

# Plumber™

## BUILDING A REPUTATION

Young contractor invests in the right equipment and relationships to build a successful plumbing operation. Page 12

▲ On The Road  
CUTTING PIPES IN HARD-TO-FIT  
AREAS MADE EASIER WITH  
SPECIALIZED TOOLS  
Page 24

▲ Smart Business  
MORE CONVERSATIONS WITH  
EMPLOYEES WILL IMPROVE  
PERFORMANCES  
Page 26



# The Metro<sup>®</sup>

## *Root cutting power at a great price.*

With a capacity of 75 feet of 5/8" Flexicore<sup>®</sup> wire rope center cable, the Metro power drain cleaner can handle roots and other tough stoppages in 3" through 6" lines. And because it's more compact and lighter than other root cutting machines, it's easier to handle in tight spaces, on stairs, and loading into a truck. It's easy on tight budgets, too, because with some clever engineering, we've been able to offer you the Metro at a very attractive price.

For more information call the Drain Brains<sup>®</sup> at 800-245-6200 or visit [www.drainbrain.com/metro](http://www.drainbrain.com/metro)

- Variable speed power cable feed drives and retracts 9/16", 5/8" and 3/4" cable at up to 20 ft. per minute.
- Heavy-duty powder coated steel drum holds 100 ft. of 9/16" cable for inside lines, 75 ft. of 5/8" cable for roots, or 50 ft. of 3/4" cable for tough jobs.
- Ten inch heavy duty wheels roll easily over rough terrain and V-belt stair climbers let you take the Metro up a flight of stairs yourself.
- Truck loading wheel in the handle makes it easy for one person to lift the machine onto a truck bed, and handle quickly folds to take less room in your truck.

**General**  
**PIPE CLEANERS**  
[www.drainbrain.com](http://www.drainbrain.com)

***The toughest tools down the line.™***



MADE IN USA

©General Wire Spring 2018



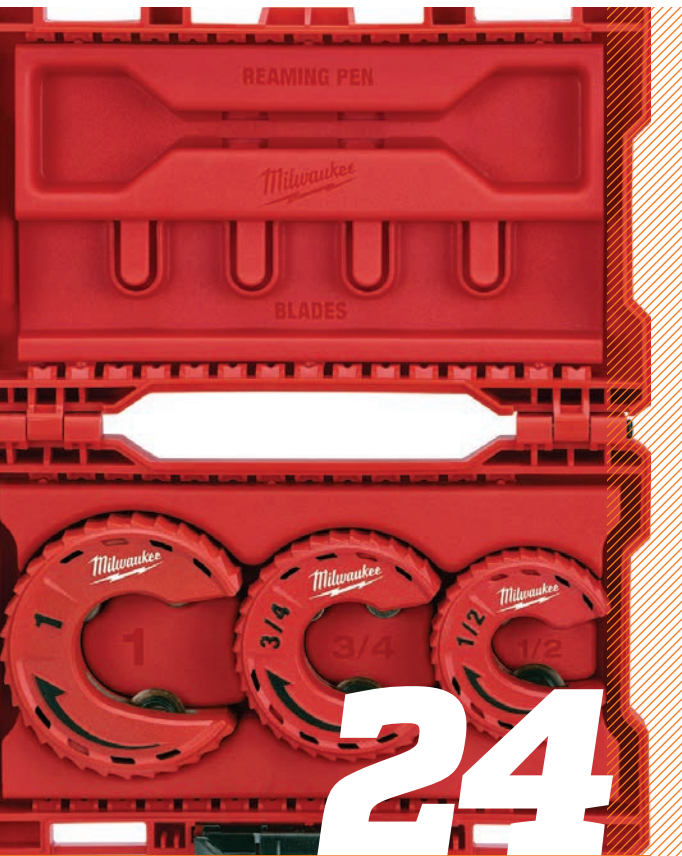
**TRIC**<sup>®</sup>

# MONEY MACHINE.



What are these guys watching? Well, for one thing, they're watching profits go up. They're replacing a home sewer lateral trenchlessly with a pipebursting system made by TRIC Tools, Inc., the company that started it all.

For more info visit [www.trictools.com](http://www.trictools.com) or call 888.883.8742



**On the ROAD**

**No Space? No Problem.**

By making it easy to cut pipes in close quarters, Milwaukee Tool tube-cutting tools ramp up productivity for Milwaukee-area plumber.

- By Ken Wysocky



**On the Cover**

Linda Hudek, owner and operator of LH Plumbing Services, cleans a sewer line at a commercial property in Fairfield, Ohio, using a Jetters Northwest jetter and a RIDGID camera system. Hudek started her company in 2010 and offers services such as drain cleaning, plumbing repair and trenchless drainline rehab to an area 20 miles around Fairfield.

Photography by Amy Voigt

**Coming Next Month - Drain Cleaning**

- ▲ Plumber Profile: L.D. Smith Plumbing (Indianapolis)
- ▲ On the Road: Spectra laser level

**8 From the Editor: The Can-Do Attitude**

Being self-motivated and resilient can come together as a good thing for you and your company.  
- By Cory Dellenbach

**10 @plumbermag.com**

Check out our exclusive online content.

**12 Profile: Building a Reputation**

Young contractor invests in the right equipment and relationships to build a successful plumbing operation.  
- By Ken Wysocky

**20 In the Shop: The Real Benefit of Vehicle Tracking**

Keeping tabs on your service vans and trucks can help improve customer satisfaction and keep technicians safe on the road.  
- By Robert Hall

**26 Smart Business: Annual Employee Reviews Aren't Enough Anymore**

Want a more productive and successful team? Get going with more frequent conversations about each employee's performance and plans for the future with your company.  
- By Kate Zabriskie

**30 Industry Insider: Creating a Corporate Culture**

Taking care of your crews and thanking them for a job well-done can go a long way in creating a positive environment.  
- By Anthony Pacilla

**34 Product Focus: Service Vans, Fleet Management**

- By Craig Mandli

**38 Case Studies: Service Vans, Fleet Management**

- By Craig Mandli

**42 Industry News**

**44 Product News: Product Spotlight: High-torque cleaning**

- By Craig Mandli

**46 Calendar**

**75** YEARS OF  
 *durable*   
EQUIPMENT FOR  
 *expert*   
CUSTOMERS.

**Marvin Little**  
Spartan Tool  
Employee Since 1987



CABLE MACHINES | VIDEO INSPECTION | HYDRO JETTERS

SHOP ONLINE [SPARTANTOOL.COM](http://SPARTANTOOL.COM)  
OR BY PHONE 800.435.3866

1506 W DIVISION ST MENDOTA, IL 61342

**WOMEN  
OWNED™**

Exclusively serving plumbing contractors and franchisees

**ALLAN J. COLEMAN**  
SINCE 1905

Allan J. Coleman Co. .... 27

Allen Co. .... 39

American Jetter ..... 49



Bradford White Water Heaters ..... 21



Cam Spray ..... 28



Central Oklahoma Winnelson .... 22, 47

Closing Commander ..... 31



Duracable Manufacturing Company .. 33

Easy-Kleen ..... 49

FastEST, Inc. .... 49



Fluidmaster ..... 37



Formadrain Inc. .... 32



General Pipe Cleaners/  
General Wire Spring. .... 2

Hot Jet USA. .... 50

Lowe's Companies, Inc. .... 17



MyTana Manufacturing. .... 9

NexTraq ..... 23



Perma-Liner Industries, LLC ..... 52



Picote Solutions ..... 43



Pipe Lining Supply ..... 51

Pulsar 2000, Inc. .... 41

Ranger Design ..... 29

RUGID ..... 28, 47

ServiceMaster Restore ..... 19

Shark Bite, a Reliance  
Worldwide Corp. (RWC) ..... 11



Spartan Tool ..... 5

Texas Truck Racks ..... 41

TRIC  
breaking tradition.™

TRIC Tools, Inc. .... 3

TURBO FOG Division  
of Kingscote Chemicals ..... 49



Ultra Shore ..... 43

VT Hackney/Hackney ..... 39



Water Cannon, Inc. - MWBE ..... 7

WWETT Show. .... 48

Classifieds ..... 46

What you learn on these pages could be worth

**\$1,000s**

It's all yours for FREE! Subscribe/Renew today.  
www.plumbermag.com 800/257-7222

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

**SUBSCRIPTION INFORMATION:** A one-year (12-issue) subscription to Plumber in the United States or Canada is free to qualified subscribers. A qualified subscriber is any individual or company in the United States or Canada that is involved in the inspection, cleaning, repair and installation of residential and commercial sewer lines. Non-qualified subscriptions are available at a cost of \$60 per year in the United States and Canada/Mexico. Subscriptions to all other foreign countries cost \$80 per year. To qualify, visit [www.plumbermag.com/order/subscription](http://www.plumbermag.com/order/subscription) or call 800-257-7222.

Our subscriber list is occasionally made available to carefully selected companies whose products or services may be of interest to you. Your privacy is important to us. If you prefer not to be a part of these lists, please contact Nicole at [nicole@colepublishing.com](mailto:nicole@colepublishing.com).

**CLASSIFIED ADVERTISING:** RATE: No Photo Classified \$25 for 20 words, each additional word \$1. All classified advertising must be PAID IN ADVANCE. DEADLINE: Classifieds must be received by the first of the month for insertion in the next month's edition. PHONE-IN ADS ARE NOT ACCEPTED. Ads may be faxed only when charging to MasterCard, VISA, Amex or Discover. Please supply all credit card information with faxed ads. Be sure to include your phone number (with area code) in your ad. Make checks payable to COLE Publishing Inc. and mail with classified ad to the address above. CLASSIFIED ADVERTISING APPEARS NATIONWIDE AND ON THE INTERNET. Not responsible for errors beyond first insertion.

**DISPLAY ADVERTISING:** Contact one of our sales staff at 800-994-7990. Publisher reserves the right to reject advertising that in its opinion is misleading, unfair or incompatible with the character of the publication.



Ann Richmond



Winnie May

**REPRINTS AND BACK ISSUES:** Visit [www.plumbermag.com](http://www.plumbermag.com) for options and pricing. To order reprints, call Jeff Lane at 800-257-7222 (715-546-3346) or email [jeff.lane@colepublishing.com](mailto:jeff.lane@colepublishing.com). To order back issues, call Nicole at 800-257-7222 (715-546-3346) or email [nicole.labeau@colepublishing.com](mailto:nicole.labeau@colepublishing.com).

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

© 2018 COLE PUBLISHING INC.

No part may be reproduced without permission of the publisher.

[facebook.com/PlumberMag](https://www.facebook.com/PlumberMag)

[twitter.com/PlumberMag](https://twitter.com/PlumberMag)

[youtube.com/PlumberMagazine](https://www.youtube.com/PlumberMagazine)

[linkedin.com/company/plumber-magazine](https://www.linkedin.com/company/plumber-magazine)



**35**  
CELEBRATING YEARS OF SERVICE

# Pressure Washers, Replacement Engines Pumps, Parts & Accessories

WaterCannon.com

1.800.333.WASH (9274)



**HONDA  
GX  
SERIES**



**VERTICAL  
AXIAL  
PUMPS**

### PUMPS WITH BUILT-IN UNLOADER & INJECTOR



**HORIZONTAL TRIPLEX  
PUMPS**

**3/4"**



**HORIZONTAL  
AXIAL  
PUMPS**

### GAS FLANGE HOLLOW SHAFT PUMPS



**1"**

**1"  
Contractor  
Duty**



**DIRECT MOUNT  
UNLOADER  
CONTROL  
SETS**

### ELECTRIC FLANGE HOLLOW SHAFT PUMPS



**TRAPPED PRESSURE  
UNLOADER VALVES**



**DIRECT MOUNT UNLOADER  
CONTROL SETS**

### SOLID SHAFT PUMPS



**FLOW SENSITIVE  
UNLOADERS**

**PUMP MOUNTED  
UNLOADERS WITH EXTERNAL  
BYPASS**

**SAFETY PRESSURE RELIEF  
(POP-OFF) VALVES**



**INDUSTRIAL UNLOADER  
VALVES & REGULATORS**

**THERMAL  
RELIEF VALVES**

**EASY START  
VALVES**

**JETTER  
VALVES**

**Industry Trained Staff** available from 8:30 a.m. to 6:00 p.m. weekdays E.S.T.

Water Cannon, Un contacto en Espanol: llama al: 1.800.917.9274

Orlando | Phoenix | Minneapolis | Hattiesburg | Melbourne | Toronto | Bogota  
International: 1-321-800-5763

**Water Cannon**  
is proud to be a  
**MWBE**



Cory Dellenbach

## The Can-Do Attitude

Being self-motivated and resilient can come together as a good thing for you and your company

**H**aving a can-do attitude is a must in this industry. You can't walk into a customer's home and say, "I can't repair this" or "I can't look at it for you." If you did, you wouldn't be in business very long.

Linda Hudek and Joe Holtz — both contractors featured in this issue — needed that can-do attitude to do what they do successfully.

There are three simple ways to developing that type of attitude for yourself and your company.

### BECOMING SELF-MOTIVATED

Holtz saw a problem that needed to be resolved. As many plumbers do, he was responding to customers who had jobs where cutting pipes in close quarters is required.

He was tired of trying to find a cutting tool small enough, or one that helped him know which way to turn no matter which way he looked at it, so he started looking at his options.

Holtz, owner of Milwaukee Plumbing in Milwaukee, found his solution as you'll read more about in the On the Road feature this month. He found a cutting tool that seemed like it was built just for him and it's made his work much easier.

Holtz didn't sit on his hands and wait for someone to come to him with a solution, he took it upon himself to seek out an easier way to work.

### DEVELOP RESILIENCE

Being resilient can help you to bounce back more quickly when something does not go your way. This is important for a can-do attitude because you may sometimes have to deal with setbacks.

Having that can-do attitude can put you and your company in a better position to grow and be there for the customers when they need you the most.

Hudek recalls when she first started working for her dad and messed something up with a backhoe. "I tried to grade out an area and made an absolute mess of it," she says. "I cried in front of him. He said, 'Why are you crying? That's not going to fix anything!' He taught me that without determination and resilience, I wasn't going to go very far in this business."


Having the resiliency to bounce back from that error and keep learning allowed her to grow into a well-respected plumber and operate her own company, featured in this issue.

### REMEMBER THE BIG PICTURE

In the end, you have to remember the big picture — you and your company. You should be striving to set an example to your own employees and others in the industry.

Having that can-do attitude can put you and your company in a better position to grow and be there for the customers when they need you the most.

How has your can-do attitude helped you with your company? Email me at [editor@plumbermag.com](mailto:editor@plumbermag.com) and let me know. I enjoy hearing from all of our readers.

Enjoy this issue! 



- + CABLE MACHINES
- + INSPECTION SYSTEMS
- + JETTERS
- + LOCATORS
- + ACCESSORIES



# POWER THRU™

drain tools built to prevail

## Capability That Means Business.

Your reputation—it's on the line with every service call. Trust MyTana drain tools to find and fix tough problems quickly, the first time. Our pro-grade equipment and accessories equip you for any challenge, and come backed by our legendary service team.



**YOURS FREE!\***  
50-pg drain service notepad,  
request at [mytana.com/notepad](http://mytana.com/notepad)

\* no purchase necessary



(866) 948-7576  
[www.mytana.com](http://www.mytana.com)

 made here



# @plumbermag.com

Visit the site daily for new, exclusive content.

Read our blogs, find resources and get the most out of *Plumber Magazine*.

## OVERHEARD ONLINE

*"We want to offer as many perks as possible. We're trying to encourage people that we're just not investing in their financial gain. It's about their well-being as an employee."*

— *Attracting Plumbing Talent Through Unique Perks*

▶ [plumbermag.com/featured](http://plumbermag.com/featured)



## A SAFE FLEET

**Keep Employees Safe While On The Road**

No matter how large or small your fleet is, your technicians spend a lot of time in or around their service vehicles. Following proper vehicle safety protocols is ultimately on your employees, but the chances of them doing so is more likely if you make it easy for them. This online exclusive looks at various gear you'll want to keep in mind when it comes to vehicle safety.

▶ [plumbermag.com/featured](http://plumbermag.com/featured)

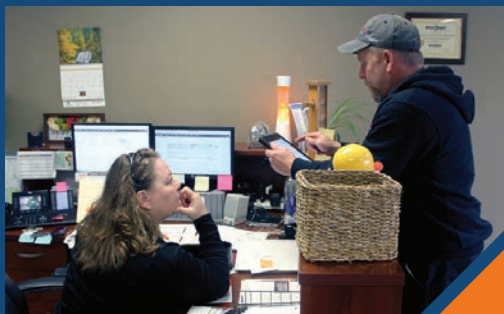


## JETTING KNOW-HOW

**Selecting the Right Water Jetter For Your Business**

In a previous article, we covered the basics of jetting — the kinds of water jetters available and how they work. This online exclusive continues the series by taking the next step and looking at how to go about selecting a jetter that best suits your specific needs.

▶ [plumbermag.com/featured](http://plumbermag.com/featured)



## TEAM BUILDING

**Maintain a Good Relationship Between Office and Field Staff**

Do your office staff and field staff get along? If the answer is no, think about the daily stress that places on your employees and how it may affect your retention efforts. Nobody wants to go to work in a battlefield every day. Office employees and field employees play different roles within a company, but it's still vital that they have a healthy relationship. This online exclusive offers some advice on the topic. ▶ [plumbermag.com/featured](http://plumbermag.com/featured)



Join the Discussion

Facebook.com/PlumberMag  
Twitter.com/PlumberMag

## NEWS & ALERTS



Visit [Plumbermag.com](http://Plumbermag.com) and sign up for newsletters and alerts. Get exclusive content delivered right to your inbox on topics important to you!

**FASTER INSTALLS  
FEWER ERRORS  
MORE PRODUCTIVITY  
MORE  
JOBS DONE**



**PREFERRED  
BY THE PRO**

**NOTHING  
BEATS  
THE SHARK**

[sharkbite.com](http://sharkbite.com)

#NothingBeatsTheShark



Eligible for



SharkBite is a part of the RWC global network.

PLUMBING  
SERVICES  
513  
MASTER  
JETTING C  
ACKFLOWS



# BUILDING A REPUTATION

Young contractor invests in the right equipment and relationships to build a successful plumbing operation

By Ken Wysocky | Photography by Amy Voigt



*LH Plumbing Services, Fairfield, Ohio*

<b>OWNER</b>	Linda Hudek
<b>FOUNDED</b>	2010
<b>EMPLOYEES</b>	1
<b>SERVICES</b>	Drain cleaning, plumbing repair and trenchless drainline rehab
<b>SERVICE AREA</b>	20-mile radius around Fairfield in southwestern Ohio

**M**aster plumber Linda Hudek has learned many important business lessons since she established her business, LH Plumbing Services in Fairfield, Ohio, in 2010. But there's one takeaway that stands above the rest: Trying to build a successful business as the lowest-cost plumber in town is a recipe for failure.

Hudek, age 30, concedes that early in her career, she charged less than she should have, just as many other plumbers feel compelled to do in order to gain customers. One reason was the economy at the time, which had slumped into a deep and prolonged recession. The other centered on her primary clientele back then — mostly commercial accounts that she felt she couldn't afford to lose.

"I was afraid I wouldn't have enough work, so I'd cave in to general contractors and customers," she recalls. "I felt that I needed to keep these people happy because they're my bread and butter and without them, I'd fail."

The tipping point came during a service call for a commercial contractor. When Hudek arrived at the company to perform backflow tests, she saw another plumbing

company's truck on site. Turns out they were completing a project on which Hudek had bid.

"I learned that they beat my price by \$100," she says. "I'd bent over backward many times over the years to accommodate that customer. But in the end, there was no loyalty to me — they were always going to go with the cheapest guy, no matter how long I worked for them. The relationship didn't matter."

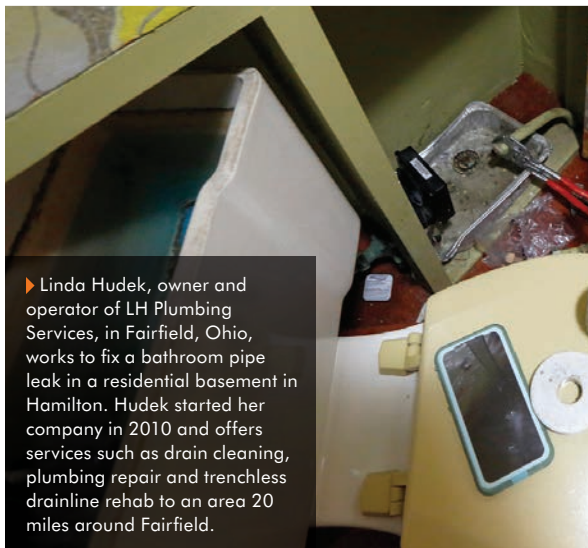
The upshot? As she finished the job, Hudek came to the painful realization that this customer would continually be slow to pay and quick to complain about pricing. So she gave the stack of backflow reports to a receptionist and told her to tell the owner she didn't want to work for the company any more. "From then on, I started working for people who respected me and respected my work," she explains. "Now I tell people that I'm not a cheap plumber and I don't do cheap work."

"I explain to them that they're paying me for my expensive equipment investments and my knowledge and expertise," she continues. "The people that buy into that concept are my customers. Everyone else can go pound sand."

"Learning to say no to those kind of customers was huge," Hudek adds. "And I'm always trying to get other plumbers to realize they have to stop prostrating themselves before these guys like they're our lords and masters."

“Now I tell people that I’m not a cheap plumber and I don’t do cheap work. I explain to them that they’re paying me for my expensive equipment investments and my knowledge and expertise.”

*Linda Hudek*



▶ Linda Hudek, owner and operator of LH Plumbing Services, in Fairfield, Ohio, works to fix a bathroom pipe leak in a residential basement in Hamilton. Hudek started her company in 2010 and offers services such as drain cleaning, plumbing repair and trenchless drainline rehab to an area 20 miles around Fairfield.



## Making investments in drain cleaning equipment enhance revenue growth, customer satisfaction

It's not unusual for plumbers to take a pass on drain cleaning. Master plumber Linda Hudek, the owner of LH Plumbing Services in Fairfield, Ohio, used to do just that, owning only the bare minimum of small draining-cleaning equipment and subbing out larger jobs to local contractors she trusted.

But the shoe now is on the other foot. After Hudek decided to invest in various kinds of drain cleaning equipment and pipeline inspection cameras, nearly a dozen local plumbers now hire her to handle their drain cleaning needs. As a result of those investments, Hudek now provides more efficient one-stop-shop services for her customers and amps up her revenue and profit margins — a win-win situation if there ever was one.

"It was a no-brainer," says Hudek, 30, who started her business in 2010. "I saw an opportunity — the market was there. I was getting enough requests that I knew investing in cameras and jetting equipment would pay off.

"Not only are those machines huge moneymakers, they totally diversified my abilities and company," she continues. "I went from someone who was just barely into drain cleaning and subbing things out to being able to take care of almost any problem. I want to offer my customers complete service."

Sure, the equipment represented a significant capital investment. But the financial results prove the validity of the old adage about the need to spend money to make money: Hudek posted two record quarters revenue-wise in the last quarter of 2017 and the first quarter of 2018. And this year she's on pace to double her revenue compared to 2015 and prior years.

### KNOWLEDGE IS POWER

Educating customers about the value of the services Hudek provides goes a long way toward easing their concerns about higher rates. As such, she emphasizes that plumbers who want to charge more than prevailing local rates must be prepared to answer the inevitable question about why their rates are higher.

"I tell them I'm not just some Handy Andy or Joe Schmuck that doesn't even have a plumber's license," she explains. "I tell them they're paying me because I'm a professional and I'm taking on the liabilities that come with the job. They need to know they're not my guinea pigs — that I've been doing this for X amount of years and know what I'm doing.

"I can't attest to whether a customer can afford my services," she adds. "But I can attest to why I charge what I charge and why my expertise is valuable enough to charge what I charge."

Hudek says she's figured out how much time it takes on average to perform certain services, as well as her overhead expenses and costs of materials. Armed with those details, she's created her own flat-rate pricing system that provides adequate profit margins.

"I do not use a flat-rate price book," she says. "I use Linda's flat-rate price book. I'm probably charging double what others charge, but others don't use a camera to make sure roots are completely out, for example, or provide customers with a copy of the inspection video. Or back up their work with solid guarantees and extended warranties.

"When you're confident in your work, providing extended warranties isn't an issue," she points out. "And it's a huge



▲ Linda Hudek applies some glue to a new valve for installation.

◀ Hudek speaks with her customer, Richard Pffirman, about his pipe problem in his basement.

relief for customers to know that you are confident in your work. That's added-value in the extreme."

Sometimes customers say Hudek's rates are too high, and that's fine, she concludes. "But others go with me because I took the time to explain to them exactly what they're getting for their money," she says.

### FROM AGRICULTURE TO PIPE WRENCHES

Becoming a plumber initially didn't register on Hudek's career radar. In fact, she had planned to study agriculture on a scholarship awarded by Ohio State University. "I wanted to study horticulture and get into cut-flower farming," she says. But fate intervened during the summer before her senior year in high school, when she worked for her father, John Hudek, a master plumber and the owner of J&H Mechanical Contractors in Somerville.

"After I graduated from high school, I went to work for him full time," she explains. "I found I really liked working with my hands. I also liked the constant variety — the type of jobs and the people I met and worked with were never the same.

"I just enjoyed the controlled chaos," she adds. "I knew I'd never be bored because there's always a new challenge; and you have to use your head and think every day because you're always getting thrown into new situations where it's basically sink or swim."

While working full time for her father, she also attended night classes at Miami University of Ohio and earned a degree in small-business management, with a minor in real estate, in 2009. "Sometimes my dad's employees would drop

“We often work together and refer work to each other when we have too much work to handle. Most of us are very close, and we don't talk badly about each other or steal each others' customers.”

*Linda Hudek*

me off at school after work and I'd be covered in mud and janitors would get on me," she recalls.

Hudek knows of several other female plumbers in Ohio. But anyone who thinks she became a plumber to become a poster child for breaking the industry's glass ceiling is mistaken. "I didn't become a plumber to prove a point," she states. "Male or female doesn't matter. I'm a good plumber who's earned the respect of my fellow plumbers and my customers. That's what matters. My work speaks for itself."

LH Plumbing Services' Facebook page reflects that respect, with numerous testimonials from customers. A look at the site reveals 1,845 likes and nothing but five-star reviews (from 114 customers).

"Linda is extremely knowledgeable and great to work with," reads one customer's review. "When I was interviewing plumbers to install a tankless water heater, she was the only one who mentioned the specific code requirements or getting a permit and inspections. She did a great job at a

▼ Linda Hudek gets her equipment out of her 2017 Homesteader 7x14 TA Enclosed Trailer in order to clean a sewer line at a commercial property.

reasonable price. Last Sunday morning, there was water spurting from a connector in my sump discharge pipe. I called her and she came over and fixed it that day. She's the best!"

## NETWORKING PAYS OFF

The company's Facebook page also includes comments from other plumbers — even some from outside Ohio. In fact, she says a group of one-man shops in her area operate as friendly rather than cutthroat competitors. "We often work together and refer work to each other when we have too much work to handle," she explains. "Most of us are very close, and we don't talk badly about each other or steal each others' customers. It works out very well."

On a broader scale, Hudek says that through Facebook, she's also established solid and fruitful long-distance relationships with other plumbers that have contributed immeasurably to her success. She credits colleagues like Thomas Carlisle, the owner of Underground Connections in Wooster; Ben Kohn, who runs Sinks to Sewers in Ventura, California; and Nathan Hudelson, the owner of Schlueter Plumbing in Cincinnati.

"I joined a Facebook group called Plumbing Hacks, which has about 20,000 members," she explains. "And through that, I was introduced to other groups, including the Sewer Roundtable (Facebook page), which specializes in drain cleaning and drain repair. We post pictures of our jobs, share family events, and discuss various business and work issues.

"By joining the groups and posting pictures of my work and my thoughts on things such as pricing, I've met a lot of plumbers, including local guys I actually didn't know existed," she continues. "I've learned a lot from these people — received business advice or heard about equipment I otherwise might not know about."

A good example is PipePatch, a trenchless spot repair system for pipelines made by Source One Environmental. Hudek purchased a PipePatch system in summer 2017 for roughly \$4,000 and says it has already paid for itself.

In particular, she says Carlisle and Kohn helped her understand the value of investing in better drain cleaning equipment that could diversify her services. They also taught



**TO LEARN MORE ABOUT LH PLUMBING SERVICES, take a look at a video profile of the company at [www.plumbermag.com](http://www.plumbermag.com).**

her how to make jetting more profitable, she says. "When I told them how often I had to use other companies to jet work for me and how often the equipment I had at the time couldn't get the job done, they helped me realize that I had enough work to purchase better equipment," she says.

Hudek says that fellow plumbers also took time to educate her about how to jet more effectively. Some even showed her their inspection videos, she notes — a valuable instructional tool. "I learned a lot from them about things like the proper methods to inspect and record, as well as better jetting techniques," Hudek says. "Their advice has been invaluable. And their friendship even more so."

## EQUIPMENT MATTERS

To provide good customer service, Hudek runs a Chevrolet Silverado 3500 pickup truck that tows a 14-foot enclosed trailer built by Homesteader. The pickup carries a saddle toolbox and a Pack Rat pullout drawer unit from Weather Guard (a brand owned by the Werner Co.). She prefers power tools built by Milwaukee Tool, RIDGID and Hilti.

For drain cleaning, which generates about 45 percent of the company's revenue, Hudek relies on a RIDGID K-1500 sectional machine; a Jetters Northwest 4009 Brute water jetter (4,000 psi at 9 gpm), skid-mounted inside the trailer; a

Continued ▶



## KNOW HOW:

KNOWING YOUR SOLID  
REPUTATION KEEPS  
BUSINESS COMING IN

## KNOW WHERE:

FINDING REPUTABLE  
BRANDS AT LOWE'S  
TO KEEP IT THAT WAY

### PROS IN THE KNOW START WITH LOWE'S

Whether planning ahead for the next job or making an emergency supply run, we make getting what you need convenient by having the brands you know and trust in stock every day. Plus, save time by ordering ahead online and picking up your order at our Pro Desk.

**LOWE'S**  
ProServices

Speedroter drum machine made by General Pipe Cleaners/General Wire Spring; a RIDGID K-50 sectional machine; and a Flex Shaft drain cleaning cable made by Clog Squad. Hudek uses cutter heads and chain knockers made by Seweri Finland Oy and also owns two inspection cameras made by RIDGID (a SeeSnake nanoReel and a SeeSnake microReel), plus an Opticam unit manufactured by Insight Vision Cameras.

Starting out from scratch, back when she didn't have anywhere near as much equipment as she does now, wasn't easy. Hudek says she struggled early on, subsisting on jobs passed to her by her father or working as a subcontractor for other plumbers. The recession only made things worse.

"I was able to pay my bills and that was about it," she says. "I tried some coupon magazines for advertising, but I'd never do that again. All I got were calls from people who were looking for cheap work and didn't want to pay anything. So for the most part, I relied on word-of-mouth referrals ... and it kind of blossomed from there."

### CAN-DO ATTITUDE PAYS OFF

Just as important as her skills during those years was her attitude, reflected by her company's short-and-sweet slogan: "Can do!" Hudek picked that up from her father, who was a Seabee in the U.S. Navy. (The nickname Seabees stems from the acronym for the group's formal name, the U.S. Naval Construction Battalion.)

"Can do" is the Seabee's motto, along with, "The difficult we do now, the impossible takes a little longer." Hudek says that her father started calling her the "can-do kid" when she was a youngster. "He still calls me that, and it means a lot to me."

Hudek credits other factors of her success, too. "No. 1 is Jesus Christ, who's blessed me with the abilities to do what I'm able to do. Then there's my dad, who taught me about determination.

"I remember when I first started working for him, I messed something up with a backhoe," she continues. "I tried to grade out an area and made an absolute mess of it. I cried in front of him. He said, 'Why are you crying? That's not going to fix anything!' He taught me that without determination and resilience, I wasn't going to go very far in this business."

Providing good customer service also has paid big dividends. That includes doing the little things right, like not leaving a messy job site when she completes a job. "I really go the extra mile to clean things up," she says. Educating customers also has been critical, she says, noting that it's important to explain to customers what they're getting for their money.



▲ Hudek tightens the packing on a hose bib at a residence.

She also uses small-ball marketing techniques, such as giving customers refrigerator magnets and pens with her company's name on them.

### THE PRICE IS RIGHT

As for the future, Hudek says hiring a technician is the only way she could significantly further grow her business, given that she usually is working at full capacity. But managing employees can be stressful, so she plans to keep enjoying the freedom that comes from running a one-person shop, not to mention the great profit margins.

"In three to five years, I might have employees," she says. "Then again, maybe not. But I don't mind the unknown." But will she keep on investing in new productivity- and profitability-enhancing equipment and providing great customer service? Can do. 📍

### Featured Equipment

**Clog Squad**  
616-399-6775  
www.clogsquad.net

**General Pipe Cleaners/  
General Wire Spring**  
800-245-6200  
www.drainbrain.com  
Ad on page 2

**Hilti, Inc.**  
800-879-8000  
www.us.hilti.com

**Insight Vision Cameras**  
800-488-8177  
www.insightvisioncameras.com

**Jettors Northwest**  
877-901-1936  
www.jettorsnorthwest.com

**Milwaukee Tool**  
800-729-3878  
www.milwaukeetool.com

**RIDGID**  
800-474-3443  
www.ridgid.com

**Seweri Finland Oy**  
www.seweri.com

**Source One Environmental**  
810-412-4740  
www.s1online.com



# NEW INDUSTRY. NEW SERVICE OFFERINGS. MORE OPPORTUNITIES TO HELP YOUR CUSTOMERS.

ServiceMaster Restore® may be the best opportunity to expand your business offerings and increase your value in the marketplace.

Take your business to the next level with ServiceMaster Restore. By joining this trusted brand, you'll benefit from:

- National accounts with potential for revenue. \*
- Expert business and technical support.
- Extensive, ongoing training and education.

 **CALL 833.766.5193**  
or visit [smrestorefranchise.com](http://smrestorefranchise.com) today.

\*Not available in all areas. Referrals not guaranteed.

The franchise sales information in this communication does not constitute an offer to sell a franchise. The offer of a franchise can only be made through the delivery of a Franchise Disclosure Document. Certain states require that we register the franchise disclosure document in those states before offering and selling a franchise in that jurisdiction. NY NOTE: This Advertisement is not an offering. An offering can only be made by a prospectus filed first with the Department of Law of the State of New York. Such filing does not constitute approval by the Department of Law. Moreover, we will not offer or sell franchises in those states until we have registered the franchise (or obtained an applicable exemption from registration) and delivered the franchise disclosure document to the prospective franchisee in compliance with law. ServiceMaster Residential/Commercial Services L.P. Minnesota File No. F7462. ServiceMaster Residential/Commercial Services L.P., 150 Peabody Place, SMC-7000, Memphis, Tennessee 38103-3720.

Financing is available through The ServiceMaster Acceptance Company L.P. ("SMAC"), a ServiceMaster company, to credit qualified individuals.

© 2018 ServiceMaster Residential/Commercial Services L.P. All rights reserved.

# The Real Benefit of Vehicle Tracking

Keeping tabs on your service vans and trucks can help improve customer satisfaction and keep technicians safe on the road *By Robert Hall*

**T**here's no way around it: Running a business in the plumbing industry means a lot of time on the road. You and your personnel drive to and from jobs all day.

On any one day, you may have several plumbers out at the same time, and keeping track of everyone's location and projects can be tough. That's where a global positioning system comes in. Designed to seamlessly and conveniently track your vehicles' locations and travel times, a GPS gives you real-time information on where your plumbers are and when.

Consider some of the top benefits that come from GPS tracking for plumbing companies like yours:

By being proactive in providing customers with delivery or service call arrival information, you give your customers a better overall experience.

## GIVE REAL-TIME UPDATES

How many times have you had to take half a day off work to wait for the cable repairman? Did it make you feel excited about working with that company again in the future? Probably not.

Three- to four-hour arrival windows are simply not a great way to make people happy. No one wants to be waiting for a delivery or service call for hours on end. Yet, you know how work in the field goes, and sometimes you can't give customers an exact time that your technician or representative will be at their location. GPS fleet tracking gives you the ability to provide your customer with real-time information about your arrival time. If you know

that your driver will be an hour late because of a hang-up at a stop, you can give this information to the customer, and he or she can fill that time productively.

By being proactive in providing customers with delivery or service call arrival information, you give your customers a better overall experience. When they need what you offer again in the future, they will remember your company positively.

## FASTER ARRIVAL IMPROVES CUSTOMER SERVICE

In addition to giving more accurate, up-to-date arrival times, you will be able to get your workers to your customers more quickly when you have GPS tracking capabilities. When a customer has an emergency and calls you for service, you can look in your tracking program and find the closest employee. Then, you can contact employees to see how long they will be at their current job and send them in a timely manner. If the closest technician won't be available for a while, you can use the system to find the next closest and send him or her instead.

Once the technician is on the road, use the fleet tracking system's routing services to send him or her on the best possible path to the customer's location. Depending on traffic and other delays, this may not be the most direct route. With fleet tracking, you can avoid delays and have a faster arrival time to your customer who is facing an emergency.

## REDUCE DISPUTES BETWEEN CUSTOMERS AND EMPLOYEE

When you have fleet tracking technology installed on your company vehicles, you will know where your vehicles are at all times. This means that you will have a way to verify the number of hours your employee was at the customer's location.

If your customer has a question about the amount of time billed, you will have an accurate record you can turn

Continued ▶

# GET HEAT PUMPED UP™

## With the AeroTherm® Series Heat Pump Water Heater.

Give your customers everything they want in a water heater – and get an easier installation for yourself.

**Outstanding Efficiency.** The unit is ENERGY STAR® certified for year-round energy savings.

**Unparalleled Flexibility.** With 4 operating modes (Heat Pump, Hybrid, Electric, Vacation), customers can choose the level of efficiency and performance they want.

**Bradford White Quality** including superior Vitraglas® corrosion protection and an available 10-year warranty.

**Plus CASH BACK!** The AeroTherm® qualifies for many state and local utility rebates and tax credits.

We designed the AeroTherm® with top connections for easy installation. It's also the only heat pump water heater that can be fully serviced and repaired in the field (both sealed system and electrical).

Learn more at [bradfordwhite.com/aerotherm](http://bradfordwhite.com/aerotherm)

**FOR THE PRO™**

— BRADFORD WHITE IS —  
**AMERICAN  
STRONG™**

  
**BRADFORD WHITE®**  
WATER HEATERS


**Built to be the Best™**



Exceeding customers' expectations with every visit is one of the most effective ways to grow your business.

## IMPROVE YOUR COMPANY'S REPUTATION

If your company is driving marked vehicles and your drivers are using unsafe driving practices, your reputation in the community is suffering. However, once your drivers leave the office or garage, you have little control over their behaviors. Fleet tracking gives you the tools to track driver behavior, so you can put a stop to unsafe driving practices. Improving your company's reputation will help make your customer service more effective because your customers will have a positive idea about your company in mind before you even arrive.

Exceeding customers' expectations with every visit is one of the most effective ways to grow your business. Fleet tracking technology is one tool you can use to do this well. 

*Robert Hall is president of Track Your Truck, a privately held company that provides service businesses with fleet tracking solutions.*

to that shows how long your technician or employee was on site. This, then, eliminates the temptation for employees to pad the bill for time they were not at the location. Accurate billing backed by proof will increase your customers' overall satisfaction with your service.

## LOWERED COSTS CAN BE PASSED ON

Fleet tracking has been proven repeatedly to lower costs for the fleets that use it well. This does not directly affect your customers, but it can if you choose to pass those savings on to your customers. If you can effectively lower your overhead and then lower your prices without reducing your income, you will find that your customers are happier with the services they receive from you. After all, everyone wants to save a little money, right?

## Like something? Hate something? Agree? Disagree?

Share your opinions about *Plumber* articles through our Letters to the Editor. Send a note to [editor@plumbermag.com](mailto:editor@plumbermag.com) | **Plumber**

## YOUR SOURCE FOR



**M18 FUEL™ SWITCH PACK™ Sectional Drum System**



**M18 FUEL™ Drain Snake w/ CABLE DRIVE™**



**Small Bulb Head Attachment w/ RUST GUARD™ Plating**



**TRAPSAKE™ 4' Urinal Auger Replacement Cable**



**M12™ TRAPSAKE™ 6' Toilet Auger**



**5/16" x 25' Inner Core Bulb Head Cable w/ RUST GUARD™ Plating**



**M12™ AIRSNAKE™ Drain Cleaning Air Gun Kit**



**M12™ TRAPSAKE™ 4' Urinal Auger**

CENTRAL OKLAHOMA



**8% ONE YEAR FINANCING AVAILABLE!**  
Longer lease rates also available. Call Keith for details.

**CALL US FOR GREAT PRICING & FREE SHIPPING!**

**WE WILL NOT BE UNDERSOLD**

**- Call Evenings and Weekends**

**Keith: 405-602-9155**

**CALL TOLL FREE: 888-947-8761**

5037 NW 10th  
Oklahoma City, OK 73127

**[www.centralwinnelson.com](http://www.centralwinnelson.com)**

# The all-in-one solution you've been waiting for.

**NexTraq**<sup>®</sup>

A MICHELIN GROUP COMPANY

## GPS Fleet and Mobile Workforce Management

Now is the time to take even better care of the most important aspects of your company—**your reputation for quality service** and the **safety of your people**.

- **Fleet & Asset Tracking:** Find the location of trucks, trailers and more.
- **Mobile Workforce Management:** Combine job scheduling, routing, dispatching and turn smartphones into time clocks.
- **Driver Accountability:** Make safety a priority where it matters most—where the rubber meets the road.
- **Photo & Signature Capture:** Have your team take pictures documenting job status, then have the customer sign off on a job well done.

Contact NexTraq today! **888-251-6401**



# No Space? No Problem.

By making it easy to cut pipes in close quarters, Milwaukee Tool tube-cutting tools ramp up productivity for Milwaukee-area plumber

By Ken Wysocky

**I**t's hard to tell what leaves Joe Holtz at Milwaukee Plumbing more impressed about the Close Quarters tubing cutter from Milwaukee Tool — the way it makes cutting copper pipes in tight spaces so easy or the way the company uses customer feedback to ensure a well-designed product.

Either way, Holtz — whose father, Al Holtz, owns the suburban-Milwaukee company Milwaukee Plumbing — says the Milwaukee Tool tubing cutters feature many small enhancements that subtly boost on-the-job productivity. In short, it's the little

things that count, such as the large black arrow on one side of the bright-red crescent-shaped tools that tells the user at a glance the correct way to turn it while cutting pipe, he says.

"I used to use another tubing cutter, and if you spun it in the wrong direction, it would fall off the pipe," the fourth-year apprentice explains. "Plenty of times you're in a ceiling or in a wall without good lighting and you can't see which way to turn the cutter. My old one had an arrow on it, but it was the same color as the rest of the cutter, so I had to color it with a Sharpie (marker) to make it more visible."



**COMPANY** Milwaukee Plumbing, West Allis, Wisconsin

**TOOL** Close Quarters hand tubing cutters from Milwaukee Tool

**FUNCTION** Cutting pipes in tight spaces

**FEATURES** Three-piece tool set (hand cutters for 1/2-, 3/4- and 1-inch-diameter pipes); chrome, rust-resistant rollers; cutter blades made from high-carbon steel; integrated weep holes for draining water; plastic storage case that holds the three tools, plus slots for pipe reamer and four replacement blades

**WEBSITE** [www.milwplumbing.com](http://www.milwplumbing.com)

**COST** \$45 to \$50

**MILWAUKEE TOOL WEBSITE** [www.milwaukeeetool.com](http://www.milwaukeeetool.com)

▲ One of the cutters from Milwaukee Tool, showing the directional arrow to show plumbers which way to turn. (Photos courtesy of Milwaukee Tool)

## LISTENING TO CUSTOMERS

A chance encounter with Derek Rose, a senior product manager at Milwaukee Tool, led the company to incorporate the black arrow and other features into the product's design. Rose happened to live in a duplex where Holtz was making a service call for a water and wastewater re-pipe job; as Holtz and his colleagues were unpacking their tools, Rose came out and asked them what kind of cutting hand-tools they used. He also saw the makeshift arrow drawn on Holtz's tube cutter.

"He noticed that right away, and when I explained why I did it, he said he'd incorporate a black arrow into the new Close Quarters cutter," Holtz says. "He took my feedback right then and there. I was pretty impressed."

The cutters also feature grooves that indicate which direction to spin the tool. "So if you're up in a ceiling and





▲ Close Quarters hand tubing cutters from Milwaukee Tool in a carrying case that come with the cutters.

can't see the arrow, you can still feel the direction you need to spin it," Holtz explains. "Those situations happen plenty of times."

The Close Quarters cutters, which retail for \$45 to \$50, come in a heavy-duty plastic carrying case that includes slots to store a pipe reamer and four replacement blades. The set includes three cutting tools for 1/2-, 3/4- and 1-inch-diameter pipes, with blades made from high-carbon steel. Chrome rollers resist rust and integrated weep holes allow water to drain from the tool, a feature that Holtz appreciates.

"There's almost always water still in a pipe when you make a cut, and with my old cutter, that water would get inside and the rollers would rust," he says. "But these cutters have weep holes strategically placed around the tool so water can drain out. I used to think it was a trade normal to have rusted cutter wheels, but Milwaukee Tool is great about finding problems that you accept as normal and then perfecting products before they come out."

## IMPROVING PRODUCTIVITY

Established in 2005, Milwaukee Plumbing is based in West Allis and focuses mostly on service and repair plumbing and remodeling projects for commercial and

“Plenty of times you're in a ceiling or in a wall without good lighting and you can't see which way to turn the cutter. My old one had an arrow on it, but it was the same color as the rest of the cutter, so I had to color it with a Sharpie (marker) to make it more visible.”


**Joe Holtz**

residential customers within about a 45-mile radius around Milwaukee. The company runs nine trucks, mostly Chevrolet Express cargo vans, but is transitioning to Ford Transits. It employs about 20 people, including 15 technicians, Holtz says.

Even something as simple as a carrying case makes a difference in terms of improved productivity, he points out. Holtz keeps the case on the step ledge just inside a sliding side door on his van, where it's easy to grab and go to work. "After I'm inside and a wheel breaks, I've got replacements right there," he notes. "If I have to change cutter sizes, they're all right there. If I have to use a reamer, it's right there.

"Also, I'm not very good at leaving tools in one spot on the job," he concedes. "So the carrying case makes it real convenient because it keeps everything in one spot. And if you keep a lot of your tools together, it's a lot easier to find a carrying case than it is to dig around to find three small cutters. In the end, time is money."

The Close Quarters tubing cutters regularly prove their value. For instance, Holtz recalls one job where he had to cut pipes that were hung with bell hangers about a half inch off a wall. He was able to get the job done with a cutter and a straight-jaw plier from Milwaukee Tool. "If you can't fit tubing cutters around a pipe, you can always use a Sawzall and cut it from the side," he notes. "But you don't want your pipes shaking like that if you can avoid it.

"On this particular job, I was able to clip a cutter to the pipe, then grab it with a straight-jaw plier and turn it," he adds. "Unlike a Sawzall, that gave me a straight cut — no need to file it down, and no metal shavings inside the pipe. Like I said before, time is money." 



Kate Zabriskie

# Annual Employee Reviews Aren't Enough Anymore

Want a more productive and successful team? Get going with more frequent conversations about each employee's performance and plans for the future with your company. *By Kate Zabriskie*

**N**ot so long ago, most people in the workplace received feedback once a year during a performance review. An employee didn't expect a development plan, a career track, or anyone to take an interest in his or her professional growth. That responsibility was often a solo activity. In fact, as recently as a couple of decades ago, there wasn't a great deal of help on the road to career success, and most people didn't complain. It simply was what it was.

But times change, and norms evolve. The practice of once-a-year feedback is fast becoming an anachronism and out of place in the modern business setting. The reason the average worker has evolved to expect a steady diet of attention and conversation is debatable and perhaps worth scholarly inquiry. In the meantime, however, a demand for dialogue exists and must be answered.

So, why should plumbing company owners and managers take action? What does it take to establish and maintain an ongoing give-and-take? How can you balance the constant conversation with their own workplace responsibilities?

For some, accepting the new reality means moving past the fact that they came along when life was hard. Sorry, it's time to get with the times, and get over it. Practices have evolved. First-class organizations have career paths, they invest in employee development, and managers engage in regular dialogue with their employees. Bottom line: If you want a top-notch worker, you better start acting like you know what to do with one.

## GET THE CONVERSATION STARTED

Once you've bought into the notion that routine conversation is a must, the next step is knowing how to guide interactions. First, take an interest. Very little builds engagement as well as a manager who seems to genuinely

*As a manager, your job is to focus on the work that gets done and how it gets done. When you pay attention and are specific with your feedback, you show you've spent time to notice what's working and where opportunities exist.*

care for people, promotes their success, and has the ability to develop them. This is not an annual affair. Rather, you've got to have a range of formal and informal conversations throughout the year. To get started, ask questions, and pay attention to the answers.

- "What are you working on that's exciting to you?"
- "What aspects of your job do you enjoy the most?"
- "If you could eliminate parts of your work, what would you stop doing?"
- "If you could try something new with limited chance for failure, what risks would you take?"
- "Tell me a little about what first attracted you to this job. Has anything changed about how you feel about your work here?"
- "How do you feel about our interactions? Do I give your development the right amount of attention, and do you receive the right amount of feedback?"

There is no limit to the questions you could ask. The key is showing a sincere interest in the answers, withholding judgment about what you're told, and taking action when you can.

Continued ▶

# ALLAN J. COLEMAN

SINCE 1905

**Call us today!**  
**773-728-2400**

5725 North Ravenswood Avenue • Chicago, IL 60660 • [info@allanjcoleman.com](mailto:info@allanjcoleman.com) • [www.allanjcoleman.com](http://www.allanjcoleman.com)

**OLDEST NAME IN THE BUSINESS — Over 100 YEARS OLD**



## RP 340 Press Tool

- 31% longer service interval (up to 42,000 cycles) maximizes uptime\*
- More than 400 presses per charge using Advanced Lithium 4 Battery
- LED-light for continued operations in no or low-light environments
- Capacity - ½" to 4" for Copper and Stainless Steel, ½" to 2" for PEX

\*Versus RP 330-B

## MegaPress® Jaws And Rings

- Press connections can be made on a "wet" system
- Flameless system eliminates the need for hot work permits
- Join ½" to 2" commercially available black iron pipe schedules 5 through 40



## PEX-One™ 12V Battery PEX Tool



- One-Handed Operation
- Access Tight Spaces
- Multiple-Size Connections, ½"-1"
- Operates at full power through 150+ crimps

## RP 241 Press Tool



- Multiple Size & System - RIDGID has the only compact press tool that can go up to 1 ¼" on Copper & Stainless Steel; up to 1 ½" on PEX tubing; and up to ¾" Iron Pipe
- Bluetooth Connectivity - Connect to your tool through your phone and manage important information like cycle count and battery life
- New 12V Lithium-Ion Battery - Over 140 crimps per charge
- Jaw Capacities - Copper and Stainless Steel Capacity: ½" - 1 ¼", Pex Capacity: ½" - 1 ½", Steel Capacity: ½" - ¾"

## Standard Series ProPress® XL-C™ Rings

- Patented ring design to make pressed connections for 2 ½" - 4" copper or stainless steel tube
- XL-C Rings and V2 Actuator Jaw include patented swiveling feature that allows the tool to connect to the ring at any angle relative to the tubing be placed +/- 90°, relative to the tubing being pressed, allowing greater access in tight spaces
- Designed in conjunction with the ProPress XL-C fittings, ensuring total system compatibility
- Compatible only with RIDGID® Standard Series pressing tools
- V2 Actuator Jaw features new jaw identification clips, for fast, easy identification of the appropriate pressing jaw



## Authorized PROPRESS Service Center

**TURN AROUND TIME ON MOST TOOLS  
SERVICED IS 48 HOURS OR LESS!**

**RIDGID®**

**We Have  
RIDGID Parts!**

**If you buy the best,  
you are only sorry once!**



## Pressure Washers & Drain Jetting Equipment

### We Custom Build Machines To Your Specifications!

800-648-5011

[www.camspray.com](http://www.camspray.com) | [sales@camspray.com](mailto:sales@camspray.com)

Van and Truck Mount Models Available  
See All The Features And Specifications At [Camspray.com](http://Camspray.com)

### STB Series Trailer-Mounted Drain Jets



- DC-Powered Jet Hose Reel and 4-Nozzle Set
- Pressure Gauge & Hour Meter
- Electric Start with Low Oil Shutdown
- Pumps Handle Fluids Up To 160°
- Lockable Tool and Storage Boxes
- 150' Garden Hose on Manual Reel
- 300 Gal Tank with Low Water Shut Off
- Gearbox Drive Triplex Plunger Pump with Ceramic Plungers and Stainless Valves
- Trailer with Industrial Painted Finish and 15" Aluminum Wheels

**STB4012K**  
\$18,999

- 12 G.P.M. @ 4000 PSI
- 999 CC Kohler
- 400' x 1/2" Hose

**STB3015K**  
\$18,999

- 15 G.P.M. @ 3000 PSI
- 999 CC Kohler
- 400' x 1/2" Hose

**STB2712K**  
\$13,499

- 11.5 G.P.M. @ 2700 PSI
- 689 CC Honda
- 400' x 1/2" Hose

**STB3708K**  
\$13,299

- 8 G.P.M. @ 3700 PSI
- 689 CC Honda
- 300' x 3/8" Hose

**STB4007K**  
\$13,299

- 7 G.P.M. @ 4000 PSI
- 689 CC Honda
- 300' x 3/8" Hose

**TT4025HZ-35**  
\$52,995



- Produces 25 Gallons Per Minute at 4000 PSI
- Hydraulic Slide Out Swivel Reel with 500' x 5/8" Hose
- 74 HP EPA Tier 4 Final Compliant Hatz Turbo Intercooled Diesel Engine
- Air Purge Valve and 18 Gallon Anti-Freeze Tank and Freeze Protection
- Heavily Constructed Trailer with 2" x 4" Steel Tube Box Frame
- 26 Gal Fuel Tank Gives Hours of Run Time on a Single Fill
- Wireless Remote to Control Throttle Up and Down, Water Valve and More
- 350 Gallon Tank with 2" Hydrant Fill
- Features 150' Wash Down Hose and Front-mounted & Over-fender Tool Boxes

Secondly, be observant. As a manager, your job is to focus on the work that gets done and how it gets done. When you pay attention and are specific with your feedback, you show you've spent time to notice what's working and where opportunities exist. In other words, it's important to communicate to people that they matter to you.

### FINDING THE TIME

There is no clock fairy or magic solution to time management and fitting feedback and development conversations into a regular workload. It's an effort that requires discipline. To ensure planned dialogue happens, you need to put formal meetings on a calendar, schedule them at regular intervals, show up on time, and put the smartphone away.

While increased levels of informal feedback and scheduled conversation can seem overwhelming at first, the more often a manager engages, the easier it is, the franker the discussions become, and the greater the understanding between the employee and the manager grows.

With whom should you be having conversations? **P**

*Kate Zabriskie is president of Business Training Works, a Maryland-based talent development firm. Reach her at [www.businesstrainingworks.com](http://www.businesstrainingworks.com).*

## AS TOUGH AS THE GAME YOU'RE CHASING



### Durable Gear for Extreme Conditions



20 QT - \$149.99



45 QT - \$199.99



60 QT - \$239.99



75 QT - \$299.99



833-777-8443  
[RUGIDGear.com](http://RUGIDGear.com)

GET MORE OUT OF YOUR WORK VAN

# RANGER DESIGN PACKAGES ARE DESIGNED SPECIFICALLY WITH YOUR TRADE IN MIND!



Customize your vehicle with our wide range of options to ensure that you can perform with optimal efficiency.

- › Optimized for maximum productivity
- › Adding bins and partskeepers will simplify your daily tasks
- › Our heavy duty shelving will outlast your van
- › Ergonomic design that reduces injuries

## CONTACT US

cs@rangerdesign.com

1-800-565-5321

rangerdesign.com

*Our Promise: To Help You Work More Effectively  
by Providing Organized Storage Solutions.*

**RANGER**<sup>TM</sup>  
DESIGN

**CELEBRATING 30 YEARS  
OF INNOVATION!**



Anthony Pacilla

# Creating a Corporate Culture

Taking care of your crews and thanking them for a job well-done can go a long way in creating a positive environment **By Anthony Pacilla**

**A**s an owner of a plumbing company, have you ever made it the entire way through a company culture article? You would be the first.

As successful as corporate America and their teams of culture consultants can be, they wouldn't stand a chance at any of our companies.

They are a profession of people who get paid for their efforts and, in most cases, not on their results. Corporate America has a constant pool of people to draw from since college has become a staple in society, and their idea of corporate culture has become team gathering events, nap times, trust falls, obstacle courses, ball pits (like the ones McDonald's used to have), and TED Talks. You think I'm joking? Look it up.

That works for the new generation of corporate climbers; it does not work for the two guys you are sending to hand-dig a clay house trap in the zero degree F weather this morning. Two completely different types of people; two completely different types of personalities. We are the last breed of people in America who "work-work."

We don't have a few hours of cooler talk followed by an afternoon of using quick-switch browsers to hide Facebook from our looming boss. We are a brutal workforce.

Plumbers are faced with customer objections and difficult tasks minute by minute until it grinds us into dust. Name one other profession that has to deal with all of that and then collect lots of money the second we are done.

My point here is that if you are like the majority of plumbing firms out there and want to tweak your company culture, I think I have some solutions for you.

## AROUND THE INDUSTRY

Did you know that thousands of plumbers around the country have gone out of their way to buy plumbing pride merchandise and join plumbing groups?

One of the most eye-opening experiences in joining one of the plumbers-only Facebook groups is witnessing what employees are like at home after they punch out for the day.

By the thousands, they post pictures of their garages with the "Plumber Protects the Health of a Nation," "Clog Free Nation," and "For the Love of the Job" posters.

They are sporting hoodies and tees bought online that say things like "Skilled Plumbers Aren't Cheap, Cheap Plumbers Aren't Skilled." They post photos of their work from the day along with thousands of other plumbers who comment with criticism, praise or pointers. Apprentices seek out advice from journeymen, masters, and business owners from around the world.

Plumbers are faced with customer objections and difficult tasks minute by minute until it grinds us into dust.

Contests, giveaways, branding, attitude pieces and meaningful debates are taking place every second of every day. These people are in search of these types of things, so why not provide them with what they are looking for?

## FOR YOUR CREW

Order the pride posters online and hang them proudly in your shop. Make your shop's appearance command respect and instill pride. You should order hoodies that have your company name. If you make it edgy enough, they will wear that hoodie with pride all around town.

Go to job sites where work is being done and photograph their work. At your routine meeting, pull up the job site photos and single out the tech that did such great work. Make sure you point out specifics on what was so impressive about the job and what some of the adverse conditions were that they fought through. Do this at random.

Continued ▶

# Get rid of the stack.

Somewhere in your office is a stack of open estimates full of customers stuck somewhere between “won” and “lost”.

*It's time to unlock the revenue trapped in the stack.*

It's time to get Closing Commander™.



*"There used to be a 3 foot tall pile of estimates in my office. Since we started using Closing Commander™ there are no more piles, and we have booked so much more work, that I am having trouble finding time to schedule jobs in the middle of our slow season! Closing Commander has paid for itself multiple times over, every month I've had it. I could not be happier with this product. Thank you."*

- Jeff Wilensky, Home Service Business Owner, Indianapolis

Read more testimonials and discover the benefits of automated follow-up communication at [www.closingcommander.com](http://www.closingcommander.com)

 **CLOSING COMMANDER**



## Is this the “perfect” lateral lining & spot repair system?

Many installers tell us YES it is, here’s why:

It’s proven for lining laterals and spot repairs since 1994:

- It’s practically indestructible—cures 5 times stronger than industry standards!
- There’s no felt tubes—we use epoxy and woven fiberglass!
- There’s no measuring for transitions!
- There’s 100% no digging—we use existing cleanout. Always!

It’s pulled or pushed into place, so you can place the epoxy liner exactly where you want it. Perfect for spot repairs!

- **Lining T’s, Y’s and Offset Joints:** Tees, Ys and offset joints, are no problem and it doesn’t matter whether you’re doing a 4” to 6” transition or have an offset joint...
- **Exceptional Customer Support:** Includes fully training your people on the ground and support from 8:00am to 8:00pm by engineers...
- **Incredible Strength:** The woven fiberglass and steam-cured epoxy is very strong, predicted to last 50 years-plus...
- **Quality Product:** The finished product is amazingly uniform!

Download your **FREE** Info Kit at [www.Laterals.co](http://www.Laterals.co)

bruce@formadrain.com  
(888) 674-6861 or wwett 1448

Hire a local barbecue pit master and rent a local pavilion annually for a paid Friday afternoon off. Give out annual awards that are professionally framed. Thank your long-term technicians with “years of service” plaques. Consider shoulder patches that have ranks similar to the military system. Have a contest where the winner gets a tool prize package. Get the apprentices a bag of tools on their first full year and say it’s from “all the guys” with a card. Throw in an annual competition of some sort.

The people receiving these awards will post their awards proudly to the community of plumbers.

Use your imagination and tailor your program to your guys, but make sure to put forth effort. Instilling pride and a sense of worth will keep them taking their appearance, van, and work more seriously. At the same time, it will create that positive culture change that you’ve considered. **■**

*Anthony Pacilla has been in the trades since he was 9 years old (family business). He started cleaning toilets, mopping floors and putting fittings away in the warehouse. As he picked up skills, he would add becoming a ground man and laborer. When he was ready, Pacilla became an apprentice and then a journeyman plumber. He graduated college with a business and economics degree and immediately wanted to come back to work in the family business. A few years ago, Pacilla became a licensed master plumber. To contact Pacilla, email editor@plumbermag.com*

Can’t get  
enough  
Plumber?



Since 2016 *Plumber* has been telling your story. Read past issues to relive the articles, news and events of the plumbing industry.

Visit [plumbermag.com](http://plumbermag.com) to read past issues



DURACABLE DALE



WORDS OF WISDOM

— WHEN YOU'RE ON SITE —

ANYTHING

////// CAN HAPPEN. ////

AND WHEN IT DOES, WE'VE GOT YOUR BACK.



CABLES



BLADES



MACHINES



DRAIN CARE  
PRODUCTS

DURACABLE.COM



DURACABLE  
— MANUFACTURING CO —

877.244.0826

WANT PROMOTION INFORMATION? JOIN OUR MAILING LIST ONLINE OR BY PHONE

# Service Vans, Fleet Management

By Craig Mandli

## GPS/Fleet Tracking

### DPL Telematics AssetView Tracking System

The AssetView Tracking System from DPL Telematics is an advanced solution for wireless monitoring and remote tracking of any powered or unpowered asset to improve logistics, manage inventory and curb theft. The small, portable GPS unit is completely self-contained and may be hidden on any asset, installing in seconds. It allows managers to remotely monitor any asset accurately from a robust, internet-based software package and mobile app. It has no external wiring or antenna and no long-term contract. It has internal battery power, long battery life, wireless two-way communication, an IP-67 rated and UV-stabilized design, and dual GPS and GLONASS positioning. Little to no sky view is required. **800-897-8093; www.dpltel.com.**



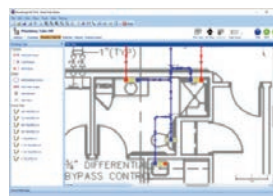
### US Fleet Tracking AT-V4

The AT-V4 4G LTE tracking device from US Fleet Tracking has a compact and sleek design that fits in just about any space on a vehicle or asset. After a simple install, it can help uncover crucial data about vehicles and assets to help a business grow. It provides access to a vehicle's location, speed, and mileage from a desktop or mobile device, helping increase the number of daily service calls. Its alerting feature helps users know when vehicles have entered or exited a specific location such as a client's home or office. Toggle on the live weather and traffic information to get a robust picture of what a team encounters on the streets. It can help provide realistic arrival times for clients. **405-726-9900; www.usfleettracking.com.**

## Business Software

### NexTraq software

NexTraq software provides driver assignments that keep track of who's driving a vehicle on any given day. It can help optimize daily planning, helping drivers accomplish more during the day, and provide fleet tracking to find the location of a single vehicle or the entire fleet. Mapping and geofence service creates locations and zones with simplified 32-point geofencing. Sensors and asset tracking allow operators to know when a driver uses a lift or an asset has been moved. Driver behavior tracking can help correct poor driver habits with the tools needed to coach the team. It also helps automate maintenance schedules and gives alerts when repairs are due. Fleet data is available via smartphone with the NexTraq View app. It can also help simplify electronic logging device compliance, operations, and fuel management. **800-358-6178; www.nextraq.com.**

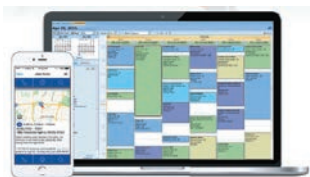


### Avenir Software PlumbingCAD

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.**

## My Service Depot Smart Service

**Smart Service** from **My Service Depot** is a software system that functions as a direct add-on to QuickBooks, adding scheduling, dispatching, invoicing and customer management to the accounting software. It offers real-time integration with QuickBooks Pro, Premier, Enterprise, and Online, allowing users to schedule and dispatch work to their customer base regardless of their preferred QuickBooks platform. It allows service companies to streamline their operations and eliminate waste by automating much of the standard job process. When a customer calls, an office dispatcher will create a job in the scheduler, filling in job notes and assigning the work to a field technician. Once they finish, the job gets sent out electronically to the corresponding technician's mobile device. When that tech arrives at the customer's location, they'll build a digital work order, collect a customer signature, and send the completed paperwork back to the office for invoicing. **888-518-0818; [www.myservicedepot.com](http://www.myservicedepot.com).**



## RouteOptix software

**RouteOptix** software provides specialized functionality for companies to manage and grow business, including improved route productivity, flexibility to tailor the system, enhanced customer retention, and the ability to track return on investment. It includes customer information, optimized routing, dispatch, integrated Bing mapping (including continuous map updates and bird's-eye view), inventory tracking, bar code scanning, fully customizable forms, billing, and an accounts receivable to general ledger interface. Integration to Android devices provides real-time updates of service information and the driver's location, and it helps to obtain signatures, take pictures, provide receipts, enable GPS location/directions, and scan assets. **866-926-7849; [www.routeoptix.com](http://www.routeoptix.com).**



## ServiceCore software

**ServiceCore** software is a QuickBooks-compatible, all-in-one software solution that's custom built for companies in the liquid waste industry. It can help business owners better manage their schedules, customers and inventory. Through route optimization, scheduling, customer management, accounting, and other fundamental features, it is designed to help companies save time and maximize profit. **844-336-0611; [www.servicecore.com](http://www.servicecore.com).**



## Ritam Technologies Summit Proof!



**Summit Proof!** from **Ritam Technologies** is designed for better tracking of customer job sites, current driver locations and inventory on a single map view. It also provides instant confirmations (text or email) to customers and job supervisors when services are completed. Office personnel set up basic customer and job information, and then technicians use their mobile device to scan the unit as delivered/serviced/removed. Field action triggers a selected message (e.g., "service completed," etc.), which is sent to the customer and/or job supervisor, according to their preferences (text or email). Operations managers may view locations and technicians on the same mobile map. This allows emergency dispatch from the office or in the field by quickly identifying the closest technician. **800-662-8471; [www.ritam.com](http://www.ritam.com).**



## simPRO Software

**simPRO** is an end-to-end, cloud-based plumbing and HVAC business management solution that minimizes administrative time and optimizes workflows through the use of various service management, project management, inventory and maintenance planning tools. **simPRO Connect** is the mobile app which connects field technicians to the office for tracking labor and material costs in real time. **simPRO** is compatible with **simTRAC**, a fleet tracking software that monitors the location of vehicles in real time and enables users to reduce costs, schedule smarter and enhance driver safety. **855-338-6041; [www.simpro.us](http://www.simpro.us).**

## Franchises

### 1-800-Plumber

**1-800-Plumber** is a plumbing and HVAC franchise that offers an industry-leading software system along with the true ease of the customers reaching them. The software also provides customers a consistent experience with upfront pricing through Pricebook within their own app. It has five locations nationwide and anticipates opening several additional locations this year. **281-412-4284; www.1800plumberfranchising.com.**



### Rooter-Man

**Rooter-Man** is a national plumbing, sewer, and drain cleaning franchise with over 580 locations in North America. The franchise system offers a low-cost solution to franchise ownership (top 25 inexpensive franchises ranked by Entrepreneur magazine), with a flat-rate pricing system and no royalty on percentage of sales. Franchisees are granted an exclusive franchise license for their chosen territories and become part of a team of independent dealers working together under a nationally recognized trademark and brand. Benefits include equity in a national brand, proven marketing, low franchising overhead, professional training, ongoing support and exclusive discounts on equipment. **800-700-8062; www.rooterman.com/franchise.**



### Zoom Drain Franchise

**Zoom Drain Franchise** pulls from a larger pool of willing and capable people because they don't need skilled techs. Their "green" apprentices practice in training centers, on trucks, and in the field with techs, using comprehensive digital manuals as the training curriculum. Graduating from apprentice to tech is the first step on a career path. The manuals match the specialized configuration of the trucks. The software, tools, equipment and materials are specifically referenced in the procedures and systematically updated on tablets. **877-855-5100; www.zoomdrain.com.**

## Shelving/Cranes



### Ranger Design van shelving

Van shelving from **Ranger Design** is simplified to meet customer needs and easy to install. With a dynamic weight capacity of 250 pounds per shelf, it offers a fit for hauling tools and equipment to and from the job site. It can be tailored to exact needs by adding bins, dividers, parts keepers, drawer units and other accessories. The shelf trays absorb vibrations caused by loose objects, making them quiet. The steel end panels, now a striking powder-coated matte black, offer both quality and visual appeal. Shelving is also available in aluminum for an increase in payload. **800-565-5321; www.rangerdesign.com.**

### Texas Truck Racks cranes

Cranes from **Texas Truck Racks** are tools for lifting sewer machines, water heaters and more. They increase productivity, reduce the risk of back injuries, and turn a two-man job into a one-man job. Add to that a quick return on investment and it is a win-win for the plumber and the business owner. Upper and lower mounting brackets reduce the strain on the floor of the vehicle over floor-mount cranes. Units consume very little valuable floor space. A 3,000-pound-rated winch with mechanical braking is included and holds the load even with power loss. The lift capacity is conservatively rated at 500 pounds. **877-900-0057; www.texastruckracks.com.**



### VT Hackney/Hackney aluminum van shelving

**VT Hackney/Hackney's** aluminum shelving is pre-engineered to fit today's popular van models. Considering vans have less payload capacity than box trucks, all-aluminum shelving equals light weights, with driver and passenger packages totaling less than 500 pounds, allowing the user to carry more payload. Shelves are mounted on vertical tracks, making them easily adjustable and able to store large items such as hot-water heaters. Trays and adjustable dividers allow the user to control how much inventory to store in an organized way. The shelving is designed for self-installation using a detailed installation manual. Its unistrut design makes it durable. **800-763-0700; www.vthackneyparts.com. P**





THE RIGHT PARTS.  
THE RIGHT PRODUCT.  
THE RIGHT CHOICE.



FLUIDMASTER® PRO SERIES PRODUCTS

*"We have never had a failure with Fluidmaster products. Check out this line and you too will switch to Fluidmaster – which are safer to install, saving money and time, and you will have a better overall experience."*

*"I really believe in these products... always have."*

David Ortiz, Owner of Ortiz Plumbing

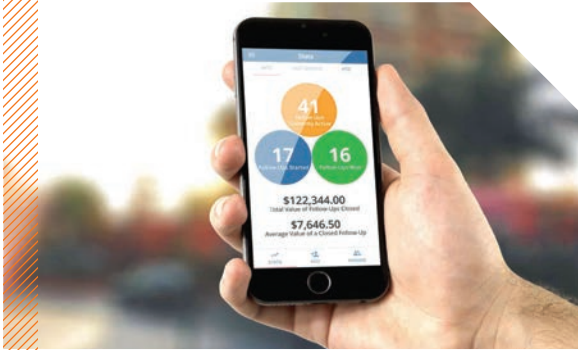
FLUIDMASTERPRO.COM



# Service Vans, Fleet Management

By Craig Mandli

## Application leads to more follow-up communication



**Problem:** Josh Cate, a service business owner in Knoxville, Tennessee, needed a better way to follow up with his customers on quotes. As a business owner and tech, he just didn't have the time to follow up multiple times on each quote he sent out or hunt down customers to gauge their real interest. He knew he was leaving money on the table with each unanswered quote, though.

**Solution:** Cate began using **Closing Commander**, a mobile and desktop app that allows service business owners to automate follow-up communications by sending real emails from users' actual G Suite company email account or Gmail addresses with a real signature and no "unsubscribe" message at the bottom. This authentic and genuine communication leads to over 20 percent follow-up conversions because of the proven Rule of Seven Touches.

**Result:** "The emails look like they come from me — because they do!" Cate says. "I'm seeing a lot more interaction and interest from customers now — like 80 percent of them are responding, which never happened before. This app is excellent! Eye opening!" Cate believes Closing Commander has made all the difference in his follow-up approach with customers, closing more business with less effort. "We load every sales estimate into Closing Commander now and have completely written a new standard operating procedure for our sales estimates." 855-646-3538; [www.closingcommander.com](http://www.closingcommander.com).

## Tracking program monitors location, fuel usage



**Problem:** Plumbing & A/C Medic in Gilbert, Arizona, needed to improve the time management and accountability of their mobile workforce. Since their techs are spread out all over the Phoenix metropolitan area, they had no way to know what they were doing in between jobs. They also sought to eliminate fuel card fraud.

**Solution:** **GPS Insight** displays the locations of technicians and their estimated arrival time for the next job site on easy-to-read maps. To raise employee accountability, GPS Insight established odd-hours alerts to notify management of unauthorized usage of company vehicles.

**Result:** Having the ability to locate any vehicle in real time has provided better visibility and peace of mind. "We were able to identify one of our technicians using a company vehicle to cross state lines for personal use," says Tami Gurka, Plumbing & A/C Medic dispatcher. "We received an odd-hours alert in the middle of the night that one of our vehicles was moving in another state." It monitors fuel usage by integrating WEX fuel card data to monitor all fuel card purchases. It also makes dispatching simple by eliminating time that would have been spent on the phone trying to figure out technicians' current locations. "On average, I would make 150 calls per day, and now, I make virtually no calls because most communication is done through GPS Insight," Gurka says. 866-477-4321; [www.gpsinsight.com](http://www.gpsinsight.com).

Continued ▶

# ALUMINUM SHELVING



Lightweight, easy to install, and adjustable to maximize your truck inventory. Van packages targeting plumbing, HVAC, electrical and general service trucks are modeled for easy end-user installation, factory installation or ship thru.

Complement your shelving with optional tray and felt packages.



SPRINTER

FORD TRANSIT

DODGE PROMASTER



[www.vthackneyparts.com](http://www.vthackneyparts.com)

1-800-763-0700

This is what it would look like if we printed [Plumbermag.com](http://Plumbermag.com) thousands of stories, products and ideas



Get access to everything we can't fit in the magazine. Additional stories, videos, news briefs and other great information that lets you get the most out of *Plumber*.

[www.Plumbermag.com](http://www.Plumbermag.com)



**allen co.**

## EXCESS FAUCET INVENTORY SALE

Great Builders & Plumbers Opportunity!

Quantity Available	Part No.	Carton Qty.	Your Cost Delivered
500	DL102N Chrome	12	\$18 ea.
300	DL102NORB	12	\$18 ea.
200	LS501MBN	12	\$17 ea.
750	LS501MORB	12	\$17 ea.
360	PO201ORB	12	\$29 ea.
470	GK201BN	12	\$24 ea.
370	GK201ORB	12	\$24 ea.
114	HR201BN	12	\$25 ea.
49	HR201ORB	12	\$25 ea.
215	HR201Chrome	12	\$23 ea.
400	T400ORB	6	\$15 ea.
400	V400N	6	\$20 ea.

BN - Brush Nickel; ORB - Oil Rub Bronze

800.433.9228 | 216.932.6100

## Trucks provide quality and peace of mind to maximize uptime



**Problem:** Ian Kennedy, president of Smith Plumbing, recognized that his fleet of five trucks was wearing down. The mix of cutaway vans and trucks had aging bodies and every week or so, one would be in the shop for a major repair or regular maintenance. The downtime coupled with maintenance costs were multiplying and affecting the stellar customer service the company has been known for.

**Solution:** Kennedy approached his local **Isuzu Commercial Truck of America** dealer after seeing a service body on the lot that worked nicely for a plumbing truck. After reviewing the truck, he found out about the three-year unlimited mile warranty, a comprehensive Priority Service Maintenance Program and learned that the dealership's service department has extended hours with an after-hours drop-off. Smith Plumbing committed to replacing their fleet with Isuzu trucks to capitalize on the benefits of the newer trucks and low ownership cost.

**Result:** "It has been better than I could have imagined. These trucks are very dependable and the dealership has been easy to work with, making sure the new trucks and bodies are to Smith's custom spec," Kennedy says. "Now I have a recognizable fleet that catches the eye of new customers with fresh graphics and a uniform look. Plus, customers welcome the professional look of the trucks and are quicker to trust our services when we estimate their job. These trucks have not only eliminated the maintenance costs of the older trucks, but have grown my business; and I'm looking to add another truck by the end of the year." **866-441-9638; www.isuzucv.com.**

## Business cuts unnecessary overtime with vehicle tracking

**Quartix**  
Real-Time Vehicle Tracking

Daily Summary Delivery Vehicles  
02/11/18

	Daily Total	F1401V, 102 Mary	F1398V, 100 Miguel	F1402V, 105 Hugh	F8301X, 518 Johnny	F8365X, 524- Fidel
Number of Trips	12	2	3	1	2	4
Total Travel Time	42:46	6:20	5:55	16:54	6:50	6:36
Total Idling Time	7:39	1:32	0:59	4:32	0:42	0:24
Total Distance (miles)	2118.7	338.6	360.4	706.1	332.1	381.5
Average Speed (mph)	49.5	52.2	60.8	41.8	48.5	57.8
Maximum Speed (mph)	77.7	77.7	77.7	74.6	74.0	69.6
Fuel consumption (mpg)	-	25.8	25.9	25.9	25.9	25.9
Expected fuel used (gals)	84.7	13.5	14.4	28.2	13.3	15.3
(liters)	320.5	51.1	54.5	106.7	50.3	57.9
CO2 emissions (kg)	859.0	136.9	146.1	286.0	134.8	153.2
Start of first trip	-	7:37 PM EST	6:03 AM EST	5:07 AM EST	6:31 PM EST	3:20 AM EST
End of last trip	-	3:23 AM EST	7:41 PM EST	10:01 PM EST	5:12 AM EST	12:16 PM EST
Total shift duration	57:53	7:45	13:37	16:54	10:41	8:55
Arrival at first location	-	9:04 PM EST	8:10 AM EST	10:01 PM EST	6:33 PM EST	4:08 AM EST
Departure from last location	-	10:20 PM EST	4:00 PM EST	5:07 AM EST	10:23 PM EST	11:36 AM EST
On-site shift duration	20:24	1:16	7:49	-	3:50	7:28

**Problem:** Tina Kaiser, office manager at Meadow Services, wanted a better way to deal with the time management issues of her remote workforce. "Crews were taking too long in the morning to get to job sites," she says. Some crew members were also making unauthorized personal stops during working hours. After that, she decided she needed a better solution to monitor the effectiveness of her crew.

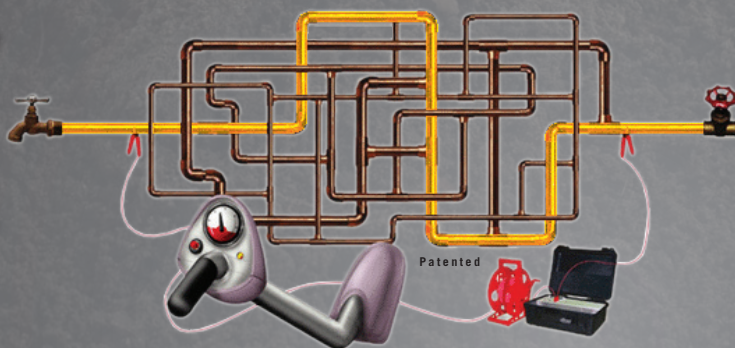
**Solution:** Kaiser wanted to make sure that the work could be done on time, speedily, and within budget, so she turned to **Quartix** vehicle tracking system for help. Quartix offered a solution that included not only real-time vehicle tracking, but also daily driver logs with detailed activities of start, finish times, routes taken and driving style.

**Result:** "I have seen a lot of overtime that was unnecessary being saved for my company," Kaiser says. "At the end of the week, I can compile a spreadsheet to compare actual time that the job took with what our crews say the hours were to complete the job." With the system, she could see drivers' exact routes and stops on their way to job sites, as well as reports to help drivers modify their driving behavior. "Because our crews knew that they were being monitored, jobs were getting done on time and faster," she says. **312-494-3454; www.quartix.com. P**



# Pulsar 2000 Line Tracer

- ✓ Locate Lines
- ✓ Locate Water Leaks
- ✓ Training Video



The **Pulsar 2000** line tracer is designed primarily to locate metallic pipes. The Pulsar 2000 is a directional line tracer. Connect the Pulsar's powerful and unique transmitter to your target pipe and locate only that pipe. Locating can be accomplished under floors, in walls and in ceilings. The Pulsar 2000 does not require grounding.

**Leak detection personnel...** The Pulsar 2000 is a must have locator. Now you can quickly identify the pipe location, thereby reducing the search area of the leak.

**100% satisfaction guarantee...** We are so sure that you will see the time saving benefit of the Pulsar 2000, we will let you return it for a full refund

if you are not satisfied. If you want to learn more about the Pulsar 2000 and our leak locating equipment, please call **1-888-752-5463** or e-mail [jsmall@aol.com](mailto:jsmall@aol.com) for a free demonstration video or CD and references of satisfied customers.

We have been using the **Pulsar 2000** along with the XL2 fluid detector and Geophones since January 1989 in our leak locating business. Our leak locates are **accurate 95% of the time**, but I can honestly say, the line we trace is always there. Our equipment is user-friendly and requires very little training, as you will see on the video. Purchase the **Pulsar 2000** line tracer, XL2 fluid detector and Geophones, and start locating leaks immediately.

*It's a jumble out there.*

[www.Pulsar2000.com](http://www.Pulsar2000.com)  
DISTRIBUTORS WANTED



# More calls. Less work. Great price!

**DO MORE WITH THE CRANE  
FROM TEXAS TRUCK RACKS.**

- Increased Productivity
- Fast Return on Investment
- Small Footprint
- 3000-lb Winch Included
- Models for Most Vans & KUV Bodies

**CALL US NOW!  
877-900-0057**

**TEXAS**  
Truck Racks

[TEXASTRUCKRACKS.COM](http://TEXASTRUCKRACKS.COM)



**\$895**  
FOB OUR DOCK

- Ford Transit
- Chev. Express
- Ram ProMaster
- Knapheide KUV
- M-B Sprinter
- Ford Econoline

## PRIER Products names new research and development engineer

PRIER Products announced the appointment of a new research and development engineer, Will Seitter. He has a mechanical engineering degree from the University of Kansas and seven years' experience as a development engineer for an international pump company.



## Saniflo - part of SFA Group appoints Regis Saragosti as North American CEO

Regis Saragosti has been named North American CEO for Saniflo - part of SFA Group, gaining responsibility for the U.S., Canada and Mexico business sectors. Previously, Saragosti served as the CEO of Saniflo USA for more than 10 years, doubling business and growing market share to 90 percent for the wastewater pump manufacturer.



## Lovin Saini named director of product management for Marley

Marley Engineered Products named Lovin Saini as director of product management. He will be based out of the company's Burr Ridge, Illinois, office. Saini will be responsible for leading Marley's product managers in developing market strategies to profitably grow the company, including defining the long-term product strategy for market preference.



## REHAU continuing education seminars

REHAU announced a series of commercial plumbing and heating seminars to be offered as lunch and learns upon request to industry professionals throughout the U.S. and Canada. The one-hour seminars provide an introduction to design and installation of PEXa piping in plumbing, radiant cooling, radiant heating, geothermal, and snow and ice melting applications. The seminars are delivered at offices of engineers, design-build companies, and commercial contractors by REHAU application experts and can be presented individually or combined into a multitopic program. Professionals who complete the seminars receive an emailed certificate of completion. For more information, visit [www.rehau.com/commercial](http://www.rehau.com/commercial).



## Bosch Thermotechnology opens new facility

Bosch Thermotechnology opened a new facility in Watertown, Massachusetts. It is home to the company's first-ever air conditioning lab, which will allow for testing and refining the performance, sound, and connectivity of its air conditioning units in-house. The facility also includes the Bosch Experience Center, where visitors can immerse themselves in the company's portfolio of energy-efficient products.

## Dwyer Group acquired by Harvest Partners

Dwyer Franchising (Dwyer Group) announced it has been acquired by Harvest Partners, a New York-based private equity firm. The deal marks the fourth and largest private equity transaction of Dwyer Group in the franchise organization's history. Terms of the deal were not disclosed. Based in Waco, Texas, Dwyer Group serves as a holding company for 20 service brands with a franchise network including more than 3,200 franchisees operating in the U.S. and eight other countries.

## Brasscraft partnership with JT Associates

For more than 70 years, Brasscraft has developed unique collaborations with its industry partners, and it is proud to celebrate its 20th anniversary with JT Associates. Based in Plano, Texas, JT Associates promotes the Brasscraft, Plumbshop and Cobra brands through its wholesale distribution channels.

## Paul Tiszai joins Trio-Vision

Trio-Vision announced the addition of Paul Tiszai as its new West Coast regional manager. Tiszai has been involved in the pipeline inspection equipment industry for over two decades. Prior to joining Trio-Vision, he held various management positions at SPX (formerly Pearpoint), working his way up from a technician's assistant position to management responsibilities in various departments such as production, service, and sales. 



Send us your plumbing industry news: Email personnel, business acquisitions and related plumbing news, photos and videos to [editor@plumbermag.com](mailto:editor@plumbermag.com).



**CLEAN  
COAT  
PICOTE  
JOB DONE**



Use with your Picote Mini or Maxi Miller for:  
**APARTMENTS. HIGH-RISE. RESIDENTIAL.  
COMMERCIAL. INDUSTRIAL. NUCLEAR. POOLS. DAMS**

Call: 708 267 6366 Email: [sales@picotesolutions.com](mailto:sales@picotesolutions.com) [www.picotebrushcoating.com](http://www.picotebrushcoating.com)

## What's New With You?

*Send In Your  
Industry News To Us!*

Send your company's latest business news to [info@plumbermag.com](mailto:info@plumbermag.com).

Newsworthy items may include business expansion, honors and awards, new contract announcements, employee promotions and executive hires, and new services. Please include high-resolution digital photos with the news releases.

**Plumber**

*ultra ultra ultra*  
**LIGHT - VERSATILE - SAFE**

**ultraSHORE**  
P R O D U C T S



**Quick to Install.**  
As light as 130lbs.



**Roll Your Own.**  
Optional wheel kit.



**Stacks easily with**  
2' & 4' high panels.

*This is What Aluminum Shoring Was Meant to be!*



1-800-683-8837

**1-800-SHORING**

Call Toll-Free Nationwide • 1-800-746-7464

**[www.shoring.com](http://www.shoring.com)**

## Product Spotlight

### High-torque cleaning

By Craig Mandli

**W**hen you employ technology originally developed for the U.S. Army to clean tank barrels, power isn't a problem. So when customers asked GI Industries for a pipe cleaning machine powerful enough to descale sewer pipes, the company quickly met the challenge.

The result was the TCM 6000 Warlock heavy-duty bore cleaning machine. Powered by an upgraded 1 hp motor, the pipe cleaner/drain cleaning unit utilizes a high-speed variable belt-driven motor that spins the brush (at various speeds) from 0 to 1,200 rpm and maintains constant speed.

"Customers love the technology behind these units, but the sewer guys were calling and asking for more power," says Brian Good, GI Industries general manager. "It's all about getting more aggressive with your pipe cleaning. With its upgraded motor and lower revolutions per minute output, the TCM 6000 doubles the torque power of our previous units."

The TCM 6000 features a sturdy, powder-coated steel cabinet and is designed with a soft-start circuit that reduces operator fatigue and machine wear, providing more controlled cleaning of all bores and tubes from one-half to 24 inches. Removing deposits comes easy with the unit's



air/water flushing at the brush. Users can select the neutral setting to only flush with compressed air or water.

"Besides descaling, the unit can be operated as a heavy-duty drain and pipe cleaner in both municipal and industrial settings. Designed for heavy-duty maintenance work, the system was also designed to operate chains from its competitors, including Picote Solutions, Renessi and more.

"This machine has high torque with a constant speed," Good says. "Because there is no loss of torque, it can be easily adapted to the grinding chains of your choosing."

According to Good, the research and development phase for the TCM 6000 was relatively short — roughly six months in total. The key was finding a way to build a heavier-duty version of their popular military-grade technology.

"Really, it was about listening to what these guys needed, then modifying what we have to serve that purpose," he says. "Sales have been strong. The fact that companies are buying multiple machines for their techs to use has told us that it's effective. That's the feather in our cap." 800-724-1944; [www.giind.com](http://www.giind.com).

# JOIN

THE CONVERSATION.  
THE CAMARADERIE.  
THE COMMUNITY.

## Plumber

[f facebook.com/PlumberMag](https://facebook.com/PlumberMag)  
[t twitter.com/PlumberMag](https://twitter.com/PlumberMag)  
[y youtube.com/PlumberMagazine](https://youtube.com/PlumberMagazine)  
[in linkedin.com/company/plumber-magazine](https://linkedin.com/company/plumber-magazine)

## Lochinvar's commercial CREST outdoor boiler

Lochinvar's CREST Condensing Boiler line now has six models ranging from 750,000 to 2 million Btu/h optimized for outdoor commercial installations. The more compact units offer significant space-saving for large public and commercial facilities like school systems, universities and libraries. The option to install the unit outside adds more than 200 usable square feet to any space. These models also feature a 96 percent thermal efficiency rating. The models come standard with the CON•X•US remote connectivity platform, which allows commercial facility managers and building owners to monitor and adjust equipment controls from a mobile app available on most smart devices. As many as eight CREST boilers can be cascaded together for redundancy to provide reliable performance, even if units are offline for maintenance. **615-889-8900; www.lochinvar.com.**



## Hidden Valve Technology toilet line

Hidden Valve Technology's new line of toilets use the patent-pending 100 percent Hide channel, an innovative design that easily



hides the traditional angle stop and supply hose behind the tank. The design also eliminates a critical drip zone with the exclusive Dri-Fill system. The company has chosen one of the world's largest sanitary ware suppliers to handle all manufacturing to assure the finest quality. **530-218-3075; www.hiddenvalve.com.**

## Fluidmaster Better Than Wax toilet seals

The Pro Series Better Than Wax toilet seals from Fluidmaster have all the traditional benefits of wax products with a few modern upgrades. It fits both 3- and 4-inch drainlines and is stackable for recessed flange applications. It won't melt in the back of a truck on a hot day, and it can be repositioned if the toilet needs to be lifted and reseated during a project. The seals won't leave stains or residue on floors, and they fit any drain or toilet. **949-728-2000; www.fluidmaster.com.**



## WexCo Environmental Filtrol 160 washing machine lint trap

The Filtrol 160 from WexCo Environmental is the first washing machine lint trap capable of capturing microscopic fibers and keeping them out of the septic systems. It also filters out hair, microplastics, pet hair, concrete particles, metal shavings, and sand, all of which, like fabric fibers, can accumulate in a septic drainfield, drastically reducing its ability to help filter the wastewater that is deposited in the septic tank. **888-983-2447; www.septicsafe.com.**



## Caleffi North America 574 Series backflow preventer

The new 574 Series testable, reduced pressure zone backflow preventer from Caleffi North America is used in residential and commercial plumbing systems where ASSE 1013-type devices are required by code. The 574 Series prevents accidental contamination of the distribution water supply system when there is a reduction in pressure in the supply system, like a main break or periodic flushing, or an increase in pressure in the building plumbing system, like a missing or nonfunctioning domestic hot-water expansion tank. **414-238-2360; www.caleffi.com.**



## Armstrong Fluid Technology Compass R stainless steel circulator

Designed for use in potable water systems, the new stainless steel Compass R circulator from Armstrong Fluid Technology features a dry rotor design, as well as advanced variable-speed Design Envelope technology, Armstrong 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. The circulator is a bolt-to-bolt match for many installed circulators. **800-356-9845; www.armstrongfluidtechnology.com. P**



Send us your plumbing product news. Email new plumbing product news, photos, and videos to [editor@plumbermag.com](mailto:editor@plumbermag.com).

**Sept. 13-14**

**Indiana PHCC Convention,**  
French Lick Resort, French Lick, Indiana.  
Visit [www.iphcc.com/convention](http://www.iphcc.com/convention).

**Sept. 21**

**Northeast Wisconsin Plumbing Seminar,**  
Liberty Hall, Kimberly, Wisconsin.  
Visit [www.phcc-wi.org/plumbing-seminars](http://www.phcc-wi.org/plumbing-seminars).

**Sept. 28-Oct. 3**

**American Society of Plumbing Engineers (ASPE) Convention & Expo 2018,**  
Georgia World Congress Center, Atlanta.  
Visit [www.aspe.org](http://www.aspe.org).

**Oct. 5**

**Western Wisconsin Plumbing Seminar,**  
Sleep Inn & Suites, Eau Claire, Wisconsin.  
Visit [www.phcc-wi.org/plumbing-seminars](http://www.phcc-wi.org/plumbing-seminars).

**Oct. 10-12**

**PHCC Connect 2018, Albuquerque Convention Center,**  
Albuquerque, New Mexico. Visit [www.phccweb.org](http://www.phccweb.org).

**Oct. 26**

**Northeast Wisconsin Plumbing Seminar,**  
Holiday Inn, Fond du Lac, Wisconsin.  
Visit [www.phcc-wi.org/plumbing-seminars](http://www.phcc-wi.org/plumbing-seminars).

**Nov. 9**

**Central Wisconsin Plumbing Seminar,**  
Stoney Creek Hotel & Conference Center, Rothschild, Wisconsin. Visit [www.phcc-wi.org/plumbing-seminars](http://www.phcc-wi.org/plumbing-seminars).

**Jan. 14-16, 2019**

**International Air Conditioning, Heating, Refrigerating Exposition (AHR Expo);**  
Georgia World Congress Center, Atlanta.  
Visit [www.ahrexpo.com](http://www.ahrexpo.com).

*Plumber invites organizations and associations to submit details about upcoming industry trade shows and conferences for our calendar of events. Send information to [editor@plumbermag.com](mailto:editor@plumbermag.com).*

**Plumber is FREE!**  
Subscribe or renew at [www.plumbermag.com](http://www.plumbermag.com)

## BUSINESSES



### ROTO-ROOTER FOR SALE!

A great opportunity to own a Roto-Rooter Sewer and Drain franchise in Alaska, serving the entire Kenai Peninsula and Kodiak. HUGE growth potential and well established! Owner is retiring. Possible owner financing to qualified buyer. Asking price \$330,000. Call for more details.

**Sean 907-398-7375** L09

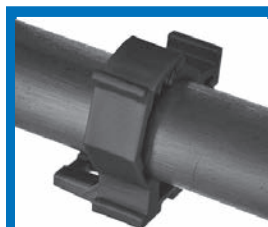
Plumbing repair and drain cleaning business located in Mentor, Ohio. In business 25 yrs. Repeat and referrals comprise the lion's share of the business. This is a one-man business with low overhead. Currently operating in Lake County and eastern Cuyahoga County. \$100,000 for business; \$200,000 for real estate. Call 440-953-9800. (C07)

**www.RooterMan.com.** Low flat fee franchises available. Visit website or call **1-800-700-8062.** (CBM)

## EQUIPMENT & TOOLS

2015 Perma-Liner lateral 22-foot Maverick turnkey lining trailer - Includes Maverick hot-water system, Picote cutting system and everything else needed to start relining tomorrow! Unit is in Atlanta. Will deliver! Gently used. \$80,000. Call Charlie for more info 770-888-1931 or email [clplumley@rooterplus.com](mailto:clplumley@rooterplus.com). (L09)

## MATERIALS



**SnapNStrut** American-made pipe hanger fittings and accessories. We are the home of the fastest, most versatile, and thoroughly engineered one-piece hinged pipe hangers, cable hangers, and conduit hangers ever made. Now offering the SnapNStrut pipe hangers in copolymer colored nylon or PP. Contact us for pricing or samples.

**608-313-8888**  
**info@snapnstrut.com** L11

## SERVICE/REPAIR

**Dynamic Repairs** - Inspection Camera Repairs: 48-hour turnaround time. General Wire, Ratch, RIDGID, Electric Eel Mfg, Gator Cams, Insight Vision, Vision Intruders. Quality service on all brands. Rental equipment available. For more info call Jack at 973-478-0893. Lodi, New Jersey. [www.dynamicrepairs.biz](http://www.dynamicrepairs.biz) (CBM)

Cyclops Camera equipment is now Cyclops Systems. We can repair and/or replace your equipment. Call 970-842-3508 or 970-371-3546; email [toddssimon0@gmail.com](mailto:toddssimon0@gmail.com) (C10)

## TV INSPECTION

Used SeeSnake Camera Systems in all sizes; Used General Wire Spring Camera Systems in all sizes; The Cable Center: 800-257-7209. (CBM)

Used and rebuilt camera kits in stock: RIDGID Mini Compact, Mini Color, Standard Self-Leveling, General Gen-Eye I, II and III, Aries Seeker, and SRECO kits. The Cable Center: 800-257-7209. (CBM)

## WANTED



### RESELLERS WANTED for New Toilet Odor Removal System!

Called ToileVu™ (The Toilet Vacuum for Smelly Odors) from OdorTech Distributing. OdorTech is the exclusive U.S. Distributor of this amazing product which is scientifically guaranteed to eliminate up to 95% of #2 odor immediately when created by the user. ToileVu™ fits most U.S. toilets (i.e. 2-piece or 1-piece toilets with 2-inch or 3-inch flush valves). ToileVu™ retails for \$299.99 installed. In an effort to expand our national install base, we are offering units to Resellers Only (for a limited time) for just \$99.99. Goto [www.odortech.com](http://www.odortech.com) and click on the ToileVu™ menu option for more information. You may also reach us via email at [sales@odortech.com](mailto:sales@odortech.com) or call us at 216-339-0773. Provide your customers with the latest in toilet technology (without replacing their existing toilet). Smell ya never! L09

**YOUR SOURCE FOR  
RIDGID®**

CENTRAL OKLAHOMA  
**Winnelson**  
COMPANY

**8% ONE YEAR FINANCING AVAILABLE!**  
Longer lease rates also available. Call Keith for details.

**BUYING A SEESNAKE?**

**CALL US FOR  
GREAT PRICING &  
FREE SHIPPING!**

**WE  
WILL NOT BE  
UNDERSOLD**

- Call Evenings and Weekends

Keith: **405-602-9155**



**CS6x Digital  
Recording Monitor**  
with Wi-Fi



**CS65x Digital  
Reporting Monitor**  
with Wi-Fi



**CS12x Digital  
Reporting Monitor**  
with Wi-Fi



**LT1000 Laptop  
Interface System**



**SeeSnake® Compact 2  
Camera Reel**



**SeeSnake®  
MAX rM200  
Camera System**



**microDrain Reel**

**CALL TOLL FREE: 888-947-8761**

5037 NW 10th  
Oklahoma City, OK 73127

[www.centralwinnelson.com](http://www.centralwinnelson.com)

**AS DEPENDABLE  
AS YOUR BEST  
HUNTING PARTNER**

**Durable Gear for  
Extreme Conditions**



20 QT - ~~\$149.99~~



45 QT - ~~\$199.99~~



60 QT - ~~\$239.99~~



75 QT - ~~\$299.99~~



100%  
REPLACEABLE  
PARTS



5 YEAR  
WARRANTY



MAXIMUM  
ICE  
RETENTION



SNOW



SAND



SURF

COLOR OPTIONS

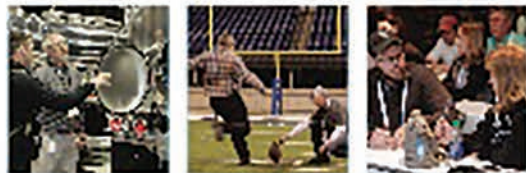


833-777-8443  
RUGIDGear.com



## INDUSTRY MARKETPLACE

With 600 exhibitors and 350,000 sf of exhibit space, the WWETT Show is the Marketplace for the wastewater and environmental services industry. See the new product launches, get hands-on with equipment, and make your purchases. The WWETT Show Marketplace is WHERE DEALS GET DONE. Make your plans to attend.



  
**wwett 19**  
CONFERENCE: FEBRUARY 20-22  
MARKETPLACE: FEBRUARY 21-23  
INDIANA CONVENTION CENTER

### WHY SHOULD YOU ATTEND?

- Explore the Marketplace** for tools and resources you need for your business
- Education** taught by some of the best and brightest in the industry
- Events** to network with your peers - or just kick back with friends.



**MORE?!**

Plumber

More Stories at [PlumberMag.com/featured](http://PlumberMag.com/featured)  
See what's not in print!

Let Us Build Your **JETTER**

Diesel  
Propane  
Gas

Hot  
or  
Cold

**AMERICAN JETTER.COM**  
866-9HI-FLOW

**ODOR & LEAK DETECTION**

**M-45 Thermal Aerosol Smoke Generator:**

- Safe
- Cost Effective
- Versatile
- Light Weight
- Create Dense Smoke

**TURBO.FOG**  
SMOKE GENERATOR  
Since 1977

[www.turbo-fog.com](http://www.turbo-fog.com)  
1-800-394-0678

**EASY-KLEEN**  
PRESSURE SYSTEMS LTD.  
MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT

**GROUNDHOG JETTER**

**OPEN JETTER TRAILERS**

**ENCLOSED JETTER TRAILERS (Hot Water)**

**VAN JETTERS**

**1-800-315-5533**  
[www.easykleen.com](http://www.easykleen.com)  
[sales@easykleen.com](mailto:sales@easykleen.com)

**Plumber Like What You SEE?**

Get Your **FREE** Subscription by filling out information or online at [plumbermag.com](http://plumbermag.com)

**FREE SUBSCRIPTION** (US, Canada & Mexico Only)

Start/Renew my subscription to **Plumber Magazine**.

Signature (required) \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Title \_\_\_\_\_

Company Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

**Also send a FREE subscription to:**

Coworker's Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

COLE Publishing Inc., PO Box 220, Three Lakes, WI 54562  
Online: [plumbermag.com](http://plumbermag.com) • Ph: 800.257.7222 • Fax: 715.546.3786

**Estimate Better TODAY**

with **FAST PIPE**  
Plumbing Estimating Software

**FAST | EASY | ACCURATE**

Fast On-Screen Takeoffs

Easy to learn and use

Unrivaled customer support

60-day money-back guarantee

Award-winning mechanical estimating software that can improve the speed and efficiency of your estimating

**FAST EST. INC.**  
800-828-7108  
[fastest-inc.com/plumbermag](http://fastest-inc.com/plumbermag)



EXCLUSIVE VENDOR PARTNER FOR:



**QUALITY • PERFORMANCE • VALUE**

PAYMENTS AS LOW AS  
**\$564.00**  
PER MONTH O.A.C.\*



BEST SELLER

**HOTJET II**®

**FULLY LOADED & TURN KEY READY  
\$32,995.00 DELIVERED\*\***

**EXCLUSIVE JETTER TRAINING WORKSHOP**



**WORKSHOPS COVER:**

- OPERATION
- NOZZLE TECHNOLOGY
- SAFETY
- MARKETING STRATEGY

**FREE**  
WITH PURCHASE OF HOTJET II®

- ✓ HOT OR COLD OPERATION
- ✓ CLEANS 2" - 12" LINES
- ✓ DUAL PURPOSE:  
JETTER & POWER WASHER
- ✓ BEST ROI IN INDUSTRY!

**FOR QUESTIONS CALL OUR  
FRIENDLY & HELPFUL JETTING  
PROFESSIONALS**

**CALL FOR DETAILS!**

OVER 30 YEARS BUILDING QUALITY EQUIPMENT

**1-800-624-8186**



\* TERMS: 20% DOWN WITH CREDIT APPROVAL  
\*\* LOWER 48 STATES ONLY  
CALL FOR DELIVERY TO HAWAII/ALASKA/INTERNATIONAL

**www.HotJetUSA.com**

# DRAIN, WASTE, AND VENT PIPING REPAIR

## Quik-Coating System

- FAST IN & OUT DUE TO FAST CURING RESIN SYSTEM
- APPLIED TO ANY TYPE PIPE MATERIAL
- CLEANING & COATING IS A ONE MAN OPERATION
- INEXPENSIVE COST PER FOOT COMPARED TO OTHER OPTION
- NO WALLS, FLOORS OR CEILINGS TO REMOVE

**RESTORE YOUR PIPES TO  
LIKE NEW CONDITION!**  
EXTENDING PIPE LIFE 50+ YEARS!



**CONTACT US TODAY**

888-354-6464

info@pipeliningupply.com

**PIPE** LINING  
SUPPLY

[www.PipeLiningSupply.com](http://www.PipeLiningSupply.com)

# ZERO DIG

## Trenchless PIPE REPAIR

### PERMA-LATERAL™ LINING SYSTEM

THE #1 SELLING SMALL DIAMETER PIPE LINING SYSTEM IN NORTH AMERICA

100% AMERICAN MADE

100% TRENCHLESS

100% SUPPORTED

#### TRADITIONAL DIG & REPLACE

- ✓ Backhoe and Operator
- ✓ Blacktop and Concrete Disposal
- ✓ Road Detour
- ✓ New PVC Pipe Materials to Install
- ✓ Inconvenience
- ✓ Possible Utility Service Damage
- ✓ Street Reconstruction

#### PERMA-LATERAL™ LINING

- ✓ Zero Dig Technology
- ✓ Multiple installs per day
- ✓ Work Year-Round, Increased Productivity
- ✓ Ease of Use
- ✓ #1 Selling Small Diameter Pipe Relining System
- ✓ Proudly Made in the USA

CALL TO SCHEDULE A **ONE-ON-ONE DEMONSTRATION!**



**LIVE DEMOS** ALL SUMMER LONG



TURN-KEY TRAILERS & TURN-KEY BOX TRUCKS

**PERMA-LINER™ INDUSTRIES, LLC.**



ZERO DOWN, NO PAYMENTS FOR 90-DAYS



To learn more call **1-866-336-2568** or visit [www.perma-liner.com](http://www.perma-liner.com)