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# Plumber

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KEEPING YOUR PERSONAL  
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**Page 32**

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## in the ROAD

### Doing Good

Community service attracts customers — plus it's the right thing to do.

- By Ken Wysocky



### On the Cover

Pronto Plumbing & Drains technician Conner Trinkle starts fusing sections of the new pipe together for starting the bursting process at a residential job near Camp Hill, Pennsylvania. Pronto Plumbing, owned by John Gribble and Barry Kindt, was founded in 1998 and now has 53 employees offering plumbing, drain, electrical, and heating and air services. (Photography by Kevin Blackburn)

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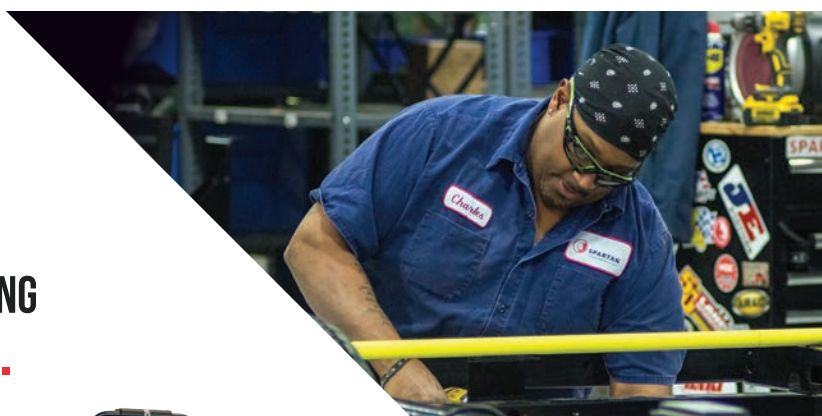
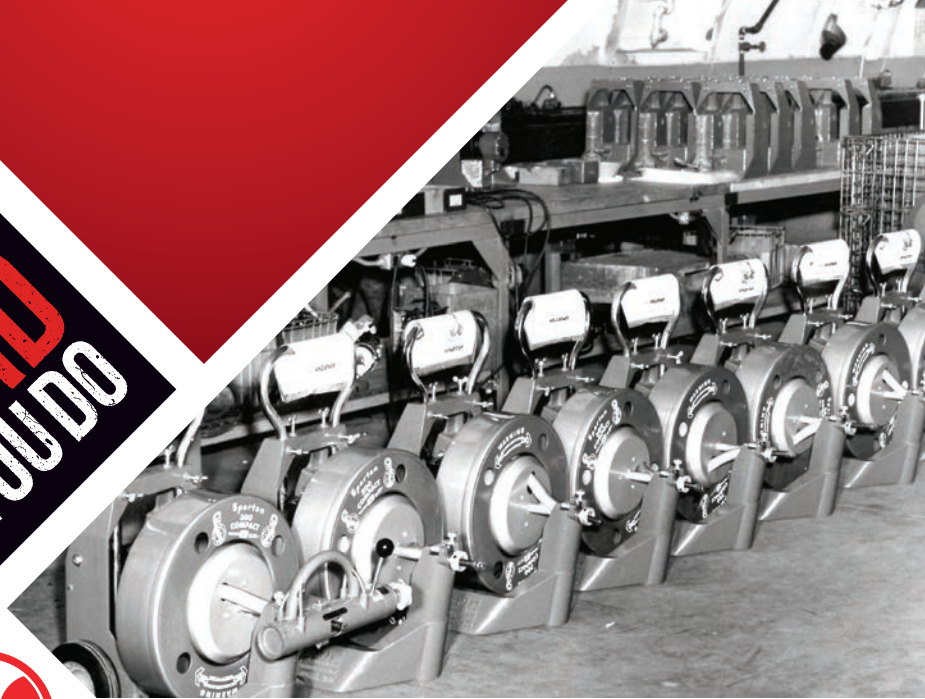
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# Plumber™

Exclusively serving plumbing contractors and franchisees

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

Call toll-free 800-257-7222

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

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

Website: [www.plumbermag.com](http://www.plumbermag.com)

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**CONTROLLED CIRCULATION:** 22,000 per month  
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Cory Dellenbach



## Planning Session Ahead

End of the year discussions with customers and staff can lead to ideas to improve your plumbing company

**H**ere we are heading into November and just two more months left to 2021. This year has just flown by and hopefully that is a sign that your plumbing business has been booming this last year.

It's now that time when you want to finish out this year strong, look back on what worked and what did not work for you this year and start drafting your business plan for 2022.

It sounds like it's an easy thing to do, but it isn't. You have to figure out if your company grew in customers or shrank? Did your employees find ways to improve themselves or not? Did you add equipment or services to your offerings? If so, did it pan out as planned?

### WHY IS THIS IMPORTANT?

It's important to look at all of this data at the end of every year so you know what ways you need to improve your company in the year ahead. If you lost customers, you need to learn what the cause of that was. Was it workmanship that did it, or was it just the economy that impacted that?

You then need to figure out how to pull those customers back in the year ahead. Maybe it involves adding a new service, or ensuring your crews don't run into delays.

If your employees need training in the year ahead, you need to plan now for that. Get them to trade shows or a location where training is taking place and make your team better. These are often held in the winter or early spring when work is a little slower; start looking now for opportunities.

### HOW TO EVALUATE YOUR COMPANY?

One of the easiest tasks to do is to first talk to your employees to get their take on how this year has gone and what suggestions they would have to improve operations next year.

If you've lost some customers, don't be afraid to reach out and see what happened. That's the only way you're going to know for sure if it was something your company or crew did or if it was unavoidable.

They are the ones out in the field doing the work and having most of that customer interaction. Find out from them what is and isn't working. You have to make sure they don't shy away from telling you anything. If you don't like it, don't punish them either. Your goal is to learn what can be improved at the company, that's it.

If you've lost some customers, don't be afraid to reach out and see what happened. That's the only way you're going to know for sure if it was something your company or crew did or if it was unavoidable.


I would even reach out to those customers that are sticking with you and find out from them what they would like to see from your company in the year — or even years — ahead. It will likely give you a good idea of where you should lead the company.

### NEXT STEPS

Now that you've talked to some current and former customers, have had meetings with your employees and looked at your income/expenses from this year, it's time to put together the plan for next year.

Shoot for the stars and take your company to new heights. There are always new ways you can bring in business and improve your team.

Let us know of the ways you plan to improve your company and how they work. Email me at [editor@plumbermag.com](mailto:editor@plumbermag.com) or call 715-350-8436.

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In August, faucet manufacturer Pfister launched a bi-weekly digital docuseries called "American Plumber Stories." The series features short documentaries showcasing the lives of plumbers throughout the U.S., the goal being to promote the trade to the next generation of plumbing professionals and hopefully help companies' workforce development efforts. Read all about it in this online exclusive, then visit [www.AmericanPlumberStories.com](http://www.AmericanPlumberStories.com) to check out the latest episodes.

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more in this online exclusive. ▶ [plumbermag.com/featured](http://plumbermag.com/featured)

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— *Learn to Be More Productive*

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▼ Co-owner John Gribble stand near some of their service vans. The two combined their operating philosophies to establish protocols that provide higher productivity and better customer service.

# A DIFFERENT WAY

Pennsylvania's Pronto Plumbing creates a highly structured environment that always puts customer comfort first

By Ken Wysocky

Photography by Kevin Blackburn



***Pronto Plumbing & Drains, Camp Hill, Pennsylvania***

<b>OWNERS</b>	John Gribble and Barry Kindt
<b>FOUNDED</b>	1998
<b>EMPLOYEES</b>	53
<b>SERVICES</b>	Plumbing, drain, electrical, heating and air
<b>SERVICE AREA</b>	30-mile radius around Camp Hill
<b>WEBSITE</b>	<a href="http://www.prontoplumbing.com">www.prontoplumbing.com</a>



“We believe everything is about image and creating comfort for customers that use our services. Providing a better customer experience creates a better image.”

*John Gribble*

**A**n emphasis on investments in advanced productivity-enhancing equipment has created a unique formula for success at Pronto Plumbing.

“We do operate completely different than most plumbing companies,” says John Gribble, a co-owner for the company, based in Camp Hill, Pennsylvania. “We believe everything is about image and creating comfort for customers that use our services.”

Gribble co-owns the company with Barry Kindt. The two have created structured process protocols for every job and give customers free inspections.

“Providing a better customer experience creates a better image,” Gribble says. “And we do that by offering to inspect sewer lines before they become an issue, but running service calls the same way every time and by having a well-stocked warehouse and trucks so technicians can provide solutions to problems every day of the week.”

The numbers speak for themselves. With 53 employees, diverse service offerings that include electrical and HVAC, a fleet of 22 service vehicles and an ever-growing roster of machines and equipment, Pronto Plumbing has grown considerably since Kindt founded it in 1998.

Gribble says Kindt, whom he describes as a mentor, deserves most of the credit for the “visionary” approach to growing a company. “He’s a very driven man and his hobby is business. He’s been very inspirational to my career.”

Gribble came on board in 2015 to manage the company’s plumbing and drain cleaning services and became a part owner in 2020. And Kindt’s operating philosophies trickle down to employees, creating a driven and dedicated team, he adds.

## STRUCTURED SUCCESS

A key part of the company’s success stems from the comprehensive training protocols Kindt and Gribble developed for all facets of the business from plumbing

▼ Photographs are taken before any work is done to show customers the work that needs to be done and that is completed. Markings are also recorded to show where the gas, sewer, water and electric lines are running. Here Conner Trinkle records the site and marks. The files are then stored with the company for future use.





◀ Conner Trinkle begins the process of removing old sewer line that is being replaced in a home built in the late 1800s.

repairs and pipe bursting to how employees handle customer calls and dispatching technicians to installation coordinators and warehouse employees, Gribble says.

The benefits include better productivity, which then translates into more revenue; better customer service through technicians consistently using the same techniques and processes; and increased employee retention because they're more confident about their work, he explains.

"Plus I figured if I got all this stuff out of my mind and on paper, I don't need to be out in the field all the time."

Technicians respond well to the training protocols, which come in the form of small brochures with plenty of photos. For example, the company has a six-page brochure for learning how to do pipe bursting.

"It basically presents tips and tricks — best practices for every step, from opening up a ditch to exposing a basement foundation wall to fusing pipe," Gribble says. "Mistakes still can happen if guys aren't cautious, but this system helps to minimize them."

Photos are a critical part of the education because most technicians are visual learners who understand procedures better when they see how they're done, he notes.

### SETTING EXPECTATIONS

Another benefit of the thorough training protocols is that Pronto can charge a premium price for its services as well as confidently guarantee its work.

"In the end, it's all about customer service," Gribble says. "Having techs run service calls the same way helps because if a customer loves one of our techs and requests

Continued ▶

## A Fully Stocked Operation

A 30,000-square-foot warehouse that stocks more than 2,000 parts helps boost productivity for Pronto Plumbing by eliminating the need for technicians to make time-consuming daily runs to part depots.

"We have a lot of jobs going on at any one time, ... and it's a challenge to get materials fast enough from the distributors," says John Gribble, co-owner along with Barry Kindt of the Camp Hill, Pennsylvania company. "So Barry built a warehouse about 20-some years ago."

Four full-time employees work in the warehouse, and their duties include delivering parts to job sites when needed. While the warehouse, its staff and carrying inventory all contribute to higher overhead costs, Gribble says the added operational efficiencies are worth it and mitigate some of those costs.

Having parts readily available also helps technicians provide better customer service by not keeping customers waiting. It also improves morale because they can typically work without stopping to make trips to parts houses; that, in turn, increases their chances of earning performance bonuses.

Speaking of happier technicians, the business tries to minimize turnover by offering higher-than-normal base pay; family health, dental and vision insurance; a productivity and sales bonus program; life insurance; paid holidays and time off; tools and uniforms; and retirement accounts with matching company contributions.

"We have plumbers that make six figures a year." Like so many contractors nationwide, it's difficult to find qualified workers, so any added incentives help, Gribble says.



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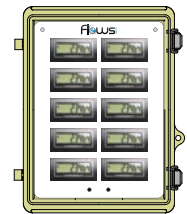


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## Plumber Profile



“Having techs run service calls the same way helps because if a customer loves one of our techs and requests them, but they’re not available, we can send another tech and it shouldn’t be an issue.”

*John Gribble*

them, but they’re not available, we can send another tech and it shouldn’t be an issue.”

Gribble concedes that some technicians quit because they don’t like so much structure. But that’s okay, he says. “We call those people future customers.”

The training system offers yet another benefit in that it breaks the potential “fear barrier” some job candidates have about entering the plumbing field.

“We mention it during job interviews. ... It puts their minds at ease because it sets out expectations about what they’re going to learn and when they’re going to learn it,” he says. “By showing them a path, they can see that becoming a plumber is doable.”

It also helps when employees ask for more money because managers can show them exactly what’s expected of them to get to the next pay grade. In addition, the training helps classify technicians according to their abilities, which enables project supervisors to easily assign them to jobs that correlate to their abilities.

▲ The team at Pronto Plumbing & Drains in Camp Hill, Pennsylvania.

### FREE INSPECTIONS

Giving customers free sewer line inspections might seem like a great way to lose out on revenue. Gribble doesn’t see it that way.

“I think it’s nuts to charge customers extra for inspections,” he says. “You’re doing a service for clients, plus it gives you more opportunities to get inside their homes. It gives us about 35% more [drain] business — and we’re not waiting for the phone to ring when someone has a backed-up drain.”

That proactive approach pays dividends during times when business slows down. “You have to maintain a full call board and keep revenue flowing in as well. So we proactively call customers to see if they want an inspection.”

To inspect lines, the company has invested in seven RIDGID SeeSnake MiniReel cameras and CS10 monitors.

### EQUIPMENT MATTERS

The company currently runs 22 service vehicles, seven dedicated to drain cleaning. They’re all branded with bright green vinyl wraps that feature the company mascot:



- ▶ Team members Larry Query (left) and Dustin Steele review parts and supplies in the company's warehouse for an upcoming project. The company operates a 30,000-square-foot warehouse that stocks more than 2,000 parts.

an animated, smiling water droplet running with a pipe wrench in hand.

Most of the vehicles are Ford Transits, but the company slowly is transitioning to roomier Nissan 2500 and 3500 NV high-top vans. New Harrisburg Truck Body installs Adrian Steel shelving/storage units in the vehicles, Gribble says.

On the drain cleaning side, Pronto relies on two truck-mounted model 123 Mongoose "van packs" from Sewer Equipment Co. of America each featuring a 150-gallon water tank, 250 feet of 3/8-inch-diameter hose and a dry-run water pump that generate pressure of 3,000 psi and flow up to 12 gpm; and one Mongoose trailer jetter (4,000 psi at 25 gpm) with a 300-gallon water tank and 500 feet of 5/8-inch-diameter hose.

The company also owns seven RIDGID K-40 sink machines and two RIDGID K-750 sectional drain machines, plus jackhammers made by DEWALT.

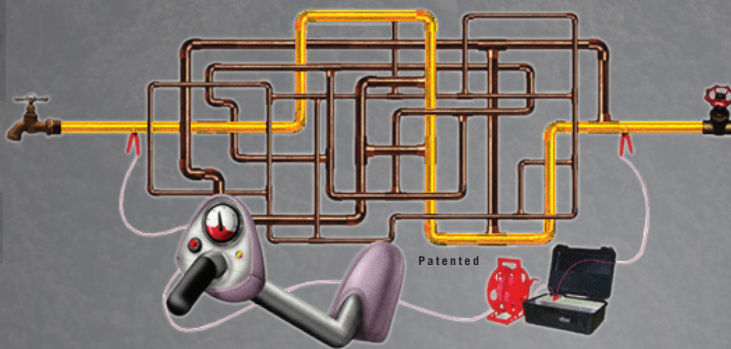


For pipe bursting and horizontal directional drilling, the company relies on equipment from RODDIE: two R8 units and a Basement Buddy, respectively.

For excavating, two mini-excavators, two mid-size excavators and a track loader, all from Kubota, carry the load, assisted by four dump trucks: two on Freightliner chassis with dump bodies made by Heil (an Environmental Solutions Group Co.) and two on Ford F-550 chassis with dump bodies manufactured by Adrian Steel.

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- ▶ Conner Trinkle (right) uses a RODDIE Basement Buddy horizontal directional drill during a residential project as John Gribble assists him on the job.
- ▼ Crews use a RIDGID camera system to inspect a lateral on a job site. Looking at the screen is John Gribble, while Conner Trinkle feeds the camera down the manhole.



The company also uses ServiceTitan business management software.

## NEW MARKETS

In an effort to generate a new revenue stream, Pronto Plumbing decided to enter the market for trenchless pipeline rehabilitation about five years ago. So far, so good — thanks to R8 pipe bursting systems manufactured by RODDIE.

At first, an under-performing pipe bursting system prevented the business from making headway as fast as co-owner John Gribble would have liked. But the RODDIE R8 units changed all that, bringing more efficiency, productivity and power to each project.

“Those RODDIEs make our company a lot of money,” he says.

Technicians can both set up and break down the hydraulically powered R8s about an hour faster, which saves roughly two hours per job. “Time is money,” Gribble says.

Furthermore, the units are significantly lighter; the system breaks down into two 70-pound components, making it easier to carry. And its compact size means a smaller trench footprint, plus it can be set up vertically or horizontally, which provides greater flexibility when using it in cramped quarters, Gribble says.

While it may be compact, the R8 still generates plenty of muscle: 30 tons of pulling force at 3,000 psi.

The RODDIE system proved its value about one year ago during a very difficult job performed under challenging conditions: a 300-foot-long pull under eight attached rowhomes. At issue was a completely collapsed 6-inch terra



“I think it's nuts to charge customers extra for inspections. You're doing a service for clients, plus it gives you more opportunities to get inside their homes.”

*John Gribble*

cotta sewer line under the rowhomes, which turned the area under the homes into a giant cesspool, Gribble says.

“It was freaking painful. The line was completely gone, so it was nasty.”

Each end of the bursting job also included two 45-degree bends followed by a 90-foot-long run to the mainline.

Pronto technicians had to jackhammer through the tops of the footings on the end of each home — nine footings in all — to create holes large enough for the RODDIE bursting head to fit through. The jackhammering was done through the floors of the homes, he says.

“It was the only way to fix it without tearing down the homes.”

The job was completed in four days and Gribble says the R8 made all the difference between success and failure.

## PASSION MEETS POTENTIAL

Gribble grew up in the industry; his father, John Gribble, was a plumber and excavator and Gribble worked for him during summers. He's as passionate about plumbing as he is about growing the company.

“I'm addicted,” he says. “I'm very passionate about drain cleaning and plumbing. My fiancée thinks I'm nuts because I have a Pronto Plumbing flag in my front yard





and a basement full of Milwaukee Tool power tools.

“Every day is different. No matter how many times you fix a sewer line, it’s never the same job twice — and I love a good challenge. I pretty much never say no to a job. Sometimes I’m sure the guys probably want to shake me, but we always manage to get the job done.”

In five years, Gribble would like to triple the company’s plumbing and drain cleaning revenue, which currently accounts for about 75% of its overall revenue — noting that geographic

expansion of the company’s services, or even satellite facilities, is a strong possibility.

“I have an aggressive business mentality. There’s a lot of untapped potential in our markets and we have just the team to tap it.” **P**

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## Doing Good

Community service attracts customers — plus it's the right thing to do

By Ken Wysocky

**W**hat if a plumbing company could establish credibility with customers before even making a service call and at the same time improve employee camaraderie and team spirit — and also simultaneously serve its community?

That may seem like mission impossible. But Dave Parker will tell you it's doable, as evidenced by the community service program he helped establish in 2018 called Do Good With Dave.

"I've always been a community guy and the way I look at it, this program is just a way for me to give back for what's been given to me," says the owner of E.R. Plumbing Services in Mint Hill, a suburb of Charlotte, North Carolina.

The company name reflects its philosophy of getting emergency help to people who need it quickly.

"We're just doing what everyone should be doing:

Serving their community," says Parker, who says he's a deeply spiritual person. "You can be a light within your organization, both internally and externally. This is just my way of using the plumbing and people skills the good Lord has given me."

Skeptics might say that companies do community work for purely mercenary reasons. But Parker says that's not the case here at all.



**COMPANY** E.R. Plumbing Services LLC

**OWNER** Dave Parker

**STRATEGY** Community service and engagement

**PURPOSES** Give back to community; build employee camaraderie; attract and retain employees; create value/bond with future customers.

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



▶ Dave Parker, owner of E.R. Plumbing Services (sitting on slide) is pictured with some of his employees after helping build a playset for a family with a child who was sick with cancer. The playset-building program is sponsored by the Roc Solid Foundation. E.R. Plumbing, based in Mint Hill, North Carolina, takes part in many community-helping events and organizations.



“We don’t do it just to build business,” he adds. “That’s just a natural result that comes from serving people.”

Better yet, it essentially costs nothing but time.

“There’s a million things you can do for others in need without spending a penny,” Parker notes.

## HUMBLE BEGINNINGS

Do Good with Dave started when Parker agreed to participate in a program called Family Focus, sponsored by a local television station owned by Cox Media Group. The program supports things like coat, food, school-tools and book drives for low-income families; E.R. Plumbing serves as a drop-off point for donations.

After a while, the TV station asked Parker if he was interested in becoming the face of a community service program it would call Do Good With Dave, which the station would promote with television coverage. It’s also promoted on the E.R. Plumbing website.

“I’ve always been a community guy and the way I look at it, this program is just a way for me to give back for what’s been given to me.”

**Dave Parker**

“We started highlighting the efforts of nonprofit organizations and asked people to get involved, including our own employees,” says Parker, who established the company in 1997. The company — which has 32 employees and runs 17 service vehicles, mostly Isuzus with Hackney box bodies — focuses primarily on residential and commercial service and repair work.

“We try to provide service where it will have the greatest impact,” he explains, noting that the publicity generated by television coverage is very effective at motivating people to participate.

“You’d be surprised at how many phone calls we get from people who see us on TV and say they want to help,” he says.

Employees who handle service calls also remind customers about things like food drives and the like and encourage them to give donations to service technicians.

## ENDLESS WAYS TO HELP

Over the years, E.R. Plumbing has developed strong relationships with many local nonprofit groups, including:

- The Beds, which is a Dreams program, in which volunteers build beds for children without them.
- Bright Blessings operates Bless-a-Birthday, Bless-a-Baby, Gift of Literacy and Gift of Care programs for children of impoverished families. The company collects and delivers items such as books, snack packs, toys and other presents.
- The Sandbox, which holds proms for high schoolers who are too sick to attend their schools’ proms, and also helps make holidays brighter for families with sick children.

Employees also make dinners and cookies for families staying at a local Ronald McDonald House and work with the Roc Solid Foundation, which builds playsets for families with cancer-stricken children, Parker says.

“We show up in morning and a child with cancer, for example, is taken somewhere else,” Parker explains. “By the time the child comes back, we’ve built a big playset.

Seeing these families’ tears of joy brings our employees together and motivates them for the next build.”

That team-building effect is just one business benefit of the community engagement. Creating a community-minded culture also makes it easier to attract good employees, he says.

“Who doesn’t want to work for a company that does good?” he asks. “It fulfills them to work in a place that constantly offers opportunities to serve. There’s no greater marketing tool. I say we need to be the strongest in giving back — be sure we’re serving. It all comes back twofold, for sure.”

Furthermore, the publicity generated by the television coverage keeps the company in front of potential customers.

“We’re building value with customers before we even make our first service call for them,” he notes.

## SIMPLE ADVICE

As for providing a few tips for other plumbers who want to get involved in their communities, Parker says it’s simple: Just serve. And make sure it’s a cause that you and your employees can believe in.

“There’s an abundance of things you can do,” he says. “There’s always people in need. But your heart has to be in it. If it’s fake, people see right through it.”

Parker says he’s very gratified as he looks back at how his company’s community outreach efforts have grown.

“It’s above and beyond what I ever could’ve expected,” he says. “I could’ve never imagined, it would be so successful.” 📺



Anja Smith

## Choosing a Flat Rate Price Book

There are many questions you should consider as your company implements a flat rate pricing system

*By Anja Smith*

**W**hen we were first implementing flat rate pricing in our plumbing company, I was complaining to another residential service plumber about the painful transition.

With my usual exuberant outrage, I fussed, “We have to make SO MANY edits, there is hardly any training, and my guys are so confused!”

As someone who had been down this road, he shrugged his shoulders and asked, “Did you expect this to be easy?”

Yes. Yes, I had expected the experts would have it all figured out. Wasn’t that why we paid for an expensive price book? Wasn’t this flat rate pricing nonsense their entire job?

While everyone acts like flat rate is a given and, of course, you should drop time and materials like hot potato, the reality is more complex. Plumbing is a complicated and challenging field with an incredibly diverse set of services, materials, local regulations and expert opinions.

I agree that flat rate is a better option than time and materials. However, I also understand the operational complications of flat rate. It presents a fresh set of challenges.

Here are a few things to consider as you are choosing your flat rate pricing system:

### **How long have you been in business? How many trucks do you have?**

The context of this question is really about training support. The more entrenched your current invoicing process, the more resistance you’ll likely find from your plumbers. More employees and old-timers mean less one-on-one instruction and more grumbling.

If this describes your company, pay special attention to training support options. It may even be worth hiring a consultant who specializes in change management to come in and help implement the change in your organization if you have 20 or more trucks.

Plumbing is a complicated and challenging field with an incredibly diverse set of services, materials, local regulations and expert opinions.

One of my beefs with a lot of the current price book options is that the price book is really a catalyst to sell software or a sales strategy program. Sometimes it’s like the price book itself is an afterthought. To me, this is a strange perspective considering how much pricing, invoicing, and cash flow affect the health of your plumbing organization.

The consequences of “and we give you a price book!” is a lack of training on daily use, how to find tasks, what to do in outlier situations, and documentation responsibilities.

If training is a key concern for you, address it early in the sales conversation. Get promises in writing and hold the account representative responsible for the promises of the sales team.

Next, find internal champions who will lead the charge — ideally one in the office and one in the field. Prepare them to spend time with frustrated employees who have questions and concerns. Their job is to support the staff, so give them the time and resources to do so. The better supported the plumbers are, the less you have to worry about someone going rogue.

### **What is your current invoicing method?**

Do not — I repeat — do not transition from paper to digital invoicing at the same time you change from time and materials to flat rate pricing. That is way too much change at one time. I learned this the hard way.

Continued ▶





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Make sure that the price book you purchase can support your current invoicing method. If your primary goal is really changing to a field management software, start by setting it up to work with your current pricing structure. Give that 90-120 days and then work on rolling out flat rate pricing.

If pricing is the primary concern, hold off going digital and stick to pen and paper until the price book is comfortable for the team. An acceptable compromise is to skip a printed version and use a searchable PDF reader for the price book. This will allow your team to get used to the categories, tasks and prices.

Then, that same price book integrated into new software provides a sense of familiarity and comfort when the time comes. I realize this requires a lot of planning and foresight. Many, or most, plumbing companies operate with more of a “fly by the seat of your pants” mantra. I get it. However, making strategic decisions in advance and letting them play out over a year to 18 months will save you a lot of time and frustration. Be patient!

### Who will manage the price book?

I’m convinced a completely off-the-shelf perfect price book is impossible. Again, there is too much variation in skills, services and local regulations. Therefore, whatever price book system you purchase will require a level of customization.

A flat rate price book is a living document because prices and services change. Material prices fluctuate, new products come on the market, you decide to bundle services, or a global pandemic changes the way everything works.


To further complicate things, there are two levels of maintenance. First, identifying changes. This step includes

someone reporting the issue, calculating the effects and documenting it for approval. Then, there is implementation, aka, editing of files, formatting, re-publishing and distribution. This last step is crucial so your plumbers aren’t operating off different versions.

Some programs make this easy, and some are harder. Either way, most change has to come from within your organization. That means someone has to add price book maintenance to their job description. This person should understand pricing calculations, acceptable margins, be comfortable with the software or document and have the time, skills and authority to issue recent versions.

If you want to minimize that person’s time and effort spent, ongoing support from the price book provider could be helpful. This is likely to come at a price but may be well worth it to keep your office staff optimized.

My last note is to make sure you understand who owns the copyright to your edited price book. Once you change the stock price book, it is proprietary trade secret information. Who owns that? If you stop paying a subscription or switch to a new software, do you own that data or do they? Whatever the answer, make sure you are comfortable with it.

Luckily, there are a growing number of options for flat rate price books in the industry. Take your time to figure out the best option for you. I’m a big fan of flat rate and think it is the right move for most residential service companies. Just do your due diligence for choosing who you trust with this tremendous investment. 

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*Anja Smith is a writer/speaker with years of experience in the plumbing industry. Contact Anja at [www.linkedin.com/in/anjasmith/](https://www.linkedin.com/in/anjasmith/).*

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# Thriving in Challenging Times

The next time we have a pandemic or a financial crisis, plumbers should be prepared to weather the storm and come out a winner

*By Jill J. Johnson*

**T**he high level of distress many small business owners and managers experience during a crisis is unsettling, but normal. When displaced from work and income, it can be comforting to just hide because you are so overwhelmed. Yet those who will recover demonstrate resilience. They catch their breath and move forward to adapt, retool and recover.

Once the initial shock of an economic upheaval abates, you still need to be realistic. Any distressed economic situation will not resolve quickly. So put your “long game” into play. The long game is your resilience strategy. Here are five ways to start planning your next steps with a more emotionally settled approach while harnessing your inner strength to rebound.

**1. Take an Inventory:** Focus on what you still have, not on what you have lost. You still have your skills and knowledge. This is valuable. Is there some other way to use your talents that you have not previously considered? Can you subcontract to others who are getting work to pick up a little cash flow? Can you convert what you do or know to help others? That help might not pay bills, but if you are wise about how you frame it, this could be the new foundation for your long-term future.

**2. Cut Costs:** Be brutal about cutting costs to conserve cash. Review all credit cards for any automatic payments and determine if you still need them. Don’t just focus on the monthly charge. Convert those monthly charges to their equivalent cost for a full year. The annualized number is what you should consider. Can you pay more important bills if you let them go? The same thing holds true for your cash expenses. Can you ask employees to shorten hours so you don’t need to lay people off or take a modest short-term pay cut? Ask vendors to lower their costs. Review your phone bills to see if there are savings by switching carriers. The same goes for insurance and utility bills.


**3. Access Resources:** Your industry association can be an exceptionally valuable partner to you in a time of crisis. It offers valuable access to information, peer networking and education that can make an incredible difference. Look

for changes to government programs or new funding alternatives that become available to see if you now qualify. You might have more options available to you than you realize. But beware of falling prey to charlatans who are offering to “solve” all your problems for a small (or not so small) fee. Vet them carefully.

**4. Connection:** If your customers are impacted by the crisis too, evaluate options you have to connect with them and/or support them in what they need. Keep in touch with customers when they’re not buying so they’ll remember you when they can buy. When they reach an interim “new normal,” are they ready now for your connection? You must be sensitive to your customers. Do not force the issue. Focus your energies on what you can do for them. Even if it is not for a fee. Think about how communication you employ now can play out over the long term.

**5. Use Your Network:** Explore the power of partnership and collaboration through the community you have built. You can often find a tribe of like-minded people online. Your industry associations are also full of people in the same situation as you. Coming together to brainstorm ideas for new approaches and to share news about resources is a powerful way to focus your energies on recovering. Set up a regular call with your peers or allies. It might be each night at a designated time or on a weekly basis. Focus your conversations on resolving problems and forward thinking.

## FINAL THOUGHTS:

Over the decades, businesses have weathered recessions, natural disasters, terrorist events and strategic failures. They survived and even thrived afterwards due to the choices they made and successfully adapting to changing circumstances. They focused their mindset on short-term survival and their intention to achieve long-term success. They leveraged unexpected opportunities into cash flow, connections and tactics to survive and even thrive. You can do the same! 

-----  
*Jill J. Johnson is a speaker, author and president and founder of Johnson Consulting Services. Reach her at [www.jcs-usa.com](http://www.jcs-usa.com).*



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# Maintaining the Threads

Tips to keeping your uniforms and personal protective equipment lasting longer to avoid costly replacements *By Jordan McDowell*

**A**s a modern skilled trade professional, you know that good performance workwear and personal protecting equipment is an investment. You wear these every day for hours on end and trust the workwear to protect you and offer the comfort and flexibility you need on the job. That's why it's important to take good care of your workwear and PPE to make sure they last a long time.

Your hard-earned money is better spent on tools and equipment to help you do your job than constantly buying new workwear and PPE that wear out quickly because of improper care. Whether you're an electrician, a plumber, or in construction, performance workwear care should be taken just as seriously as your day-to-day work tools.

Here are a few steps that will help you get the most out of your PPE and workwear:

The more time and money you put into better care, the longer your workwear and PPE will last.

Gloves are particularly vulnerable because they can easily get punctured by small, sharp objects such as needles or nails. This isn't always avoidable. A puncture may seem innocuous at first, but those little nicks will become larger over time and compromise protection.

Also, inspect your PPE for damage and replace any torn or broken items as soon as possible. PPE such as masks, goggles, and gloves can protect you from harmful substances or chemicals during a task. If these items are damaged in any way, it may compromise your safety.

## Check the Care Label and Manufacturer's Instructions

Checking the care label and following the manufacturer's instructions is a great way to extend the life of your workwear. It sounds simple, but it can make a big difference in prolonging how long clothing and PPE last. You don't want to shorten the lifespan just because the dryer was too hot or you should have skipped the fabric softener.

Whether your everyday operations workwear is made of polyester blends, technical fleece or other performance fabrics, you must have a plan for maintaining the quality of your workwear. When it comes to using PPE, ensure you handle your gear with care and follow instructions.

## Regularly Inspect Your Workwear and PPE for Damage

Another way to extend the life of your workwear is regularly inspecting for damage. If you find any cuts, abrasions or tears, they should be repaired immediately to prevent further wear and ensure safety on the job. Inspect all workwear, including pants, shirts, jackets and gloves, for holes that could cause injury if not addressed swiftly.

## Ensure Proper Cleaning of Your Workwear and PPE

You should also ensure proper cleaning of your workwear and PPE so that you can extend the life of your protective gear. This will help avoid odors, bacteria buildup, stains and damage caused by liquid, leading to costly replacement or repairs. The cleaning process you use will depend on various factors like fabric, type of dirt and temperature.

### Here are a few common cleaning basics:

1. Wash clothing in cold or lukewarm water. Hot or boiling water can damage fabric or cause the color to fade.
2. As a plumber who spends time working in dirty or hazardous environments, remove any dirt, stains and grease before washing your workwear by scrubbing with soap and water.
3. You can also use pre-wash treatments to get rid of the tougher soil that is difficult to remove even after you have washed them multiple times.
4. Wash jeans only when they have a light coating of dirt.

Continued ►





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Whether your everyday operations workwear is made of polyester blends, technical fleece or other performance fabrics, you must have a plan for maintaining the quality of your workwear.

- ▶ Wearing his workwear and personal protective equipment — uniform, gloves and safety glasses — licensed plumber Mark Lambert with L.D. Smith Plumbing in Indianapolis, Indiana, checks a drainpipe with a drain cleaning machine.



5. Use detergent or soap designed for your type of fabric.
6. Don't use bleach or fabric softeners on white garments.
7. Air dry instead of machine dry to help preserve elasticity and shape.
8. Don't iron clothes while damp.

## Use Appropriate Storage Solutions

It's also important to use the appropriate storage solutions for your performance workwear and PPE. According to Barb Abrahms, CEO of PalmFlex, the rule here would be as follows: "For best results, store workwear at room temperature out of direct sunlight, ideally in its original packaging if you still have it." This may seem like common sense, but many people neglect this important aspect, only exacerbating wear on their garments and expensive PPE.

### Here are a few storage tips to follow:

1. Use hangers that have a hook at the top instead of clips or loops to store garments. This will protect the shoulders and other seams from wear and keep garments wrinkle-free for future use.
2. Use a garment bag or dry-cleaning bag to reduce exposure of your workwear in storage conditions that may not be ideal.
3. If you store clothing in small spaces such as under the bed, be sure they are laid flat and pressed neatly together to avoid causing undue wrinkles.
4. Store your PPE in a durable, sealable container that reduces the effects of excess light, humidity and heat.
5. Whenever possible (and especially for long-term storage), store your clothing and PPE in a cool, dry place to prevent mold growth from forming.


## Rotate Your Workwear and PPE

It's a good idea to keep a few sets of work clothes and PPE on hand. That way, you don't have to wash them every day and you can rotate them regularly. This will help extend the lifespan.

Once one set of clothes has been worn for a day or two, exchange it with another. This way, they'll have some time to relax and recover from wear and you won't have to wash it literally every day. Ensure you have at least two or three pairs of work gloves, a couple of work pants and shirts, several pairs of safety boots or shoes, and hard hats and eye protection on hand.

## Better Care Means a Longer Life

When you're dealing with workwear clothes and protective gear that need to be replaced regularly, it can seem overwhelming. The cost of new workwear and PPE equipment is something that's often overlooked. The fact is it can be expensive, and it can seem like there's no end in sight to the replacement cycle. It doesn't have to be that way, though.

The more time and money you put into better care, the longer your workwear and PPE will last. It makes sense to spend a little extra effort on the regular laundry so that clothes stay clean for as long as possible and PPE equipment remains in good condition. Taking these steps will make those costly replacements much less frequent. 

*Jordan McDowell is a writer and content strategist. He specializes in technically oriented B2B and B2C content for a number of digital companies.*



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# Pumps, Controls and Alarms

By Craig Mandli

## Alarms

### FloLogic System

**FloLogic** offers a smart leak detection and automatic shut-off system with industrial-grade cast bronze valves in sizes up to 2 inches. It features comprehensive real-time leak detection, detecting leaks as small as a half-ounce per minute from the moment they start. When a leak is detected, the water is shut off automatically and the users receive an alert through the smartphone app. The FloLogic CONNECT module also features a thermometer, allowing low room temperature alerts and automatic water shutoffs. All systems are equipped with battery backup for continued protection during outages. Plumbers who sell and install FloLogic can help their clients secure their home against plumbing supply leak damage and can help them save hundreds annually on property insurance. 877-356-5644; [www.flologic.com](http://www.flologic.com)



### Industrial Flow Solutions Stancor Oil Minder

The **Stancor Oil Minder** control and pump system from **Industrial Flow Solutions** allows water to be automatically pumped without the danger of ejecting potentially harmful, oily substances into sewers, rivers and waterways. There is no need for a separate oil-water separator. The product is engineered for efficient and trouble-free pumping, even under the most severe conditions. It is a plug-and-play system that is easy to install and is designed with conductive sensing technology to ensure the most reliable signal. It offers push-to-test to monitor installation. Complementary components, which are UL certified, are then designed to offer a high level of reliability from installation to operation. It does so in a modular package configured to balance performance for the best value over the lifetime of equipment. 860-631-3618; [www.flowsolutions.com](http://www.flowsolutions.com)



### Kevlyn Pumps Water Heater Watchdog

The **Water Heater Watchdog** from **Kevlyn Pumps** is a water heater leak protection device. It is easy to install and replaces traditional PVC connections. Its reservoir contains a pump so it can pump the water that eventually leaks from the hot water heater tank to a safe location thereby reducing the risk of flooding and property damage. This device can be used in below-grade applications or multiunit buildings where gravity-fed systems will not work. It is connected to a fluid collection pan (which is not included) and the 24-volt system plugs directly into the home's GFI receptacle, so there are no batteries to change. The 100-decibel alarm and the pump makes it suitable for most water heater installations. 610-214-3030; [www.waterheaterwatchdog.com](http://www.waterheaterwatchdog.com)



### Flo by Moen Smart Sump Pump Monitor

The **Flo by Moen Smart Sump Pump Monitor** uses connected smart technology to help homeowners reduce the risk of flooding as a result of failed sump pumps by providing monitoring and alerts when potential failures or unusual conditions are detected. It can detect sump pump water levels, performance, power loss, humidity, temperature, leaks and Wi-Fi status to help ensure the pump is working efficiently and prevent against water damage. If an abnormality or leak is detected, homeowners are alerted through their preferred notification method or through an audible alarm to help protect their home. 877-663-6776; [www.moenpro.com](http://www.moenpro.com)



## SJE Rhombus Xpert Alert Wi-Fi

The **Xpert Alert Wi-Fi** indoor alarm system from **SJE Rhombus** helps protect a home from costly damage due to flooding, pump failure or freezing pipes, according to the maker. The system monitors and reports residential alarm condition by notifying locally (audible and visual alarms) and remotely via SMS text messages and/or emails. It uses an existing Wi-Fi or Ethernet network to send messages. The design incorporates an LED alarm light ring that illuminates red for alarm 1 and amber for alarm 2. The red low-temperature indicator activates at 40 degrees F to alert for potential freezing conditions, but it can be deactivated for cold climates. It is CSA certified. 888-342-5753; [www.sjerrhombus.com](http://www.sjerrhombus.com)



## Controls/Control Panels

### Aquaworx by Infiltrator Intelligent Pump Control

The **Intelligent Pump Control** panel from **Aquaworx by Infiltrator** transforms pump system performance. The easy-to-install panel monitors liquid levels, controls pumping time intervals, logs events in real-time and calculates daily system flow utilizing a pressure transducer in the pump chamber and an embedded microprocessor in the pump controller. The Aquaworx Tapper handheld Wi-Fi programmer broadcasts a signal that allows the user to program the panel using any Wi-Fi-enabled device. Once connected, the user navigates to a website that has all control settings for the panel and provides the operator with a history of system function critical to troubleshooting and maintaining a pump-driven system. The Tapper is intended for use with multiple panels and includes a USB slot, allowing the user to capture and download system events and settings onto a removable USB memory device. 800-221-4436; [www.infiltratorwater.com](http://www.infiltratorwater.com)



## Aeration Pumps

### Jet Inc. 700++ aerator

The flood-resistant **Jet Inc. 700++** aerator is the only mechanical component in the 1500 Series BAT Media Plant and works in tandem with the BAT Media to provide complete biological processing. The aerator shaft spins and combines outside air with wastewater in the treatment compartment, flowing into the tank to provide oxygen for the treatment process. The dual-purpose foam restrictor protects the aerator by controlling foam created in the treatment chamber and also serves as a high-water alarm trigger. 800-321-6960; [www.jetincorp.com](http://www.jetincorp.com)



## Circulating Pumps

### AquaMotion AMRe-FVL

The **AquaMotion AMRe-FVL** ECM circulator saves the contractor time and money because it includes a 6 1/2-foot line cord and cord connector, so no BX cable is needed. It features all-metal construction, a stainless cartridge and built-in IRON GUARD. The ECM construction with permanent magnet rotor is of high efficiency and uses only 45 watts to provide a 20-foot head at 18 gpm. It includes purge indicator. Iron Guard eliminates the need of an iron filter for the pump. It protects against black iron oxide and contaminants. It offers fully automatic operation, with no programming, no buttons to push and no speed setting, with LED light and watt display, flange with nut capture and a built-in check valve. 401-785-3000; [www.aquamotionhvac.com](http://www.aquamotionhvac.com)



## Effluent/Sewage/Sump Pumps

### Liberty Pumps Model 406 Compact Drain Pump

The **Model 406 Compact Drain Pump** from **Liberty Pumps** is designed to pump wastewater from sinks, showers, drinking fountains or other gray wastewater fixtures. Its compact design allows it to fit easily inside a cabinet or vanity. Other features include a contemporary appliance-style look, providing a more attractive appearance if not installed inside cabinetry. Multiple inlet locations with two lower inlets allow connection to an optional shower drain. The unit comes from the factory fully assembled with built-in check valves and a discharge coupler. It is available in both 115V and 230V. **800-543-2550; [www.libertypumps.com](http://www.libertypumps.com)**



### ScreenCO Systems Patz Shaft Drive Pumps

**Patz Shaft Drive Pumps**, distributed by **ScreenCO Systems**, are vertical pit pumps that can be used in aboveground or underground storage tanks and include choices of single- or three-phase electric motors. They have high solids and grit capacities with large centrifugal pumps and hardened steel impellers. High capacities include the 3333 series up to 500 gpm and the 4444 series up to 1,580 gpm. They can be deployed in depths from 3 feet to 12 feet 8 inches. The 6000 and 8000 series have a three-point hitch with PTO drive and can offer up to 3,500 gpm at depths from 6 to 12 feet. They can be used with an agitator nozzle to mix and pump fast. The 616 vertical prop agitator is capable of mixing at 9,000 gpm, keeping grit and solids mixed at pit depths of 6 to 16 feet. **208-790-8770; [www.screencosystems.com](http://www.screencosystems.com)**



### Webtrol Pumps VS5A24



The **VS5A24** from **Webtrol Pumps** is a versatile solid handling and dewatering sewage ejector pump suitable for residential sewage applications. It has a 1/2 hp motor, 2-inch discharge and passes 2-inch solids. The motor is continuous duty, and three phase models are available. It is designed with recessed cast iron vortex impellers and volutes and a stainless steel motor housing. It also features a double mechanical seal, potted epoxy cord seals, in a maintenance-free design. The pumps can be guide rail mounted. **800-769-7867; [www.webtrol.com](http://www.webtrol.com)**

## Recirculation Pumps

### Watts Premier Hot Water Re-Circulating pump

The **Watts Premier Hot Water Re-Circulating pump** provides water to a faucet or shower instantly, eliminating water waste caused by waiting for water to heat up. This pump offers quiet, maintenance-free operation and includes a programmable timer that can be set to activate the pump only when you need it or set it to run 24 hours a day. The device uses the pump at the water heater and an under-sink sensor valve to create a pressure differential that allows the cold and cool water in the hot water supply line to bypass into the cold water supply line at a low volume through the thermostatically controlled sensor valve, keeping the water in the hot water supply line at a “no-wait” temperature throughout the home. **978-688-1811; [www.watts.com](http://www.watts.com)**



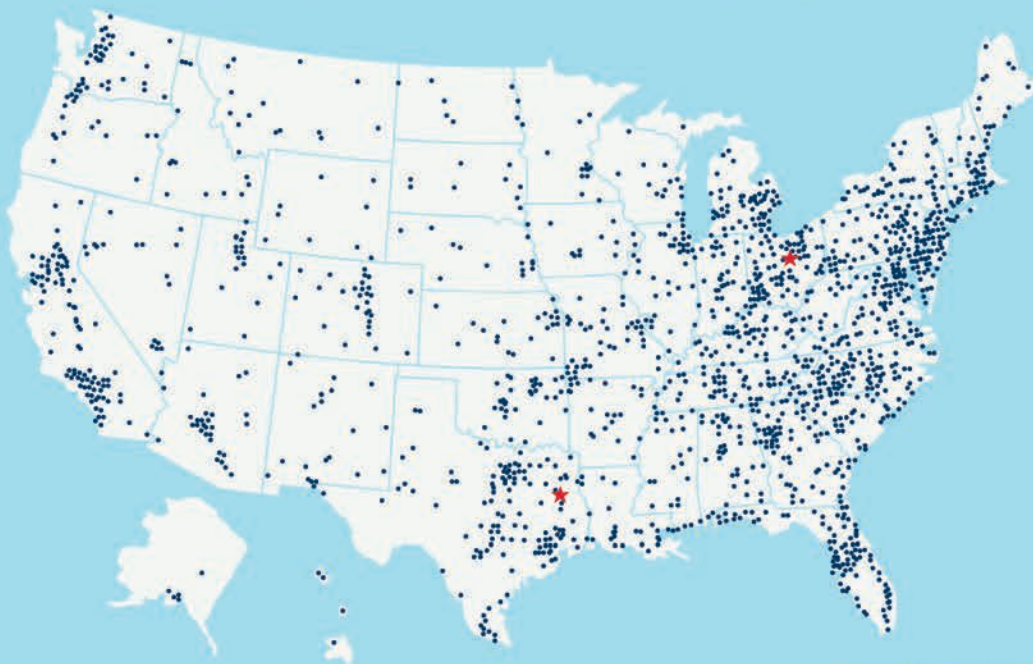
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## Submersible Pumps



### Polylok PL-CPE4A

The Polylok PL-CPE4A is a submersible, 4/10 hp, 115-volt, single-phase effluent pump with a 2-inch NPT vertical discharge. It has a maximum head of 38 feet and a maximum flow of 56 gpm. The pump is designed with a 3,450 rpm oil-filled permanent split-capacitor motor


and has an amp rating of 6.6 for 115 volts, a rugged cast iron housing and volute equipped with a cast iron vortex impeller capable of passing 3/4-inch solids. The stainless steel shaft is supported by two single-row, oil-lubricated ball bearings. The shaft seal is an inboard design with a secondary Exclusion V seal. It has a 20-foot UL/CSA-listed power cable suitable for submersible service and fitted with a three-prong plug. The unit is supplied with an integrated clip for the included piggyback mechanical float switch and used for automatic operation. 888-765-9565; [www.polylok.com](http://www.polylok.com)

## Pump Parts/Components



### Viega ProPress Automatic Recirculation Balancing Valve

Viega's ProPress Automatic Recirculation Balancing Valve ensures balanced domestic water recirculation by changing with varying conditions. It keeps water temperatures more uniform by adjusting

flow with changes in temperature. The results are faster hot water delivery, minimized waste energy and water and less stagnation and chance of contamination. Temperature can be set once and be maintained automatically. Settings can be changed easily, if needed. It can be installed on risers or branches. Remote monitoring is possible with a temperature sensor. An optional thermometer provides visual indication of valve setting. Threaded ends allow use with ProPress or PureFlow fittings systems. It includes a bypass for thermal disinfection. 800-976-9819; [www.viega.us](http://www.viega.us) 


# Pumps, Controls and Alarms

By Craig Mandli

## System provides alarm, backup against wet weather events

**Problem:** Many Milwaukee area homes that have older sump basins, many 16 inches in diameter, see their fair share of water. As these homeowners finish basements or simply want to protect their HVAC and other equipment, they often look to add protection from power outages and pump failures. With small sump basins, it's difficult to develop a system where pump floats don't compete with one another or hit the side of the basin.

**Solution:** JMI Pump Systems recognized the need to provide security from these issues and created a pre-assembled battery backup package with a 15-inch max footprint. JMI accomplished this by using a pipe-mounted vertical float for the primary pump, and a backup pump using pipe configured electronic sensors with no moving parts. The backup system self-tests weekly to ensure reliable operation continues and provides warning when it or the battery are no longer viable. While the system provides an audible alarm, homeowners can also opt to receive text or email notifications.

**Result:** Not only do homeowners receive added security, the plumber will have a compact system that easily and quickly installs in these applications. There is no more trying to pipe everything on site and decide where to set floats. This is all done by JMI, including the provision of check valves. The entire process can take the same or less time than installing a single pump. The system saves on contractor labor and ensures a battery backup of consistent quality while providing the end customer piece of mind. 800-234-5490; [www.jmipumps.com](http://www.jmipumps.com) 



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## Little Giant celebrating 80th anniversary in 2021

Franklin Electric brand Little Giant is celebrating its 80th anniversary in 2021. The company is marking the occasion with a series of initiatives planned throughout the year, including a revitalized brand look.


## Trenchless Equipment announces new team members

Trenchless Equipment, based in Turlock, California, announced four new members to its team, Michael Lien, Miriam Brenner, David Huff and Bill Seals. Lien, with over 20 years' experience at TRIC Tools managing all aspects of the business, has taken the position of managing director with Trenchless. Brenner comes to Trenchless Equipment with over two decades of experience, and has taken the position of international sales specialist. Huff comes to Trenchless Equipment with four years' experience and was the national sales manager with TRIC Tools. He joins the company as director of sales. Seals comes to Trenchless with four decades of working with service professionals at both Spartan Tool and TRIC Tools.

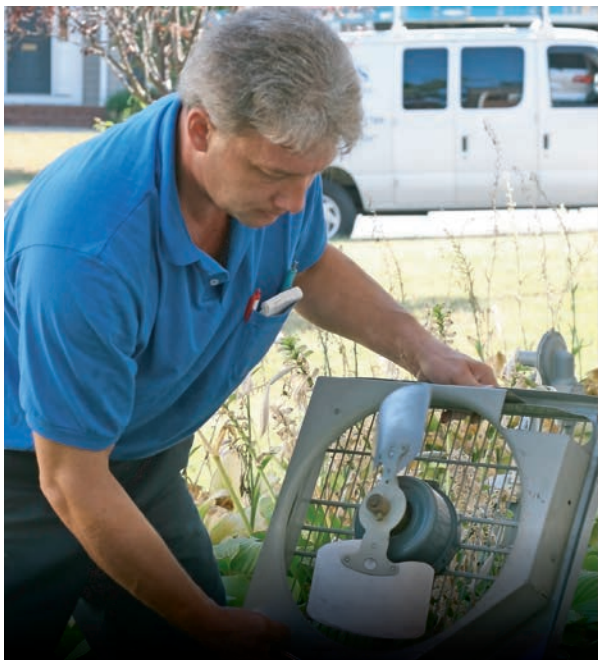
## A.O. Smith presenting sponsor for Golden Arm award

The Johnny Unitas Golden Arm Educational Foundation, along with presenting sponsor A.O. Smith, announced the 2021 Johnny Unitas Golden Arm Award Watch List. The Golden Arm Award annually recognizes the top senior or upperclassman quarterback set to graduate with their class. The 2021 award winner will be presented the Golden Arm Award trophy by foundation President John Unitas, Jr. at the Golden Arm Award banquet and celebration at the Four Seasons Hotel in Baltimore on Dec. 10.

## Aqua-Rex announces new Ohio rep

Aqua-Rex has partnered with BBN Sales to represent its product in the state of Ohio. BBN Sales current line card is diverse and matches well with Aqua-Rex, which has units sized to be suitable for single residence homes, multifamily and all types of commercial, hospitality, health and correctional facilities. 

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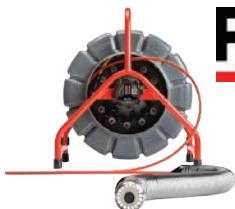
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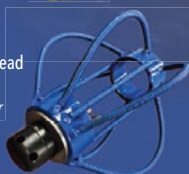
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## Product Spotlight

Seal system eliminates sewer odors from laundry room standpipes

By Craig Mandli

**S**ewage odors not only offend your nose, making being in your laundry room difficult, but they can also threaten your health. While those malodors can have many different causes, the most likely one is the direct result of a dry trap. Those usually occur due to the high velocity of the water being discharged from the washing machine into the standpipe. The STANDPIPE SEAL from JK Plastics can be the simple solution to those sewer smell problems.

STANDPIPE SEAL is a specially designed standpipe adapter that seals off the laundry standpipe in order to prevent dangerous, harmful and foul-smelling sewer gases from entering into the home while still allowing the necessary airflow into the plumbing system. According to JK Plastics President Jim Williams, that makes it unique.

“While there are other types of seals on the market, this not only seals the washing machine’s standpipe but actually opens and closes,” he says. “This not only allows the standpipe to be completely sealed and airtight, preventing dangerous sewer gases from entering into the dwelling, but will also open to allow the necessary airflow into the plumbing system during the draining process.”

As a former home builder, Williams regularly dealt with sewer odors created by dry traps. After years of analyzing the problem he discovered the root cause, but still could not find any product on the market to address it. Finally in 2014, out of necessity and frustration, Williams purchased several types of PVC fittings and various size pipes and made a prototype. “I used my homemade prototype for one full year in my own home



as a test to confirm that my analysis of the problem was correct and that my solution actually did work,” he says.

The STANDPIPE SEAL is easy to install and designed to fit inside any standard 2-inch PVC standpipe, fitting inside most washing machine outlet boxes with little to no adjusting. The open-and-close action is accomplished using an air admittance valve (AAV) to seal the standpipe, preventing sewer gases from entering into the dwelling and then opening, only when necessary, to allow air into the plumbing system. The rubber gasket is used to seal around the washing machine’s discharge hose to create an airtight seal. It can be used in new construction or as a retrofit.

“The feedback from clients has been awesome,” says Williams. “To finally find a solution that not only works but is also easy to install has been a relief and very satisfying for many customers.” [www.standpipeseal.com](http://www.standpipeseal.com)

### Milwaukee Tool PACKOUT rolling tool chest

Milwaukee Tool expanded the PACK-OUT modular storage system with the new PACKOUT rolling tool chest. The chest stores larger tools and equipment, while providing the ability to transport two PACKOUT stacks onto the job site with the new dual stack top. Featuring an industrial-grade handle and 9-inch all-terrain wheels, it can be rolled anywhere



on the job site. An impact-resistant body and metal reinforced locking points provide maximum strength and durability. This 35-gallon tool chest has a 250-pound weight capacity and an interior organization tray, and a locking lid support feature keeps the top securely open, preventing sudden lid closure. 800-729-3878; [www.milwaukeetool.com](http://www.milwaukeetool.com)

## Snake Trap universal closet auger cover

Snake Trap's universal closet auger cover solves the problem of how to transport toilet augers to and from job sites without making a mess or spreading infected drippings. Fitting the majority of major brands including RIDGID, General Pipe Cleaners, BrassCraft, DrainX and Cobra, the Snake Trap's closet auger cover line assures transport of your tool one-handed to and from jobs with no drips. It eliminates the need to use two-handed, unsanitary methods such as towels, spackle buckets or garbage bags. The Snake Trap's drip prevention has been endorsed by Long Island's Association for Professionals in Infection Control and Epidemiology, and has been used in New York's Northwell Hospital system. **631-813-3433; [www.thesnaketrap.com](http://www.thesnaketrap.com)**



## Brass Knuckle SmartSkin nitrile gloves

Brass Knuckle SmartSkin nitrile gloves are double-dipped in nitrile butadiene rubber, giving wearers twice the protection and grip. Nitrile stands up to chemicals, oils, most harmful cleaning solvents and resists bodily fluids and waste. SmartSkin starts with a thin gauge, .7-inch nylon shell with a full nitrile butadiene rubber overcoat. Then a second coat of NBR is added to full fingers and palm. This coat has a sandy finish that's extra grippy even when wet. In addition to added grip, the second coat provides extra resistance to abrasions, tears and punctures in critical wear areas. **770-674-8930; [www.brassknuckleprotection.com](http://www.brassknuckleprotection.com)**



## Bradford White Infiniti L tankless water heater

Bradford White Water Heaters introduces the Infiniti L, the latest addition to the company's Infiniti series of reliable and easy-to-install ENERGY STAR-certified tankless water heaters. The Infiniti L includes Bradford White's Scale Reduction Technology, field gas conversion, integrated flush ports and top water connections. The Infiniti L also comes with a built-in recirculation pump that provides instant delivery for an endless supply of hot water, which enhances the heater's efficient water use and reduces the time and materials required for installation. Additional features in the water heater include: STEADISSET technology to help maintain constant water temperature without an internal buffer tank; a modulating



burner that delivers a 22:1 turndown ratio; intuitive built-in digital controls; active bypass; and self-calibrating fan and gas valve. **800-523-2931; [www.bradfordwhite.com](http://www.bradfordwhite.com)**

## Franklin Electric 1 hp grinder pump for Pit+Plus systems

Franklin Electric now offers the 16G Series 1 hp grinder pump configuration for the company's Little Giant Pit+Plus package. Each package includes a roto-molded polyethylene basin (the pit) combined with the user's choice of Little Giant pump. The addition of the 1 hp option joins the already available 4/10 hp and 1/2 hp sewage pump choices. The basin is available in two sizes: the 24 by 24 JR or 20 by 30 SR. The cutting mechanism is modeled after the same one used in larger Franklin Electric models for proven performance. The heavy-duty 1 hp class F motor provides optimal power to prevent flushables and other debris from clogging and causing downtime. **866-271-2859; [www.franklinengineered.com](http://www.franklinengineered.com)**



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**Tempe, AZ**  
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**Nov. 3-4**

## Canadian Institute of Plumbing & Heating (CIPH) Exhibition West,

Pacific National Exhibition, Vancouver, British Columbia, Canada. Visit [www.ciph.com](http://www.ciph.com)

**Nov. 12**

## Southeast Wisconsin Plumbing Seminar,

Comfort Suites, Johnson Creek, Wisconsin. Visit [phcc-wi.org/plumbing-seminars/](http://phcc-wi.org/plumbing-seminars/)

**Dec. 10**

## Wisconsin Plumbing Seminar,

virtual only.

Visit [phcc-wi.org/plumbing-seminars/](http://phcc-wi.org/plumbing-seminars/)

**January 12-13, 2022**

## Wastewater Equipment (WEQ) Fair,

TIAA Bank Field, Jacksonville, Florida. Visit [weqfair.com](http://weqfair.com)

**Jan. 31-Feb. 2**

**AHR Expo**, Las Vegas Convention Center, Las Vegas. Visit [ahrexpo.com](http://ahrexpo.com)

**Feb. 8-10**

## National Association of Home Builders (NAHB) International Builder's Show,

Orange County Convention Center, Orlando. Visit [www.buildersshow.com](http://www.buildersshow.com)

**Feb. 8-10**

## Kitchen & Bath Industry Show (KBIS),

Orange County Convention Center, Orlando. Visit [www.kbis.com](http://www.kbis.com)

**Feb. 21-24**

## Water & Wastewater Equipment Treatment & Transport (WWETT) Show,

Indiana Convention Center, Indianapolis, Indiana. Visit [www.wwettshow.com](http://www.wwettshow.com)

**March 13-17**

## Mechanical Contractors Association of America (MCAA) Annual Convention,

Marriott Marquis San Diego Marina, San Diego, California. Visit [www.ilphcc.com](http://www.ilphcc.com)

**March 18**

## Illinois PHCC Expo and Education Day,

Drury Lane Conference Center, Oakbrook Terrace, Illinois. Visit [www.ilphcc.com](http://www.ilphcc.com)

**March 28-30**

## ACCA 2022 Conference & Expo,

St. Louis Union Station Hotel, St. Louis, Missouri. Visit: [www.accaconference.com](http://www.accaconference.com) 

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

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