapered plugs for drains ranging from 1 1/4 to 4 inches in diameter

COST About \$400

WEBSITE www.tiegerplumbing.com

“Plus, when you take off the 3/4-inch plug on the bottom of the trap and run in the snake, you then don’t know where it’s headed. It’ll go either up the vent or down the waste line,” he notes. “But the Water Ram’s shock wave goes right to the stoppage, not to the vent.

“And if you put the snake in and catch a big glob of hair, sometimes you can’t pull the snake back through the 3/4-inch-diameter hole,” he continues. “So now you’re trying to unscrew the trap with the snake still in it.”

Tieger primarily uses the Water Ram on bathroom and kitchen sinks, bathtubs, toilets and floor drains. He usually tries it first on roof drains because it weighs only around 15 pounds, which makes it much easier to lug around than a larger drain cleaning machine. “It definitely allows me to do more jobs per week,” says Tieger, who started his business in 1982 and primarily does service work for residential, commercial, industrial and institutional customers. “It helps me work faster and work smarter.”

WORKING THE WATER RAM

The Water Ram is easy to use. Just plug the overflow hole (if applicable) with a rag and fill the tub or sink with a couple inches of water. After using the built-in air

compressor to manually pump air into the device up to the desired pressure, seal one of the appropriately sized rubber heads snugly into the drain and pull the trigger.

General starts at 5 psi and ramps up in 5-pound increments if the initial blast doesn’t do the job. A 100-pound gearless pressure gauge provides pinpoint pressure control. In most cases, 20 to 40 psi should be adequate. Plumbers should also wear protective glasses or goggles during operation.

It’s important to emphasize the start-low-and-ramp-up-from-there protocol to employees, who otherwise might think that if 10 psi is good, 30 psi is even better and will do the job that much faster, he notes. General recommends that contractors not exceed 80 psi.

Tieger recalls one job where the Water Ram really proved its mettle. A 4-inch-diameter soil line was clogged below a large stainless steel sink in a cafeteria kitchen, located on the main floor of a church. Because of its location, the sink backed up every time people used the fixtures on the five floors above. Figuring he had nothing to lose, Tieger decided to give the device a shot.

“It was a severe blockage,” he says. “And I didn’t want to have to take things apart (to snake it) because the sink was half full of waste and it would’ve been a real mess. It took a couple dozen tries, but I finally heard that ‘whooshing’ noise and saw a vortex of water as it drained out of the sink. It was music to my ears.”

After nearly 50 years in the trade, Tieger says he still believes in trying new technology, as long as it pays for itself. He says the Water Ram, which costs several hundred dollars, paid for itself after two service calls.

“Anything that pays for itself right away is well worth the investment,” Tieger says. “All I know is that my Water Rams are continually making money.” And winning the war against clogged drains. 

“It definitely allows me to do more jobs per week. It helps me work faster and work smarter.”
Sylvan Tieger



Judy Kneiszel

Customers Love to Get Free Stuff, Right?

It's time to evaluate whether the pens, key chains and other promotional items you hand out convert to new business for your plumbing company *By Judy Kneiszel*

Every now and then when I want to measure a kid's height or retrieve change that somehow found its way under my clothes dryer, I reach for a yardstick emblazoned with the name of a hardware store that closed more than 20 years ago. The yardstick itself is probably more than 30 years old.

This handy-dandy measuring and reaching tool is a testament to the long shelf life of promotional advertising items, sometimes called premiums, specialty items, or in modern slang, swag. When I look at my Thrifty Mac Hardware yardstick I can't help but wonder if giving away branded items is still effective advertising in the age of social media.

This is a great question to ponder as you walk around a trade show. Pay attention to which exhibitors are giving away freebies. Also note what is being given away. Are the

At an event like a trade show, promotional items seem to pull people into a booth and can be great conversation starters.

booths with the free stuff more crowded? Does item quality matter? Do some items seem highly sought after? And check the trash cans on the way out to see if advertising premiums exhibitors paid dearly for are being tossed before the recipients even leave the floor. Also notice if any tote bags, T-shirts or promotional items from previous years are making a return visit.

FUN WITH FREEBIES

At an event like a trade show, promotional items seem to pull people into a booth and can be great conversation

starters. Ever hear an attendee with an arm-load of stuff ask another attendee where they got that convenient reusable shopping bag they are sporting? That bag is working overtime to send people to a specific exhibitor's booth.

If you're still not sure how effective promotional items can be, look around your home and office when you get back from the show. How many items do you use every day with another company's logo on them? Which items are the most useful to you and does having the item increase your likelihood of doing business with the company who gave it to you?

Promotional items certainly last longer than radio and TV advertising. And while we warn our kids that anything posted on social media is accessible on the internet forever, you have to look harder for an old Facebook post than a branded pad of sticky notes on your desk.

Some businesses use promotional items as a thank-you to current or past customers. Others give them out to any potential customers. Some companies give their branded items away like candy, just setting out a bowl of pens or whatever the item is and letting anyone grab as many as they want, while others have employees use the items themselves and hand them out judiciously as part of the sales process. Step one is to determine the audience you are buying promotional items for, and why.

SMART CHOICES

The next step is deciding what to give away. If you are considering purchasing branded promotional items, here are some tips to keep in mind:

Choose something useful. While usefulness is in the eye of the receiver, I'm guessing in 2017 few people have use for a paperweight. Fewer smokers and higher fire safety

standards have made advertising lighters almost obsolete. Anything related to CDs is outdated since many new cars don't have CD players and laptops don't have CD drives these days. And those USB drives that became a hot hand-out a few years ago may still be useful today, but may be on their way out as more and more people use cloud storage.

On the useful side, everyone has hands, lips and a nose, and lip balm, tissue packets and small lotions can be purchased with a company logo on the package. These items can be kept in a desk drawer, glove box, or purse, reminding the recipient of your company for months.

Choose something interesting. A pen, while useful, might seem ordinary, but once you start shopping you'll realize that there are pens in all shapes, sizes and colors. Some feature a clip to attach the pen to a purse or backpack. Some pens are bendy or have a unique texture, while others include fun tops users can fidget with. There are even pens that come with a stylus on one end to keep the user's smartphone or tablet screen smudge free. Speaking of smartphones; branded phone cases, while an interesting choice, might not be well received since devices come in a variety of sizes and shapes.

Choose an item that represents your company. For a funeral home to give out something frivolous like a Frisbee or a kazoo would be odd to say the least. A pet store giving out Frisbees or a music store with their logo on plastic kazooos make sense.

A free promotional item doesn't have to relate directly to the industry you are in, which in the case of a plumbing company is good. Just don't leave recipients scratching their heads and saying, "Well, that's odd," when they receive an item with your company name on it. Given the nature of the business, for example, I wouldn't advise handing out branded toothbrushes.

Consider delivery. Before you order that really cool ceramic coffee mug or oversized golf umbrella with your company logo on it, consider how you are going to be distributing these gifts. A refrigerator magnet is cheap to mail; a coffee mug is not. Is there room in your van or suitcase to take 1,000 water bottles to a local trade show, or would something smaller and lighter work better?

Go for shelf life. Speaking of water bottles, make sure you are getting enough bang for your buck when you decide to give something away. Sure, parade-goers in your

town may appreciate a cold bottle of water with your company name on its custom printed label, but it's a one-time-use item. A refillable water bottle, on the other hand, can be used (and seen) for years.

Don't dismiss the classics. A T-shirt is a walking billboard, and pens can change hands many times before they run dry. Just remember, cheapest isn't always best. Consider what something of poor quality says about your business, and how it's unlikely someone will use a cheap item even once. A good quality shirt can promote your business for years. One that shrinks the first time it is washed might be used to wash a car one time. Giving away cheap throwaway trinkets adds plastic to the waste stream, whereas an item with a useful life gives your company a more environmentally responsible image.

SUPER SWAG?

Share your thoughts on promotional advertising items. What's the coolest piece of swag you've ever picked up at a show or from someone you do business with back home? What items has your company given away? Were they worth the investment? And what's the oldest advertising premium you still use regularly? Can you top my decades-old yardstick? 

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



The Service Body: Your Ultimate Tool Caddy

If you don't want tools and supplies rattling around unsecured in the back of your pickup, a rig carrying a service body can become your rolling workshop *By Peter Kenter*

From durable surfaces to optimized tool and material storage, service bodies can help bring the shop out into the field. But the market offers a lot of choice, from standard issue to fully customized. Making sure that the service body matches the needs of a plumbing contractor will help to ensure the best performance.

Highway Products has produced both standard and custom service bodies for more than 30 years in White City, Oregon. All of its service bodies are made of welded aluminum, not only because aluminum is durable and rust-resistant, but because it's less than half the weight of an identical steel service body. The reduced weight can make a significant dent in contractor fuel cost.

"With a lighter service body you might be able to use an F-150 instead of an F-250 and save some money on the vehicle," says Highway Products consultant Jim Lenford.

"That would more than cover the initial higher price of aluminum over steel."

Standard utility service bodies are designed for a broad range of industries that could include portable restroom operators who want to carry a host of supplies and tools.

Built of 1/8-inch aluminum, Highway Products models bolt into place on existing pickup truck frames. Doors are typically smooth aluminum, while decks, bodies, top boxes and tailgates are diamond plate or another textured finish. These models consist of six storage compartments, fenders, bed, tailgate and a bumper with lighting. Inside the body are four storage compartments with adjustable shelving, two located in front of the wheel well and two behind. Two smaller compartments are located above each fender. The location of a fuel filler bezel depends on the model of the truck.

▼ Custom service bodies can offer additional made-to-measure storage space, including lift-out tool trays, which plumbing contractors could find handy to organize tools, supplies and replacement parts. (Photos courtesy of Highway Products)





- ◀ The Highway Products Pickup Pack fits in the truck bed, creating a lockable storage space and overhead rack.
- ▼ The Highway Products' Truckslide option provides a platform that slides out like a drawer for easier material handling.

“If you've never ordered a custom service body before, you may not know what questions to ask. We talk about what they do from day to day. I can suggest options that customers in similar businesses have selected or found beneficial.”

J.D. Martin

Contractors can also choose options including toolboxes, headache racks and ladder racks. Highway Products offers a Truckslide option, a steel or aluminum platform that slides out like a drawer along the bottom of the truck bed, allowing material to be off-loaded more easily.

A Pickup Pack model slips into the back of a pickup and turns the bed into lockable storage. The standard model includes two full-length lockable low side boxes and a flat or domed center hatch. A space underneath the toolboxes provides room for additional cargo.

But no two businesses operate alike, even among plumbers. Customized service bodies can help improve workflow and provide unique features to accommodate tools and materials.

MAKING CHOICES

“Often, our standard service body with options will cover most of our customers' needs,” says J.D. Martin, sales team leader at Highway Products. “Every now and then we get customers who want cabinets of a certain depth to fit a specific tool, want to build the service body around a particular item, or build something completely off the wall, like a service body built entirely around transporting a drone with camera equipment.”



Customers typically begin by identifying the model of their truck, providing the vehicle identification number to ensure that a design fits the vehicle exactly.

“We ask them if they've changed anything on their trucks since buying it,” says Lenford. “Maybe they've installed oversized tires or Kelderman Air Ride. A typical truck off the lot measures 56 inches from the back of the cab to the axle, whereas a cab chassis is 60 inches. The 4 inches are critical, as is the fact that the bed won't have humps in the frame to accommodate the axle.”

Martin next asks customers about their business.

“If you've never ordered a custom service body before, you may not know what questions to ask,” he says. “We talk about what they do from day to day. I can suggest options that customers in similar businesses have selected or found beneficial. For example, one of the big options for contractors is topper boxes featuring removable tool trays with handles on them. They can lift them out just like trays in a tool chest and take them to the job site instead of going back and forth.”

OPTIONS FOR PLUMBERS

Plumbers working construction sites might look to handle specific needs with a pickup sporting a service body. They might see the rig as an extra warehouse for tools and an option to go into the job site with a smaller vehicle than a large service van.

“Drawers with dividers and compartments are a good option to organize smaller parts and fittings,” Lenford says.



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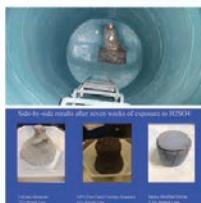
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Or you might specify a cabinet or drawer to hold safety equipment such as hard hats, high-vis vests, gloves and a first-aid kit. Maybe you want a space to organize connectors or other small parts to make repairs on the job site.

Other options include LED lighting strips that automatically switch on when a compartment is opened. Specialty pole lighting attachments can illuminate a job site at night. Service body baskets can be used to carry hand tools such as shovels, hoes and rakes. Some customers also request a LINE-X spray-on bedliner to ensure that items stored in the bed are less likely to move during transit.

Some requests are discouraged, for example building a service body designed to extend the length of the truck.

"If you have a 6 1/2-foot bed, it's problematic to order an 8-foot body," says Lenford. "You can get frame extensions to make it work, but it throws off the center of gravity of the truck. From an aesthetic standpoint, it doesn't look right either."

Other customers have requested service bodies with canopies that are too tall for the truck, something the company discourages because it subjects the vehicle to destabilizing winds. Service bodies wider than the truck bed also catch wind and affect handling.

MOSTLY DIY

Although they can drive their trucks to the shop to have the service body bolted on, customers most often have the service body shipped, along with a mounting kit containing from 16 to 24 bolts.

"If you were thinking of installing it yourself, you'd want enough people or a fork lift to lift it into position," says Martin. "After that, it's easy to bolt on." **PI**

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A Wide Array of Services

Septic service provider keeps up with plumbing side of operation with dedicated employees

By Marian Bond

With a staff of only eight, Big D's Septic Service not only finds time to work on septic systems, but also offers typical plumbing and drain cleaning services every day of the week, all day long.

Darrel Gressel, owner of Big D's, has been operating the company based in Watson, Illinois, for the past 6 1/2 years. He took over the company from his father, Farrel, who started it in 1955. The company serves Effingham County with a population of approximately 34,000.

Q: This company was originally a septic service provider. How did you come to offer plumbing and drain cleaning?

DARREL: My father did offer plumbing at one time. After I took over the company, I had an opportunity to bring in two licensed plumbers, and I also decided to include drain cleaning, which expanded what we could offer our customers. They had been asking for these additional services. We also bought a small jetter, which we paid for within a short period of time. It was a good addition to our supply of tools.

Q: Can you describe what your customer base is?

DARREL: We have the residential customers and also commercial, such as small restaurant chains and gas stations. We also provide service to many small communities and municipalities in our area. For the towns we get called out for emergency services. Some of these towns have very small budgets to take care of problems they have with their lift stations. There are also problems with utility lines that are broken and need repair. This business has become very important to our company.

Recently, we had three communities with these kinds of issues in just seven days. It usually doesn't happen all at once, but you have to be ready to respond.

With all of our commercial and municipal customers we have a policy that we will never take more than two hours



▲ Darrel Gressel, owner of Big D's Septic Service in Watson, Illinois, stands with one of his plumbing service trucks. The company offers plumbing, septic and drain cleaning services. (Photo courtesy of Big D's Septic Service)

to be on site to take care of an emergency situation. We are a 24/7 operation and we will have two of our employees available to respond quickly when we get a frantic call.

Q: How is the work sorted out among your employees?

DARREL: We have two licensed plumbers, three licensed septic installers, and two licensed pumper operators. About 40 percent of our business falls into plumbing/drain cleaning and that's split half and half between residential work and commercial and municipal work. Our plumbers will cross over, but usually they just deal with plumbing issues.

We have two service vans, three service trucks, plus a pump truck.

**Q: What sort of inventory do you carry?
Do you carry a lot of plumbing supplies, such
as water heaters or fixtures and faucets?**

DARREL: We have a small inventory for plumbing, but we have plenty of access to things like water heaters or other requirements. What we do carry a lot of is a supply of pipes. That is what is important. You don't find a hardware store open at 2 a.m., and we have to be able to respond when a customer needs some piping redone on the spot.

**Q: Describe the pipe inventory that is
important to your operation.**

DARREL: Our pipe inventory, which includes substantial amounts of SDR 35 PVC, 3-inch and 4-inch, and Schedule 40 3/4-inch up to 4-inch, can be as high as \$100,000 down to \$50,000. And we carry all the fittings: metal, plastic and clay tile fittings.

This is very important for us to have on hand. Especially on weekends and nights when the guys can come to the shop and pick up what they need. On our service trucks we do carry a lot of 4-inch and 3-inch fittings as well.

“I want to keep the customers happy and my employees happy. I want a good relationship.”

Darrel Gressel

**Q: What have you experienced in terms of
finding employees to work in the field?**

DARREL: I do find it hard to find people who will work in the industry and be willing to put in the necessary hours.

Q: How does the weather impact your business?

DARREL: When we have 4 to 6 inches of rain in a week, we will have a lot of emergency calls, such as basements flooded, systems flooded, and we have to be there within two hours to take care of our customers.

In the winter with a lot of snow we are called on to help thaw frozen lines and address other situations.

Q: Do you ever turn down a job?

DARREL: We recently opted out of a job where the waterline was broken underneath the river. We decided we did not want to deal with that one. You have to realize when you are not prepared to do something.

Q: How would you describe yourself as a boss?

DARREL: I would never ask my technicians or plumbers to do anything I would not do. I want to keep the customers happy and my employees happy. I want a good relationship. If there is ever a problem on a job, I want the employee to let me handle any issues or problems, and to feel free to call on me. Often when we get those late night calls, I am the one to answer and go. 

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Fixing Up After the Flood

Borenstein Plumbing brings in extra pumps, hoses to help with Montreal's flooding *By Irwin Rapoport*

After being hit by a “100-year flood” in late April and early May, many homes on an island in Montreal, Ontario, in the St. Lawrence River were in trouble. In fact, over 5,000 people were impacted, ranging from just a few inches of water to several feet of water.

Plumbers in Montreal were thick in the fight to help save homes along the northwest shoreline of the island and the extended floodplain that were hit hard.

Sections of streets were underwater, with the only defense for homes being single and double walls of sandbags and multiple pumps operating 24/7 to keep the water from rising above the pits.

“I didn't expect anything like this. I've never seen anything like this before. I ran around buying bigger pumps and I purchased about 20 pumps altogether until everybody ran out.”

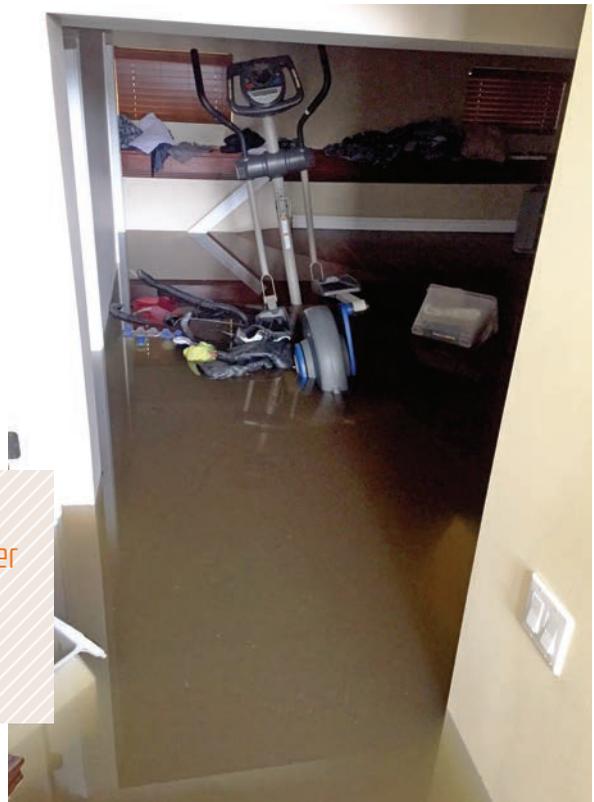
Murry Borenstein

COMING IN TO HELP

Borenstein Plumbing & Heating Inc., a family firm started in 1926, provided clients with pumps and hoses during the flooding, and is now helping to replace damaged water heaters, water boilers and furnaces.

Crew members put in long hours during the two phases of the flood. The initial phase lasted a few days and then water levels stabilized. Then the second phase came with the ground already saturated. Rain was falling and the ground couldn't absorb it all, making the waters rise again.

“People figured everything would be OK and when the water rose again, they were flooded,” says Murry Borenstein, president and owner. “Homeowners called me to unblock



▲ A basement pump failed to keep up with the floodwaters in Montreal and flooded a customer's basement. (Photo courtesy of Borenstein Plumbing and Heating)

drains and things like that, but there wasn't much we could do. Once the basement had a few inches of water, you couldn't pump it out fast enough. The problem had to be dealt with before the infiltration.”

Borenstein, a master plumber with 47 years' experience, and his four plumbers — each with their own truck — spent many hours at the office taking calls and securing additional pumps and hoses.

Continued ▶



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“People who recognized that they would have a problem, called me and we put in a secondary pump with hoses so that the water would go from the basement pit to the outside,” Borenstein says. “We put in five pumps for one person in St. Lazare and kept the water from flooding his basement. The basement never got wet and he was very happy.”

NOT BEING READY

The firm had a few pumps in stock to deal with normal flooding, but no one was prepared for this season’s flooding.

“I figured I’d need just a few,” say Borenstein. “I didn’t expect anything like this. I’ve never seen anything like this before. I ran around buying bigger pumps and I purchased about 20 pumps altogether until everybody ran out.”

Pumps were purchased from distributors in South Shore, Montreal and Laval. Borenstein also traveled to Plattsburgh, New York, to buy hoses. “If they didn’t have something in stock at a certain branch, they would get it from another if they had it,” he says.

SAVING VALUABLES

While extra pumps for one house did not prevent the home being flooded, it saved a valuable guitar and drum collection, stored in a climate-controlled room.

“A pump we put in kept the water at bay for over a week and then the river overflowed its banks and there was nothing we could do,” say Borenstein. “Even with big pumps brought in by the fire department, she still ended up being flooded out. The whole back lawn was underwater and her street was partially underwater. There’s a cement wall at the river and the water is usually 10 to 12 feet below that. But her husband’s collection was kept safe and we bought them the time needed to remove everything to a safe place.”

NOW COME THE REPAIRS

Borenstein’s crews have replaced three water heaters, which due to water damage are no longer safe to use, and many furnaces will have to be replaced. The water has since receded and Borenstein is working with clients to determine what can be saved and what needs to be replaced. Many homeowners are also taking steps to remove the mold that built up.

“There’s not much we can do until people pull up the floors and stuff and throw out the garbage,” Borenstein

says. “A lot of people are going to want to start putting in backwater valves if they didn’t have them. Those will prevent drainage waste from backing up into the house, but even having this during the flood would not have been sufficient.”

Borenstein wants to ensure his current and potential clients have a good idea of what they need, and does not charge for initial discussions to review individual situations. “If we have to go in, it’s my standard rates,” he says. “We want to look after our customers and help them.”

The company is providing options for new sump pumps, including battery-operated ones with controllers that notify people if you’re going to have an emergency or a problem.

“Once the basement had a few inches of water, you couldn’t pump it out fast enough. The problem had to be dealt with before the infiltration.”

Murry Borenstein

“It’s all about giving a leg up and giving them extra time in case another flood like this occurs,” says Borenstein.

For some, the flood has been an incentive to replace aging equipment. In one situation, a 20- to 25-year-old furnace is being replaced. Customers are offered the choice of standard and energy-efficient water heaters and furnaces.

“In residential applications it could take up to 10 years to recuperate your money,” says Borenstein, “By 10 years, you’re starting repairs on high-efficiency equipment and those repairs are more expensive. I give the pros and cons of both options and let them decide.”

Many homeowners are still waiting to learn what their insurance companies will cover, and the Quebec government has upped flood damage benefits to about \$200,000 per home. Borenstein has been explaining to his customers what they cover and how some cover damages from sewer backup, but not from water infiltration.

While Borenstein explained that there is not much he would change in terms of flood season preparation, he will keep more pumps and hoses in stock.

“I’m also asking people to check their pumps,” he says. “They worked well for the flood, but they overworked and it may be time to install a backup pump just to be safe. I’m also making better use of my Facebook page to communicate with clients on measures they can take and how to protect themselves.” **P**

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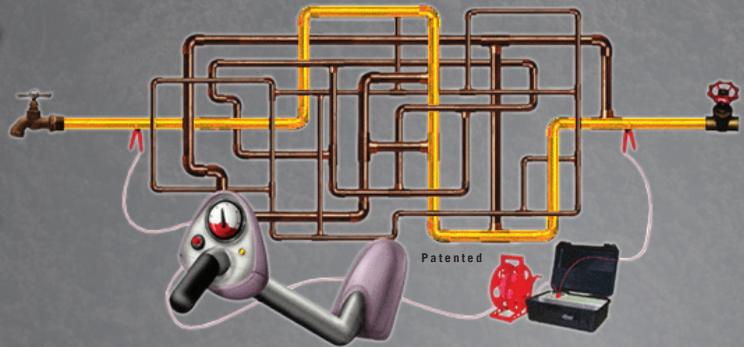
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Commercial Plumbing

By Craig Mandli

Boilers



ACV Triangle Tube HeatMaster TC

The HeatMaster TC combination boiler from ACV Triangle Tube condenses during both hot water and space heating modes, resulting in efficiencies of over 95 percent AFUE. It is capable of achieving such high efficiency due to its design, which can satisfy space heating and hot-water demands simultaneously. The upper circuit is kept at a consistently high temperature while the lower circuit maintains a lower temperature, which allows the flue gases to condense in both hot-water and space heating modes. With the upper circuit maintained at high temperature, it is always ready to supply hot water on demand. Cold water enters at the base and is preheated before entering the hot water tank. It is available in 240 and 399 mBh sizes. Utilizing the user-friendly ACVMax control system, the unit has 60-second EZ setup, and multiple circulator and zone control functions. 856/228-8881; www.triangletube.com.

Patterson-Kelley SONIC

The SONIC stainless steel boiler line from Patterson-Kelley ranges from 650 to 1,000 mBtus and boasts the compact capabilities of existing P-K SONIC boilers while satisfying either comfort heat or domestic hot-water applications. Compact and operating up to AHRI-certified 97 percent efficiency with up to 7-1 turn-down ratio and ultralow emissions, the line easily fits through a standard 36-inch doorway and allows for easy access to the front maintenance door, saving time and money associated with repair and maintenance. Each unit comes with the NURO touch-screen control system with NURO Connect, allowing for live monitoring and control of the indoor boiler system anytime, from anywhere. 877/728-5351; www.harscopk.com.



Controls

See Water Hydra Transducer Panel

Hydra Transducer Panels from See Water are a complete line of simplex, duplex and triplex control panels that have a versatile HMI touch-screen controller ideal for sewage, wastewater and dewatering applications. The transducer pump control panels come standard with a stainless steel enclosure and a programmable monitoring controller that displays the tank level and pump status. 888/733-9283; www.seewaterinc.com.



Fittings

Caleffi North America 535H Series

The 535H Series of 1/2- to 1 1/4-inch pre-adjustable pressure-reducing valves from Caleffi North America are ideal for residential and commercial applications, with a dial indicator for direct psi setting and optional pressure gauge for local downstream pressure indication. A high temperature rating of 180 degrees F and high pressure rating of 300 psi are ideal for hot-water booster systems. Connection types include sweat, press, PEX barb and NPT. 414/238-2360; www.caleffi.us.



Mainline Backflow Straight-Fit

The Straight-Fit backwater valve from Mainline Backflow has a flapper designed to smoothly guide cleaning and surveying equipment through the valve and allows for safe withdrawal, minimizing risk



of damage to the flapper. The addition of a Smart-Curve snake guide prevents damage to the valve body during snaking from the main access. The valve body design has minimal slope, making it ideal for new installations and retrofits. 877/734-8671; www.backwatervalve.com.

Viega ProPress Zero Lead Ball Valve

Viega ProPress Zero Lead 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 have a lockable metal handle, stainless steel ball and EPDM sealing element. Smart Connect provides installers with added confidence in their ability to ensure the integrity of connections. 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. They are available with EPDM, HNBR and FKM sealing elements. 800/976-9819; www.viega.us.



Fixtures



Tomlinson Industries lead-free bubblers

Tomlinson Industries lead-free bubblers have an adjustable controlled stream to meet conservation criteria. They have a replaceable self-contained 7701PFLF cartridge regulator and are pressure rated at 120 psi. They are available in stainless steel, lead-free brass, satin stainless steel and vandal-resistant styles. Threaded studs and mounting hardware are available. Lead-free bubbler kits include a lead-free brass bubbler and all mounting hardware. This bubbler kit retrofits standard drinking fountains. 216/587-3400; www.tomlinsonind.com.

Pipe

aquatechnik PP-RCT 125

PP-RCT 125 pipe and fittings systems from **aquatechnik** are NSF/ANSI 14, 51, 61 and 372 certified for a wide range of pressurized fluid-handling applications. Three-layer PP-RCT 125 pipe is available from 1/2 up to 24 inches in diameter. It achieves the highest pressure and temperature thresholds of any polypropylene piping product in Canada and the U.S. The red-striped pipe is approved for hot-water applications, blue-striped for cold water, grey-striped pipe for mechanical systems and violet pipe for rainwater collection. 844/387-4663; www.aquatechnikna.com.



Pumps

Armstrong Fluid Technology COMPASS R

The COMPASS R circulator from **Armstrong Fluid Technology** has advanced variable-speed Design Envelope technology, high-efficiency iECMTM motors and quadratic pressure curves, which all help minimize energy costs and long-term operating costs for homeowners. It has a high-efficiency dry rotor design, optimized hydraulics, a replaceable mechanical seal, bolt-for-bolt connection compatibility with a range of installed three-piece circulators, an onboard control panel for easy selection of the appropriate operations mode and flow, a release latch for easy adjustment of the display orientation and repairability, an easy-to-access front-facing terminal block, and large wiring chamber. It complies with $EI < 0.22$, and offers multiple control options and an auto mode that adjusts the speed to match flow requirements. It is available in .25 to 1.5 hp models, with a maximum flow rate of 225 gpm and maximum head of 65 feet. 800/356-9845; www.armstrongfluidtechnology.com.



BJM Pumps RAD-AX SKG Series

The SKG Series from BJM Pumps feature RAD-AX Dual Shredding Technology and are designed to obliterate flushable wipes and other difficult solids. The radial and axial shredding elements are constructed of hardened 440C stainless steel with a Rockwell hardness of 55C plus. They have an efficient, high-solids-passage impeller and volute design, coupled to a high-torque, four-pole motor available in 2, 3 or 5 hp. Hardened cast iron construction stands up to rough handling and pumping gritty water. An automatic thermal switch turns the pump motor off if the temperature and/or amp draw rises too high. When the motor cools, the switch will automatically reset and the pump will turn back on. 877/256-7867; www.bjmpumps.com.



can also be used in pairs to aid in complex installations. 800/769-7743; www.ridgid.com.

Water Heaters

Diversified Heat Transfer SuperTherm Series



The SuperTherm Series of semi-instantaneous water heaters from Diversified Heat Transfer are constructed of stainless steel pipe and other nonferrous materials to ensure long leak-free operation. Units are engineered using steam, boiler water or HTHW as the heating medium. Semi-instantaneous operation provides high output by channeling the incoming cold water directly over the heat exchanger tubes in a controlled manner to maximize the heat transfer rates. Velocity of water and pressure drop are controlled by changing water flow directly across the heat exchanger, which increases heat transfer and inhibits scale formation. Perfect for mechanical rooms where space is limited, the system has vertical configurations that require less than 4 square feet of floor space. Horizontal configurations are available. 800/221-1522; www.dhtnet.com.

Tools

Oatey Universal Drain Guide

The Universal Drain Guide from Oatey turns a two-person bath waste installation into a one-person job. The durable plastic guide securely mounts in place under the tub with adhesive strips. This allows the installer to secure the bath waste and overflow from the inside of the tub and complete the installation in half the time it would take two people to complete. 800/321-9532; www.oatey.com.



RIDGID STRAPLOCK Pipe Handle

The RIDGID STRAPLOCK Pipe Handle simplifies the installation and maintenance of large-diameter plastic pipe by helping users securely grip the pipe and apply force in all directions. It grips pipe 3 to 8 inches in diameter, has rapid size adjustment to quickly move between pipe sizes, and has a specialized strap that provides maximum grip while minimizing marring. Its fixed-handle position helps align and hold joints in place while glue sets. In addition, it is ideal for wet and cold environments where getting a grip on pipe can be difficult, gives maximum leverage in tight quarters and has a locking design for quick applications. The handle



Lochinvar ARMOR

The ARMOR water heater from Lochinvar offers thermal efficiencies up to 98 percent and inputs ranging from 150,000 to 500,000 Btu/h. It has a stainless steel heat exchanger, 5-1 modulating turndown ratio, SMART SYSTEM operating control and is CON-X-US Remote Connect capable. The SMART SYSTEM control includes a built-in cascading sequencer for installations using up to eight water heaters, maximizing hot-water delivery. The SMART SYSTEM has a two-line, 16-character LCD display using plain English instead of confusing codes. Other standard control features are a built-in water heater pump control, password security and night setback. Now CON-X-US Remote Connect capable, it can be monitored and managed from anywhere using an internet-capable device. It can be vented using PVC or CPVC pipe and permits direct-vent distances up to 100 feet for both combustion air and vent runs. 615/889-8900; www.lochinvar.com. 



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Commercial Plumbing

By Craig Mandli

Tankless heaters meet brewery's large hot-water demand



Problem: Mt Tabor Brewing Co. in Portland, Oregon, needed a reliable hot-water system to meet the high demands of the brewery's new 6,000-square-foot facility.

Solution: A. O. Smith recommended three ATI-540H-N tankless water heaters combined by its Tankless Commercial Rack System. These models fully modulate up to 199,000 Btu/h to deliver a maximum flow rate of up to 10 gpm per heater while conserving energy when lower flow rates are needed. To meet peak hot-water demands, A. O. Smith paired the system with a TJV-500 storage unit, a glass-lined, fiberglass-wrapped unit capable of keeping up to 500 gallons of hot water at temperature for days on end.

Result: The new system has cut the brewery's startup time each morning to about 20 minutes, and the current setup allows the brewery to double its output of beer without additional upgrades. 800/527-1953; www.hotwater.com.

Pumps keep university athletic facility from flooding

Problem: The last several years, Louisville has experienced 50- and 100-year rain incidents. With the University of Louisville trying to build a powerhouse baseball program, closing the training facility and locker rooms due to flooding is not acceptable.

Solution: The East Sump sits on a spring so water drains into it all year. A 1601 submersible pump from Weil Pump was installed serving as backup to existing vertical pumps. The discharge line was directed to a parking lot manhole. The West Sump handles perimeter foundation stormwater drainage. It was completely revamped with three 2520 submersible pumps. The primary duplex set discharges to the storm sewer, with a single backup to an exterior storm drain. A fourth 2520 was added as a precaution if the backup failed. Weil's 8196 PLC panel was installed to replace existing controls. It allows the building manager to view operation history and tie pumps together. The North Sump was outfitted with a submersible 1601. Its primary duty is to handle condensate from HVAC equipment, with secondary duty of foundation drainage.

Result: The basement remained dry despite several record downpours. The new system has proven more than capable of keeping up with demand. The building has generator backup but relies on transfer switches. Weil designed a more efficient system with a panel to reverse power to operate the transfer switch if one fails. 262/377-1399; www.weilpump.com.

High-efficiency boilers earn high grades on Iowa college campus



Problem: A failing steam heating system posed many issues and challenges for facility services in Olin Hall at Cornell College in Mount Vernon, Iowa. According to Joel Miller,

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director of facility services, the old boilers and infrastructure from steam piping and condensate piping had deteriorated. Miller decided that the best option was to install more cost-effective, high-efficiency boilers in the building.

Solution: Travis Godbey, service manager with Pipe Pro, oversaw the boiler upgrades at the school. The team installed five **Weil-McLain Ultra** 550 MBH high-efficiency condensing gas boilers in the building. The unit has boiler-to-boiler communication, Modbus and BACnet for linking with BAS (building automation systems), express setup wizard, 10 preset typical heating systems and updated controls interface for simpler navigation, at-a-glance boiler status, diagnostics and troubleshooting. Three units were configured as the main heating boilers, while the other two were set up for domestic water. As part of the retrofit, thermostats were installed in each student's room so they could regulate temperature for optimal comfort.

Result: "I can easily track every unit on campus and can even set alarms if needed," says Miller. "The control system displays boiler parameters from each building on any computer, notepad or phone, and our team can make adjustments as needed in real time. This was never a possibility with the old system." Overall, the campus has experienced a 15 percent reduction in gas usage. 219/879-6561; www.weil-mclain.com.

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Product Spotlight

JM-1000 Mini-Jet comes in small package, but offers big power

By Craig Mandli

As a plumber, you often need to get into tight spaces. This profession is no place for heavy, bulky tools. That's why the lightweight, compact JM-1000 Mini-Jet from General Pipe Cleaners can be a plumber's best friend.

The durable unit provides 1,500 psi of cleaning power, yet weighs just 22 pounds. It capably clears grease, sand and ice from 1 1/2- to 3-inch lines, with the pump and motor assembly safely contained in a rugged metal diamond plate case designed to handle abuse in the field. The portable package takes little space in your truck at only 24 by 10 1/2 by 11 inches.

"This unit is such a great fit for plumbers and cleaners that need to visit several job sites in one day, or for building maintenance personnel working on large buildings," says Marty Silverman, vice president of marketing for General Pipe Cleaners. "It's portable and compact, but packs a lot of punch."

The unit's water jets use a stream of high-pressure water that hits the stoppage and flushes it away. The thrust of the nozzle drives the hose down the line, providing wall-to-wall cleaning action. Pulse helps the hose slide around tight bends and farther down the line. That pulse actually breaks the initial tension between the surface of the hose and the walls of the pipe, increasing the unit's overall cleaning power.

"It is designed to clear most grease stoppages that occur within 20 feet of the drain," says Silverman. "In that way, it serves as an alternative to a cable machine."

The unit is also efficient, as it generates 1,500 psi at 1.4 gpm, yet pulls only 13 amps. The pump and motor are



enclosed in a metal housing and protected by a ground fault circuit interrupter. In addition, a water sensor senses the moving water and automatically shuts off the motor if water isn't flowing through the pump to protect the unit from damage. It also has rubber feet under the case to protect kitchen countertops. The full kit includes Super-Flex high-pressure jet hose, a four-piece nozzle set, water supply hose, shut-off valve, universal faucet adapter and threaded faucet adapter.

"Small jetting units are becoming more and more popular, and we're very excited by the positive reaction from the JM-1000 Mini-Jet within the industry," says Silverman. "Pound for pound and dollar for dollar, we believe that the Mini-Jet is a great and small investment." 800/245-6200; www.drainbrain.com.



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Picote wire brush

The Picote wire brush range is a safe option for smaller-diameter PVC pipes. They are designed specifically for lightly removing any buildup of scale. Used with the Micro or Mini Miller machines, they come in pipe diameters of 2, 3, 4 and 6 inches. There are additional brushes for the Maxi Miller machine in pipe diameters 4, 6, 8 and 10 inches. **219/440-1404; www.picotesolutions.com.**



Ranger Design 3-D configurator tool for Ford vans

Ranger Design's 3-D configurator tool makes it easier to configure a custom system for Ford Transit and Transit Connect commercial vans. It features a real-time 3-D experience that allows for customization and a perfect fit. The native 3-D web technology reduces load time on most browsers, and allows users to access the configurator without having to install plug-ins. **800/565-5321; www.rangerdesign.com.**



Matco-Norca 750LF ball valves

Matco-Norca's 750LF lead-free forged ball valves come in both iron pipe size and copper-by-copper versions. They conform to ANSI B1.20.1 thread ends and MSS-SP-110 specifications, are comprised of a two-piece body and come with a blow-out-proof stem. IPS valves are available in diameter sizes from 1/2 up to 2 inches. CXC valves come in three diameter sizes: 1/2, 3/4 and 1 inch. Both IPS and CXC valves are rated at 600 psi nonshock cold water pressure and 150 psi steam working pressure. **800/431-2082; www.matco-norca.com. P1**



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GSSI announces David Cist as new vice president

Geophysical Survey Systems Inc. announced the promotion of David Cist to the position of vice president of research and development. With the company for 21 years, he has helped develop several products, including an arrayed utility mapper and a series of search-and-rescue tools.



SJE-Rhombus awarded the 2017 ESOP Company of the Year award

SJE-Rhombus was named the 2017 Employee Stock Ownership Plan Company of the Year at the annual ESOP Association Conference in Washington, D.C. Founded in 1975, the company has a total of nearly 500 employees and eight locations globally.

Webstone promotes new national sales manager

Brian King has been promoted to national sales manager of Webstone, a brand of NIBCO. He began his career at the company in 2012, and will continue to oversee sales in the North Carolina region in addition to his new duties.



TMW Systems earns awards

TMW Systems announced that it has been recognized for its business intelligence marketing campaign as part of the 2017 Compass Awards program from the Transportation Marketing and Sales Association. The annual Compass Awards recognize excellence in marketing, customer communication and sales activities within the transportation and logistics industries. **P1**

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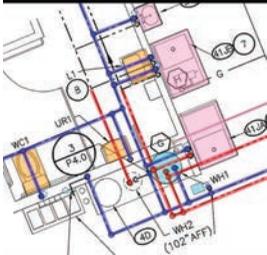
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