

# Plumber™

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*Anonymous Plumber,  
Florida*



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- By Ken Wysocky



**On the Cover**

Florida Pipe-Lining Solutions technicians Tristan Bourdier, left, and Javier Macias operate an ACE DuraFlo header for the ePIPE process for a project at Thonotosassa Elementary School in Thonotosassa, Florida. The company, based in Sarasota, has 26 employees and specializes in cured-in-place and epoxy pipe lining. (Photo by Amanda Mueller)

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Cory Dellenbach

## Looking Good

Being a community-minded company not only is good for the area you serve, but also will provide benefits to your business

**A**

s I am writing the column for this issue, my oldest daughter is in the middle of a 200-plus-mile bicycle ride with our church's youth group to raise money for world hunger relief.

It's a tough week-long ride, but this is her second year taking part in it with three other youth.

Every year I look at how many miles they are going and think to myself that there is no way I could ever do that and wonder how they can. Then I watch and I see how it is done — with teamwork.

They all encourage each other, work with one other and push each other. Good things can happen when we work together.

Why don't we in the plumbing industry do more of that then? Why don't we want to work together for the better? Don't get me wrong, there are plenty that do, but not everyone.

### COMING TOGETHER

Recently Randy Lorge, who writes a column for us four times a year in our Industry Insider feature, took a crew back to the Navajo Nation reservation in Arizona. While there, the team encountered conditions as bad as anything they'd ever seen — which includes Indonesia, South Africa and India.

The team of volunteers spent early June helping residents of the Navajo Nation reservation near the Piute Mesa area of Navajo Mountain in Arizona as part of the Community Plumbing Challenge program.

They were working on homes and making it possible for those homes to get clean water. Many of the homes there are so remote that there is no running water, no sewer system or no electricity.

The team tackled three homes, replacing all plumbing fixtures with energy-efficient options and installing 1,200-gallon water cisterns and septic systems. Pumps were put in to pressurize the new water distribution

system. Support was provided by groups partners and even corporate sponsors.

This is how things get done and how this industry gets a better name for itself.

Another example is in Minnesota where T'NG Plumbing owners Gina and Todd Grundmeier have been running a Pay it Forward program for the last several years in their little hometown of Dexter.

The 2019 project was their sixth year — and was one of the largest yet. New bathroom and kitchen fixtures, flooring and appliances — and a whole lot more. The Grundmeier's are already planning for their 2020 project and are actually working on a side project with a plumbing company in northern Wisconsin, hoping to help a family there.


### HELPING YOU

Taking on projects like these — and bigger or smaller ones — shows the communities that you work in that you care about them and want to help. It will show potential customers that you enjoy this profession and do quality work.

You might not think about it, but doing little helpful projects like these from time to time will also pull in potential customers for your company. It also helps your employees feel good about the company they work for, and they will reward you by sticking with you for a long time.

### WHAT ARE YOU DOING?

Does your plumbing company do community-service projects or help in the community somehow? I'd like to hear about it. Call me at 715-350-8346 or email me at [editor@plumbermag.com](mailto:editor@plumbermag.com).

Enjoy this issue! 



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## IN PHOTOS

### A Gallery of Plumbers At Work

A small portion of the pictures that photographers take of each month's featured contractor are able to fit on the pages of the magazine. So every so often we post a gallery online of the best of those "bonus" photos. Check out the most-recent one featuring companies profiled earlier this year.

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



## WORKING EFFICIENTLY

### Contractor Relies on Key Tool for Water Heater Installations

Lugging large water heaters up and down stairs used to be a strenuous job at George Morlan Plumbing Supply that stressed manpower resources and put employees at risk for injury. But that changed when the company — profiled earlier this year in the June issue of *Plumber* — invested in some new equipment. Read more about it in this online exclusive. ▲ [plumbermag.com/featured](http://plumbermag.com/featured)

## OVERHEARD ONLINE

*"It has to be a friendly inquiry. It's always easier to get a conversation going with a general inquiry as opposed to going into accusatory mode."*

— *Strengthen the Weakest Link on Your Team*

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## PHILANTHROPIC PLUMBING

### Community Plumbing Challenge Helps Needy Families

We've regularly covered the efforts of the International Association of Plumbing and Mechanical Officials' Community Plumbing Challenge, which has been held annually the past few years in different areas around the world to improve conditions for people living with substandard plumbing. In this online exclusive, read about the latest project. After helping 10 households last year on the Navajo Reservation in New Mexico, volunteers returned to the reservation in an area in Arizona early in the summer to assist three more families. ▲ [plumbermag.com/featured](http://plumbermag.com/featured)



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◀ Randy Hromyak, executive vice president of Florida Pipe-Lining Solutions, poses for a photo with one of the company's trucks at the company offices in Sarasota.

# RESTORATION ROUTE

Florida contractor provides replacement alternatives for ailing waterlines and sewer lines

By Giles Lambertson

Photography by Amanda Mueller



*Florida Pipe-Lining Solutions, Sarasota, Florida*

|                    |  |
|--------------------|--|
| <b>OWNER</b>       | Rod Coddington   |
| <b>EMPLOYEES</b>   | 26   |
| <b>FOUNDED</b>     | 2004   |
| <b>SPECIALTIES</b> | Cured-in-place and epoxy pipe lining                       |
| <b>WEBSITE</b>     | <a href="http://www.fixmyleaks.com">www.fixmyleaks.com</a> |



**P**ipe rehabilitation has been around for decades. Long enough that the alternative of tearing into walls and floors to rip out old plumbing and inserting new pipe seems antiquated.

Restoration is the neater, simpler choice; and epoxy coating and cured-in-place pipe lining are the go-to methods. Florida Pipe-Lining Solutions in Sarasota offers both systems and caters to people who need their plumbing upgraded, prefer to spend less doing it and want to be minimally inconvenienced in the process.

“Restoration is about 30% cheaper, if you look at the whole picture,” says Randy Hromyak, executive vice president of Florida Pipe-Lining Solutions. “The whole picture means digging up or tearing out the old pipe, putting in new pipe and then putting everything back together again. It’s about 30% cheaper to restore the existing pipes than do all that.”

The Florida company is 14 years old and began as a franchised epoxy-lining firm offering the patented ePIPE / ACE DuraFlo system for potable waterlines. Rod Coddington and a partner started the company. Today, Coddington is sole owner. Hromyak was brought on 3 1/2 years ago to handle day-to-day administration of the company.

▲ Technician Tristan Bourdier connects ePIPE fittings to an ACE DuraFlo manifold during an ePIPE project.

▼ ePIPE connections to existing plumbing fixtures during an ePIPE project at Thonotosassa (Florida) Elementary School.



Coddington has diversified the company beyond its ePipe origins and now offers CIP relining of drains and sewer pipes along with CCTV inspections. CIPP has, in fact, overtaken ePipe as the company’s primary offering, with CIP clients claiming about 60% of orders.

Florida Pipe-Lining Solutions now has 26 employees, and the company does about \$4 million in business annually. Work contracts have come so

▶ Javier Martinez connects ePIPE / ACE DuraFlo fittings for an ePIPE project at Thonotosassa Elementary School in Florida. Tristan Bourdier, technician, is seen in the background.



“If you don’t do it every day, you are not going to be successful. It is a hard enough trade that you need to have repetition to master it.”

*David Baker*

fast that the company is pausing to catch its breath: Business volume has grown about \$500,000 per year for each of the last three years, Hromyak says, and 2018 is being dedicated to consolidating those gains before pushing ahead.

“We are the only company that can provide waterline and storm drain rehabilitation. No other contractors are doing both,” says David Baker, the company’s vice president of operations. The epoxy coating technique can be utilized in pipes up to 12 inches in diameter, though most of the work is on lines 1/2 to 4 inches in diameter. Company technicians use CIPP liners in drainpipes up to 36 inches in diameter.

## HIGHLY SKILLED

Baker is a trenchless technology veteran. A certified plumber for almost half a century, he began working with “exotic plumbing” in Florida in 1995 when he turned a small jetter unit and a CCTV camera into a pipeline service business. When Baker cashed it out in 2004, the business had grown to five hydrovac trucks, five camera trucks and 40 employees, and it was certified to work across the southeastern U.S.

He began work at Florida Pipe-Lining Solutions in

2005, a year after the company was incorporated, and supervises eight crews who are cross-trained to work in both potable water systems and sewer and drainlines. Trenchless technology is less about joining pipes and turning wrenches than it is about calculating epoxy shots and operating compressors and injectors.

“Our techs are, first of all, excellent plumbers,” Baker says. “A lot of them started out not knowing anything about the technology and became skilled epoxy-coaters. They learned how to locate pipe, determine pipe sizes and do the necessary mathematical equations. They are consummate technicians. They can tell you how many shots of sand were used, what the air pressure was, the volume of air, how much epoxy went in the pipe and what the flow rate was afterward.”

The accomplished crews work in communities across Florida, most often restoring pipes 1/2 inch to 6 inches in diameter, according to Hromyak. Some restoration jobs are on high-profile commercial and institutional properties like Bank of America buildings, the University of South Florida campus, Universal Studios and the Walt Disney

World Resort. The Florida company sometimes ventures far from its Sarasota home base to restore pipes in places like New Orleans and Houston.

“And I do a lot of work for plumbing contractors,” Baker says. “A plumber will get into a situation where they recognize restoring the pipes makes sense. They know they can trust me, that I am not going to take advantage and try to steal their customer.” He adds that subbing out the restoration work is a good business decision for the plumbers. “They are smart not to get into this technology. If you don’t do it every day, you are not going to be successful. It is a hard enough trade that you need to have repetition to master it. Some contractors will get enamored of it and buy a machine and then end up not getting enough work.”

## SATISFIED CLIENTS

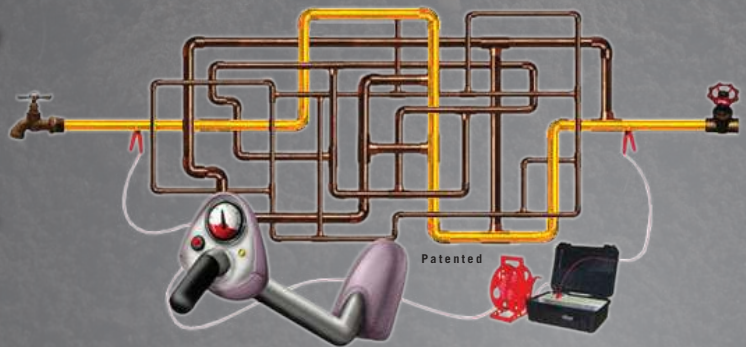
Customers are steadily being converted to the idea of coating and lining their pipes rather than replacing them. Testimonies



▲ Technician Javier Martinez works with an Atlas Copco Compressor during an ePIPE project.

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of satisfied clients are piling up. “The internet is our best selling tool,” Hromyak says. “Potential customers can watch videos and read testimonies and educate themselves. They can see for themselves that it’s a good alternative solution.”

Evidence of the restoration products’ durability is dispelling doubts. The ePipe process comes with a 25-year leak warranty, and failure is rare. “Usually a leak is the consequence of some ancillary thing, like a kinked pipe,” Baker says. “And kinked pipes are hard to find. Our callback ratio in the last 14 years is 1%.”

While CIPP is the more familiar trenchless restoration method, epoxy is also a reliable option. It involves three steps. A line is tapped through an existing access point, such as a shut-off valve, and infused with drying air. Then an aluminum oxide cleaning agent is introduced to smooth and remove corroded surfaces inside the pipe. Finally, a calculated amount of the epoxy resin is injected, thinly coating the entire interior of a system. Pinholes are quickly sealed by the resin. In larger-diameter pipe, leak points up to 1/4 inch in diameter can be filled and firmly sealed. Within a couple hours, the resin is set and the system flushed and ready to use.

The whole process is designed to minimize messes inside a house or office. Compressed air and injection machines are set up outside or in a garage with hoses running into the living area of a structure and connecting to the plumbing system. On one project at a Florida retirement home, the ePipe lines were connected at some 3,600 points. “We connected through 300 toilets, 600 lavatories, 600 showers, plus main valves and bedpan washers,” Baker says. “We were there about 15 months. We still do work there and have never had a callback.”

The process is the same, whether in a multistory building or a home. The only real variable is the amount of epoxy utilized, Baker says. “It is a mathematical equation based on the size of pipe and length of system, each situation taking so many shots of epoxy. That’s how we measure it, in shots. A mathematical formula determines the amount of material. In a 2,500-square-foot house, probably 2 gallons will be installed in the system.”

Verticality is not a problem. Pipes running up and down between several stories of a building can be coated without difficulty. Baker makes it sound easy. “We’ve shot 17- or 18-story buildings using a big compressor to push the epoxy up. It’s like shooting stuff out of a cannon. The

Continued ▶

## School’s out ... for restoration

When Florida Pipe-Lining Solutions began restoring pipes in 2004, homes were targeted. After all, there are nearly 7.5 million homes in the state, and many of them are connected to deteriorated pipe. But in the intervening years, the company has expanded its trenchless offerings and its customer base. Today, fully 65% of business is with commercial and institutional customers.

In the summertime, a particular customer base is served: school campuses. The pipe restoration process is particularly appealing to school districts because, with minimal construction fuss, old pipe systems are turned into safer conduits for drinking water at all those school hallway fountains.

Lead content in old water systems is a constant worry for school boards and administrators, and the ePIPE / ACE DuraFlo and CIPP restoration products of Florida Pipe-Lining Solutions resolve the worry. The freshly lined pipes seal off the old copper or galvanized pipe so that the lead in joined segments of pipe can no longer leach into the water.

Thirteen school districts have contracted with the company to restore pipe on several elementary, middle and high school campuses over the next five years. “We’re introducing the ePipe product into five schools this summer, which is about what we have done each summer for the last few years,” says Randy Hromyak, executive vice president. “How many schools we can take on depends upon the size of the campus. Some have multiple buildings needing pipes restored.”

For example, Thonotosassa Elementary School in the city of the same name contracted with the company to restore pipes in 12 buildings. The seven-week project included the challenge of locating more than 600 feet of water pipe.

Schools with ready funding haven’t hesitated to contract with the company, which is the only one certified by the state of Florida to coat pipes with the epoxy sealant.



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you are only sorry once!



▲ A group of staff and employees at Florida Pipe-Lining Solutions' offices in Sarasota include (from left to right) Mike Larson, William White, Ryan Fisher, Javier Martinez, Mike Strong, Randy Hromyak, Jose Barandon, Tristan Bourdier, Christian Perez, Nick Decos and Yacheslav Shabunin.

“We came in on a Monday, cleaned the pipes on Tuesday and Wednesday, and went in and shot the pipes on Thursday. On Friday, everything was changed over, and Saturday we pulled everything out.”

*David Baker*

coat is gorgeous,” he says. “By the time you go up an elevator to the floor above, you have a nice coat at the top.”

## BIG ACCOMPLISHMENTS

On another project, the crew lined a 90-foot sewer line in the basement of a 300-unit retirement center. Lining the extensive network of 8-inch sewer lines in the center's basement had daunted some other plumbing companies considering the job. The possibility of stressing the center's senior population during an intrusive plumbing repair project had further heightened contractors' concerns. In the end, Baker's crew did the job without any trouble.

“We came in on a Monday, cleaned the pipes on Tuesday and Wednesday, and went in and shot the pipes on Thursday. On Friday, everything was changed over, and Saturday we pulled everything out,” Baker says.

He makes it sound simple, but in the course of the week, some 240 gallons of resin were used to impregnate the LMK Technologies CIPP liner. Equipment from United Rentals was used to provide bypass pumping, and a jetter from Mongoose Jettors by Sewer Equipment and vacuum unit from Vermeer were moved to the work site for the cleaning and lining stages of the restoration project.

Restoration of the sewer line was all accomplished with virtually no disruption in the rhythm of retirement center life, Baker says. “If we hadn't had a pumper in the parking lot, they never would have known we were there.

“It is exciting to me that we can go out into the community and accomplish jobs like that.” 📍

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## This Auger's Got Your Back

Tool's ergonomic design minimizes back strain, fatigue associated with cleaning hard-to-access drainlines *By Ken Wysocky*

**A**s a middle-aged licensed plumber who mostly cleans and inspects drains along with performing minor plumbing repairs, Ben Kohn — the owner of From Sinks to Sewers in Ventura, California — is keenly interested in any tool that reduces fatigue and job-related aches and pains.

As such, the Ergo Auger is just what the doctor ordered. This drain cleaning unit essentially shifts the weight of a conventional auger drum from the operator's arms to a single aluminum leg that, in effect, does all the heavy lifting.

Furthermore, the handle and trigger are situated on top of the cable drum, instead of behind it like a traditional pistol-grip auger, which also promotes ease of operation.

"It's by far the best drain gun I've ever used," says Kohn, age 40, who established his business in 2010 and serves customers within roughly a 30-mile radius around Ventura. "When I'm on my knees snaking out a drain under a sink, I'm not hurting my back. I'm a little bit older now and being in that awkward position really sucks.

"You don't think about things like this when you're young," he adds. "When you're in your 20s, it's no big deal to reach under a kitchen sink while on your knees, holding a 10-pound flywheel for 20 minutes or so, and do that four or five times a day."

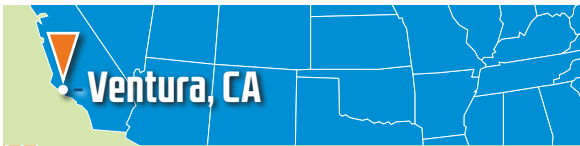
Kohn says that when working on tough clogs that required prolonged augering, his back would hurt so much that he'd lean his forehead up against the cabinet to relieve the pressure on his back. "But with the Ergo Auger, it's now a piece of cake," he says.

**“**I can keep cleaning drains quickly because when I'm on, say, my fifth drain of the day, I'm still focused on the cable in the drain, not on my back.”

*Ben Kohn*

◀ Ben Kohn, owner of From Sinks to Sewers in Ventura, California, uses the Ergo Auger to clean out a sink drainline. (Photo courtesy of From Sinks to Sewers)





**COMPANY** From Sinks to Sewers,  
Ventura, California

**OWNER** Ben Kohn

**TOOL** Ergo Auger drain cleaner

**FUNCTION** Ergonomic augering of small,  
1 1/4- to 2-inch-diameter drainlines

**FEATURES** Weighs about 4 1/2 pounds  
(without a drum); injection-  
molded plastic housing mounted  
on an aluminum leg; 120-volt,  
60 Hz variable-speed motor that  
generates up to 720 rpm; 3/8-inch-  
diameter by 24-thread-per-inch  
spindle compatible with most  
popular auger-manufacturers'  
drums, either with or without  
autofeed; holds up to 35 feet of  
5/16-inch-diameter cable

**COST** Approximately \$250

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## FOCUSED ON THE JOB AT HAND

Moreover, the tool allows him to focus less on the balancing act required to ease back strain and more on the feel of the cable as it spins its way down the drainline. It also prevents the spinning drum from hitting a forearm. “It was designed and built by plumbers,” Kohn points out. “That’s the big difference.”

The patented unit weighs about 4 1/2 pounds (without a drum) and includes an injection-molded plastic housing affixed atop an aluminum leg with a rubber cap on the bottom. Double insulated and ETL listed, the tool features a 120-volt, 60 Hz variable-speed motor that generates up to 720 rpm and a 3/8-inch-diameter by 24-thread-per-inch spindle that’s compatible with most popular auger-manufacturers’ drums, either with or without autofeed. It can hold up to 35 feet of 5/16-inch-diameter cable and is designed to clean 1 1/4- to 2-inch-diameter drains.

If the tool doesn’t perform as expected, it can be returned within 30 days for a full refund, as long as it’s in good condition. But the company will not pay for the return-

shipping costs. (For details about which manufacturers’ drums are compatible with the Ergo Auger, as well as product-return criteria, visit [www.ergoauger.com](http://www.ergoauger.com).)

Kohn first learned about the tool while browsing through an online forum for plumbers. “Everyone on the forum was giving the inventors (Dan and Jordan Beesley, plumbers and the co-owners of Millcreek Plumbing in Salt Lake City) grief about it,” he recalls. “But as a guy who likes to invent things, I sympathized with them. So I figured I’d give it a shot and they sent me a prototype to test.

“I’m used to people discrediting new ideas, so I tried going into it with no expectations,” he adds. “With a few refinements, that machine is now gold.”

## USE YOUR OWN DRUM


Using the Ergo Auger is completely intuitive, so plumbers will not have to learn a totally different skill in order to operate it. “You just remove the drum from your current auger or buy a used one and put it on the Ergo Auger,” Kohn says. “So you remain comfortable with what you are already familiar with. You’re using the same drum as always, just with a better, reconfigured design.”

Does the unit make Kohn more productive? Absolutely, he says, although he concedes it’s difficult to quantify. “How do you put a value or price on something that makes you feel better?” he asks. “All I know is that my back doesn’t hurt the way it used to.

“So now when I move on to the next job, I’m not thinking about how sore my back is,” he explains. “I can keep cleaning drains quickly because when I’m on, say, my fifth drain of the day, I’m still focused on the cable in the drain, not on my back.”

In terms of a return on investment, the Ergo Auger sells for about \$250 and Kohn says it’s a great value, noting he’s willing to pay good money for tools that work and deliver the goods as promised.

“We plumbers work super hard for our money and to provide for our families,” he says. “So any innovation that helps us work longer and better and remain productive, I’ll take it.

“With the Ergo Auger, it’s like someone is sitting next to you and holding the machine for you,” he adds. “I wish this would’ve come along when I was younger — maybe my back wouldn’t hurt as much.” 

# Capturing Momentum

A positive outlook and attitude can help you meet business goals and finish the year strong

By *Brigette Hyacinth*

**W**e are entering the stretch drive of 2019, and for me — and maybe you, too — it's been a bumpy ride. Sometimes it felt like every step forward I made I was actually moving two steps backward. I've managed to clear a few hurdles, while others blindsided me. In spite of the many ups and downs, I plan on finishing the year strong.

*It's never too late to set new goals. Write them down. If you don't set goals, you will be drifting aimlessly to wherever the winds take you.*

I know you want your small business to finish strong, too. So with a few months left to make a difference, ask yourself a few key questions. How are you doing on accomplishing your goals for the year? Were you a risk-taker or did you remain in your comfort zone? Or are you about where you were at this point last year? Think about both the business and your personal life.

If you're on track to reaching your goals for revenue, new customers and adding new equipment, services or employees, then congratulations! If you're not there yet, it's never too late to redouble your efforts. Here are my seven steps to finish out the year on a positive note:

## 1. Set goals

It's never too late to set new goals. Write them down. If you don't set goals, you will be drifting aimlessly to wherever

the winds take you. You must form a plan. Eradicate time wasters. Take risks. Have a clear road map to avoid going around in circles and to ensure you reach your destination in the most efficient and effective manner.

## 2. Run your own race

Gauge the course, and set your own pace. Maybe it's time for you to redefine success. Don't look to the left or right to see how others are doing. Look straight ahead to the finish line. Focus on beating your personal best. Sometimes it may appear others are progressing faster than you. Don't worry about others. There is a season and time for everything. Have patience. Don't fret over things you can't control. Even if you fail, remember it's not the end of the world. Tomorrow is another day, so pick yourself up and head back to the drawing board.

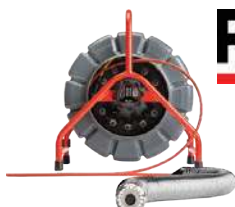
## 3. Focus on your skills and talents

Embrace your distinctiveness. Learn from others, but don't try to imitate them. You will be a poor replica. Find your gift. What is your core purpose? What is it that no one else can do better? Allow your reason for being here to lead you to do the amazing things you were destined to do. Focus on your strengths and work on improving your weaknesses. Always seek personal development (spiritual, emotional, mental, social and physical).

## 4. Be positive

Stop doubting yourself. Replace negative thoughts of inadequacy with positive affirmations. Changing your perspective on difficult situations will lead you to a more successful life. Keep on smiling. Happiness increases your focus and fuels your passion. Forget the naysayers. You will face many obstacles along the path including fear, failure, rejection, financial woes, fatigue, loneliness and despair.

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You may get disappointed, but don't be discouraged. Press on with increased fervency. It may be rainy right now, but just remember the sun is shining above the clouds. Keep moving forward one step at a time; slowly but surely, you will get there.

### 5. Form strategic partnerships

Work as a team. Find a mentor or coach. It doesn't matter how talented you are, you may still need a coach to achieve your full potential. Look for opportunities others may overlook. Seek out those who have traveled the path before, and align yourself with those whose skills complement yours. Surround yourself with the leaders in your field — those who will champion you and encourage you to keep running.

### 6. Work hard

Train hard. There are no shortcuts in life. These all lead to dead ends. Success takes a huge commitment, and you will have to make the necessary sacrifices. How badly do you really want it? If I want something, I give it everything I've got. You cannot lose if you have done everything on your part. Be persistent. Stop procrastinating or wishing; start doing. Action fuels success. I try to do at least two activities a week that will push me closer to achieving my goals. Even if it's a small step forward, it's still a step forward.

Don't look to the left or right to see how others are doing. Look straight ahead to the finish line. Focus on beating your personal best. Sometimes it may appear others are progressing faster than you. Don't worry about others.

### 7. Enjoy the journey

Life is not a 100-yard dash, but a long distance race. Prioritize, and remember to take time to stop and smell the roses. Take breaks. Spend time with those closest to you. Show them how much you appreciate them. Additionally, don't wait for huge victories; celebrate small successes. Help others along the way. True success can be found in our quiet selfless service to others. In our quest for success, it's the simple things we take for granted that really matter, like being a person of integrity, a good parent, a trusted friend.



## Keeping the Beat

Treating your drum machine right lowers repair and replacement costs, extends its life and ensures safe operation *By Joan Koehne*

**E**very shop teacher preaches the importance of safely using and maintaining tools. Take good care of your tools, and they'll take good care of you. This advice pertains to every tool in the tool chest. After using a tool, spending a few moments on common-sense cleaning and preventive maintenance can save time in the long run. Contractors can easily extend the life of their equipment by adopting a simple routine of cleaning and oiling.

This is certainly true of drain cleaning units. These units come in contact with sewer water, tree roots, dirt and debris. Without routine maintenance, a drum machine is apt to become a foul-smelling unit with a rusted and acid-corroded snake. Before using it to clear the next drain, a plumber may be left scrambling — spending precious time on an emergency cable replacement.

“It’s basically just a 200-pound spinning disk. If that’s not properly maintained, you open yourself up to all sorts of extra costs and liability that no business owner wants.”

**Bob Baker**

Bob Baker, owner of Baker Plumbing, Heating and Gasfitting in Calgary, Alberta, says regular maintenance keeps his K-750 RIDGID drum machine working properly.

“Really, in our experience, those machines should last you a decade without breaking a sweat,” he says. “If you treat them bad, they’ll only last you three months.”

Contractors can save money by maintaining their units instead of buying new because the old ones rusted out.

“Here in Canada, one of those drum machines is going to cost you \$1,000. If you get into the bigger and more powerful machines, they’ll cost as much as \$7,000 to \$8,000,” Baker says.

Safety is another compelling reason to keep the machines in good shape.

“If the drum isn’t well-maintained, it can literally fall to pieces at the job site,” Baker says. Drum machines can be dangerous if not operated correctly, and that risk escalates if the machine is damaged.

“It’s basically just a 200-pound spinning disk. If that’s not properly maintained, you open yourself up to all sorts of extra costs and liability that no business owner wants.”

Safe operation extends to electrical cords and plugs. Using electricity near water creates additional hazards, so it’s extremely important to be safety conscious, says Marty Silverman, vice president of marketing at General Pipe Cleaners/General Wire Spring.

He encourages contractors to check all power cords and extensions to make certain they are safe from current leakage. Replace any cords that are cut, damaged or frayed. Plug the drum machine into properly grounded outlets, and use a ground checker if you’re in doubt. Be sure the drum machine has a ground-fault circuit interrupter, which automatically shuts off power if a current leakage is detected, protecting the operator from injury.

Silverman says he’s seen some drum machines that are a month old that look much older because they weren’t maintained properly.

“You can extend the life of the product just by taking care of it,” he says.

### ROUTINE CLEANING

Linda Hudek, owner of LH Plumbing Services in Fairfield, Ohio, uses a multistep approach to maintain her Speedroooter 92 from General.

“After I clear the drain, I run a lot of hot, soapy water



▶ Drum machines have the added benefit of keeping any mess contained inside, but if they're not drained and cleaned properly, you will end up with a rusted, corroded snake. (Photography by Alex Garland)

down the drain, and that brings my cables back pretty clean. That's No. 1," she says.

The hot water cleans the snake before the snake goes back into the drum. The water also rinses away the corrosive drain cleaning chemicals that customers may have used before she arrived. Customers often try to clear the drains themselves with over-the-counter clog removers. These strong, corrosive chemicals can damage a drum machine.

To prevent the cable from rusting, LH Plumbing Services uses the cable conditioner Snakeoil from General — plus a secret ingredient.

"This is kind of a goofy thing, but I also put essential oils in to make it smell good," Hudek says. She adds whatever essential oils she has on hand and has found that orange and tea tree oils work well. Hudek puts the Snakeoil and essential oils in a spray bottle, uses the foot pedal to rotate the drum and sprays the cables.

"I definitely want to do that after every use. I don't douse them. I just do a couple of sprays while the drum is rotating, and that's it."

Squirting Snakeoil into the drum distributes oil throughout the cable and drum. Plus, it indirectly lubricates the power feed.

Oftentimes, the drum will collect sewage and other fluids, which should be drained from the unit before storage.

"There's a drain port at the bottom to drain the water and anything else that's in the drum before storing it or putting it back in the trailer," Hudek says. This simple step makes for a more pleasant experience the next time she uses the drain cleaning unit.

"When I take the cable out when I get to the next job, I have less muck in the drum to worry about."

Hudek has used her Speedroooter 92 for about five years, and with proper oiling and care, it's still in good condition.

"I haven't had to replace my drum cable yet in my machine, so that's money-saving," she says.



Baker Plumbing uses a similar protocol as LH Plumbing Services to clean and lubricate the company's RIDGID drum machines.

"Usually when we clear the obstruction, whatever that may be, we tell our guys to run as much hot water as they can while the snake is still in the drain. As we pull that cable back, it tends to clean itself," Baker says. Any debris that's twisted up in the snake is removed by hand.

"At every job, we make sure the cable is clean and dry and the heads on the cables are in good shape and well-intact."

In addition to maintenance at the job site, periodic maintenance of drum machines is advised.

"For belts and motors, we want to keep the belts tight and fray-free and replace any that need it," Baker says. "For us, belts generally last about six months or so before we switch them out."

General recommends drain cleaners expose, clean and lubricate all of the moving parts in their drum machines at least twice a year. The power feed should be taken apart more often, depending on how often the drum is used. All bushings and bearings should be greased. In general, marine grease works well for drum machine maintenance.

These maintenance practices help to preserve the cables, drum, bearings and power cable-feed rollers, thereby extending the life of a drum machine. **P**



Anthony Pacilla

## Old Sentiment

Taking pride in what plumbing used to be, with American-made quality, and how it could become that again *By Anthony Pacilla*

**A**s plumbers, we have the fortune of setting foot in a variety of structures — modern and archaic. Working on newly built homes day in and day out can be monotonous work. Most of the new structures aren't all that flattering. Newer homes have no character — large, blank Sheetrock walls and ceilings, run-of-the-mill carpeting, basic hardwood floors and linoleum, cheap light fixtures, lackluster fireplaces and mantles, standard stairwell banisters and railings, tasteless ceiling fans, plastic water tubing strung like spaghetti, and flexible gas tubing run like a series of extension cords. All of which was probably built with speed trumping all other aspects of craftsmanship.

One day in the middle of your circle of service around town, you will walk into a well-maintained, gloriously painted structure from centuries past.

*If we all tried our best to sell customers on American-made, high-quality goods and quality installation done right the first time, maybe we can turn the tide.*

As you blindly walk in with your tools, you will start to look up at the abnormally mountainous ceilings, and then it will hit you. You will begin to pay attention to the details that were invested into this era of structures.

You will see things like the beautifully handcarved and meticulously painted wooden pillars that arch into the towering ceiling above, the detailed crown moldings, the expensive chandeliers and lighting fixtures, the thoroughly solid sinks and tubs with their distinctive designs, the

heavy-gauge chrome fixtures and drainage that stand in the open proud, the hard piping that was done in absolute plumb and solidity, and the unpainted radiators with their leaf designs imprinted as to show they are in a class of their own.

At this moment, you will realize why the older generation of plumbers and tradesman stand in awe of these types of structures and get sentimental to the brink of tears. But the sentiment doesn't just come from the beauty of the structure, but of the era of workmanship in which they were assembled. These things were meant to last forever with pride.

When these structures were built, America was pumping with fury. The soul of the working class had never been any stronger than it had been during those years. The heart of steel and plumbing industries had never beaten any stronger. You could go to work knowing that someone somewhere in the country had put thought, hard work and pride in making the boots that are on your feet and the clothes on your back.

This time period was one of the only times in history where plumbing and heating goods came from within this country and were made with the plumber and end consumer in mind and heart.

Every American knew that their job was vitally important in the chain of goods from the plant to the home installation. As a consumer, you knew that the plumber had you in his best interest, and other Americans who took just as much pride and professionalism in making the products he installed.

Where some people see an old radiator along the wall, we see the tireless efforts of Americans to perfect central heating to provide American families heat and give them a product that lasts through the centuries. We think of the steelworker who took the time to make sure the iron was made correctly with care so that he may sleep well at night knowing he helped a fellow citizen have a warm home. We

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think back to the efforts of the radiator companies that manufacture only the best long-lasting systems with impeccably detailed designs; and we celebrate the plumber and heating men who took care to make sure all of that work was properly sized and installed.

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So when an older experienced plumber shakes his head in disgust as an apprentice strings out plastic tubing like an extension cord or doesn't take care to properly size something, you'll understand why. To any true tradesman, the details and quality of goods and installation are what matters. They have been around long enough to know that you always should go with the sure thing, and always put it in correctly the first time.

If we all tried our best to sell customers on American-made, high-quality goods and quality installation done right the first time, maybe we can turn the tide. **P**

-----

*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.*



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| <p><b>ELECTRIC EEL MFG., CO., INC.</b><br/>501 W Leffel Ln., Springfield, OH 45506<br/>800-833-1212 • 937-323-4644 • (f) 937-323-3767<br/>www.electriceel.com • msperanza@electriceel.com</p>       | <p>EJ-1500<br/>EJ-3000</p>   | <p>4"<br/>8"</p>                              | <p>1500<br/>3000</p>                                     | <p>1.7<br/>4.7</p>                            | <p>11/2 HP Electric<br/>13 HP</p>  |
| <p><b>GENERAL PIPE CLEANERS</b><br/>1101 Thompson Ave., Mc Kees Rocks, PA 15136-3818<br/>800-245-6200 • 412-771-6300<br/>www.drainbrain.com • info@drainbrain.com<br/>See ad on page 2</p>        | <p>JM-1000<br/>JM-1450<br/>JM-2900<br/>JM-3055<br/>JM-3080<br/>JM-2512 Typhoon</p>   | <p>3"<br/>4"<br/>8"<br/>8"<br/>8"<br/>10"</p> | <p>1500<br/>1500<br/>3000<br/>3000<br/>3000<br/>2500</p> | <p>1.4<br/>1.7<br/>4<br/>5.5<br/>8<br/>12</p> | <p>1.2 HP<br/>1.5 HP<br/>13 HP<br/>16 HP<br/>20 HP<br/>27 HP</p>                                     |
| <p><b>GORLITZ SEWER &amp; DRAIN, INC.</b><br/>10132 Norwalk Blvd., Santa Fe Springs, CA 90670<br/>877-4GORLITZ • 562-944-3060 • (f) 801-545-9132<br/>www.gorlitz.com • sales@gorlitz.com</p>      | <p>GO 4000<br/>GO 2000<br/>GO 1500<br/>GO 1500A</p>  | <p>8"<br/>4"<br/>3"<br/>3"</p>                | <p>4000<br/>2000<br/>1500<br/>1500</p>                   | <p>8<br/>3<br/>2.1<br/>2.1</p>                | <p>Honda GX630<br/>Honda GX200<br/>Baldor 2HP<br/>Baldor 2HP</p>                                     |
| <p><b>HOT JET USA</b><br/>1473 Heritage Crest Way, Riverton, UT 84065<br/>800-624-8186 • 801-545-0777 • (f) 801-545-9132<br/>www.hotjetusa.com • chester@hotjetusa.com<br/>See ad on page 50</p>  | <p>HJ III<br/>HJ II<br/>XF III<br/>XF II</p>   | <p>24"<br/>12"<br/>24"<br/>12"</p>            | <p>4000<br/>4000<br/>4000<br/>4000</p>                   | <p>18<br/>10<br/>18<br/>10</p>                | <p>70 HP Gas/Vanguard<br/>35 HP Gas/ Vanguard<br/>70 HP Gas/Vanguard<br/>35 HP Gas/ Vanguard</p>     |
| <p><b>MONGOOSE JETTERS BY SEWER EQUIPMENT</b><br/>1590 Dutch Rd., Dixon, IL 61021<br/>877-735-4640<br/>www.sewerequipment.com<br/>sales@mongoosejettters.com</p>  | <p>Mongoose Jettters Model 123<br/>Mongoose Jettters Model 184<br/>Mongoose Jettters Model 254<br/>Mongoose Jettters Model 402</p> | <p>8"<br/>12"<br/>24"<br/>36"</p>             | <p>3000<br/>4000<br/>4000<br/>2000</p>                   | <p>12<br/>18<br/>25<br/>40</p>                | <p>Gas/Diesel<br/>Gas/Diesel<br/>Gas/Diesel<br/>Gas/Diesel</p>                                       |

| CARRY | PUSH/PULL | TOW | MOUNTED | HOSE REEL CAPACITY | WIRELESS REMOTE CAPABILITY | HOT WATER JETTING |
|-------|-----------|-----|---------|--------------------|----------------------------|-------------------|
|       |           |     | ✓       | 200' x 3/8"        | ✓                          |                   |
|       |           |     | ✓       | 400' x 3/8"        | ✓                          |                   |
|       |           |     | ✓       | 400' x 1/2"        | ✓                          |                   |
|       |           |     | ✓       | 400' x 1/2"        | ✓                          |                   |
|       | ✓         |     |         | 200' x 3/8"        | ✓                          | ✓                 |
| ✓     | ✓         |     |         | 150'               | ✓                          |                   |
|       |           |     |         | 300'               |                            |                   |
| ✓     | ✓         |     |         | 150' x 1/4"        |                            |                   |
|       | ✓         |     |         | 200' x 3/8"        |                            |                   |
|       | ✓         |     |         | 300' x 3/8"        |                            |                   |
|       | ✓         |     |         | 300' x 3/8"        |                            |                   |
|       | ✓         |     |         | 400' x 1/2"        |                            |                   |
|       | ✓         | ✓   |         | 300'               |                            |                   |
|       | ✓         | ✓   |         | 150'               |                            |                   |
|       | ✓         | ✓   |         | 100'               |                            |                   |
| ✓     | ✓         | ✓   | ✓       |                    | ✓                          | ✓                 |
|       |           | ✓   | ✓       |                    | ✓                          | ✓                 |
|       |           | ✓   | ✓       | 250' of 3/8"       | ✓                          | ✓                 |
|       |           | ✓   | ✓       | 600' of 1/2"       | ✓                          | ✓                 |
|       |           | ✓   | ✓       | 500' of 5/8"       | ✓                          | ✓                 |
|       |           |     |         | 400' of 3/4"       |                            | ✓                 |

## JETTER - DISTRIBUTOR

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 See ad on page 17

General Pipe Cleaners,  
 Jetters Northwest, RIDGID,  
 Spartan Tool

#### CENTRAL OKLAHOMA WINNELSON

5037 NW 10th St., Oklahoma City, OK 73127  
 888-947-8761 • 405-947-8761 • (f) 405-947-1934  
[www.centralwinnelson.com](http://www.centralwinnelson.com) • [krjones@winnelson.com](mailto:krjones@winnelson.com)  
 See ad on page 23

RIDGID

#### DURACABLE MANUFACTURING

300 Ashworth Rd., West Des Moines, IA 50265  
 877-244-0556 • (f) 515-223-6109  
[www.duracable.com](http://www.duracable.com) • [sales@duracable.com](mailto:sales@duracable.com)  
 See ad on page 9

MyTana, RIDGID



#### WATER CANNON INC.

4300 Lake Mary Blvd., Units #1010-424,  
 Lake Mary, FL 32746  
 800-333-9274 • (f) 888-928-9274  
[www.watercannon.com](http://www.watercannon.com) • [sales@watercannon.com](mailto:sales@watercannon.com)  
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## JETTER - MANUFACTURER

|  | MANUFACTURER MODEL              | MAX PIPELINE CAPACITY | PRESSURE (PSI) | FLOW (GPM) | MOTOR/ ENGINE             |
|--|---------------------------------|-----------------------|----------------|------------|---------------------------|
| <b>MYTANA</b><br>746 Selby Ave., St. Paul, MN 55104<br>800-328-8170 • 651-222-1738 • (f) 651-222-1739<br>www.mytana.com • mytana@mytana.com<br><br>  | M20                             | 4"                    | 1500           | 2          | 2 HP Electric             |
|  | M30                             | 6"                    | 3000           | 4.5        | 390cc Honda               |
|  | MV80                            | 10"                   | 3000           | 8          | 660cc Honda               |
|  |                                 |                       |                |            |                           |
| <b>SPARTAN TOOL</b><br>1619 Terminal Rd., Niles, MI 49120<br>800-435-3866<br>www.spartantool.com • sales@spartantool.com<br>See ad on page 5<br><br><br><b>SPARTAN</b>                                    | 717                             | 1 1/4" - 6"           | 1500           | 2.2        | 2 HP Electric             |
|  | 727                             | 1 1/4" - 6"           | 3000           | 4          | Gas                       |
|  | 738                             | 3" - 12"              | 2000           | 12         | Gas w/Electric Start      |
|  | Soldier                         | 3" - 12"              | 3000           | 12         | Gas w/Electric Start      |
|  | Warrior                         | up to 24"             | 4000           | 18         | 74 HP Diesel or Gas       |
|  | Ultimate Warrior                | up to 24"             | 4000           | 18         | 74 HP Diesel or 87 HP Gas |
|  | Urban Soldier                   | up to 13"             | 3000           | 10         | Honda Gas                 |
|  | Urban Warrior                   | up to 18"             | 3000           | 19         | 50 HP Kubota Gas          |
|  | Ultimate Urban Warrior          | up to 24"             | 4000           | 21         | Kubota Diesel             |
|  | Ultimate Urban Warrior Highflow | up to 24"             | 2300           | 32         | Kubota Diesel             |
|  | 758                             | 3" - 12"              | 3000           | 12         | Gas w/Electric Start      |
| The Cadet  | 1 1/4" - 3"                     | 1500                  | 2              | Electric   |                           |
| <b>WATER CANNON INC.</b><br>4300 Lake Mary Blvd., Units #1010-424,<br>Lake Mary, FL 32746<br>800-333-9274 • (f) 888-928-9274<br>www.watercannon.com • sales@watercannon.com<br>See ad on page 49<br><br> | 15J84                           | 3"                    | 1500           | 2          | 2 HP 115V Electric        |
|  | 15J51                           | 6"                    | 4200           | 4          | Honda GX390               |
|  | 15J41                           | 6"                    | 4200           | 4          | Honda GX390               |
|  | 17HJ45                          | 8"                    | 4000           | 5.5        | Honda GX390               |
|  | 16T47                           | 10"                   | 3000           | 10         | Kohler 27 HP              |
|  |                                 |                       |                |            |                           |

## CABLE MACHINE

### MANUFACTURER/DISTRIBUTOR

## MANUFACTURER

### MODEL

### DRUM CAPACITY

### PIPE DIAMETER

## DISTRIBUTOR

### BRAND

|   |   |  |   |  |  |
|---|---|--|---|--|--|
| <b>ALLAN J. COLEMAN</b><br>5725 N. Ravenswood Ave., Chicago, IL 60660<br>773-728-2400 • (f) 773-728-2499<br>www.allanjcoleman.com • info@allanjcoleman.com<br>See ad on page 17                           |   |  |   |  | RIDGID, General Pipe Cleaners, Electric Eel, Duracable, Milwaukee Tool, Spartan Tool |
| <b>CENTRAL OKLAHOMA WINNELSON</b><br>5037 NW 10th St., Oklahoma City, OK 73127<br>888-947-8761 • 405-947-8761 • (f) 405-947-1934<br>www.centralwinnelson.com • krjones@winnelson.com<br>See ad on page 23 | K-3800<br>K-400<br>K-7500<br>K-50<br>K-60SP | 100' Max<br>100' Max<br>250' Max<br>100' Max<br>150' Max | 3/4" to 4"<br>1 1/4" to 4"<br>3" to 10"<br>3/4" to 4"<br>1 1/4" to 4" |  | RIDGID   |

| CARRY | PUSH/PULL | TOW | MOUNTED | HOSE REEL CAPACITY | WIRELESS REMOTE CAPABILITY | HOT WATER JETTING |
|-------|-----------|-----|---------|--------------------|----------------------------|-------------------|
|       | ✓         |     |         | 115'               |                            |                   |
|       | ✓         |     |         | 75'                |                            |                   |
|       |           |     | ✓       | 250'               |                            | ✓                 |
|       | ✓         |     |         | 115'               |                            |                   |
|       | ✓         |     |         | 200'               |                            |                   |
|       |           | ✓   | ✓       | 250'               |                            |                   |
|       |           | ✓   | ✓       | 350'               | ✓                          |                   |
|       |           | ✓   | ✓       | 500'               | ✓                          |                   |
|       |           | ✓   | ✓       | 500'               | ✓                          |                   |
|       |           | ✓   | ✓       | 200'               | ✓                          |                   |
|       |           | ✓   | ✓       | 360'               | ✓                          |                   |
|       |           | ✓   | ✓       | 520'               | ✓                          |                   |
|       |           | ✓   | ✓       | 260'               | ✓                          |                   |
| ✓     |           |     | ✓       | 350'               | ✓                          |                   |
| ✓     |           |     | ✓       | 25'                | ✓                          |                   |
|       | ✓         |     |         | 150" x 3/8"        |                            |                   |
|       | ✓         |     |         | 250" x 3/8"        |                            |                   |
|       | ✓         |     |         | 350" x 3/8"        |                            |                   |
|       |           | ✓   |         | 350" x 1/2"        |                            |                   |

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|--|--|--|--|-------------|
|  | MODEL  | DRUM CAPACITY  | PIPE DIAMETER  | BRAND       |
| <b>DURACABLE MANUFACTURING</b><br>300 Ashworth Rd., West Des Moines, IA 50265<br>877-244-0556 • (f) 515-223-6109<br>www.duracable.com • sales@duracable.com<br><b>See ad on page 9</b><br> | DM138<br>DM150<br>DM10<br>DM30<br>J-Maxx<br>DM55<br>DM175  | 3/8" x 90'<br>1/2" x 75'<br>3/8" x 75'<br>1/2" x 75'<br>5/8" x 100'<br>11/16" x 150'<br>11/16" x 100'                              | 11/4" to 2"<br>11/4" to 4"<br>11/4" to 4"<br>11/4" to 4"<br>2" to 6"<br>2" to 10"<br>3" to 10" |             |
| <b>ELECTRIC EEL MFG., CO., INC.</b><br>501 W Leffel Ln., Springfield, OH 45506<br>800-833-1212 • 937-323-4644 • (f) 937-323-3767<br>www.electriceel.com • msperanza@electriceel.com<br>    | D-5<br>Z5-P  | 112'<br>100'   | 10"<br>4"  |             |
| <b>GENERAL PIPE CLEANERS</b><br>1101 Thompson Ave., Mc Kees Rocks, PA 15136-3818<br>800-245-6200 • 412-771-6300<br>www.drainbrain.com • info@drainbrain.com<br><b>See ad on page 2</b><br> | Super-Vee<br>Mini-Rooter XP<br>The Metro<br>Speedroooter92<br>Maxi-Rooter  | 50' x 3/8" or 5/16",<br>35' x 3/8"<br>75' x 3/8", 50' x 123"<br>75' x 5/8"<br>100' x 3/4" or 5/8"<br>125' x 3/4" or<br>150' x 5/8" | 11/4" to 3"<br>11/4" to 4"<br>3" to 6"<br>3" to 10"<br>3" to 10"                               |             |
| <b>GORLITZ SEWER &amp; DRAIN, INC.</b><br>10132 Norwalk Blvd., Santa Fe Springs, CA 90670<br>877-4GORLITZ • 562-944-3060 • (f) 562-944-7630<br>www.gorlitz.com • sales@gorlitz.com<br>     | GO 68 HD - 11/16" x 150'<br>GO 62A - 5/8" x 100'<br>GO 50 - 1/2" x 100'<br>GO 380 - 3/8" x 90'<br>GO 15 - 1/4" x 35' | 150'<br>100'<br>100'<br>90'<br>50'   | 8"<br>4"<br>3"<br>2"<br>1 1/2"   |             |
| <b>MYTANA</b><br>746 Selby Ave., St. Paul, MN 55104<br>800-328-8170 • 651-222-1738 • (f) 651-222-1739<br>www.mytana.com • mytana@mytana.com<br>  | M888<br>M745<br>M661<br>M500<br>M98  | 125'<br>100'<br>100'<br>50'<br>125'  | 3" - 10"<br>3" - 4"<br>11/2" - 3"<br>1" - 2"<br>3" - 10"                                       |             |
| <b>PICOTE SOLUTIONS</b><br>20810 SE 18th Pl., Sammamish, WA 98075<br>708-267-6366<br>www.picotesolutions.com • sales@picotesolutions.com<br><b>See ad on page 33</b><br>                 | Picote Mini Miller<br>Picote Super Midi Miller<br>Picote Maxi Miller<br>Picote Maxi<br>Miller Power +                | 55'<br>65' + additional 33' if needed<br>100' + additional 32' if needed<br>67' + additional 36' if needed                         | 2" - 4"<br>3" - 6"<br>3" - 12"<br>4" - 12"   |             |
| <b>PIPE LINING SUPPLY</b><br>2970 E La Palma Ave., Ste. J, Anaheim, CA 92806<br>888-354-6464<br>www.pipeliningssupply.com • info@pipeliningsupply.com<br><b>See ad on page 51</b>  |  |  |  | Renssi      |
| <b>SPARTAN TOOL</b><br>1619 Terminal Rd., Niles, MI 49120<br>800-435-3866<br>www.spartantool.com • sales@spartantool.com<br><b>See ad on page 5</b><br>                                  | 700<br>81<br>100<br>300<br>1065<br>2001  | 35'<br>50'<br>100'<br>107'<br>250'<br>250'   | 11/4" - 2 1/2"<br>11/4" - 3"<br>11/4" - 4"<br>3" - 6"<br>3" - 10"<br>3" - 10"                  |             |



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# 12 Ways to Perk Up Your Website

The internet is enormous.

Don't let your company's website get lost out there!

By *Judy Kneiszal*

**A** plumbing business' website is everything from a 24/7 customer support center to a sales and marketing tool. Websites make a company discoverable by a wide audience and give it credibility among its competition. A good website can put a small plumber on even footing with much bigger competitor. But just having a website for your company isn't enough. Like any good business vehicle, a website needs an occasional tuneup. It needs to be refreshed regularly so it will continue to attract visitors and boost its search engine rankings.

I'll admit, before I started doing research for this column, I assumed with little effort I would find a lot of terrible company websites. I anticipated seeing sites created a decade ago and ignored for the past nine years. I was going to rant about cluttered layouts created on obviously free and now outdated templates with bad flash animation, rainbows of clashing bright colors, and again as many horrible fonts.

*I found one website where the "blog" button took me to a page with the framework for creating a blog and the words "here you can add some text." That one click made the whole site less credible.*

But, to be honest, I couldn't find sites like that. I'm still writing this column, however, because what I did find were the opinions of many experts who agreed that keeping a website fresh is critical to its effectiveness. A website — even a great one — shouldn't be viewed as a static thing like a billboard or brochure. To get the most out of a website, it must be maintained.

Your business isn't web design, of course. You don't have endless time to devote to updating your site nor are you big enough to hire someone to maintain your site full time. But having a never-changing website is like having a shiny new truck you never drive. Sure it looks great parked in front of your business and your company logo is on the side, making it an advertising platform, but that's not its optimum use.

Same with a website. It's a tool that can do so much more than simply look pretty and provide your phone number to anyone who happens to glance at it. So dedicate some time to it, and reap the rewards. Here are a few places to start:

**1. If you haven't already ... dump the Flash.** Sure it was all the rage at one time, but now most Adobe Flash animation is considered a distraction that slows loading times. If that's not bad enough, Flash animation can also negatively affect search engine rankings. Fast-loading, content-rich websites get higher ratings than those with cutesy animation.

**2. Make sure it is responsive.** A responsive website is one that works on any platform. The goal should be easy scrolling and navigation on any screen from a massive desktop monitor to a laptop screen, tablet or tiny smartphone screen. Be sure your site loads quickly and looks right whenever and wherever someone might call it up.

**3. Make sure your site works on every possible browser.** Look at your site using as many different browsers as you can, from Safari to Firefox to Internet Explorer and Chrome, or use an online tool like Browsershots, which tests your site for compatibility on a vast array of browsers and all the different versions of each browser people may be using.

**4. Update photos/replace stock photos with originals.** People want to see current, original photos of your business, staff, trucks, restrooms, etc. — not dated old

shots or pretty stock photography. Sure, your kids were cute when you first created your website. But if the kid you're holding by the hand in a website photo is now a head taller than you and driving the trucks himself, updating the photo will give your adult child and the website credibility. Also, if your website has pictures of retired equipment or staff members who have moved on, it's time to shoot some new photos. The good news is you don't necessarily have to pay big money for professional photography. You or someone on your staff with a digital camera or even a good smartphone and an eye for composition should be able to take pictures you can use on your website.

**5. Check all links.** This is an easy tweak that can be done any time you've got a few minutes to spare. Go to your website and click all links to make sure they still work and go where you want them to take you. If not, fix, replace or delete them. If you don't want to check them individually, use an online tool like Dead Link Checker.

**6. Add or update testimonials.** If you've had the same customer testimonials on your website for years, it's time for some new ones. Praise for service received 10 years ago tells potential customers little about what your business offers today.

**7. Update content.** Search engines get bored. They love new content and will boost a site's ranking when they detect it. Also, search engines keep humans guessing by constantly changing their analytics, so what was a ratings booster yesterday might not be tomorrow, which is another reason to add new content often. How do you come up with new content? First, make sure all content on the site is up-to-date and relevant. You may have added services offerings that aren't mentioned on the website or perhaps you've dropped some services still listed. Maybe you've moved, changed or added a phone number, or gotten into social media but haven't linked your Facebook page to your website. Also consider if there are any problems some new content could solve.

**8. Blog regularly or drop it.** Blogging regularly on a website can boost search engine ratings. I found, however, many people have good intentions of posting to their blog regularly and then don't. I personally think it's better to not have a blog at all than to have one with one or two 4-year-old posts. I found one website where the "blog" button took me to a page with the framework for creating a blog and the words "here you can add some text." That one click made the whole site less credible.

**9. Link to social media by adding social sharing buttons.** For maximum effectiveness of all your online marketing efforts, make them work together. Add buttons to your website that take users to your Facebook page, YouTube videos or Twitter feed in a single click. Conversely, make sure your social media pages link back to your website.

**10. Add call-to-action buttons.** Sometimes customers will come to your website just to find your phone number. Don't make them scroll all the way to the bottom of your homepage for your contact information. Add a call-to-action button so with one click, users can get a quote, call your office or take whatever action it is you want them to take.

**11. Add video content.** Video increases the amount of time visitors spend on the site, which is good for search engine rankings. In addition to improving that retention rate, video helps people remember your company. It can make you stand out from the competition.

**12. Run some tests.** If you're not sure how your site is performing, you can test it. There are several free tools available that, for example, determine if you have a high bounce rate, which means visitors aren't finding what they are looking for and "bounce" away from your homepage quickly. You can also test your page speed to see if your site is slow to load. There are tools that help analyze your search engine optimization rating and one that will show how your website compares with your competition's website. Some tools to play with include SEO Report Card, Fetch as Google and Website Grader.

## STUDY OTHER WEBSITES

If you think your website is getting stale and could use refreshing but don't know where to start, take some time to study other websites. Look at websites of other plumbers. Think about other sites you visit often for business or fun. What brings you back to them again and again? Fresh content? Ease of use? Great images? 📧



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# Drain Cleaning

By Craig Mandli

## Cable Machines

### Brasscraft Cobra Pro drum machine

The **Cobra Pro** 3/8-inch cable drum machine from **Brasscraft** is suitable for clearing pipes such as floor drains, stack-outs and clean-outs. It can be used on 2- to 4-inch lines and has 3/8-inch integral wound music wire cable with a reinforced steel inner core, a 1/3 hp motor with on-off-reverse switch, and a foot switch that allows for hands-free operation. It comes with a four-piece cutter set with serrated blades on the grease cutter and side cutter. Its large wheels allow for greater mobility, and its telescopic handle makes it suitable for indoor or outdoor use. **877-272-7755; www.cobratools.com.**



### Electric Eel Model D-5

The **Model D-5** from **Electric Eel** is a continuous cable drum machine for cleaning 3- to 10-inch lines up to 100 feet. The high-density polyethylene drum and belt guard will not rust or dent and holds up to 100 feet of 3/4-inch Tri-Max cable. Three sealed, heavy-duty ball bearings support the drum and thick-wall guide tube for extended wear. It is powered by a heavy-duty 1/2 hp capacitor-type motor to provide more torque. It has large 10-inch solid wheels for easy maneuvering and stabilization while in operation. It has extra-strength 1 1/4-inch steel tubing framework, five-position height adjustments on the handle, a wheel brake, continuous belt skids and a loading wheel built into the handle, GFCI on a 20-foot line cord, and an air-operated foot switch for easy operation. **800-833-1212; www.electriceel.com.**

### General Pipe Cleaners Root 66

With the versatility to handle 1 1/4- to 4-inch drainlines, the **Root 66** sectional cable power drain cleaner from **General Pipe Cleaners/General Wire Spring** is three machines in one. Designed to clear practically any inside or rooftop drain, it uses 5/8- or 7/8-inch sections interchangeably. There's no need for adapters or tools to switch from one cable size to the other. An optional drum with smaller 1/4-, 5/16- or 3/8-inch Flexicore cables is available for sinks and other small drainlines. Optional 7/8-inch Proflex sectional cables (15R10-P) sport an inner spring to give the cable greater strength to transfer extra torque down the line for additional cutting power. To operate, simply depress the drive handle for plenty of cable torque from the 1/2 hp capacitor motor. Release the drive handle and the cable immediately stops rotating — for no additional torque buildup. A wide, four-point base adds greater stability, and an optional dolly offers easy transport over long distances. **800-245-6200; www.drainbrain.com.**



### GI Industries TCM 5000

The high-speed **TCM 5000** pipe cleaning machine from **GI Industries** combines high-flow air/water flushing and brushing at variable speeds to provide the operator more control in various applications, creating a jetter and cable machine in one package. The variable-speed (0 to 1,750 rpm) control allows operators to use cleaning/drill heads or devices from other manufacturers. It provides contractors greater flexibility in deciding which tools are correct for their application. These systems can clean 1/2- to 24-inch lines at over 150 feet on a single unit. **800-724-1944; www.giind.com.**

## Gorlitz Sewer & Drain Model GO 68HD

The Gorlitz Sewer & Drain Model GO 68HD heavy-duty electric drain cleaning machine is available in two different versions — with an open steel reel or enclosed polyethylene drum — and can be outfitted with an optional power feeder. It comes with a standard configuration of 150 feet of 11/16-inch hollow-core cable, which should reach most blockages with a single reel, and weighs 185 pounds. Adding a loading ramp and electric winch to any vehicle makes transportation quick and simple. It is designed to clean pipes from 3 to 8 inches in diameter. 877-446-7548; [www.gorlitz.com](http://www.gorlitz.com).



## Milwaukee Tool M18 FUEL SWITCH PACK Sectional Drum System

The M18 FUEL SWITCH PACK Sectional Drum System from Milwaukee Tool combines the benefits of sectional and drum machines to create a versatile and mobile machine. It is easily transportable via an integrated backpack design, allows users to interchange and connect drums and provides maximum power to clear 100 feet down the line. 800-729-3878; [www.milwaukeetool.com](http://www.milwaukeetool.com).



## Picote Solutions Mini Cleaner

The Mini Cleaner from Picote Solutions is a high-speed pipeline cleaning system aimed at the domestic drainage and plumbing markets. The unit has a flexible two-part shaft with a rotating inner core where the cleaning heads are attached. The stationary outer casing ensures the operator's hands do not make contact with rotating parts during the cleaning operation, improving safety and flexibility. The outer casing is also durable, flame, abrasion and chemically resistant with a high continuous service temperature. The whole unit weighs in at 58 pounds so it can be easily transported. It also has the flexibility to handle multiple 90-degree bends, even in the smaller-diameter pipes. 219-440-1404; [www.picotesolutions.com](http://www.picotesolutions.com).



## RIDGID FlexShaft



RIDGID FlexShaft drain cleaning machines quickly and efficiently deliver wall-to-wall clean in 1 1/4- to 4-inch residential and commercial pipes up to 70 feet. Lightweight and fully contained machines, they are used in conjunction with a full suite of specialized accessories designed for clearing grease, sludge, small tree roots and soft blockages with less mess and enhanced speed. They utilize powerhouse chain knockers that expand to the size of the pipe to quickly clear the entire circumference. The chain knockers are connected to a flexible, nylon-sheathed cable that is housed in a fully enclosed drum and powered by a cordless drill attached to the drive shaft. Designed with efficiency and cleanliness in mind, the machines allow for inspection cameras to remain in-pipe throughout the entire drain cleaning process for maximum efficiency. 800-769-7743; [www.ridgid.com](http://www.ridgid.com).

## Nozzles

### Enz USA Rotodrill Bend

At 2 3/4 inches long, the Rotodrill Bend nozzle from Enz USA is a powerful cleaning tool that can easily negotiate traps and bends. The high-powered rotating jet provides thrust power and is effective for moving debris and tree roots and clearing blocked pipes. The nozzle pushes itself through pipes via a tapered front. It cleans and cuts its way down the pipe as it's retrieved, adding efficiency. It can operate on flow as low as 4 gpm while cleaning pipe ranging from 3 to 6 inches in diameter. It is available in 1/4- and 3/8-inch connections. 877-362-8721; [www.enz.com](http://www.enz.com).





### NozzTeq Multi-Global Series

**Multi-Global Series** sewer nozzles from **NozzTeq** have replaceable orifices, similar to the Ice Bear nozzle design. They have a crisscrossing front jet pattern for clearing grease, debris and ice blockages. They can be configured with up to four different front jets for general sewer cleaning or particular types of sewer obstructions. They have been used for hydroexcavation as the rear orifices can be blocked, leaving only penetrating orifices in the front. By replacing orifices as needed, overall nozzle life can be extended. Laminar flow is preserved from the truck to the nozzle end for more powerful jet streams produced at lower pressure, extending the life of the jetting equipment. **866-620-5915; www.nozzteq.com.**



### Spartan Tool Cadet

The **Cadet** from **Spartan Tool** is a compact electric jetter that is easily portable to quickly clear grease and soft clogs. Take the jet directly to the problem and eliminate stretching a jetting hose from outside the building. The triplex plunger pump provides a true 1,500 psi or 1.4 gpm to scour the entire circumference of lines up to 3 inches. It is suitable for single-family homes, multiresidential dwellings and offices. The unit measures 14 by 22 1/2 by 9 inches and includes two nozzles (one open, one closed). Its easy convenience means the user can clear lines more quickly, and its compact size leaves plenty of real estate in a work truck for more equipment. **800-435-3866; www.spartantool.com.**

## Portable Jetters

### MyTana M30 MaxBlast

The **M30 MaxBlast** gas-powered jetter from **MyTana Mfg.** maximizes portability without sacrificing cleaning power and efficiency. This mainline jetter's 390 cc Honda engine with electric start blasts through blockages with 4 1/2 gpm at 3,000 psi in 1 1/2- to 6-inch lines. Safety features include a 10-amp recharge system and thermal pump protection to keep users safe, and a detachable hose reel leaves exhaust outside during indoor jetting. With 1/8- and 3/8-inch hoses, it combines all the power of a mainline jetter with the convenience of a medium-line jetter. It comes with stair glides and 10-inch pneumatic tires with swivel castors with locks, so it's easy to load, maneuver, disassemble and use. **800-328-8170; www.mytana.com.**



## Root Control Chemicals

### Duke's Root Control Razorooter II

Diquat-based **Razorooter II** root control herbicide from **Duke's Root Control** is registered by the U.S. Environmental Protection Agency for controlling nuisance tree roots in sanitary sewer collections systems. It kills roots and eliminates mainline stoppages caused by live tree roots. **800-447-6687; www.dukes.com.**



### Lenzyme Trap-Cleer foaming root control

Foaming root control from **Lenzyme Trap-Cleer** has double the active ingredient dichlobenil of previous solutions, along with a latex base designed to help it stick to roots longer. It is easy to apply and provides a slower foaming action to coat the entire pipeline and eliminate fast-foam-over messes. **800-223-3083; www.lenzyme.com.**



### RootX chemical root control

Chemical root control from **RootX** is a long-term solution to pipeline root intrusion. It stunts new root growth without damaging the pipe, clearing pipeline roots that can cause blockages and sanitary sewer overflows. The chemical won't harm water treatment systems and is registered

with the U.S. EPA for both sanitary and storm use (EPA Reg. No. 68464). Simplicity of application enables crews to perform root control on demand or as scheduled preventive maintenance. **800-844-4974; www.rootx.com.**

## Root Cutters



### Pipe Lining Supply Renssi Chain Knockers

**Renssi Chain Knockers**, distributed by **Pipe Lining Supply**, are available with drill heads for 5/16-, 3/8- and 1/2-inch cable connections. This companion tool

helps with cutting roots and other obstructions. It is made of stainless steel chains with carbide tips and is suitable for cast iron, concrete and stainless steel pipes, making it durable. It is offered in common pipe sizes from 2- to 8-inch lines. This is a suitable companion tool to high-speed cleaning machines to remove roots, descale and clean pipes. **888-354-6464; www.pipeliningupply.com.**

### Pipeline Renewal Technologies Micro Automatic Plus

The **Micro Automatic Plus** small-diameter lateral and drain cutter from **Pipeline Renewal Technologies** combines powerful cutting and versatility for a machine ready to handle even the toughest roots. Equipped with three remote-inflated air bladders, it positions itself remotely by creeping and climbing. It then clamps itself in place for precise cutting in vertical or horizontal orientation and extends using a full 4-inch feed on the cutting head to complete every task with ease. At under 3 inches in diameter, the arm fits through



small openings, and its agile articulation (90-degree swivel and 400-degree rotation) facilitates root-cutting at any angle to grind through the thickest growth quickly and easily. This versatile cutter is deployable in lines from 3 to 6 inches or 8 to 10 inches with modification. It is controlled with a CANbus-based controller with twin multifunction joysticks. This allows for easy position recall, making repetitive work quick and intuitive. **866-936-8476; www.pipelinert.com.**

### Southland Tool S906M-1-AK

The **S906M-1-AK** root cutter motor from **Southland Tool** is built from the same platform as the S906M-1 motor but has an upgraded process for the internal parts that makes it smooth to turn, improving hydraulic performance and nearly



eliminating internal corrosion. This process, known as "advanced kinetics," uses a finish that improves the friction coefficient and allows parts to run smoother, which reduces drag, saves water and increases productivity. The metal becomes denser to ward off corrosion and wear. The cutter is designed for lines from 6 to 30 inches. The motor can accommodate hose sizes of 3/4, 1, 1 1/4 and 1 1/2 inches and handles flows from 40 to 170 gpm and pressures from 1,500 to 3,000 psi. It is rated up to a maximum 288 pounds of torque and 220 pounds of continuous torque, which is ideal for cutting taps in larger sizes. **714-632-8198; www.southlandtool.com.**

## Truck/Trailer Jetters

### Amazing Machinery BossJet

The **BossJet** line of truck-mounted jetters from **Amazing Machinery** offers a wide range of pressures up to 4,000 psi and flows up to 10 gpm. These jetters offer a 100- or 200-gallon tank and are mounted to a heavy-duty powder-coated skid. This skid can easily be moved with a forklift from all sides. It comes complete with 200 feet of jetter hose, 50 feet of leader hose, nozzles and a ball valve for water flow control, making jetting inside or outside easy. They utilize General Pump triplex ceramic plunger pumps and a choice of Honda or Kohler engines. **800-504-7435; www.amazingmachinery.com.**





### American Jetter Hot Jetter

**Hot Jetters** from **American Jetter** include a water-heating system that uses efficient dual-coil burners. Burner exhaust temperatures are reduced from 400 to around 127 degrees F, effectively releasing less heat into the atmosphere. This is coupled with 20% or more fuel savings from the optional Kohler 19 to 38 hp EFI engines. The increased fuel savings will provide longer runtimes. **866-944-3569; www.americanjetter.com.**



### Cam Spray CV Series

The **CV Series** cargo van drain jet from **Cam Spray** uses diesel-fired hot water to add additional jetting power. Several models are available up to 4,000 psi and 12 gpm. Its triplex plunger pump with power pulse valve provides an extra push when needed. Air purge and recirculation can be used in the tank for freeze protection. Its 5-gallon fuel tank provides hours of runtime on a single fill. A heavily built powder-coated frame has a full deck and 130-gallon water capacity. Its 12-volt DC reel with 2-1 clutch drive allows for free spooling and powered hose return. It is controlled by push button or foot switch. Accessories include a four-nozzle set, storage box, tip cleaner, tiger tail, safety shield, rubber gloves, high-visibility safety vest, 50-foot washdown hose and trigger gun. **800-648-5011; www.camspray.com.**

### Easy Kleen Pressure Systems Groundhog Jetter

The **Groundhog Jetter** from **Easy Kleen Pressure Systems** is designed to blast through clogged pipes with a 35 hp Vanguard engine providing 12 gpm at 3,500 psi. It is compact and easily transported in a pickup truck or van, with trailer options available. It includes a fully welded, powder-coated 2-inch steel tube frame, drilled and tapped, which houses the 200-gallon water tank. It comes with an accessible breather and 10-gallon fuel tank, General Pump with gearbox drive, 12-volt powered hose reel with 300 feet of 3/8-inch jetter



hose, hose guides, super swivel and foot-pedal control, emergency shut-off valve and an hour meter. Optional remote features include hose reel-in, motor off/speed control and pressure on/off. **800-315-5533; www.easykleen.com.**

### HotJet USA Xtreme Flow III

The **Xtreme Flow III** trailer jetter from **HotJet USA** offers 18 gpm at 4,000 psi jetting power, clearing drains from 2 to 24 inches. It offers twin 35 hp Vanguard engines on a 5-by-14-foot, heavy-duty, 10,000-pound-rated trailer. It is designed to bust through any clog, roots or debris. **800-213-3272; www.hotjetusa.com.**



### Jettters Northwest Eagle 200

The **Eagle 200** mid-size trailer jetter series from **Jettters Northwest** is available in 12 gpm/3,000 psi (model Eagle-200/3012) with 1/2-inch I.D. jet hose or the 9 gpm/4,000 psi (model Eagle-200/4009) with 3/8-inch I.D. jet hose. It comes with either a Kawasaki (liquid-cooled) or Kohler (air-cooled) fuel-injected engine, an industrial-duty trailer with brakes for safety, and an A-frame tongue that allows it to be towed when full of water. Flattop fenders allow for additional mounting surface. Chrome wheels give it a sharp appearance. It comes with a super-duty triplex UDOR U.S.A. pump, 12-volt power-wind hose reel with wind-speed controller, 200-gallon water tank, large 60-inch lockable tool storage bin, 300 feet of jetting hose on the main 12-volt reel, 100 feet of 3/4-inch water-supply hose on a second reel, adjustable pulsation control and four jetting nozzles. **877-901-1936; www.jetttersnorthwest.com.**







### Mongoose Jeters by Sewer Equipment Model 184

The Mongoose Jeters by Sewer Equipment Model 184

comes with a Mongoose Run Dry Pump offering 18 gpm at 4,000 psi, a tubular steel frame, corrosion-resistant prepainted subassemblies, state-of-the-art controls, strong hose reel and high-quality gas engine. It is suitable for drain cleaning and sewer jetting, mainlines up to 12 inches in diameter, remote access locations, and commercial and industrial lines. The trailer unit comes with a water tank capacity of 300 gallons and standard hose reel capacity of 600 feet of 1/2-inch hose. The trailer setup consists of a 6,000-pound-rated single-axle trailer, and the addition of a wireless remote-control system makes this equipment a true one-man operation. It is also available as a van pack or truck-mounted unit. 877-735-4640; [www.sewerequipment.com](http://www.sewerequipment.com).

### Trojan Worldwide TWWS3500

The TWWS3500 skid-mount jetter from Trojan Worldwide can turn any full-sized pickup into a jetting machine. It has a 26 hp Honda GX690 engine with electric start and a triplex ceramic plunger pump putting out 8 gpm at 3,000 psi. Hot-water blasting is made easy with a Beckett burner, stainless coil wrap, hood, control panel and adjustable thermostat. It comes equipped with a 150-gallon water tank with transfer pump, 100-foot fill hose on manual reel, 300 feet of 3/8-inch and 1/2-inch jetter hose with automatic reel, 100-feet of pressure washer hose on a manual reel, three 3/8-inch jetter nozzles, three 1/2-inch jetter nozzles and a pressure washer wand with quick release. 800-392-4902; [www.trojanworldwide.com](http://www.trojanworldwide.com).



### Water Cannon 19K02

The 19K02 commercial-duty, 225-gallon, 12-volt, tank-fed, self-contained, skid-mounted, hot-water cleaning system from Water Cannon Inc. - MWBE can be permanently mounted in a truck bed or trailer or moved to multiple locations or trucks with minimal effort. It arrives ready for use, serving up powerful performance and helping users complete jobs rapidly at remote job sites or when on the move at any location with or without an external water source. 800-333-9274; [www.watercannon.com](http://www.watercannon.com).



## Drain Cleaning

By Craig Mandli

### Portable jetter makes drain cleaner's job easier

**Problem:** Charles Hoyt, owner of Make It Drain of northern Colorado, sought a portable jetter that would make his life easier as a drain cleaner. "Drain cleaning is a difficult and tiresome profession," he says. "It is not for the weak or fainthearted."

**Solution:** Hoyt decided to employ the BullFrog Industries Crap Shooter 2. It provides ease of access while working within arm's reach of potential leaking hazards, adding security and peace of mind during usage, he says. "If I don't have to worry about creating more problems than I'm solving, then I can focus more on my job at hand."

**Result:** Setup and teardown time has dropped drastically since Hoyt purchased this minijetter. Splash control is nearly nonexistent. There's never a large mess to clean up. It's small and compact for easy storage and transport since it's also lightweight while still housing a pump that packs a punch. "I have personally cleared mainline soft blockages in residential bathroom groups, through the lavatory sink dirty arm, using local water supply with extremely small cleanup," Hoyt says. "From start to finish, including setup, teardown, cleanup and collecting payment, it was 45 minutes." 888-890-1555; [www.flushafrog.com](http://www.flushafrog.com).



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# Product Spotlight

## Big features in a small package

By Jared Raney

**A** small-scale inspection system from RapidView IBAK North America offers all the capabilities of a full-size camera in a compact package.

The MiniLite 2.0 system can utilize any of RapidView's pushrod cameras, including pan and tilt. It also cooperates with lateral steering, laser diameter measurement and 3D mapping technologies.

"Offering these reports and data to system owners can be profitable and allows them to differentiate themselves from the competition," says Matt Sutton, vice president of sales and marketing for RapidView. "Features like this also open opportunities in the industrial sector."

With a dedicated controller via an onboard Windows 10 tablet, powered by two 18-volt rechargeable batteries, it directs 250 feet of high-strength pushrod out of a replaceable cable cassette.

"It couples all the new camera technologies with a powerful onboard computer controller capable of running advanced pipeline inspection software," Sutton says. "Control the camera, increase or decrease lighting, activate features, and use inspection software to record video and log defects within the pipeline. Basic recording software is included, and the system works with all major third-party software, as well our own IKAS evolution software."



At a mere 40 pounds with the reel and controller, it also comes with a multifunction joystick for precise control of camera functions.

Though optimized for small-diameter pipe, it is a versatile system that can be used in a variety of situations and applications.

"It delivers features that other camera manufacturers do not in smaller-diameter applications. Most of the cameras used on a MiniLite 2.0 system can be used on our larger crawler systems or deployed on a lateral launch system," Sutton says. "This means that as the customer's needs grow, the components of the MiniLite 2.0 can grow with them,

or be used in different ways."

RapidView acknowledges that while its system may be more expensive than other options on the market, the added cost brings increased functionality and reliability. The 10-inch touch screen makes it an easy-to-use system that is ready to use right out of the box.

"Customers will experience long-term savings when the units stay in the field working every day, instead of breaking down," Sutton says. "And, as customers grow, their system can grow with them, utilizing their camera on larger systems." 800-656-4225; [www.rapidview.com](http://www.rapidview.com).

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## Fluidmaster PRO Series Flappers

The PRO Series Flappers from Fluidmaster have Microban technology protection that actively inhibits bacteria growth that contributes to flapper breakdown. Made from high-quality rubber, PRO Series

Flappers can stand up to the harshest water conditions. They feature an adjustable dial for maximum performance, water savings, and are chlorine and hard water resistant. The flappers are designed with a solid frame for a solid seal, eliminating any twisting. Also included is a 12-inch kink-free metal chain to prevent jiggling of the handle to get the toilet to stop running. The complete line of flappers will fit 1.28, 1.6 and 3.5-plus gpf toilets on both 2- and 3-inch flush valves. **949-728-2000; www.fluidmaster.com.**

## Taco Comfort Solutions 0018e ECM Bluetooth circulator

Taco Comfort Solutions' 0018e high-efficiency, Bluetooth-enabled circulator is designed for residential and light commercial hydronic systems. The circulator features Bluetooth communication to a mobile app, providing real-time control, diagnostics and reporting, such as installation history, power consumption, performance and runtime. Installers can select between multiple constant speed, proportional pressure and constant pressure modes, as well as activeADAPT, Taco's self-adjusting proportional pressure mode. The 0018e features 18-foot maximum head with a maximum flow of 16 gpm. It's also double insulated, eliminating the need for a ground wire. **401-942-8000; www.tacomfort.com.**



## SANIFLO Sanicubic Vortex Series lift stations

SANIFLO's Sanicubic Vortex Series features a vortex-type impeller that delivers clog-free handling of solids up to 2 inches in diameter. The series is engineered for highly demanding, rugged-duty applications that involve much larger or harder objects than what is typically flushed down a toilet. Two models are available: the Sanicubic 1VX, equipped with a single, 1.5 hp motor; and the Sanicubic 2VX, equipped with two motors. Both new lift stations are capable of discharging



through 2- or 4-inch rigid pipe and offer a shut-off head of 43 feet. Both are meant to be connected to a high voltage, 220-240 volts. **800-571-8191; www.saniflo.com.**

## SJE-Rhombus Xpert Alert Wi-Fi

The Xpert Alert Wi-Fi indoor alarm system from SJE-Rhombus helps protect a home from costly damage due to flooding, pump failure or freezing pipes. The system monitors and reports any residential alarm condition by notifying locally (audible and visual alarms) and remotely via SMS text messages and/or emails. It uses an existing Wi-Fi or Ethernet network to send messages, meaning there are no monthly fees or contracts. The sleek design incorporates an LED alarm light ring that illuminates red for alarm 1 and amber for alarm 2. The red low-temperature indicator activates at 40 degrees F to alert about potential freezing conditions, but it can be deactivated for cold climates. It is CSA certified. **888-342-5753; www.sjrhombus.com.**



## AquaMotion outdoor hot-water recirculating pump

The outdoor hot-water recirculating pump from AquaMotion is designed to be used with outdoor-installed tankless heaters without a built-in pump on dedicated return lines. It can also be installed indoors. The pump is freeze and insect protected, water and sprinkler safe, and easy to service. The outdoor control box has a clear cover with timer visibility and an anti-tampering feature. It also comes with an automatic, built-in thermostat/switch, mechanical timer and 10-foot line cord. The single-speed pump is UL, ULC, NSF/ANSI 372 listed and approved. **401-785-3000; www.aquamotionhvac.com.**



## Pipe Vise tools

Pipe Vise tools are designed to eliminate the hassle of using two pipe wrenches to assemble piping and fittings. Hardened spring-loaded jaws provide a secure hold for objects ranging from 1/2 inch to 2 inch depending on the model. Whether you are assembling new fittings or breaking loose old pipe, Pipe Vise tools are designed to make tightening and loosening easier. **832-303-1149; www.pipevise.com.**



## A.O. Smith Water Heaters Cyclone LV commercial water heater

A. O. Smith Water Heaters' Cyclone LV is a large-volume commercial water heater that rounds out the company's Cyclone family of high-efficiency gas products. The LV model is designed to serve the needs of facilities that require large storage for jobs with critical load requirements. The water heater's modulating process adjusts the burner's firing rate to a specific demand, which allows for a performance of up to 96% thermal efficiency, lowering operating costs. Available in 220- and 250-gallon capacities, the units allow engineers to specify two Cyclone LV units where they would have previously needed four Cyclone Mxi units. **800-527-1953; www.hotwater.com.**



## Viega automatic recirculation balancing valve

Viega's automatic recirculation balancing valve ensures a balanced domestic water recirculation system by dynamically changing with varying conditions. The valve helps keep water temperatures more uniform by adjusting flow with changes in temperature. Unlike with manual valves, the temperature can be set once and be maintained automatically. Settings can be changed easily, if needed. The valve can be installed on risers or branches and can be remotely monitored with its temperature sensor. An optional thermometer provides visual indication of valve setting, and threaded ends allow it to be used with Viega ProPress or Viega PureFlow fittings systems. **800-976-9819; www.viega.us.**

## LeakSmart (Waxman Products) works with Samsung SmartThings

The LeakSmart (Waxman Products) leak and flood protection system for the home now works with the Samsung SmartThings Hub, enabling homeowners to connect the LeakSmart system to their already connected home. The SmartThings Hub allows users to connect wirelessly with a wide range of smart devices to make them all work together. SmartThings currently integrates with LeakSmart's Protect by



LeakSmart Valve, as well as LeakSmart's water sensors that are placed around the home to detect leaks. By setting rules for the LeakSmart System via the SmartThings app, the system will automatically shut off the home's main water supply or a homeowner can turn off their water if one of LeakSmart's sensors detects a leak or pipe-freezing conditions. **855-532-5457; www.leaksmart.com.**

## Electric Eel eCAM Ace inspection camera system

The Electric Eel eCAM Ace 100-Micro Pipeline inspection camera system streams video directly to any mobile device, and audio and video can be recorded to a mobile device as well. The compact eCAM Ace 100-Micro performs quick inspections in pipes ranging from 1 1/2 to 3 inches in diameter and up to 100 feet in length. It weighs only 15 pounds, making for easy portability. The system comes equipped with a 512 Hz transmitter and a resettable on-screen footage counter. The files are saved on a mobile device and can then be transferred via email, text or to the cloud. It has a pushrod size of 0.271-inch in diameter and a pushrod length of 100 feet. **800-833-1212; www.electriceel.com.**



## Spartan Tool Revolution drain cleaning machine

The Spartan Revolution, a private label of the Picote Mini Cleaner, is a high-speed machine for cleaning, descaling and blockage removal. The Revolution is designed to work in P-traps, U-bends and pipes with multiple 90-degree bends. It is made with a specially produced, highly flexible, durable outer casing, which is flame, abrasion and chemical resistant. **800-435-3866; www.spartantool.com.**



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## Anvil International and Smith-Cooper International complete merger

Anvil International and Smith-Cooper International announced the completion of their merger. While the companies are now under the same corporate ownership, Anvil and SCI sales, customer service and fulfillment will continue to operate separately. The combined company is majority owned by Tailwind Capital, a middle market private equity firm focused on growth-oriented investments in targeted sectors within industrial services, business services and health care.

## REHAU's Americas headquarters marks 40 years in Virginia

REHAU announced the 40-year anniversary of establishing its North American headquarters in Leesburg, Virginia. As the current Americas headquarters for the privately held global manufacturer, REHAU Leesburg oversees operations across four subregion administrative offices, 20 sales offices, nine plants and eight logistics centers throughout the U.S., Canada, Mexico, Central America and South America.

## Jason O'Neill joins Taco Comfort Solutions

Taco Comfort Solutions welcomed Jason O'Neill as the company's new regional manager for wholesale products in the Western United States. O'Neill has over 20 years' experience in a variety of sales management positions with Uponor, Bosch, McCoy Sales and International Environmental Corp.



▲ Jason O'Neill


## Pipe Lining Supply adds a new technical representative and sales

Pipe Lining Supply announced the promotion of Chris Gorum to the position of technical representative and sales serving Texas. He has been with Pipe Lining Supply since 2015 in the warehouse division. Gorum will support Pipe Lining Supply's customer base with training, advice and sales for CIPP lateral lining and AIPPR pipe coating projects for drain, waste and vent in Texas and the surrounding areas.



▲ Chris Gorum

## Brasscraft STEM day

Brasscraft recently joined one of its Masco Millions partners, Detroit Area Pre-College Engineering Program, at the Michigan Science Center for workshops where seventh and eighth grade students explored the world of STEM: science, technology, engineering and math. DAPCEP places youth on university campuses to learn everything from renewable energy engineering to computer programming to the mathematics of music. The program's mission is to increase the number of underrepresented students who are motivated and prepared to pursue degrees leading to careers in STEM. 

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**World Plumbing Conference,**  
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Visit [www.worldplumbingconference.com](http://www.worldplumbingconference.com)

**Sept. 20**

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

**Sept. 22-26**

**IAPMO and ASSE Annual Education  
and Business Conference,**  
Silver Legacy hotel, Reno, Nevada. Visit [www.iapmo.org](http://www.iapmo.org)

**Oct. 2-4**

**Plumbing Heating Cooling Contractors Connect 2019,**  
The Westin Indianapolis, Indianapolis.  
Visit [www.phccweb.org](http://www.phccweb.org)

**Oct. 11**

**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)

**Oct. 16-18**

**Service World Expo, Paris Las Vegas Hotel & Casino,**  
Las Vegas. Visit [www.serviceworldexpo.com](http://www.serviceworldexpo.com)

**Oct. 24-27**

**American Society of Plumbing Engineers  
(ASPE) Technical Symposium,**  
Wyndham Grand Pittsburgh Downtown, Pittsburgh.  
Visit [www.aspe.org](http://www.aspe.org)

**Oct. 25**

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

**Nov. 4-7**

**Plumbing Manufacturers International (PMI)  
Conference,** The Don CeSar hotel, St. Petersburg, Florida.  
Visit [www.safeplumbing.org](http://www.safeplumbing.org)

**Nov. 15**

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

**Jan. 21-23**

**National Association of Home Builders (NAHB)  
International Builders' Show,**  
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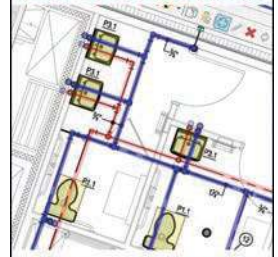
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