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# Plumber™

## A PROBLEM FIXER

Queens plumbing company adapts over 60 years in operation to continue to be a dependable service company for customers [Page 12](#)

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▲ In The Shop  
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AND MORE  
[Page 24](#)

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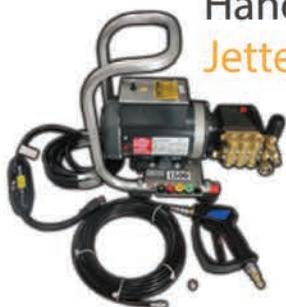
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in the ROAD

## Legendary Marketing Plan

Plumbing firm uses fictional Minnesota icon to build giant brand recognition.

- By Ken Wysocky



## On the Cover

Ranshaw Plumbing & Heating supervisor Mike Clemente checks the blowdown piping on a low water cut-off on an H.B. Smith (Ferguson) 28 high-efficiency cast iron boiler on a commercial job site in Queens, New York. Ranshaw Plumbing & Heating was founded 60 years ago by Rick Bonelli and now has 25 employees and services customers in Queens and surrounding New York City metro areas. (Photography by Matt Greenslade/photo-nyc.com)

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# Plumber

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Cory Dellenbach

## Exploring New Tech

Using technology can benefit your company and its employees in ways never imagined

**N**ormally in this issue I would be highlighting some of the upcoming trade shows that hit around this time of the year, like the International Air Conditioning Heating, Refrigerating Exposition (AHR Expo) and Water & Wastewater Equipment, Treatment & Transport (WWETT) Show to name a couple.

That would be a normal year though. This past year has been anything but and both of those shows have faced scheduling changes due to COVID-19. The AHR Expo was postponed to next year, while the WWETT Show was pushed back to summer.

I would also highlight some of the newest technologies hitting the industry and what it could mean for you and your plumbing company. Who doesn't like hearing about new tools you could add to a wish list, right?

Even though the shows aren't happening last month or this month, I still want to highlight some new tools and technology. In fact, you can see new items every month in the pages of *Plumber*.

We highlight new tools and technology in our Product News feature in every issue. Take a look at it in this issue and you'll find info on Watts' SpecHub project specification tool, the HydroFlame 300 Series silicone firestop sealant from RWC and Matco-Norca PEX ball valves with tee handle options.

We enjoy bringing you news about products that could make your work easier and potentially more profitable. Manufacturers have been holding online media events and product unveilings over the last few months and there are some neat things coming from companies like Milwaukee Tool, DeWALT, Viega and a lot more.

Industry Insider Anja Smith tackles that subject in her column in this issue. She takes a look at current technology and guesses on what could be coming down the line for this industry. Some of it might seem like things from a science fiction book or TV show, but look at how far technology has come the last few years.

Technology isn't going away anytime soon, so start learning it now before it's too late.

We have water heaters and boilers that can alert homeowners and plumbers if there are issues, we have leak detection tools that can do the same thing. We have hand tools with GPS locators installed in them to find them if they are lost or stolen.

Technology isn't going away anytime soon, so start learning it now before it's too late.

### WHERE ARE YOU USING TECH?

What type of technologies are you using at your company? Is it software to help the office employees do their jobs better, tools to help your plumbers on jobs, or something else? Let me know how you've incorporated technology by emailing [editor@plumbermag.com](mailto:editor@plumbermag.com) or calling me at 715-350-8436.

Enjoy this issue! 📧

### HOW FAR WILL TECH GO?

Speaking of new technology, where will it lead us into the future, especially during a post-COVID-19 era?

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## EMPLOYEE GROWTH

### How to Develop Strong Leaders Among Your Crew Members

A company owner can't be all places at all times. At times you need to delegate, making it crucial that your employees are well equipped to take on leadership responsibilities. This online exclusive features Nelson Salas, owner of Amigo Rooter and Plumbing in Arizona, who discusses how he develops quality leaders among his employees.

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



## TRENDS

### Plumber Sees Tankless Water Heater Sales Picking Up

Curoso Plumbing of Santa Rosa, California, was featured in the December 2020 issue. In this online exclusive, owner Jim Curoso goes into more detail on a changing trend he's noticed — more customers making the switch to tankless water heaters, which now account for 40% of the company's water heater installs.

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

## OVERHEARD ONLINE

*"Vision statements can really help business owners make decisions, whether it's who to hire or what equipment to invest in ... It helps you chart your path, but it also holds you accountable for making smart decisions that get you to your goal."*

— *The Importance of a Business Vision*

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## HEALTHY WORKLOAD

### Bringing in Relining Jobs by Focusing on Vertical Installations

For years, Steve Allen, based in Hawaii, was frustrated by his inability to effectively tackle what he believed was a large potential market for pipeline rehab work: lining vertical stack pipes that are failing in condominium and apartment buildings. In this online exclusive, read more about the solution he found that now has his company finally reaching that untapped market. ▶ [plumbermag.com/featured](http://plumbermag.com/featured)



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# “I MADE MY MONEY BACK ON THE FIRST JOB, AND THEN SOME. THAT’S NO JOKE.”

## Profile

### NuFlow Certified Contractor

In his first year as a NuFlow Certified Contractor, Jeff Lane generated nearly \$1 million dollars in lining revenue.

Jeff became a NuFlow Certified Contractor in 2019 after a big company called because of sewer backups. Machinery throughout the warehouse made busting out the concrete floor impossible.

**“NuFlow gave me the words of wisdom I needed. I made my money back on the first job, and then some. That’s no joke.”**

Jeff continues to invest in new equipment and grow his team.

**“Lining is a huge part of my business. It has carried me during this pandemic. I just invested in NuCure CCUV and plan to have three lining crews by this time next year.”**

NuFlow’s training and support has been the most valuable part of Jeff’s success in building his lining business.

**Jeff’s advice to his fellow plumbers?  
“Get your guys out of the trenches and make yourself more profitable.”**



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# A PROBLEM FIXER

Queens plumbing company adapts over 60 years in operation to continue to be a dependable service company for customers

By Giles Lambertson

Photography by Matt Greenslade/photo-nyc.com



**Ranshaw Plumbing & Heating, Whitestone (Queens), New York**

<b>OWNER</b>	Rick Bonelli
<b>YEARS IN BUSINESS</b>	60 years
<b>EMPLOYEES</b>	25
<b>SERVICES</b>	All commercial heating and plumbing services, all residential plumbing services and numerous residential heating services, including boiler and furnace installation and repair as well as oil-to-gas conversions
<b>SERVICE AREA</b>	Queens and surrounding New York City metro areas
<b>WEBSITE</b>	<a href="https://ranshaw.com/">https://ranshaw.com/</a>

- ◀ Ranshaw Plumbing & Heating owner Rick Bonelli, right, along with his son and company supervisor, Richie Bonelli, stand in front of one of the company's many vans at their company headquarters in Whitestone, New York. Both Rick and Richie are master plumbers.

**I**f you live in Queens, New York — which is to say if you are among the 2 million-plus people living in the largest borough in New York City — or in immediately surrounding areas of the city and have a leaking pipe or a heater on the blink, you might want to call Ranshaw Plumbing & Heating. Or you can call another company and call Ranshaw later after the initial complaint is fumbled into a bigger one.

“We get a lot of calls to fix problems other plumbing companies created,” claims Anthony Carnazza. He should know. As the company’s marketing leader, customer service guy and frequent answerer of the company phone over the last eight years, Carnazza is well-positioned to hear complaints.

A company doesn’t stay in business for 60 years — as Ranshaw has — without undergoing evolutionary change, that is, adapting and growing with the marketplace. Yet neither will a company endure long if certain things do change over time, such fundamentals as dependability, efficiency, responsive service and warranted work. Customers never seem to tire of them.

“We have used Ranshaw for 20 years and they are always spot on,” reads a testimonial on the company website.

Ranshaw Plumbing & Heating owner and president Rick Bonelli gives credence to the website praise. “Customers can rest assured that, no matter what the need is, a job will be done correctly,” he says of his team’s work. “We train our men to be thorough and never to take shortcuts.”

## NO MR. RANSHAW

If you do call the plumbing and heating company, don’t ask to speak to Mr. Ranshaw. No one answers to that. Company founder Rudolph Bonelli hung the moniker on his company along the way as he built out his business.

- ▶ Supervisor Mike Clemente checks for an output on the motor contact of a Carlin Combustion Pro X 70200 oil primary control while working on a boiler system. The company handles all commercial heating and plumbing services, all residential plumbing services and numerous residential heating services, including boiler and furnace installation and repair as well as oil-to-gas conversions.

The founder got his start in the industry in the 1950s helping convert cold-water flats into apartments with central heating systems, including radiators, fuel-oil boilers and fuel storage tanks. In 1960, Rudolph and his wife Rose decided they had acquired enough experience to launch their own plumbing company.

However, it didn’t become Ranshaw till 1972 when Rudolph Bonelli incorporated a home-heating oil supply service into his business to expand the heating work. The acquired oil company had been named Ranshaw after a town in Pennsylvania. Bonelli liked the name and kept it, thereby creating a conversation starter for first-time callers.

By whatever name, the merged company firmly established itself in Whitestone, New York, in Queens County,



which has the same boundaries as the borough. “Where we are located in Queens, you really don’t feel you’re in a suburb. You feel like you are in Long Island, that’s the feel,” says Carnazza, who grew up in neighboring Long Island.

“Then you have areas of Queens with multifamily buildings and mixed-use buildings that have businesses on the ground floor and apartments above. The multifamily buildings range from three to 20 stories or more. Queens is a mix of building types.”

## PLENTY OF SOLUTIONS

To this variety of residential units in the borough Ranshaw brings lots of plumbing and heating solutions. Need an A. O. Smith or Bradford White water heater

“Customers can rest assured that, no matter what the need is, a job will be done correctly. We train our men to be thorough and never to take shortcuts.”

*Rick Bonelli*

repaired or replaced? Ranshaw plumbers can do it. Has the boiler in the basement of a multifamily unit quit boiling? Ranshaw has trained techs to deal with the situation. Did the home furnace suddenly die? Not a problem. Ranshaw techs can revive or replace it.

They also are licensed to deal with natural gas issues. That’s a critical skill for which the New York Department of Buildings has strict protocols for safety reasons. Certified Ranshaw personnel can diagnose and repair gas leaks or convert a unit to natural gas from heating oil.

To encourage property owners to maintain critical integrity of gas lines and heaters, the company offers a three-tiered gas service plan for single or multifamily installations in Queens. They feature annual tune-ups, emergency service calls and discounted repair and replacement work.

“We have a decent number of residential service contracts, mostly for heating systems and plumbing,” Carnazza says. “The biggest upside to a service plan is that



▲ The Ranshaw Plumbing & Heating service technicians, plumbers, helpers and supervisors stand in front of their fleet of vehicles at their company shop in Whitestone (Queens), New York. From left, Arnold Kleinman, Joe Quirk, Josh Maldonado, Brent Banks, Bill Bitel, Rick Bonelli, Matthew Maldonado, Angel Carranza, Peter Klimaszewski, Rickardo Dean, Hing Lai, Angel Muyudumbay, Richie Mann, Juan Carlos, John Perakis, Richie Bonelli, Sean Lecator, Michael Clemente.



▶ From left, plumbers Sean Lecator, Arnold Kleinman and Brent Banks get their trucks cleaned out and loaded up for the day before heading out to their first service calls.

▶ Plumber Hing Lai makes use of the company's storage system it has in its service vans. All 10 of the company's vans and trucks are designed with an intelligent storage system, allowing for easy storage and convenient access to a complete inventory of plumbing and heating tools and parts.



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▲ The company's fleet of cargo vans and box trucks sit in the company's parking lot at the shop in Whitestone, New York. The company services all of Queens and the surrounding New York City metro area.

a customer gets priority service. If you have a situation, we're coming. If you have a question, a friendly customer service rep is just a phone call away — and we always return calls. Being a priority customer can be critical, especially in an emergency. Some people learn that the hard way.”

While most residential customers are in Queens, the company's commercial work crosses over into the Bronx and Manhattan and as far north as Harlem. Ranshaw technicians can install or repair commercial heaters and boilers. They can set up and are licensed to perform official inspections of backflow devices. Fire sprinkler monthly inspections? Check. Annual boiler inspections? No problem. In short, all commercial plumbing and heating services are covered.

Commercial customers include large apartment complexes, mixed-use buildings, numerous branches of New York Community Bank and, in Carnazza's words, “a lot of churches.” Specifically, Ranshaw is depended upon by managers of numerous ecclesiastical properties including church buildings, convents, rectories and schools, all of which need dependable heat in winter and leak-free pipes year-round. Other regular commercial customers include offices of leading health care providers.

What Ranshaw no longer provides commercial or residential customers is heating oil. Though the acquisition of the oil business almost 50 years ago gave Rudolph Bonelli's plumbing company a huge boost, the company dropped the service in 2017.

“At the height of our success with oil, we had more than 5,000 oil delivery customers,” says Rick Bonelli. “But we sold the business

Continued ▶

## A Small-Town Feel

Working in an environment like Queens, New York, where residents are numbered in the millions, might seem overwhelming to a non-urban visitor. Yet the enormous number of moving parts seem to come together in ways very similar to places where only handfuls of people live and work.

Example: When Anthony Carnazza hired on at Ranshaw Plumbing & Heating to do some marketing, what online or app resource did he use to get the real story on his new company? None. He chatted with folks in the area surrounding the office, which pretty much is what he would have done in Dubuque. “In speaking with people in the neighborhood, I heard nothing but positive things. They said it was a good place to work.”

It turns out “word on the street” informs New York borough residents just like it does people in Topeka. Company reputations are built on such chatter because good customer service is best validated by word of mouth. “We actually hear people say, ‘Wow! We appreciate that you even called us back.’ But we are very conscientious about returning calls. It's part of our DNA.” And the word gets around.

Another urban constraint can be union rules that impose artificial barriers on workers. In NYC, plumbers in new construction are unionized, but Ranshaw and many other private service companies are not. This means in practice that company technicians are able to cross over in their service calls.

“Mostly, plumbers plumb, heating techs do heat and installation crews install,” Carnazza says of work assignments at the firm. Yet a company heating technician might diagnose a water-leak issue and inform the property owner and then call one of the company's licensed plumbers to do the work. Or, while a plumber might do a tune-up on a heating unit, he would not try to repair a boiler. This flexibility creates a cohesive service team.

In city apartment buildings, another kind of partnership has developed. A resident maintenance person generally takes care of minor fixes, but Ranshaw gets the call when larger issues loom. “If it's gas work, they aren't certified to do that certainly. It has to be a licensed plumber, so they call us. Generally, we help whenever the maintenance man doesn't have the technical knowledge or the license for a job.”

This small-town feel to big-city relationships was tested when COVID-19 struck Ranshaw Plumbing & Heating as it did most every other community and business. The company altered its interaction with customers to reflect the infection threat and, for a while, things came to a standstill. The stunned community of customers hunkered down.

“Few calls were coming in. Everyone was putting things off. We were doing emergency work only,” Carnazza says. Then people started reaching out to one another again. “In June, we got back into full swing, with the full staff back. Now we are very busy again. While our strict health and safety protocols remain in place, you wouldn't even know the COVID thing is going on.”

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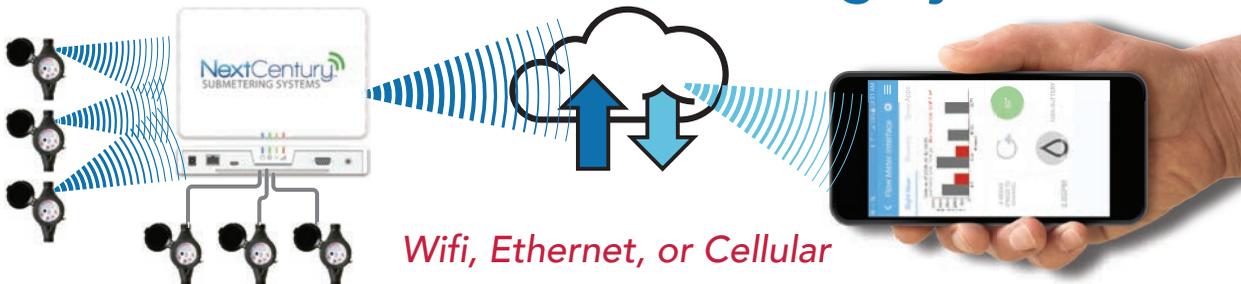


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“We are a very well-organized outfit and the quote speaks volumes. We believe our customers benefit from how well-prepared we are as a company.”

*Rick Bonelli*

to focus our resources and attention solely on plumbing and gas heating services.”

Though, of course, the company kept the name.

### EFFICIENT EQUIPMENT

Most of Ranshaw Plumbing & Heating’s work is above ground. If a water pipe in a backyard or under a sidewalk needs repair, the excavation side of the job generally is outsourced. Consequently, there is no mini-excavator or some other digger in the company’s equipment yard.

Company jettlers are General Pipe Cleaners JM-3055 units. They have 48 cc Briggs & Stratton engines that push out 5.5 gpm at 3,000 psi. To see what’s going on inside lines, the company employs General Gen-Eye SD inspection cameras that are suitable for pipe interiors ranging from 2 inches to 10 inches in diameter.

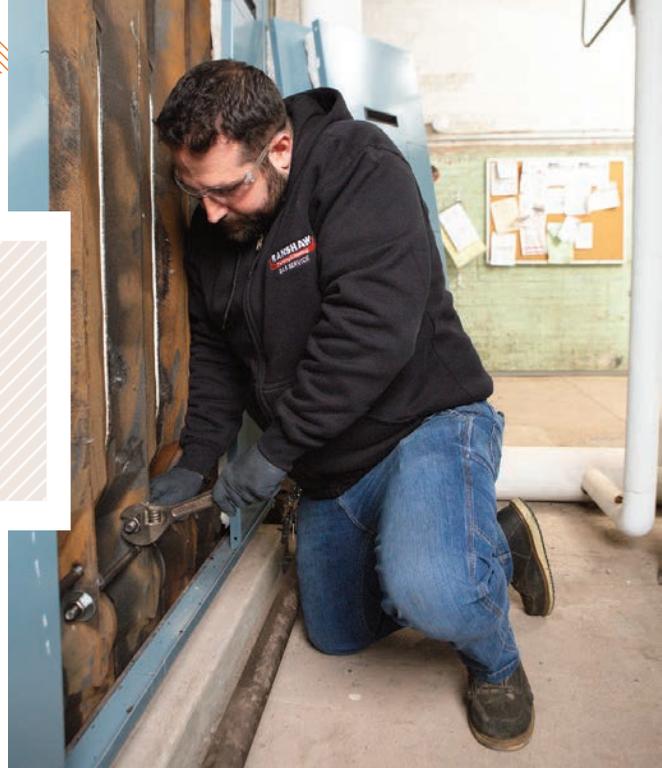
Perhaps the most impressive pieces of equipment, though, are the company’s ten “custom-outfitted service vans,” says the company president. The trucks are uniformly white-and-red branded.

“We believe an organized, well-designed service van allows us to be as efficient as possible on service calls. With that in mind, our vehicles are designed with an intelligent storage system, allowing for easy storage and convenient access to a complete inventory of plumbing and heating tools and parts. We arrive prepared for any job. Despite all the storage, there’s still ample room to maneuver and work productively.”

The highly-organized vans reflect the company’s operating philosophy, which Bonelli terms this way: Plan your work and work your plan. “We are a very well-organized outfit and the quote speaks volumes. We believe our customers benefit from how well-prepared we are as a company. This especially holds true on jobs that involve administrative coordination — like permits and inspections — with local governmental agencies and utility companies.”

### SUCCESSFUL TRAJECTORY

Bonelli also cites a favorite aphorism of his father — work smarter, not harder — which he still finds instructive.



▲ Mike Clemente performs maintenance on an H.B. Smith (Ferguson Waterworks) 28 HE cast iron boiler while at a commercial job site.

“It makes you stop and think. Have I thought out the best approach to a problem? You don’t want to just rush in blindly to do a quick fix.”

These are not theoretical scenarios for the company president, who as a licensed plumber frequently makes commercial service calls. He is a second-generation family member keeping the company on its successful trajectory. A third-generation Bonelli, Rick’s son Richie, also is a licensed plumber and has been a member of the Ranshaw team since 2000.

“We’re not a transient company,” Carnazza says. “The average tenure of our staff is, maybe, five or ten years but one of our office employees has been here about 40 years, and one of our technicians more than 25 years. That says a lot about the company ownership.”

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# Legendary Marketing Plan

Plumbing firm uses fictional Minnesota icon to build giant brand recognition

By Ken Wysocky

**W**hen the investors in a drain-cleaning franchise in Minnesota decided to leave the fold and form their own plumbing company, they needed a high-impact and memorable marketing program that could quickly create a strong brand identity.

Enter Paul Bunyan Plumbing & Drains, which completely embraced the beloved Minnesota legend on every level of an integrated marketing plan, from vinyl vehicle wraps, technicians' uniforms and invoices to direct-mail campaigns, a website, and radio and television commercials.

Established in October 2019 in New Hope, a northwestern suburb of Minneapolis, the company had to quickly make a significant branding statement. Why? It effectively was starting from scratch, given that franchise regulations barred it from telling potential customers it used to be another plumbing company, says Tom Gehle, general manager.

"It definitely handicapped us because we couldn't say what company we used to be," says Gehle, who also manages two other companies under the same ownership: Blue Ox Heating & Air Conditioning and Lumberjack Electric. "But we did get to keep all the phone numbers, which helped."

Did the branding campaign work as quickly as desired? Absolutely, says Gehle, noting that the company earned nearly as much revenue in its first full year — nearly \$15 million — as it did the prior year as a franchise.

The firm employs about 55 people and runs 26 plumbing service trucks and six drain-cleaning trucks, all Ford E-350s with box bodies built mostly by Hackney. Its primary focus is residential service and repair work and drain cleaning, he says.

## ALL OR NOTHING

Ownership invested around \$1 million in the rebranding/marketing efforts. While that's a significant investment, Gehle says a campaign like this can't be done



<b>COMPANY</b>	Paul Bunyan Plumbing & Drains, New Hope, Minnesota
<b>OWNERS</b>	Tim and Pat McGuire, Al Foschiatti, Laura Foschiatti, Paul Gavic
<b>STRATEGY</b>	Integrated marketing/branding campaign
<b>FUNCTION</b>	Fast, impactful brand recognition
<b>FEATURES</b>	Vinyl truck wraps, technician uniforms, direct-mail pieces, radio and TV ads
<b>COST</b>	Around \$1 million
<b>WEBSITE</b>	<a href="http://www.paulbunyanplumbing.com">www.paulbunyanplumbing.com</a>

half-heartedly, especially under the circumstances. "You have to go all-in," he says.

"We developed an integrated marketing campaign that uses as many avenues as possible to reach as many people as possible," he adds. "We decided we had to be well-rounded because some people stream TV shows and don't watch local television channels and some people don't listen to local radio, for example.

"That's where direct mail and vinyl wraps on the trucks come in," he says.

The vinyl wraps and technician uniforms are the in-the-field linchpins of the branding effort, with the trucks serving as rolling billboards while the uniforms project professionalism. The company pays for the uniforms, which are provided by and laundered by Cintas, he says.



“The goal was to build a strong name — something people could relate to and that represented Minnesota.”

*Tom Gehle*

“I believe that uniforms promote professionalism, you dress for success,” Gehle says. “I’m not saying that you’re a bad person if you don’t wear a uniform and you’re not clean-cut. But like the old saying goes, you never get a second chance to make a first impression.”

### NAME WAS A NATURAL

Blue Ox Heating & Air Conditioning had already been established, so the ownership group thought Paul Bunyan was a no-brainer selection for a company name, Gehle explains.

“The goal was to build a strong name — something people could relate to and that represented Minnesota,” he notes. “We wanted to say, ‘Hey, we’re local and we’re here to take care of you when you need us.’”

Furthermore, from a marketing standpoint, well-known and popular fictional characters like Paul Bunyan and Babe the blue ox allow the companies to tell a story. As such, the company’s website features a casual and whimsical tone that puts people at ease, he adds.

The company’s first direct-mail program tied into the lumberjack theme as naturally as a pipe cap threads onto a pipe stub: roughly 6-inch-tall pine tree seedlings accompanied by a short introductory welcome note.

“We sent out 30,000 seedlings wrapped in Bubble Wrap and mailed in 8-1/2-by-11-inch envelopes,” Gehle explains.

▲ Paul Bunyan Plumbing & Drains master plumber Tim Hammack holds a pipe wrench as he stands next to one of the company’s vans featuring the signature Paul Bunyan logo and advertising. The company went with the Paul Bunyan theme as a high-impact and memorable marketing program. (Photo courtesy Paul Bunyan Plumbing & Drains)

### BRANDED TRAINING, TOO

The Paul Bunyan theme even carries over into the company’s technician training program, developed internally. It’s called Building a Legend training, with Legend serving as an acronym for:

- Look (technicians need to check to make sure they’re totally prepared for a service call).
- Engage (build long-term relationships with customers).
- Gather (collect information to make correct diagnosis and develop solutions)
- Educate (provide clients with solutions and let them choose what’s right for them).
- Nail it (do legendary work that fully meets customers’ needs).
- Deliver (provide five-star service to homeowner in every situation).

The program — taught over seven one-hour sessions — gives technicians a template for company expectations in terms of customer service, Gehle says.

Technicians fully embrace the training, Gehle says, pointing out that employees typically respond when they know what companies expect from them.

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“They know where we’re coming from and what we expect them to do when they show up at customers’ homes,” he notes. “They know what type of service we want them to deliver on every service call.”

Of course, it’s essential to monitor marketing efforts to see what does and doesn’t work. “Without that, you’re just throwing darts at a board,” he says.

To monitor the effectiveness of its marketing efforts, all the phone numbers the company uses — hundreds in all — are linked to a code number tied to where it appeared, such as a radio spot, a television ad, a direct-mail piece, on a truck and so forth.

When a customer calls in, the code number linked to that particular phone number pops up on the computers manned by customer service representatives. They then cut and paste the phone and code numbers into the company’s Success customer database-management system, he explains.

Management, in turn, then can tell how many phone calls are generated by specific marketing efforts. “We’re constantly using this to evaluate the returns on our marketing investments,” he says. 

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## Getting Boxed In

Box trucks offer opportunities to haul bigger pieces of equipment and more tools *By Tim Dobbins*

**S**ometimes thinking inside the box is exactly what you want to do as a service utility that spends the day on the road carrying a large number of tools, equipment, parts and supplies.

Box trucks are a popular choice among industry professionals for carrying equipment to the job site. There are plenty of different styles and variances in each model, but box trucks as a whole provide a great solution for taking your plumbing business on the road.

“I would say that finding the perfect truck is an endless search,” says Josh Shelton, owner of Shelton Plumbing in New Kensington, Pennsylvania. “There’s a different truck that suits every job, so it can be a challenge to find that perfect vehicle.”

When picking out a box truck, it’s important to evaluate what aspect of the business you plan on using the truck for most, or as Shelton says, “you have to really think

about what’s your bread and butter and design the truck around that.”

Shelton and his crew have multiple vehicles on the road, and they have found each one fits a different aspect of the business.

“If we are just using the truck for service and repairs, we really like the Ford Transit cutaway with an enclosed Reading service body,” Shelton says. “We have bins on the outside, there’s enough space on the inside and it’s not too heavy.” He adds that his other Transit with a Hackney unicell body attached offers more versatility for various storage options. “It’s definitely one we are going to utilize more in the future because we can pick and choose how to build the truck in a way.”

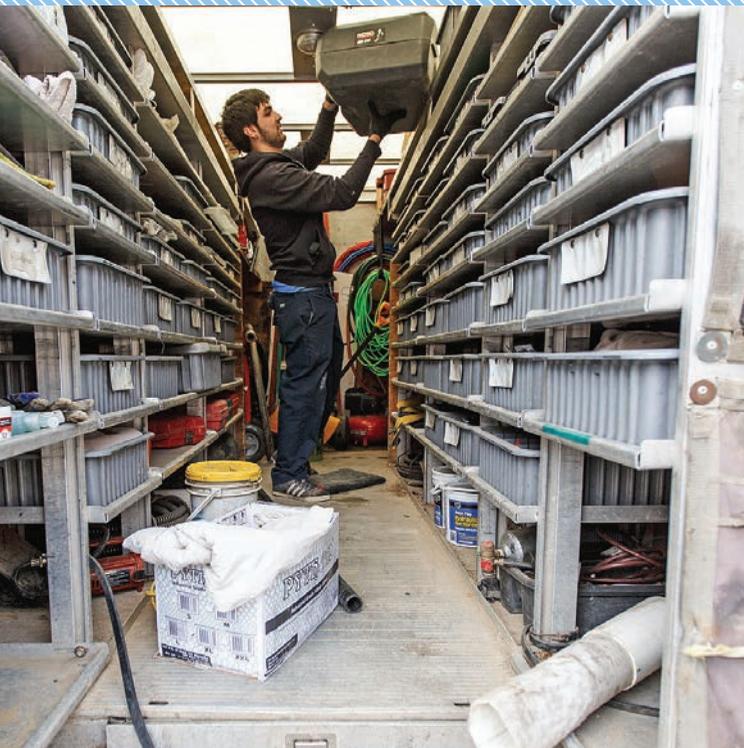
Roger Botto, owner of Botto Bros. Plumbing & Heating in Hicksville, New York, also relies on box trucks as part of their service fleet. When Botto and his team are looking to haul some weight, they rely on a Ford E-350 cutaway box truck. When hauling a heavy



“I would say that finding the perfect truck is an endless search. There’s a different truck that suits every job, so it can be a challenge to find that perfect vehicle.”

*Josh Shelton*

◀ Shelton Plumbing plumber Denny Kelley stands outside of a box truck used by Shelton Plumbing. The company likes using the box trucks because of the space available. (Photo by James Robinson)



◀ Shelton Plumbing assistant Caleb Graff puts equipment back in the truck. (Photo by James Robinson)

vehicle comes with technology like Active Brake Assist, rear-view camera and Traffic Sign Assist to help your crew stay safe on the road. Mercedes-Benz Sprinter cabs come with box bodies from Knapheide and IVS Hydro designed specifically for that chassis.

Ford's E-350 and E-450 cutaway series is powered by a 7.3L V8 engine with a 6-speed automatic transmission. Like Mercedes-Benz, there are a list of options buyers can choose from like wheelbases ranging from 138 inches to 176 inches. Upgrades in towing packages and interior features are also an option to customize the vehicle specific to your needs.

Ford also sells their popular Transit model as a cutaway offering another option for smaller box trucks. The Transit cutaway packs a 3.5L PFDi V6 engine and 10-speed automatic transmission. They come in multiple models that vary in length and width and like the E-series, several packages are available from Ford so users can customize the build to their unique specifications.

## MORE CUSTOMIZATION

Aftermarket unicell boxes and service bodies like the Hackney and Reading options that Shelton uses are made to fit multiple chassis, so there is flexibility in choosing a chassis manufacturer and box to fit the needs of what you are hauling. Whatever box you choose, the possibilities for custom storage within are almost endless. And that is one of the biggest benefits box trucks can offer.

Both Shelton and Botto offer an additional piece of advice to anyone looking into box trucks for a main or supplemental work vehicle and advocate looking into adding an extra leaf spring or helper springs for carrying heavier loads. "We've added helper springs to ours and in our next truck we are considering a system with air bags that will help even more to stabilize the truck," Shelton says.

Shop around and explore the benefits that investing in box trucks can bring your business and keep in mind your end goal throughout your search. With a lot of options to choose from, researching and talking to professionals with some miles already on the odometer can go a long way towards putting your investment in the right vehicle. **P**

load Botto says they prefer the 350s or bigger. "We don't use anything small because when you load them up, you're going to go through breaks and tires all the time. I'll use my smaller cargo vans more for alteration work, like putting a boiler in or something."

Larger trucks not only have the capability to hold more weight, they will also come with added towing capacity making them a popular choice for plumbers with large service trailers or trailer jetties.

"We bought a trailer jetter from Spartan that we absolutely love, except I feel what we should have done is taken a box truck and actually put the skid jetter in the back," says Shelton. And Shelton plans on doing just that within the next year. With a wide range of size options available, box trucks also offer a great opportunity to mount skid jetties directly inside the truck with adequate room around the jetter to pack other equipment, tools and supplies.

## MULTIPLE OPTIONS

Selecting the proper fit for your business goes back to Shelton's advice of putting a lot of thought into what the vehicle is primarily going to be used for. Whatever the intended use, there is likely a make and model to perform the task.

Mercedes-Benz cab chassis are offered in a 144-inch or 170-inch wheelbase, and each comes standard with a 3.0L V6 turbo diesel engine. Mercedes also offers factory upfits to customize the vehicle specific to plumbing with multiple options for service bins and storage shelves. Each



Anja Smith

# A Possible Look Into the Future

Smart technology could change the way the industry works post-COVID-19

By Anja Smith

**W**e are moving into a new era. Like pre-and-post 9/11, there will be pre-and-post COVID-19. The ripple effect of shifting social and economic areas will drive change and innovation.

Two of the areas touched by both the pandemic and the plumbing industry are in-person services and sanitation.

This got me thinking about the changes we can expect in our industry in the coming years. I don't have a crystal ball, but I do have an active imagination.

Here are my predictions on the future of plumbing:

## Prediction 1: Self-cleaning bathroom fixtures, powered by nanobots.

For me, nanobots fall in the same category as artificial intelligence. They sound impossibly cool and futuristic, but also terrifying. Yet, a small amount of research after this idea popped into my head showed it isn't very far-fetched at all.

In fact, nanotechnology is apparently being researched aggressively to prevent the spread and detection of SARS-CoV-2. (Source: <https://doi.org/10.1038/s41565-020-0751-0>) Nanoparticles work better than disinfectants, according to some researchers.

Since surface sterilization is a known application, self-sanitizing toilet seats may not be too far off.

## Prediction 2: Touchless takeover.

While touchless technology has become common in the commercial sector, it is still an outlier in residential applications. I predict that will change.

Some brands are already having limited success with high-end fixtures that feature touchless technology. Kohler's Sensate is the first I'm aware of to include voice-activated features. Considering how we've all gotten used to Siri and Alexa as personal assistants, increased use of voice commands sounds like the wave of the future.

## Prediction 3: Self-healing pipes.

I made this up, but a quick Google search told me someone's been working on it since at least 2006. Some futurist I am. According to [technologyreview.com](http://technologyreview.com), a Scottish company developed the technology for gas pipelines. The concept uses flow to carry an elastomeric material to the point of rupture, where pressure helps it coagulate and seal the leak.

There is no reason to think this can't eventually make its way to commercial and residential plumbing applications. It would probably have limiting "patch" functionality, but hey, it's got to be better than flex seal, right?

While touchless technology has become common in the commercial sector, it is still an outlier in residential applications. I predict that will change.

## Prediction 4: Remote and smart maintenance, diagnostic and repair.

Smart fixtures and equipment with an internet connection could be remotely reset, maintained, diagnosed and possibly even repaired.

I'm sure there is already a tankless water heater that sends a push notification when maintenance is due. It's only a matter of time before the manufacturers take it a few steps further.

I'd like to think there will always be a place for an on-site technician. But then ...

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### Prediction 5: Augmented reality repair remote service.

If you aren't familiar with the term, augmented reality, or AR, it uses a device such as a smartphone camera to overlay virtual objects on an existing environment in real-time. You know, like Pokemon Go.

The trend has already infiltrated the home services sector with popular painting apps helping you virtually try new paint colors or the Measured by Lowe's app that uses a virtual tape measure to gather project specs.

I predict future applications will include fixture replacement AR to help homeowners pick out a new kitchen faucet (perhaps one with voice commands?). But an AI or a live technician could also use augmented reality to walk a homeowner through an advanced DIY situation.

### Prediction 6: Smart water shutoff valves become the norm.

While the prices on these things are still a little high to be an easy sell, we are installing more and more. I predict insurance companies will require them.

Smart water shutoff valves that offer real-time leak detection and limit water damage are attractive to the folks paying out water damage claims.

It'll start with incentives, but I don't think it will be long before we are seeing them as standard requirements at real estate transactions (like termite inspections where I live) and on all new construction.

### Prediction 7: Plumbers trained in virtual reality.

Hands-on training for plumbing is subpar, difficult to access, and expensive to produce in many areas. While virtual reality hasn't taken off recreationally the way Hollywood made us think it would, it has made inroads in corporate training.

Fortune 500 companies use virtual reality in safety and operations already. As the technology becomes more widespread and better understood, I predict we will see VR labs in high schools and community colleges using simulations to train skilled trades.

### Prediction 8: Water-free plumbing.

The world is running out of water. Bill Gates has already paid for a waterless toilet design. You do the math.

Hopefully, we won't go full *Fifth Element* or *Mad Max*, but given a long enough timeline, I see this prediction coming true. There are many places in the world where low-flow won't cut it. Water-free sanitation is coming!

Here's the ultimate question. Without lead, our namesake, and without water, are we even plumbers at all? 🗣️

-----  
*Anja Smith is the managing partner at All Clear Plumbing and writer/speaker at Tradebiz Toolbox. Contact Anja at [www.tradebiztoolbox.com](http://www.tradebiztoolbox.com).*



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# Inspecting the Lines

CUES' durable equipment is backed by decades of innovation and a strong commitment to customer service *By Kim Peterson*

**C**UES has been a fixture in the pipeline inspection industry for more than five decades. The company designs and manufactures a wide range of high-quality pipeline inspection and rehabilitation equipment.

While often praised for the longevity and durability of its systems, CUES takes even greater pride in its individualized customer service and support. CUES' team provides equipment training, phone troubleshooting, parts support and extensive repair networks to keep its customers out on the job.

*Plumber* recently spoke with Alexander Milley, CUES regional sales manager for the Southeast, and Chris Graybill, CUES customer service manager, about the company's varied equipment, custom offerings and extensive customer support.

**Plumber:** Tell us a little about the history of CUES.

**Milley:** CUES was founded in 1964, about 10 miles from where our factory operates today. Little-known fact: CUES is an acronym for Community Utility Equipment Supply.

Holding true to its original identity and purpose, CUES specializes in CCTV inspection equipment for sewer and stormwater assets — and has since day one. Having said that, the company continues to evolve and grow to meet customer needs and maintain a competitive edge in the marketplace. CUES is — and always has been — an American-made product. A tremendous amount of pride accompanies every unit CUES ships, knowing the company supports a local workforce and the local workforce supports the customer.

CUES has had ups and downs over the year; however, like all great companies, strong leadership and a resilient staff have adapted and overcome many daunting challenges, forging the company people see today. The open and interactive relationship between customers, channel partners and the factory is a hallmark of CUES and will continue to be an integral part of our growth recipe.

**Plumber:** What differentiates your pipeline inspection systems from the competition?

**Milley:** CUES offers a wide variety of products ranging from simple push cameras to 3D LIDAR imaging systems — and everything in between. The breadth of the offering is the broadest and one of the most advanced in the industry. With this vast offering, CUES strives to offer a solution for all needs in the CCTV inspection market. CUES has some exciting products that we feel are unique based specifically on their technology

◀ The CUES SoLID FX is a multisensor inspection system for large-diameter pipes. Its LIDAR, sonar and CCTV capabilities can provide condition assessment or rehab planning for pipelines 18 inches and larger.



- ▶ The QZIII is a lightweight, portable, HD wireless video inspection pole camera that can be operated by one person using any tablet. It is designed to provide safe inspection and surveys in pipelines, wet wells, manholes, sewer treatment plants, steam generators, tanks and other areas that are difficult to reach.

“A tremendous amount of pride accompanies every unit CUES ships, knowing the company supports a local workforce and the local workforce supports the customer.”

**Alexander Milley**

— most notably the EZ Grout Panel, Micro P&T lateral launch camera, SoLID FX multisensor platform and SPiDER manhole scanner.

In general terms, outside of some of the more advanced products, one thing comes to mind that makes CUES equipment stand out: longevity. It is not uncommon to meet a customer with a 10- to 15-year-old system — sometimes a 20- to 25-year-old system — that still gets used daily. The value the taxpayer or business owner gets out of a CUES system over that life cycle is immense. What allows this to happen is demanding leadership, a skilled and experienced workforce and a tremendous investment in customer service.

Realizing jobs depend on our equipment’s functioning, CUES’ investment in customer service — through repair/troubleshooting training, field operation training, telephone support, satellite service centers, channel partners and loaner inventory — have built a foundation to support customer uptime. CUES would not have such a large footprint in the marketplace without this level of dedication.

**Plumber:** Tell us about the inspection systems, what applications they best serve and what needs they address.

**Milley:** The scope of work is rather broad. With lateral launch, gas cross-bore inspection, lateral inspections and blockage locates can be addressed. The various SONAR systems can inspect siphons, calculate debris levels and assess pipe wall degradation. The various laser systems can calculate pipe-ovality and joint-separation measurements. The manhole systems can provide measurable data for accurate decision-making and quality assurance.

With products directed at pipe rehabilitation, CUES offers tools for lateral reinstatement, debris/obstruction grinding, joint sealing (for leaks) and point repairs. Finally,



for meeting demanding footage goals and assisting with overall inspection cost-reduction, CUES offers the DUC digital side-scanning camera. This is just a sample of the applications CUES products can address.

**Plumber:** You also offer custom inspection vehicles. Tell us more about those offerings and what customizations are available; walk us through what that process is like for a customer.

**Milley:** Yes. In fact, this is another differentiator: CUES starts with an empty unit and fully up-fits the entire interior — walls, floors, cabinetry, etc. When someone buys a CUES truck, it is truly a “CUES truck” — not a mix of third-party workmanship. With this level of involvement, CUES is in a strong position to support the customer after the sale, should any questions arise.

As far as offerings, there are far too many to list. Essentially, as long as the desired equipment and layout fit within the physical dimensions and vehicle weight ratings, almost anything is possible at CUES.

**Plumber:** What are some recommendations for customers shopping for inspection systems?

**Milley:** Take your time, speak with current users performing similar work and don’t underestimate the value of support. User feedback is invaluable to not only the manufacturer, but also other users in the market. Most brands will work for the first one or two years; it is after three-plus years where the value of a system is justified — or not.



◀ CUES offers custom-designed inspection vehicles, like this CCTV/LAMP truck featuring the LAMP II (Lateral & Mainline Probe).

from AC and DC theory, meter operation, voltage and continuity checks to video path and power path diagnosis. Courses for both mainline and lateral troubleshooting are available. The CUES REDI Kit, a collection of troubleshooting aids specifically designed to speed fault location, is also covered. Our students leave with a package of system drawings and troubleshooting guides and, most important, a clear understanding of our systems and the confidence to troubleshoot them effectively.

Quick disclaimer: Due to COVID-19, our classes, schools and shows are of course canceled, on hold or conducted online. Once things are “back to normal,” everything will resume.

### **Plumber:** How do you see the drain cleaning and inspection industry evolving?

**Milley:** Like most technological industries of today, the inspection industry is rapidly evolving — higher-resolution cameras, wireless technology, new types of scanners and deeper integration of software. As time passes, I believe the industry will see refinement of these, as well as the introduction of new technology.

### **Plumber:** What was new for CUES in 2020? What can customers expect out of CUES in the future?

**Milley:** 2020 was an exciting year for CUES with the release of a number of products. The most notable are the C550c Hunter Base Station, Micro P&T lateral launch camera, Currahee cutter/grinder and GraniteNet Web Sync module.

Customers can expect continuing innovation with the same access and dedication to customer support.

### **Plumber:** What do you want your customers to think of when they hear the name CUES? Is there anything else you would like to add?

**Milley:** Reliability. Reliability goes beyond products, extending through the workforce: Reliable people creating reliable products with reliable support.

And as a proud employer of many veterans, CUES would like to extend a sincere thank you to all U.S. armed forces, veterans and first responders. 🇺🇸

### **Plumber:** CUES is known for its customer support. What sort of after-sale training and support is available? Why is this so important to CUES?

**Graybill:** CUES believes that strong after-sale support is key to productivity by minimizing customer downtime. We provide this by having dedicated training and troubleshooting staff, as well as repair services at a number of facilities across the U.S. and Canada. We also maintain a large inventory of loaner equipment that is available at no charge to customers while their unit is being serviced. Our training staff is available to travel to the customer’s site and provide individual training on any of our inspection and rehabilitation systems. We can also provide web-based training on both hardware and software as requested.

### **Plumber:** CUES offers technical training schools in many regions of the country throughout the year. What sort of training do these courses include? What do attendees get out of the programs?

**Graybill:** Our courses are designed to teach our students how to effectively identify and resolve problems as they occur, minimizing downtime while troubleshooting system faults. The training is comprehensive, covering everything

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Kate Zabriskie

# Leading Your Team Through Uncertain Times

Constant change is the one thing you can expect in a business environment. Be prepared to handle any crisis thrown at you.

*By Kate Zabriskie*

If there is one thing about business that doesn't change, it's that business will *always* change! Be it through the advent of new technology, loss of a key employee, new laws that govern the way your industry does business, or the least likely event, a pandemic — as we learned last year. No matter what the change may be, the last thing your team wants to hear from you is:

“Ok, *now* what do we do?”

An effective leader will need to lead his or her team through any change that should occur and do so with confidence to inspire others to be confident as well. The transition should be as smooth as possible and be done so in a way that looks as if the change were already expected.

Employees and contractors may feel unsure and fearful about any new direction a business may be taking or change they are forced to deal with; so as their leader, their cues as to how to act and how to feel will come directly from you. As such, it is important that you have a solid action plan in place to deal with just such a scenario.

Here are nine tips to help you when leading your team through uncertain times:

## 1. Know that the path to the eventual goal is not always a linear one.

As a team is dealing with change in the workplace, it is not as simple as announcing it, adapting to it, and moving toward goals. Employees and even leaders may have changing feelings about the process and that is normal. Recognizing and addressing these concerns as they arise is a healthy way to deal with them and is expected in a situation that may feel full of turmoil or even traumatic at times.

## 2. Identify key leaders and stakeholders early in the process.

As the process of change begins it is important to identify those in your team who represent true leadership qualities. They can be seen as stakeholders in the process

and support you in your efforts to lead the team through the change and onto greater success. These individuals will be crucial in helping to instill confidence and keep the team moving together toward the stated goals.

## 3. Construct a solid plan.

Even small changes need a plan. That plan should address changes in processes, products and expectations of the people involved. If a change is drastic, you might have to construct an entirely new business plan. Creating a plan and sharing it with your team will go a long way toward giving them a feeling of stability as they move together in this new business environment.

## 4. Identify goals clearly.

Failing to communicate clearly defined goals is one of the worst errors people can make when leading change. If employees don't have a firm sense of what they are moving toward, they may end up just — moving. Clearly define objectives and how you will support your team in meeting them. Your key stakeholders as identified above will play a vital role here as they lead by example in making decisions and actions that support accomplishing these goals.

## 5. Continually define and redefine the change as necessary.

During a time of uncertainty, rumors abound. When your team doesn't know some aspect concerning the change at hand, they will begin to speculate. This can lead to confusion, worry and employees looking elsewhere for employment. The best plan of action is to be upfront and communicate with your team any information you have as you get it. Simply knowing what is going on will instill confidence and quell fears, even if the information is not all that good to begin with.

## 6. Don't discount the past.

Oftentimes, changes mean discarding the old ways of doing things, and projects once seen as vital are “kicked

to the curb” so to speak. This can leave those team members who worked on such projects feeling slighted and that their contributions were worthless. An effective team leader will highlight such projects and give credence to past accomplishments as jobs well done, while at the same time leading the team into the new direction.

### 7. Don't hide the challenges.

There will be times when even an effectively created plan will hit a stumbling block, or even come to a screeching halt. Don't hide challenges when they occur; instead, share them with your team. They may have valuable input and will feel more invested in helping to overcome any obstacles as you bring them into the discussion.

### 8. Carefully listen to all concerns.

One issue that many leaders fail at is truly listening to their team. They may take a “this is the way it is now, so deal with it” approach and this can do much to lower morale and make team members feel defeated in an already scary situation. Instead, make yourself available to your team and listen to them. Sometimes, simply venting about the changing environment will do wonders to help someone deal with what is going on. And other times, their insight could be invaluable in helping you do your job as well.

### 9. Clearly state new or adjusted performance objectives.

Of all the things that will affect the changing workplace environment, uncertainty among team members can be the greatest obstacle to overcome. One way to combat

that early on is to clearly state any changes in performance objectives and reviews. Employees will want to know exactly how and when they will be reviewed and what criteria will be a factor as well. This will allow them to focus on their own objectives and give them a sense of confidence as they move through the changing environment.

### MAKE IT HAPPEN

Change can be scary, full of surprises and extremely challenging at times. But if you have a plan of action, communicate effectively with your team, and move toward new objectives with confidence and a team that is committed as well, you can survive and even thrive in the new adjusted business environment. 

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*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).*



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Make yourself available to your team and listen to them. Sometimes, simply venting about the changing environment will do wonders to help someone deal with what is going on. And other times, their insight could be invaluable in helping you do your job as well.

## Residential Plumbing

By Craig Mandli

### Bath Tub

#### MTI Baths Cássandra

The Cássandra from MTI Baths is an oval freestanding tub with an asymmetrical design that features a wider tub deck on one side for resting or turning into it. It is available in white or biscuit; soft matte or hand-polished deep gloss finish, and is offered as a soaker or air bath. Measuring a generous 72 by 38 by 22 inches, it is constructed using a SculptureStone material that is 70% organic natural stone combined with high-performance resins. This molded stone is solid throughout with high insulating properties to keep bath water warm longer for extended soaks. The tubs are non-porous and resistant to stain, mold and mildew, and easy to clean and maintain. **800-783-8827; www.mtibaths.com**



### Coatings/Linings/Sealants

#### Flow-Liner Systems Neofit+

Neofit+ from Flow-Liner Systems is an environmentally friendly pipe lining system that helps maintain the life expectancy of the existing service pipe. Designed for 1/2- to 2-inch diameters and up to 300-foot sections, it is made from a strong and durable virgin polyethylene terephthalate. The NSF 61-approved liner has two main uses: to keep drinking water pure and out of contact with the host pipe, such as lead or copper, and to rehabilitate pipes by sealing pinholes, cracks and small defects. It is a trenchless technology, thus its installation procedure avoids the risk of damage to other services since there is no disturbance of the ground around the pipe, also eliminating both the possibility of ground contamination and harm to existing plant and animal life. This no-dig, non-invasive system also preserves the property owner's above-ground structures, and can be installed in just a couple of hours. **800-348-0020; www.flow-liner.com**



### Boiler

#### Bosch Thermotechnology Greenstar

The Greenstar boiler from Bosch Thermotechnology offers reliable, ultra-quiet operation, fast, easy installation and very low maintenance costs. The intelligent digital control systems allow for precise boiler control using indoor and/or outdoor temperature sensing, as well as options for controlling domestic hot water. The largest model provides ideal comfort for almost any home and can run two standard showers simultaneously. It includes a highly efficient 95% AFUE aluminum silicon heat exchanger, which makes the boiler eligible for savings up to 75% in federal, state and local credits. **800-283-3787; www.boschheatingandcooling.com**



#### Oatey Megaloc Thread Sealant

Megaloc Thread Sealant from Oatey has Dupont Kevlar in its formula. It can be used on steel, stainless steel, brass, copper, aluminum and plastics. The sealant wipes clean from hands and tools with just a dry rag and washes out of clothing too. It is grit-free and does not contain PTFE. It sets soft; no cure time required; never hardens, cracks or becomes brittle. Its no-odor, nonseparating, nonflammable and nonhazardous formula provides leak-proof hydraulic resistance up to 12,000 psi. Certified to ANSI/NSF Standard 61, it withstands gas pressure to 26,000 psi and performs over a temperature range of negative 58 to 752 degrees F (on steel pipe). **800-203-1155; www.oatey.com**



## Drains

### Dallas Specialty Dal-Drains DD2T

The square-top Dal-Drains DD2T drain from Dallas Specialty is gasketed and connects to cast iron pipe for remodeling old showers and connects to PVC or ABS pipe for old or new work. A mortar drain device protects the weep holes from mortar clog. Available 24-, 36- and 48-inch widths, stainless steel linear drains connect to Dal-Drains with a 2-inch throat or any other existing drain with a 2-inch thread. A 40 Mil Perma-Gard PVC Shower pan liner is also available. 800-222-5644; [www.dallasspecialty.com](http://www.dallasspecialty.com)



### Easy Sanitary Solutions Easy Drain Modulo Stone

The Easy Drain Modulo Stone from Easy Sanitary Solutions is a frameless shower drain with tileable grate that is developed for natural stone floors of any thickness. The frameless design makes it completely invisible and fits harmoniously into any bathroom floor. It is equipped with a tile adjustable frame and water protection system. The TAF system has been developed to simplify installation by eliminating guesswork and ensuring maximum security with secondary water drainage. The WPS system consists of a preassembled sealing membrane that prevents leaking as a result of faulty installation due to unfavorable conditions. 347-293 0887; [www.easydrainusa.com](http://www.easydrainusa.com)



### Infinity Drain Universal Infinity Drain

The Universal Infinity Drain linear drain from Infinity Drain is compatible with most types of waterproofing methods. The convenient universal kit features a pitched channel with a clamping collar and the choice of a tile insert frame or squares pattern grate. Designed to adhere to both traditional and modern waterproofing techniques, the drain's channel allows traditional membranes like vinyl or Chloraloy to be mechanically fastened to the drain channel. Alternatively, modern installation methods that incor-



porate a bonded waterproofing method like liquid membrane or fabric sheet will adhere to the 1-inch channel flange. It is available in squares/satin stainless steel or polished stainless steel finishes, in 24-, 30-, 32-, 42-, 48-, 54- and 60-inch lengths. 516-767-6786; [www.infinitydrain.com](http://www.infinitydrain.com)

## Faucet

### PRIER Products CoolTemp (P-114)

The CoolTemp (P-114) from PRIER Products offers the same level of quality components, distinguishable design and performance as the TrueTemp (P-118) in a cold-water version. It is available in an oil-rubbed bronze or satin nickel finish to match surrounding home decor. The design has an ergonomic, rubber grip handle for easy operation. Each hydrant is freeze-proof, with a self-draining, anti-siphon vacuum breaker and backflow check valve. It is ASSE code approved. 800-362-9055; [www.prier.com](http://www.prier.com)



## Fittings

### BrassCraft KT Series 1/4 Turn Ball Stop

The BrassCraft KT Series 1/4 Turn Ball Stop has a precision-machined brass ball mated with PTFE seats for smooth operation without freeze-ups, even after long periods of non-use. The blowout-proof stem is assembled from inside with high-performance O-rings designed to withstand high temperatures and corrosion. Its machined one-piece brass body provides strength and durability, while its plated stem provides corrosion resistance. A plated metal handle is designed for durability and a sleek appearance. It is 100% leak tested, meets low-lead requirements, and is available in compression, sweat, CPVC and PEX. 877-272-7755; [www.brasscraft.com](http://www.brasscraft.com)



## Fernox TF1 Omega Filter

The nickel-plated, brass TF1 **Omega Filter** from **Fernox** is precision engineered and designed to collect HVAC system debris before it reaches and damages the boiler, extending the lifespan and maintaining the efficiency of the boiler. It is easy to install, fitting on horizontal and vertical pipework in both flow directions. The filter can operate at a 45-degree angle, and is fast and easy to clean without dismantling the unit. Its unique action removes magnetic and non-magnetic contaminants from system water, without blocking or restricting flow. It has tough, forged brass construction with nickel plating and a manifold with double radial seals and multiple orientation capability, and powerful neodymium magnet assembly with threaded magnet cap. Fernox Express products can be dosed directly into the unit. It is available in 1-inch NPT. 972-547-6002; [www.fernox.us](http://www.fernox.us)



it an excellent option for water heaters located in tight spaces. 877-700-4242; [www.sharkbite.com](http://www.sharkbite.com)

## Uponor ProPEX reducing tees

**ProPEX** engineered polymer reducing tees from **Uponor** allow engineers and installers to eliminate connections, work smarter, and faster to meet tight deadlines and keep projects on track. Available in 1/2- to 2-inch diameters, these reducing tees can resist corrosion, withstand thousands of pounds of force, and handle the high temperatures found on many projects. 800-321-4739; [www.uponor-usa.com](http://www.uponor-usa.com)



## Webstone, a brand of NIBCO Pro-Pal

**Pro-Pal** T-Union Ball Drains (with high-flow hose drain), T-Union Ball, and L-Union Ball space-saving press ball valves from **Webstone, a brand of NIBCO**, feature integrated union tee or union elbow fittings, making them suitable for branch connections and shutoffs in tight locations. They are available in an array of sizes including reducing options suitable for manifold/zone assemblies. They're forged from lead-free DZR brass and feature dual stem seals and press connections that are compatible with popular press tools. 800-255-9529; [www.webstonevalves.com](http://www.webstonevalves.com)



## Fluidmaster PRO45H Pro Series fill valve

The **PRO45H Pro Series** fill valve from **Fluidmaster** controls both tank and bowl water levels with a dial for maximum water control, offering the ability to fine-tune water levels to perfection. It is suitable for high water-pressure homes and properties. It can withstand up to 120 psi and adjusts from 9 to 14 inches for increased customization. It is also extremely quiet and reduces water hammer, so much so that customers will not even know their toilet bowl is filling up. It services all toilet types, is easy to install and is self-cleaning. 949-728-2207; [www.fluidmaster.com](http://www.fluidmaster.com)

## SharkBite Thermal Expansion Relief Valve

Eliminate the need for an expansion tank, shut-off valve and fitting with **SharkBite's Thermal Expansion Relief Valve**. The valve has a pressure-only safety relief valve designed to protect hot water supply systems where high-pressure conditions are likely to occur as a result of thermal expansion. It is compatible with PEX, copper, CPVC, PE-ERT and HDPE pipe and can be installed in wet lines. No special tools, crimping, glue or soldering are needed to install, making



## Fixtures

### AquaMotion Aqua-Shield recirculation kits

**AquaMotion's Aqua-Shield** recirculation kits for single-pipe homes offer a stainless pump; 10-foot line cord; fittings; an outdoor enclosure that is water, sprinkler, bug and freeze protected; and an anti-tampering locking device tab. The recirculation pump can be installed outdoors next to the tankless heater. The AMK-ODR bypass valve is installed at the fixture farthest away from the tankless. The ODR valve kit includes hose and tee and maintains 95 degrees F. The AMH1K-7ODRXT1 On Demand and AMHK-RODRXT1 On Demand include the AMK-WB On Demand wireless push button and receiver. 401-785-3000; [www.aquamotionhvac.com](http://www.aquamotionhvac.com)



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## Creative Cleanout Covers products

Custom clean-out covers from **Creative Cleanout Covers** are designed for homeowners and businesses looking to add a decorative touch to the traditional chrome clean-out. This line of decorative clean-out cover products currently offers five designs with five finishes. Colors include beachnut bronze, seaside silver, glamour gold, Newport copper and paint-grade white (paintable). Made from injection-molded ABS plastic, the covers snap into place using a rare-earth magnet. Designed for indoor and outdoor use, applications include residential and commercial retrofits, new construction, hotels and restaurants. Custom designs are available. **714-841-4930; www.creativecleanoutcovers.com**



## ENPRESS PIONEER System

The **PIONEER System** from **ENPRESS** was developed as an environmentally conscious green product, wasting no water during backwash or regeneration of chemicals. It also successfully removes lead, cyst and poisonous chemicals PFOA/PFOS, and is installed where the waterline enters the customer's home, business or restaurant. It is easy to install and can deliver peace-of-mind to customers. **440-510-0108; www.enpress.com**



## Water-Right InterFlo

**InterFlo** residential and commercial cartridge filters from **Water-Right** are powerful tools for both treating water and building a business. They are IAMPO certified for removing lead, chlorine, and cysts for an entry-level solution with the same qualities as higher-end filters. Install them on the cold-water line of any existing faucet, or utilize a separate dispensing faucet for optimal flow and to save the life of the cartridge from processing water for nonconsumable purposes. They are suitable for kitchen or bathroom faucets, refrigerator ice and water dispensers, bar sinks, commercial coffee makers, restaurant beverage stations, or office breakrooms. The cartridge is designed for flow rates up to 2 gpm and will last up to one year (or 7,900 gallons) before needing replacement. **800-777-1426; www.water-right.com**



## Hand Tools

### Cherne Mechanical Cleanout Plugs

**Mechanical Cleanout Plugs** from **Cherne** make it simple to test a drain-waste-vent system. Available in 2-, 3- or 4-inch configurations, these plugs are built for quick and easy mechanical operation. Each plug's two-stage locking mechanism locks firmly in for both test and drain positions, allowing for high-pressure testing up to a 150-foot head/65 psi/15 floors (at 10 feet of head per floor). Built with durable and replaceable rubber pads, the plugs fit PVC, ABS and cast iron cleanout tees. They can be installed or removed in seconds without requiring any tools, and no backsplash draining will occur. **952-933-5501; www.oatey.com/brands/cherne**



### Fluxuator

The **Fluxuator** is a safe way of applying flux to copper pipe. The click system gives the dosing head an even coverage application. The refill container keeps the non-acidic pH-neutral Copalux flux contamination free. With a turn, the whole of the pipe is coated with the right amount of flux. Each refill container gives approximately 500 applications. Should the head unit get debris or dirt in it, it can be washed under the tap. The lid from the refill is used to protect the head unit when not in use. It comes as a dual head for 1/2- or 3/4-inch pipe. A small brush in the back of the head allows the user to flux hard-to-reach areas or fittings. It is designed to flux existing pipe work without unclipping. It is safe to use on gas, hot and cold water and potable water pipes. The empty refill cartridge can be recycled. **www.fluxuator.co.uk**



### J.C. Whitlam 1 5/8-inch Sabertooth Plastic Pipe Cutter



The **1 5/8-inch Sabertooth Plastic Pipe Cutter** from **J.C. Whitlam** is a one-handed operation cutter with a retractable razor-sharp blade that cuts all types of plastic pipe and conduit through 1 5/8 inches O.D. The V-blade design pierces the surface, which makes it suitable for thin wall pipe. It cuts PVC, including thin wall, CPVC, ABS, PE, polypropylene and PEX, conduit pipe

Continued ▶

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and tubing. It has a lightweight die-cast aluminum body, with a cam ratchet that prevents slipping, ergonomic rubber grips and easy locking blade. No tools are required to change the blade. Replacement blades and springs are also available. **800-321-8358; www.jcwhitlam.com**

### Koul Tools Surseat P-45 Flare Lapping Tool

The **Surseat P-45 Flare Lapping Tool** from Koul Tools removes irregularities in tubing flares, providing an ideal surface for seating the tube with flare fittings. A diamond-dust-coated lapping head with a precision 45-degree angle literally polishes the flare smooth to perfection. It is easy to use. Simply screw the fitting into the provided collets, insert the collet and tube into the tool's cavity, and then swipe the lapping head back-and-forth until the flare's surface is cleaned up. It works on 3/16- and 1/4-inch steel, stainless steel and copper tubing. **928-854-6706; www.koultools.com**



tained, it is used in conjunction with a full suite of specialized accessories designed for clearing grease, sludge, small tree roots and soft blockages with less mess and enhanced speed. It utilizes various styles of chain knockers that expand to the size of the pipe to quickly clear the entire circumference. The chain knockers are connected to a flexible, nylon-sheathed cable that is housed in a fully enclosed drum and powered by a cordless drill attached to the driveshaft. Designed with efficiency and cleanliness in mind, FlexShaft machines allow for inspection cameras to remain in-pipe throughout the entire drain cleaning process for maximum efficiency. **800-769-7743; www.ridgid.com**

## Shower

### QuickDrain USA Shower Bench

The **QuickDrain USA Shower Bench** allows consumers to remain safely and comfortably in their homes. The bench accommodates the ADA standards for height and exceeds ADA weight guidelines of 250 pounds. It is also available in three configurations: a rectangle bench and large or small corner bench options. Custom sizes are also available upon request, ensuring consumers have access to the configuration that best meets their needs for accessibility and aesthetics. Each bench comes ready to assemble with no framing required, reducing the amount of lumber needed on site. No mechanical fasteners or anchors are required for installation. It is made with 100% recycled, 2-inch rigid polyethylene terephthalate plastic foam panels. **866-998-6685; www.quickdrainusa.com**



## Power Tools

### Milwaukee Tool M12 FUEL ProPEX Expander

The **Milwaukee Tool M12 FUEL ProPEX Expander** delivers fast 3/8- to 1-inch expansions. Featuring an auto-rotating head, it provides uniform expansions for the most consistent installations. In combination with the ProPEX Expander Heads with RAPID SEAL, installers can experience up to 65% faster sealing of connections as temperatures decrease, reducing the time before pressure testing. An extended dual-actuating trigger and a compact right angle design provides easy access in tight locations. **800-729-3878; www.milwaukeetool.com**



## Sink

### RIDGID K9-102 FlexShaft Drain Cleaning Machine

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### BLANCO IKON 33-inch Apron 1 3/4 Bowl with Low Divide



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

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- V2 Actuator Jaw features new jaw identification clips, for fast, easy identification of the appropriate pressing jaw



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experience for all users. It is made of SILGRANIT, a granite composite material available in eight trending colors. The sink's convenient low divide sits just 5 1/2 inches from the sink bottom, makes it easier to handle large pots and baking sheets, while still dividing the sink into cleaning and prepping bowls. Because apron front designs are installed further forward and eliminate the countertop, they minimize the need to lean over as much and help to reduce strain. **800-451-5782; www.blancoamerica.com**

## Toilets



### Mansfield Plumbing Products Broadway

The **Broadway** toilet from **Mansfield Plumbing Products** brings a touch of metropolitan allure to a bathroom's décor. It provides the signature look of a one-piece toilet, but its two-piece design is much easier to install. The skirted bowl conceals the trapway for easy cleaning, utilizes bolt alcoves to aid in installation and includes cover plates to finish off the sleek exterior. Its powerful yet efficient flushing system requires only 1.28 gpf and has earned WaterSense certification from the EPA. It has an elongated SmartHeight bowl, easy two-bolt standard tank-to-bowl connection, a large 3-inch flapper flush valve, and comes with a slow-close toilet seat. **877-850-3060; www.mansfieldplumbing.com**

### Niagara Nano Single Flush

The **Niagara Nano Single Flush** compact elongated toilet includes Stealth Technology that has a quiet, powerful flush chamber and air transfer system with a flush rate of 0.8 gpf, has a reliable standard Fluidmaster fill valve and no flapper to cause leakage. One flush thoroughly evacuates the bowl every time, eliminating double flushing. The durable flush button is stylish and inconspicuous. The ADA-compliant unit's compact elongated shape is more comfortable and can replace uncomfortable round toilets. The large base footprint can cover damaged tile in a replacement job. **800-831-8383; www.niagaracorp.com**



### TOTO USA SP Washlet+ Wall-Hung

The **SP Washlet+ Wall-Hung** toilet from **TOTO USA** includes a two-piece high efficiency DYNAMAX TORNADO FLUSH system using an efficient 1.0 gpf. It has a high-profile tank, elongated front bowl and chrome trip lever. Its CEFIONTECT ceramic glaze prevents debris and mold from sticking to ceramic surfaces. It has a concealed supply connection for seamless installation, with a gentle aerated, warm water, dual-action spray with adjustable pressure and oscillating pulsating features. It has adjustable variable temperature for the spray and seat, along with a water PREMIST of the bowl before each use. It comes with an automatic air deodorizer and a convenient slim wireless remote with illuminated touch pad. **888-295-8134; www.totousa.com**



## Water Conditioner

### Aquasure Harmony Series Whole House Water Softener

The **Aquasure Harmony Series Whole House Water Softener** system is built to provide soft, scale and spot-free water for the entire home. The system includes an advanced digital metered valve control head that allows maintenance-free backwashing. Every water softener is constructed with a high-strength corrosion-resistant fiberglass-lined polyethylene tank, durable bypass valve and prefilled premium-grade resin. The system includes an Aquatrol electronic control head, 1.5 CF premium-grade (prefilled) resin tank with distributor tube, brine line, drainline, bypass valve with 1-inch and out NPT yoke (3/4-inch available by request), and a brine tank with an overflow regulator. **800-661-0680; www.aquasureusa.com**



Continued ▶

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-Aaron Gaynor

The Eco Plumbers – Nexstar members since November 2014

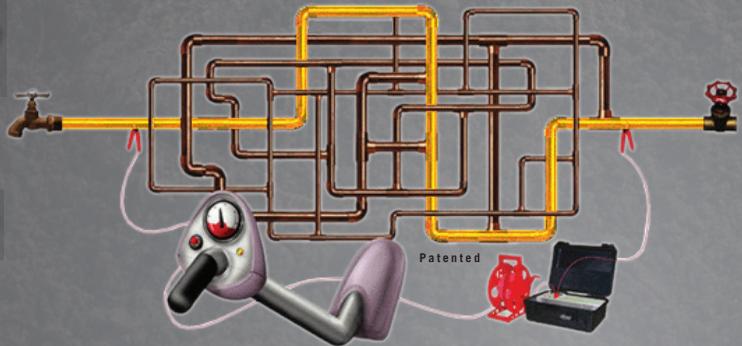
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We have been using the **Pulsar 2000** along with the XL2 fluid detector and Geophones since January 1989 in our leak locating business. Our leak locates are **accurate 95% of the time**, but I can honestly say, the line we trace is always there. Our 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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## Water Heaters



### A. O. Smith Water Heaters Voltex Hybrid Electric Heat Pump Water Heater

The Voltex Hybrid Electric Heat Pump Water Heater from A. O. Smith Water Heaters provides an energy-efficient and innovative solution for residential water heating. Designed to absorb ambient heat from the surrounding air, it uses a compressor and R134a refrigerant to transfer the heat into the water, while emitting cool, dehumidified air to help keep the adjacent space comfortable.

It is three times more efficient than a standard tank electric water heater and can reduce water heating costs by up to 73%. The user-friendly LCD interface displays the temperature setting, operating mode and diagnostics to simplify setup and maintenance. Homeowners can select from different modes to match heating requirements to environmental conditions. In time-of-use markets, it can be programmed to run during off-peak hours when electricity is least expensive. Available in 50-, 66- and 80-gallon sizes, it provides a 3.45 Uniform Energy Factor rating and is ENERGY STAR certified. 800-527-1953; [www.hotwater.com](http://www.hotwater.com)

### Bradford White Water Heaters AeroTherm Series Heat Pump Water Heater

The ENERGY STAR-certified Bradford White AeroTherm Series Heat Pump Water Heater with 65-gallon capacity includes installation and servicing features valued by plumbing professionals and the energy and cost-saving benefits important to energy-conscious consumers. With top water connections and convenient height and weight, the heater is easy to install and maintain. It has four operating modes (heat pump, hybrid, electric and vacation) plus an integrated smart control panel, making it simple to change the temperature or mode. Standard water and electrical connections, quiet operation and an environmentally friendly profile add to the heater's value. All heaters include Vitraglas lining, an enamel formula that provides superior tank protection from the corrosive effects of hot water. 800-523-2931; [www.bradfordwhite.com](http://www.bradfordwhite.com)



### Noritz America NRCR

The NRCR residential condensing tankless water heater series from Noritz America uses a fully integrated pump to keep hot water close to even the farthest outlet in the home, minimizing the wait and the waste of unused potable water down the drain. Auto mode on the unit quickly learns household water usage and automatically triggers recirculation-loop activation in line with expected usage. It is available with inputs of 165,000 Btu/h and 199,900 Btu/h. Both models in the series carry a Uniform Energy Factor of 0.97 while offering the durability of dual, stainless steel heat exchangers. 714-433-2905; [www.noritz.com](http://www.noritz.com)

### Rheem ProTerra

The ProTerra hybrid electric water heater from Rheem is eco-friendly at up to 4.0 UEF. The system is available in 40, 50, 65 and 80 gallons to support various hot water needs. The LeakGuard model has built-in leak detection and auto shut-off that limits water loss from the tank to no more than 20 ounces. Its compact design makes it a suitable replacement for even the home's smallest spaces. It has all serviceable components on the front of the unit. Another benefit to plumbers is the unit's zero-clearance requirement on the sides. 800-621-5622; [www.rheem.com](http://www.rheem.com)



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# Residential Plumbing

By Craig Mandli

## Buffer tanks help regulate heating in apartment complex



**Problem:** A large apartment complex in Willimantic, Connecticut, had modulating boilers installed as a means to control their high energy costs. After a year of operation, the property management company noticed higher than usual component failures on the new equipment. Upon investigation, despite the best intentions, the new boilers simply could not modulate down to a rate low enough to heat one or two apartments without serious short cycling. With each apartment maintaining their own temperature control, this problem was not going away on its own.

**Solution:** Dustin Wilson of 860 Plumbing and Heating proposed the addition of **Heat-Flo** buffer tanks to the system, to add mass to the system without compromising the efficiency. The apartment complex opted to try the setup in one of the more problematic buildings. The addition of the buffer tank allowed the boiler to operate at a minimum of 10-minute intervals, a marked improvement from before.

**Result:** Because of the success of the trial tank, the apartment complex opted to add buffer tanks to the remaining buildings at a rate of two per quarter. “The initial intent was to stem some of the service issues that were a result of the boilers short cycling,” says Wilson. “Not only did we achieve that, but we also lowered their fuel bills by allowing the boilers to modulate as they were designed.” The tenants now benefit from uninterrupted heat and hot water. **508-278-2400; www.heat-flo.com**

## Compression-sleeve fittings securely connect with ease during frigid installation



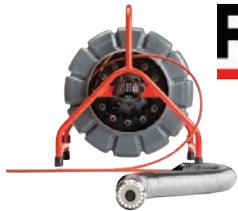
**Problem:** Located in Idaho’s Gozzer Ranch Golf & Lake Club, the private residence of professional golf coach Hank Haney overlooks Lake Coeur d’Alene. During construction of the 4,200-square-foot home, Bighorn Plumbing and Heating wanted to offer the highest quality plumbing system that would also install securely in the frigid temperatures. “Out here in Gozzer, Idaho, these are high-end customers; they expect the best,” says Jake Albertson, owner of Bighorn.

**Solution:** Bighorn chose **EVERLOC+** compression sleeve fitting technology with **RAUPEX** UV shield PEXa pipe from **REHAU, Building Solutions Division**, for its ease of installation in cold temperatures and the ability for immediate pressure testing. In addition, the fitting’s four sealing edges gave confidence to both Bighorn and the homeowner that the plumbing system would be secure. When the fittings and sleeves arrived, temperatures were in the high teens, but Albertson was immediately certain that **EVERLOC+** would provide the level of connection, control and security required for this installation.

**Result:** **EVERLOC+** withstood the bitter temperatures with ease. “It’s easy to put the fittings together, even in cold weather. It’s cold out here today and the fittings are going together great — once you get them together, they’re together, they’re secure,” Albertson says. The father-son duo not only praised **EVERLOC+** for the system’s security and reliability, but also for its simplicity. Albertson Jr. confirmed, “This product is really easy to figure out and to use.” **703-777-5255; www.everlocplus.com**

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## Building contractor, plumber use drain pump to overcome plumbing challenge



**Problem:** Dane Perkins, project manager and co-owner of GMH Construction, was working on a basement renovation with a bar. However, GMH faced a challenge — the drainage pipe coming from the new sink would have to connect to the existing basement bathroom plumbing, roughly 20 feet away. This would require an extra full day's work of cutting out concrete, which would be a labor-intensive, messy and expensive job.

**Solution:** Perkins and his crew wanted to find a cost-effective solution to install drainage without breaking through the concrete floor. Then Perkins learned of the **Saniflo's Sanivite** drain pump, and knew it would be the ideal solution to install a bar sink without conventional below-floor drainage. The pump is able to discharge gray water away from a variety of fixture types up to 16 feet vertically and/or 150 feet horizontally to the drainline. It is compact enough to fit inside a kitchen cabinet.

**Result:** The drain pump was the logical option to overcome the traditional costly and timely installations. Perkins estimated that the homeowners saved close to \$2,500 and a full day's labor. **800-571-8191; [www.saniflo.com](http://www.saniflo.com)**

## Water heater becomes a lever with custom hand truck/adjustable straps



**Problem:** A busy Las Vegas plumber was called to replace a leaking water heater. Local code required it to be in a pan on a platform, with a bollard in front. It had shelving close by. The customer said her water heater had never been flushed, and the contractor was by himself. The job site was not conducive to two people lifting the tank together. Rigging a winch was not an option. The plumber saw that lifting by hand was awkward and somewhat risky. The plumber had experienced back trouble in the past and wanted to keep his risk of injury low.

**Solution:** Using a **Hot Rod Hand Truck** from **Wolf Valley Tools** with its accompanying strap kit, the plumber leveraged the old water heater out safely without damaging the existing pan or the customer's property and without using his back. Then, using the stand that he kept on his truck, he changed straps and safely levered the new water heater back into the pan without damaging his back, the pan or the water heater. He used the hand truck to carry both water heaters to and from his van.

**Result:** The plumber is less sore. More is accomplished per job since having the hand truck for general use, but especially on residential tank water heaters. **951-609-4276; [www.hotrodhandtruck.com](http://www.hotrodhandtruck.com)** 

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## Product Spotlight

Space-saving twin pump ideal for wide range of applications

By Craig Mandli

**C**ommercial and industrial plumbing jobs require heavier-duty equipment. That doesn't mean that equipment can't also be energy and space efficient, though. Bell & Gossett, a Xylem brand, recently launched the Series e-82 Twin Vertical In-Line Centrifugal Pump, expanding its offering of energy-efficient pumping solutions. The Series e-82 line delivers about 40% space savings for parallel pumping installations and provides energy-efficient pumping for commercial HVAC and plumbing applications, making it ideal for parallel staging or back-up capacity in hydronic heating and cooling systems, light industrial processes, general service, pressure boosting and OEM applications.

"The e-82 twin pump offers parallel pumping without larger headers and additional isolation valves," says Alan Jones, Bell & Gossett director, global residential and CBS/HVAC Americas product management. "Its space-saving design makes it ideal for a wide range of applications."

The Series e-82 pump has stainless impellers to improve sustainable hydraulic performance, resist chemicals and reduce corrosion. The pump's built-in mechanical seal chamber and a flexible stainless steel braided hose ensure seal cooling and lubrication. A compact footprint also facilitates easy installation and maintenance, with a back pullout design allowing the removal of the impeller, seal and motor without



disconnecting the piping system. The Series e-82 is also designed for easy retrofit installations with flange-to-flange compatibility to Bell & Gossett Series 80 legacy pumps.

The series provides a wide hydraulic range with 22 models (11 split-coupled and close-coupled models each) and features a changeover valve for the option to operate pumps separately or in parallel. In parallel mode, the pumps can handle flows up to 1,600 gpm with head up to 130 feet total dynamic

head and 175 psi standard.

"The pump also features sensorless control and variable speed integrated drive options to maximize energy savings," says Jones. Optional variable speed drives provide variable flow pumping for the broadest range of applications. The Integrated Technologic Sensorless Control drive combines the energy savings of variable flow with sensorless curve control to provide turn down at low flow, while eliminating the cost and time of using wired transducers and sensors. The Integrated Technologic drive is another variable speed option designed for building automation system control. It's an energy-efficient and economical alternative for applications that don't require sensorless control. A third is the Technologic Intelligent Pump Controller, which has a start-up genie, making it easy to commission and easy to integrate with any building management system. 847-966-3700; [www.bellgossett.com](http://www.bellgossett.com)

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### Watts SpecHUB project specification tool

SpecHUB, Watts' plumbing project specification tool, enables engineers, architects, designers and specifiers to

quickly specify plumbing and flow control, water quality, and drainage products according to local building codes. A new enhancement allows users to quickly find the Watts equivalent of another manufacturer's product with a cross-reference tool. Also, they can easily create new projects by copying master spec templates. In addition, they can generate specification packages unique to individual product selections within CSI Master Format, and quickly share projects with collaborators outside of their organization for viewing and editing product specifications. **978-688-1811; www.watts.com**

### RWC HydroFlame 300 Series silicone firestop sealant

RWC launched the HydroFlame 300 self-leveling (HF300SL) and HydroFlame 300 caulk-grade (HF300CG) silicone firestop sealants. The HF300SL and HF300CG are moisture-resistant silicone fire sealants designed for areas subjected to high levels of moisture or when UL-listed W ratings are required. As quick-curing silicone sealants, they can also be used across a variety of pipe types. The self-leveling HF300SL is designed for floor applications, while the HF300CG is a caulk-grade sealant designed for use on both floor and wall penetrations. **800-321-0316; www.holdrite.com**



### Matco-Norca PEX ball valves with tee handle option

Matco-Norca's lead-free brass PEX ball valves now have a tee handle option. The full-port brass ball valves are available in 1/2-, 3/4- and 1-inch sizes. Tee handle options include crimp PEX (754PXTLF) and cold expansion connection (754PXCETF) versions. Ideal for use in potable water and hydronic heating applications, the quarter-turn handles provide for quick and easy flow control in tight spaces. The 754PXTLF is NSF 372 certified. The 754PXCETF is NSF 61 and NSF 373 approved. **800-431-2082; www.matco-norca.com**



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## Seattle Pump and Equipment moving to new location

Seattle Pump and Equipment will be moving from its current location to a larger 20,000-square-foot facility in Woodinville, Washington. The move will double the size of the current location and provide ample parking with easy maneuverability for large tow-behind equipment and trucks. The new address is 16750 Redmond-Woodinville Road NE, Suite C-101, in Woodinville. The phone number will remain the same.

## ServiceTitan partners with Service Finance Co.

ServiceTitan announced a new relationship and software integration with Service Finance Co., a nationally licensed sales finance company offering financing solutions to home improvement contractors.

This new collaboration between industry leaders provides contractors with greater flexibility for financing strategies and allows technicians in the field to provide a convenient, secure way to apply for financing and move forward with jobs.

## REHAU names new VP for building solutions

REHAU announced the appointment of Mark Hudoba to vice president of building solutions for the Americas region. Hudoba will lead the business division and drive growth of the company's plumbing and mechanical product lines including radiant heating/cooling, pre-insulated piping, geexchange, snow melting, plumbing and municipal water service. Most recently, he was director of product management for building materials with the offsite construction start-up Katerra.



## Uponor appoints new VP of marketing and offerings

Uponor North America announced the appointment of Brett Boyum to the position of vice president of marketing and offerings. He will also be a member of the company's senior management committee. Boyum will focus on growing business by accelerating the innovation pipeline, managing the product portfolio, connecting the technical aspects of solutions to the needs of Uponor's customers, and building stronger connections between company strategies and customer experiences.



## Hackney welcomes Premier Fleet Services as partner

Hackney, a brand of ST Engineering Hackney, and Premier Fleet Services announced an exclusive certified sales and service partnership of Hackney's commercial product portfolio in the Northeast region. The partnership will deliver Hackney's specialized side-load bodies and trailers, service bodies and aftermarket parts including shelving and coolers through Premier Fleet Services' network.

## Watts launches Backflow Hub webpage

Watts launched a new webpage, the Backflow Hub, for plumbing professionals from beginners to seasoned pros. The site presents the basics of backflow and a complete list of FAQs, along with information about each of the Watts backflow brands and featured backflow innovations. The Backflow Hub also offers access to Watts eLearning backflow training courses and CEU webinars, free backflow prevention e-books for download, and a complete catalog of all backflow prevention technical and educational literature and videos.

## NIBCO introduces new Partner mobile app

NIBCO's new Partner mobile app increases the convenience and accessibility of its current NIBCO Partner program. The app gives users control and flexibility to search and browse for products, check product availability, confirm current product pricing, place an order, and check order or shipping status whether in the office or working remotely. The Partner app is available and free to all U.S.-based and international customers who are registered NIBCO Partner users. The app is operational on Apple and Android devices and available on the iOS and Google Play stores.

## Caleffi wins 2021 AHR Plumbing Innovation Award

The Caleffi North America 520 Series AngleMix thermostatic mixing valve has won the 2021 AHR Expo Innovation Award in the plumbing category. Each year, the Expo recognizes the most innovative and original products in the industry.

## Viega manager elected VP of ASSE

Viega manager Daniel Rademacher has been elected vice president of the board of directors of the American Society of Sanitary Engineering, International. Rademacher, who is the trades education network program manager for Viega, will serve a two-year term. 



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**May 11-12**

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**May 11-13**

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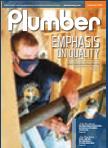
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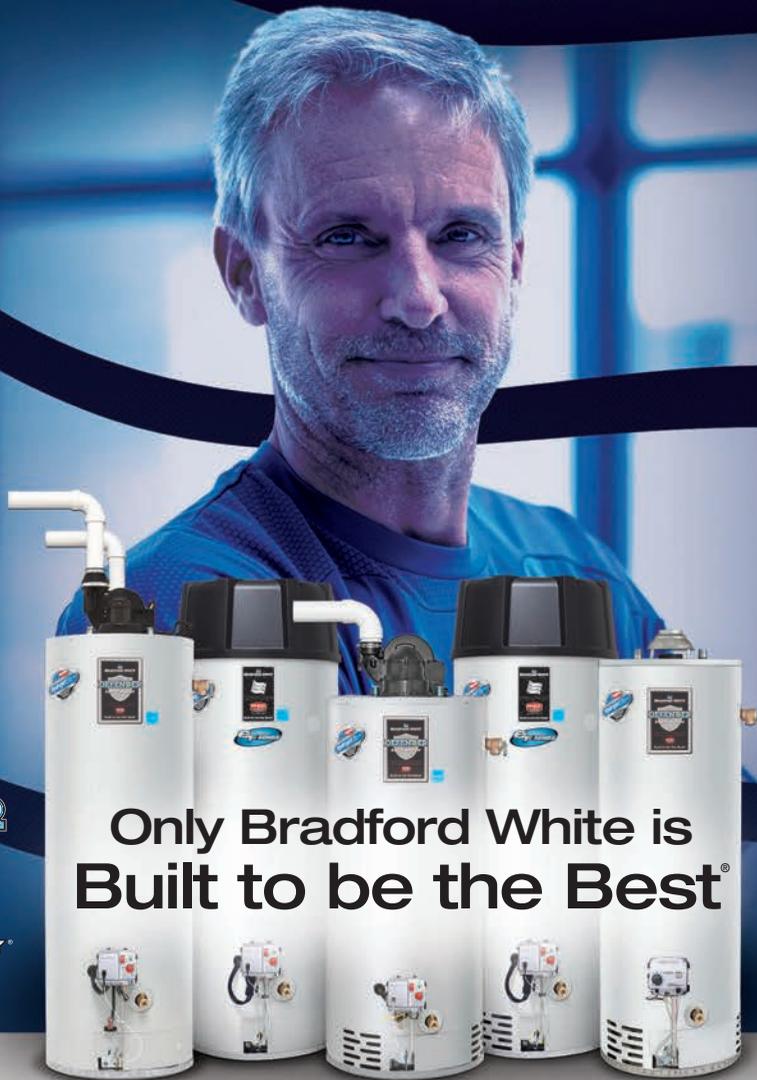
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