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- By Kyle Rogers



On the Cover

Jolly Plumbing, Drains, Heating and Air service technician Andrew White works on replacing a hose bib at a residential property in Fort Thomas, Kentucky. The company, founded in 1979 and based in Wilder, Kentucky, has grown to 80 employees and offers residential service and repair, drain cleaning and heating and cooling services throughout northern Kentucky and metro Cincinnati. (Photography by J.D. Pooley)

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

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CONTROLLED CIRCULATION: 22,000 per month
This figure includes both U.S. and international distribution.

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Cory Dellenbach



Tying it all Together

Finding a way to merge your different advertising methods can bring additional customers and recognition to your plumbing company

I checked my mail today and there was something in there that made me laugh a little. It was something I wasn't expected because usually when they come, they end up in recycling right away.

Can anyone guess what it was? No, not political advertisements. It was a phone book. Yes, a phone book. It's been a while since I've seen one and they've changed a bit from when I was a kid (30-some years ago).

Back then the phone books were mainly white pages with individual names and then a small portion of yellow pages in the back. As you know, those yellow pages were business phone numbers and advertisements. Today the phone book is primarily all yellow pages and only a small amount in the front being white pages — and even those white pages are mostly business names now.

The phone book got me thinking about advertising. How do you target your customer base, or potential customer base? What are the different ways you advertise? I would bet that a majority of you have answered with "social media."

Paging through the yellow pages of the phone book, I can tell you many in my area in northern Wisconsin are still advertising that route. There are 5 1/2 pages of plumbing advertisements and phone numbers in the yellow pages.

MAKE THE ADVERTISEMENTS ATTENTION GRABBING

You shouldn't count out advertising in places like phone books or even newspapers. There are still people who still like opening newspapers or keeping a phone book on hand to look up information.

If you do advertise in those medias, add something to those ads to draw people in — perhaps a coupon for a free pipe inspection or \$10 off a service charge. Get something in there that those potential customers will notice to give them a reason to call you.

Think of it like social media on paper. When you post on your Instagram, Facebook, TikTok or whatever other social media, you want it attention grabbing to get views, right? Do the same with your in-print advertising. Make it big, make it flashy to get noticed. If you don't, you're just throwing away your money.

MAKE IT WORK TOGETHER

Here is a crazy idea, tie in the ways you advertise. Make an post on your Facebook page about a special coupon in the local phone book or in that week's newspaper and tell customers to clip it out and use it.

You can even make it a contest. If they find your ad in the newspaper or phone book and take a photo and share it on their media with your company tagged, you will give them another \$10 off, or something like that. Not only does it help them by getting more off of their service cost, but each time someone does that, it gets shared with their friends.


I would always find a way to tie in all of your advertising from social media to print to radio and TV. There are ways to do this; you just have to be creative.

DO MORE AND SHARE

Yes, so many of you pride your company on thriving by word of mouth, but it can't go on like that forever. Eventually you will have to put something into advertising if you want your plumbing company to continue growing.

Why not dip your toes in the advertising pond now and see what it does for your company? You might be surprised.

For those of you that are advertising in more ways than just social media, let me know what you do and how it's working for your company. I can be reached at editor@plumbermag.com or you can call me at 715-350-8436.

Enjoy this issue! 

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Air admittance valves are helpful when you are unable to connect to an existing venting system or are simply looking to reduce roof penetrations for aesthetics. This online exclusive covers some tips to consider during the selection and installation process. ▶ plumbermag.com/featured



VIDEO

When Things Don't Go as Planned

Kenny Molotov, a plumber based in Toronto, frequently posts videos about his day-to-day work. In this video, he is swapping out a three-piece faucet and sink stopper and shows how even on a seemingly straightforward job things don't always go as planned.

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TECH SOLUTIONS

Storing Business Data in the Cloud

These days most people are familiar with the concept of storing data in the cloud. But what exactly does it mean for a small business? In this online exclusive, Vikas Khakkar of software company Successware breaks down the benefits a business can realize by making the move to a cloud storage model for its important company data.

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▼ Brady Jolly, right, the owner of Jolly Plumbing, and his father, Barry, who started the company 40 years ago, pose for a photo at the company's headquarters in Wilder, Kentucky. The company has an indoor basketball court at its headquarters that both the staff and community members use.

Full-Court Press for **SUCCESS**

Former hoops star rewrites the playbook for family-owned plumbing company

By Ken Wysocky

Photography by J.D. Pooley



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Brady Jolly
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I

t's easy to imagine there's no such thing as just another day at the office at Jolly Plumbing, Drains, Heating and Air.

The company's modern, industrial-chic headquarters in Wilder, Kentucky — just across the Ohio river from Cincinnati — is much more than just an office building. It's also a recruiting tool. A branding vehicle. A community engagement center. And also a great place for a game of H-O-R-S-E, thanks to the full-size basketball court in the middle of the 18,000-square-foot former warehouse/office facility.

And on a much broader level, the renovated building reflects owner Brady Jolly's aspirations to upend people's notions and stereotypes about what plumbing companies look and feel like.

"When you walk into our offices, you'd never think it's a plumbing company," says Jolly, a former basketball star at a local high school who also played hoops at nearby Northern Kentucky University. "It's sharp and sleek — more like a tech company than a plumbing company."

The company invites local basketball teams to practice on the court, which also is used for basketball leagues and to host community events. In all, about 35,000 people a year visit the building for various events and functions, which provides an opportunity to expose them to the company culture and values, he says.

"It's a big part of our recruiting process," explains Jolly, age 30. "The first thing we do with job recruits is tour the facility. And if the door is open to my office, which sits at half-court, I usually can hear people's comments when they see the court. They say they've never seen anything like this before."

"I wanted to do something a little over-the-top and next-level to recruit people," Jolly adds. "I wanted to put our money where our mouth is when we say this is more than just a place to punch a clock."

“When you walk into our offices, you'd never think it's a plumbing company. It's sharp and sleek — more like a tech company than a plumbing company.”

Brady Jolly



► Andrew White, left, and Austin Wilburn prepare equipment for a repair project at a residential property. Brady Jolly took over the company, transitioning it from primarily commercial work to residential service and repair.

DEEP PLUMBING ROOTS

Barry Jolly, Brady's father, founded the company in 1979. The elder Jolly did everything from plumbing for remodeling and new construction to service and repair work to replacing water and sewer lines.

"He'd do whatever plumbing customers needed," Jolly says.

Jolly worked for his father as a part-time employee while growing up. Shortly after he earned a degree in entrepreneurship from Northern Kentucky University in 2014, he became general manager of the family company at age 22. His father retired in 2017 and Jolly bought the company soon after that.

At that point, the company's growth had been relatively flat for six or seven years; Barry Jolly was nearing retirement at the time and was involved in other business ventures, too, he notes.

"So it was a really great opportunity for me," he says. "My dad did an incredible job of building a great company to that point and it was set up for more growth. All it needed was someone to put their foot on the gas pedal and take the business to the next level."

NEW BUSINESS MODEL

Jolly did just that. The first step: A dramatic shift from commercial to residential service and repair.

"Before, about 80% of our revenue was from commercial work," he says. "Now it's about 80% residential."

Why the switch? Jolly says residential service and repair is a much better fit for the company's customer-centric business philosophy.

"We're a high-value, high-touch service company," he explains. "All the training we do is centered on how to make the customer experience the best it can be."

"When you do remodeling and new construction work, the service part doesn't seem to matter as much because oftentimes the people receiving the service — general contractors or maintenance companies, for example — aren't the ones experiencing the service. We prefer to work directly for the people that experience our service; our entire infrastructure is based on providing quality service."

The new approach has yielded impressive results; revenue from plumbing and HVAC services has more than tripled since Jolly started managing the company in 2014. And revenue from residential work has increased about 1,500% since he bought the company.

How did Jolly's father feel about the changes? Unlike some family situations where fathers and sons butt heads, Barry Jolly had no problem with the new direction.

"I'm so lucky," Jolly notes. "The (father-son) dynamic between us has always been great. My dad was winding down his career. So many of the things we've done I'm sure he would've done if he had the appetite to do them."

Continued ►

► Service technician Austin Wilburn solders copper pipe while doing a hose bib replacement job.





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- ▶ Austin Wilburn puts the finishing touches on a hose bib replacement.
- ▶ Technicians Andrew White, left, and Wilburn, look over an iPad as they do repair work at a residential property. The company uses the tablets to give customers quotes and for job tracking and scheduling.

DRAIN-CLEANING SPECIALISTS

About 1 1/2 years ago, the company also created a team of technicians only dedicated to drain cleaning.

“Most plumbing technicians don’t want to do drain cleaning,” Jolly says, explaining the move. “And it’s much easier to train someone to clean drains than to train a service technician.”

Drain technicians receive three months of training. The idea is to get them into a truck as fast as possible so they can learn soft skills related to customer service and communication, then promote them to apprentice plumbers within a year, he says.

Deploying technicians that are dedicated to just drain cleaning also leads to more large drain projects, such as replacing sewer laterals. Instead of just unclogging lines, the technicians are trained to look for the cause of persistent drain issues and refer leads to a sewer sales consultant — something that wasn’t always a priority for harried plumbing technicians, Jolly notes.

To clean drains, technicians rely on RIDGID K-1500 and K-60 sectional drain machines and a Soldier trailer-mounted water jetter from Spartan Tool (4,000 psi at 10



gpm). To inspect lines, they use standard RIDGID SeeSnake cameras and an M18 pipeline inspection camera from Milwaukee Tool.

The company runs about 30 service vehicles, mostly Nissan NV2500 box vans and Nissan NV 200 compact cargo vans. Sewer-repair crews drive Dodge RAM 3500 pickup trucks equipped with utility bodies from Reading Truck. The crews also rely on four Caterpillar 304E2 mini-excavators and a Bobcat skid-steer.

MORE SERVICES ADDED

Customer requests for HVAC services spurred the company to add heating and air conditioning to its repertoire in April 2021.

“We felt like the processes we built for plumbing are very repeatable,” he says. “The business models works the same way as it does with drain cleaning. The HVAC service technicians pass on job leads to HVAC sales guy and then to an installer.”

HVAC is an attractive add-on service because it complements plumbing, plus it’s easier to scale up in volume than plumbing.

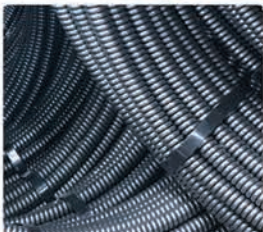
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“We’ve spent significant time, effort and capital on building the back end of our business in preparation for growth, gearing up our call center and dispatchers to handle more leads.”

Brady Jolly



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Business-Coaching Group Amps Up Company's Growth

When Brady Jolly took over the management of Jolly Plumbing in 2014, the company — based in Wilder, Kentucky, just across the Ohio River from Cincinnati — generated a little more than \$2 million in gross revenue. This year the 30-year-old entrepreneur expects revenue to reach \$14 million — a 600% increase.

How does a company achieve that kind of growth? Jolly gives a lot of credit to his father, Barry Jolly, who founded the company in 1979 and was an invaluable mentor. Expanding the company's services also helped.

But Jolly also credits the Nexstar Network, a business development, training and coaching organization with more than 800 members in the residential services industry.

"I definitely made a whole bunch of mistakes in the first three or four years after I bought the company," Jolly says. "A lot of what I learned was trial by fire.

"Then we joined Nexstar about three years ago," he continues. "They've been huge in terms of showing us other ways of doing things, rather than just doing things because that's the way we've always done them.

"Nexstar was instrumental in helping us develop sound processes for our plumbing business as well as launch our heating and air business," Jolly adds. (Appropriately enough, the company now is called Jolly Plumbing, Drains, Heating and Air.)

Based on Nexstar training and recommendations, the company switched to an upfront pricing model about three years ago, which provides customers with price transparency, he notes.

"Nexstar helped us build a price book for flat-rate pricing," Jolly says. "Since then, we've had far fewer price complaints. We also raised our price a little bit, but we didn't have many complaints because customers know the price up front."

Nexstar also provides valuable networking opportunities with fellow members. For example, advice from other contractors led the company to establish a formal process for handling potential leads for larger jobs that plumbing and drain technicians can't handle, Jolly says.

Before, if drain technicians found a larger problem while cleaning a drain — think broken sewer line, for example — there wasn't a good process for getting that job lead to an estimator, he explains.

"The process had a lot of holes in it and wasn't managed very well at the time," Jolly says. "But we implemented a process we learned from Nexstar members, which has very much been a factor in driving revenue and profit increases."

The company's Jolly Home Plan, a customer service retention program that gives customers a full slate of value-added benefits for a \$14.99-a-month membership fee, also came from a Nexstar peer, he says.

In addition, Nexstar members get discounts and rebates when they purchase products and services from selected vendors; Jolly says the rebates the company earned last year almost paid for the annual Nexstar fee.

"So many good things in our business have come from people at Nexstar," he says. "They've been tremendous business partners."



"Because the jobs are more expensive, you only need half as many HVAC customers to generate the same revenue as twice as many plumbing customers," he explains, noting the difference between replacing a heating system and fixing a faucet. "If you can get all of your plumbing customers to also use your HVAC service, you could theoretically generate twice as much revenue as plumbing."

That hasn't happened so far; Jolly says he thought it would be relatively easy to convert plumbing customers into HVAC customers. But as it turns out, the company's plumbing customers are just as loyal to their HVAC providers as they are to the Jolly Plumbing for plumbing services, Jolly says.

"It's been more difficult than we anticipated," he says.

Nonetheless, the company expects to generate about \$2.5 million in HVAC revenue in 2022, he says.

MORE GROWTH EXPECTED

Looking ahead, Jolly intends to apply a full-court press for further growth. His goal is to add seven more plumbing technicians and double the



- ◀ Keeping track of where the technicians are going and scheduling work are the employees in the Jolly Plumbing call center at the headquarters in Wilder, Kentucky. Here Britney Johnson, left, and Laura Fielding, take care of customers on the phones.

“My dad did an incredible job of building a great company to that point and it was set up for more growth. All it needed was someone to put their foot on the gas pedal and take the business to the next level.”

Brady Jolly

company’s revenue to around \$14 million in 2022; that total would include revenue from a new business venture that offers cleaning and restoration services, he says.

Because the company already has a sizable local market share, much of the expected growth will probably come from the metro Cincinnati area, Jolly says.

“Only 30% of our work is in Cincinnati, so there’s a ton of growth potential there,” he says. “We’ve spent significant time, effort and capital on building the back end of our business in preparation for growth, gearing up our call center and dispatchers to handle more leads.

“We’re now at a point where we can proactively search for leads and not reactively go crazy trying to service everyone.”

To better navigate a tight labor market, the company also hired a full-time recruiter. And part of that role also includes establishing a formal apprenticeship program so the company can “build techs from the ground up,” Jolly says.

“It’s far easier to find people with good attitudes and that appreciate our core values, even if they don’t have much

experience,” he says. “It took me a long time to realize that it’s better for us to hire people we can grow and mold into our system.

“Some of our best guys came here as green as could be, not knowing anything about the trades.”

TEAM EFFORT

As Jolly looks back at the company’s dynamic growth during the last eight years, he says he’s very proud of his team and what’s been accomplished — and grateful for what his father built.

“I feel really blessed to take over a company like this,” he says. “It was an incredible opportunity and I’m grateful for my parents’ trust in me. We have an awesome team, too, with a lot of people that I’m very close to.

“I love coming to work every day and that feels pretty cool,” he concludes. “And in a way, I feel like we’re just getting started.” 

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Time for Expansion

Follow this advice if it's time to consider buying a commercial property to allow your pumping business room to grow

By Joan Koehne

Operating a business from a shop in your backyard and a home office may be practical for very small businesses. However, as a wastewater business grows, the need for space likely grows too. Once a business starts hiring employees or adding services, it may be time to find a commercial facility.

Leasing a facility is a good option for many contractors, but nothing compares to having your own space. Owning a building allows you to renovate, expand and brand the facility to your liking. Additionally, buying a property adds an asset to the business. The property becomes part of the owner's and company's financial portfolio. Potentially, a facility can be part of the owner's retirement plan. Upon retirement, you can sell or lease the commercial property to a successor or another company.

The first step to buying a commercial property is meeting with a banker or lender, says Nate Gamlin, broker-owner at Big Woods Realty in Wausaukee, Wisconsin.

"You don't want to spend a lot of time looking at properties that the bank isn't going to cover," he says. He recommends sitting down with a local banker to determine what's affordable and arrange financing, possibly through a U.S. Small Business Administration loan. When financing is set, it's time to work with a real estate agent who has experience in commercial property transactions.

ASK THE EXPERT

Business owners may not have the time to research properties on the market, so that's where a real estate agent steps in. Through most real estate agencies, you can work with a buyer's agent who guides a buyer through the purchasing process and looks out for the buyer's best interests.

"It doesn't cost the buyer anything extra," Gamlin says. The seller is responsible for paying the buyer's real estate agent.

A buyer can set parameters related to price, size and location, so the agent can pre-qualify properties to bring

to a buyer's attention. Typically, a commercial building will have some combination of a showroom, conference room, individual offices or cubicles, a break room, restrooms and equipment/inventory space.

A contractor with trucks and heavy equipment will want additional amenities. For example, how important is it to park trucks and equipment indoors? The value of having them locked up, easily accessible for maintenance and protected from the elements, especially in the winter, is probably worth the investment. Getting into a nice, warm truck in the morning beats the alternative.

Sheds, shops and outbuildings may also be must-have facilities for septic and drain companies. However, zoning ordinances may restrict the number and size of buildings on a property. Zoning ordinances can get in the way of purchasing a property if the intended use doesn't comply with zoning ordinances.

"Depending on where you want your business to be located, zoning can be a big issue. In larger municipalities, you're going to have very strict zoning," Gamlin says. This may be a particular challenge for companies that convey or store wastewater as part of their operations.

Generally speaking, commercial zones group similar businesses in one location. Commercial zones have accommodations for traffic flow, parking, signage and other business amenities.

LOOK FOR HAZARDS

"There are different levels of commercial use, and there could be a wide range they qualify for," Gamlin says. An unsuitable zoning ordinance doesn't necessarily kill the deal. A buyer can add a contingency clause to an offer to purchase, contingent upon the approval of a zoning change, variance or conditional use permit.

Another factor to consider when buying a property is the potential for environmental hazards like underground storage tanks or contaminated soil at the site.

"Anytime you're buying any property, but especially

“Driveways and parking lots obviously are important parts of the business. You want traffic to flow, and you want it to be obvious where there’s customer parking and employee parking and a separate area for equipment.”

Nate Gamlin

commercial property on busy roads, there’s a potential for some hazards,” Gamlin says. Environmental problems can be costly to correct and can reduce the value of the property when reselling. Gamlin recommends completing a standard environmental hazards contingency form when making an offer to purchase. That way, you can get out of the deal if there are hazards that require expensive or lengthy remediation.

Contingency forms also cover issues related to a property’s title. An attorney or title company can determine whether something in the title could affect ownership for you or buyers in the future.

Issues with the property title may include the following:

1. Easements — A legal right to cross or use a property for a specific purpose, like a utility company’s easement to erect power poles.
2. Encroachments — A neighbor’s building, fence, tree or other fixture crosses the property line.
3. Claims against the property — A tax lien or creditor’s lien that needs to be settled before a property sells.
4. Private-use restrictions, also called covenants or agreements — Examples are setbacks that regulate the minimum distance from the street, road or other structures; specific uses are prohibited; the building size and number of buildings are restricted.
5. Past issues with the property’s title.

These issues aren’t necessarily deal-breakers. However, it’s important that buyers are aware of these legalities before closing on the sale.

“This sounds overwhelming,” Gamlin admits. “Buyers think they have to figure out all of this stuff beforehand, but it’s all right to make an offer assuming everything’s OK and have time to get it checked out.”

LOCATION, LOCATION, LOCATION

When evaluating a property to purchase, Gamlin recommends checking it over inside and out.

“Sometimes you spend so much time looking at the building, but not the land,” Gamlin says. You might miss the potholes in the parking lot or the small space to pile snow — hauling snow gets to be expensive. Snow removal, lawn mowing and landscaping

expenses are easy to overlook when shopping for a commercial facility. Yet, they can add up quickly.”

Other expenses are more obvious. Be sure to find out what the previous owner paid for property taxes and utilities.

“Everybody’s utility use is a little different,” Gamlin says.

Location is another factor to consider. A busy street has the advantage of exposure. Signs and company trucks parked outside can capture the attention of passing traffic. However, a busy street might make it difficult for trucks to enter, back up, park or merge into traffic.

When evaluating properties, consider the value of a drive-through truck bay. Trucks enter through one door and exit through another, without having to back in and out. Convenient, safe and timesaving all at once. A drive-through bay may not be feasible at the properties on the market, but there are alternatives.

“Driveways and parking lots obviously are important parts of the business. You want traffic to flow, and you want it to be obvious where there’s customer parking and employee parking and a separate area for equipment,” Gamlin says.

Any agreement to share a parking lot or driveway with a neighboring property needs to be detailed and understandable, he advises. “Nobody wants to argue with the neighbor.”

ROOM FOR EXPANSION

Nobody wants to argue with tenants, either. While some commercial properties on the market are vacant, others are leased. Gamlin recommends reading the lease agreement and understanding the tenants’ rights before placing an offer to purchase. Sharing the space may be beneficial, especially since rent payments can help cover the mortgage.

With any purchase, there will be trade-offs. Gamlin says that’s OK.

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Smart BUSINESS

away.” Companies can purchase a commercial building with a lot of potential, then renovate it to suit their needs.

“You can always get a property with plenty of room for expansion,” Gamlin says. “It’s easier to add on than start at a new location.”

Choosing a location depends upon what’s available near your customer base, what’s affordable and what fits your business operations. No property will be perfect, but renovation or expansion can bring the property closer to your ideal facility. There’s bound to be trade-offs, but purchasing an existing property typically is less expensive than building new.

Finding a commercial property that’s right for you will take some time and research. Working with an experienced commercial real estate agent can simplify the process. Out-growing your current space isn’t such a bad problem to have because it means the business is prospering. You’re ready for a commercial facility that’s bigger and better, signifying a bright future. 



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RIGHT IN THERE WITH YOU.

Hot Water Problem Solver

Rinnai tankless water heaters provide solid solutions to whatever hot water problems are plaguing Fitch Specialties' customers

By Kyle Rogers

Tim Fitch has been plumbing since 1986, but for the better part of a decade now, he has gotten away from traditional service and repair work. That's because he has found plenty of success largely focusing on tankless water heater installs and service.

And a big reason why he has been so good at handling whatever hot water issues his customers may encounter is one of his go-to systems — the Rinnai RUR condensing tankless unit.

"I consider my company to be an innovative type of company and am always looking for ways to provide a better product for my customers," says Fitch, whose company, Fitch Specialties, services the Hampton Roads, Virginia, area, as well as some customers in nearby North Carolina. "The Rinnai RUR continues to be an innovative product."



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OWNER Tim Fitch

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buffer tank and allows for more
flexibility in installation location

**COMPANY
WEBSITE** www.fitchspecialties.com

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◀ Fitch Specialties foreman Mike Bolton installs a RUR condensing tankless water heater from Rinnai at a job site near Hampton Roads, Virginia. (Photo courtesy Fitch Specialties)

Fitch has been a fan of Rinnai's water heater product lines since 2003, installing his first Rinnai unit in his own home. When the RUR model debuted in 2014, Fitch immediately incorporated it into his business.

"The first one I put in has a serial number of 000001," Fitch says. "I might've gotten the first one that came off the line. The idea behind the way they built it really had the mold of what I was trying to do."

ELIMINATING THE GUESSWORK

The RUR has many features that provide Fitch a lot of flexibility on how he tackles various jobs, depending on what exactly a customer needs out of a water heater setup. One of Fitch's favorites is the built-in pump. That has allowed him and his team to do installs with a smaller footprint.

"Prior to the RUR we were installing external pumps with external controls to operate the pumps," Fitch says.

Besides being able to do everything within a smaller footprint, Fitch says it makes his work easier not having to pair an external pump with the water heater.

"On the RUR, the pump installed works perfectly with the water heater and there is no guessing as to whether a particular external pump will work or not. It takes the guesswork out of the picture. You don't have to carry different pumps on the truck to match the heaters."

RECIRCULATION FOR EVERYONE

The RUR also has crossover recirculation technology, capable of providing those benefits whether the customer has a dedicated recirculation line or not. That gives Fitch more options for locating a water heater unit — even at a distance from the location where that hot water is headed — and still provides customers instant hot water.

"Prior to the RUR we were also installing 6-gallon electric water tanks as an option for a buffer tank to prevent cold water sandwich," Fitch says.

Again, that didn't help with the installation footprint, which is some of the attraction of a tankless unit.

"The water heater itself is already 18 inches wide and 27 inches tall, and then when you put in a 6-gallon tank and everything that goes along with it, you probably added another 6 square feet," Fitch says. "People would want a tankless water heater to save space, but by the time we got done, it really didn't save any space."

But the buffer tank was also necessary.

"All tankless water heaters have about a 20-degree gap between incoming water temperature to outgoing

"I consider my company to be an innovative type of company and am always looking for ways to provide a better product for my customers."

Tim Fitch

water temperature, and if you didn't have some type of buffer tank or recirculation system, it would cause a cold water sandwich. But the design of the RUR eliminates having to do that."

The crossover recirculation feature involves a bypass valve installed underneath a sink that utilizes the cold waterline for the recirculation loop if the home doesn't have a dedicated third line for those purposes.

"Before, if you didn't already have a recirculation system, we couldn't help you with anything. We couldn't add to it," Fitch says. "But with the RUR, it has the crossover feature that allows us to do a retrofit even without that third recirculation line. We go to the area that has the issue of waiting for hot water and put a small device underneath the sink. It's a quick install and then it allows us to use that as part of the recirculation loop. That's a big innovation. We are able to provide recirculation now to customers who don't have a dedicated recirculation loop."

The crossover recirculation feature also allows for the water heater to be taken out of the attic, which is a common location in Fitch Specialties' service area. The draw of a tankless unit for some is removing the damage risk that a tank unit carries, but if in order to still get adequate hot water, a buffer tank is required, it defeats the purpose.

"To save space elsewhere, a lot of tank water heaters get put in the attic. And then of course whenever we would remove the tank, we'd put a tankless unit in the attic. But when customers wanted something with a recirculation system, we'd still have to put in the 6-gallon buffer tank. Once again you have a tank overhead and that extra risk. Now, when there has been a rupture of an attic tank and extreme damage has been done, we offer the RUR as an alternative to install either in the garage or on the exterior of the home. Then the fear of the same thing happening again is no longer there."

With the advantages of the RUR, about 75% of Fitch Specialties' installs are now outside the attic.

A WISE INVESTMENT

A majority of Fitch's work is tankless water heater retrofits, and he often finds himself promoting Rinnai's



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RUR to people as the solution that will solve the hot water problems they're facing.



"I always go in with questions for customers about what problems are they trying to solve," Fitch says. "The actual savings of a tankless unit is about 40% over a typical gas tank unit, but usually a gas bill is not that much, say \$25 a month. So 40% of \$25 bucks is not that much savings. It is usually not the driving force for people getting a tankless water heater. It's about trying to solve another issue. Are they running out of hot water? Is it taking too long to get hot water to the other end of the house? A lot of the feedback I get from customers about the RUR is that it is the best investment they've made in their house. It's a premium product that is easy to use and is virtually trouble free with the proper installation and maintenance.

"I work on, maintain and repair other brands of water heaters, but I install Rinnai units exclusively. Another thing that's a big plus is Rinnai's customer support. If there's an issue they're very quick to resolve it. I've never had a problem with Rinnai not managing their warranty issues." **P**

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Anthony Pacilla

The Dreaded Pedestal Sinks

Some helpful tips when it comes time for the installation of pedestal sinks, from roughing-in to bracing and more

By Anthony Pacilla

The word “pedestal” is a bad word in the plumbing community; one that can make a plumber cringe. Homeowners, however, seem to love the look of pedestal sinks in the modern bathroom.

Websites and interior designers are picking pedestal sinks because of their vintage clean look; and some homeowners are buying refurbished antique pedestal sinks for big money.

What does this mean to the modern plumber? It means that you need to pay extra attention to the rough in dimensions of the waterlines and the DWV piping. More importantly it means you must pay attention to how you hang the pedestal sink from the wall.

ROUGHING-IN THE PLUMBING

If you are fortunate enough to have a situation where the bathroom remodel has open walls, you should pay close attention to the rough-in dimensions of the pedestal sink you are installing. Most pedestal sinks have a higher waste outlet than its vanity counterpart. You don't want to break your local plumbing code by adding a tubular extension to make up the difference if the waste outlet is too low because the trap will siphon. You also don't want to install shallow traps to make up for the elevated height.

The piping on the DWV just must be right for a pedestal to work properly. Make sure you get an inspection on the

in-wall piping to make sure it's in properly. Also make sure that your trap adapter (desanco) has its threads just barely visible from the finished drywall dimension so that a trap escutcheon will completely cover the trap adapter nut for a perfect finish.

As for the waterlines, I strongly suggest installing 1/2-inch FIP lug ear elbows firmly screwed into wood bracing inside the wall to the exact rough-in dimensions and stubbing out with the plastic plug extensions they make for extending out past the drywall. Once the drywall is completed you remove these extensions and screw in 1/2-inch chrome brass nipples. I've found this to be the most solid way of installation as opposed to running PEX out of the wall. PEX can be difficult to keep straight and can be difficult to adapt to when trying to make it “look nice.”

The waterlines should be stubbed out exact just like the waste outlet. Especially if you are installing stiff chrome supply tubes instead of flexible supply line. As a plumber you should push for installing supply tubes since they look much nicer, provide a more solid connection, tighten up the entire installation, and ultimately it's one of the main differences between a homeowner and professional installation.

BRACING

Providing a means of bracing behind the wall is just as important as the rough in plumbing. Pedestals are very heavy so the more bracing you can get into the wall before the drywall or tile goes up—the better. 2x4s, 2x6s or thick plywood work well.

Make sure you take up as much room as possible with your bracing. The last thing you want is to put up a bunch of bracing only to realize after the drywall is already finished that your lag screws missed your bracing by a half an inch. It's one of the worst feelings in the world. If you are relying on toggle bolts at this

As a plumber you should push for installing supply tubes since they look much nicer, provide a more solid connection, tighten up the entire installation, and ultimately it's one of the main differences between a homeowner and professional installation.

point in the project, you probably did something wrong.

If you're installing an antique pedestal sink, you are in luck. Antique pedestals were built to be installed properly. They have clear and concise methods of providing a solid installation that include slide arm brackets that screw into the wall which also have wing nuts that slide into slot made into the bottom of the pedestal's china as well as a long bolt that tightens the sink to the pedestal base. This requires more precise work that requires more attention and more time but is easier and more solid.


New pedestal sinks are horrible as far as this type of bracing goes. Most pedestals have a metal wall bracket that you can center with your drainlines that have tabs where the pedestal can slide down onto. These are the new industry norm. If you are slightly high or slightly low on your wall bracket the sink will either be too low and only resting on the base instead of the both the base and the bracket, or it will be too high and be relying only on the bracket which will allow the sink to be able to be pushed down and spring back up slightly. Both are wrong and should be redone.

OPEN WORK

Open work is a plumbing term referring to everything you can see in the open that needs to look nice and shiny.


You want to install the pop-up assembly and lavatory faucet on an open table before you set the sink in its final resting place to give you room to work. Once you set the sink in place you won't have room to work. Once you have it ready, set it into its final resting place and now tighten the waterlines and the p-trap to the desanco. Don't forget to install the escutcheons for the hot, cold and desanco. Before installing the emergency shutoff valves and the trap.

As a last note, don't be the guy using PVC P-traps, crooked wall stub outs, exposed desancos or flexible supply lines. The beauty of a pedestal sink comes from the dichotomy of simplicity through complexity (making the complicated look simple).

Only hard pipe and plumb chrome will do on a job like this. If you are, however, installing a pedestal in place of a vanity without having the ability to get into the walls and re-rough the plumbing, do whatever you have to do to get it installed looking as nice as possible. 

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

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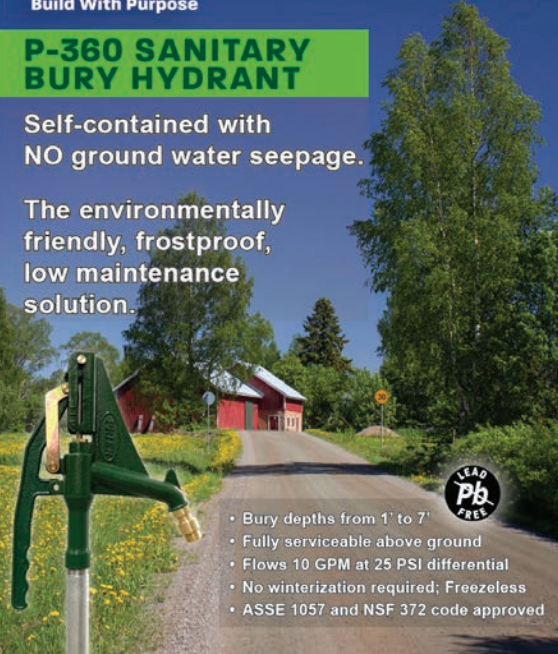


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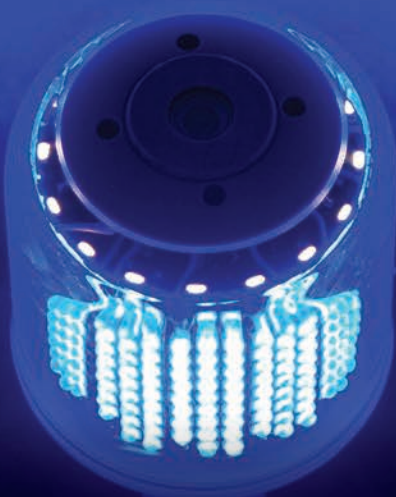
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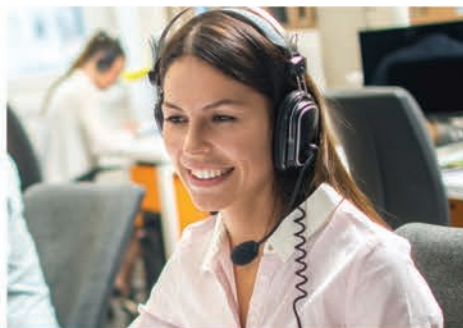
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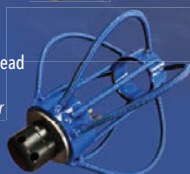
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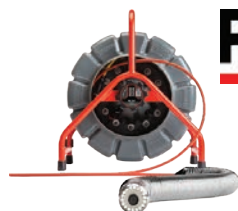
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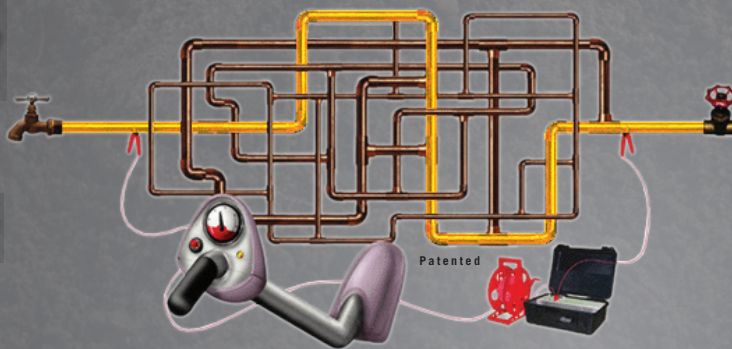
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Product Spotlight

Smart circulator a fit for hydronic and potable water systems

By Craig Mandli

Circulators for hydronic heating and cooling systems and residential potable water distribution have been available for many years. The systems have now become more energy-efficient than ever thanks to ECM (Electronically Commutated Motor) technology. These intelligent control these circulators provide is designed to drastically reduce energy use without sacrificing performance.

Bell & Gossett, a Xylem brand, recently launched their latest in ECM circulator technology with the ecocirc 20-18/ecocirc+ 20-18 – Variable Speed ECM Smart Circulator. The smart circulator provides a highly efficient product for both heating and cooling as well as potable water. It comes with additional premium features — such as Bluetooth communication — allowing wireless connectivity directly to a smartphone or tablet for remote access control.

The ecocirc 20-18 works for most residential hydronic and potable water systems, including residential buildings, domestic hot water systems, systems with thermostatic radiator valves, underfloor heating systems and thermal solar systems. With the ability to replace more than 70 pumps, the ecocirc 20-18 is designed to be highly reliable for pump replacements at job sites.

“The ecocirc 20-18 truly marks a new generation of smart circulators by combining adaptability, efficiency and



connectivity in one package,” says Barry Lee, product manager, circulator pumps and accessories, Xylem, Americas. “We are thrilled to offer our customers such a versatile solution for almost any residential water application.”

Features of the standard ecocirc 20-18 model include a maximum of 20 feet of head or 18 gpm; 70W maximum power; nine different modes to choose for proportional pressure, constant pressure or adjustable speed control; CircGuard complete integrated system protection; automatic air purge to remove trapped air in the pump; a one-turn knob with LED display for easy reading and setting of the pump; a check valve in the box; and an insulation shell. Features include Bluetooth for wireless communication to mobile devices, a 0-10V input temperature control eAdapt auto learn and Night Mode, and a digital display to show pressure, flow rate, and power consumption.

According to Lee, the Bell & Gossett ecocirc 20-18 is designed to simplify circulator pump selection by providing high flexibility and high energy efficiency performance across a wide range of pumps and sizes. “Solving a multitude of heating, cooling and potable water applications with nine different product settings, the new ecocirc 20-18 line is a cost-effective and inventory-reducing solution,” he says. 847-966-3700; www.bellgossett.com

Snake Trap toilet auger cover

Snake Trap’s universal 6-foot toilet auger cover solves the longstanding problem of how to transport toilet augers to and from jobs without making a mess or spreading infected drippings. Fitting the majority of major brands including RIDGID, General Pipe Cleaners and Brasscraft, Snake Trap’s toilet auger



cover line allows for one-handed tool transport with no drips, eliminating the use of two-handed, unsanitary methods such as towels, spackle buckets or garbage bags. The company’s drip prevention has been endorsed by the Association for Professionals in Infection and Disease Control - Long Island and is sold nationally on www.homedepot.com, www.lowes.com and www.thesnaketrap.com. 631-686-4447; www.thesnaketrap.com



Milwaukee Tool M12 Stick Transfer Pump

Milwaukee Tool's new M12 Stick Transfer Pump transfers water without interruption, and the water transfer pump delivers superior filtration and eliminates the

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Kohler H2Wise and H2Wise+ water monitoring systems

Kohler's two new water monitoring systems, the Kohler H2Wise and H2Wise+ powered by Phyn provide efficient solutions to address a variety of concerns or budget. Both monitoring systems deliver immediate alerts for minor or major leaks, run a diagnosis of the entire home's plumbing to detect hidden issues, provide pre-freeze warnings to help prevent frozen pipe bursts and track daily water usage by each fixture and faucet in the entire home. The H2Wise is designed to be installed by the homeowner, and through the KOHLER Konnect mobile app, users can run a diagnostic test to detect potential problems, and track water usage. H2Wise+ should be installed by a professional onto the main waterline. It provides the ability to shut off the main water supply automatically and remotely when a leak is detected. H2Wise+ analyzes the entire home's plumbing 24/7 to detect hidden issues every time water is turned on in the house. **920-457-4441; www.kohler.com**



ENPRESS In-Out Head with Bypass

The In-Out Head from ENPRESS allows for systems to run in upflow or downflow service, has up to four different sampling ports for easy system design flexibility, and comes in two



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Watts LF909-FS flood sensors

Integrated flood sensor technology is now standard on all large diameter (2 1/2- to 10-inch) Watts 909 backflow preventers. Flood sensors can be easily activated with add-on cellular or battery management system kits.

Sensors are designed to detect discharge from the RPZ backflow's relief valve, so action can be taken to prevent flooding. An integrated sensor is now pre-installed at the relief valve, directly before the air gap, on all large diameter 909s. The integrated, self-calibrating flood sensor detects potential flood conditions. Customers can receive multichannel alerts via email, text and phone call using optional activation kits. Activation kits include options for connecting to the building management system or connecting through the cellular gateway, utilizing the Watts cloud-based platform SynctaSM. Customers can upgrade existing 909 valves already installed with the new technology using upgrade kits. **978-688-1811; www.watts.com**



SJE Rhombus Installer Friendly Series single phase panels

SJE Rhombus' redesigned Installer Friendly Series single phase panels now feature an easy-to-use color LCD on the inner door for programming and system monitoring. The menu navigation can be used to select pump hand/off/auto mode, convert between demand or timed dose operation, adjust pump activation levels and switch between traditional floats or the C-Level sensor for continuous level monitoring, all while in the field. Users can also check the tank level indication and setpoint monitoring at a glance. The LCD display also identifies the lead pump by a graphic ring around the current lead pump regardless of control mode (timed dose or

demand) as well as displays remaining time in each active on-or-off timed dose mode, as well as at-a-glance on-or-off time elapsed graphic around lead pump. The IFS simplex panel controls one 120/208/240-volt single phase pump, while the duplex controls two 120/208/240-volt single phase pumps in water and wastewater applications. **218-847-1317; www.sjeinc.com**

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Merrill's frostproof yard hydrants have a new, durable powder coating. The all-weather powder-coat finish will be incorporated into all hydrants, providing enhanced resistance to corrosion, UV and abrasion, ensuring a functional and vibrant yard hydrant. The frost-proof feature utilizes a drainage hole that allows water to drain completely, preventing freeze-ups. **712-732-2760; www.merrillmfg.com**



Bradley Corp. Navigator digital mixing valve

Bradley Corp. newest Navigator digital mixing valve delivers precise temperature control and programmable features. Engineered with advanced technology to deliver and maintain water temperatures within plus or minus 3 degrees F, even during low- and zero-demand periods, the digital valve maximizes safety and efficiency for domestic hot water systems. The valve's intuitive controller allows proactive temperature control by setting the temperature for normal operation and scheduling periodic thermal disinfection cycles. Data logging and BMS integration allow for convenient remote monitoring to ensure the proper water temperature is being distributed, eliminating the risk of elevated temperatures and scalding. The S59-5000 series valve is available in five models ranging from 3/4- to 2-inch size. Two valves can also be combined into a manifold system to deliver even higher flow rates up to 409 gpm at 20 psi drop. **800-272-3539; www.bradleycorp.com**

NIBCO ball valves

NIBCO expanded its line of high-performance ball valves to include 2 1/2-, 3- and 4-inch sizes of the 585HP-LF and 585HP-66-LF bronze ball valves in solder, threaded and press end connections. Designed for commercial and industrial applications, the lead-free and corrosion-resistant 585HP full-port ball valve line allows for easier installation, adjustability and long service life. Laser-welded construction eliminates the threaded body to body-end connection allowing for a higher operating pressure up to 1,000 cold working pressure, and operating temperature up to 250 degrees F. The expanded line features a reversible handle providing flexibility for on-site modifications, large accessible packing nut, and a triple-sealed stem. **800-234-0227; www.nibco.com**



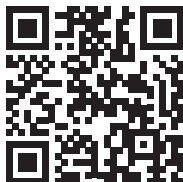
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Shaun Skinner appointed an Isuzu executive officer

Isuzu Motors Limited of Japan announced that Shaun Skinner has been appointed as an executive officer of IML. The appointment marks the first time that a local executive of an overseas Isuzu distributor has been named to an executive officer position in the parent company. Skinner will retain his present roles as president and chief operating officer of Isuzu Commercial Truck of America and president of Isuzu Commercial Truck of Canada.



Asahi/America welcomes Josh Goldberg to team

Asahi/America added Josh Goldberg as its business development manager for industrial and environmental piping systems in the western U.S. He has over 20 years' polymer formulation and product development experience and 10 years in market analysis and technical product sales.



IPT and APS join to supply pull-in-place system

American Pipelining Supplies and Internal Pipe Technologies have joined to have IPT supply APS and all its users with a full-branded pull-in-place pipe lining system. The pull-in-place process allows for renewal of under slab and lateral lines without excavation, and is suitable for 1 1/2-inch diameter pipe and larger sanitary pipes. The liners and epoxy resins will be manufactured by IPT in Abilene, Texas, and will be branded with APS.

In a statement, CEO of APS Jake Saltzman says, "Our partnership with Internal Pipe Technologies will allow American Pipelining Supplies to have a full range of lining options for our clients. Inversion lining is our specialty, and pull-in-place is theirs. By joining forces, we can provide all of our clients with every option they could need for small-diameter lining inside and outside buildings and homes."

Zoom Drain wins Customer of the Year award

Zoom Drain was awarded Spartan Tool's first-ever Customer of the Year award during the WWETT Show, held in February in Indianapolis. The award recognizes long-standing and valuable relationships the Michigan-based wastewater equipment company has developed with other industry leaders.



▲ Mike Schreiner



▲ Mary Olson



▲ Dan Phelps



▲ Jesus Saavedra



▲ Cody Mack



▲ Max Rohr

Caleffi promotes six, adds new sales manager

Caleffi North America promoted six of its employees. Mike Schreiner, the new chief technology officer, is Caleffi's most senior employee, having joined in 2002. Marketing Director Mary Olson joined Caleffi in 2007 and most recently served as manager of digital communications. Dan Phelps was named senior manager, planning and customer service. Phelps joined the company in 2015 as warehouse manager and head of inventory planning and purchasing. New Warehouse Manager Jesus Saavedra is a 14-year veteran and his experience includes operational training at Caleffi's facilities in England and Italy. Product Manager Cody Mack is a seven-year company veteran and most recently served as training and education manager. And Max Rohr is in a newly created role of manager, education and industry engagement. Rohr joined Caleffi in 2020 as training and education manager.

Caleffi also welcomed Joe Robbins as a new regional sales manager. Robbins' focus will be the southeast United States region and is based in Estero, Florida.



▲ Joe Robbins

A. O. Smith launches new monthly live show

A. O. Smith launched a new digital live show for plumbing professionals on its YouTube channel. *In Our Element* will be a monthly show hosted by A. O. Smith Senior Technical Trainer Jerry Winslett. The show will highlight news from A. O. Smith, offer service tips, discuss industry topics, answer common product questions and more. Each episode will run about 30 minutes and will feature a new topic and guest.



▲ (Left to right) AquaMotion's National Sales Manager Rich Gruber presents the 2021 Rep of the Year award plaque to Specification Sales President David Hutchins, Outside Sales Specification Sales Chrissy Hamm, Director of Sales Chris Sweeny, with AquaMotion's President Hans Kuster.

AquaMotion sales rep award winners announced

AquaMotion presented its 2021 awards to two of its sales rep organizations. The Rep of the Year award was presented to Specification Sales, based in Ontario, California. Specification Sales joined AquaMotion three years ago and has demonstrated professional performance with the AquaMotion pump line and recirculation product line. St. Augustine, Florida-based Marsh & Moore was recognized as the Most Enterprising Rep for 2021. They have represented AquaMotion for the past two years and have excelled in growing the company's market presence throughout Florida.



▲ Marsh & Moore's Jennifer Rodriguez, executive vice president, and Perry Hall, inside sales and quotations, receive their Most Enterprising Rep award plaque.

CAST Environmental acquires Geoflow

CAST Environmental Holdings acquired all assets of Geoflow assets. Geoflow will continue to operate as usual. Key staff is being retained, including former Geoflow partner Karen Ruskin Ferguson in a new long-term consultant role. David Morgan will remain as business development and engineering manager, and Jarek Tatarek will continue as the warehouse manager.

MTI Baths joins The Engineered Stone Group

MTI Baths has joined Europe's The Engineered Stone Group, a material specialist focused on the design and manufacturing of engineered stone bathroom products. As with other divisions of the ES Group, MTI will operate independently and continue to serve its customers while benefiting from the resources, technology and innovations of the Group.

Lochinvar leadership changes

Lochinvar President Eddie Goodwin is retiring July 1, and Chief Operating Officer Stephen O'Brien will succeed Goodwin as president. O'Brien has served as COO for Lochinvar since August of 2021, and prior to that he was with Mitsubishi Electric Trane HVAC U.S.



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☐ Sewer/Drain Cleaning ☐ Dealer/Distributor/Manufacturer
☐ Septic System Installation/Repair ☐ Consulting/Engineering
☐ Other _____

WHAT BEST DESCRIBES YOUR PRIMARY JOB FUNCTION?

- ☐ President/CEO/Owner ☐ Management/Supervisor
☐ Operator/Technician ☐ Other _____

HOW MANY EMPLOYEES DO YOU SUPERVISE OR WORK WITH AT YOUR FACILITY?

- ☐ 1-3 ☐ 4-9 ☐ 10-19 ☐ 20+

HOW MANY VEHICLES DO YOU CURRENTLY HAVE IN SERVICE?

- ☐ 1-5 ☐ 6-10 ☐ 11-15 ☐ 16-20 ☐ 21+

WHAT IS THE APPROXIMATE POPULATION OF THE AREA IN WHICH YOU PROVIDE SERVICE?

- ☐ 1-10,000 ☐ 10,001-50,000 ☐ 50,001-100,000
☐ 100,001-200,000 ☐ 200,001-500,000 ☐ 500,001+

WHAT IS YOUR ANNUAL EQUIPMENT BUDGET?

- ☐ \$1-\$50K ☐ \$51K-\$75K ☐ \$76K-\$150K ☐ \$151K-\$250K
☐ \$251K-\$350K ☐ \$350K +

WHAT SERVICES DO YOU PERFORM ON A REGULAR BASIS?

- ☐ Plumbing Maintenance/Repair ☐ Sewer/Drain Cleaning
☐ New Construction - Commercial ☐ Pipe Bursting
☐ New Construction - Residential ☐ HVAC ☐ TV Inspection
☐ Location/Leak Detection ☐ Septic System Installation
☐ Septic Tank Pumping ☐ Other _____

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Sept. 16-21

**American Society of Plumbing Engineers
Convention & Expo,**
Indiana Convention Center, Indianapolis.
Visit www.aspe.org

Sept. 27-28

Canada's National Hydronics Conference,
World Trade Center Prairieland Park, Saskatoon,
Saskatchewan. Visit ciph.com/page/CHC

Oct. 5-7

PHCC Connect 2022,
The Westin Charlotte and Charlotte Convention Center,
Charlotte, North Carolina.
Visit www.phccweb.org/connect

Oct. 16-19

**Mechanical Service Contractors of American (MSCA)
Annual Educational Conference,**
Hyatt Regency Huntington Beach,
Huntington Beach, California. Visit www.mcaa.org

Oct. 18-21

Service World Expo,
Tampa Convention Center, Tampa, Florida.
Visit www.serviceworldexpo.com

Oct. 26-29

World Plumbing Council,
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International Sourcing, Shanghai, China.
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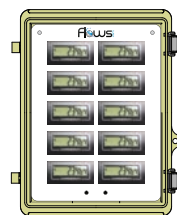


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