

Plumber™



ABOVE AND BEYOND

California couple grows company from home office to large facility and increases revenue with a customer-centric philosophy Page 12

▲ On The Road
AN EASIER, AND SAFER, WAY
TO INSTALL ROOF FLASHING
Page 22

▲ AHR Preview
A LOOK AT THE SHOW COMING
UP IN EARLY FEBRUARY
IN ORLANDO, FLORIDA
Page 24

MOBILE SHOP ON WHEELS!



Great for Tight Spaces

IDEAL SOLUTIONS FOR:

- ✓ Drain Cleaning
- ✓ Lateral Lining (CIPP)
- ✓ Pipe Coating

QUIK-SHOT™ SYSTEM

For CIPP Lateral Lining



YOUR NO DIG SOLUTION!

- ✓ Lightweight and Portable
- ✓ Continuous Feed to any Length
- ✓ Extends Pipe Life 50+ Years

QUIK-COATING SYSTEM

For Drain, Waste, and Vent Piping

FAST IN FAST OUT PIPE REPAIR

- ✓ 5 Minute Dry Time
- ✓ Great for Multiple Tie-Ins
- ✓ Easy to Use and Portable





TRIC[®]

wwett
BOOTH
3001

MONEY MACHINE.



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

For more info visit www.trictools.com or call 888.883.8742



22



Working From Inside Out

Flashing product boosts safety, productivity by rendering risky rooftop work obsolete.

- By Ken Wysocky



On the Cover

Richard Rester, a plumber with Thompson Family Plumbing & Rooter in Hesperia, California, replaces a gas meter seal at a residence. The company, founded in 2013, offers residential and commercial service and repair in a 100-mile radius of Hesperia. The company has 18 employees. (Photo by Edward Carreon)

Coming Next Month - WWETT Show Issue, Residential Plumbing

- ▲ Plumber Profile: Doctor Drain (Toledo, Ohio)
- ▲ Industry Insider: Anja Smith
- ▲ Smart Business: 5 Tips to Quickly Convert Invoices Into Cash

8 From the Editor: It All Starts With Teamwork

Building a team can lead to building a brighter future for those in and around the plumbing industry.
- By Cory Dellenbach

10 @plumbermag.com

Check out our exclusive online content.

12 Profile: Above and Beyond

California couple grows company from home office to large facility and increases revenue with a customer-centric philosophy.
- By Ken Wysocky

20 In the Shop: More Than Wheels

Service vans or trucks offer the opportunity for advertising and organization for plumbing companies.
- By Joan Koehne

24 AHR Preview: Networking Opportunity

See everything new in HVACR, including the latest innovations, products and technologies, at the 2020 AHR Expo.
- By Nicole Bush

28 2020 AHR Expo Product Preview

30 Smart Business: Don't Get Stuck in Quicksand

A slow period in your business can make you feel like you're sinking, but there are ways to get out ahead of those problems.
- By Michael Williams

32 Industry Insider: It's Here and Everywhere

Plumbing problems don't just happen outside of North America, they happen everywhere, including right here.
- By Randy Lorge

34 Product Focus: Hydronic Heating Systems, HVAC

- By Craig Mandli

40 Case Studies: Hydronic Heating Systems, HVAC

- By Craig Mandli

44 Product News: Product Spotlight: Using UV technology to speed up CIPP projects

- By Craig Mandli

46 Calendar

48 Industry News



happy new year



SPARTAN
SINCE 1943

CABLE MACHINES | VIDEO INSPECTION | HYDRO JETTERS

1618 Terminal Road
Niles, MI 49120

Shop Online SpartanTool.com
or By Phone 800.435.3866

WOMEN
OWNED

ADVERTISER INDEX

Plumber

Exclusively serving plumbing contractors and franchisees

ALLAN J. COLEMAN
SINCE 1905

Allan J. Coleman Co. 41

American Jetter 49

Arctic Blasters, Inc. 49



Bradford White Water Heaters. . . . 9

BRIGHT DYES -
Division of Kingscote Chemicals . 49



Cam Spray 43



Central Oklahoma Winnelson 31

Cintas Corporation 29



Duracable Manufacturing Company . . 25

FastEST, Inc. 38



Fluidmaster 11



General Pipe Cleaners/
General Wire Spring 52

HotJet USA 51

Mansfield Plumbing Products . . . 50

MaxLiner USA 27

McCormick Systems, Inc. 49

Mongoose Jetters
by Sewer Equipment 39



Nexstar Network, Inc. 7



Picote Solutions 33



Pipe Lining Supply 2

Pulsar 2000, Inc. 19

Real-Tite Plugs, Inc. 43

Root Rat 49



Spartan Tool 5

ST Engineering Hackney, Inc. 47

Superior Signal 49

The Home Depot 17



TRIC Tools, Inc. 3

TURBO FOG
Division of Kingscote Chemicals . 49

Water Quality Association 15

WWETT Show 42

Classifieds 46

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

Call toll-free 800-257-7222

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

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

Website: www.plumbermag.com

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

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

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

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

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



Ann Richmond



Winnie May

REPRINTS AND BACK ISSUES: Visit www.plumbermag.com for options and pricing. To order reprints, call Jeff Lane at 800-257-7222 (715-350.8447) or email jeff.lane@colepublishing.com. To order back issues, call Nicole at 800-257-7222 (715.350.8422) or email nicole.maney@colepublishing.com.

CIRCULATION: Circulation averages 28,058 copies per month. This figure includes both U.S. and international distribution.

© 2020 COLE PUBLISHING INC.

No part may be reproduced without permission of the publisher.

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

twitter.com/PlumberMag

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

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

What you learn on these pages
could be worth \$1,000s.

It's all yours for FREE! Subscribe today.

Plumber

www.plumbermag.com
800/257-7222

From 8 Trucks to 48 Trucks in 5 Years



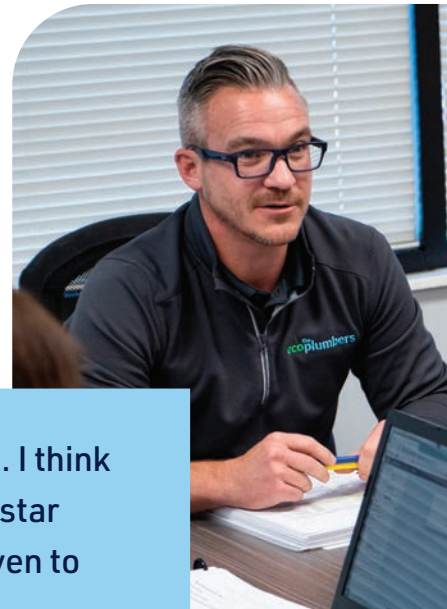
After 13 years in business, Aaron Gaynor of The Eco Plumbers has seen tremendous growth in the last 5 years. It's more than just trucks – in the same time period, he's gone from 13 employees to 73 employees and counting.

What's his secret?

It's no secret.

Aaron's success isn't a fluke. His rapidly growing company is the result of dedication, hard work, and follow-through.

But he didn't do it alone. He joined Nexstar Network 5 years ago, and his coaches were with him every step of the way.



"If Nexstar tells me to do something, I'm going to do it. I think it's important you use what's already available at Nexstar before you innovate; use the tools that are already given to you as a member."

-Aaron Gaynor

The Eco Plumbers – Nexstar members since November 2014

Help your plumbing company realize its potential. Call Nexstar today.

888-240-STAR (7827)
www.NexstarNetwork.com

To learn all about how Aaron has successfully grown his business, watch a brief video at nexstarnetwork.com/AYSvideo and read the full article in the December 2019 issue of "At Your Service," Nexstar's member magazine. If you'd like to request a copy, please email us at membership@nexstarnetwork.com or call 888-240-7827 (STAR).





Cory Dellenbach

It All Starts With Teamwork

Building a team can lead to building a brighter future for those in and around the plumbing industry

T

eamwork. It's what brings success to companies large and small, but it is often one of the toughest things to build.

I started thinking about this while at a camp with some youth from my church. One of the first items on the agenda was getting the youth to know one another. They had to pair into groups and complete a scavenger hunt. They couldn't be in a group where they knew the other kids.

It was interesting to see how quickly the youth started talking and working together to try and solve the clues to finish the scavenger hunt. They looked at the clue, talked amongst themselves and went to work right away figuring it out. Just like they had known each other for years.

Why don't we see it like that in the working world with adults? If you have a job where there is a problem you can't figure out, do you reach out to another plumber who might know? Some of you are shaking your head no right now. Why don't you? It is OK to ask for help, even from complete strangers.

I do see some of this happening, though, mainly through Facebook groups. Often I'll see plumbing contractors post photos of recently completed work in these groups and ask others for opinions. Unfortunately, most of the time it turns into others bashing that work and not giving the contractor sound advice.

Let's face it: No one knows everything, and we're learning something new every day. Why not help those in our same industry grow and get better and also improve what others might think of plumbers?

YOU ARE IMPORTANT

If you want more proof of the importance of plumbers in our world, look no further than the Industry Insider column in this issue by Randy Lorge. He has traveled all over the world during his long career and has worked on his share of projects to bring clean water to people.

This is the time of the year when you should be setting goals for each quarter and working on ways to accomplish those goals.

That includes people in other countries and even right here in the U.S.

At least once a month, I receive emails from plumbers specifically telling me they want to help solve the problem of getting clean water and working plumbing to everyone. There is an easy way to do that: Start in your own community.

Find out if there are any families in your area who are in need of help, then expand to the county, then the state. If you want to expand farther, reach out to plumbing organizations and associations, and find out how you can help.

A NEW YEAR IS HERE

The new year is upon us. It's time to think about what you want your company to become in 2020. If you had a great year and want to keep that going with no changes, that's great! Good luck! If you want to improve your company, how are you going to do that?

This is the time of the year when you should be setting goals for each quarter and working on ways to accomplish those goals. Keep an eye on our Smart Business column throughout the year where we will give you tips and ideas on ways to make your company stronger.

TALK TO ME

As always, I welcome your emails and phone calls. Tell me your story of teamwork — either building a team at your company or working with other plumbing companies. Email me at editor@plumbermag.com.

Enjoy this issue! 📧

Time for some quick...PAYBACK!

The AeroTherm® Series Heat Pump Water Heater from Bradford White.



Visit Us At
Booth 1343
The 2020
AHR Expo



Your customers know: How You Heat Your Water Matters™. With the AeroTherm® Series Heat Pump Water Heater, your customers enjoy the big payback on energy savings, convenient features and reliable performance.

- **OUTSTANDING EFFICIENCY:**
ENERGY STAR® certified for year-round savings. Qualifies for many state and local utility rebates and tax credits.
- **BRADFORD WHITE QUALITY:**
Features superior Vitraglas® corrosion protection and a 6- or 10-year warranty.
- **4 OPERATING MODES:**
for greater control and flexibility.
- **NOW AVAILABLE IN 3 SIZES:**
50, 65 and 80 gallon capacity.

FOR THE PRO

See more at our website dedicated to the Pro: bwforthe.pro.com


BRADFORD WHITE®
WATER HEATERS

Built to be the Best™

@plumbermag.com

Visit the site daily for new, exclusive content.

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



ADDING EQUIPMENT

Companies Share Purchasing Strategies

You need certain pieces of equipment to effectively run your business. That part is obvious. But there is a lot to consider in how you go about acquiring that equipment. See if the experiences of the seven companies featured in this online exclusive can spark an idea that you can incorporate into your own business.

▶ plumbermag.com/featured

BUSINESS OWNERSHIP

Can Your Company Function Without You?

For the first few years you were in business, you may have done it all. Success or failure depended 100% on your effort and abilities. Maybe your business is still operated that way for the most part. There are many benefits to maintaining a small operation, but you should also be leery of having a business that has a single point of failure. This online exclusive offers some tips on how to avoid that. ▶ plumbermag.com/featured



BRANCHING OUT

The Benefits of a Diversified Business

There's a case to be made for keeping your service offerings focused. Doing a few things extremely well and not falling victim to the negatives that can happen if you spread yourself too thin. There's an equally compelling case for doing the exact opposite — diversification. Offering every service you feasibly can and being a one-stop shop for customers. This online exclusive takes a look at the various benefits that can come from taking the diversification approach.

▶ plumbermag.com/featured

OVERHEARD ONLINE

"Take the time to offer both praise and constructive criticism whenever you have the chance. Don't wait until your employees mess up a dozen times."

— *Improving Employee Accountability*

▶ plumbermag.com/featured



Join the Discussion

Facebook.com/PlumberMag
Twitter.com/PlumberMag

NEWS & ALERTS



Visit Plumbermag.com and sign up for newsletters and alerts. Get exclusive content delivered right to your inbox on topics important to you!

INTRODUCING OUR

NEW PRO45H

YOUR FAVORITE PRO45 NOW WITH
BOWL WATER LEVEL DIAL.



Control BOTH Tank and Bowl Water Levels



New Dial for Bowl Water Control:

- Ability to fine-tune water levels in both tank and bowl
- Best option for high water pressure homes and properties – withstands up to 120+ PSI

PRO Fill Valve:

- Height adjusts 9” to 14” for increased customization
- The quietest and most powerful fill valve
- Services all toilet types

TRUSTED SINCE 1957 | FLUIDMASTERPRO.COM

Fluidmaster, Inc. | San Juan Capistrano, CA | 800.631.2011



▼ John and Devynn Thompson are the owners of Thompson Family Plumbing & Rooter in Hesperia, California.



ABOVE AND BEYOND

California couple grows company from home office to large facility and increases revenue with a customer-centric philosophy

By Ken Wysocky | Photography by Edward Carreon



Thompson Family Plumbing & Rooter Inc., Hesperia, California

OWNERS	Devynn and John Thompson
FOUNDED	2013
EMPLOYEES	18
SERVICES	Residential and commercial service and repair
SERVICE AREA	100-mile radius
WEBSITE	www.thompsonfamilyplumbing.com

Before John and Devynn Thompson started Thompson Family Plumbing & Rooter in 2013 from their home in Hesperia, California, they sketched out a vision for the company that was based on easing typical pain points for plumbing customers.

As a result, the company emphasizes a peace-of-mind approach that informs all aspects of its operations, ranging from crime-free and competent technicians and transparent pricing to thorough customer communications and adoption of new technologies that increase efficiency and productivity.

“We do things differently here at Thompson Family Plumbing,” Devynn says. “Our mindset is that, no matter what, the customer is always right. We always want to be sure that at the end of their experience with us, they’re satisfied.”

“The way I see it from my end as a customer, a lot of contractors struggle because they fail to communicate,” she continues. “We go above and beyond to make sure customers have a full understanding of what we’re doing from the start — always consider things from their perspective and do things right the first time.”

The couple’s efforts have paid off. Gross revenue has increased 300% since their first year in business. Furthermore, they now work out of a 4,500-square-foot facility instead of a home office, run several service trucks and employ nine technicians.

Residential service and repair work generates about 80% of the company’s revenue, while commercial service and repair work produces the balance.

Moreover, the couple reinforced that customer-centric philosophy by using community service as a marketing tool to build brand recognition and client loyalty. The company also made John and his eye-catching handlebar mustache and “geek-chic” glasses the face of the company; a caricature of John is emblazoned on the company’s service trucks and logo.

“John is not allowed to shave off his mustache,” she says, noting that the company has posted a popular Snapchat photo filter that enables customers to see what they look like if they “wear” the mustache. “His mustache is kind of a theme for our company.”

“Social media also has really helped market our company,” she adds. “John is big on Instagram in the plumbing community — he has 20,000 followers.”

▶ Plumber Zebediah Borynach (left) opens a hole to access a septic tank lid, while Richard Rester uses a water probe to locate a septic tank lid.





- ▶ Plumber Richard Rester uses a wrench as he replaces a gas meter seal at a residence in Hesperia, California.

CRIME-FREE TECHNICIANS

A primary component of the company's peace-of-mind philosophy is crime-free technicians. That means technicians have no outstanding criminal records, own superior driving records, pass random drug tests and have been screened via a federal crime database. Furthermore, they each wear an ID/name badge that's scannable; at a customer's request, the technician can scan it with an app and pull up a photo ID.

Customers receive a text message when a technician is on the way to their homes, as well as an email with a description of the technician and a photo so they can verify the technician's identity when he arrives.

"We've done this from the beginning," Devynn says. "I'm a woman, and a lot of our customers are women with husbands who are away at work. We want to ensure customers have peace of mind in knowing who is coming into their homes."

Devynn says she knows customers are aware of the no-crime policy because they periodically mention it to dispatchers and technicians. But to her, it's not a selling point to attract customers; instead, it's merely doing the right thing to protect them as much as possible.

App makes managing and tracking equipment and tools more efficient

Embracing new technology that improves operating efficiencies and profitability has played a large role in the growth of Thompson Family Plumbing & Rooter since its inception in 2013. A good example is the ONE-KEY app from Milwaukee Tool, an equipment- and tool-management system that helps the company determine where tools are and which technicians are using them.

"It's a revolutionary and unsung product, way ahead of its time," says Devynn Thompson, who co-owns the business in Hesperia, California, with her husband, John Thompson. "And the app is absolutely free. It's a great product for streamlining and automating your business."

The system uses geofencing technology — essentially software that utilizes GPS or radio-frequency identification to define virtual geographical boundaries — and a small, low-profile Bluetooth tracker called a TICK to track tools. The TICK is weather-resistant and can be either glued, screwed, riveted or strapped on a tool. (TICKs are available for as little as \$19 at home centers and plumbing suppliers).

Thompson Family Plumbing started using the ONE-KEY system about two years ago, and it instantly proved to be game-changing technology. "We had issues with not knowing where equipment was," Devynn explains. "Employees weren't checking things in and out, which was creating headaches.

"I was losing my mind trying to track down things like inspection cameras, minijetters, our Warrior trailer jetter (Spartan Tool) and so forth," she continues. "I would have to go through invoices trying to piece it all together, like a sleuth. As a business owner, you don't have time to do that. You need to be working on your business, not micromanaging your business."

But ONE-KEY changed all that. Now all Devynn has to do is call up the app on her cellphone and she knows the location of, say, the Warrior jetter and who is using it. It also records tool-utilization data and provides maintenance alerts. And it's all paperless, she points out.

"That's all important because some of these tools are



▲ Justin Bozigian, a Thompson Family Plumbing & Rooter plumber, walks with a RIDGID FlexShaft and locator to his service van to start the day.

That concern for customers' well-being also stems from the company's emphasis on family. The name of the company says it all; Devynn says that about half of the company's 18 employees are related, making it a truly family-run company.

"We wanted a name that presents a hometown feel," she says. "Our first employee was my older brother, Don Deschenes, who still works here. We have members of the Thompson, Garcia, Deschenes and Slate families working here, all brothers or sisters or husbands and wives. It's worked out really well for us."

very expensive assets," she notes.

Moreover, if a tool gets lost or stolen, its serial number and maintenance logs are stored in the ONE-KEY system, which makes it easier to file insurance claims.

Devynn says the app can even be used to designate a particular tool as stolen. And if other contractors are using the ONE-KEY system, they'll get a notification if the stolen tool shows up on their job sites (as long as it's within 100 feet of their cellphone or tablet). "It's amazing technology," Devynn says.

As for the cost and return on investment, Devynn says a roughly \$20 TICK is a small price to pay to ensure tools are trackable. "A lot of contractors will say that's too much money," she says. "But can you really afford to lose a \$20,000 inspection camera because you didn't want to spend \$20?"

VISION 20/20
 APRIL 1-3, 2020 | ORLANDO, FLORIDA USA
 Education April 1-3 | Expo April 2-3

WQA
 CONVENTION
 & EXPOSITION

WQA.ORG/CONVENTION

Top equipment suppliers.
 Insightful technical sessions.
 Network with water treatment pros.

CATCH THE VISION

WQA.ORG/CONVENTION

JOIN

THE CONVERSATION.

THE CAMARADERIE.

THE COMMUNITY.

Plumber

- facebook.com/PlumberMag
- twitter.com/PlumberMag
- youtube.com/PlumberMagazine
- linkedin.com/company/plumber-magazine

▼ Plumbers Cole Slate and Dustin Slate (both kneeling) learn about tankless water heaters from Richard Rester, plumber, while at the company shop in Hesperia, California.



“Our mindset is that, no matter what, the customer is always right. We always want to be sure that at the end of their experience with us, they’re satisfied.”

Devynn Thompson

THE POWER OF CONVICTION

Before establishing Thompson Family Plumbing, John had worked for another plumbing company for about six years and was doing well. For four years in a row, he was the top-grossing plumber at the company. But the job required a one-hour drive to and from work, so he decided to strike out on his own.

The timing wasn’t ideal since Devynn was pregnant with the couple’s third child and John was giving up a good benefits package. And financially, the prospect of opening a new business was daunting, she says, pointing out that the couple liquidated their 401(k) accounts to finance.

“But he got his contractor’s license and hit the ground running,” Devynn says. “We didn’t give ourselves the option of failing. We knew if we stayed positive and stayed together as a team, we would be successful in anything we put our minds to. Which is exactly what we did.”

To get the word out about the new business, the company sponsored or participated in as many community events as possible and became very active with the Hesperia Chamber of Commerce and the city’s Park District. For example, the company participated in communitywide Easter egg hunts and fundraising fun runs, donated money to the local Fourth of July fireworks show, and sponsored luncheons.

“We got our name out there fast, thanks to Chamber of Commerce activities,” Devynn says. “We built relationships. If you don’t invest in your community, your community won’t invest in you.”

GROWING FLEET

As the company grew, so did its need for tools, trucks and equipment. Service trucks that the business runs include two Chevrolet and two Ford cutaway vans with box bodies built by Knapheide, two 2019 Ford Transits outfitted with Kargo Master storage/shelving systems, a 2008 Chevrolet Express van and a 2000 Ford Econoline van.

The company would prefer to build a fleet comprised of the same brand of trucks. But ever-increasing fuel prices — dramatically boosted by the state’s continual

Continued ▶

AIR FILTERS DELIVERED RIGHT TO YOUR JOB SITE



PROS ARE CHANGING. SO ARE WE.

For Pros, business as usual, isn't. The Home Depot® is here to help. We'll deliver the commercial, industrial or residential filters you need—or just found out you need—straight to your job site or facility. So you can breathe a little easier.



Learn more at [HomeDepot.com/Pro](https://www.homedepot.com/Pro)

© 2020 Home Depot Product Authority, LLC. All rights reserved.

“We didn't give ourselves the option of failing. We knew if we stayed positive and stayed together as a team, we would be successful in anything we put our minds to. Which is exactly what we did.”

Devynn Thompson

gasoline-tax hikes — have forced the company to keep shifting its focus to more fuel-efficient vehicles.

“Our gas prices are through the roof here in California — almost \$5 a gallon,” Devynn says. “That makes it hard for service providers who physically have to go to job sites. We had to take a step back and reassess and raise our rates because of those additional gas costs. Gas prices are a huge business issue if you're a service provider here in California.”

For drain cleaning, the company relies on equipment built by RIDGID and Spartan Tool. The company owns one RIDGID FlexShaft K9-102 and one FlexShaft K9-204,

and each truck carries a Spartan 100 and 300 drum cable machine, designed to clean 1.25- to 4-inch-diameter lines and 3- to 6-inch-diameter lines, respectively. In addition, the company relies on a Spartan 1065 drum cable machine for cleaning larger lines, ranging from 3 to 10 inches in diameter.

For inspecting and locating pipelines, the company has invested in five Sparvision camera systems from Spartan and five RIDGID NaviTrack Scout locators. The company also owns a Spartan Warrior trailer jetter (4,000 psi at 18 gpm).

Technicians prefer power tools made by RIDGID and Milwaukee Tool along with Milwaukee Tool PACKOUT storage totes. “The PACKOUTs really help with job site efficiency, and that's where the money is at,” Devynn says.

EMBRACING TECHNOLOGY

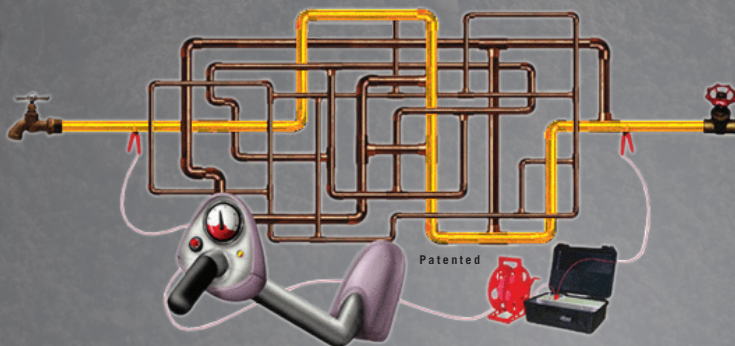
To streamline internal operations, the company implemented a paperless system that's based on business management software developed by ServiceTitan. It handles everything from job scheduling and dispatch to sales and marketing to inventory, payroll and accounting, Devynn says.

▼ The team at Thompson Family Plumbing & Rooter with a couple of their service vehicles behind them.



Pulsar 2000 Line Tracer

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



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

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

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

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

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

It's a jumble out there.

www.Pulsar2000.com
DISTRIBUTORS WANTED



"There's no other dispatching and service software out there quite like it," she says. "It sends customers real-time texts when a technician is dispatched to their home, handles invoicing and even tracks return on investment for marketing campaigns.

"It also runs payroll reports and can compile many other necessary reports, as well as calculate the profit margin on jobs, which allows you to determine if you're charging customers enough," she adds. "You have to know what it costs to operate a business. If you don't know the cost, you have no business running a business."

The system also benefits customers by streamlining communications between technicians and customers, including sending out confirmation reminders by text and email the day before a service appointment. The system also sends out job estimates and an invoice upon completion of the job.

Furthermore, the system integrates photos taken by technicians. The photos can then be kept on file for future

reference or sent to clients. "That's a big help when you're dealing with offsite clients, such as landlords," Devynn says. "We can send them before-and-after photos to show them that our technician provided the promised service."

Looking ahead, the Thompsons aren't interested in exponential growth that could strain their customer-centric approach. "We just want to take things one day at a time," Devynn says. "If we continue to grow, great. If we shrink a bit, that's OK, too. But if we do grow, we want to grow organically.

"In the end, we just want to keep our customers satisfied and our employees happy and employed, because they've got families to provide for," she concludes. "Everything else after that is just the icing on the cake." **PI**

Featured Equipment

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

RIDGID
800-769-7743
www.ridgid.com

ServiceTitan
855-899-0970
www.servicetitan.com

Spartan Tool
800-435-3866
www.spartantool.com
Ad on page 5

The Knapheide Mfg Co
217-222-7131
www.knapheide.com

More Than Wheels

Service vans or trucks offer the opportunity for advertising and organization for plumbing companies *By Joan Koehne*

A plumber's vehicle is more than just a simple set of wheels to get from job to job. The vehicle is a rolling office for customer management, a rolling storage area for valuable tools and parts, and a rolling billboard advertising a company and its services. Bottom line: A work vehicle is the means to get some money rolling in when a contractor opens a plumbing business.

Plumbers need to consider several factors when buying a work vehicle, and price is at the top of the list.

"I would always recommend buying the best they can afford," says Jim Walker, owner of Jet Plumbing-Heating & Drain Services of Sparks, Nevada. Investing in a dependable vehicle is money well spent. "For a service plumber, getting to a job is critical. Buy something that's decent, fuel efficient and reliable."

Jet Plumbing prefers vans over pickup trucks because everything's stowed inside. Tools and equipment are out of the weather and better protected from theft. While traditional cargo vans were once the norm for Jet Plumbing, the company is converting over to the full-size, high-roof cargo vans like the Ford Transit, Mercedes Sprinter or Nissan NV. Because of the high-roof design, it's easier to get around in the cargo area.

"The guys love them. This is a physical job, and having to bend over in your truck while trying to sort through things just adds one more level of discomfort," Walker says.

“I would always recommend buying the best they can afford. For a service plumber, getting to a job is critical. Buy something that's decent, fuel efficient and reliable.”

Jim Walker

Equipping the vans with ladder racks and pipe racks is customary, but Walker says they quickly add to the van's expense. Consider how you do business before investing in these and other add-ons.

One add-on that goes on every Jet Plumbing van is a tow package. Equipped with a hitch, the vans can pull a trailer loaded with water heaters or other equipment. They can also pull heavy hydroflush machines used to clean sewer lines and storm drains.

USED, NEW OR LEASED

When it comes to buying a new or used vehicle, Jet Plumbing changed its strategy in the last five years. Previously, the company routinely bought used vehicles. Walker would find vans with 20,000 to 30,000 miles and



pay \$6,000 to \$8,000 less than the asking price of a new vehicle. By running the van to 180,000 miles, the company still got plenty of use out of the secondhand vehicle.

However, the cost of used vehicles skyrocketed with a change in the economy. The price between new and used just doesn't justify buying used any longer. "In the last four or five years, we've been buying all new," Walker says.

Buying new vehicles works for Jet Plumbing, but it might not be the best option for a new plumbing contractor.

"There isn't really a right answer, it's just what makes the most economic sense," Walker says. "I've got no problem with buying used. I just wouldn't buy something with 80,000 miles on it." Purchase a used vehicle with less than 30,000 miles — that's Walker's unwritten rule.

Leasing is another option to consider, and Jet Plumbing currently leases a couple of vans.

"You just have to be careful if there are mileage restrictions," Walker says. "If you're a service plumber, you're probably going to exceed those. That can result in high disposition fees at the end."

MAKING IT YOUR VEHICLE

Before the van hits the road, it needs graphics and lettering to clearly represent a company's brand and advertise its services. Jet Plumbing's vans are white with a red logo and blue trim, creating a patriotic red, white and blue look.

Because plumbing, especially service plumbing, relies on TOMA (top of mind awareness), it's smart to use the vans as moving billboards. "Somebody might not need us this Friday, or next Friday, or this year for that matter. But eventually they do, so just having that exposure on the van in clear, concise letters is important," Walker says.


As for the inside of the van, an upright toolbox and shelving for parts and materials is a must. A service plumber needs all of the standard hand tools, plus tools specific to plumbing.

◀ Jim Walker, owner of Jet Plumbing-Heating & Drain Services of Sparks, Nevada, stands near one of his service vans. The company is replacing the vans with newer high-roof cargo vans. The van is one of the biggest investments a plumber can make when starting a company.

Plumbing tools have changed significantly over the years, but it's still worthwhile to have fundamental tools like a basin wrench and a good torch on hand. Walker recommends investing in high-quality, reliable tools because they'll serve you well for years.

Aside from the tools, plumbers should carry a wide variety of toilet, faucet and drain parts to cover the most common problems they'll encounter. Walker refers to the 80/20 rule. On 80% of the jobs, you'll use only 20% of the parts you carry, so it is best to load up on the common parts.

"It's probably more like 90/10 because there are thousands of parts," he says. A well-stocked and well-organized van can save a plumber the time and hassle of running back to the shop for parts or tools they're missing.

"We can't think of everything or have everything, but it is 100% in the plumber's best interest to have as much stuff as possible," Walker says. "If you can go and successfully complete the job, get your billing done and move onto the next job, it's going to be the most profitable." 

This is what it would look like if we printed **Plumbermag.com**

thousands of stories, products and ideas



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

www.Plumbermag.com

Working From Inside Out

Flashing product boosts safety, productivity by rendering risky rooftop work obsolete

By Ken Wysocky

Tim Coyle remembers all too well the “good old days” of installing roof flashing for vents and stack pipes: Prop up a 36-foot extension ladder. Have someone hold the ladder. Climb up to the roof. Install the flashing. Have a person inside the attic push the pipe through. Rinse. Repeat.

“It was quite time consuming and required a lot of labor,” says Coyle, the owner of Tim Coyle Plumbing & Heating in Atkinson, New Hampshire. “And it could be pretty nerve-wracking, too.”

Then Coyle discovered the Kozy Kollar, a vent-and-flashing system that can be installed from inside a building. And he hasn’t been on top of a roof to install flashing in more than 20 years, he notes.



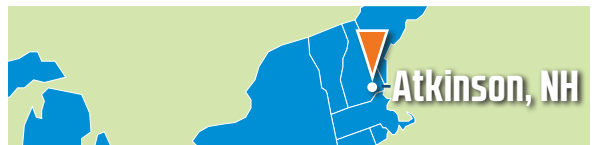
▲ Examples of the different stacks that can be installed from inside buildings using the Kozy Kollar exhaust vent and stack-pipe flashing. (Photo courtesy of Kozy Kollar)

“Good labor is hard to come by these days, so you need be as productive as possible. This frees up two guys to do something else. The time it saves and the risks it reduces are incredible.”

Tim Coyle

“If you asked me, it has changed the industry,” says Coyle, whose company primarily does new-construction plumbing. “Houses are getting taller and steeper, so it’s getting more and more dangerous to go up on a roof. And half the year around here it’s cold and windy. So there’s a lot of risk of someone getting injured.

“I’ve had a few scary moments myself,” adds Coyle, who established his company in 1994, employs seven people and runs three service trucks, all Isuzu NPRs with 14-foot box bodies made by Morgan Truck Body. “At one point, I



COMPANY Tim Coyle Plumbing & Heating LLC, Atkinson, New Hampshire

OWNER Tim Coyle

PRODUCT Kozy Kollar exhaust vent and stack-pipe flashing

FUNCTION Flashing safely installed from inside buildings

FEATURES Works on flat or pitched roofs; suitable for traditional shingles, architectural shingles or metal roofs; weather-tight seal

COST Around \$57 each

KOZY KOLLAR WEBSITE www.kozykollar.com



- ◀ The Kozy Kollar exhaust vent is easy to install, requiring seven bolts for the exhaust hood and six for the stack-pipe units. Shown here is the installation of an exhaust hood.

apply the included sealant to the built-in groove on the bottom of the unit. Then pass the Kozy Kollar through the hole and position it flush with the roof to create a weather-tight seal; the bolts will hang down along the edges of the template hole.

Only two steps left: Slide the two mounting back plates onto the bolts, then tighten the included nuts onto the bolts to 3 ft-lbs of pressure. (Be sure to read the installation instructions for more specific details or watch installation videos at www.kozykollar.com.)

“Everything is done from inside the attic,” Coyle says. “I’ve even installed them while it’s raining or snowing and in hot weather or cold weather — it doesn’t matter.”

just froze up while on a roof. I asked myself, ‘What am I doing up here? Am I a roofer or a plumber?’

“But I don’t have to worry about that anymore,” he notes. “I really can’t imagine working without the Kozy Kollar — it’s pure genius.”

EASY INSTALLATION

There are two kinds of Kozy Kollar available: one for exhaust vents and one for 2-, 3- and 4-inch-diameter PVC pipes. Both can be installed on flat roofs; the exhaust flashing has an unlimited roof-pitch range, while the pipe flashing works on roofs with up to a 14:12 pitch. They’re suitable for conventional shingles, architectural shingles and metal roofs.

Coyle says virtually anyone can install a Kozy Kollar in about 15 minutes. That’s a far cry from taking, say, closer to 1 1/2 hours for a typical flashing installation. “I couldn’t plumb 100 homes a year without the Kozy Kollar,” he says. “Good labor is hard to come by these days, so you need be as productive as possible. This frees up two guys to do something else. The time it saves and the risks it reduces are incredible.”

Installation is a fairly simple process. After determining the pitch of a roof, select the appropriate template — included with each Kozy Kollar. Square the template between two rafters and trace it onto the plywood underlayment. Then cut out the marked template with a reciprocating saw. (Coyle technicians use SAWZALLs made by Milwaukee Tool.)

After inserting the included bolts into the unit (seven bolts for the exhaust hood and six for the stack-pipe units),

“They’ve been a lifesaver, a timesaver and a moneymaker, if you ask me.”

Tim Coyle


RELIABILITY MATTERS

Coyle estimates he’s installed more than 1,000 Kozy Kollars over the years and says he’s encountered only a handful of callbacks — and those were related to installation errors, not a defective product.

“Last year we put in 250 Kozy Kollars, usually two on each home — one for the stack pipe and one for a radon vent — and had zero callbacks,” he says. “That’s important because callbacks are a killer in this industry.”

A Kozy Kollar costs about \$57. Coyle says that’s a small price to pay compared to tying up three guys for up to 1 1/2 hours, plus running the risk of someone falling off a roof.

A plumber for 30 years, Coyle admits he was a bit skeptical when he first heard about the product. “I’m not much into change,” he says. “I took a look at it and said, ‘How is this ever going to work?’

“But now everyone in our area uses them,” he says. “If you’re in new residential construction, I’d highly recommend them — they’re as important as a Channellock to a plumber. They’ve been a lifesaver, a timesaver and a moneymaker, if you ask me.” 

Networking Opportunity

See everything new in HVACR, including the latest innovations, products and technologies, at the 2020 AHR Expo

By Nicole Bush

If you're looking for an opportunity to network with professionals from all roles within the HVACR industry and view the latest innovation, products and technologies, it's time to make your way to Florida for the International Air-Conditioning, Heating, Refrigerating Exposition.

The AHR Expo, with more than 500,000 square feet of exhibit space featuring everything that is new in the industry, will be held Feb. 3-5, at the Orange County Convention Center in Orlando.

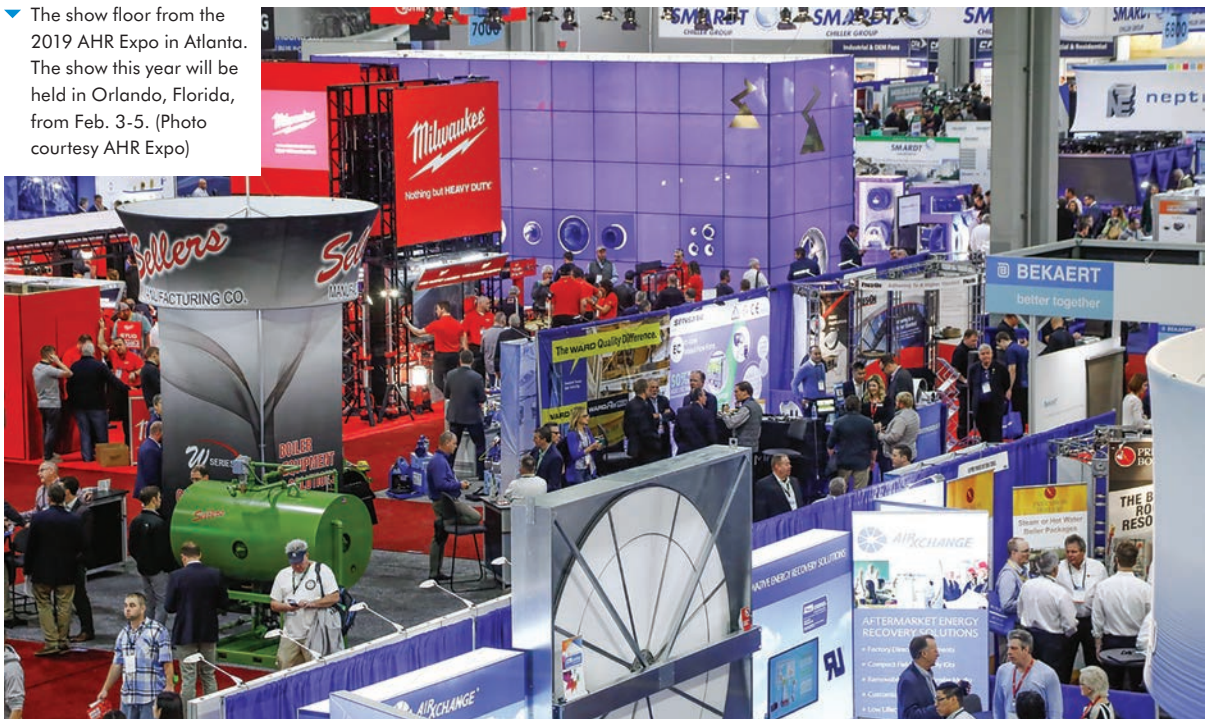
"This is the event for HVACR professionals to come together under one roof for networking, exchanging ideas and previewing what's ahead in the industry," says Mark Stevens, AHR Expo show manager. "Professionals from all areas of HVACR have an exclusive opportunity to gain real

insight into what's coming in the next year and what's being planned for the future of the industry. HVACR is at the center of big change on a global scale and is a topic of discussion in many external industries as well. It's an exciting time for the industry, and the show floor is a great place to experience the inspiration."

Each year, exhibitors display new solutions serving every facet of HVACR, ranging from highly efficient equipment to sophisticated whole-building management systems. Attendees can expect to explore areas of industry growth such as building automation and control technologies, as well as solutions and equipment relating to alternative heating and cooling methods, timesaving tools and instruments, and other innovations that support a more efficient job site.

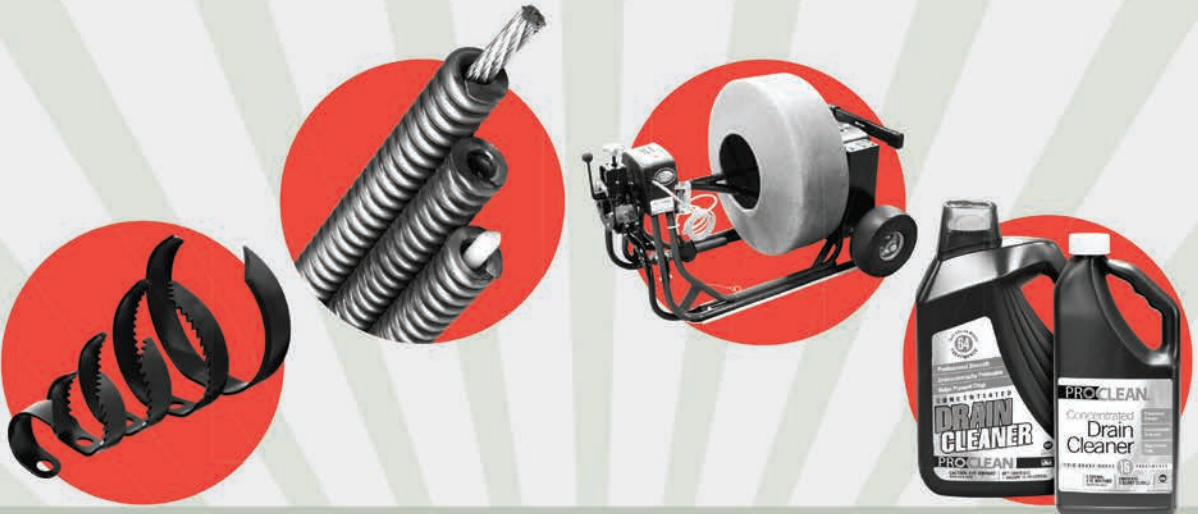
Continued ▶

▶ The show floor from the 2019 AHR Expo in Atlanta. The show this year will be held in Orlando, Florida, from Feb. 3-5. (Photo courtesy AHR Expo)





DURACABLE
MANUFACTURING
— CO —



MADE USA TOUGH

**FOR DRAIN CLEANING PROS
WHO NEED THEIR EQUIPMENT
ON THE JOB,
NOT IN A REPAIR SHOP.**

SAY HELLO AT
WWETT BOOTH NO.
1419

DURACABLE.COM

RIGHT IN THERE WITH YOU.

877.244.0556

Attendees can anticipate previewing new-to-market products and a full range of solutions, and they are encouraged to take advantage of the unique opportunity to interact one-on-one with the professionals developing them.

Below is a sample of the HVACR products and solutions, with a focus on plumbing, to be featured on the show floor:

- Small footprint fluid pumps that maintain high-performance demands of 10 to 35 gpm
- A copper press adapter, made from lead-free brass to meet local and national potable plumbing codes, that allows for efficient connection of PEX piping to copper piping systems
- A prepackaged variable-frequency drive solution for variable torque pump and fan applications in commercial buildings and facilities ideal for health care, education, retail, hospitality and manufacturing
- Packaged pump systems designed to remove dirt, sand, silt, precipitates and suspended solids from process fluids and increase overall system efficiencies while decreasing operating costs
- A self-contained portable commercial and industrial spot cooler/heat pump with remote monitoring connectivity for real-time status monitoring, setting control, machine runtimes and error reporting
- A vertical-stack water source heat pump ideal for high-performance buildings to provide maximum comfort and performance to end users as well as flexibility for engineers and architects
- Cloud-based service software that enables contractors to move to paperless business operation while controlling costs through inventory management and automated inventory replenishment
- Service management software that allows businesses to streamline operations and equip technicians with necessary tools to close deals on the job via automated service agreements and to dispatch technicians, accept payments and gain insight on performance
- A scale reduction system that protects water heaters from limescale buildup and works without the need for power supply, batteries, chemicals or filters


The AHR Expo is the world's largest HVACR event, attracting a gathering of industry professionals from around the globe each year. The show provides a unique forum



▲ Manufacturers will be on hand showing the latest in plumbing and HVAC tools and equipment.

The show provides a unique forum where manufacturers of all sizes and specialties — whether a major industry brand or innovative startup — can come together to share ideas and showcase the future of HVACR technology under one roof.

where manufacturers of all sizes and specialties — whether a major industry brand or innovative startup — can come together to share ideas and showcase the future of HVACR technology under one roof.

Since 1930, the AHR Expo has remained a place for OEMs, engineers, contractors, facility operators, architects, educators and other industry professionals to explore the latest trends and applications and to cultivate mutually beneficial business relationships. 

For more information, visit www.ahrexpo.com and follow @ahrexpo on Twitter.



**AHR
EXPO**

Orlando

FEB 3-5 • 2020



**SHOP HERE.
THEN NAIL IT
OUT THERE.**

Visit MaxLinerUSA.com to purchase everything you need to succeed in lateral CIPP lining:

- » Hard-working yet lightweight equipment to get into the toughest spots
- » High-performing resins and liners that accommodate up to 90° bends
- » Unsurpassed technical training in the classroom and on the jobsite
- » 24/7 virtual support in the field with the MaxLiner Mobile App
 - Geolocate for jobs, resin calculator
 - Installation log & estimated cure times
 - Storage of job data
 - Install checklist
 - Technical documents for easy, in-field reference



VISIT US AT WWETT BOOTH #1151

T 877.426.5948



2020
**AHR
EXPO**

Product Preview

AeroTherm Series heat pump water heater

Bradford White's AeroTherm Series heat pump water heater is known for outstanding efficiency and is now available in a 65-gallon capacity, adding to the series' existing 50- and 80-gallon models. The AeroTherm is Energy Star certified for year-round savings and provides four operating modes for greater control and flexibility. The AeroTherm features superior Vitraglas corrosion protection, a 6- or 10-year warranty, and qualifies for many state and local utility rebates and tax credits.
**800-523-2931; www.bradfordwhite.com/aerotherm;
Booth 1343.**



FastPIPE estimating software

FastPIPE plumbing and mechanical estimating software program by FastEST Inc. is designed to be fast, accurate and easy-to-use. Our latest and greatest version will be on display at this year's expo. FastPIPE comes standard with a comprehensive material pricing and labor database, and digital plans can be easily imported into the program for fast and accurate on-screen takeoff. The program includes reliable customer support, and is backed by a 60-day, money-back guarantee, with both purchase and lease options available.
800-828-7108; www.fastest-inc.com; Booth B8660. P1



FEATURED IN AN ARTICLE?

**MAKE THE
MOST OF IT!**

Reprints available:
Hard copy color reprints
Electronic reprints

Visit plumbermag.com/order/reprint
for articles and pricing



STAND OUT FROM YOUR COMPETITION —

TO BOTH YOUR CUSTOMERS AND YOUR TEAM

STRETCH
RIPSTOP
FABRIC

Your team of plumbers are the face of your business. Inspire them to make a great impression with the Carhartt® Rugged Flex® rental line, exclusively from Cintas.

Your customers will appreciate the peace of mind that comes with professional-looking plumbers, and your employees will appreciate the benefit of wearing Carhartt® to work with a convenient laundry service from Cintas.

FRONT ZIPPER
POCKET

97%

of the public believes uniforms make employees easier to **recognize**

70%

of customers feel uniforms make employees look **neater** and more **professional**

DURABLE
STRETCH FABRIC

“The Carhartt Rugged Flex garments are a great morale booster and helped my team stand out from our competitors”.



Scan or visit cintas.com/plumber to schedule a uniform consultation

*Survey conducted by J.D. Power

carhartt 

Rental Workwear
Only from **CINTAS**

CINTAS
READY FOR THE WORKDAY™



Michael Williams

Don't Get Stuck in Quicksand

A slow period in your business can make you feel like you're sinking, but there are ways to get out ahead of those problems

By Michael Williams

In our industry, when things get slow, you feel like you're in quicksand. It's like you're moving, but you're slowly sinking.

Maybe the phone isn't ringing as fast as it's supposed to and it seems like bills are coming in quicker than they normally do. But you have to stay focused, and you have to keep working.

I see so often that when times get tough, a lot of people quit. Instead of throwing in the towel, you have to get busy and do what you used to do to make the phone ring. I always tell people, "Never get comfortable — that's when the phone stops ringing."

Always stay hungry and aggressive. That quicksand feeling happens to all of us at some point, but it's all about your mindset. The mindset you should have is that it will always get better.

The phone will always ring as long as you're always out there plugging away and staying in front of your customer. What has worked for me in the past and still works for me today is staying visible — letting people see you're out there.

Stay visible and let people know how to get ahold of you. Make sure you have a very visible phone number on your truck so people can call you.

This business is hard, yes, but it's worth it. I wouldn't trade it for the world, and I know a lot of you feel the same way.

If you're a small business, I know what you go through — because we all went through this at some time or another. Even big companies go through slumps. If you see morale is down in your shop, and even if your numbers are down, treat your guys to lunch or dinner. Let them know things will get better but they have to be out there every day pounding the payment, letting people know you're here.

Other ideas to boost morale are to take your employees to a ballgame or treat your team to time at an amusement park. Have an "open shop" day where your employees can bring their kids to work for an hour or two so they can see what their father or mother does for a living.

I always tell people, "Never get comfortable — that's when the phone stops ringing."

Staying visible and staying positive has never failed for me. I know it'll work for you too. Company morale starts at the top. If you're the leader, then lead with positivity.

That quicksand feeling can happen at any time of the month and any time of the year. What matters is how you handle it. It's all mental; you have to stay in the right frame of mind. Nothing lasts forever. Slow times are just like the weather — if it's raining, sooner or later you know it's going to stop and the sun's going to come out.

You have to knock on doors and put out flyers. Network. Go to plumbing supply houses. All the things you did in the beginning of your business to make your phone ring — the things you stopped doing after seeing some success. So often we think if we do it once, we don't have to do it anymore. That's not true. We have to do it every day. You have to be consistent. You have to make sure you use every option that is in front of you.

1. Make sure your phone number is everywhere. If you deal with suppliers, post your phone number with them; if you deal with different companies as a subcontractor, make sure your phone number is with them. Make sure your phone number is visible on your truck.

2. It's very important to make sure you answer your phone. If the phone rings, don't discard any of those calls. Check on former customers to see how they're doing. Send them thank-you cards. A lot of times we look for new customers, but we already have plenty of business — we just don't stay plugged into it. You must check on your customers. Treat your customers like family because they are the ones helping you take care of your family.

3. Stay positive. Stay around positive people, people who are making it happen. If you have competitors around you and their phone is ringing, never be too proud to find

YOUR SOURCE FOR RIDGID®



SeeSnake® TruSense™
Camera Reel



Flexshaft
K9-102, K9-204



CS12x Digital
Reporting Monitor*



SeeSnake® Compact M40
Camera System



CS65x Digital
Reporting Monitor*



SeeSnake®
MAX rM200
Camera System



CS6xVersa Digital
Recording Monitor*
*With Wi-Fi



microDrain Reel

CENTRAL OKLAHOMA Winnelson COMPANY

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

BUYING A SEESNAKE?

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

**WE
WILL NOT BE
UNDERSOLD**

- Call Evenings and Weekends

Keith: 405-602-9155

CALL TOLL FREE: 888-947-8761

5037 NW 10th • Oklahoma City, OK 73127

www.centralwinnelson.com

out what they're doing differently. Every little bit helps in business. It's like a puzzle: We need certain pieces in place so we can finish the picture. It's also important to remember when you go into business that it's a marathon, not a sprint, so take your time. Cross your t's and dot your i's, and always be looking to learn.

4. Give your employees bonuses. Let them know they should always be drumming up business wherever they go. Remind them that the more business they get, the more money they earn. Make it a game or competition. An employee of the week program where the winner gets a small bonus is always a motivator. It gives them a reason to want to drum up more business.

Another important thing to remember is to always provide excellent service so you keep the customers you already have. Let your employees know when they're in a customer's house to always go the extra mile and leave it better than they found it.

If you keep doing these things all the time, the phone won't stop ringing. **■**

Michael Williams is a high-energy, highly motivated drain cleaner and business-man. He is the owner of Just Drains LLC in Philadelphia, providing drain cleaning and plumbing services in the tri-state area. Williams welcomes calls from others in the industry. If you have questions for him or topic suggestions for this column, he can be reached at 215-879-8459.

"We work off of the three-win rule,

where the company, the employee and the customer all have to win. If just one loses, everyone loses.

We live off this. If a customer is upset, for example, then the employee didn't make sure the customer won.

Or if we don't provide a great customer experience, our profitability isn't as good, so the company doesn't win.

**Sometimes we even give
customers their money back."**

Richard Hart
Harts Services
Tacoma, Washington

Read what **matters**
to contractors in every
issue of *Plumber*.

Subscribe for FREE at plumbermag.com





Randy Lorge

It's Here and Everywhere

Plumbing problems don't just happen outside of North America, they happen everywhere, including right here

By Randy Lorge

Please bear with me for a minute and read the following lines I swiped from a few articles I've read:

- Three infants die in neonatal intensive care unit from waterborne bacterial infection; five others sickened.
- After neighbors' clash over public urination, 18-month-old killed.
- Poverty and poor sewage infrastructure have led to a surge in tropical diseases.
- Killing of two children exposes failure of improved sanitation plan.
- Doctors and researchers have evidence of parasitic infections like hookworm and *Toxocara* and conditions for mosquito-borne illnesses like Zika and West Nile.
- Over 40 million people lack access to an improved water source and more than 110 million of the country's 240 million population has no access to improved sanitation.
- Some live on 10 gallons of water a day, the equivalent of two or three flushes of a toilet, when the national average is about 100 gallons a day.

I bet you're thinking to yourself right now: Wow, that's crazy! Those poor people over there! How come someone hasn't done something about it?

And then what if I told you that only three of the seven are from "over there?" Now I ask you, does it matter which three happen over there, or is that uncomfortable feeling in your stomach enough to make you realize it doesn't matter?

For some reason, we as a developed country tend to accept the fact that things like this, as bad as they are, are going to happen over there because that's just how it is in "those parts" of the world. We mentally suppress it or, at a very minimum, we write it off as something we just can't fathom anyone having to deal with. We look at our very own families and are so thankful they will never have to experience anything like this because they don't live over there.

Every time I read an article like those mentioned above, it sickens me. I struggle with it. It just doesn't make sense to me.

I don't want to come off as if I seem more in touch or understanding of these issues than you are, because I'm not. But maybe it's the work I've done on projects in India, South Africa, Indonesia and recently the Navajo Nation in New Mexico, Arizona and Utah, where I've witnessed almost all of these items directly or indirectly.

It was on those projects based here in the U.S. that my www.iwsh.org team and I worked on that made the largest impact on me. It was here where I witnessed the Diné (that means "the people" in Navajo) living on 10 gallons of water a day, the equivalent of two or three flushes of a toilet, when the national average is about 100 gallons a day.

So, when I read that three infants died in a Pennsylvania NICU from waterborne bacterial infection and five others were sickened, I recognized that, yes, things like this can happen right here in the U.S.

The thought of over there quickly faded as I read another article that stated: Poverty and poor sewage infrastructure have led to a surge in tropical diseases and doctors and researchers have evidence of parasitic infections like

Want to get more involved in protecting the health of the world? Visit www.iwsh.org. Make a donation or sign up for a chance to be on our volunteer team.



DYNAMIC DUO

High-Speed Cleaning for 1¼" to 6" pipes



Mini Cleaner

- > 1¼" to 3" pipes with safety clutch
- > Navigates P-Traps
- > Can be used around multiple bends
- > Rotating shaft housed inside special outer casing which is safe to hold
- > **NEW** handle - now even more portable!

Super Midi

- > 3" to 6" pipes with safety clutch
- > Removes tree roots & hard deposits
- > For Lateral Reinstatements
- > Can extend up to 100ft
- > Digital Control Box
- > **Run from regular 15amp service**

Contact: sales@picotesolutions.com or call: 708-267-6366 | www.picotesolutions.com

hookworm and *Toxocara* and conditions for mosquito-borne illnesses like Zika and West Nile, written about what is known as Alabama's Black Belt.

So, if you were wondering which ones on the list happened here, those are the four related directly to U.S. The other three did happen "over there."

On Oct. 1, 2019, an 18-month-old was killed in India when his father tried to stop another young boy from urinating outside near this man's home. The young boy's family witnessed the man trying to stop the boy from urinating on his property and took offense to it. They approached the man and beat him and his young son who he was carrying at the time. Neither family had indoor plumbing.

On Sept. 25, 2019, Prime Minister Narendra Modi received an award in New York from the Bill & Melinda Gates Foundation for his government's sanitation campaign called the Swachh Bharat Abhiyan. The same day, two children were beaten to death in Bhaukhedi village, about 280 miles from Delhi, over defecating in the open. These children lived in poverty, and their families didn't have indoor plumbing.

And finally, the fact that over 40 million people lack access to an improved water source and more than 110 million of Indonesia's 240 million population has no access to improved sanitation is almost incomprehensible.

As I'm finishing this column, I'm also preparing to

The fact that over 40 million people lack access to an improved water source and more than 110 million of Indonesia's 240 million population has no access to improved sanitation is almost incomprehensible.

visit two plumbing projects and start work on another. One project visit is over there in Indonesia where my www.iwsh.org team and I will be working on a public restroom for a village in Makassar, South Sulawesi. Another project is here in the U.S., where we'll be visiting the Black Belt in Lowndes County, Alabama, to evaluate how we can help improve sanitation systems. The last project is also located here in the U.S. where the team will be working on the Navajo reservation in Arizona, installing a complete water and sanitation system for a community building. The bottom line is: It doesn't matter if it's over there or here. The plumber is vital to protecting the health of the nation, both near and far.

Keep doing the incredible job you do! Together we'll make a difference both over there and here! 📷

Hydronic Heating Systems, HVAC

By Craig Mandli

Boilers

Bradford White Water Heaters Brute FT

Bradford White Water Heaters' **Brute FT** wall-hung boiler and combination boiler/water heater has modulating technology that automatically adjusts fuel usage to match heat demand, saving up to 20% on heating utility bills. It is Energy Star rated for ultra-high efficiency of up to 95% AFUE. It includes advanced, easy-to-use integrated controls with an outdoor reset, built-in gas leak detection and an integrated indirect tank for domestic hot-water performance. It is environmentally friendly with low NOx emissions and can be vented up to 100 feet in PVC, CPVC and polypropylene. It is available as a combination heat/water heater or space heating only, in either natural gas or propane. **800-523-2931; www.bradfordwhite.com.**



Dunkirk DCBF-125

The **Dunkirk DCBF-125** combi and space heating boiler has Artificial Intelligence Control Technology. With this innovation, the boiler automatically calibrates with the touch of two buttons. The onboard combustion control recognizes natural or LP gas, then continuously monitors the flame signal and adjusts gas and airflow to optimize efficiency and fuel savings. It has a stainless steel heat exchanger and offers AFUE of 95%. The firing rate modulates up to 7-1 turndown ratio in domestic hot water mode and 5.7-1 turndown modulation ratio in heating mode. It is rated at 125 mBh in central heating mode. **315-797-1310; www.dunkirk.com.**



LAARS Heating Systems Pennant

Pennant boilers and volume water heaters from **LAARS Heating Systems** include the LAARS Linc intuitive control system with color touch screen.

It has an easy-to-navigate icon control structure, quick-start option, USB input, BACnet connectivity and performance metrics displayed on the home screen. Also included is an auto cascade feature that automatically configures up to eight Pennant units. The cascade feature includes auto redundancy — if the lead unit drops out, the remaining will continue to operate. They are available in seven sizes from 500 to 2,000 mBh, natural or LP gas, thermal efficiency levels up to 85% and stage firing of up to 4-1. Systems also qualify as low-NOx emission-rated, below 10 ppm. They can be vented from the top or back, installed indoors or outdoors, and racked on top of each other for up to 4,000 mBh in a small footprint. **800-900-9276; www.laars.com.**



Triangle Tube Instinct

The **Instinct** from **Triangle Tube** is a stainless steel fire tube heat exchanger, ASME certified and pressure rated to 50 psi. It is available in both Solo and Combi models. Combi sizes are available in 155 and 199 mBh. Solo sizes come in 110, 155 and 199 mBh and can be cascaded up to six boilers. Solo boilers can be paired with Ginius or Smart tanks to provide an abundance of hot water. CTRLMAX Control System-EZ Setup allows for a quick, 60-second setup. They have easy troubleshooting in plain text with no codes. A three-in-one universal vent adapter directly accepts PVC. A large plate heat exchanger provides 5-plus gpm while fully condensing in domestic hot water mode. **856-228-8881; www.triangletube.com.**



Weil-McLain Stainless Vertical Firetube boiler

Weil-McLain has added four larger sizes to its advanced, energy-efficient **Stainless Vertical Firetube (SVF)** commercial boiler line that offers thermal efficiency up to 96.8%. The line now includes Btu sizes of 1,500, 2,000, 2,500 and 3,000 mBh that join the existing 750 and 1,100 Btu configurations. The high-efficiency line offers ease of installation and maintenance, a clover-shaped stainless steel fire tube heat exchanger for corrosion resistance, the intuitive and user-friendly Unity control system, and design reliability and longevity. Cost- and timesaving features include integrated roller casters and leveling legs; standard “door-fit” envelope size, hinged coverplate with heat exchanger access hatch; serviceable condensate base/tray; and adjustable height control panel with specific design to accommodate full flow primary variable systems and zero-clearance boiler room applications. **800-654-2109; www.weil-mclain.com.**



SJE Rhombus Select Start Starter Box

Select Start Starter Boxes from **SJE Rhombus** provide a reliable means of controlling one 208-volt AC three-phase motor, one 240-volt AC three-phase motor, one 480-volt AC three-phase motor or one 575-volt AC three-phase motor in water, wastewater and sewage installations. They use a wide-angle float switch to activate a combination motor controller to turn the motor on and off in Auto Mode and have an adjustable overload that allows for easy adjustment of motor overload current. Common applications include pump chambers, sump pump basins, irrigation systems, lift stations and air compressor systems. **888-342-5753; www.sjrhombus.com.**



tekmar Control Systems zone valve control models

Switching relay and zone valve control models from **tekmar**



Control Systems - part of Watts Water Technologies are available in two-zone pumps, three-zone pumps, three-zone valves and five-zone valves. The switching relays and zone valve controls are compatible with all low-voltage thermostats and offer a variety of benefits for homeowners including unlimited expansion; exercising, which prevents pumps from seizing during the summer; zone priority; and priority override to protect homes from freezing during the winter months. The switching relays and zone valve controls also send out a RoomResponse signal to automatically adjust boiler temperatures to improve comfort, conserve energy and save money. **250-545-7749; www.tekmarcontrols.com.**

Controls

Noritz America NWCC Wi-Fi Adapter

The **Noritz America NWCC Wi-Fi Adapter** is an organized, web-based dashboard and alarm system that gives property managers and maintenance technicians full online control over their commercial tankless water heater systems. The adapter keeps managers current via multisite monitoring and site-specific notifications, alarms sent directly to designated individuals, timely service-schedule alerts and valuable troubleshooting insights. All relevant, actionable error information is sent via email or text. A dedicated mobile app is also available for access via smartphone or tablet. **714-433-2905; www.noritz.com.**



Fittings

Champion-Arrowhead REDIGRIP fittings

REDIGRIP fittings from **Champion-Arrowhead** are lead-free, easy to use and allow for quick connection of copper pipes, CPVC and PEX tubing. Similar to the way regular compression fittings work, the fittings are an easy way to connect pipes without soldering or using clamps, unions or glue. Just measure the depth of the push-fit on the pipe, cut the pipe and smooth it with an anti-burring tool. Then push on the push-connect. If a mistake is made, the fittings are easily removed with a push-fit disconnect tool. Constructed with lead-free brass, they are corrosion-resistant and reliable in any plumbing situation. They come in a variety of sizes and styles to meet most residential plumbing needs. **800-332-4267; www.champion-arrowhead.com.**



Neutra-Safe CN2-220V Condensate Neutralizer

CN2-220V Condensate Neutralizers from **Neutra-Safe** are designed to serve high-efficiency, gas-fired appliances. They have a clear tube for fast, simple visual inspection of neutralization media without disassembly. Integral unions and O-ring seals are used at each end for a leak-proof seal and ease of installation and service. The neutralization media, Neutra-pH blend of 99% pure calcite and magnesium oxide, provides efficient neutralization. It eliminates clumps that can clog traditional neutralizers. They can be installed in either horizontal or vertical configurations and can be used on most residential applications. **781-616-3951; www.neutrasafe.com.**



SharkBite Radiant Heating Manifold

The **SharkBite Radiant Heating Manifold** saves time and improves installation conditions by removing the need for tools in tight connection areas while also reducing the time required to connect loops. Pipes from the manifolds can be removed from ports as necessary and are easier to attach than traditional connection methods. **877-700-4242; www.sharkbite.com.**



Gauge

Caleffi North America CONTECA

The CONTECA from **Caleffi North America** is a heat energy meter designed to measure and record thermal energy usage in residential and commercial buildings. It measures heating only, cooling only or both heating and cooling energy. It has an eight-digit LCD that enables easy reading of Btu rate, Btu consumed, temperatures and flow, and it has four universal pulse inputs for water, gas or electrical meter inputs. The meter logs daily and monthly-totalized data for local viewing and has integral RS485 protocol two-wire communication for network communication. Up to 250 meters can connect to one data logger in a stand-alone network, or it can be used with a Modbus or BACnet building automation system. It is easy to install and commission, and it is certified to ASTM E3137/E3137M-17 Standard Specification for Heat Meter Instruments by ICC-ES and Directive 2014/32/EU EN 1434 (MI 004). **414-238-2360; www.caleffi.us.**



Hydronic Heating

Taco Comfort Solutions 4900 Series magnetic dirt separator

The **4900 Series** magnetic dirt separator from **Taco Comfort Solutions** provides dual-action dirt separation for closed-loop hydronic heating systems. Both the hydronic component life cycle and efficiency are improved with the use of an effective dirt separation system. It uses a powerful 13,000-gauss magnet in addition to PALL ring technology to efficiently separate microscopic particles including dirt and magnetite from hydronic fluid with minimal pressure loss. The unit is easily cleaned by opening a valve at the bottom of the vessel. Available sizes range from 3/4 to 2 inches NPT and from 3/4 to 1 1/2 inches sweat. The unit's maximum operating temperature is 250 degrees F, and maximum pressure is 145 psi. **401-942-8000; www.tacomfort.com.**



UV Resources RLM Xtreme UV-C

The RLM Xtreme UV-C lamp system kit from **UV Resources** offers a high UV-C dosage and is available with four UV-C fixture components, including an integrated plug-and-play remote ballast, a 12-volt access door safety controller, lamp supports for quick installs and electronic system monitoring. Designed for mid-to-large volume HVAC equipment in both new and retrofit applications, the design generates 360-degree UV-C irradiation in the plenum. 877-884-4822; www.uvresources.com.



Pipe (PVC, Copper, Polyethylene, PEX)

GF Piping Systems COOL-FIT PE Plus

The COOL-FIT PE Plus preinsulated polyethylene piping system from **GF Piping Systems** provides high thermal efficiency, significantly reduced maintenance and operational costs, and fast installation time. The system includes a complete range of preinsulated pipe, fittings, valves and hoses that efficiently convey brine, glycol, ethanol and cooled water in temperatures from 58 to 140 degrees F. All surfaces are sealed, vapor tight and 100% UV-resistant. The system is maintenance-free and will not corrode over time. Energy efficiency is accomplished with low heat conductivity from its plastic construction and its robust foam insulation. The smooth interior surface of the medium pipe prevents deposit buildups to ensure reliability and eliminate pressure loss. Insulation on both fittings and pipe are bonded together, preventing condensation buildup between the two. 800-854-4090; www.gfps.com.



Pumps

AquaMotion Aqua-ON DEMAND AMH1K-RODRN

The Aqua-ON DEMAND AMH1K-RODRN recirculation kit from **AquaMotion** uses a high-flow thermostatic bypass valve kit to deliver sufficient hot water with a high-head pump to the point of use quickly. It satisfies the flow requirements of the tankless heater. Systems are activated by a user-controlled wireless button, motion sensor or Smart app. This kit works with tankless heaters without built-in pump. The undersink kit works with tankless units with a built-in pump. It meets California Title 24. 401-785-3000; www.aquamotionhvac.com.



Armstrong Fluid Technology ECM Pump-Less-Volute

The ECM Pump-Less-Volute from **Armstrong Fluid Technology** is a variable-speed version of the company's Gold Series Pump-Less-Volute that uses a permanent magnet motor that is up to 40% more efficient than a standard induction motor. It is a complete repair solution for Armstrong dry rotor S&H Circulators and the 1050 and 1060 Series. Armstrong standard and ECM Pump-Less-Volutes can also be used to rebuild or upgrade select B&G or Taco circulator models. The solution is an effective energy upgrade, and it is suitable for contractors who want to install a more energy-efficient pump without making changes to the pipe or casing. 800-356-9845; www.armstrongfluidtechnology.com.



Saniflo SANICONDENS Best

The SANICONDENS Best condensate water pump from **Saniflo** incorporates a pH neutralizing granule tray that increases the pH of the acid water before discharging it to the drainline. With four inlets, the pump can accommodate multiple condensing mechanical systems, both residential and commercial, including boilers, water heaters, air-conditioning and refrigeration systems, and other appliances. 800-571-8191; www.saniflo.com.



Tubing

Uponor Radiant Rollout Mat

A custom-designed, prefabricated, prepressurized network of cross-linked polyethylene tubing, the **Uponor Radiant Rollout Mat** is a suitable solution for fast, consistent installations for large commercial radiant heating and cooling applications — saving up to 85% in installation time. The mat consists of Wirsbo hePEX (oxygen barrier) or Uponor AquaPEX (nonbarrier) PEXa tubing connected with ProPEX engineered plastic fittings, which are safe for burial in the slab. The mat can install about eight times faster than conventional radiant tubing installation methods, potentially shaving weeks off an installation schedule. **800-321-4739; www.uponorpro.com.**



Valve

Asahi/America Type-57AT butterfly valve

The **Type-57AT** butterfly valve from **Asahi/America** meets the pressure and temperature guidelines in ASTM F2389 for up to 12 inches and integrates seamlessly into Asahitec PP-RCT piping systems for plumbing and HVAC applications. The polypropylene body and disc are injection-molded for durability, and the 316 stainless steel stem is nonwetted. It is available in both wafer and lugged styles. It is available in 1.5- through 8-inch sizes with a green lever and in 1 1/2 through 14 inches with a Plasgear operator. The top flange has an ISO 5211 F07-F14 bolt circle; all sizes can be electrically or pneumatically actuated and are assembled to customer specification. **800-343-3618; www.asahi-america.com.**



If you want **FAST**, then you need



FAST PIPE[®]

Plumbing Estimating Software



**On-Screen Takeoff
Accurate Bids
Easy-to-Use**

SCHEDULE A DEMO TODAY!

FASTEST, INC.

1.800.828.7108

www.fastest-inc.com/plumber

SERIOUS MACHINES FOR A SERIOUS BUSINESS



BOOTH
3417



MONGOOSE JETTERS

by SEWER EQUIPMENT

TRUCK, TRAILER AND VAN PACK SEWER JETTERS

- MULTIPLE CHASSIS CONFIGURATIONS
- AVAILABLE: OPEN/ENCLOSED TRUCK, VAN-MOUNTED & TRAILER-MOUNTED
- MULTIPLE PUMP CONFIGURATIONS:
12-25 GPM @ 2000-4000 PSI
- GAS AND DIESEL ENGINE OPTIONS
- WATER TANK CAPACITIES 200-600 GALLONS
- ROTATIONAL HOSE REEL WITH CAPACITIES
UP TO 500' OF 1/2" OR 5/8" HOSE
- ALL WEATHER OPTIONS: 400,000 BTU
BOILER & INSULATED PACKAGES AVAILABLE
- HIGHEST QUALITY WIRELESS REMOTE IN THE
INDUSTRY FOR TRUE ONE MAN OPERATION
- STATE OF THE ART CONTROLS CONTAINED IN
A WEATHERPROOF NEMA 4 CONTROL BOX
- DUAL REEL OPTIONS AVAILABLE

DESIGNED AND BUILT WITH
THE CONTRACTOR IN MIND

QUALITY, SIMPLICITY, AND RELIABILITY IN ONE MACHINE



LEARN MORE ABOUT US:

SEWER EQUIPMENT
CO. of AMERICA



CAPPELLOTTO
by SEWER EQUIPMENT



ROCK EQUIPMENT
SALES & RENTALS

SALES@SEWEREQUIPMENT.COM . 1.877.735.4640 . WWW.SEWEREQUIPMENT.COM

Hydronic Heating Systems, HVAC

By Craig Mandli

Condensing boilers enable resort to operate more efficiently



Problem: At the JW Marriott in Tucson, Arizona, inefficient heating hot-water boilers were operating separately from the domestic hot-water system. Oversized storage tanks were contributing to additional energy losses. Both loops were operating year-round due to a requirement of hot-water reheat on the hydronic side of the system. The system was also failing to utilize current technological advancements effectively. The main goals of the project were to eliminate 6,000 gallons of stored hot water and ensure the new system could meet compliance with corporate initiatives for performance and *Legionella* mitigation.

Solution: During the replacement project, the contractor installed **Harsco Industrial, Patterson-Kelley** condensing boilers in three different zones. The boilers supply hot water to three different sets of **P-K DURATION III**, with the purpose of producing domestic hot water to all three domestic hot-water zones throughout the resort. With this new system installed, they were able to eliminate all the storage tanks. The condensing boilers installed include a **SONIC SC4000**, two **MACH C1050s** and two **MACH C1500s**. The **P-K SONIC** is a stainless steel condensing boiler that operates at 97% efficiency, while the **P-K MACH** is an aluminum condensing boiler with an alloy that resists corrosive condensate. Both units are equipped with the **NURO Touch-Screen Control System** that provides full cascading capabilities to ensure peak efficiency.


Result: The system achieved fuel savings of 50%. The instantaneous generation of domestic hot water will help the management team at the JW Marriott resort reduce its costs for *Legionella* mitigation. 877-728-5351; www.harscopk.com.

Collaborative planning enables tight radiant heating/cooling installation timeline at university



Problem: As they laid plans to build a new 800-student residence hall, Campus North Residential Commons, administrators at the University of Chicago set an aggressive energy-savings target and construction schedule. They mandated an annual energy usage intensity of 56.6 kBtu/ft², a 41% reduction from the average Chicago residence hall. To meet this energy target while enhancing student comfort, the design-build partnership **Studio Gang** and **Mortenson Construction** specified a radiant heating and cooling system for the dorm rooms.

Solution: Installing 300,000 feet of **REHAU 5/8-inch PEXa** pipe within Mortenson's schedule required ingenuity. **Ryan Blackman**, project manager at **Mechanical Inc.**, says participation by his company and **REHAU** early in the planning stages helped them meet the tight deadlines. The team decided to preassemble each room's radiant heating/cooling system on metal road mesh mats on the ground. A floor's worth of mats were then stacked and lifted by crane on a custom-built platform for speedy installation.

Result: "The first couple of floors were a bit of a learning curve, but once we got into a groove of the entire fabrication process, we were able to meet Mortenson's schedule and put in a quality product. It ended up going very well," Blackman says. "A lot of times, when we don't have this opportunity to participate early on in projects, things get drawn up that we as contractors can't make work. Our front-end work along with the flexibility and innovative ideas of **REHAU** kept us from holding up construction on the job." 703-777-5255; www.na.rehau.com. 

ALLAN J. COLEMAN

SINCE 1905

Call us today!
Chicago 773-728-2400
Phoenix 602-638-0600

5725 N. Ravenswood Ave. • Chicago, IL 60660
6003S 40th St., Ste. #5 • Phoenix, AZ 85042

info@allanjcoleman.com • www.allanjcoleman.com

OLDEST NAME IN THE BUSINESS — Over 115 YEARS OLD

Now With
2 LOCATIONS To
Better Serve You



RP 340 Press Tool

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

*Versus RP 330-B

RP 241 Press Tool



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



MegaPress® Jaws And Rings

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



Authorized PROGRESS Service Center

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



Standard Series ProPress® XL-C™ Rings

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

RIDGID®

**We Have
RIDGID Parts!**



**Buy Online at
AllanJColeman.com**

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



A STRONGER FUTURE STARTS AT WWETT

You're the lifeline for customers. The unsung heroes of keeping systems safe and clean so customers can get back to life as usual. Just as you're there to help support your customers, the WWETT Show is here to help and support you and your business.

- ✔ Surround yourself with other wastewater and environmental service professionals who understand your daily challenges
- ✔ Uncover the most effective treatment processes through educational insights, innovative techniques and groundbreaking tools
- ✔ Learn best practices for sustaining and growing your business so it can continue to serve your customers for generations to come



wwett²⁰

CONFERENCE: **FEBRUARY 17-20**
MARKETPLACE: **FEBRUARY 18-20**
INDIANA CONVENTION CENTER

LEARN MORE at www.wwettshow.com

   @wwettshow

JOIN THE COMMUNITY
REGISTER NOW

Proud Member of:





Pressure Washers & Drain Jetting Equipment

STB2712H



Van Mount Cold Water Jetter

VM4007H • 7 gpm @ 4000 psi
 • 400' x 3/8" hose on DC Reel
\$8,995 • 690cc Honda

VM2712H • 12 gpm @ 2700 psi
 • 400' x 1/2" hose on DC Reel
\$9,599 • 690cc Honda



VM4007H

Hot Water Cargo Van Jetter

CV4007H-HOT • 7 gpm @ 4000 psi
 • 400' x 3/8" hose on DC Reel
\$15,299 • 690cc Honda

CV2712H-HOT • 12 gpm @ 2700 psi
 • 400' x 1/2" hose on DC Reel
\$15,995 • 690cc Honda

Trailer Models

STB2712H • 12 gpm @ 2700 psi
 • 400' x 1/2" hose on DC Reel
\$15,099 • 690cc Honda

STB4012K-P00163 • 12 gpm @ 4000 psi
 • 400' x 1/2" hose on DC Reel
\$21,429 • 999cc Kohler

TT4 Series • 18 gpm @ 4000 psi
 • 500' x 1/2" hose/hydraulic reel
\$44,500 • 74 hp turbo intercooled HATZ Diesel



TT4 Series



CV4007H-Hot

**We Custom Build
 Machines To
 Your Specifications!**

Kohler powered models available, call for pricing 800-648-5011
 Looking for smaller or larger models? See all the jetting equipment at www.camspray.com

800-648-5011 | www.camspray.com | sales@camspray.com



The Professional
 Plumber's Choice
 Since 1981

Real-Tite® Expansion Plugs

- Flush counter sunk profile, no bulky wing nut.
- No leak design incorporates a massive gasket.
- Seals iron or plastic openings, threaded or unthreaded.
- Corrosion resistant



Seals New and Damaged
 Openings the
 Competition Can't!



**Real-Tite® Hooked
 and Pinned Security
 Expansion Plugs**



■ Helps to address a common, fundamental and costly problem in correctional facilities – the flushing of items by inmates to create a disturbance!

100% Made in USA

Contact Us Today At:

800-877-0610 real-titeplugs.com



Product Spotlight

Using UV technology to speed up CIPP projects

By Craig Mandli

Quick-curing technology has made completing cured-in-place pipe projects significantly more efficient. One new technological offering for this service is Pipeline Renewal Technologies' SpeedyLight+, an LED-based UV solution for CIPP that cures at speeds ranging from 0.66 to 3.3 fpm.

Because it's compatible with felt (as well as invertible glass fiber), SpeedyLight+ can cure 90-degree bends in lines as small as 4 inches, as well as other challenging geometries like transitions and verticals. Because it doesn't use styrene and amines, UV-based cure technologies like SpeedyLight+ raise fewer odor objections from the public and your crew. LED UV curing is also less disruptive to communities because it requires a smaller footprint when performing trenchless repairs, with no large trailers or trucks blocking roadways. In addition, the process requires little time and is energy efficient.

"This can be done in an hour, compared to days of interruptions and sidewalk tear ups — and then the reconstruction," says Steve Webster, Pipeline Renewal Technologies' channel development manager. "With your



typical steam or hot water, when you start curing, it's like a fuse — it goes to the very end and you have no control. So if there's something wrong in the middle, there's no stopping it."

The single-part vinyl ester resin requires no mixing and eliminates shelf life and working time challenges. According to Webster, any extra resin can be saved for future use. "With this, you can turn the light on and off anytime you want to stop the cure and start the cure," he says.

The technology uses LED lamps to cure, drawing half the power of traditional UV technology without sacrificing intensity. Meanwhile, the SpeedyLight+ camera head is able to show operators what's happening underground every step of the way, giving them the ability to control the speed and accuracy of the curing process. The highly portable design allows for access from even the most remote sites, curing up to 328 feet of liner in pipes ranging from 4 to 12 inches. Due to the low power of LED technology, a SpeedyLight+ UV LED system can be powered from standard 220-volt mains or from any 1.2 kW electrical source. **866-936-8476; www.pipelinert.com.**



General Pipe Cleaners Snake-Oil Plus

Snake-Oil Plus from General Pipe Cleaners/General Wire Spring offers enhanced protection of drain cleaning cables and machines and can extend the life of your other equipment. It features the same rust-inhibiting properties and lemon scent of original Snake-Oil. The nontoxic, eco-friendly, biodegradable formula also creates virtually nonstick surfaces, keeping mud and debris from sticking to cables, drums and machines, extending equipment life. Its rust inhibitor cuts through moisture, replacing it with a rust-resistant coating, and its

deodorizer keeps drain cleaning tools smelling fresh and clean. Snake-Oil Plus is available in either quart or gallon sizes. **800-245-6200; www.drainbrain.com.**

RIDGID SeeSnake Compact C40 and M40 camera reels

The RIDGID SeeSnake Compact series of camera reels added the SeeSnake Compact C40 and M40, each powered by TruSense technology. Both camera reels feature a 0.98-inch self-leveling camera head, 131 feet of push cable and are compatible with RIDGID CSx



series Wi-Fi enabled monitors. The quick-release docking system is ideal for the new CS6x Versa digital reporting monitor, and the sturdy metal frame provides a solid base that makes it easy to push and retrieve the cable for fast, efficient use. The C40's flexible push cable is designed for small or restricted branch lines with tight turns and shorter runs in main laterals, while the M40's moderately stiff push cable better suits longer runs in mainlines and branch lines. **800-769-7743; www.ridgid.com.**

Subsite Electronics UtiliGuard 2 locating system

The UtiliGuard 2 locating system from Subsite Electronics is a new multifrequency utility locator based on the UtiliGuard system. It uses automatic integrated data capture to provide information that can be used to prove or track performance, compare with benchmarks and provide actionable outcomes to help increase quality, reduce cable strikes and increase productivity. Available in standard and advanced models, an integrated GPS positioning improves accuracy and reporting. An all-new user interface features simplified graphics that are easier and quicker to interpret. It also offers a 5- or 12-watt transmitter that drives signals farther down large, direct-buried utilities. The system also provides both the horizontal and vertical distance to the utility to make accurate locates of obstructed utilities. **800-846-2713; www.subsite.com.**



MTI Baths 6036 shower base

The 6036 shower base from MTI Baths features a cover that conceals an offset drain, which allows the base to replace an original narrower base or tub without the hassle of repositioning the drain plumbing. It's designed to be a solution for both residential and commercial projects, saving time and effort while creating a sleek, contemporary finished look. It measures 60 inches by 36 inches and is crafted from durable Lucite cast acrylic. It is further enhanced by multiple layers of fiberglass, resin, titanium and wood to prevent flexing. Another option allows for factory-leveled bases supported by high-density foam. The base includes an integral tile flange on three sides, a stainless steel or white powder-coated hidden drain cover and can be specified with a left- or right-side drain. **800-783-8827; www.mtibaths.com.**



MasterHaul Power- Loader system

The PowerLoader by MasterHaul allows any person or autonomous truck to load and unload cargo automatically. It can be used on pickups, cargo vans, service and contractor bodies. In addition, its significantly larger carrying capacity can lead to not needing a utility trailer to tow products that do not fit on a liftgate, such as large power equipment, construction materials and pallets. The system can use different attachments called Application Decks to offer other options, including portable storage and contractor bins. **831-425-0800; www.masterhaul.com.**



Keeney Mfg. full soak bath drains

Keeney Mfg. full soak bath drains are designed to offer a deeper, more luxurious bathing experience. The unique push-close overflow feature allows the water to rise to a greater depth than conventional bath drains, and it fits most tubs up to 22 inches deep with a 1.5-inch PVC Schedule 40 tube install. It has a stylish flat Foot Lok drain stopper and is available in three finishes: polished chrome, brushed nickel and bronze. **800-243-0526; www.keeneymfg.com.**




Navien NPN Series noncondensing tankless water heaters

The Navien NPN-U (universal) and NPN-E (exterior) premium noncondensing tankless water heaters are available in 160,000, 180,000 and 199,900 Btu/h models for either natural gas or liquid propane. The water heaters offer NaviTech technology with a stainless steel heat exchanger and advanced stainless steel burner with low NOx level. NPN-U series units offer indoor and outdoor operation within the same unit and include an integrated control panel within the cover. Both the NPN-U and NPN-E have recirculation control built into their circuit boards and are designed with a pin-to-pin matching configuration for easy retrofit installations. Additional features of the series include Wi-Fi remote-control capability with NaviLink, cascade capability with other NPN units, and a sleek, space-saving and lightweight design. **800-519-8794; www.navien.com.**



Webstone compact thermostatic mixing valves

Two ultracompact thermostatic mixing valves from Webstone, a brand of NIBCO, include a Pro-Connect ProPush model and a chrome-plated bronze model for commercial applications. Ideal for discrete undersink installations, the valves have a space-saving 2.5-by-3.25-inch body. The ProPush model has 1/4-inch ends for fully removable connections to copper, CPVC or PEX. The bronze model features 3/8-inch O.D. compression ends. Both models feature dezincification-resistant lead-free construction, temperature-locking handle, optional temperature gauge and/or cold-water bypass fittings. **800-255-9529; www.webstonevalves.com.** 



Send us your plumbing product news. Email new plumbing product news, photos, and videos to editor@plumbermag.com.

CLASSIFIEDS

BUSINESSES

Plumbing business for sale. California plumbers: Here's your chance to set up shop in a more business-friendly state! 35-year old plumbing company in Amarillo, TX with 1,600 quick book repeat customers. Trucks, tools and parts. Real estate possible. Email hhplumbing1@sbcglobal.net or call 806-236-0727. Let's talk. (L01)

www.RooterMan.com. Franchises available with low flat fee. New concept. Visit website or call **1-800-700-8062**. (CBM)

DRAIN/SEWER CLEANING EQUIPMENT

Used and rebuilt cable machines in stock: RIDGID K-7500, K-40, K-60, K-1500, Spartan #1064, #300, #100, Electric Eel model #C machines. The Cable Center: 800-257-7209. (CBM)

Extendajet Model 600 Easement Machine, 500+ feet of 3/4" hose. Onan 20hp engine. Hydraulic hose reel in/out. 450 hours on machine. Unit runs/works great. Includes 8' drop-gate trailer. \$5,000. Call 219-863-4414 or buschbrosinc@gmail.com. (C01)

EMPLOYMENT

Estimator Needed for Commercial Plumbing Contractor - Northern Colorado. Well-established commercial plumbing contractor of 35 years has an opening for an estimator. This is a full-time position with an incentive-based salary. Benefits: Healthcare, IRA, vacation and holiday pay. Rewards: Bonuses. Basic job requirements: Bidding commercial projects ranging from \$100,000 to \$1,000,000. Being familiar with plans, and specifications for bid, spec, and negotiated projects. Working knowledge of estimating software and good computer skills are required. Attend pre-bid and project management meetings as required. Identify and prepare change orders. Prepare RFIs to clarify project scope during and after the estimating process. Work with vendors and subcontractors to obtain competitive quotes. Prepare and manage submittals through the construction phase. Please send your resume for review to George@cormanmech.com. Job Type: Full-time. Salary: \$70,000 to \$90,000/year. (L01)

Jan. 21-23

National Association of Home Builders (NAHB) International Builders' Show, Las Vegas Convention Center, Las Vegas. Visit www.buildersshow.com

Feb. 3-5

AHR Expo, Orange County Convention Center, Orlando, Florida. Visit www.ahrexpo.com

Feb. 17-20

Water & Wastewater Equipment Treatment & Transport (WWETT) Show, Indiana Convention Center, Indianapolis. Visit www.wwettshow.com

Feb. 21-23

Kitchen & Bath Industry Show (KBIS), Las Vegas Convention Center, Las Vegas. Visit www.kbis.com

March 15-19

Mechanical Contractors Association of American (MCAA) Annual Convention Wailea, Maui, Hawaii. Visit www.mcaa.org

March 16-18

ACCA 2020 Annual Conference, St. Louis Union Station Hotel Curio Collection by Hilton, St. Louis. Visit www.accaconference.com

March 20

Illinois Plumbing Heating Cooling Contractors (PHCC) Expo North, Drury Lane Conference Center, Oakbrook Terrace, Illinois. Visit www.ilphcc.com

March 21

Flow Expo 2019, Fairplex, Pomona, California. Visit www.flowexpousa.com

May 5-7

National Hardware Show, Las Vegas Convention Center, Las Vegas. Visit www.nationalhardwareshow.com 

Plumber invites organizations and associations to submit details about upcoming industry trade shows and conferences for our calendar of events. editor@plumbermag.com.

ALUMINUM VAN SHELVING

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

Optional tray and felt packages are available to complement your shelving.



800-763-0700
hackneyparts.com



CAST YOUR VOTE FOR YOUR FAVORITE EQUIPMENT!



Plumber magazine is announcing the Contractors' Choice Awards where you, our readers, can cast votes for your favorite equipment in a variety of categories.

Head to www.plumbermag.com/contractors-choice/vote to cast your vote.

Winners will be announced at the AHR Expo, which will be held Feb. 3 - 5 at the Orlando Convention Center in Orlando, Florida

Lemke joins PRIER Products as vice president of sales and marketing

PRIER Products announced Matt Lemke as its vice president of sales and marketing. Lemke's career spans more than 30 years in complex business-to-business channels as well as retail. Most recently he led the sales, marketing and customer service teams of safeTstep, a division of Payless ShoeSource. He will focus on strengthening relationships with existing and new distributors, retailers and contractors, as well as build upon PRIER Products' customer service.



Norweco and Norwalk Precast Molds expand warehouse

Norweco and Norwalk Precast Molds are expanding. In 2007, Norwalk Precast Molds purchased the 205 Industrial Parkway property in Ohio to allow for continued growth and innovation. This new expansion will more than double their current space and allow them continued growth. Norweco and Norwalk Precast Molds trace their beginnings

back over 100 years to 1906. In the 1970s, the Norwalk Vault Co. was split into three separate companies: Norweco, Norwalk Precast Molds and Norwalk Concrete. The 105,000-square-foot expansion is expected to be finished in summer of 2020.


Waterline Renewal Technologies participates at WEFTEC

Waterline Renewal Technologies participated at the Water Environment Federation's Technical Exhibition and Conference in Chicago. Throughout the exhibition, WRT and its core brands — AP/M Permaform, CentriPipe, ConShield Technologies, LMK Technologies and Perma-Liner Industries — used live presentations to showcase the innovative trenchless technology of its core brands while also highlighting case studies and new products.

Taco Comfort Solutions' White receives 2019 Craftsmanship Award

The General Society of Mechanics and Tradesmen of the city of New York awarded the 2019 Craftsmanship Award to recipient John Hazen White Jr., executive chairman and CEO of Taco Comfort Solutions. Taco is a family-run company that will soon celebrate the 100th year of its founding, and White is the third generation to provide leadership and vision for the company.

American Standard wins WaterSense Sustained Excellence Award

For the second consecutive year, the U.S. Environmental Protection Agency recognized American Standard, part of LIXIL Americas, with a 2019 WaterSense Sustained Excellence Award for its efforts to defeat water waste and promote WaterSense in 2019. American Standard brand received one of 25 WaterSense awards in October at the WaterSmart Innovations Conference in Las Vegas. 

Can't get
enough
Plumber?



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

Visit plumbermag.com to read past issues

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



Get more news, information, and features with our exclusive online content.

plumbermag.com/featured

Let Us Build Your **JETTER**

Diesel Propane Gas

Hot or Cold

AMERICAN JETTER.COM
866-9HI-FLOW

Superior[®] SMOKE

Find Leaks & Sources of Odor
Fast • Inexpensive • Easy

wwelt BOOTH 5649 MADE IN USA

Superior 5E Electric Smoker

Smoke Candles SealPacs

SuperiorSignal.com/Plumber

RAT OUT YOUR ROOT PROBLEMS

- Interchangeable heads.
- Uniquely designed to make short work of big sewer line headaches.
- Use the chain rotor for major obstructions and the cable rotor for less aggressive problems.

3/8", 1/2", 1" nozzles come in kit form.

ROOT RAT NOZZLES wwelt BOOTH 4707

Patented Made in USA **330.874.4300**
www.rootrat.net

Estimating & Project Management Software

- ✓ Fast and Accurate
- ✓ Customizable
- ✓ Professional

Design Estimating Pro

With McCormick's fully integrated digital takeoff system, you can estimate your jobs in a fraction of the time, all on screen without touching a paper plan!

800-444-4890

Call Today for a Demo!
www.mccormicksys.com

JOIN

THE CONVERSATION.
THE CAMARADERIE.
THE COMMUNITY.

f t+ g+ y+ in

SEE THE VIDEO AT:
www.ARCTICBLASTER.com

Thawing:
Frozen Water Lines • Sewer Lines
Valve and Load Lines • Culverts

A PROPANE TORCH, 2 GAL. OF WATER & THE AMAZING ARCTIC BLASTER

Makes steam in 10 minutes or less. Thaw 30 ft of water line in 15 minutes.

ARCTIC BLASTER 403-638-3934

Plumber

www.facebook.com/Plumbermag
www.twitter.com/Plumbermag
www.youtube.com/Plumbermag
www.linkedin.com/company/plumber-magazine

BRIGHT DYES

NSF Certified to ANSI/NSF 29

wwelt BOOTH 3004, 3006

DYE TRACERS

Solutions for:

- Infiltration
- Septic Systems
- Cross Connection
- Leaks and more...

GET EMAIL NEWS ALERTS FOR

Plumber

Go to plumbermag.com/alerts and get started today!

ODOR & LEAK DETECTION

wwelt BOOTH 3004, 3006

M-45 Thermal Aerosol Smoke Generator:

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

Use code **MAG20** for 10% off your next order

TURBO-FOG SMOKE GENERATOR Since 1977

www.turbo-fog.com
1-800-394-0678

BRIGHT DYES

Division of Kingscote Chemicals

Use code **MAG20** for 10% off your next order

www.brightdyes.com
1-800-394-0678

SEE WHAT'S INSIDE

Plumber

PlumberMag.com



GO WITH INGENUITY

Introducing two-piece freestanding tubs as part of Mansfield's Whitley™
Collection — easy to install, beautifully designed and Made in the U.S.A.
Go with ingenuity. Go with Mansfield.



BATHS

MANSFIELD®



www.mansfieldplumbing.com • Perrysville, Ohio

ULTIMATE DRAIN CLEANING BUSINESS PACKAGE

SYSTEMS
industri.com

DRAINLINE JETTING EQUIPMENT
www.hotjetusa.com

4-8186

**SAVE
\$10,000.00!**
Training & Freight
Included!*



Featuring the
HOTJET II[®]
BUILT FOR THE PLUMBER

PAYMENTS FROM

\$695.95
PER MONTH

20% DOWN, 60 MONTHS O.A.C.

SALE PRICE \$39,995.00



BOOTH
4305

Package also includes:

Hand-Held
Jetter



- 120v/2HP Premium Baldor Motor
- 2 GPM 1600 PSI Adjustable Pressure
- Ball Valve On and Off
- HD Frame and Tires
- 100' 1/4" Jetting Hose
- Lazer & Ram Nozzles Included

Inspection
Camera



- Complete Package, Turn Key Ready to Use
- Extended Warranty (2 Years)
- No Up-Selling
- \$490 Bonus Value Product Included
- Comes with 2nd Head to Inspect Smaller Lines

Utility
Locator



- 33kHz or 512Hz Operating Frequency
- Antenna Mode: Peak
- Continuous Battery Life: 40 hours
- Backlit LCD Bar Graph & Indicators
- Variable Pitch Response
- 126dB Dynamic Range

HotJetUSA[®]

1-800-624-8186

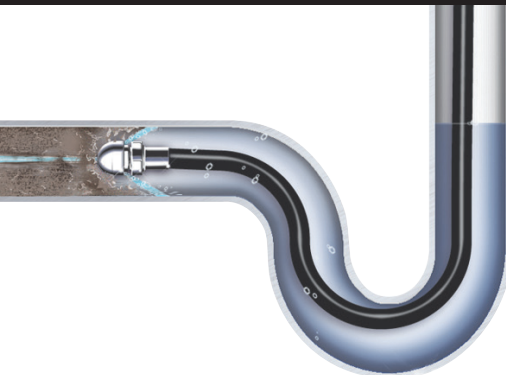


* Training includes flight (from lower 48 states only) to our training facility in Salt Lake City, hotel, ground transportation and meals for one. Freight to the lower 48 states only is included in the sale price. Please contact us for freight costs to Alaska, Hawaii and International.

**WE'VE INCLUDED
EVERYTHING,
EXCEPT THE
EXTRA WEIGHT.**



JM-1000 Mini-Jet™



You don't always need a heavy duty jetter to clear a clogged drain. General's JM-1000 Mini-Jet™ brings surprising cleaning power to the job. You can be blasting away with this 23 lbs. powerhouse before you could get your big jetter off the truck.

Clear small lines, clogged sinks, and laundry drains – with 1500 psi of cleaning power. Whether on the job, or on the truck, its small footprint never seems to “get in the way.”

Pound for pound and dollar for dollar, the Mini-Jet is a great (and small) investment.

Call the Drain Brains® at 800-245-6200, or visit www.drainbrain.com/JM1000



MADE IN USA © 2020 General Wire Spring



The toughest tools down the line.™ **General
PIPE CLEANERS**