

# Plumber

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**On the Cover**

Bulldog Contractors' Jeff Keller, facing, and Cameron Corpier use testing equipment to check for gas leaks at a customer's home that uses propane in Jefferson, Texas. The company, founded in 1978 by Jeff's father, Carl Keller, has three employees and services a 40-mile area around Jefferson.  
**(Photography by Ben Daily)**

**Coming Next Month -  
Residential Plumbing  
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- ▲ Profile: Plumbing Systems, Inc. (Edwards, Colorado)
- ▲ On The Road: Coolfront Technologies flat-rate pricing app
- ▲ Smart Business: Exploring loans backed by the Small Business Administration

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# From About-to-Quit to \$6.6 Million

Chris and Emily Cunningham have been running their business, Service Plus, since 2002. They used to be miserable – they worked endless hours, struggled to hire good people, and weren't making any money. They almost shut down the business.

But in the last 5 years, they've hit their stride, adding plumbing, sewers, and drains, purchasing a \$1M new building, and leading their 40+ employees to a 2019 revenue of \$6.6M with 11% net profit.

## How did they do it?



## They called on their network.

Chris and Emily's business turnaround isn't based on luck. Their successful, fast-growing company is the result of training, coaching, follow-through, and hard work.

They joined Nexstar Network in 2010 and worked closely with their coaches to begin implementing the processes that would turn their dying business into a healthy, profitable company.



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Cory Dellenbach

## Making It Easy on Yourself

Doing these three simple things will help make running your company easier

W

ell, I broke down. I vowed to never get an Alexa-type device in my house, but guess what? There is now.

In February my brother gifted me with a few Alexa devices. It's something I swore I would never get. Why have a device turn on and off my lights, play music and send me alerts when something is scheduled? I didn't need that fancy technology in my house.

Well ... flash-forward a few months and there is now a device in every bedroom of my house and one in the living room. I also have two smart plugs that tie into the Alexa devices, allowing me to turn on and off my lights by simply telling Alexa to do so. Yup. It's wonderful!

It's also making life easier, and who wouldn't want that? Plumbers are no different. They aren't afraid of working hard, of course, but sometimes easy is nice. What makes your job easier? Is it the technology the company has, the tools that you use or the way you're trained to work with customers?

### START WITH THE TECH

One of the first things you can do to make your job easier is incorporate technology. Going with an electronic billing and payment method will make it easier for you and your team to communicate the cost of materials and labor and to explain the final estimate to customers.

A GPS system in each of the company vans will help your crew members get to jobs more efficiently, and it will be easier for managers to keep tabs on fuel and down-time costs.

### MOVING ON TO TOOLS

So you've upgraded to some new technology, but now you want to make job site work easier, right? Let's head over to your toolbox and find out what would be good for you.

First of all, let's get rid of those decades-old corded power

You want that employee who will be part of a team, work well with others and be willing to learn and grow. When hiring employees, be sure you are clear about what you are looking for and expect of them.

tools (if you still have them) and switch over to the more ergonomic-friendly, battery-powered tools. If you're balking at that, hold on a moment.

Manufacturers of these tools are making them quite powerful these days and most of these tools are just as powerful, if not more, than the corded counterparts. Many tools are also being equipped with software that allows companies to track where those tools are in the event they are stolen, making it easier for you to recover them.

### THE FINAL PART

You now have the right technology and tools, but there is one final piece to the puzzle to make things easier at your company: The right employee.

You want that employee who will be part of a team, work well with others and be willing to learn and grow. When hiring employees, be sure you are clear about what you are looking for and expect of them.

Once they are on board, then it's time to train that plumber on the way you want work done and how you expect them to interact with customers. Do it right the first time and things will be easy for you down the road.

### YOUR WAY

Do you have a way that has made what you do easier? Maybe a piece of equipment you use, a way to train employees or something else? Email me at [editor@plumbermag.com](mailto:editor@plumbermag.com) or call 715-350-8436. I would love to hear from you!

Enjoy this issue! 





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## COMMUNITY MINDED

### Company's Charity Program Produces \$85,000 Remodeling Project

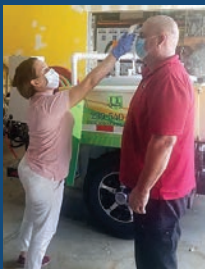
T 'N G Plumbing's Pay It Forward program just keeps finding ways to grow even bigger. Earlier this year, the Minnesota-based company completed its seventh large-scale project, in which it selects a person in need and along with its partners gifts the individual an array of home improvements. This year T 'N G even branched out beyond its own service area and helped complete a charity project in another community. Read all about it in this online exclusive. [▲ plumbermag.com/featured](http://plumbermag.com/featured)

## OVERHEARD ONLINE

*"Flat rate is a mindset shift. Major company changes must start at the top. If you and your management team don't trust the pricing, your team won't either."*

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## CHANGING TIMES

### COVID-19 Pandemic Forces Plumbers to Adapt

The primary headline of 2020 is the coronavirus pandemic, even as restrictions gradually begin to lessen. This online exclusive from April features Next Plumbing of Southwest Florida. The company is a good example of the

variety of new processes businesses have had to implement to deal with the changes brought on by the pandemic. Despite things slowly getting back on track, many of these processes will be the new normal for a while. [▲ plumbermag.com/featured](http://plumbermag.com/featured)



## DIGGING KNOW-HOW

### Tips for a Safe Excavation

Plumbers aren't expected to be expert excavator operators, so you may sub out that work when it's necessary. But your profit margins will of course be better if you can handle the work yourself, and it is possible to do so effectively and safely. This online exclusive provides some tips.

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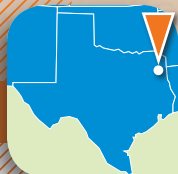
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# The Right FORMULA

By Ken Wysocky  
Photography by Ben Daily

Texas plumbing company finds success by adapting to the industry, investing in equipment and putting customers' needs first



**Bulldog Contractors LLC, Jefferson, Texas**

<b>OWNER</b>	Carl Keller
<b>FOUNDED</b>	1978
<b>EMPLOYEES</b>	3
<b>SERVICES</b>	Residential plumbing service and repair, drain cleaning, septic tank pumping and septic system service/repair
<b>SERVICE AREA</b>	40-mile radius around Jefferson



**F**or more than 40 years, Bulldog Contractors in Jefferson, Texas, has relied on a simple formula for success: Adapt to changing market conditions, invest in advanced technologies, provide great customer service and build a diversified business that's a one-stop shop for customers.

The company's transition decades ago from a residential-remodeling general contractor to a plumbing firm reflects its ability to change with the times. Owner Carl Keller, who established the East Texas company in 1978, made the switch to survive, not by choice. But it turned out to be a

fortuitous move for both Keller, who's semiretired and still owns the company, and his son, Jeff Keller, who now runs it.

The change was prompted by small-town politics, as local plumbers preferred to work for other general contractors in town instead of Bulldog. "They didn't want us to get business, so they priced our jobs so high that we couldn't compete as a general contractor," Jeff says.

Undaunted, Carl fought back by getting a plumber's license in the early 1990s. That enabled him to do plumbing work himself. The strategy worked so well that the company eventually morphed into a plumbing business.

◀ The team at Bulldog Contractors stands alongside one of the company's vans at its facility in Jefferson, Texas. From left, company owner Carl Keller, Sandy Keller, Jeff Keller and plumber Cameron Corpier.

▼ Jeff Keller, left, and Corpier work with a RIDGID crimping tool to put together pipe for a water heater installation.





◆ Carl Keller, left, and Jeff Keller install a Rheem water heater at a residence in Jefferson, Texas.

“We eventually got so overloaded and crazy busy with service work that we dropped the remodeling and went into full-blown plumbing and drain cleaning work. Business was great, and the profit margins were much better than remodeling work, too.”

*Jeff Keller*

“We eventually got so overloaded and crazy busy with service work that we dropped the remodeling and went into full-blown plumbing and drain cleaning work,” says Jeff, age 32. “Business was great, and the profit margins were much better than remodeling work, too.”

Plumbing services currently generate about 65% of the company’s revenue, while septic-related services contribute the rest, he says.

### PUMPING IN THE MIX, TOO

Around the same time the company started moving into plumbing work, it also entered the arena for septic tank pumping and septic system service and repairs. The rationale for the move was simple: In rural East Texas,

most homes still have septic systems. And if a customer has a plumbing issue, the odds are roughly 50-50 that it’s either a plumbing or septic system issue, Jeff says.

“We wanted to be a one-stop shop for our customers,” he says. “No matter what the problem is, we want to be able to take care of it, right then and there.”

As such, it’s not unusual for Bulldog to send a vacuum truck and a plumbing vehicle to rural job sites, just to avoid making customers wait for service. Jeff charges customers more to bring both vehicles, but he gives them the option of bringing just one truck or both.

“If people tell me it’s been a long time since their tank was pumped, I can pretty much predict what the problem is,” he says. “We usually take both trucks with us so we don’t have to backtrack and cost customers time.

“If they haven’t had the tank pumped in, say, 10 years or more, they’re going to need that done anyway,” he continues. “I usually try to pump the tank first, and if that doesn’t fix the problem, then we’ve got a plumbing truck parked right there.”

Jeff is manufacturer-certified to repair and service 13 different kinds of aerobic systems. On the rare occasion that the company installs a new septic system, Jeff says he prefers Clearstream Wastewater Systems, using either concrete or fiberglass tanks supplies by Clearstream, he says.

### LARGE ARRAY OF EQUIPMENT

Fixing a variety of plumbing and septic issues, from neglected septic tanks to clogged drains, requires a stable of reliable equipment. Bulldog has built a reputation for having the right machine for the job, which Jeff says is necessary to provide great customer service.

# Unorthodox business strategy: Pumping the brakes on growth

For many business owners, growth is the be-all and end-all objective after starting a business — the ultimate benchmark for measuring success. After all, bigger is better, right?

Not always, as Carl Keller, the owner of Bulldog Contractors, and his son, Jeff Keller, can attest. Carl established Bulldog in Jefferson, Texas, in 1978. And by 1985, the company grew to 22 employees and was running three plumbing service trucks, plus a vacuum truck used to pump out septic tanks.

But while growth can be great, it can also spur hassles and headaches, too, including mounting overhead costs and increased personnel and managerial responsibilities that suck up that most precious of commodities: time.

So with all those factors and the growing difficulty of finding qualified technicians, the company took a less-is-more approach about 10 years ago and started downsizing, Jeff explains.

"It got harder and harder to find good, reliable workers who you can trust with your company name and brand," he says. "In fact, nowadays it's hard to find

someone who'll just show up to work. We got tired of all the babysitting — it just wasn't worth all the headaches.

"You reach a breaking point when you spend so much more time managing people and your overhead costs just keep getting bigger and bigger," he adds. "And even though you're bigger, you aren't making any more money than when you were smaller."

Today, the company has just three employees: the two Kellers (Carl is semiretired) and Cameron Corpier, a technician who's been with the firm for six years. Bulldog also runs only one plumbing service truck — a Chevrolet Express cutaway van with a 12-foot box body made by Supreme (a company owned by Wabash National).

"We have a lot fewer headaches because now there's no need to always be checking up on everyone out in the field," explains Jeff, who grew up in the business and always planned on working for his father. "And my father could finally step away from working out in the field."



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\*Available for Android and iOS Devices.

“The industry is constantly changing,” he points out. “If you don’t adapt and change with the way it’s evolving — and the plumbing industry is exploding with new innovation — then you’re going to be left behind, plain and simple. We try to keep up with most innovative tools and technology.”

On the septic side of the business, the company relies on a 1996 International truck outfitted with a 1,650-gallon steel tank made by Lely Tank & Waste Solutions and a vacuum pump made by National Vacuum Equipment.

To do repairs and system installations (the company only installs a handful of new septic systems a year), as well as replace waterlines and sewer lines, the company also owns a JCB backhoe, a trencher made by Ditch Witch and a 35-foot flatbed trailer made by McLendon Trailers.

For plumbing, the company owns a 2017 Chevrolet Express cutaway van with a 12-foot box body made by Supreme (a company owned by Wabash National) and storage and shelving units built by Hackney. The company also relies on power tools made by RIDGID and Milwaukee Tool.

For drain cleaning, the company invested in a RIDGID Standard SeeSnake pipeline inspection camera, SeeSnake microReel camera, RIDGID SR-60 SeekTech pipeline locator and cart-mounted JM-2900 water jetter (4 gpm at 3,000 psi) built by General Pipe Cleaners/General Wire Spring.

In addition, the company owns a RIDGID K-6200 drum machine (for 3- to 6-inch-diameter pipes) and an M18 Drain Snake manufactured by Milwaukee Tool.

### ADEQUATE PRICES ARE CRITICAL

How is Bulldog able to afford so much equipment? By charging prices that are high enough to cover overhead costs, as well as generate sufficient profit margins that enable the company to keep reinvesting in more tools and equipment that boost efficiency and productivity.

A good example is pipeline inspection cameras, which Jeff says are among the smartest purchases he’s ever made.



▲ While Cameron Corpier, kneeling, uses a RIDGID K-6200 drum machine to clear a customer’s mainline, Bulldog Contractors manager Jeff Keller checks in on the progress of the job.

▶ Jeff Keller, right, and Corpier check a customer’s basement water heater and sump pump for leaks.



The main benefit: The ability to see and diagnose problems without tearing up customers’ yards to find the problem, he notes.

The cameras make company technicians look more professional and help sell jobs because customers can actually see a problem. To recover the cost of expensive video equipment, Jeff charges an add-on fee to camera lines. As he puts it, “There’s nothing free in this world.”

But he only offers it as an option, and Jeff gives customers a free one-year warranty on work if a post-cleaning camera inspection shows a line is running free and clear and the pipeline system is in good working order, he adds.

But in the end, it’s hard to make equipment investments by charging just below or about what competitors charge. “I charge based on what a job is worth and how long it’ll take me to finish it,” he says.

### SOCIAL MEDIA CONNECTIONS

One way Jeff stays on top of plumbing innovations is through a Facebook group called Plumbing Hacks and Plumbing Professional Discussions. When Jeff first joined the closed group (wannabes need to apply for membership),





▼ Corpiers uses a RIDGID SR-60 locator to find the end of the RIDGID SeeSnake Plus. After finding the end of it, he'll know to access that point to clear a blocked line.

it consisted of 300 to 400 plumbers. Now it has just under 33,000 members and has expanded to include not only licensed plumbers, but also product manufacturers and industry representatives, Jeff says.

"Its goal is to educate and uplift the trade," says Jeff, who has served as a moderator for the Facebook page. "I've learned a lot of things over the years, from marketing tips to new products, and met a lot of great people. There's a real sense of camaraderie here.

"Everyone learns from the group and implements tips and knowledge gained into their own businesses," he continues. "There's so much knowledge that's literally priceless. I hate other kinds of social media, but this is an awesome networking tool."

While investments in advanced technology helps provide great customer service, it's not the only factor in gaining repeat business. Jeff says Bulldog technicians strive to treat customers and their homes the way they'd want to be treated.

"When customers call, they're putting all their trust and faith in your company," Jeff says. "They're trusting you with a major investment in their property, whether it's a plumbing system or septic system."



“When customers call, they’re putting all their trust and faith in your company. They’re trusting you with a major investment in their property, whether it’s a plumbing system or septic system.”

Jeff Keller

### LITTLE THINGS MAKE A DIFFERENCE

As an example of a little thing that pays big customer-service dividends, Jeff says the company provides customers with a series of arrival windows, which gradually get narrower as the appointment draws near. During an initial call, for instance, a customer might be told to expect a technician between, say, 8 and 10 a.m., Jeff explains.

But the day before the service call, the customer gets another call to make sure the time still works — and to narrow down the arrival window to between 30 minutes and an hour. “That’s because by then I have a better idea of how things will shake out,” he says.

On the morning of the call, a technician will call ahead and narrow that arrival window even further, usually down to 10 or 15 minutes. “It’s all about efficiency — not wasting your customers’ time and also keeping them happy,” he says.

Jeff says customer service is always top of mind, especially since the company often gets calls from customers who are disgruntled about the service provided by the last plumber they used. Moreover, he also notes that most service calls come from word-of-mouth referrals, which reduce the need for expensive marketing campaigns.

Educating customers also helps spur repeat business, especially on the septic side of the company. Customer education also helps with price objections, because when customers understand everything that goes into a job, they better understand the costs involved, he adds.


### BETTER WORK-LIFE BALANCE

Looking ahead, Jeff says he will eventually buy the company from his father. But that won’t change the company’s less-is-more business strategy, which prompted a gradual downsizing during the last 10 years. Growing smaller instead of larger allowed the company to operate at a saner pace and pay even more attention to customer service, he says.

“I’m not looking for the headaches that come from more growth,” he says. “There was a time when I was married to the business, with no life and no family time.



▲ Bulldog Contractors’ Jeff Keller, facing, and Cameron Corpier, plumber, unload a drum drain cleaning machine from a company van for a job site near Jefferson, Texas. The company vans are fully stocked with most supplies a plumber will need on a job.

But now I place more value on time with my family and friends and spending time doing things I want to do. And that’s the way it’s going to stay.” 

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## A Different Approach

Distributors, suppliers and dealers all offer options for contractors looking to purchase new equipment

By *Tim Dobbins*

**P**urchasing equipment or new plumbing tools can be difficult in today's market where it seems like there are countless options available. Getting knowledgeable and unbiased reviews before buying is invaluable for your business.

Contacting manufacturers directly for advice can provide information about a specific product, but it does not always give the buyer comparisons to other options. Going through suppliers, dealers or distributors is a way contractors can get some of those comparisons.

Suppliers carry a large inventory of products from multiple manufacturers and not only provide a product, but also service to go with it.

### KNOWLEDGEABLE SERVICE

For contractors, the convenience and efficiency of shopping in one location versus multiple stores saves time and money. Having a plethora of choices also gives the buyer a chance to directly compare and contrast similar models of different brand names to find what works best for their personal situation.

"We're a one-stop shop where contractors can get everything from one source," says Gary Allen, CEO of Jetter Depot. "We can put a package together, whether it's a jetter, a camera system, whatever. That way when they get on the job, they have everything they need."

Jetter Depot offers equipment such as jetters, pressure washer nozzles, hoses, cameras, manhole/pipe tools and other similar items. Along with carrying an extensive line of product and brand names, what separates a lot of suppliers even more is the well-rounded knowledge of the industry that comes from the equipment they supply and their personal experience that goes with it.

"We use the contractor experience we have to support the product lines we carry," says Andy Rothenberg, Prime-Line Products president. "People know that if they come to us, they are going to get the support they need."

The company's expertise isn't specialized in one area

*"We use the contractor experience we have to support the product lines we carry. People know that if they come to us, they are going to get the support they need."*

*Andy Rothenberg*

or brand name, but spread out over numerous product lines it truly believes in, from sewer and lateral lining and repair to testing equipment and chemical grouting and more. "We've got the knowledge, because we've actually done the jobs," Allen says. "And I think customers appreciate that."

The knowledge diversity comes in handy when contractors call looking for answers to a specific problem.

"We get a lot of phone calls where they are just looking for a solution," Rothenberg says. "Having the broad product line and the experience separates us. They know that they can call us and get an answer and solution."

Knowing the importance of getting the job done in a timely manner, dealers will also commonly use special delivery services to help the customer get what they need as fast as possible. "We offer a Hot Shot delivery service," says Keith Jones, president of Central Oklahoma Winnelson. "Meaning you call in an order and it is loaded and out the door immediately."

Central Oklahoma Winnelson offers many plumbing-related products in its inventory from water heaters to fixtures, power tools and pumps.

### CONTINUED SUPPORT

Service doesn't stop with the sale. Several dealers and distributors also provide training and demonstration on products they carry.

"We have a 1,000-square-foot training center that we are able to offer classes in," Jones says. "Our customers love

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the fact that we offer training classes and there are a lot of times that we get them approved for continuing education credits through the state.”

These training sessions not only help customers leave with the necessary equipment to get the job done, but also provide the know-how to go with it, leaving less room for error in the field. Not only do distributors regularly offer training, it is not uncommon to find full equipment repair and technical support services.

“We’ve got a 5,000-square-foot warehouse, repair center and loading dock for repairing trucks and engines,” Allen says. Jones says his company is able to offer technical support for roughly 500 manufacturers.

A knowledgeable dealer’s ability to provide a product to a customer along with training and support — and, if necessary, repair — separate their services and keep customers coming back.

“We are trained to never tell the customer ‘no’ and to do whatever it takes to get our customers an answer,” Jones says. “We understand that if our customers are not here, we don’t exist.”

Having that attitude in the world of customer service builds relationships and trust. “I think relationships are a lot of it,” Rothenberg says. “I consider a lot of my customers my friends. They know that if they call me with an issue and want me there, I will jump on a plane and get there. That’s just the level of service we provide.”

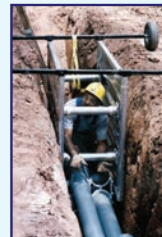


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## Mutually Beneficial Device

Hot-water recirculating pumps generate revenue, save customers money

By Ken Wysocky

**I**t's not unusual for plumbers to feel uncomfortable about upselling customers on items above and beyond the repair needed. But hot-water recirculating pumps offer an easy win-win situation for both customers and plumbers — as long as it's an upsell, not a hard sell.

That's the message from Dale Armstrong, the owner of TLC Plumbing & Utility in Albuquerque, New Mexico. Established in 1987, the company installs thousands of recirculating pumps every year, mostly HLS-2 Hot-Link units built by Taco Comfort Solutions.

"Taco is a very reliable pump," Armstrong says. "It's been a standard in the industry for a long time, so they're tried-and-true devices. We have very few issues with them, which is important. Nobody likes callbacks."

In addition, the company sometimes uses Comfort PM hot-water recirculating pumps manufactured by Grundfos for applications in older homes that don't have a recirculating loop plumbed into them. Typical cost for a recirculating pump and installation is about \$500, Armstrong says.

**“I always tell our technicians that it's their job to know what customers want before they leave a job site. If they don't know that, they haven't done their job right.”**


**Dale Armstrong**



Saving significant amounts of water that are usually wasted while waiting for hot water to arrive at a faucet or showerhead is a great selling point. Customers also save money by using less water, not to mention less natural-gas usage, he adds.

A typical showerhead, for example, probably wastes about 2 1/2 to 5 gallons of water per shower while waiting for hot water, which comes out to about 900 gallons a year. The U.S. Department of Energy estimates that an average-size household wastes about 12,000 gallons annually while waiting for hot water.

◀ Lawrence Sanchez, TLC Plumbing & Utility technician, installs a hot-water recirculating pump (Taco Comfort Solutions) in a residence near Albuquerque, New Mexico.



**Albuquerque, NM**

<b>COMPANY</b>	TLC Plumbing & Utility, Albuquerque, New Mexico
<b>OWNER</b>	Dale Armstrong
<b>PRODUCT</b>	Hot-water recirculating pumps built by Taco Comfort Solutions
<b>FUNCTION</b>	On-demand hot water
<b>FEATURES</b>	Stainless steel construction; suitable for retrofitting; undersink design; clean-in-place capability eliminates need to remove for cleaning; needs no undersink electricity
<b>COST</b>	About \$300
<b>WEBSITE</b>	<a href="http://www.tlcplumbing.com">www.tlcplumbing.com</a>

But there's another even greater cost: Wasting an already scarce resource — especially in an arid desert area like New Mexico. "If you're turning on faucets and just letting them run, you're adding to the problem of wasting a limited natural resource," Armstrong points out.

In a normal-size household with average water usage, a hot-water recirculating pumps will pay for itself after about one year. "But the added convenience is also worth quite a bit to customers," he adds.

### CASUAL APPROACH

So what's the best way to ask if a customer is interested in such an upgrade? At TLC, which employs nearly 600 people and does residential and commercial service and repair, drain cleaning and trenchless pipeline rehab statewide, technicians are trained to ask lifestyle questions to identify products that could benefit customers, Armstrong explains.

For example, while repairing a faucet, a technician might ask a customer how long it takes to get hot water to the tap. If the customer says it takes awhile, the technician can ask if hot water on-demand would be worth considering.

"Asking the question can lead to an easy conversation about what it would take to make that happen," he says. "But it's not a hard sell. We only provide more information if the customer is interested.

"We offer whatever is mission critical to fixing the existing problem — give customers a recommendation of

what we'd do at our own home," he continues. "Then we make a recommendation for anything that could make their home operate better than it ever has in the past.

"That way the customer truly is deciding what he or she wants."

### MAKING TIME FOR INSTALLS

How does TLC handle scheduling if customers decide they want a recirculating pump installed right away? Armstrong says the company schedules its 155 technicians with a little "wobble room" to accommodate such situations.

"We schedule close to daily capacity, based on how many techs we're running and the season," he explains. "One advantage of having a group as big as ours is that there are a lot of resources available. If one guy stays on a job longer than anticipated, we just move that next call to somebody else.


"We like to send technicians out on just one call at a time," he continues. "That way they're not thinking about rushing through one job to get to the next job. They go to one call and satisfy all the wants and needs of that customer before moving on to the next one. The fewer trips we make, the more profitable we are."

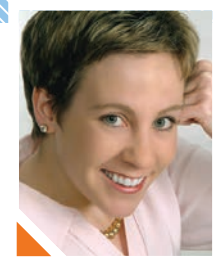
The ability to respond to upsell approvals also depends on having parts on hand, which the company accomplishes with 16-foot box trucks that carry anywhere from \$7,000 to \$10,000 worth of parts inventory. The company relies primarily on Isuzu NPR trucks outfitted with box bodies made by Supreme (a Wabash National company).

“We offer whatever is mission critical to fixing the existing problem — give customers a recommendation of what we'd do at our own home.”

*Dale Armstrong*

As a former technician, Armstrong believes it's critical to educate customers and talk about their wants — and respect those wants. It's easy for plumbers to get caught up in what they believe a customer needs and ignore what the customer really wants.

"So just having a conversation about they want can make all the difference," he says about upselling. "I always tell our technicians that it's their job to know what customers want before they leave a job site. If they don't know that, they haven't done their job right." 



Kate Zabriskie

# Not Another Staff Meeting

You've all heard the groans, but well-planned staff meetings will make your business better

By Kate Zabriskie

**I** sit right next to them. We don't need to have a staff meeting.

*I used to have staff meetings, but we stopped having them. Nobody had anything to talk about.*

*We have enough meetings. We certainly don't need another.*

For a myriad reasons, many managers or small-business owners don't hold regular staff meetings. Furthermore, most who do don't get the most they could from them, and that's too bad. Good staff meetings can focus a team, energize employees and engage them in ways that ad hoc interactions don't.

So how do you turn a halted or ho-hum approach to staff meetings into a high-functioning management tool?

## Step 1: Connect Daily Work With Your Organization's Purpose

In addition to distributing information, staff meetings present an opportunity to connect your team's daily work to your company's purpose. If you think your people know how their work fits into the company's overall goal, you would be wrong. In fact, if you ask your employees what your organization's purpose is, don't be surprised when you get as many answers as there are people in the room. (And you thought you had nothing to talk about in a staff meeting! A discussion about purpose is a good one to have.)

Purpose is why you do what you do. You connect the work to the purpose by explaining how what people do aligns with the greater goal. For example, the head of housekeeping at a busy hotel might hold a meeting with the cleaning staff. In that meeting, the managers might recognize a team that received a perfect room score from all guests who took a survey and then talk about purpose.

The purpose of the hotel is to provide people a safe and comfortable place to spend the night. Having a clean, welcoming and functioning room is one of the ways a

cleaning staff achieves that goal. By regularly connecting such activities as cleaning toilets, making beds and folding towels to the guest experience, the manager highlights why each of those activities is important.

Hotels and your plumbing work are no different. No matter what they do, employees usually enjoy their jobs more when their leaders talk about the importance of their work. They also tend to make better choices if they receive frequent reminders about purpose and what types of activities support it.

## Step 2: Highlight Relevant Metrics

Connecting work to purpose usually works best when a team focuses on both anecdotal and analytical information. If you don't currently track statistics, start. What you track will depend on your industry. However, whatever you decide should have a clear line of sight to the larger goal. For example, a plumbing company might track on-time service records, positive or negative customer responses, or a rate of new customers or customer retention related to advertising or marketing efforts. With regular attention placed on the right metrics, the team is far more likely to make good choices as to where it should focus its efforts.

## Step 3: Follow a Formula and Rotate Responsibility

Successful staff meetings usually follow a pattern, such as looking at weekly metrics, sharing information from the top, highlighting success, a team-building activity and so forth. By creating and sticking with a formula, managers help employees know what to expect. Once employees know the pattern of the meeting, many are capable of running it because they've learned by watching. Managers then have a natural opportunity to rotate the responsibility of the meeting to different people. By delegating, the manager frees up his or her time and provides employees with a chance to develop their skills.





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#### Step 4: Celebrate Successes

In many organizations, there is a huge appreciation shortage. Staff meetings provide managers and employees with regular intervals to practice gratitude.

*“Bob worked overtime replacing fixtures at a house on Saturday. Because of that, we got rave reviews for our service by the customer.”*

*“Mary Ann’s efficient routing of our vans when we were jammed with work on Friday got everyone home to their families for dinner and saved the company hundreds of dollars.”*

A steady drip of sincere gratitude can drive engagement. Note the word “sincere.” Most people have an amazing capacity to identify a false compliment. Real praise is specific. Well-delivered praise also ties the action to the outcome. People appreciate praise more when they understand how their actions delivered results. A praise segment in your staff meetings ensures you routinely take the time to recognize efforts.

#### Step 5: Focus on Lessons Learned and Continuous Improvement

Staff meetings that include an opportunity to share lessons learned help drive continuous improvement. At first, people may be reluctant to share shortcomings. However, if you follow step four, you should begin to develop better communication and a sense of trust with

your team. Modeling the process is a good place to start.

*“I learned something this week that I want to share with you. I had a call with a customer that could have gone better. I’m going to tell you what happened, and then we’ll discuss some ideas about how I would handle something similar in the future.”*

The more you practice this exercise, the greater the gains you should experience.

#### Step 6: Develop a Schedule and Stick With It

Almost anyone can follow the first five steps some of the time, but those who get the most out of staff meetings hold them consistently. They publish a meeting schedule, and they stick with it. They may shorten a meeting from time to time or reschedule, but they don’t treat their chance to gather the team as a low priority.

Good staff meetings aren’t perfunctory activities that add little value. On the contrary, when used to their full capacity, they are a dynamic management tool. Now what are you going to do about yours? **PI**

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

# Practicing Safety

Ongoing training helps keep your employees safe on the job

By *Kim Peterson*

**"C**ulture of safety" is a phrase that gets used a lot.

For a lot of companies, it is a reality — safety is paramount and deeply embedded in every part of the work they do. A dedicated safety manager puts together job hazard analyses before every job; workers are trained monthly on best practices and reminded daily to wear personal protective equipment; and work halts if even the slightest risk becomes apparent.

For others, safety might be given more lip service than actual practice.

There are a lot of additional resources that can help you provide training opportunities for your crew or add to what you're currently doing if you're weak in one area.

A lot of companies probably fall somewhere in between. Safety is important to most companies. Keeping workers safe means productivity and profits, whereas injuries and accidents mean paperwork and downtime, or even fines from OSHA.

But adhering to safety rules when it suits you and having those rules permeate every part of your work environment are two different things. Safety training shouldn't just be required for new employees or restricted to monthly meetings. Training should be constant and ongoing in order to truly achieve that culture of safety.

June is National Safety Month, promoted by the National Safety Council, a nonprofit safety advocate that focuses on saving lives and preventing injuries in the workplace and beyond.

If your safety training could use some freshening up and you're not sure where to start, visit [www.nsc.org](http://www.nsc.org). The council's website provides tipsheets, articles, social media graphics and more that are specific to National Safety Month, as well as others that are year-round safety training resources.

To help direct training during the month of June, the National Safety Council focuses on a specific topic each week:

## June 1-7: Emergency Preparedness

When a medical emergency occurs, time is of the essence. Knowing and performing first aid and CPR can drastically increase a victim's chance of survival.

## June 8-14: Driving

Motor vehicle crashes are the leading cause of death in the workplace. Whether you drive for your job or just for your commute, responsible roadway habits can keep everyone safe.

## June 15-21: Ergonomics

Poor ergonomics can lead to overexertion, the leading cause of preventable workplace injury.

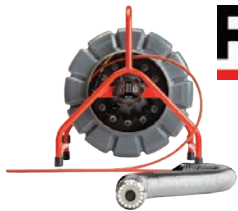
## June 22-30: Employee Engagement

Complacent employees may be unaware of the hazards around them. Getting employees engaged can improve an organization's safety culture and performance.

There are a lot of additional resources that can help you provide training opportunities for your crew or add to what you're currently doing if you're weak in one area. It's easier than ever to get quality training materials.

The OSHA website offers training materials that plumbing companies can use to provide high-quality training opportunities for employees. Online, you can find publications, DVDs and videos for training, along with

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OSHA's Hazardous Waste Operations and Emergency Response, or HAZWOPER, series of training programs for the handling of hazardous materials includes specific topics such as decontamination, emergency response plans and respiratory protection. The 24- and 40-hour courses cost far less than any accident, and there are even group discounts available for enrolling six or more employees. The eight-hour refresher course to renew certification is now available online.

And these aren't the only sources for safety training. Websites like [www.compliancetrainingonline.com](http://www.compliancetrainingonline.com), [www.360training.com](http://www.360training.com), [www.tpctraining.com](http://www.tpctraining.com) and [www.grainger.com](http://www.grainger.com) all offer safety instruction and training options, and there are many other sites offering tips and news that can guide tailgate talks about job site safety.

Ongoing training is the best way to keep your employees safe on the job and immersed in a true culture of safety.

PI

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Anthony Pacilla

## Lighting the Fire

Learning the importance of proper combustion in the modern home can go a long way in giving customers long-lasting products

By Anthony Pacilla

**S**hortly after the cave man made a fire in his cave, the first two combustion issues were realized. How do we get all this smoke out of the cave? And why are we suddenly so dizzy? Punching a hole in the top of the cave seemed to work well.

Later, when the tepee was erected, the understanding of exhaust and fresh air intake was recognized, as they had a smokestack penetrating the top and air openings in the skirt. Even though an actual open fire with no exhaust in your living area might be uncommon these days, we often overlook the importance of combustion within a tightly built modernized home.

It seems that we may have forgotten the combustion process because many of the houses we grew up in were older and “looser” homes — drafty single-pane windows, cracks in the basement window sills, old doors that didn’t shut all the way, spots where you can see daylight to the outdoors and uninsulated steel doors were the norm. These houses usually had very little insulation, large operational chimneys for old fireplaces, gable vents, space vents, vents to the outdoors in old boilers rooms and no vapor barriers.

The space heating and water heating equipment were unsealed open-burn chambers taking combustion air from the basement, which was an oxygen-rich environment because of how much fresh air could quickly be drawn in through this “loose” building structure. The result, most times, was an inefficient burn for each appliance as far as the utility bill was concerned. The combustion, on the other hand, made gas-fired appliances last a very long time because it was able to take the exact amount of air that is required for proper combustion. Because it was designed to operate this way, we routinely run into boilers or furnaces installed in the 1960s and 1970s that still work fine. This is what I call the “tepee effect” — air in, burn, exhaust out, repeat.

So why do many gas-fired units fail within a 10- or 20-year window while the predecessors lasted so much longer? You could argue that the quality of the material is inferior, but the combustion process is also an equally viable answer. Over the past few decades, we have decided to tighten up our houses to maximize energy efficiency. We’ve replaced those drafty windows with insulated, vacuum-tight windows, insulated the attic, insulated the walls, added vapor barriers, put spray foam in every crack, replaced those wooden or steel doors with high-insulation value doors and so on.

*If the customer has a water heater that takes combustion air from the space it's in, make sure you check your code book and installation manual to calculate how much fresh air it needs.*

Well, guess what? Now your house is very tight — starving for fresh combustion air from the outside and lacking air to draft properly — and we are back to our cave man days to a certain extent. Unless you have a newer furnace or water heater that takes air from the outdoors directly through piping, you have a problem, especially with tank-type water heaters and 80% of furnaces.

Each Btu/h of gas burned requires about 50 cubic feet of air — that’s a lot of fresh air that your customer might not have available. So what happens? The customer will have incomplete and improper combustion. Improper combustion could potentially lead to all sorts of issues



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such as overfiring the unit, warping the metal, cracking the heat exchanger, burning recycled exhaust gas, setting off the carbon monoxide alarms and ultimately lead to premature unit failure.

Gas furnaces should be updated to the 90-plus high-efficiency units and piped to the outdoors. Too many times we have all seen the exhaust on these units piped outdoors but the fresh air intake is left taking air from the indoor space.

If the customer has a water heater that takes combustion air from the space it's in, make sure you check your code book and installation manual to calculate how much fresh air it needs. Did the customer build a sealed room around their furnace and water heater with no way to get any fresh air? Especially in newer homes, this is standard practice. Can the problem be solved with installing a louvered door to that room to allow fresh air to enter the burn center?

If you have significant concerns after speaking with the customer about routine premature failures, you should do a few things. Check the gas pressure versus the rating

tag allowances, do a proper combustion analysis with a combustion analyzer and compare it to the manufacturer's allowances (even if that requires a phone call), and check the draft hoods (if applicable) with a match for back spillage.

We cannot allow builders and homeowners to trade a small percentage of utility or installation savings for a potentially life-threatening situation. Furthermore, we shouldn't allow them to trade in these perceived savings for the cost of unnecessary and excessive repairs and replacement units due to improper combustion. 

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

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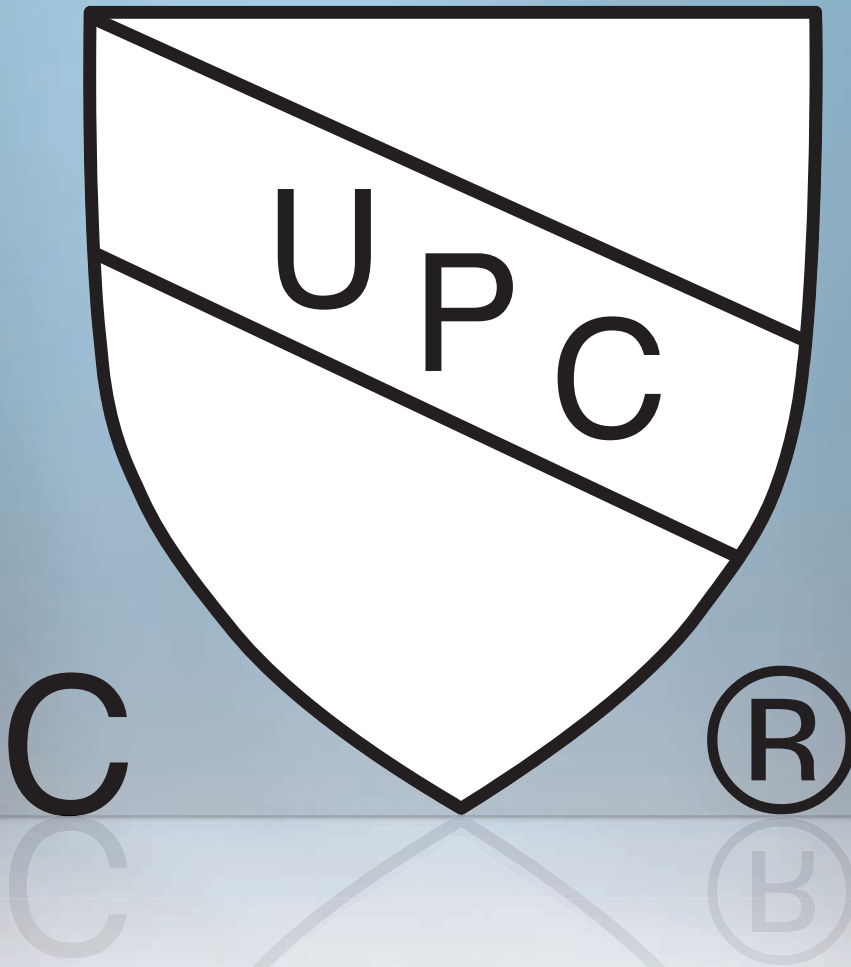
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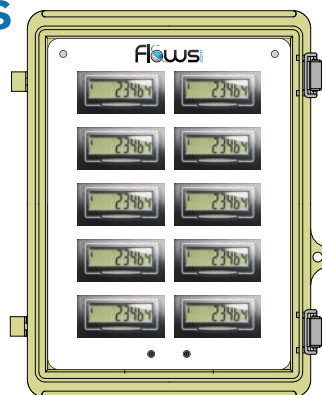
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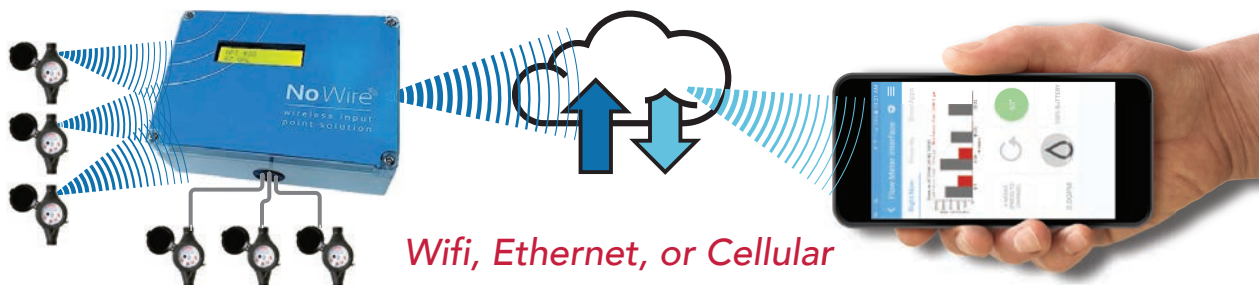


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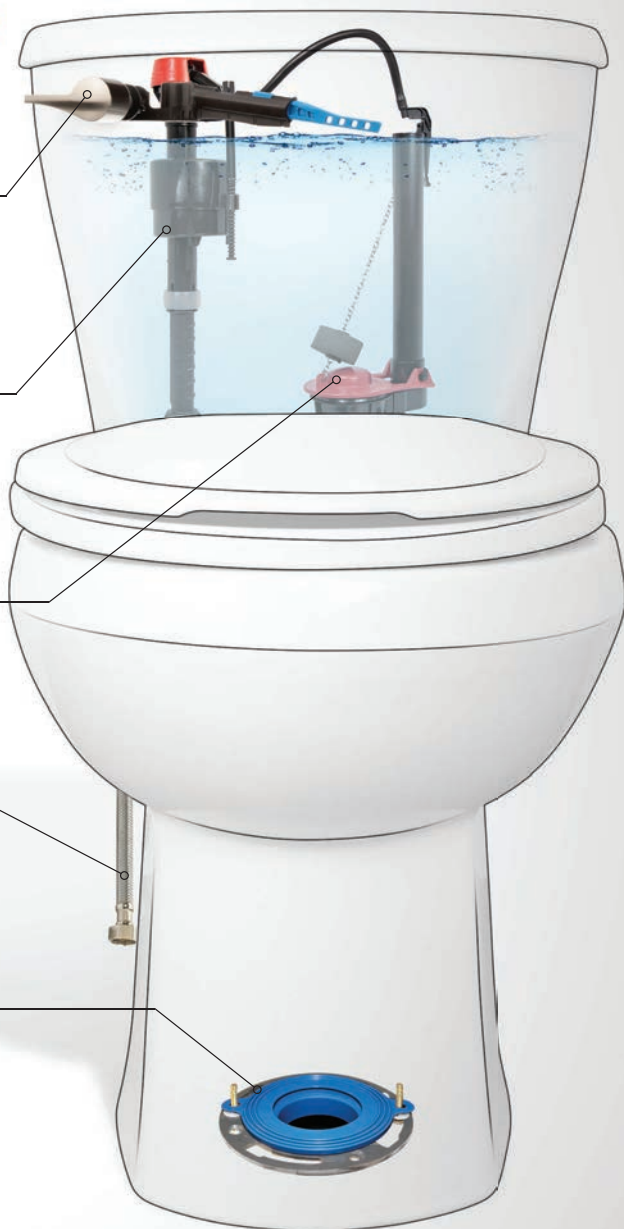
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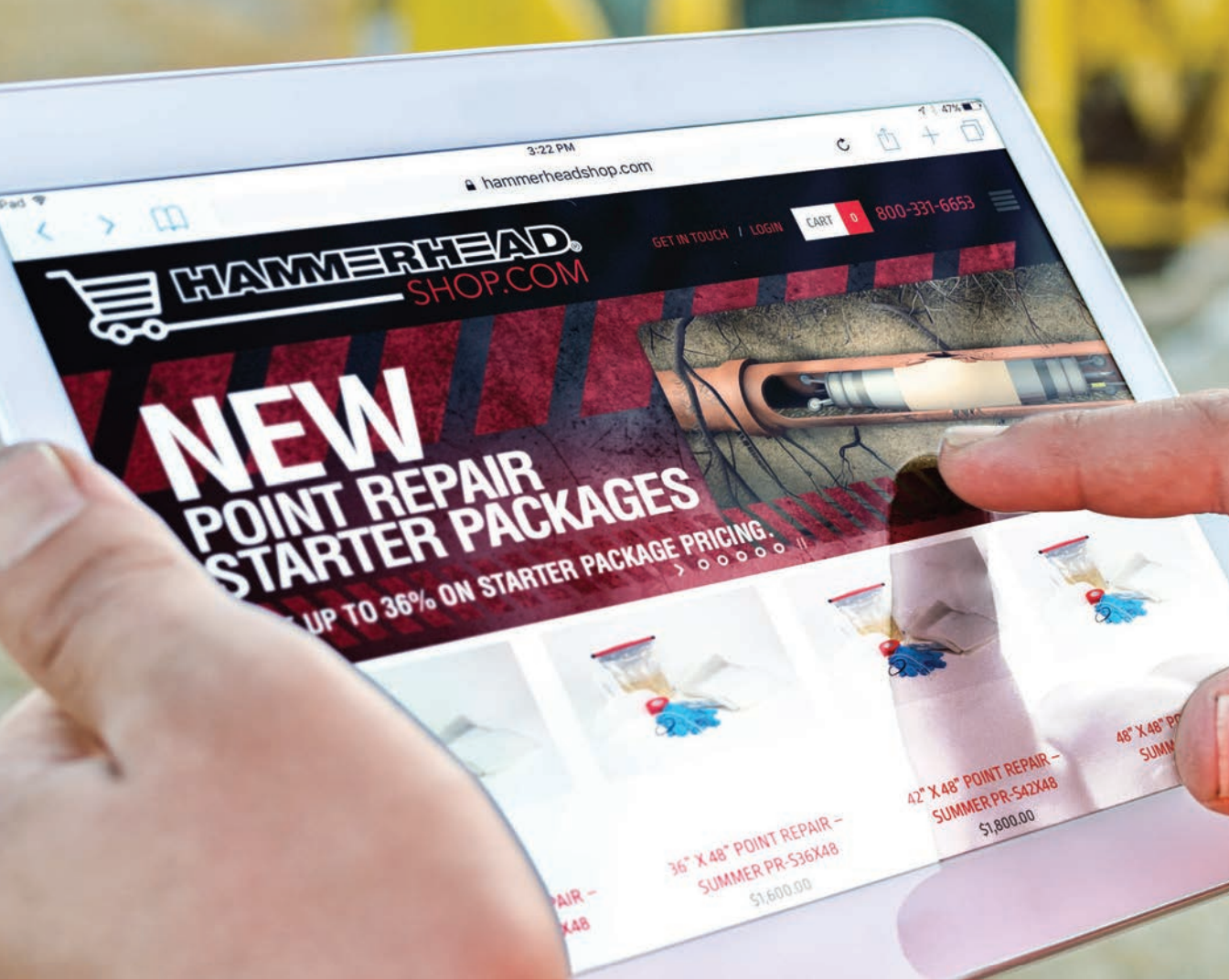
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**Ad on page 25****Easy-Kleen Pressure Systems Ltd.**

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**Ad on page 27****Electric Eel Mfg.**

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**Ad on page 21****Enz USA Inc.**

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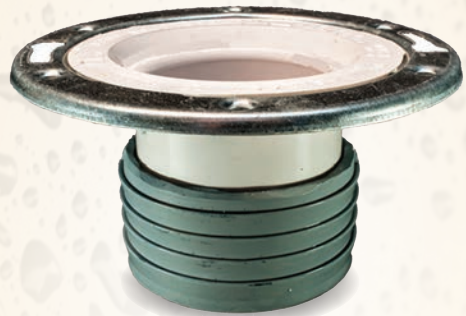


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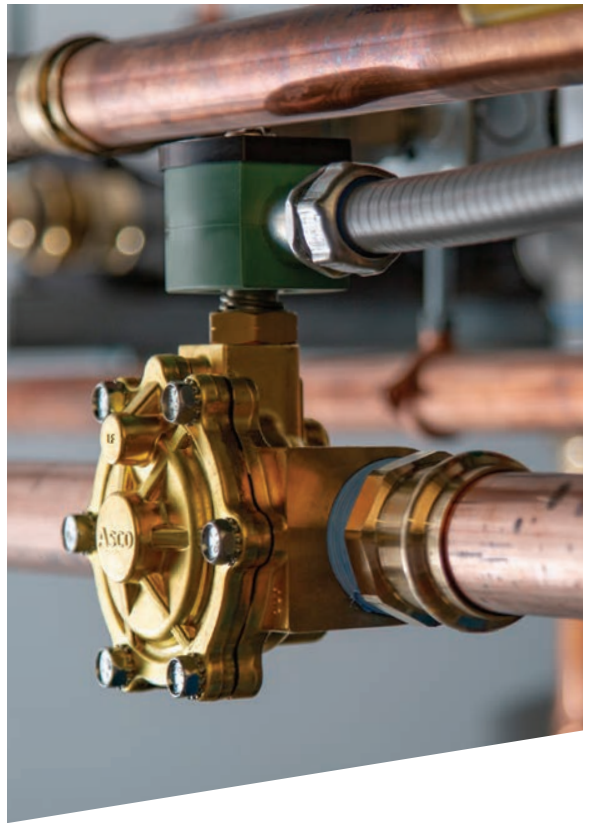
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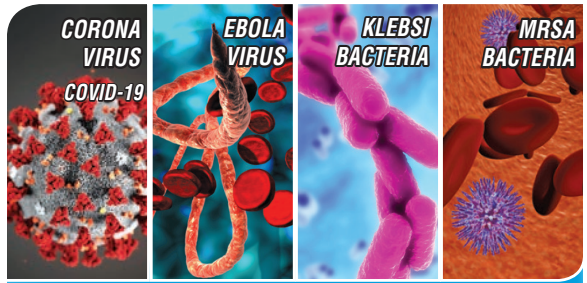
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asco.info-valve@emerson.com  
www.emerson.com/leadfree

**Ad on page 67****SuppliesDepot.com**

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**Ad on page 19**

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**Ad on page 69**

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www.asahi-america.com

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## Product Spotlight

Aesthetically pleasing slopes and curves enhance the shower experience

By Craig Mandli

**T**he minimalist look is all the rage in a lot of new bathrooms designs. The look is highlighted by sleek slopes and gentle curves while capitalizing on available space, with the end goal of decreasing that cluttered look. The innovative 6030IFM shower base from MTI Baths follows that thinking.

The 6030IFM is a first-of-its-kind offering from the brand — a base with gentle curves and slopes. This shower base is distinguished by the soft, organic transitions that smoothly flow from all corners and sides into the floor of the shower pan.

“The look of this shower base is distinctive, yet subtle, with organic slopes and curved corners that bring an elegant style to the bathroom,” says Michael Kornowa, director of marketing for MTI Baths. “This base is only available in a matte finish, which is ideal for those seeking a stone look.”

The 6030IFM shower base has a low-profile threshold for easy entry, which is especially appropriate in today’s multigenerational households. Measuring 60 by 30 inches, the design includes an integral tile flange on three sides and is available with a left- or right-hand drain. The base is crafted from durable, continuous cross-linked cast acrylic that is reinforced with a multilayered backing for added strength. The nonporous surface is easy to clean and impervious to stains and scratches.

As part of MTI Baths’ Designer Collection, the 6030IFM model includes a stainless steel or white powder-coated



drain cover and can be optionally equipped with MTI Baths’ Radiance integrated shower floor heating system.

Designer Collection shower bases are designed to be attractive, clean easily and integrate with a wide variety of materials and decors. The low-profile design not only presents a clean look, but it also makes entrance and exit easier. The shallow height of these base thresholds also permits them to be recessed in the floor. When used in combination with a genuine teak shower tray, a flat transition is created between the bathroom floor and shower.

The Designer Collection also includes barrier-free shower bases, which are designed specifically for installations that require a flat transition from the bathroom floor to shower. These bases are also equipped with a special drain design to effectively capture the shower water. **800-783-8827; www.mtibaths.com.**

### Saniflo Sanicondens Best Flat condensate pump

The Sanicondens Best Flat from Saniflo is a sleek, lower-profile version of its Sanicondens Best condensate pump, with double the tank volume. It is capable of serving multiple mechanical systems up to a total of 500,000 Btu/h. The Best Flat combines a condensate pump with pH-neutralizing pellet tray into a single, space-saving, environmentally friendly solution for boilers, water heaters, air conditioning and refrigeration systems, and other appliances. The pump boosts the pH of the acidic condensate before it can

be discharged into a drainline, preventing corrosion. The condensate is neutralized as it comes into contact with the pellets in the tray before being pumped safely away through a 3/8-inch discharge line into the sanitary sewer or a septic tank. **800-571-8191; www.saniflo.com.**





## Flomatic Valves Model Cycle Gard pump control valve

The Model Cycle Gard IV CB152SST from Flomatic Valves is a stainless steel, direct-acting, constant-pressure pump control valve with tappings. The body is equipped with 1-inch NPT-size female inlet threads and 1-inch NPT union end female outlet connection. The valve's standard pressure range is 15 to 75 psi with an optional 15 to 150 psi range. The valve body maximum pressure rating is 400 psi. All of the valve's internal parts are corrosion resistant with a stainless steel spring and fasteners for long service life. It maintains a preset operating pressure, reduces rapid pump cycling and is proven protection for wells and booster pumps. **800-833-2040; www.flomatic.com.**

## Navien NPE-2 series condensing tankless water heater

The NPE-2 series from Navien brings new features including a turndown ratio up to 15-to-1, an upgraded advanced multiline control panel for easy setup and increased 2-inch PVC venting length.



Available as the NPE-A2 and NPE-S2 models, the units also offer high-efficiency features such as dual stainless steel heat exchangers, 1/2-inch gas pipe capability up to 24 feet, cascade and common vent capability, efficiency up to 0.97 UEF and the ComfortFlow recirculation system with built-in pump and buffer tank on the NPE-A2. **949-420-0420; www.navieninc.com.**

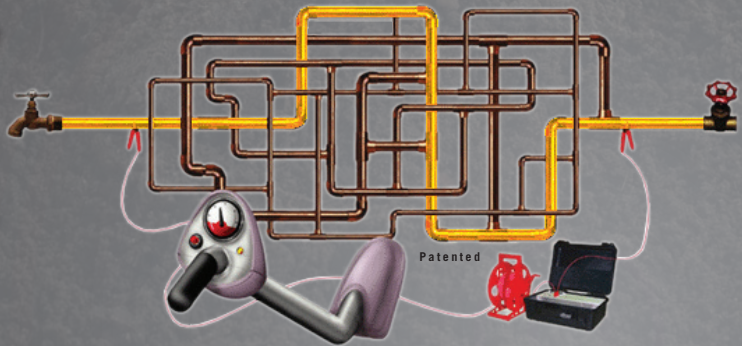


## Viewpoint Software Service Tech mobile app

The Service Tech mobile app from Viewpoint Software is an easy-to-use tool to manage and review work orders, assign and update labor, collect electronic signatures, upload job site photos and forms, and other essential functions. The app provides comprehensive, relevant data in real time, without the need to call back to the office. Work orders can be viewed at the start of the day, job site and customer notes can be added and read, maps for directions to jobs can be viewed, photos can be uploaded and more. The app is available as part of the ViewpointOne suite. **971-255-4800; www.viewpoint.com.**

# Pulsar 2000 Line Tracer

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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.

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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.

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# Kitchen and Bath

By Craig Mandli

## Bathtub

### BainUltra Bain De Ville

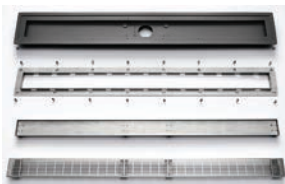
Bain De Ville therapeutic tubs from **BainUltra** were created to fit snugly in a bathroom alcove and are notable for their modern lines, wider deck and minimalist integrated skirt. The bathing well is deeper than many traditional tubs, allowing a blissful soak even in the space-challenged bathrooms typical of city living. Two sizes are available: the 6030 tub measuring 60 by 30 by 17 inches and the slightly larger 6632 measuring 66 by 32 by 20 inches. Both are crafted from 100% pure acrylic and are offered in a glossy white or biscuit finish or UltraV-elocity matte in white. They can be ordered as a soaker or with ThermoMasseur technology with up to 44 air jets for a hydrothermo massage. Options include a Geysair hot-air system that brings soothing warmth and a more consistent bath temperature, as well as WarmTouchShell, which radiates heat from within the tub's shell. AromaCloud aromatherapy and Illuzio chromatherapy are also available. **800-463-2187; www.bainultra.com.**



## Drain

### Infinity Drain linear drain

The **Universal Infinity Drain** linear drain from **Infinity Drain** is compatible with every type of waterproofing method. The convenient universal kit has a pitched channel with a clamping collar and the choice of a tile insert frame or square-patterned grate. Designed to adhere to both traditional and modern waterproofing techniques, the channel allows traditional membranes like vinyl or Chloraloy to be mechanically fastened to the drain channel. Alternatively,



modern installation methods that incorporate a bonded waterproofing method like a liquid membrane or fabric sheet will adhere to the 1-inch channel flange. **516-767-6786; www.infinitydrain.com.**

## Faucets



### BK Resources Evolution Series

**Evolution Series** faucets from **BK Resources** offer T-304 stainless steel precision-machined construction, making them rust- and corrosion-resistant. Stainless steel is more durable than brass, giving these faucets superior longevity. They are lead-free and safe for all types of drinking water. They are available in 4- and 8-inch on-center, as well as splash and deck mount. A full list of replacement parts is available. **888-310-4393; www.bk-resources.com.**

### Bradley Verge soap dispenser and faucet

Verge soap dispensers and faucets from **Bradley** come in four styles, six finishes and advanced features such as hidden sensors to deter tampering, optimized sensing to eliminate false activations, longer spouts for increased hand-washing space, and cast brass spout construction with popular and environmentally friendly PVD finishes. Faucets have dual sensor technology that provides the most accurate activation while optimizing battery life. The soap dispensers are designed with a wide range of top-fill options and a smart sense system with LED light indicators that display low soap and battery. For high-traffic applications, a top-fill multifeed soap system supplies soap to up to six dispensers at once. **800-272-3539; www.bradleycorp.com.**



## Isenberg Bath Serie 240

The **Serie 240** from **Isenberg Bath** is a cohesive master bath ensemble distinctive for its graphic cross handles that are available in traditional metal, as well as concrete and wood options. The collection is a montage of 15 coordinating fixtures for the tub, shower and sink. Options include wall- or deck-mounted sink faucets, a free-standing tub filler and thermostatic shower valves with matching components. Minimalist lines make it blend with any bathroom decor in both contemporary and vintage design spaces. In addition to the wood and concrete handle options, the collection is offered in matte black, polished nickel and chrome. **888-342-2284; www.isenbergfaucets.com.**



## Kohler Graze Faucet Collection

The **Graze Faucet Collection** from **Kohler** was designed to be reminiscent of the steel industry where iron was forged, conjuring memories of the spikes that built railroads. Available in vibrant stainless, polished chrome and matte black, the collection is made up of 10 faucet offerings, including a semiprofessional faucet and wall-mount pot filler. The collection includes touchless technology and the ability to control select faucets with voice commands through Kohler Konnect. The collection has three different spray settings — Sweep, BerrySoft and Stream — for differing cleaning tasks and a SwitchGrip spray head that rotates in 90-degree increments. It uses the DockNetik magnetic docking system to firmly secure the spray head into place, as well as ProMotion technology so users can easily pull down the faucet head and angle it in all directions for efficient cleanup. **800-456-4537; www.kohler.com.**



## Matco-Norca Padova single-handle culinary kitchen faucet

The **Padova** single-handle culinary kitchen faucet from **Matco-Norca** is available in chrome and stainless steel finishes. It has a contemporary design and comes with a single-handle industrial culinary spring neck faucet, two spray heads (bell spray and straight spray), a ceramic cartridge, integrated supply lines, a choice of either one- or three-hole installations and an optional deck plate. Product approvals meet or exceed ANSI/ASME A112.18.1/A112.18.1, NSF/ANSI 61 - Sec. 9, NSF/ANSI 372 and APMO/cUPC standards. It contains less than 0.25% weighted average lead content on wetted surfaces, making it Safe Drinking Water Act and California Energy Commission compliant. The line has ceramic valves and is Environmental Protection Agency WaterSense, ADA and UPC approved for lavatory, tub and shower faucets. **800-431-2082; www.matco-norca.com.**

## T&S Brass & Bronze Works B-2866-05C15

The **B-2866-05FC15** concealed widespread faucet from **T&S Brass & Bronze Works** is designed to meet the specialized needs of health care facilities. The deck-mount faucet has a plain-end spout, eliminating the threads that can harbor pathogens and threaten facility health and safety. An incorporated 1.5 gpm flow-control disc promotes sustainability and efficiency and provides user-friendly performance. The EasyInstall design reduces installation time by 50%. The faucet has 4-inch wrist action handles and comes with a swivel-to-rigid gooseneck that allows the spout to be easily converted from swivel to rigid with the insertion of the provided lock washer. Quarter-turn Eterna compression cartridges have incorporated spring check to prevent potentially dangerous cross flow of water. Constructed with a forged brass body for long-term durability, the faucet's updated design features a modern, sleek appearance that makes cleaning easier. **800-476-4103; www.tsbrass.com.**



## Plumbing Fixtures/Tools

### AD Waters ALT Circo floor-mount tub filler

Easy-Fit adapters, a component on all of ALT's Circo floor-mounted tub fillers, distributed by AD Waters, make for a quick, easy and efficient installation of the faucets, as the rough-in can be done prior to receiving the floor-mount tub filler. Moreover, there is no need to have access from underneath when installing floor-mounted tub fillers, as the adapters give extra play room and snap when the faucet is pushed down. The adapters are compact and pass easily through wooden or concrete construction, and they work for both above-slab and below-floor installation. The floor-mounted tub fillers are offered in trendy designs and in polished chrome or electro black. **888-239-9336; www.alt-aqua.com.**



### Franke Kitchen Systems Kindred EZ TORQUE

The Kindred EZ TORQUE installation system from Franke Kitchen Systems is a sink and faucet installation system created to eliminate frustration and simplify

this process. It allows the installer to simply drop and drill the sink and faucet into place. This durable fastener system was designed to securely lock the sink ledge to the countertop and tightly secure the faucet base to the countertop without going underneath the sink. **800-626-5771; www.franke.com.**

### RIDGID EZ Change Faucet Tool

The RIDGID EZ Change Faucet Tool, a multipurpose tool for installation and removal of faucets and sink strainers, can help alleviate undersink plumbing frustrations. Used to fasten and remove tab mounting nuts and supply line nuts, the tool has a short body for easy access in tight spaces and includes a shut-off valve wrench to assist with stubborn valves. The tool has a cubed insert that is compatible with a variety of common nut sizes and is suitable



for most common two-, three-, four- and six-tab mounting nuts. In addition, it has a retainer for three- or four-slot strainer baskets and a 5/8-inch-deep welled socket that is suitable for single-hole mountings. **800-769-7743; www.ridgid.com.**

## Sinks

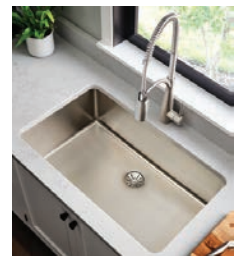
### BLANCO IKON

The IKON 33-inch apron, 1 3/4 bowl with low-divide sink from BLANCO is designed to make prepping, cooking and cleaning a more seamless and comfortable experience for all users. It is crafted with the brand's SILGRANIT granite composite material and available in nine colors. With a convenient low divide that sits just 5 1/2 inches from the sink bottom, it can easily handle large pots and baking sheets while still dividing the sink into cleaning and prepping bowls. Because apron front designs are installed farther forward and eliminate the countertop, they minimize the need to lean over as much and help to reduce strain. Optional accessories include a floating grid that provides an extra level within the sink, a floating cutting board that fits right on top of the sink to create an extra workspace, small and large grids, a three-in-one basket strainer and a three-in-one disposal flange. **888-668-6201; www.blancoamerica.com.**



### Elkay Lustertone Iconix

Lustertone Iconix stainless steel sinks from Elkay bring a sophisticated look and forgiving finish to the home and beyond in 16- and 18-gauge thickness options. The tight corners and flat bottom of this design allow for more space inside the sink. Sound Guard sound-deadening pads minimize sound and vibration for a quieter time at the sink. The collection has been expanded to offer more sizes and variety. The linear grain offers lasting durability against light scratches and the added benefit of reparability. For deeper scratches and to keep it sparkling for years to come, the finish can be revitalized with the company's stainless steel restoration kit. On select models, the edgeless Perfect Drain eliminates the gap around the drain for a cleaner, more hygienic sink. **630-574-8484; www.elkay.com.**



## Toilets



### Gerber Plumbing Fixtures Viper

The **Viper** plumber-friendly family of toilets from **Gerber Plumbing Fixtures** has added an ultra-high-efficiency 0.8 gpf model. Available in white with an all-metal top flush actuator, this toilet utilizes the Viper trapway design and Fluidmaster 400A fill valve to impress. MaP Premium certified, this product exceeds all WaterSense performance requirements while saving 33% more water over regular high-efficiency toilets and 50% over the national standard 1.6 gpf. It is available in an ADA-compliant ErgoHeight elongated bowl for extra comfort and ease of use, as well as a standard-height round front bowl, suitable for confined spaces. Additionally, the large 20 1/2-by-9 3/4-inch footprint is suitable for replacement. **866-538-5536; www.gerberonline.com.**

### Mansfield Plumbing Products QuantumOne

The **QuantumOne** pressure-assist toilet from **Mansfield Plumbing Products** provides commercial-grade power for bathrooms with heavy traffic. The Flushmate pressure-assist flushing system uses compressed air to blast water through the bowl, delivering a quicker, more effective flush. It only uses 1 gallon of water with every flush, saving water and money without sacrificing performance. Its PuraClean easy-to-clean glaze creates an ultraslick surface inside the toilet bowl so debris won't collect. **877-850-3060; www.mansfieldplumbing.com.**



### Niagara Conservation Nano

The dual-flush **Nano** ultra-high-efficiency toilet from **Niagara Conservation** has options for 0.5 or 0.8 gpf, thanks to Stealth Technology. Using the power of gravity combined with vacuum-assist properties and siphon and rim jets in the bowl, Stealth Technology provides a powerful flush that cleans the bowl every time. The force of this toilet's flush exceeds industry

standards for drainline carry in households and multifamily buildings. It is suitable for small spaces because of its compact elongated bowl, and the flapperless Stealth Technology eliminates leaks and minimizes maintenance. This eco-saver provides a whisper-quiet flush thanks to the bottom-up refill of the fully submerged fill valve. **800-831-8383; www.niagaracorp.com.**

## Toilet Part and Accessory

### American Standard Ultima diaphragm flush valves

**Ultima** diaphragm flush valves from **American Standard** are built to reduce maintenance and save water in commercial applications. The flush valves, available for commercial urinals and toilets, feature DynaClean technology, engineered to stop valve run-on. Each valve has a DynaClean wiper spring, which cleans the refill orifice with every flush. The wiper spring keeps the orifice clear of debris and mineral buildup, helping to deliver maximum performance with every flush while saving on water usage and maintenance costs. The valves are equipped with an EvoLast diaphragm, made with a premium, chlorine-resistant material that resists premature deterioration and failure from water treatment chemicals. **800-442-1902; www.americanstandard.com.**



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## **Safety 2020 Professional Development Conference & Exposition,**

Orange County Convention Center, Orlando, Florida. Visit [www.safety.assp.org](http://www.safety.assp.org)

**June 28-30**

## **Canadian Institute of Plumbing & Heating (CIPH) Annual Business Conference,**

Fairmont Tremblant, Mont-Tremblant, Quebec. Visit [www.ciph.com](http://www.ciph.com)

**Aug. 19-21**

## **Legionella Conference, Sheraton Grand Chicago, Chicago.** Visit [www.legionellaconference.org](http://www.legionellaconference.org)

**Sept. 11-16**

## **American Society of Plumbing Engineers (ASPE) Convention & Expo, Ernest N. Morial Convention Center, New Orleans.** Visit [www.aspe.org](http://www.aspe.org)

**Sept. 13-17**

## **International Association of Plumbing and Mechanical Officials (IAPMO) 91st Annual Education and Business Conference, Sheraton Charlotte, Charlotte, North Carolina.** Visit [www.iapmo.org](http://www.iapmo.org)

**Sept. 22-24**

## **Service World Expo, Tampa Convention Center, Tampa, Florida.** Visit [www.serviceworldexpo.com](http://www.serviceworldexpo.com)

**Sept. 30-Oct. 2**

## **Plumbing Heating Cooling Contractors (PHCC) Connect 2020,**

Sheraton Dallas Hotel, Dallas. Visit [www.phccweb.org/event/connect-2020](http://www.phccweb.org/event/connect-2020)

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## Caleffi North America appoints Alexander to brand marketing manager

Caleffi North America announced the appointment of Sharon Alexander to the position of brand marketing manager. She will work closely with sales and media networks and be responsible for advertising, public relations, trade merchandising, trade exhibitions and promotion development. Alexander has been involved in marketing within the heating, plumbing and solar industry for over 18 years. Before joining Caleffi, she spent 11 years as marketing manager at Hot Water Products in Milwaukee and seven years with Solar Service in Niles, Illinois. She holds a bachelor's degree in social science from North Central College and marketing strategy certification from Johnson Graduate School of Management.

## BrassCraft recognizes Bhagat with annual Robert M. Zell Award

BrassCraft presented the 2019 Robert M. Zell Award to Rohit Bhagat from its Novi, Michigan, headquarters. The award recognizes employees who exemplify the BrassCraft founder's legacy, inspire trust with customers and advance the company's culture of excellence. Bhagat, manufacturing engineer, has been a BrassCraft employee since July 2015. He joined the company after completing his master's degree at the State University of New York. In 2019, he was critical in supporting several product development and continuous improvement initiatives.



## Navien awards Repnet for top commercial project

During Navien's annual sales meeting in Orlando, Florida, company reps were awarded for top Navien projects in commercial, multifamily and builder applications. Repnet from Arizona/New Mexico was awarded the top commercial project of 2019. The winning project was completed at Gruet Winery in Albuquerque, New Mexico, and consisted of 12 Navien NPE-S condensing tankless water heaters, Ready-Link racks and Ready-Link manifold systems. All 12 tankless water heaters were cascaded and common-vented for increased gallons per minute, built-in redundancy, and ease of installation with few wall penetrations.

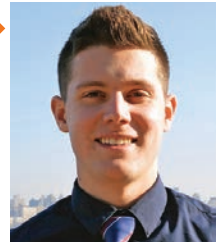
Send us your plumbing industry news: Email personnel, business acquisitions and related plumbing news, photos and videos to [editor@plumbermag.com](mailto:editor@plumbermag.com).

## Asahi/America expands building information modeling and CAD library files

Asahi/America expanded its building information modeling library on its website. The library now contains CAD files for the company's Air-Pro compressed air piping, Asahitec PP-RCT commercial HVAC and plumbing piping, Proline single wall industrial piping and Purad ultra-high-purity PVDF piping systems, in addition to its manual valves. CAD files can be downloaded through the company's online catalog at [cad.asahi-america.com](http://cad.asahi-america.com).

## Saniflo appoints Ceballos as business development manager

Saniflo, a division of Group SFA, appointed Ruben Ceballos to the newly created position of business development manager for the East Coast. He is based in Edison, New Jersey. Like his counterpart on the opposite side of the country, California business development manager Lupe Serrano, Ceballos will work with Eastern plumbing and heating wholesaler-distributors and contractors to increase sales through plumber product trainings.



## J.C. Whitlam hires new sales manager for Southern markets

J.C. Whitlam announced it hired Bradley Cheslock as the Southern regional sales manager for the plumbing, HVAC, waterworks, irrigation and fire protection markets. He will be responsible for managing and extending Whitlam's full line of specialty chemicals and PLUMB-PRO tools through the wholesale distribution chain in the Southern U.S.



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