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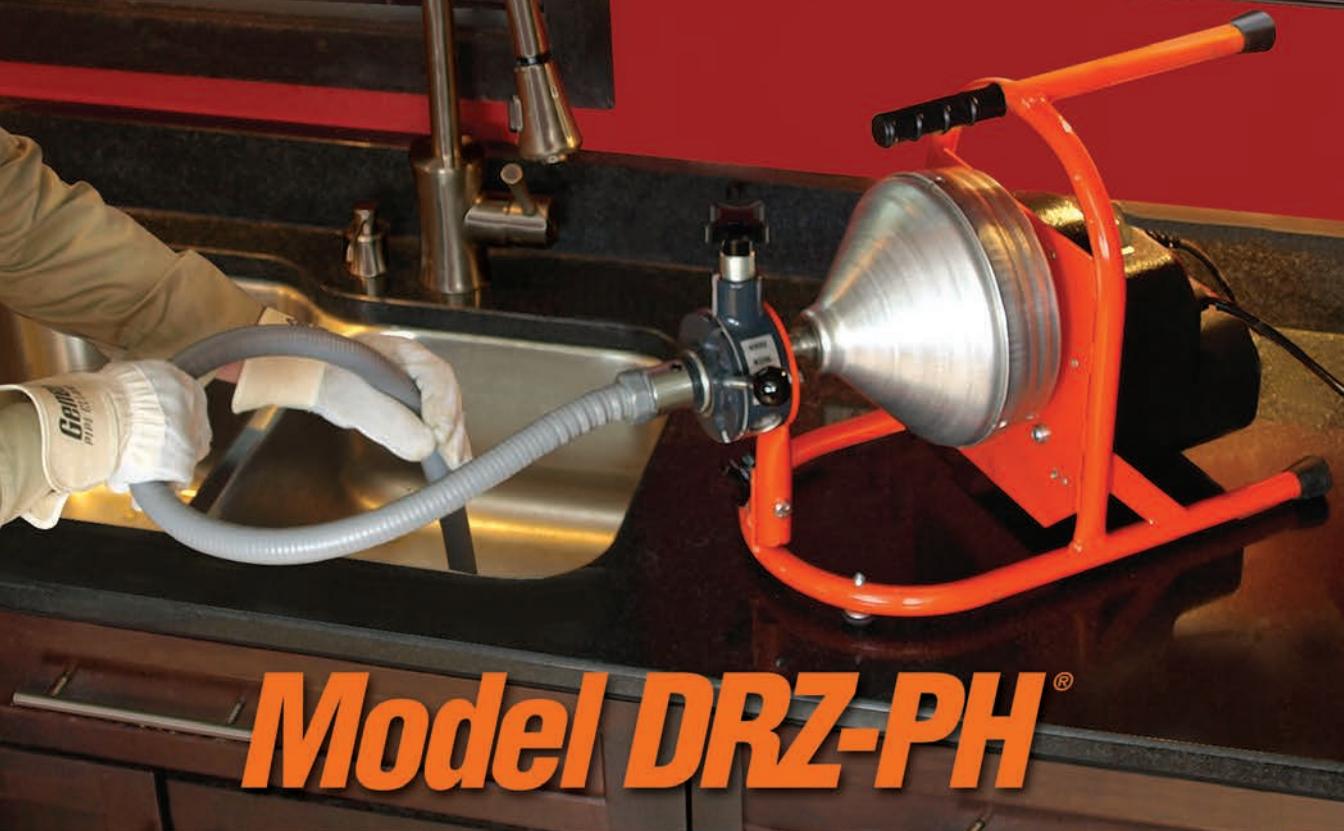
FAMILY FOUNDATION

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On the ROAD

Jetter Often Is Better

Cart-mounted jetting machine helps Pennsylvania plumber reduce callbacks on drain cleaning jobs, improve profitability.

- By Ken Wysocky



On the Cover

Caleb Castle, plumber's apprentice of Wallner Plumbing Heating & Air Conditioning, secures an 80-gallon electric water heater (A. O. Smith Water Heaters) on a job in Redding, California, using a drill from Milwaukee Tool. The company provides repair, remodel, sewer and drain cleaning, CCTV, and HVAC services to Redding, Anderson, Red Bluff, and adjoining areas. Wallner Plumbing is owned by brothers Patrick and Andy Wallner. **Photography by Lezlie Sterling**

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Plumber

Exclusively serving plumbing contractors and franchisees

Published monthly by COLE Publishing, Inc.
1720 Maple Lake Dam Rd., PO Box 220
Three Lakes, WI 54562

Call toll-free 800-257-7222

Outside of U.S. or Canada call 715-546-3346

Mon.- Fri., 7:30 a.m.-5 p.m. CST

Website: www.plumbermag.com

Email: info@plumbermag.com | Fax: 715-546-3786

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CIRCULATION: Circulation averages 27,746 copies per month. This figure includes both U.S. and international distribution.

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Cory Dellenbach

Seeing It All

Contractors step into job sites without knowing what they'll run into. How do you prepare for that?

Plumbing professionals run into a lot of situations when they go to a job site. It could be a simple leaking faucet all the way up to a homeowner who attempted a do-it-yourself repair and broke a few pipes.

As a plumber, it's your job to make a repair no matter what, but it can be tough going into a home where the homeowner has already tried doing the work themselves.

As a plumber, it's your job to make a repair no matter what, but it can be tough going into a home where the homeowner has already tried doing the work themselves.

Take a look at plumbing Facebook groups and you can see what plumbers run into. Some of those groups are filled with photos of "how'd they do that?" examples. I've seen photos of used soda bottles serving as drain pipes, pipes duct taped together and so much more that you wouldn't believe.

Andy and Patrick Wallner, owners of Wallner Plumbing Heating and Air Conditioning in Redding, California, have probably seen a lot of those type of jobs themselves — either as plumbers or following their dad around when they were kids and he ran the company.

The Wallners, profiled in this issue, have operated the family business since 1968. While they've ventured for a

time into new construction, they have always prided themselves on being service and repair plumbers.

Andy and Patrick make sure their crews are prepared for any job situation they might run into by packing their 11 trucks and vans full of supplies.

The brothers say the trucks are checked daily, but they also prepare the crews by doing training sessions with them.

MORE FOR THE CUSTOMER

The Wallners also wanted to do more than just plumbing for their customers. It was 24 years after the company was founded that the two brothers decided to take a chance and enter the HVAC services world.

That side of the business has grown to now account for 50 to 60 percent of all revenue.

Wallner Plumbing Heating & Air Conditioning isn't the only plumbing firm that started as strictly plumbing and ventured into HVAC work. It makes sense, really. You're still working with pipes and vents of some sort.

This issue has what you need if you are in or are considering the jump into the HVAC industry. Our Product Focus feature is loaded with tools and equipment that you'll need in any job situation.

WHAT HAVE YOU SEEN?

I'm curious as to what you've seen on job sites you've been called out to. What is the strangest do-it-yourself fix you've see, and how did you resolve it? Email me at editor@plumbermag.com.

Enjoy this issue! 

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BUSINESS ADVICE

Avoiding Traps of the Credit Card Industry

There are several benefits to making regular use of a credit card in your day-to-day business operations. But like any other business tool, effective use means careful analysis and firm control. This online exclusive provides some tips on what to consider when shopping for a business credit card.

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DIVERSIFICATION

The Basics of Water Jetting

You're probably familiar with water jetters, even if you don't own or operate them. They provide a powerful sewer and drain cleaning option. But if you're thinking about finally adding a jetter to your tool arsenal, there are a variety of things to consider before making a purchase. Here's a rundown of the jetter basics.

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OVERHEARD ONLINE

"Customers want to find the best company for the job quickly, especially in a plumbing emergency, and they're less willing to put in time researching and visiting websites.

Your reviews may be the only thing that the people searching for your services see."

— *How Your Potential Customer Base Uses Online Reviews*

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SNAPSHOTS

Plumbers Out on the Job Site

Far more photos are taken of the companies we profile each month in *Plumber* than are able to fit on the pages of the magazine. The website is the perfect avenue for displaying a gallery of some of those "bonus" photos we didn't have room for in print. In this online exclusive, check out more working shots of the plumbers who have been featured in the magazine in 2018 thus far. ▶ plumbermag.com/featured



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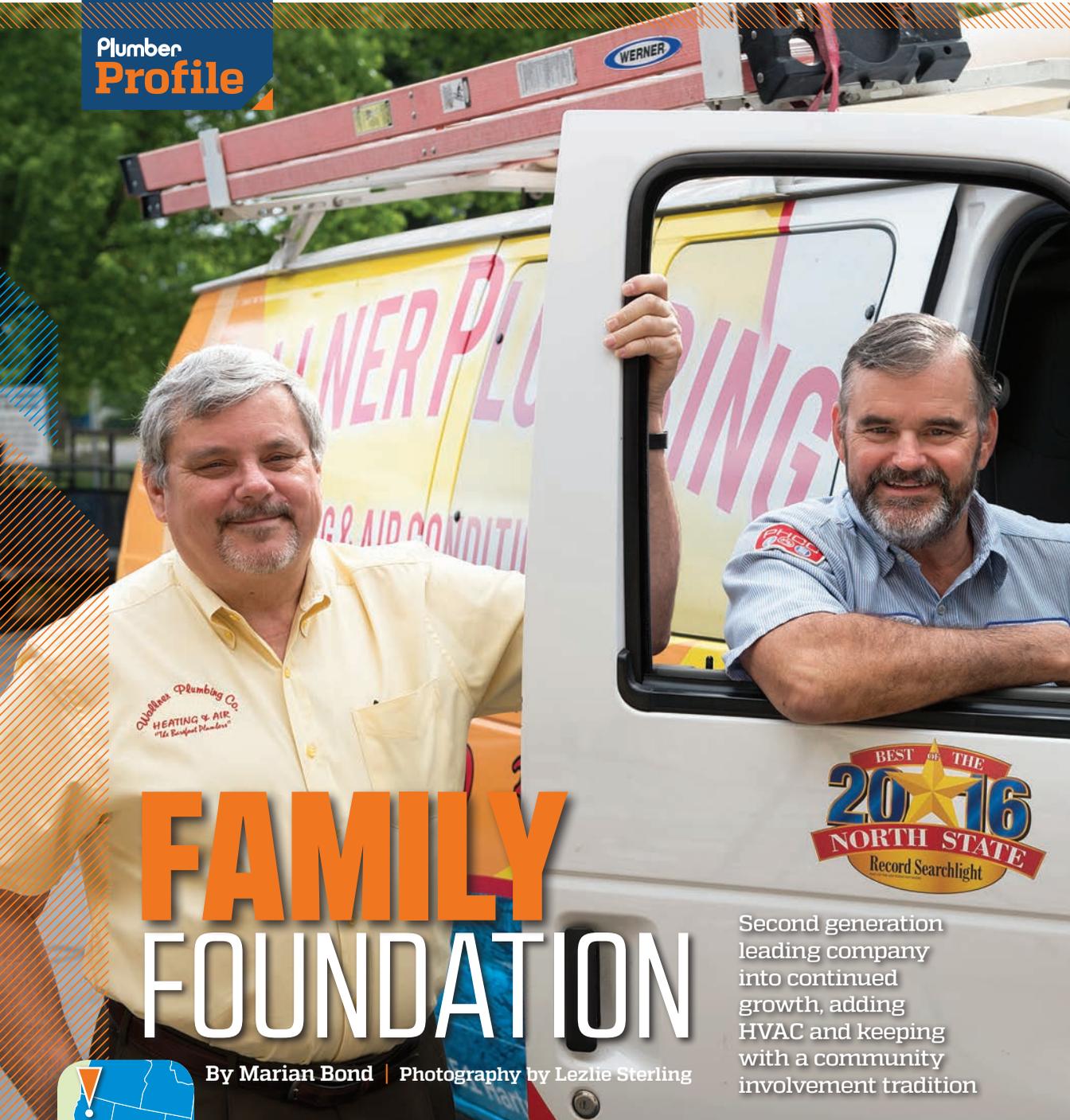
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FAMILY FOUNDATION

By Marian Bond | Photography by Lezlie Sterling

Second generation leading company into continued growth, adding HVAC and keeping with a community involvement tradition



Wallner Plumbing Heating & Air Conditioning, Redding, California

OWNERS	Patrick and Andy Wallner
FOUNDED	1968
EMPLOYEES	13
SERVICES	Repair, light remodel, sewer and drain cleaning, CCTV, HVAC
SERVICE AREA	Redding, Anderson, Red Bluff and adjoining areas
WEBSITE	www.wallnerplumbing.com

◀ Brothers, Patrick (left) and Andy Wallner are co-owners of Wallner Plumbing Heating & Air Conditioning in Redding, California. The company was purchased in 1968 by their father, Al Wallner, who bought a long-standing plumbing company. The two brothers took it over in the 1990s.

When Al Wallner was offered the opportunity to purchase a plumbing shop where he had been employed for just one month in 1968, he knew he needed to take advantage of it. For \$1,500, Wallner bought the company, including trucks, tools and a phone list.

A lot has changed in the last 50 years. Wallner's two sons Andy and Patrick Wallner now own Wallner Plumbing Heating & Air Conditioning in Redding, California. Andy runs the shop and supervises the employees in the field, while Patrick handles the business end.

The company, which was originally founded in 1938, has grown under the Wallners' leadership, adding services and employees along the way. The staff is now made up of five plumbers, three HVAC technicians, and office and management staff.

SERVICES EVOLVE

When Al bought the company in 1968, there was only a focus on the typical plumbing service and repair work and drain cleaning. Shortly after buying it, Al went into new construction. That only lasted until the 1980s when he sold that division, saying he was "tired of getting paid next year for last year's wages."

In 1992, 24 years into the ownership of the company, the decision was made to move into HVAC services. HVAC now accounts for about 50 to 60 percent of the revenue.

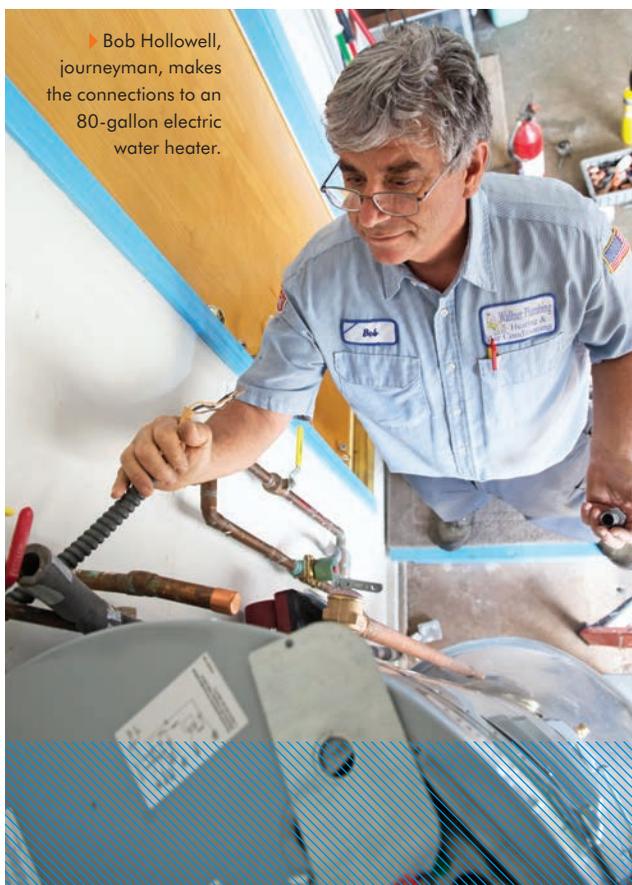
"It was quite explosive," Patrick says, explaining that it was a positive for them to balance out the business during the slower times for the plumbing side. "This keeps our business perking along in the winter when temperatures could be in the 40s and in summer when we can actually hit 120 degrees F. For us, this was a natural progression and helped us grow."

About a decade after adding HVAC, the Wallners again expanded, this time adding camera equipment for sewer inspections. For that work, the company uses equipment from RIDGID and Pro-Built Tools. They have a Harben trailer jetter and a portable jetter (Mustang).

Basic plumbing tools come from Gorlitz Sewer & Drain and RIDGID.

“My ability to grow this company is limited by the availability of qualified skilled workers. We are learning to do more with less.”

Patrick Wallner





▲ Bob Hollowell (front), journeyman, and Caleb Castle, apprentice, secure the hot-water heater (A. O. Smith Water Heaters) in place with a drill (Milwaukee Tool).

▼ Patrick Wallner, co-owner of Wallner Plumbing Heating & Air Conditioning, talks with his dispatcher, Dendy Flohaug, about upcoming jobs at the start of the day.



GETTING AROUND

Wallner Plumbing headquarters includes two commercial buildings — a 3,500-square-foot building and another at 5,200 square feet. The property is completely fenced and gated with video surveillance, alarms and video detectors. With a supply house only 5 miles away, there is no need for a showroom.

A fleet of 11 Ford and Chevrolet vans and pickup trucks get the plumbers and technicians to their jobs, and the vehicles are replaced as needed, according to Patrick. Being in a rural territory with numerous weigh stations along the Interstate 5 freeway factors into how the company manages the fleet.

“It can take up to two hours in some cases to get through,” Patrick says. “A driver can get caught going in one direction and then again on the return trip.”

The company is considering transitioning to the Ford Transits, which would not exceed weight requirements. “It’s unfortunate that we cannot load the service vehicles with extensive tools, but the time issue is just too important,” Patrick says.

“When customers are happy and give reviews on my employees, that is the reward. We run this business like a family. Employees are not just numbers, or money producers. We don’t demand or put on quotas.”

Patrick Wallner

Getting more social

Like most companies these days, Wallner Plumbing Heating & Air Conditioning is slowly moving away from telephone directory advertising and more toward the internet.

"It is a paradigm shift from the old way of doing things," says Patrick Wallner, who co-owns the Redding, California-based company with his brother Andy Wallner.

While Wallner Plumbing has moved away from the telephone directories as the main focus, they are still listed in the books. Patrick says they opted to do that because of the elderly population in the area who still use that method of searching.

The company is also re-evaluating social media as a whole and uses Scorpion, a technical and marketing firm, for its website and social media sites. Wallner Plumbing has a monthly budget helping it to become No. 1 on Google searches.

"When people call in for service, we ask how they found us," Patrick says. "We get a lot of calls generated through Google. We can see where our marketing dollars pay off, and we pay attention to that."

FINDING THE HELP

Like the rest of the industry, Wallner Plumbing is finding it increasingly difficult to find plumbers and technicians. "My ability to grow this company is limited by the availability of qualified skilled workers," Patrick says. "We are learning to do more with less."

The area the company can pull from is large, with a population of around 90,000 in Redding in Northern California. They are 250 miles from San Francisco.

"It seems most of the skilled and qualified workers come from out of the area, wanting to get away from the big cities," Patrick says. Redding is surrounded by plenty of lakes, rivers, streams and mountains.

Most of the company's employees have been around for a while, with some reaching the 20-year and 30-year marks. "We also have a couple young guys, too," Patrick says. "We have, over the years, trained men, putting them through the apprenticeship program."

Patrick says the company currently has one employee in a federally approved online plumbing apprenticeship program. "There are requirements we have to follow, including supervision by a journeyman in the field, plus hours he sits at a computer to learn," Patrick says.

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▲ The staff of Wallner Plumbing Heating & Air Conditioning stand outside their office in Redding, California. From left, Caleb Castle, Vicki Cavelli, Kristy Maxfield, Dendy Flohaug, Russ Dederer, Deanna Wallner, Bob Hollowell, Andy Wallner, Patrick Wallner, Shawn Mallett, Scott Brooks, Cindy Heam, Daren Clay and Justin Allen.

**TO LEARN MORE ABOUT WALLNER
PLUMBING HEATING & AIR CONDITIONING,
take a look at a video profile of the
company at www.plumbermag.com.**

In the Wallner family, there were five boys with four of them ending up following the tradition of their father and pursuing the plumbing industry. Andy and Patrick have both been with the company since 1986, and Andy's wife, Deanna Wallner, has served as the office manager for the last 30 years.

COMMUNITY PRESENCE

Al set a tone for his company early on that customers come first, no matter what. Part of that is the reason the company has come to be known as "The Barefoot Plumber" around Redding.

Al, who passed away in 1995, earned the barefoot plumber name the first year he owned the company. It was a bad winter with snowstorms with power out for two weeks and residents having to shovel snow off roofs.

"The first job he went on, it was so nasty outside that he took off his shoes and went into the house in his bare feet so he wouldn't get it dirty," Patrick says. "The comment from the homeowner was 'I've never seen a barefoot plumber before.' The name has stuck even through today."

The phrase is now included in the company's promotions and on the trucks.

Al was involved in many community groups in Redding, including the Rotary International, Exchange Club and

Chamber of Commerce. He didn't stop there though, as he was also involved in the Plumbing Heating Cooling Contractors and other industry organizations nationwide.

Patrick has followed in his father's practices in those organizations, giving the company even more exposure over the years. He has been involved with the PHCC for 25 years where he is currently serving a three-year term as secretary-treasurer for the Educational Foundation.

However, what brings Patrick and Andy the most satisfaction is when a customer calls in to express appreciation for services received.

"When customers are happy and give reviews on my employees, that is the reward," Patrick says. "We run this business like a family. Employees are not just numbers, or money producers. We don't demand or put on quotas." **P**

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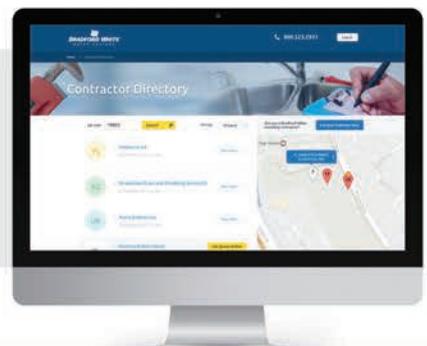
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Tracking Your Fleet

Small and large companies should all invest in GPS technology to keep tabs on trucks and easily dispatch them *By Neil Feldman*

Within every plumbing contractor's business is a subbusiness that's an exceedingly important cog in the wheel — the subbusiness of fleet and logistics management. Whether a small niche contractor with a couple of trucks or a large commercial operation with a dozen or more vehicles, the fleet is the lifeline that ensures materials and employees are on site and on time.

Logistics experts emphasize the importance of staying current with fleet management technology, and one of the most important investments is a global positioning system, or GPS, that works well with a particular contractor's model.

"Any business with a fleet should implement a GPS tracking solution to gain greater transparency into their fleet operations," says Gary Hatfield, vice president at Mercury Associates, a fleet management consulting firm. "The most profound impact (of GPS tracking solutions) is the ability to reduce overhead costs — fuel, maintenance and insurance premiums — that can save a substantial amount of money."

TECHNOLOGY ADVANCES

While fleet tracking originally started out as a satellite communications technology, today, most tracking systems use the same type of GPS that cellular data networks use for cellphones. Advances in technology have allowed device makers to pack a lot more power into a smaller, less-expensive platform.

Perhaps even more important for smaller fleets is the advent of software as a service, or SAAS, a component of

Continued ▶

"The most profound impact (of GPS tracking solutions) is the ability to reduce overhead costs — fuel, maintenance and insurance premiums — that can save a substantial amount of money."

Gary Hatfield



◀ An example of the technologies where GPS fleet tracking can be accessed — tables, desktop computers, laptops and smartphones.

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“cloud computing.” Instead of requiring a big mainframe computer, an information technology staff to keep it running, and a data guru to translate the data, companies today can simply log on to a website and see data presented in an easy-to-use “dashboard” format with reports, charts, graphs, and other pertinent information. This translates to an affordable platform that 10 years ago was only available to larger operations with substantial fleets and deep pockets.

These systems also aren’t just limited to a desktop. The platform can be accessed via smartphone apps, and alerts can be accessed via email or text. An example of an alert would be a driver straying too far from a preset route or “geofenced” area. Most systems allow users to customize alerts. “With the advent of mobile technology, logistics personnel do not need to be at a hub or distribution center to access data or receive immediate notification that there may be a problem,” Hatfield says.

“Hosting the data takes a lot of the IT burden off of the fleets,” says Charles Johnson, director of program management at Teletrac, a GPS and logistics software solutions provider. “The user interfaces are so much more intuitive these days, so everyone across the fleet can use it. The learning curve is short, and they can get a lot of data out of it quickly.”

Johnson emphasized the importance of meeting with solutions providers in advance of any kind of implementation so the solutions firm has a clear grasp on how a particular business operates, how their fleet works, and what they are looking to accomplish.

“There are a lot of functionalities and options with fleet management software,” Johnson says. “What works for your company may not be a good fit for mine. So, it’s important to really understand the operations and provide solutions recommendations accordingly.”

Despite the ease of access and relative affordability, there are still many fleets, particularly those with smaller operations, that are reluctant to embrace this technology, says Ken Weinberg, executive vice president at Carrier Logistics, a fleet management solutions provider.

“In many cases, smaller operations shy away from investing in fleet management software because they feel they can get away with manual procedures,” Weinberg says.

FINDING THE VEHICLES

There’s a lot to be said for knowing exactly where your vehicles are at any given time. For one thing, many customers today want almost immediate service. If an existing customer calls with an issue, for example, it can be determined in no time where the various fleet vehicles are situated, and the best option can be dispatched accordingly.

The ability to view the fleet in real time on a map can be a big timesaver and cost saver for contractors.

“Say you have several trucks operating in different sections of a city, and you get a call late in the afternoon for something across town,” Johnson says. “A logistics manager can look at a monitor and see exactly where those vehicles are and whether they are stopped or in motion. Say, one of the trucks is eight blocks away from the site; they can quickly contact that driver and advise them as to the last-minute scheduling adjustment.”

“The user interfaces are so much more intuitive these days, so everyone across the fleet can use it. The learning curve is short, and they can get a lot of data out of it quickly.”

Charles Johnson

OTHER FEATURES

Implementing fleet management technology has other benefits as well. Contractors will have at their hands a variety of fleet metrics such as the total idle time, fuel consumption, average project times, travel distance, routing detail, service mileage and countless others.

“With a comprehensive set of historical reports, logistics personnel can analyze the information and look for ways to improve efficiency or perhaps see an inefficient trend with a particular team,” Hatfield says.

Safety data can also be mined from the fleet management software. “Some (software systems) will assign a safety score to an entire fleet or individual drivers based on the metrics extracted from miles analyzed for a specific time period,” Hatfield says. “These score carding capabilities can help fleet managers gauge how their drivers are performing at all times and pinpoint any areas of concern.”

Another benefit of logistics software is simply having the data as to where a truck is at any given moment of time. So, if a customer ever contested, for example, that a truck wasn’t at a job site at a particular time, it would be simple to pull the data and confirm the exact time of arrival and time of departure.

“The benefits to implementing a good fleet management system are far-reaching,” Hatfield says. “There’s a lot more to fleet management than simply tracking drivers to ensure they’re doing their jobs.” 

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Keeping Up in Summer

Summertime maintenance important for your fleet of vehicles to keep plumbers safe and operations profitable

Hot weather can cause costly damage to your trucks if you're not prepared. If you don't have a proper truck maintenance plan set up for your fleet, then now is the time to schedule one.

A few minutes looking over these important summer maintenance tips will help you keep your drivers comfortable and cool.

Tires

Extreme heat and temperature conditions can cause your tires to blowout and reduce the gripping. Being on the road most of the time, it's critical to check your tire pressure and tread depth at least once a month. Check your tires for everything: cracks (on your wheels as well), sidewall wear and tears, uneven tire wear (if wear is present), and anything else that could pose a threat to your tires.

If you don't have a proper truck maintenance plan set up for your fleet, then now is the time to schedule one.

Oil and Filter

Changing oil regularly will reduce wear on your engine and guard against rust and corrosion in all climates. Extremely hot and cold temperatures can speed up the thermal breakdown of oil, causing it to become less effective as a lubricant. Coordinate your oil changes with a preventive maintenance plan to avoid missing out on oil changes.

Cooling System

Overheating is the most common cause of breakdowns in summer and can slow your driver down (*like in the middle*

of rush hour traffic). Your antifreeze is used by both your heat and air conditioning. Check your antifreeze concentration levels, and inspect the ratio to water. If it's too "thin," then it won't work properly. You also want to schedule an engine washout as a good rule of thumb to get rid of radiator debris. Remember to completely flush out your radiator's antifreeze at least once a year to prevent overheating and keep your drivers happy and comfortable.

Air-Conditioning System

It's best to test your air conditioning early into summer to ensure your fleet is driver ready. You want to check your hose and fittings for any leaks; look for tears or punctures. Test your blower motor and listen for any inconsistent, odd sounds — it could be time to replace it. Check your filters to make sure they aren't plugged. Checking your air filters visually is not a good way to judge if your filter is plugged. You never want to remove a filter to inspect it too many times as debris could end up getting lodged in your air intake. It's best to have a professional inspect it for proper truck maintenance.

Vehicle Cleaning

Thoroughly clean all the winter chemicals off your trucks (*dewinterize*). Shafts, metals, joints and the truck frame weaken much faster with road chemicals left unwashed. Unchecked parts can lead to breakdowns and costly large repairs. Waxing is a simple truck maintenance step to protect the finish from harmful dirt and UV rays. To reduce the amount of glares, keep the windows clean inside and outside to improve visibility.

Brakes

Brake parts are made of materials that breakdown over time from friction and hot/cold weather conditions. Forgetting to change your brake pads can be very dangerous and expensive. Prolonging this will cause your breaks to be less

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effective at stopping and will eventually cause damage to rotors as well. If you are experiencing a high-pitched squealing noise that is your wear indicator saying it's time to inspect and replace your truck's brake pads.

Batteries

Heat is a main factor in corroding batteries or battery sulfation. Corrosion buildup can cause a lower voltage from the battery over time. Using battery cleaner can help neutralize the battery acid over time. Inspect battery cables for damage, ensuring they are clean. Use a hydrometer to test battery cells for strength. Differences in reading could mean you have a weak cell. A low reading usually means it's time to change your battery. Never guess on battery care for your truck, and reach out to a professional if you're unsure.

Hoses and Belts

Summer is a good time to change worn belts and hoses, which is very inexpensive. They carry important fluids such as coolant and oil, as well as generate other devices such as air conditioner and power steering. Failure to change or replace can lead to more costly engine repairs, breakdowns, and late pickup and drop off deliveries. Inspect hoses visually for signs of cracks and wear. Coolant hoses degrade inside out, so you need to squeeze near the ends. A spongy versus firm feeling means that it's time to replace your coolant hose. 📺

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Jetter Often Is Better

Cart-mounted jetting machine helps Pennsylvania plumber reduce callbacks on drain cleaning jobs, improve profitability *By Ken Wysocky*

Even though it happened about a decade ago, contractor Barry Frazier — the second-generation owner of Frazier Plumbing, Heating & Air in Somerset, Pennsylvania — still vividly remembers one of the first times he used his J-3000 cart-mounted water jetter.

After spending a couple hours trying in vain to unclog a 4-inch-diameter drainline in a residential home, using a sectional drain cleaning machine, Frazier called in the heavy artillery: the J-3000, with its 3,000 psi of pressure and flow of up to 4 gpm. The results clearly illustrated that he'd made a great investment.

"That line, which went under the basement floor and out to a septic tank, was full of built-up grease and soap," he recalls. "Try as we might, we just could not get it to flow properly with the drain machine. But we put the jetter hose in and we must've brought out 10 pounds of soap and grease."

"I remember saying to myself, 'Man, this really does a great job,'" he says, noting that instead of just drilling a hole through the clog that would eventually close up again, the J-3000 (now called the JM-3000) thoroughly cleaned the pipe. "I haven't been back to that house since then. That job really opened my eyes to the possibilities this machine could offer."

Indeed, Frazier says the machine from General Pipe Cleaners has improved his company's profitability. How? By reducing job callbacks, completing jobs faster and broadening his drain cleaning capabilities.

"With our other machines (drum and sectional units), we might get a callback two or three weeks after a job because we only punched a hole through a clog instead of completely cleaning the pipe," he explains. "But the J-3000 knocks everything loose, so we get less callbacks."

"Plus, it gives us more flexibility by providing us with the kind of equipment we need to do whatever customers need," he adds. "We can do jobs we couldn't do before. Without it, we'd have to tell customers they need to call someone who has a jetter."



▲ David Tipton, Frazier Plumbing, Heating & Air technician, uses the company's General Pipe Cleaners J-3000 cart jetter on a job site.

YEARS OF EXPERIENCE

Some plumbers prefer to avoid drain cleaning work altogether. Frazier is not one of them. He says the company has been doing drain cleaning ever since his grandfather started the company.

"We were doing it back when I worked for him some 45 years ago," says Frazier, who has 10 employees and works primarily within about a 20-mile radius around Somerset, located about 70 miles southeast of Pittsburgh in southwestern Pennsylvania. The company runs six service trucks: four Chevrolet cargo vans and two Ford trucks with box bodies made by Reading Truck Body.



Somerset, PA

- COMPANY** Frazier Plumbing, Heating & Air
- LOCATION** Somerset, Pennsylvania
- MACHINE** J-3000 cart-mounted water jetter from General Pipe Cleaners
- FUNCTION** Unclogging drainlines ranging from 2 to 8 inches in diameter
- FEATURES** Electric-start, 13 hp Honda gasoline-powered engine; 150 feet of 1/2-inch-diameter hose; adjustable water pressure; a triplex water pump (3,000 psi at 4 gpm); on-demand Vibra-pulse capability; detachable Handy-Reel with foot pedal for remote operation
- COST** About \$4,000 with accessories

The J-3000 features an electric-start, 13 hp Honda gasoline-powered engine; 150 feet of 1/2-inch-diameter hose; adjustable water pressure; a triplex water pump; on-demand Vibra-pulse that helps the hose move through pipe bends; and a Handy-Reel remote attachment with a foot pedal for remote operation. Frazier uses jetting nozzles made by General Spring.

As its name implies, the Handy-Reel, which carries 150 feet of 3/8-inch-diameter hose, is an especially useful feature. It allows contractors to work indoors without having to move the cart jetter up and down stairs. Instead, they just hook up the hose on the Handy-Reel to a fitting on the J-3000 hose, carry the reel indoors and go to work.

"We appreciate it," Frazier says, noting the reel is much lighter than the jetter. "Customers appreciate it, too, because they don't want the gasoline-engine fumes in their homes."

In addition, being able to use the smaller, 3/8-inch Handy-Reel hose in conjunction with a powerful jetter allows technicians to jet out smaller lines for which the J-3000 otherwise would be too big, he adds.

Frazier also praises the adjustable pressure control. "We can cut pressure back to 500 or 1,000 psi for smaller lines," he explains. "Sometimes you have to back off the pressure a little on big clogs because you don't want to add so much water inside the pipe that it backs up on you."

The Vibra-pulse feature also pays dividends by reducing operator fatigue. "The pulsations help it get around bends easier," he says. "And sometimes we run into things

"Plus, it gives us more flexibility by providing us with the kind of equipment we need to do whatever customers need. We can do jobs we couldn't do before."

Barry Frazier

other than bends, and the pulsating feature helps the hose get through."

The company still uses a larger sectional drain machine made by General Pipe, as well as two drum machines, one built by General Pipe Cleaners and the other by RIDGID; the latter two are used mostly for snaking out small kitchen and bathroom drains. But the J-3000 provides the company with the capability to handle a wider array of drain cleaning jobs. "It's been a great investment," Frazier says. "It pretty much does everything we need it to do." 

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Randy Lorge

Why Should They Hire You?

Being knowledgeable and having people skills will put you ahead of the pack

By Randy Lorge

I think the question of “Why should they hire you?” can be looked at from two different perspectives.

The first perspective being: Why should a customer hire your company for its plumbing needs?

The second perspective is: Why should a contractor hire you to work for their company?

PERSPECTIVE NO. 1

I would like to believe that as a plumbing contractor, you have given this question a lot of thought and are currently doing something to address the matter. If you're not, then it's only a matter of time before the phone is going to stop ringing with customers asking you for quotes and service calls.

The country as a whole is expected to experience a fairly good construction year in 2018. With that said, what are you going to do if, and when, it changes? What's going to set you apart from the next plumbing contractor when a customer is in need?

Of course the first thing that usually is blurted out by a customer is “How much do you charge?” or “How much is that going to cost me?” Establishing your pricing is entirely up to you of course, but we know that it is a large factor in the decision-making process for your customers. In my opinion, the cost should be looked at not only from a dollars and cents perspective, but it should consider the quality, craftsmanship, and dedication to serving the customer, as well as service after the sale.

How well is your company selling those factors?

Quality — What type of products are your customers getting for their dollar? Today's product market is so diverse and rapidly changing that it can almost make your head spin. But are you keeping up with the changes?

A good friend of mine, and a great plumbing contractor, sent me a picture text awhile back. The picture was of a water heater he had just installed using his new copper fitting press tool. He stated, “I broke down and bought the tool, it probably saves me a good half hour on an install.”

But in the next sentence he stated how he felt guilty about not soldering the job. He felt as if he was “cheating” in a sense on being a craftsman plumber.

I had to chuckle because in the next message he stated he was so busy he had to get going. Meaning, that extra half hour he saved on this job allowed him time to get to another project he may not have gotten to without using the new product he had chosen.

You need to have the soft skills required to be successful not only in your job, but in life.

Craftsmanship — Dictionary.com defines a craftsman as: (1) a person who practices or is highly skilled in a craft; artisan (2) an artist.

The brush and the canvas do not define the artist, nor do the tools or products we as plumbers use. It is how we apply our skills to do the job and create the “wow” factor with what we have to work with that truly sets us apart from each other.

Dedication to serving the customer and service after the sale — How well you address this could very well be the factor that makes or breaks your company. My dad always told me, “Try to never burn a bridge in life; you never know when you may need to cross it again.” So how is your company shoring up those “bridges?” Do you do something special for the customer that shows your appreciation for being selected to do the job?

Another friend of mine, who is also a plumbing contractor, has a goal to always do one thing special for a customer when they get a job. Sometimes it's as simple as bringing their garbage can from the street to the home

Continued ▶

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when they realize it was recently picked up. Sometimes it's a simple conversation, just a couple minutes of listening to a customer or sometimes striking a conversation up about something they notice is important to the customer.

Regardless of what you decide, you need to find that nugget, that "wow" factor, or that "I've got to tell my friends on social media" about this plumbing contractor, that continues to make sales for your business.

PERSPECTIVE NO. 2

We've all heard about the shortage of people going into the plumbing trade and how there's going to be a worker shortage in the near future as baby boomers retire. With that being said, contractors are going to be looking to fill these positions. The market is going to be very competitive and lucrative for plumbers who have the right skill sets.

So what is going to make you the plumber to be hired?

Experience is key, but it is not the only factor that will be looked at. What can you bring to the table that your competition will not? Investing in your future — training, education, and people skills (aka soft skills) will play largely into whether or not you will be hired.

In today's world, things are changing at an incredible pace. You must stay connected with the plumbing industry. To do this, become a member of any of the various trade organizations out there and get involved.

Organizations such as the Plumbing Heating Cooling Contractors, The American Society of Plumbing Engineers,

and the International Association of Plumbing and Mechanical Officials, to name a few, strive to stay on top of what's new, as well as up and coming topics that will affect the plumbing industry.

By knowing what the next "big thing" in the industry is, you will be able to seek out education and training on it and master the skill. You'll be able to acquire the certifications you'll need to be the best you can be in the trade.

Lastly, but almost more importantly, you need to have the soft skills required to be successful not only in your job, but in life. Things like being on time for work, communication skills, critical thinking, and leadership are just a few of the skills employers will be seeking, in addition to your experience, education, and training.

Whether you're a perspective number one or number two player, the answer to "Why should they hire you?" lies in what you do to make them want to hire you. 

Randy Lorge is a third-generation plumber and the instructor of plumbing apprenticeship at Fox Valley Technical College in Appleton, Wisconsin, for the past 18 years. Lorge was a coach for Team USA in 2015 in Nashik, India; 2016 in Diepsloot, South Africa; and in 2017 in Indonesia, where his team and he participated in the Community Plumbing Challenge. Lorge also sits on the International Association of Plumbing and Mechanical Officials (IAPMO) Training and Education committee. He enjoys time with his family and spending as much time as possible in his deer stand. To contact Lorge, email editor@plumbermag.com.

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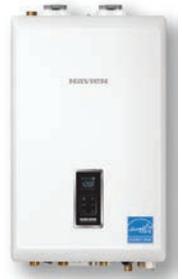
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The **Pennant** line of fan-assisted, modular boilers and volume water heaters from **LAARS Heating Systems** are available in seven sizes from 500 to 2,000 mBh. They are fueled by natural or LP gas and deliver efficiency levels up to 85 percent, with stage firing of up to 4-1, and cascade with auto redundancy. Systems also qualify as low-NOx emission-rated, below 10 ppm. They include the LINCTM intuitive control system with an auto cascade setup feature that easily configures lead lagging of up to eight units. The color touch-screen homepage displays key boiler performance measurements, easy-to-use and -navigate control structure, USB input, easily connects to building automation systems via BACnet and a quick start option. Units can be vented

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The **Sanicondens Best** condensate water pump from **Saniflo - part of SFA Group** incorporates a pH-neutralizing granule tray that increases the pH of the acid water before discharging it to the drainline. This solves the problem of new high-efficiency condensing boilers and condensing tankless water heaters that produce corrosive, acidic condensate that can cause thousands of dollars in damage to piping systems. With four inlets, the pump can accommodate multiple condensing mechanical systems, both residential and commercial, including boilers, water heaters, air-conditioning and refrigeration systems and other appliances. **800-571-8191; www.saniflo.com.**



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Controls

HBX Control Systems Wi-Fi Zoning System

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PlumbingCAD from Avenir Software is a program designed for the fast takeoff and quoting of PEX plumbing systems. A true CAD-based software, it lets the user quickly import PDF or AutoCAD drawings, trace the plumbing system, and then generate PEX-based materials lists and quotations. They also get 3D views instantly as they define the system in 2D, making it easier to visualize and communicate work. 403-247-8566; www.plumbingcad.com.



Presscision PPT

The Presscision PPT is a portable, digital test instrument for automated pressure and temperature testing of commercial and residential plumbing installations. It is designed to eliminate human error and subjectivity from the test process and provide the user with the ability to quickly detect small leaks that would otherwise go undetected using analog pressure gauges. It increases a user's productivity through accuracy and automation, creates a permanent, tamper-proof record of every test, and provides a hard-copy printed test report at the completion of each test. It can be used to conduct regulatory testing of natural gas installations, water supply lines, drain waste vent lines, fire suppression systems, and medical gas distribution systems. The user-friendly device supports multiple measurement ranges, including: 0-15 psig, 0-150 psig at 0.25 percent accuracy, and 67 degrees below zero to 302 degrees F at 0.3 percent accuracy. 774-521-9132; www.presscision.com.



Hydronic Heating

ADEY Innovation MagnaCleanse

The MagnaCleanse kit from ADEY Innovation provides fast and effective flushing to remove damaging iron oxide and other nonmagnetic debris from hydronic heating systems in as little as two hours. Containing two powerful magnetic assemblies and an included drain valve, the device also allows system water to retain heat, and cleaner remains in the system throughout the cleaning process for maximum effectiveness. The kit includes VibraClean, a radiator agitator tool that can reduce sludge removal time from 30 minutes to 20 seconds. Hose, clamps, female cam locks and connectors also included. 844-378-0442; www.adeyusa.com.



Fernox TF1 Omega Filter

The nickel-plated brass Fernox TF1 Omega Filter was designed to keep HVAC and hydronic heating systems operating clean and efficient by removing and containing magnetic and nonmagnetic system debris. It can help extend the life span of a hydronic heating system while optimizing performance and efficiency. It is quick and simple to install and can be positioned horizontally, vertically and at a 45-degree angle. It is easy to clean with no system downtime. Techs can dose via the filter in 30 seconds with the Fernox Express range. It is available in 1-, 1 1/4- and 1 1/2-inch NPT sizes. 814-940-3804; www.fernox.com.



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Nexus Valve Flamcovent Clean Smart

The Flamcovent Clean Smart air and dirt separator from Nexus Valve removes even the smallest microbubble and minuscule dirt particle from system water. The 360-degree rotating connection and compact dimension enables easy installation, even when space is limited. It offers flow velocities up to 9.8 feet per second, a max working pressure of 145 psi, and working temperature of between 14 and 248 degrees F. It is available in various sizes up to 2 inches and is made of brass and high-grade plastics. An insulation kit is available. Four neodymium super magnets are incorporated into the unit, and it offers low flow resistance and low loss of energy. Larger 2.5- to 24-inch sizes are available. 888-900-0947; www.nexusvalve.com.



Runtal North America decorative radiators

Decorative radiators from Runtal North America are used with hydronic, electric and steam heating systems. They may be blended into a classic decor or used as a bold complement to today's high-tech accessories. They are available in baseboard, wall panel, vertical panel and towel radiator styles, with outputs of a few hundred to over 4,000 Btu/h per linear foot. They are attractive, durable, hygienic, and comfortable and may be used as a direct replacement for fin-tube or cast-iron radiators and baseboards. They may be used with low temperature water, which makes them an ideal radiant or complement to floor heating. 800-526-2621; www.runtalnorthamerica.com.



Shark Bite Radiant Heating Manifold

The Shark Bite Radiant Heating Manifold takes the hassle out of getting a tool into the tight connection area around the manifold while also reducing the time required to connect loops. The manifolds are easier to connect than the traditional connection methods, and the pipe can be removed from the manifold ports, if needed. 877-700-4242; www.cashacme.com.



Pipe (PVC, Copper, Polyethylene, PEX)

Asahi/America Asahitec Climatec PP-RCT

Asahitec Climatec PP-RCT piping systems

for hydronic heating applications from Asahi/America are manufactured with Fibercore technology, which minimizes expansion and contraction by up to 75 percent, in turn reducing installation costs by minimizing expansion loops and supports. The pipe consists of three coextruded layers that make one homogenous pipe. The middle layer is a mix of short fiberglass strands and PP-RCT, which is isolated by an inner and outer layer of solid PP-RCT. It includes both molded socket fusion fittings (20 to 125 mm) and molded butt fusion fittings (160 to 315 mm), and molded large-diameter fittings up to 630 mm. It is NSF 14-pw certified for potable water applications and features lead-free brass adapter fittings. 800-343-3618; www.asahi-america.com.



Pump

Armstrong Fluid Technology Compass r20-75



The stainless steel Compass r20-75 circulator from Armstrong Fluid Technology offers a dry rotor design, as well as advanced variable-speed Design Envelope technology, iECMTM motors, and quadratic control to minimize both energy costs and long-term operating costs for homeowners. The quadratic control algorithm offers operating efficiencies that are better than standard variable-speed solutions, and even greater system energy savings are possible with the 0-1-volt DC input signal connection to external systems. It includes optimized hydraulics with a high-efficiency dry rotor design, posi-start technology that provides smooth starting and automatic deblocking, 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 with a large wiring chamber, and a replaceable mechanical seal and any other circulator part required. It complies with EEI<0.22 and NSF 372. 800-356-9845; www.armstrongfluidtechnology.com.

Continued ▶

Thermostat



Fujitsu General America UTY-TTRX Thermostat Converter

The UTY-TTRX Thermostat Converter from Fujitsu General America is designed for high-efficiency Halcyon mini-split and Airstage variable refrigerant flow heating and cooling systems, allowing them to be controlled by a third-party thermostat. Up to 16 indoor units can be controlled as a group by a single unit. It works in conjunction with all condenser and evaporator types. By installing the converter between the third-party thermostat and Fujitsu General America system, control of the heating and cooling system is provided, including on/off control, operation mode, room temperature, fan speed, and error notifications via LED lights. **888-888-3424; www.fujitsugeneral.com.**

Tubing

Legend Valve HyperPure

HyperPure flexible plastic hot and cold potable water tube from Legend Valve is 100 percent recyclable. It is made using a bimodal resin, which is a polyethylene that does not need to be cross-linked while exceeding rigorous U.S. potable water standards. It is manufactured using HyperTherm 2399 PE-RT resin made by The Dow Chemical and is available from 1/4 to 2 inches. Sizes from 1/4 to 1 inch are sold in coils and sticks, while 1 1/4-, 1 1/2- and 2-inch sizes are sold in 20-foot lengths. **800-752-2082; www.legendvalve.com.**



Valves

Caleffi North America 535H

The 535H pressure-reducing valve from Caleffi North America is engineered to deliver accurate pressure regulation under varying pressure and draw conditions. Low internal pressure losses produce superior falloff performance, enabling more flow capacity to fixtures. It includes NSF 61 certification, a 180-degree F temperature rating, anti-scale components and convenient cartridge design. It has a pressure preadjustment knob with convenient front and back psi indicator and a 15 to 95 psi adjustment range. The removable cartridge with stainless steel mesh filter makes for easy in-pipe servicing. Its seat and shuttle seal design minimizes turbulence and noise. A contour-shaped EPDM diaphragm withstands sudden pressure fluctuations. Scale-resistant internal parts minimize lime scale formation. It is hot-water booster system compatible and is 300 psi and 180-degree F rated. It is certified to ASSE 1003, NSF 61, NSF 372, and CSA B356. **414-238-2360; www.caleffi.com.**



Webstone, a brand of NIBCO, vertical mount air separator



Vertical mount air separators and optional isolation accessories from Webstone, a brand of NIBCO, can be conveniently placed beneath a wall-hung boiler, upright in the system supply line. They are available in 3/4- or 1-inch sizes, with MIP, FIP, sweat or press connections. Isolation accessories include full port ball valves and Isolator Uni-flanged ball valves. The G1 union connections simplify installation and prepare the air separator for future service. A G1 dual temperature gauge can help verify boiler output right at the source. **800-225-9529; www.webstonevalves.com.**

Continued ▶

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ProLine specialty point-of-use electric water heaters from **A. O. Smith Water Heaters** include 2.5-, 4- and 6-gallon models. Each is equipped with a single low-watt density copper heating element and durable tamper-resistant brass drain valve. The 2.5- and 4-gallon models come with a standard 110/120-volt cord set with three-prong plug and wall-mounting bracket for easy installation. The 6-gallon model requires hard wiring. It has side-mounted plumbing and electrical connections, with optional top-mounted water connections for field conversion. They have a glass-coated tank and aluminum-anode rod for protection against corrosion. **800-527-1953; www.hotwater.com.**



ACV Triangle Tube Ginius

The **Ginius** from **ACV Triangle Tube** is a high-performance indirect water heater with the Picanto heat exchanger design that allows for higher pressure ratings and higher output. In addition, the design offers less resistance to boiler flow than conventional coil heat exchangers. The heat exchanger and the outer tank are constructed entirely of passivated stainless steel to ensure long service life. The tank is available in 35-, 45-, 55- and 65-gallon sizes, including the 65-gallon Flex tank that features a dual heat exchanger configuration designed for super high-output or for use with multiple energy sources. It is approved for up to 80 psi boiler pressure with ideal continuous hot water performance. **856-228-8881; www.triangletube.com.**



AquaMotion Aqua-Flash

The **Aqua-Flash** from **AquaMotion** is a recirculation system that delivers hot-water comfort to every faucet, saving a family of five about 15,000 gallons of water a year from being dumped into the drain. It installs in 10 minutes under the sink and doesn't require power or batteries. There is no need for a small hot-water tank with tankless systems. It includes stainless/bronze construction with unions, hose and tee, a pump with 10-foot line cord, 3/4-inch union connection, and timer. It installs on the water heater or below a tankless heater. It is UL listed and NSF/ANSI 372 approved. **401-785-3000; www.aquamotionhvac.com.**

Bosch Thermotechnology Greentherm 9000 Series

The **Greentherm 9000 Series** from **Bosch Thermotechnology** is available in nine models for high-efficiency domestic hot water in residential or commercial applications with features for easy installation, operation and maintenance. It has a Uniform Energy Factor of 0.97 with Thermal Efficiency of 100 percent. This series achieves temperature stability of plus or minus 2 degrees F through the active bypass. Its advanced technology controls output capacity, optimizing comfort and efficiency by combining the burner's pulsating mode with the bypass valve to achieve the desired outlet temperature, even at low flow rates. Its wide operating range between 9,000 and 199,000 Btu, saves energy when hot water demand is low. **800-283-3787; www.boschheatingandcooling.com.** 



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Hydronic Heating Systems, HVAC

By Craig Mandli

Control systems lead to big savings for apartment complexes



Problem: Southern California Gas recognized that multifamily apartments that have central boiler/water heater systems that operate with a 24/7 recirculation pump to distribute hot water to the tenants causes pipe erosion, shortens boiler/water heater life, shorten pump life and loses a great deal of energy. They estimated there were over 300,000 apartments that have central boiler systems with 24/7 pumps.

Solution: The company has created a total rebate program for these buildings called ODE, or On-Demand Efficiency, in order to solve the problem. There have been demand circulation pump controls added on thousands of multifamily apartments in Southern California through the ODE rebate program. The controls help save 10 to 30 percent on natural gas used for water heating, reduce electricity use recirculation of pump by 75 percent, improve with a reduction on energy usage and pipe/equipment wear. **Demand Circ Controls** from **ACT Inc. / D'MAND Kontrols Systems** were installed on these multifamily sites, with indoor (DCKB) and outdoor (DCKB-AP-CR) installations used.

Result: On a 200-apartment complex with a central boiler system, total annual therm savings was \$1,728.06 and total annual kilowatt-hour savings was \$836.18, with a total annual savings of \$2,564.24. There are over 200,000 apartments complexes that have installed the controls. 714-668-1200; www.gothotwater.com.

Fittings installed in luxury custom home



Problem: Trilogy Plumbing, a Californian new construction plumbing contractor, needed to design a reliable plumbing system in the construction of their first multimillion-dollar custom house.

Solution: Rich Langenwaller, vice president at Trilogy Plumbing, chose to use **JG ProLock** push-fit fittings from **John Guest USA**. The range of fittings can be used with any combination of copper, PEX or chlorinated polyvinyl chloride pipe and features Twist-to-Lock technology, which provides users with extra security when fittings are twisted into the locked position. Varying sizes of couplers, elbows, tees, reducers and brass fittings were all used in the plumbing installation and passed inspection upon its first test after completed construction. Fittings are code-approved and approved for behind-wall use.

Result: The fittings provided substantial savings in labor, as they do not require tools to make leak-proof connections, allowing for quicker and more secure installs. Designed for use in the domestic plumbing market, including water softener and filtration systems, the fittings will now be used in Trilogy Plumbing's future custom home build projects. 973-808-5600; www.jgprolock.com.

Multiboiler system revitalizes nonprofit facility



Problem: The Valley Lighthouse, in Lykens, Pennsylvania, is a nonprofit facility built inside the shell of a commercial facility that had been abandoned for five years. The Ivan W & Alma E Martin Family Foundation purchased the 20,000-square-foot facility with a goal to restore it as a hub for a variety of local outreach programs, to include a food bank and educational facility. WM Buffington Co. was hired to provide a new hydronic system to serve a variety of air handlers. From the time the contract was signed, Buffington had a two-week deadline.

Solution: The design included five 180 mBh U.S. Boiler Co. - Burnham Brand Boilers K2 condensing boilers, piped and controlled in series, and a 50-gallon Alliance sidearm tank for DHW. “After learning about the K2, the boiler was a natural choice,” says Bill Buffington, company owner. “The layout inside the cabinet is intuitive, but the controls are what won me over. I’ve been looking to find a new line of condensing boilers for a while now, and the fact the control panel is universal across all sizes was a big selling point.”

Result: Today, the building has a very efficient hydronic system that offers a 50-1 turndown ratio, courtesy of the five modulating boilers. “What the Buffington crew was able to accomplish in 11 days is nothing short of amazing,” says Alan Garner, vice president and treasurer of the nonprofit. “I was blown away, and we’d heartily recommend them to anyone.” 717-397-4701; www.usboiler.net.

Press fittings speed up apartment building install



Problem: Elite Mechanical needed to install a gas system in the Vineyard at Broadmore in Nampa, Idaho, a 30-unit senior apartment facility that offers one- and two-bedroom apartments for residents 55 and older. It was important to keep the project on track.

Solution: Using the Viega MegaPress G, ProPress and PureFlow System shaved days off installation. Brian Watson, owner of Elite Mechanical, and his team installed Viega products in the building, which was in phase two of this development. He says the savings in time were truly tangible. “We saw in the first building (a crew) hand-threaded the same sized building as this one, and we were at least two weeks faster,” Watson says. “We were able to complete the gas system for the whole building in two and a half weeks with four guys, and sometimes we were pinned in some small closets. It’s thousands of feet of gas pipe, probably 250 to 300 fittings.”

Result: “It’s really nice when we pressure test with air and the gauge doesn’t move — you run the risk with threading that if somebody didn’t get it quite tight enough, you’re tearing the building apart to fix it,” Watson says. “With Viega, we can be confident that we won’t have any problems.” The building also uses Viega PureFlow PEX Press products and used transition fittings to go to the copper main coming into the building. 800-976-9819; www.viega.us. 

Product Spotlight

Industrial-strength drain opening

By Craig Mandli

There are plenty of liquid drain cleaning solutions on the market, but sometimes one with a little extra “oomph” is needed. RectorSeal, the makers of LiquidDrain, believes its drain cleaner is the right fit for the plumbing industry and should be in every plumber’s toolbox.

The company markets the commercial liquid drain cleaner as one that’s safer for the environment, service technician and plumbing system than other drain cleaners on the market, several of which contain caustic acid-based liquids. Despite its safe characteristics, though, the product is tough on stubborn clogs.

“Our product is more concentrated than other liquid drain cleaner products on the market,” says Jerry Tomasello, director of sales – plumbing for RectorSeal. “LiquidDrain is formulated for both residential and commercial drains.”

The industrial-strength, nonacid and nonflammable drain cleaner and opener is formulated exclusively for the plumbing trade and available from traditional plumbing wholesale distributors. The odorless, neutral-blue colored product’s penetrating sodium hydroxide, high-foaming action lifts and pushes contaminants and oxides from sewer and waste lines. It is designed to clear blockages containing drain-clogging paper, rags, sanitary products, sludge, soap



scum, fats, wood, hair, food and difficult-to-remove cooking grease.

Combining LiquidDrain’s 1-quart contents with warm water flushes and solves most blockages within 30 minutes of application, according to the maker. It also helps avert blockages when used periodically as a preventive for working drains. It will not harm plumbing piping materials, such as cast iron, steel, copper, brass, lead and plastic or plumbing components, such as septic tanks, cesspools, drainage fields and leaching systems. According to Tomasello, a big selling point for the product is its minimal effect on the environment.

“LiquidDrain is a combination of strong alkaline liquid and environmentally friendly surface active agents,” he says. “Our in-house research and development chemical engineering department pooled their knowledge and expertise of over 80 years’ experience formulating and developing this product.”

LiquidDrain is equally as effective as acid-based drain cleaners and includes a childproof cap that prevents tampering. Its foaming action provides proof that drain clearing is in progress. It is sold to wholesale distributors in cases of 12 bottles, with each recyclable plastic bottle designed for a single dose. **800-231-3345; www.rectorseal.com.**

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Franklin Electric SpecPAK pressure-boosting system

Franklin Electric's Inline 1100 SpecPAK pressure-boosting system provides a simplified way to select a packaged system for boosting water pressure in applications requiring more than one pump. It connects easily to nearly any commercial, industrial, or large residential plumbing configuration, and is sized to fit in a small utility closet. The pump is a quiet, all-in-one constant water pressure system that contains the pump, motor and drive. As water volume needs increase, the pump instantly accelerates to the proper speed to ensure water pressure stays constant. Each unit provides up to 60 pounds of additional pressure, ensuring the pressure doesn't vary more than 1 to 2 psi. **260-824-2900; www.franklinwater.com.**



John Guest USA ProLock Slip Connector

The ProLock Slip Connector from John Guest USA is available in 1/2- and 3/4-inch CTS sizes. Designed for burst and/or frozen pipe breaks, pinhole leaks, and other situations when pipe movement is restricted, the connector fitting allows for repairs in a confined area. They require no tools to make secure, leak-proof connections and can be used with copper, PEX or chlorinated polyvinyl chloride pipe. The fittings are suitable for potable water applications. **973-808-5600; www.johnguest.com.**



Electric Eel eCAM Ace Wi-Fi

The eCAM Ace Wi-Fi from Electric Eel can be used to inspect pipelines ranging from 3 to 10 inches and is powered by a 120-volt AC supply or optional rechargeable battery pack. The camera is housed in rugged stainless steel and has a sapphire lens with 20 LED light ring and high-resolution CCD element. A flexible camera spring is designed to navigate 3-inch P-traps. The camera features a 5.4-inch LCD monitor with anti-reflective film for optimal viewing in sunlight, and is encased in an anodized aluminum housing mounted to the reel. There is a protective acrylic, anti-glare monitor shield and a video output jack for recording option. The heavy-duty screen cover closes to protect the monitor when in transit or storage, flips up as a sun shield and can be retrofitted to existing units. **800-833-1212; www.electriceel.com.**



RIDGID Model 286 Soil Pipe Cutter

The RIDGID Model 286 Soil Pipe Cutter's single stroke operation streamlines the cutting process while the outward-facing hooks simplify connecting clay and cast-iron pipe. The integrated handles are easy to adjust, helping users optimize angles and make repeated cuts with less fatigue. Long handles and a built-in cutting mechanism also provide the mechanical advantage to minimize cutting effort and enhance ergonomics. **800-769-7743; www.ridgid.com.**



Keeney Mfg. Bélanger by Keeney faucets

Bélanger faucets expand upon Keeney Mfg.'s approach of offering affordable luxury for the kitchen, bathroom, and laundry room with high-quality faucets. Many Bélanger by Keeney faucets feature grade A brass construction with chrome or PVD-resistant finishes to protect against corrosion and tarnishing. The faucets offer a wide range of features and styles, including rainfall and waterfall showerheads, motion-activated kitchen faucets and water-saving bathroom faucets with a variety of styles to match. **800-243-0526; www.keeneymfg.com.**



NIBCO press transition ball valves

The press by PEX design on NIBCO's press transition ball valves needs no extra components to transition from copper piping to PEX, making connections from one piping system easier and faster while eliminating additional hardware and potential leak paths. Additional features include a compact design that installs easily in tight spaces, and a leak detection system on press ends identifies uncrimped connections during system testing. A stainless steel ring design on larger sizes also ensures a solid press crimped connection. Manufactured from a lead-free brass alloy, the valves are dezincification-resistant. Valves are rated up to 250 psi cold working pressure and feature a blowout-proof stem. Sizes range from 1/2 to 1 inch. **574-295-3000; www.nibco.com.**



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Fluidmaster Perfect Fit Tank Levers

Fluidmaster's Perfect Fit Tank Levers can adjust to almost any toilet tank with a front, side, angle or right-mounted hole. They are easy to install, reliable, and feature multiple finishes such as sleek brushed nickel, chrome, and classic white. **949-728-2000; www.fluidmaster.com.**



Scot Pump stamped 304 stainless steel pumps

The expanded line of Scot Pump's stamped 304 stainless steel pumps with NPT connections includes nine new ANSI flanged centerline discharge models. The new 320-328 series covers up to 385 gpm and 275 feet of head. The pumps feature a slip-fit O-ring/flinger design, which prevents leaks caused by deformation as a result of overtightening. They are mounted on a JM frame and incorporate a back pullout design and weep holes in the impeller. The weep holes extend seal life by creating fluid movement in the seal cavity, which aids in venting of air at startup. **888-945-6872; www.scotpump.com.**

MyTana Mfg. Drain Service Notepad

The Drain Service Notepad from MyTana Mfg. facilitates communication between industry professionals and homeowners. The Notepad can be used to explain plumbing configurations and indicate what and where problems are in the home. It also features space for notes, work estimates, and contact information, making it an easy-to-use leave-behind. The Notepad's household plumbing system diagram includes key features, such as a main stack, various trap and vent configurations, clean-outs, check valve, and common fixtures and appliances. It also demonstrates common improper or illegal plumbing features including S-traps and U-traps, as well as an illegal downspout connection. **800-328-8170; www.mytana.com. [E]**



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CALENDAR

July 19-21

Florida Association of Plumbing Heating Cooling Contractors Conference, Hyatt Regency Sarasota, Florida. Visit www.faphcc.org.

July 24-27

AEC 2018 Spectrum Conference, Denver Marriott West, Denver. Visit www.phccweb.org.

July 26

Mechanical Contractors Association of America (MCAA) Summer Conference, Grand Traverse Resort – Pavilion, Acme, Michigan. Visit www.mcaa.org.

Sept. 13-14

Indiana PHCC Convention, French Lick Resort, French Lick, Indiana. Visit www.iaphcc.com/convention.

Sept. 28-Oct. 3

American Society of Plumbing Engineers (ASPE) Convention & Expo 2018, Georgia World Congress Center, Atlanta. Visit www.aspe.org.

Oct. 10-12

PHCC Connect 2018, Albuquerque Convention Center, Albuquerque, New Mexico. Visit www.phccweb.org. 

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▲ Hans Kuster, left, president of AquaMotion, and Mike McNamara, right, director of engineering, give Gov. Gina Raimondo a tour of the company's facility.

Infiltrator acquires Delta Environmental assets from Pentair

Infiltrator Water Technologies announced it purchased the assets of Delta Environmental Products from Pentair Flow Technologies. Infiltrator Water Technologies acquired the technologies, approvals, trademarks and physical assets to produce the Delta Whitewater Series, ECOPOD series and Delta Fabricated Treatment Plants from Pentair Flow Technologies. These products will be sold under a new wholly owned subsidiary to Infiltrator named Delta Treatment Systems LLC.

Brasscraft accepting applications for scholarship program

Brasscraft announced it is accepting applications for plumbing apprentices needing tuition assistance through its Zell Scholarship program. The program offers up to \$1,500 annually to qualifying apprentices. Eligible students must be enrolled in an accredited plumbing apprenticeship program and gainfully employed with a licensed plumbing contractor. Students/apprentices and accredited programs may apply for scholarship funds by submitting an application through the Brasscraft website at www.brasscraft.com.

Weil-McLain president elected to AHRI's board

John Swann, president of Weil-McLain, was elected and began serving as chairman of the Hydronics Institute Section of the Air-Conditioning, Heating, and Refrigeration Institute (AHRI), a trade association representing manufacturers of HVACR and water heating equipment. As chairman of the section, which has represented the North American hydronic heating industry since 1915 and includes 68 member companies, Swann will oversee the boiler, baseboard radiation, and indirect water heater sections of AHRI's membership. He will also provide leadership in the areas of government affairs and policymaking, product performance standards, certification programs, and industry awareness.



AquaMotion welcomes Rhode Island governor

Governor of Rhode Island, Gina Raimondo, met with Hans Kuster, president of AquaMotion, and his management team to discuss the expansion of manufacturing job opportunities in the state and to learn about the design and production of AquaMotion pumps and recirculation systems during a plant tour.

ServiceCore partners with CardConnect

ServiceCore announced a partnership with CardConnect, a secure payment acceptance provider. The partnership will allow users to accept credit and debit cards, as well as automatic clearinghouse check, electronic benefit transfer, gift cards and near-field communication directly within ServiceCore software.

HammerHead Trenchless announces management promotions

HammerHead Trenchless announced the promotion of three of its top personnel to newly created management positions. Ryan Boldan is now director of support services, and his responsibilities include marketing and e-commerce, inside sales, customer service, service and training, and technical services teams. Brian Kenkel is now director of rehabilitation and replacement. In this position, he leads sales teams and provides product management for the rehabilitation and replacement division. Jeff Urbanski was named the training and technical services manager. He will lead a team of seven technicians tasked with building HammerHead University, an education center dedicated to the trenchless industry. He will also oversee the training facility and direct creation of all e-learning and testing solutions. 



▲ Ryan Boldan



▲ Brian Kenkel

LTA launches new website

LTA launched a new website for its LoadMaster line of products. The main page of www.4loadmaster.com features easily clickable links to guide customers to the products with photos. LoadMaster products are in-bed cargo management solutions for pickup owners, capable of holding varying weights.

What's New With You?

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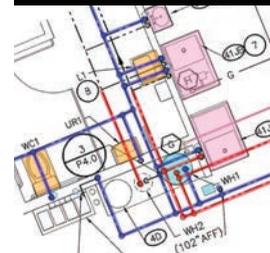
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