

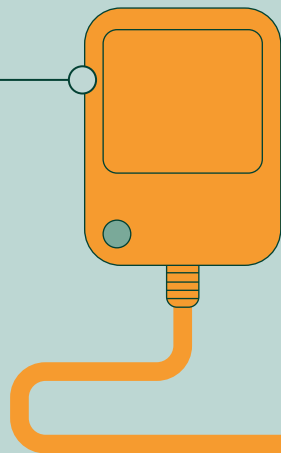
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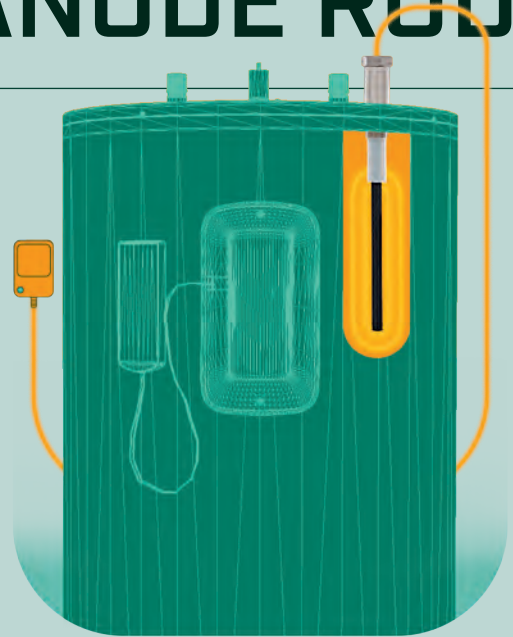
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FULLY ENGAGED

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Plumber Profile *Fully Engaged*

Addition of drain cleaning services to an already full array of plumbing services helps Philadelphia plumber achieve quick growth for his company.

- By Giles Lambertson

On the Cover

John Snyder, owner and founder of John Snyder Plumbing & Heating in Philadelphia, replaces old plumbing with new cast iron fittings on a job site in Philadelphia. Snyder founded the company in 2018 and has since expanded into drain cleaning, a move that has helped the plumbing company see growth. (Photography by Hannah Beier)



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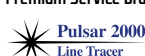
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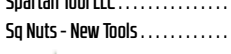


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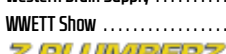


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Plumber

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Cory Dellenbach

Drain Cleaning Services are the Next Step

Drain cleaning services are one way your plumbing company can experience growth, but it will take work to get there

If you ask a regular homeowner what the difference is between a plumber and a drain cleaner, they'll likely say nothing. The average person believes that a plumber is a drain cleaner and a drain cleaner is a plumber.

We know that isn't the case though. Each profession has their speciality, but there are those plumbers who do add drain cleaning services as a way to be a one-stop shop for customers.

There are similarities, of course, which makes it easy to grow your business if it's something you want to do. A plumber just needs to pick up a few important tools like jetters, cameras and drain cleaning machines, and they can add those services to their typical plumbing offerings. That is if you have the people trained to do that work.

FINDING THE RIGHT PEOPLE

The first thing you should do if you are looking to add drain cleaning services to your company is find a qualified person to do those services. You might already have a plumber on your staff that has been training to handle drain cleaning equipment. If you do, that's great and you can get them going right away.

If you don't though, you can either send them to get trained on that equipment at either trade shows or reach out to the various manufacturers that offer this equipment and inquire if they offer training.

Having a person or people dedicated to that service offering will be beneficial to your company for a number of reasons. The first is that it won't take up your time when you're already busy enough running the plumbing side.

Another benefit is advertising that you have a drain cleaning expert on your team and pulling in more customers that way.

CHECKING OUT THE TOOLS


If you're looking to branch into the drain cleaning side of operations, you're going to need the equipment to get you there. You definitely need to check out this issue's Product Focus feature and see what is available to you and your team.

The first thing you should do if you are looking to add drain cleaning services to your company is find a qualified person to do those services.

It's never a bad idea to reach out to some of those manufacturers and talk to them about what equipment they have available and what it could do for your plumbing company. Get you and your team to a trade show where some of this equipment could be and try it out firsthand.

WHAT'S YOUR STORY

Do you already offer drain cleaning services along with your plumbing services? What tips would you have for other contractors looking to do the same? I'd love to hear how you got started with drain cleaning. Email me at editor@plumbermag.com.

Enjoy this issue! 

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OVERHEARD ONLINE

“Simply exiting the office for a week isn’t enough. It’s important to actually disconnect, dedicating your attention to something other than your business and your team.”

— *8 Ways for Business Owners to Disconnect During Vacation*

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THE HEAT IS ON

Handling Heat Dangers

Even for areas accustomed to heat, some of the temperatures and heat index levels have been particularly extreme this year. To guard against things like heat stroke and heat exhaustion for their workers, companies need good planning, even better training, and the best work practices, protocols, and products that make it safer to work hard in the heat. Learn more in this online exclusive.

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BE PREPARED

10 Key Products to Keep for Emergencies

What do you take with you when responding to an emergency call? You never know where a call will lead you, and you might have to provide only a quick fix before getting a full set of tools from the local supply house to finish the job. In this online exclusive, Sean Comerford, technical applications manager at Oatey Co., goes through a list of 10 key products to always keep on hand in your service vehicle for those emergency calls.

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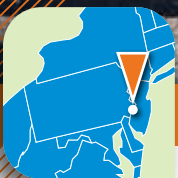
Plumber
Profile

▼ John Snyder, owner and founder of John Snyder Plumbing & Heating, stands near one of his service vans at the company shop in Philadelphia.

FULLY ENGAGED

ISNY Addition of drain cleaning services to an already full array of plumbing services helps Philadelphia plumber achieve quick growth for his company

By Giles Lambertson
Photography by Hannah Beier



John Snyder Plumbing & Heating, Philadelphia, Pennsylvania

OWNER	John Snyder
FOUNDED	2018
EMPLOYEES	4
SERVICES	Full array of plumbing services, including water heater installation, waterline repair, hydronic heating systems and drain cleaning
SERVICE AREA	Philadelphia and Montgomery County
WEBSITE	www.johnsnnyderplumbingheating.com

John Snyder's life in the last four years has definitely changed. He started offering plumbing services in the Philadelphia area. Just him and his old truck.

Now the owner of John Snyder Plumbing & Heating is presiding over an expanding service company with a commercial storefront and a growing fleet of eye-catching trucks.

"We definitely are growing," he says. "Now we have three trucks, the oldest being a 2019, and we're really busy."

Snyder got into plumbing sort of by happenstance 15 years ago, became a master plumber as an afterthought, and only recently discovered the potential of drain cleaning after attending an industry show.

"My personal expectation was that we should have been a little further along by now, but that's mostly just me being critical," Snyder says. Nothing wrong with an entrepreneur being somewhat dissatisfied with the status quo. It's called motivation and Snyder is fully engaged now.

GETTING SERIOUS

Snyder was initially planning to be a high school history teacher after earning a degree from Marist College in New York. He knew he had to go to college to be successful — that's what his high school teachers told him. When he graduated, his father, a union welder, felt pride that his son was the first in the family to graduate from college.

But Snyder never made it into a high school classroom. He quit an interim administrative job at a hospital after growing disgruntled with shuffling papers and being micro-managed, then went home and told his father that he was unemployed. His father's terse advice was to get a job.

“The real reason I got into drain cleaning was because it opened the way for drain repair work. That's where opportunities really lie.”

John Snyder

Snyder did so after an evening with friends, one of whom had started his own plumbing business and was looking for an apprentice. Snyder hired on.

"I didn't take it as seriously as I should have," he says. "I told myself that I was only doing plumbing until I found a career. After all, I had gone to college. But a couple years later, I was running a crew and I realized I was pretty good at the work and that I should take it more seriously."

The same lackadaisical attitude had resulted in him not seeking to become a master plumber, though he had worked at the trade for five years. He did officially start his apprenticeship at that point and has been a certified master of the trade for seven years now. Three years after becoming certified, Snyder started his company, finally fully engaged as a tradesman.



John Snyder attempts to get the pipe fittings in the correct positions as he works on the replacement of old pipes with the new ones.



◀ Xavier Cornish, a plumber with John Snyder Plumbing & Heating, digs out an area where old pipes are being replaced with new cast iron pipes at a residential property.

▼ Anthony Alfonse makes a cut on a cast iron pipe in order for it to be installed.



“One of the things I really don’t like in our industry is guys who say, ‘I am a rough-in plumber,’ or ‘I’m a service plumber.’ I don’t buy into that. The way I put it is, if water runs through it, we do it.”

John Snyder

ADOPTING DRAIN CLEANING

When John Snyder Plumbing & Heating launched, Snyder offered customers the entire gamut of traditional plumbing services, from faucet replacement to water heater installation to heating systems that circulate heated water through pipes. He did not offer drain cleaning. That wasn’t traditionally done in Philadelphia.

“There’s a big thing in Philadelphia where a lot of master plumbers sub out drain cleaning rather than do it themselves,” he says.

But after talking with friends in the drain cleaning industry, Snyder decided to add it to his menu of services.

“I realized how much money I was leaving on the table by not doing it,” he says. “Talking with them really opened my mind to the opportunities and possibilities in drain cleaning.”

About 18 months after opening his business, Snyder was also inspired by WWETT presentations in Indianapolis.

“I had my eyes opened, and not just about the aspect of cleaning drains,” he says. “The real reason I got into drain cleaning was because it opened the way for drain repair work. That’s where opportunities really lie.”

FOCUSING ON RESIDENTIAL

Snyder hasn’t turned his back on his plumbing roots, of course. After all, drain cleaning isn’t even in the company name. Snyder is steadily growing his plumbing business and has reshaped it to his liking. Early on as company owner, he targeted big commercial plumbing contracts. He soon realized that was not the right track.

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Eye-catching branding

John Snyder credits his wife Megan with coming up with the unusual color scheme in the branding of John Snyder Plumbing & Heating. The two were at the dinner table one evening talking about the business he was about to open. Megan works in the media and marketing industry.

"How do I stand out?" Snyder asked her.

"Work on your branding. Maybe pick out a color that no one has," she responded.

Snyder suggested hot pink.

"I was totally kidding around, but she responded, 'That's an extremely fine line. If you can tiptoe that line, hot pink will be a hit.'"

Snyder decided to run with it. He came up with a logo idea, went to a graphic designer friend and instructed him to use pink in it.

"I told him that I wanted it as pink as possible without being obnoxious," Snyder says. "I told him to take it to a point where a little bit more would be too much."

His friend complied, toning down the bright pink in the logo some by pairing it with gunmetal gray and black elements.

Today, John Snyder Plumbing & Heating crew members wear hot-pink T-shirts and black hoodies. Trucks are wrapped with the pink-and-black logo and message.

"People love it," Snyder says.

When he started the business, he only had one truck. The colors stood out, of course, and people noticed it often and came to believe there was a fleet of pink-and-black plumbing trucks instead of just one.

"I'd get calls. 'Hey, I see one of your trucks,'" Snyder says. "My joke turned out to be a good idea. My wife is smarter than I am."

Which dovetails with a general truth Snyder believes about the importance of learning from others.

"I'm a firm believer that if you're the smartest guy in the room, you're in the wrong room."



▲ The team at John Snyder Plumbing & Heating includes, from left, Khalil Reed, Anthony Alfonse, John Snyder and Xavier Cornish.

"When you're dealing with the big companies, you get lost. You see a contract and you think you're going to get rich, but when you break it down, you make just as much doing residential work and you get paid every single day," Snyder says. "I remember on one commercial job I was doing the finish work when I received my first check. I was financing those guys' jobs. Meanwhile for me, there was a lot of robbing Peter to pay Paul."

Fully 90% of his service work now is residential. He does have commercial accounts, some of them contractual, with small businesses like restaurants and bars. Smaller jobs and quicker payoffs — that's the working formula for the company.

The heating segment of Snyder's business is seasonal.

"No one needs a boiler replaced in August," he says.

Because the company doesn't do any forced-air heater work, dealing exclusively with hydronic systems that rely on heated water circulating through floors, it doesn't do any air conditioning work either.

"I am a firm believer that my guys and I are plumbers," Snyder says.

Still, he declines to pigeonhole himself within the industry.

"One of the things I really don't like in our industry is guys who say, 'I am a rough-in plumber,' or 'I'm a service plumber.' I don't buy into that. The way I put it is, if water runs through it, we do it."

FULL ARSENAL OF EQUIPMENT

Each of Snyder's three service techs is cross-trained to provide any company service, which makes scheduling of service calls easier for his office person. Whoever is in the area or is free can be assigned a call. One of his techs, Anthony Alfonse, has the second most experience in the company. He began working with Snyder when both were employed by his friend's plumbing company. Khalil Reed is a journeyman and Xavier Cornish is an apprentice.

Service trucks are outfitted with Milwaukee power tools. All drain cleaning equipment is RIDGID — Snyder's favorite camera is a RIDGID M40 with a CS6x monitor.

"When I started cleaning drains, I bought what I could get at a good price," says Snyder. "Then I realized I needed to spend money on better equipment to avoid downtime. That's when I went with RIDGID."



▲ Plumber Khalil Reed hands John Snyder a section of cast iron pipe for installation.

Most of the water heaters he installs and works on are Bradford White, a Pennsylvania company that dominates the market in Philadelphia. He works with PVC and PEX plastic piping, cast iron pipe and copper tubing, whatever is called for by plumbing codes in the city.


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▲ Anthony Alfonse, a plumber with John Snyder Plumbing & Heating, looks on as John Snyder works on the installation of new pipes. The company has a total of four employees.

Most of his pipe work is in the 4-to-6-inch range, though he has worked on some 12-inch pipe.

When a job calls for digging, Snyder subs out the task for now. He finally has commercial space with an equipment yard, so he plans soon to pick up an excavator and a compressor and do some excavation work himself.

“Some sewer mains are 12 feet down and I’ll still give that work to the subcontractor,” Snyder says. “They are really, really good operators. One guy can pick up a quarter with his backhoe. When we have to go that deep and shore up the walls, I want them there to make sure we all go home safely.”

Eventually having his own excavation equipment will be more than a plus for billing. It will also help him stay on schedule in responding to customer calls.

“One of the reasons I want to get a mini-excavator is the scheduling,” Snyder says. “There are times when something needs to be dug out and I call my subcontractor and get, ‘Well, I’m booked up for a week and a half.’ That doesn’t help my customers.”

Snyder snakes clogged pipes and has a Picote Mini Miller for descaling them. On his to-get list is a jetter for flushing lines, but a hydrovac unit to clean out a line is not likely to be in his equipment yard any time soon. One reason: In Snyder’s words, “Philly is an old tool city.”

Only a year and a half ago, according to Snyder, did Philadelphia officials allow pipe bursting in the city. Lining

“When I started, ... I bought what I could get at a good price. Then I realized I needed to spend money on better equipment to avoid downtime.”

John Snyder

is still not allowed. Therefore, he feels investing in trenchless technology like lining and coating equipment is pointless at the moment, though he likes what he sees.

“I don’t get enough calls to justify spending a hundred grand on pipe bursting equipment. But bursting and lining are definitely on my radar,” Snyder says. “In a year or two, the city may allow lining. One of the things I’m focusing on is developing a relationship with lining companies so when Philly does allow it, I can hit the ground running.”

A BRIGHT FUTURE

All in all, John Snyder feels good about the future of his company. He has his eye on new products and services — like pipe lining — to offer his customers. He is on pace to put a couple more trucks in service in the next year, which will allow him to assume more of a managerial role in day-to-day operations. The hydronic heating side of the business is poised to expand because of the rising cost of heating oil.

And his drain cleaning work is becoming a sizable component of his business.

“It really is growing,” Snyder says. “Diversifying into drain cleaning helped me make more money and has increased the number of repair jobs and digging jobs. When we go in and put that camera down there and show customers what’s going on, it makes sales so much easier. It really has helped my business.”

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Sri Deivasigamani

The Invisible Danger

Legionella background and mitigation options for plumbing contractors

By Sri Deivasigamani

As an engineer, I appreciate our obligation to specify building systems that enhance the health and welfare of people in the structures we design. But I'm not just an engineer, as over the past decade I've been actively involved with mitigating *Legionella* risks through tankless water heater design. Last spring there was an outbreak of Legionnaires' disease in the Bronx area of New York City involving dozens of people being diagnosed with the disease, and most sadly, several fatalities. It was this horrible outbreak that provided me the inspiration to share this guidance.

This information is not intended to scare you about *Legionella* — there's plenty of other content in the news with that intent. Rather we want to provide some background about *Legionella* and how it can multiply, together with tips for how plumbing contractors can recommend systems that help mitigate its risk.

SIZE AND SCOPE OF THE PROBLEM

There are around 6,000 reported cases of Legionnaires' disease each year in the United States, according to OSHA. Scientists believe the actual number of cases is much higher, given the difficulty in distinguishing Legionnaires' disease from other types of pneumonia. The most recent U.S. population-based study estimated that 8,000-18,000 people are hospitalized each year with Legionnaires' disease.

Yet recent data on *Legionella* outbreaks have suffered under the COVID pandemic. Fewer people are getting tested for *Legionella* because most testing is still focused on COVID. In this compromised testing environment, it appears to take a multiperson outbreak in a specific area before *Legionella* is considered a suspect.

While testing numbers are down, the good news is that there has been an advance in *Legionella* detection. Clinicians now use a urinary antigen test, which detects *L. pneumophila* serogroup 1, one of many organisms that cause the disease, and the one responsible for more than 70% of the reported cases. This testing approach is now available and widely used throughout the U.S.

LEGIONELLA AND ITS POTENTIAL GROWTH

The *Legionella* organism lives and proliferates in a temperature between 68 and 122 degrees F. In temperatures below 68 degrees it doesn't die; it simply goes dormant and is less likely to replicate. Additionally, the organism can survive at 122 degrees for eight hours and doesn't instantly die until temperatures reach 176 degrees. Clearly this organism is tough and can thrive in many common plumbing systems, including stratified hot water storage tanks.

Plenty has been written about the most common breeding pools for *Legionella*: cooling towers; spas/hot tubs; fountains and similar water features, but there's been an absence of information available about *Legionella* and domestic use water systems, so we'll focus on this specific area. Plumbing contractors are responsible for creating healthy built environments.

DOMESTIC USE WATER SYSTEMS

There are three primary conditions required for *Legionella* growth:

- Low water temperature (that is, somewhere between 68 and 122 degrees F)
- Stagnant water
- Presence of biofilm

Clearly these conditions exist in many modern plumbing systems, so let's examine each of these risks.

Water Temperature

The water in a typical hot water storage tank is stratified by temperature — some of which is inhospitable to *Legionella*, but there are frequently pockets of temperatures that are more friendly to the organism.

Depending on the facility or application, the required hot water temperatures will differ. A sink in a hotel room might be limited to 120 degrees, while the hotel laundry facility and restaurants might need 130 degrees or higher. Plumbing engineers and contractors often solve this issue with mixing valves, but mixing valves are mechanical devices, and are therefore prone to problems that can lead

to water being too hot or too cold. Additionally, mixing valves mess with the system equilibrium and may create risk pockets of stagnant water due to oversized piping, dead piping or poorly balanced systems. It's like the human circulatory system — if you have a clogged artery, it creates problems for the entire body, not just for a particular area.

Water Quality and Movement

Water quality in a storage tank is rarely uniform either, with sediment of various types gathering at the bottom of the tank. This sediment is often both a food and insulator for organisms. So, all it takes is for a disruptive event to the tank — for example, water hammer or fire hydrant use nearby — for the tank to stir and create a situation more favorable for *Legionella*.

To meet the requirements of building owners, many plumbing contractors oversize hot water systems to address peak-demand situations when by chance everyone demands hot water at the same time. Some even add a backup hot water storage tank for insurance. And it's this stored (stagnant) water which invites *Legionella*. Aside from

There are around 6,000 reported cases of Legionnaires' disease each year in the United States, according to OSHA. Scientists believe the actual number of cases is much higher, given the difficulty in distinguishing Legionnaires' disease from other types of pneumonia.

Legionella, oversized hot water systems also create efficiency and maintenance problems.

Biofilm

Biofilm is simply a polymeric solution that is excreted from certain organisms. It forms a protective and adherent substrate, is a great insulating factor, and is also a food source, making it a popular breeding ground for bacteria.

As an insulator, biofilm can exacerbate the stratification in a hot water storage tank, making some areas even more attractive for *Legionella*. Biofilms can even grow in high velocity situations where lots of water moves across a surface.

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Legionella does not produce biofilm directly, but it does feed on it.

REDUCING THE RISK


To prevent Legionnaires' disease, it's imperative to reduce the risk of *Legionella* growth and transmission in water systems. We can achieve this by making sure building water systems are clean and well-maintained, while monitoring water regularly for *Legionella* bacteria.

Modern technology also plays a key role in the mitigation of *Legionella* growth, particularly when it comes to the selection of water heaters. A decade or two ago, commercially sized tankless heaters were not available, or were not up to the task. But times have changed and there are great commercial tankless options available for plumbers now.

While tankless technology does not eliminate all *Legionella* risk, it does significantly mitigate the risk by creating a less hospitable environment for *Legionella*, which is achieved in multiple ways:

1. With no stored water, the bacteria, sediment and biofilm, risks found in stagnant water are eliminated. Reducing or eliminating these impurities is key to success.
2. Tankless units maintain a consistent output water temperature without any additional controls in place, eliminating mechanical points of failure found in mixing valves. This consistent water temperature eliminates the stratification of water, with its resulting pockets of attractive temperatures for *Legionella*. Creating temperatures that are inhospitable to *Legionella* is key to removing its risk.
3. Finally, tankless units use advanced flow control, which keeps the water moving rather than storing it in stagnant tanks. *Legionella* cannot thrive in moving water.

PUTTING TANKLESS INTO ACTION

Health care, hotels, multifamily housing units and senior living centers are particularly attuned to mitigating *Legionella* risks, and these industries have exponentially increased their use of tankless water heaters. 

Sri Deivasigamani is the founder and CEO of Intellihot. Sri holds a bachelor's degree from Manipal Institute of Technology, India, and a master's degree in Mechanical Engineering from Clemson University. Sri Holds more than 60 Patents, is a member of the IWBI Health equity advisory committee, and is a 2022 Edison award winner. Intellihot is an innovative designer/manufacturer of built-environment systems that challenge legacy approaches for sustainability. Intellihot offers a range of tankless water heaters and operations services for commercial applications that provide sustainability, cost savings and water quality safety. Learn more at www.intellihot.com.



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Roadmap to Selling

Look for a team of qualified professionals to guide you through the process of selling your plumbing company

By David Steinkraus

About three years ago, father and son Andrew and Josh Gunia realized the time had come to do something with A Advanced Septic and Construction Inc.

Based in Auburn, Washington, part of the suburban area that runs south from Seattle to Tacoma, the company had grown and expanded under Andrew. Josh says he was chafing against the limits of not being the owner.

“As we get older, we measure the amount of risk we’re willing to take on differently based on where we are in life,” says Josh, now owner and president of the company. “For me, I’m willing to take on lots of risk financially in many different areas because, worst-case scenario, if it all disappears, I’m young enough that I can rebuild and have years of life on my side hopefully.” He’s 39.

As a result, Josh says, their growth strategies, their acceptance of risk, and their willingness to partner on projects were different for him and his father in the last few years.

GROWING THE BUSINESS

Andrew, now the former owner, had started and expanded the company to seven divisions including civil construction, residential construction, plumbing, electrical, pumping, installing and home rehabilitation.

“Home rehab, that was my fantasy, but Josh couldn’t stand it,” Andrew says, and Josh laughs softly. “On top of that, it lost money for several years in a row.”

Also, Andrew says, he was passionate about civil construction while Josh had more liking for residential work.

“One of my problems is that, still to this day,” Andrew says, “I have to fight my own self to see my boys as 38 and 39 and leaders in the industry — when in my mind’s eye they’re still 17 and 18.”

“We got to the point where Josh said, ‘Hey, either I’m leaving, or you’re leaving.’ By that time it wasn’t fun for me anymore either,” Andrew says.

Andrew says he realized the company was already larger than anything he’d envisioned, and he wasn’t interested in taking the company to another level.

“The good news in all of that process, is the key values and morals stayed intact in spite of feelings,” Andrew says. When they got past the emotions, he says, they were able to come up with a plan.

Through a referral, they connected with investment bank JD Merit. In about 90 days, the Gunias received an evaluation of the company. The value was not what the Gunias needed for Andrew to retire, but they learned how to adjust the value so Josh could get financing to make the purchase.

IT TAKES A TEAM

Ideally, business owners should start planning for an exit when they start the business, and a few do, says Sean Ostrander, vice president with JD Merit in Gig Harbor, Washington. He is the mergers and acquisitions adviser who helped the Gunias reach their solution.

“This was a father and son who loved each other deeply, and the business was a sticking point in the relationship,” Ostrander says.

A mergers and acquisitions specialist should assemble a helpful team of professionals, he explains: They coordinate with certified public accounts, attorneys, wealth advisers and others so a deal moves smoothly. They also look for buyers. A portion of his time, he says, is spent on the phone maintaining relationships with private equity companies that may be interested in buying a business.

One of the biggest pitfalls for any business owner seeking to exit is to listen to the first potential buyer who knocks on the door, Ostrander says. Never assume that first person will end up buying the business, he says. The difference between that and a managed sale with multiple buyers could mean millions of dollars, he says.

Many business owners don’t understand how to value a business, he says. Typically they believe value equals assets,

which may undervalue the company, or they believe the business to be worth more than it is, he adds. Cleaner financial statements often result in a higher valuation, he explains. Someone who treated a business like a personal bank account, who ran thousands in personal expenses through it, he adds, may find that makes a difference of a couple of million dollars in a sale.

“The critical part,” Ostrander says, “is to identify the life situation you want when you exit, and chart the steps needed to accomplish that goal based on your life situation now.”

REMAIN FLEXIBLE

For anyone with a business, Josh says, plan ahead because whether you’re selling to a family member or another company, buyers will be looking at financials for the most recent three years. But beyond accounting, establish the values or principles from which you want to approach the transaction, he advises.

“It’s very important to guard yourself from other people’s opinions and influence. It’s a very emotional time,” Josh says. Some of his advisers disagreed with the way he and his father worked things out, he says. “Had I listened to them, and not protected the core values we agreed on at the beginning, we wouldn’t have had a deal.”

At the same time, you must be flexible, Josh says. Too many people get stuck in their preconception of how a deal must happen, he says, instead of realizing that a different process could generate the same outcome.

Have your team in place — your banker, accountant, lawyer, and the people in your office, Josh says. “Our team, inside of my building, is what made this deal come together. It was their hundreds of hours of document requests, of meticulous attention to documents.”

Learn EBITDA, Andrew says. That’s a financial measurement: earnings before interest, taxes, depreciation and amortization.

“I really didn’t think it was going to happen,” Andrew says, “and there were so many components in this process that I would have never thought of, but also really didn’t have any control of.

“The message I would openly share,” Andrew says, “for anybody who is a business owner, is prepare, prepare, prepare and spend some time around the topic because, quite frankly,

“The message I would openly share for anybody who is a business owner, is: prepare, prepare, prepare, and spend some time around the topic because, quite frankly, this is your identity, your purpose, everything you’ve been doing for a lifetime.”

Andrew Gunia

this is your identity, your purpose, everything you’ve been doing for a lifetime.”


A SUCCESSFUL OUTCOME

Josh and his father remain partners in a couple of other businesses, one a property management company that owns the land A Advanced is on, and another that owns land on which is a \$23 million plant that produces clean water and fertilizer from municipal wastewater, and is owned and operated by Generate Upcycle and Sedron Technologies.

Transfer of A Advanced, the primary company, is complete.

“Was it worth it? Absolutely,” Andrew says. “I now spend every other month in Arizona enjoying the fruits of a lifetime of showing up every day whether I wanted to or not.”

There is more to think about. Just five months after finishing the business transfer, at age 60, Andrew had a heart attack. There are three stents in his chest. There was a period of time, he says, when he had to attend to the details of his life as if he would not be around anymore.

“There’s no guarantees on how it all works out and plays out, and how long you get to enjoy what you’ve earned,” he says. 



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Randy Lorge

Raising a Village

To help address some of America's dirty secrets and get them clean water and sanitation, organizations need to find ways to work with the communities

By Randy Lorge

In Part I of this three-part article, I outlined the staggering number of Americans who live without safe water and sanitation. That number is more than 2 million and includes men, women and children here, today, in the United States. In Part II, I explained the challenges that one area of the U.S., Lowndes County, Alabama, is facing due to soil conditions which are not favorable for traditional septic systems and how the poverty rate there is forcing the residents to use “straight-pipe” systems to discharge their wastewater.

In this final article, I'm going to give you an overview of how my International Water, Sanitation, and Hygiene Foundation Team and our partners are working together to address these systems in Lowndes, and provide safe and sanitary plumbing systems.

Hundreds, yes, hundreds of homes in Lowndes County are in dire need of new or rehabilitated septic systems. The soil type, known as Black Prairie soil, is virtually nonabsorbent and as I mentioned, does not play well with conventional type septic systems. As with almost all these types of sanitation projects, the key to addressing the problem is finding the funding to do it, acquiring the plumbing products for the repairs and replacements, attaining the qualified/licensed professionals to install it and providing the education to sustain it.

The folks receiving these systems are some of the most humble, hardworking, people I have ever met. They weren't looking for a handout, they just needed some help.

THE FUNDING

In Part II of this series, I mentioned an organization by the name of The Black Belt Unincorporated Wastewater Program. An amazing woman by the name of Sherry Bradley, founded BBUWP. Sherry is the former director of the Bureau of Environmental Services with the Alabama Department of Public Health. She served as a public servant for 45 years and has worked in the field on this project since 2018.

Sherry saw firsthand for almost 20 years the improper wastewater disposal that was occurring in Lowndes County and decided enough was enough. Sherry, along with several others, decided to produce a model onsite program that local officials could follow. It took her three years to do, but she's nailed it!

BBUWP worked hard to secure a federal grant from the USDA. That grant was originally scheduled to fund 100 homes, which are registered in the program. With some modifications, the grant will now cover upwards of 200 homes. She and her staff continue to work towards securing other grants and donations as well.

The BBUWP program is the first project of its kind where a homeowner pays a one-time down payment of either \$500 or \$1,000, depending on the soil type and \$20 per month for maintenance of the system. What I like about the program is it gives the participants “buy-in.” It makes the system “theirs.” The folks receiving these systems are some of the most humble, hardworking people I have ever met. They weren't looking for a handout, they just needed some help. BBUWP is doing just that.

INDUSTRY SUPPORT

With the funding falling into place for BBUWP, the need for industry support was up next. It's here that the Lixil Company, which manufactures American Standard and GROHE brand plumbing products, came to the table.



▲ A photo showing a septic tank installation taking place in Lowndes County, Alabama with the help of The Black Belt Unincorporated Wastewater Program. (Photo courtesy Randy Lorge)

▶ A team from IWSH inspects plumbing fixtures at a home in Lowndes County, Alabama. IWSH developed a home plumbing survey, which provided a comprehensive view of the home's interior plumbing.

Lixil brought in another company by the name of FujiClean USA, which is a manufacturer of onsite domestic wastewater treatment systems. By utilizing their pretreatment systems, they were able to address the unique soil conditions in Lowndes County. The wastewater that leaves these systems is so clean that the installers can install drip system septics.

The drip distribution system is a type of effluent dispersal that can be used in many types of drain fields. The main advantage of the drip distribution system is that no large



mound of soil is needed as the drip laterals are inserted into the top 6 to 12 inches of good soil which is located above the Black Prairie soil.

Next, with FujiClean onboard, Lixil knew that a key component to maintaining a septic system and promoting a long life for it, was to ensure that the minimal amount of effluent possible is discharged to the system from the home. To do that, Lixil donated highly efficient WaterSense plumbing fixtures, faucets and showerheads. This not only puts less stress on the septic systems, but it also assists in lowering the homeowner's water bill. I'd also like to add that in some cases, it was documented that the water bills declined by almost half!



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LABOR SUPPORT AND EDUCATION

Having the funding and manufacturer support, the next part needed was the labor to install everything. FujiClean worked with local septic installers and trained them on the installation of the systems.

My IWSH team then came in to provide the labor for the interior plumbing work. Now, just to be clear, we do not have a large team. As a matter of fact, there are only three of us on the U.S. based staff. Two of us are plumbers and our director is from the government relations world. Now add into the equation that my co-worker — who is the other plumber on the team — and I both have full-time jobs with the International Association of Plumbing and Mechanical Officials and there is no way our foundation could take on the hundreds of homes in Lowndes that need repair and upgrades.

So, we did what we do best. We connected with labor unions and associations that represent licensed plumbers and organized a group of volunteers to assist us.

Together we were able to begin the process of making the repairs needed. While the group was still somewhat small, the impact we made was huge. This opportunity to work side by side with these professionals allowed us to also work on putting the spotlight on the shortage of skilled labor and, at the same time, bring in contractors who were not aware of BBUWP's efforts or needs for licensed plumbers. This set the stage for an opportunity for both parties to look at potentially contracting together and continuing the work that needed to be done long after IWSH left.

COMMUNITY INVOLVEMENT

The last piece of the equation that IWSH felt it could assist with was pulling in more community involvement to assist with the plumbing issues. I'm sure you've heard the phrase "it takes a village to raise a child." If you Google it, you'll find its meaning to be that it takes many people ("the village") to provide a safe, healthy environment for children, where children are given the security they need to develop and flourish, and to be able to realize their hopes and dreams.

What if we twist that phrase around a bit: "it takes the children of the village to raise the village." Think about it like this; "To provide a safe, healthy environment for the village, where the village is secure, the children need to continue to develop it, so it flourishes and hopes and dreams come true."


The way in which we did this was by developing a home plumbing survey. This survey provides a comprehensive

Together we were able to begin the process of making the repairs needed. While the group was still somewhat small, the impact we made was huge.

view of the home's interior plumbing. It identifies flow rates of faucets, water consumption of fixtures and fixture counts. It also establishes the condition of the fixtures, valves, faucets and appliances. Overall, it provides enough information to create a job sheet for each home which needs repairs or updates. These job sheets can then be turned over to the contractors for bids or quotes. They also serve as a resource to track the repairs and the improvements being made across the community.

We then worked with local high school students and trained them on how to perform the survey and gave them a Plumbing 101 lesson at the same time. The training included classroom and hands on home surveys where we walked through homes with the students explaining how the survey worked and enforcing the method of filling it out. It also gave the students an opportunity to ask "on the job" type questions. What was cool about the training was that it served two needs. As I mentioned above, it created job sheets for the homes and second, it gave these students an introduction to the plumbing field.

The training materials we created were turned over to BBUWP and we continue to support it by performing trainer-type classes for new instructors, updating them as needed, and making ourselves available for any questions the trainers or students have.

So, as you can see, by working together we "Raised the Village" and assisted in cleaning up one of America's dirty secrets. 

Randy Lorge is a third-generation plumber and the director of workforce training and development for the International Association of Plumbing and Mechanical Officials. Lorge is also a member of the planning team for the International Water, Sanitation and Hygiene Foundation. This 501(c) (3) foundation has completed water and sanitation projects for those less fortunate in India, South Africa, Indonesia and, more recently, the United States. He enjoys time with his family and spending as much time as possible in his deer stand. To contact Lorge, email editor@plumbermag.com.

“EVERYONE TALKS ABOUT SUPPORT, NUFLOW ACTUALLY PROVIDES IT.”

PROFILE

NuFlow Certified Contractor

Jayson Arendall saw the need to expand and diversify his leak detection business. He chose NuFlow in March of 2019 because of their superior products and reputation for outstanding support.

“The culture of NuFlow is what makes this work. They give you a sense of family with the type of support they provide.”

The NuFlow team worked with Jayson to get him up and running, first with hands on technical training and then following up with onsite support.

“One of my very first jobs was really technical. I called NuFlow and they sent two guys out to help me bid and execute the job. Everyone talks about support, NuFlow actually provides it.”

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Drain Hound

Vancouver, Washington

When it came time for Taylor Prouty to come up with a mascot and a design for his plumbing van, he didn't have to look too far. Actually, he just had to look next to him and his dog, Dinah. Dinah quickly became the company mascot — and face — for Drain Hound, based in Vancouver, Washington. The van pictured here is a 2012 Ford E-350 with a service body. "As a residential plumber in Washington that does plumbing and drains it gives me more than enough room for stock of parts and fittings while there's also room for my jetters, snakes and cameras," says company owner Taylor Prouty. The design on the van was done by a freelancer on Fiverr, an online marketplace for freelance services and local company International Nameplate and Graphics installed the wrap. Side boxes on the van have heater cores plumbed into them with fans so during wet times of the year, the boxes stay dry and cordless tools charged from the built-in inverter. For more information on Drain Hound, go to www.drainhound.com 



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 GENERAL PIPE CLEANERS 1101 Thompson Ave., Mc Kees Rocks, PA 15136-3818 800-245-6200 • 412-771-6300 www.drainbrain.com • info@drainbrain.com See ad on page 60	JM-1000 JM-1450 JM-2900 JM-3055 JM-3080 JM-2512 Typhoon	3" 4" 8" 8" 8" 10"	1,500 1,500 3,000 3,000 3,000 2,500	1.4 1.7 4 5.5 8 12	1.2 HP 1.5 HP 13 HP 16 HP 20 HP 24 HP
 HI-VAC CORPORATION 117 Industry Rd., Marietta, OH 45750 800-752-2400 • 740-374-2306 www.hi-vac.com • sales@hi-vac.com	O'Brien 3518-SC O'Brien 7018-SC O'Brien 7030-SC O'Brien 7040-SC O'Brien 7040-T	up to 12" up to 12" up to 18" up to 24" up to 24"	4,000 4,000 3,000 2,000 2,000	18 18 30 40 40	74 HP Diesel 74 HP Diesel 74 HP Diesel 74 HP Diesel 74 HP Diesel
 HOTJET USA 14773 Heritage Crest Way, Riverton, UT 84065 800-624-8186 • 801-545-0777 • (f) 801-545-9132 www.hotjetusa.com • chester@hotjetusa.com See ads on pages 3, 55	HJ III HJ II XF III XF II	24" 12" 24" 12"	4,000 4,000 4,000 4,000	18 10 18 10	70 HP Gas/Vanguard 35 HP Gas/ Vanguard 70 HP Gas/Vanguard 35 HP Gas/ Vanguard
 MONGOOSE JETTERS BY SEWER EQUIPMENT 1590 Dutch Rd., Dixon, IL 61021 877-735-4640 www.sewerequipment.com sales@mongoosejettters.com See ad on page 19	Mongoose Jettters Model 123 Mongoose Jettters Model 184 Mongoose Jettters Model 254	8" 12" 24"	3,000 4,000 4,000	12 18 25	Gas/Diesel Gas/Diesel Gas/Diesel

COMPANY DIRECTORY

CARRY	PUSH/PULL	TOW	MOUNTED	HOSE REEL CAPACITY	WIRELESS REMOTE CAPABILITY	HOT WATER JETTING
		✓		500'	✓	✓
		✓		500'	✓	✓
		✓		500'	✓	✓
		✓		500'	✓	✓
		✓		500'	✓	✓
	✓		✓	200' x 3/8"	✓	
			✓	400' x 3/8"	✓	
			✓	400' x 1/2"	✓	
			✓	400' x 1/2"	✓	
	✓			200' x 3/8"	✓	✓
✓	✓			150' x 1/4"		
	✓			200' x 3/8"		
	✓			300' x 3/8"		
	✓			300' x 3/8"		
		✓	✓	400' x 1/2"		
		✓		400' x 1/2"		
		✓		400' x 1/2"		
		✓		400' x 3/4"		
			✓	400' x 3/4"		
✓	✓	✓	✓		✓	✓
					✓	✓
					✓	✓
					✓	✓
		✓	✓	250' x 3/8"	✓	✓
		✓	✓	600' x 1/2"	✓	✓
		✓	✓	500' x 5/8"	✓	✓

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MODEL

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(PSI)

FLOW
(GPM)

MOTOR/ENGINE

M20
M30
MV84

4"
6"
10"

1,500
3,000
4,000

2.1
4.5
8

2 HP
390cc
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727
738
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Warrior
Ultimate Warrior
Urban Soldier
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Ultimate Urban Warrior
Ultimate Urban Warrior Highflow
758
The Cadet

1 1/4 to 6"
1 1/4 to 6"
3 to 12"
3 to 12"
up to 24"
up to 24"
up to 13"
up to 18"
up to 24"
up to 24"
3 to 12"
1 1/4 to 3"

1,500
3,000
2,000
3,000
4,000
4,000
3,000
3,000
4,000
4,000
2,300
3,000
1,500

2.2
4
12
12
18
18
10
19
21
32
12
2

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Gas w/Electric Start
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12"

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4,000
3,000
2,200
2,200

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13
23

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RIDGID



MYTANA

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Gorlitz, RIDGID,
Piranha, Warthog

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✓	✓			115' x 1/4" 200' x 3/8" 250' x 3/8"	✓	✓
	✓			115' 200' 250' 350' 500' 500' 200' 360' 520' 260' 350' 25'	✓	
✓	✓			150' 300' 400' 500' 800'		✓

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3012H COMPACT SKID

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Honda Engine

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<p>ALLAN J. COLEMAN 5725 N Ravenswood Ave., Chicago, IL 60660 773-728-2400 • (f) 773-728-2499 www.allanjcoleman.com • info@allanjcoleman.com See ad on page 45</p>				<p>RIDGID, General Pipe Cleaners, Electric Eel, Duracable, Milwaukee Tool, Spartan Tool</p>
<p>CENTRAL OKLAHOMA WINNELSON 5037 NW 10th St., Oklahoma City, OK 73127 888-947-8761 • 405-947-8761 • (f) 405-947-1934 www.centralwinnelson.com • krjones@winnelson.com See ad on page 39</p>	<p>K-3800 K-400 K-7500 K-50 K-60SP</p>	<p>100' Max 100' Max 250' Max 100' Max 150' Max</p>	<p>3/4 to 4" 1 1/4 to 4" 3 to 10" 3/4 to 4" 1 1/4 to 4"</p>	<p>RIDGID</p>
<p> DURACABLE MANUFACTURING 300 Ashworth Rd., West Des Moines, IA 50265 800-247-4081 www.duracable.com • sales@duracable.com See ad on page 59</p>	<p>DM175 upright DM55 sled J-MAXX sled DM150 pivot DM138 sink</p>	<p>11/16" or 3/4" x 100' 11/16" or 3/4" x 150' 3/8" or 1/2" x 75' 3/8" or 1/2" x 75' 3/8" or 1/4" x 75'</p>	<p>3 to 10" 2 to 10" 1 1/4 to 4" 1 1/4 to 4" 1 1/4 to 3"</p>	
<p> GENERAL PIPE CLEANERS 1101 Thompson Ave., Mc Kees Rocks, PA 15136-3818 800-245-6200 • 412-771-6300 www.drainbrain.com • info@drainbrain.com See ad on page 60</p>	<p>Super-Vee and Power-Vee Mini-Rooter XP Speedroooter 92 and XL Flexi-Rooter Maxi-Rooter Sewerooter T-4</p>	<p>50' x 3/8" or 5/16", 35' x 3/8" 75' x 3/8", 50' x 1/2" 100' x 3/4" or 5/8" 75' x 5/16" 125' x 3/4" or 150' x 5/8" 100' x 5/16" or 75' x 5/8"</p>	<p>1 1/4 to 3" 1 1/4 to 4" 3 to 10" 2 to 4" 3 to 10" 3 to 6"</p>	
<p> MYTANA 746 Selby Ave., St. Paul, MN 55104 800-328-8170 • 651-222-1738 • (f) 651-222-1739 www.mytana.com • mytana@idexcorp.com See ad on page 7</p>	<p>M661 M745 M81 M888</p>	<p>100' 100' 125' 125'</p>	<p>1 1/2 to 4" 1 1/2 to 6" 3 to 10" 3 to 10"</p>	
<p> PICOTE SOLUTIONS 8350 Dancing Waters Ln., St. John, IN 46373 708-267-6366 www.picotesolutions.com tony@picotesolutions.com See ad on page 51</p>	<p>Picote Mini Cleaner Picote Mini Miller Picote Mid Cleaner Picote Super Midi Miller Picote Maxi Miller</p>	<p>50' 50' - 32' extension available 75' - 32' extension available 66' - 32' extension available 100' - 50' extension available</p>	<p>1 1/4 to 3" 2 to 4" 2 to 6" 3 to 6" 3 to 10"</p>	

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Cable Machines

Duracable DM138

The **Duracable DM138** machine can be used to clear 1 1/4- to 3-inch residential lines, sinks, shower and bathtub drains. Packages include an 8- or 14-inch drum and up to 90 feet of 3/8-inch cable or 37 feet of 1/4-inch cable. Powered by a 1/4 hp motor, this compact machine is operated with an air foot pedal and optional mini power cable feed and return. Its continuously welded frame holds up to the challenges of the job, and a heavy-duty front bearing mount adds to the stability of this machine. The machine is equipped with a self-aligning head bearing which ensures that the reel will stay in place when in operation. It also allows for a quick reel change on the job. A guide tube keeps cable from scratching surfaces, and non-marring pads protect flooring whether the machine is run in a horizontal or vertical position. **800-247-4081; www.duracable.com**



Electric Eel Model D-5

The **Model D-5** from **Electric Eel** is a continuous cable drum machine for cleaning 3- to 10-inch lines up to 100 feet. The high-density polyethylene drum and belt guard will not rust or dent and holds up to 100 feet of 3/4-inch Tri-Max cable. Three sealed, heavy-duty ball bearings support the drum and thick-wall guide tube for extended wear. It is powered by a heavy-duty, 1/2 hp, capacitor-type motor to provide more torque. It has large, 10-inch solid wheels for easy maneuvering and stabilization while in operation. It has 1 1/4-inch steel tubing framework, five-position height adjustments on the handle, a wheel brake, continuous belt skids and a loading wheel built into the handle, GFCI on a 20-foot line cord and an air-operated foot switch for easy operation. **800-833-1212; www.electriceel.com**



Gorlitz Sewer & Drain Model GO 68HD

The **Model GO 68HD** heavy-duty electric drain cleaning machine from **Gorlitz Sewer & Drain** is available in two different versions, either with an open steel reel or enclosed polyethylene drum, and it can be outfitted with an optional power feeder. Standard configuration is 150 feet of 11/16-inch hollow-core cable, which should reach most blockages with a single reel. Overall weight of the machine is 185 pounds. Adding a loading ramp and electric winch to any vehicle makes transportation quick and simple. It is designed to clean pipes from 3 to 8 inches in diameter. **877-446-7548; www.gorlitz.com**



Milwaukee Tool M18 FUEL High Speed Chain Snake

Milwaukee Tool's M18 FUEL High Speed Chain Snake can descale up to 75 feet out for easy, controlled wall-to-wall cleaning. It has a variable speed dial and durable electronic foot pedal for more control in the line, along with a mechanical clutch to protect the cable in the application. The partially enclosed drum allows for mess containment and easy access for cable cleaning and field repair. The telescoping handle and the durable wheel base provide easy transportation on and off the job site. With the power to complete multiple jobs on one charge, it can clear up to 150 feet of scale buildup when paired with an M18 REDLITHIUM HIGH OUTPUT HD 12.0 battery pack. Milwaukee has 1 1/2-, 2-, 3- and 4-inch Standard Chain Knockers, as well as 1 1/2-, 2-, 3- and 4-inch Carbide Chain Knockers, both for 5/16-inch Chain Snake cable. **800-728-3878; www.milwaukeetool.com**



RIDGID K-4310 FXP Drum Machine

The K-4310 FXP Drum Machine is RIDGID's most powerful drum machine, featuring a cable counter that provides real-time, in-pipe cable distance for faster locating and diagnostics. Ideal for residential and commercial plumbing and drain cleaning projects, its powerful brushless DC motor spins at 230 rpm and provides long-lasting runtime, with less required maintenance. Clearing 3- to 10-inch lines, it is powered by the FXP Technology Platform, which provides cordless freedom and powerful performance. The cable distance tracking feature allows professionals to always know where their equipment is located within the line, simplifying cleaning. The enclosed quick-change drum is easily removed, allowing for easier setup and transport, while the rotating inner drum efficiently dispenses cable and reduces the chance of cable flip over. Integrated AUTOFEED Technology advances and retrieves cable up to 28 feet per minute with zero tools. **800-769-7743; www.ridgid.com**



Oatey Hercules PT-BIO1

Hercules PT-BIO1 from Oatey eliminates drainline buildup and controls odors with grease and waste-digesting bacteria and biodegradable grease and soil removers. It is a concentrated liquid blend of fast-acting grease, waste-digesting bacteria, and safe, biodegradable grease and soil removers. It continues its grease-digesting action in grease traps and sewer lines and improves the performance of cesspools, septic tanks and drainfields. The waste-digesting bacteria biodegrade greasy matter en route, preventing redeposition and problems such as interior corrosion and sewer gas formation. This product contains no acids, caustics, solvents or other harsh chemicals. It is safe for use in all types of drainage plumbing and is USDA authorized for use in food processing plants. It is offered in four variations of sizes, ranging from 32 ounces to 15 gallons. **800-321-9532; www.oatey.com**

Grease Bacteria/Chemicals

Century Chemical Bio-Snake Blocks

Bio-Snake Blocks from Century Chemical are an environmentally friendly, easy-to-use grease trap and drain treatment product that decreases grease buildup by 96%. Hanging a block in the grease trap will ensure that it continues to release new bacteria over time, functions properly, and will cause an immediate reduction in grease buildup and a reduction in odor. They also reduce effluent biochemical oxygen demand levels by up to 80%. Take control of the grease traps, and serve your customers with this cost-effective, time-release formula containing bacterial spores that digest grease and turn it into carbon dioxide and water, working 24 hours a day, seven days a week. **800-348-3505; www.centurychemical.com**



Nozzles

Arthur Products Cnt-r-KUT G2 EMAX2

The Cnt-r-KUT G2 EMAX2 from Arthur Products is an interchangeable cutter nozzle to clear roots and debris. The centering devices can be modified for custom applications. They help operators tackle tough jobs, including when using drain cleaning nozzles in tight spaces in damaged sewers. Technicians can expect to achieve maximum cleaning spread in drains and other pipes, according to the maker. **800-322-0510; www.arthurproducts.com**



Cherne Clog-Buster Drain Flusher

The **Cherne Clog-Buster Drain Flusher** unclogs drain pipes in seconds, and can attach to a standard 3/4-inch garden hose fitting. Users can remove the aerator from the spigot of the faucet and attach the faucet adapter. When connected to a water source, it will pressurize the seal and deliver a blast of water to free a clog. This will help keep drainlines clean and clear of debris so water can flow freely. While using this product, insert it as far as possible into the drain and slowly turn on the cold



water. This should almost immediately lead to the clog dislodging. It also eliminates the need for using chemicals. It is available in three variations of sizes, ranging from 1-2 inches to 4-6 inches. **800-843-7584; www.cherneind.com**

Envirosight Jetscan

Envirosight's **Jetscan** wireless, HD video nozzle system streams video footage straight to a tablet post-cleaning. This footage can be offloaded wirelessly or via a USB connection. Using it means operators don't have to clean blindly, and can document conclusively that a line has been adequately cleaned. It provides an inexpensive solution to assess pipe condition and cleaning success, eliminating repeated callouts and wasted resources. This video nozzle system includes features for ease-of-use and increased efficiency: tool-free sleds of varying sizes for simple deployment in a variety of lines, wireless charging and an app-based tablet interface making it easy to view, annotate and share footage. **866-927-5634; www.envirosight.com**



Enz USA Mini Rotodrill

The **Mini Rotodrill** nozzle from Enz USA has a rotating front jet for improved cutting performance. It is highly effective clearing blocked pipes, roots and wet wipes. It has excellent power to push material forward, and is available in 1/8 and 1/4-inch connection threads with flow requirements of just 4.8 gpm. **877-369-8721; www.enz.com**

Hydra-Flex Reaper

Take on residential-sized plumbing issues with the **Reaper** rotating cutter nozzle from **Hydra-Flex**. The 1/4-inch nozzle is built for 2- to 4-inch pipes and is designed to hit specific angles that shorten the time and amount of passes to cut through blockages. It's built to simultaneously clear and clean by combining its effective front and back jets. The forceful front stream rotates at a 30-degree cone of coverage to quickly cut and clear blockages and clean the pipe wall, while its 20-degree rear jets propel the nozzle forward. A stainless steel housing and tungsten carbide



wear surfaces promote a longer life span and make this nozzle durable enough to withstand harsh environments. It is fully field-repairable — repair kits are designed to get you back up and running in 10 minutes. **952-808-3640; www.hydrflexinc.com**

MyTana Drain Borer Cutting Ball

The **Drain Borer Cutting Ball** from MyTana can power through blockages in 3- to 6-inch lines. The rotating, precision-machined teeth on this grinder penetrate and chew through hard blockages like roots and encrusted debris. The shape also navigates bends well and self centralizes. It is available in 1-, 1 1/2-, 2- and 3-inch-diameter sizes. The standard ball fits a cable with a threaded male end; mounting blocks to connect to other style ends are available as well. It is suitable for use with 1/2- to 3/4-inch cable. **800-328-8170; www.mytana.com**



Root Rat cutting nozzle

Root Rat cutting nozzles are used with jetters from 11 hp to large truck-mounted models. The cutters are made of hardened stainless steel and come with a toolbox with two interchangeable rotors — one with cables and the other with chains. The combination kit includes extra chain, cable and bearings. They need no repair or rebuilding other than bearing replacement, which can be completed in less than two minutes for under \$10 in parts. **800-288-7873; www.rootrat.net**



USB-USA Gator and Mini Gator

High-performance **Gator and Mini Gator** nozzles from USB-USA cut and remove roots, grease, blockages and scale in various pipes ranging from 2 to 20 inches. Encased in a compact stainless steel body, the strong reinforced internal design rotates the head. 3D fluid mechanics in the head smoothly direct all the incoming high-pressure water to the four rotating jets in the rear of the head and one in front. These rotating jets create a powerful 360-degree all-around complete cleaning of the pipe, flushing and removing

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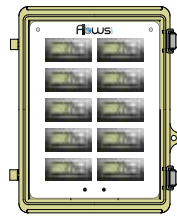


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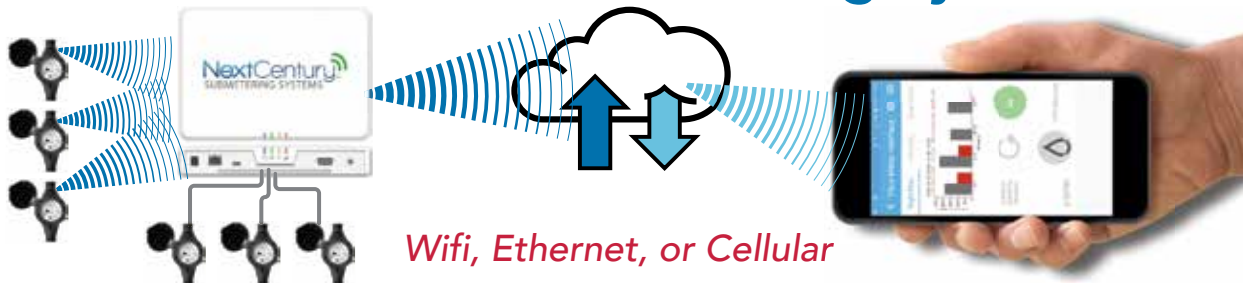


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debris in fewer passes. The offset front jet eliminates blockages easily and effectively. The Gator is capable of being used on hose between 3/4 and 1 1/4 inches, while the Mini Gator nozzle can be used on 3/8- to 1/2-inch hose. Also available are case kits that include an additional skid to centralize the nozzle in larger pipe. 844-285-5770; www.usb-usa.com

Root Control Chemicals

RootX

The **RootX** formula foams on contact with water, which places the active root killing ingredient on the top of the pipe where 90% of root growth occurs. Once on the roots and pipe walls it eliminates blockages caused by live roots for up to 12 months requiring annual treatments. The company supports annual treatments by sending reminder letters to the service provider's customers to contact them for another treatment. 800-844-4974; www.rootx.com



Root Cutter

General Pipe Cleaners ClogChopper

The **ClogChopper** cutting tool from **General Pipe Cleaners** has six self-sharpening blades that dig into encrusted debris and root masses, easily grinding up stoppages, scale and crystallized urine, without risking pipe damage. The spherical design maneuvers around tight bends and traps, thoroughly and safely cleaning metal, plastic and clay pipes. It is available in 1-, 1 1/2-, 2-, 2 1/2-, 3- and 4- sizes, and is ideal for downspouts to drain lining and all jobs in between. It can negotiate multiple, tricky bends, clearing clogs and scraping encrusted debris from inner walls in one operation. It is durable enough to handle years of demanding use, and also self-sharpens while working. Connectors are available for most popular brands of drain cleaning machines. 800-245-6200; www.drainbrain.com



Truck/Trailer Jetters

American Jetter 58 Series Inferno Burner Hot Jetter

The **58 Series Inferno Burner Hot Jetter** from **American Jetter** offers up to 67% more efficient heat over traditional burners, according to the maker. This fuel-saving hot water system provides power for grease cutting and deicing, utilizing a 38 hp EFI Kohler gasoline engine with flows up to 20 gpm and pressure to 5,000 psi. The rear speed control reel provides precise cleaning speeds and easy access to the jet hose with the included hose guide. Low-water shut-off stops the engine if the 220-gallon tank runs low. The optional 1-mile open range wireless remote option features water ON/OFF, engine shutdown and hose reel control. The heavy-duty square tubing trailer has a 2-inch ball coupler and standard electric brakes. 866-944-3569; www.americanjetter.com



Cam Spray 3012H Compact Skid Mount Jetter

The **3012H Compact Skid Mount Jetter** from **Cam Spray** is designed for a high cube van or pickup bed and takes up as little space as possible while providing 12 gpm at 3,000 psi. Features include a Honda iGX800 fuel-injected gasoline engine with oil alert and hour meter, powering a gearbox-driven plunger pump with ceramic plungers, stainless steel valves, pressure gauge and 80-mesh water filter. The pump is protected by an unloader valve and secondary pop-off. A power pulse feature is used for navigating longer runs and elbows. The 100-gallon tank includes low water shut-off and a float valve to manage filling. An industrial-coated skid platform and frame allows transfer between vans, trucks and trailers, while mounting flanges and d-rings allow the machine to be fastened or tied down. The machine measures 52 inches long by 41.5 inches wide by 50 inches tall. 800-648-5011; www.camspray.com



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The toughest lateral lines and challenging culvert cleaning projects are no match for the **O'Brien 7000 Series** from **Hi-Vac**. Flow ranges from 18 to 65 gpm, pressure up to 4,000 psi, and a 700-gallon water capacity mean jobs can be completed the first time without costly job site returns. Powerful engine-pump combinations, heavy-duty construction and longer jetting time on a single tank easily handle the toughest jobs. A 190-degree rotating hose reel provides easy access no matter how the trailer is parked. The 3500 Series provides the power and versatility of the 7000 Series in a compact size. A heavy-duty single-axle trailer provides maneuverability in a lightweight design with flow ranges from 10 to 40 gpm. **800-752-2400; www.obrienmfg.com**



HotJet USA Drain Line Cleaning Business Package

For drainline cleaning professionals looking to start or expand their jetter division, the **HotJet USA Drain Line Cleaning Business Package** includes a HotJet II trailer jetter that offers 10 gpm at 4,000 psi with a 35 hp engine. Including everything needed to clean drains from 2 to 12 inches with hot or cold water, the package comes with a choice of a handheld or roll-around electric jetter, inspection camera and locator. It also includes safety and operational training. A cold water drainline cleaning business package is also available. **800-624-8186; www.hotjetusa.com**



Mongoose Jetters by Sewer Equipment Model 184

The **Mongoose Jetters** by **Sewer Equipment Model 184** comes with a run-dry pump offering 18 gpm at 4,000 psi, a tubular steel frame, corrosion-resistant prepainted subassemblies, state-of-the-art controls, strong hose reel and high-quality gas engine. It is suitable for drain cleaning and sewer jetting, remote access locations, mainlines up to 12 inches in diameter, and commercial and industrial lines. The trailer unit comes with



a water tank capacity of 300 gallons and standard hose reel capacity of 600 feet of 1/2-inch hose. The trailer setup consists of a 6,000-pound-rated single-axle trailer, and the addition of a wireless remote control system makes this equipment a true one-person operation. It is also available as a van pack or truck-mounted unit. **815-835-5566; www.sewerequipment.com**

Spartan Tool Warrior

With fiberglass casing to protect and silence the entire machine, **Spartan Tool's Warrior** trailer jetter provides 4,000 psi at 18 gpm to clear almost any line, according to the manufacturer. The 180-degree pivoting hose reel and optional four-function remote control allow technicians to handle the tightest spots. With pulsation and a full antifreeze system, it is designed to remove tough clogs in any weather. Its design includes room to customize it with a company logo and colors, and it provides a 300-gallon towing capacity. **800-435-3866; www.spartantool.com**



Trojan Worldwide TWW3000 Diesel Trailer Jet

The **TWW3000 Diesel Trailer Jet** from **Trojan Worldwide** features a tandem axle trailer with a steel diamond plate deck and braking system. The power unit consists of a diamond plate enclosed 60 hp Perkins diesel engine with a PTO-style transmission and an AR water pump pushing 22 gpm at 3,000 psi. The rear of the unit features a hydraulic hose reel with 500 feet of 3/4-inch hose and includes a speed control for the forward/reverse function. Water for the unit is supplied by a 525-gallon tank that is fed from a 100-foot fill hose or the included hydrant fill application. The open trailer layout makes accessing all of the components easier and less time consuming. **800-392-4902; www.trojanworldwide.com**





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Product Spotlight

Smartphone app eases boiler installation process

By Craig Mandli

As the fixtures plumbers install become more intelligent, programming and calibrating them to proper specs can sometimes be complicated. In an effort to streamline the process, U.S. Boiler offers the USB-Connect smartphone application to expedite installation, service and troubleshooting of all of its residential and commercial condensing and combi boilers up to 10 years old.

The app, which interfaces with all models of Alta, Aspen, Alpine and K2 boilers through a Bluetooth adapter, allows technicians to access the boiler control via smartphone or mobile device rather than the boiler display, actively guiding technicians with step-by-step startup, troubleshooting and service wizards. Startup wizards include on-phone LP conversion, customer setpoints and other adjustments. Troubleshooting wizards include questions like “Is boiler not running?” or “Is boiler not responding to DHW demand?” among others. These issues and visible active alarms are often solved with a few taps on the smartphone screen.

“USB-Connect is far more than a convenient app,” says U.S. Boiler Product Manager David Hansen. “The ultimate goal was to provide contractors with a tool that would help them accomplish installation and service tasks easier and faster. It also supports a seamless web portal to show credentialed users all boiler data on boilers registered to them.”

The app features a comprehensive control dashboard, providing instant status, operating details, diagnostic tools, documents and many other resources. All boiler adjustments can be made from the app, including setpoint temperatures, DHW priority, access to error codes,



manipulation of fan speeds, and configuration of outdoor reset parameters. The app also provides live software and firmware upgrades and instant, fingertip access to all manuals and documents. Operating details and service records are viewable on- and offsite, and system snapshots can be archived for later use. Should customer service be needed, tech support can view the system in real-time when connected through a technician's smartphone. Job site photos can also be posted to the app.

“USB-Connect is designed to be a local service tool,” says Peter Cloonan, Senior Chief Engineer with U.S. Boiler. “Bluetooth was selected for easy connection; a user does not need to connect to the home owner's Wi-Fi to use this tool. Connection to boiler is simple and assured. When the contractor saves a report, takes a site photo or data log, information is automatically sent to the web portal.”

USB-Connect requires only download of the free mobile app and purchase of the USB-Connect Bluetooth adapter kit. **888-432-8887; www.usboiler.net**

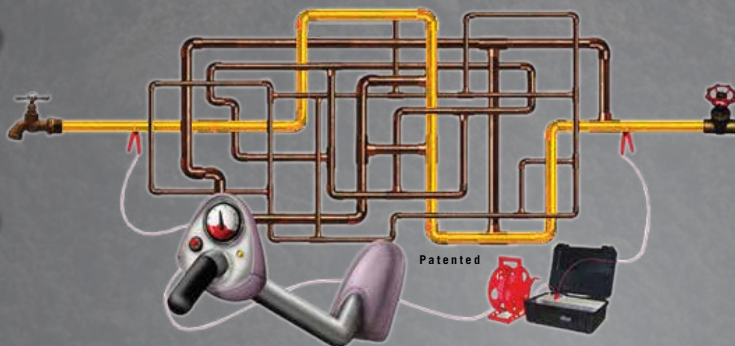
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Superior Signal 5E FLEX battery-powered smoke blower

Superior Signal's new 5E FLEX battery-powered smoke blower is specifically designed for smoke testing building plumbing and sewer laterals. The 5E FLEX is compatible with leading 18- to 20-volt tool batteries and, utilizing a high-quality power adapter, the blower integrates seamlessly with an existing electric tool set. Additionally, it can also run off any 12-24-volt power source — such as a car or truck battery — using the DC clips power adapter. The 5E FLEX gently pushes smoke through the system in just a few minutes and takes only seconds to see results. Smoke testing is a cost-effective solution ideal for hard-to-find odors, leaks and other faults in commercial, residential and municipal facilities. While the 5E blower is popular for a variety of plumbing applications, it is also particularly useful in testing sewer laterals, and can clearly illustrate where a fault or leak may occur on private property. USA-made, the 5E FLEX comes with an 8-foot industrial grade hose. Used with Superior's 1A or 2B smoke candles, it creates 4,000 or 8,000 cubic feet of smoke, respectively. Superior's smoke candles are also sold in convenient SealPac cans which extend shelf life. **732-251-0800; www.superiorsignal.com/prflex**



Zurn Elkay Water Solutions Zurn EZ Flush Sensor Retrofit Kit

Zurn Elkay Water Solutions recently launched the next generation of the EZ Flush Sensor Retrofit Kit. The kit offers a sleek, new look and features. The durable, chrome-plated metal finish is impact-resistant, improving the look of most flush valves while deterring vandalism. The unit is battery powered, sensor operated and features a true mechanical override button to deliver on-demand flushing. The unit's reliable, gear-driven operation minimizes replacement costs. It also has a toggle feature that allows for optional 24-hour line flushing. Zurn EZ Flush Sensor Retrofit Kits are reliable and easily installed for commercial applications where converting manual flush valves to hands-free operation is desired. The infrared sensor flush activation supports a hygienic restroom experience by eliminating touchpoints and is angled for optimum user detection. The internal sensor and motor components never encounter water, helping to ensure reliable operation for the lifetime of a commercial restroom. **414-808-0100; www.zurnelkay.com**



Watts ligature-resistant floor drains and shower channels

Watts ligature-resistant floor drains and waterline shower channels all have strainers that are compliant with ligature-resistant requirements particularly in mental health facilities. Watts FD-1100-A-LR and FD-1100-M-LR ligature-resistant floor drains — constructed with a durable epoxy coated cast iron drain body (or cast stainless steel upon request) and anchor flange — are now offering fabricated stainless steel ligature-resistant strainers with vandalproof screws. These strainers can also easily be retrofitted to existing Watts FD-Series drains. Ligature-resistant strainers are available as round or square in 5-, 6- and 8-inch sizes. **978-688-1811; www.watts.com**



REHAU BSPP to copper press adapters

REHAU expanded its PRO-BALANCE manifold adapter selection with BSPP to copper press adapters for 1- and 1 ¼-inch manifolds. The new adapters connect directly to the PRO-BALANCE manifold supply/return header with a BSPP threaded connection and transition to copper distribution piping using a copper press or solder connection. The press adapters are especially suitable for snow and ice melting applications with an on-site manifold vault separate from the boiler room. Since the adapters provide a direct transition from the manifold to the pipe, mechanical contractors can run copper distribution piping all the way from the boiler room to the manifold vault without the need for additional threaded connections, soldering or valves. **800-247-9445; www.municipex.com**



CSI Controls CSION 4X indoor/outdoor alarm system

CSI Controls' newest tank alarm, the CSION 4X indoor/outdoor alarm system, features a unique front cover design. The system is suitable for lift pump chambers, sump pump basins, holding tanks, sewage, agricultural and other water applications. The NEMA 4X enclosure, designed for ease of installation, is rated for indoor and outdoor use. The enclosure is made of weatherproof engineered thermoplastic to protect against windblown dust and rain, splashing water, hose-directed water and external ice formation.



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Its C-style red flashing beacon is powered by super bright LEDs for 180-degree visibility. The alarm horn sounds at 90 dB and can be silenced but the beacon remains active until the condition is remedied. Once the condition is cleared, the alarm will automatically reset. This alarm system can serve as a high or low level alarm depending on the float switch used. Other standard features include an external alarm test/silence switch, latching lockable cover and auxiliary contacts for remote devices. **218-847-1317; www.csicontrols.com**

HoldRite fixture and washing machine outlet boxes

Reliance Worldwide Corporation has launched HoldRite outlet boxes for washing machines and fixtures, like faucets and toilets, offering plumbers a streamlined installation process and a sleek final design. The outlet boxes eliminate the need for stub outs, brackets and clamps used in traditional plumbing methods, offering a time-saving solution that looks high-end when completely installed. The fixture box is available with easy-to-screw-on chrome and white paintable escutcheons for sleek, high-end aesthetics and allows for supply stop to be installed and pressure tested at rough-in. It comes with different tail piece designs, making them compatible with different pipe types, including PEX, copper and CPVC. The washing machine box is made of ABS material for strong and durable installations. It has a contoured, white, paintable trim cover, along with chrome valves and water hammer arrestors (available with or without). **800-321-0316; www.holdrite.com**



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Asahi/America welcomes Edwina Merin Johns and Brian Zagrodny

Asahi/America announced two new team members. Edwina Merin Johns was named valve and actuation product manager to its technical service team. She will be responsible for maintaining all product documentation and technical sales tools for the company's portfolio of valve and actuation products. Secondly, Brian Zagrodny joined its outside sales team as national sales manager for fabricated products. His new role will be instrumental in helping the company's sales efforts for the growing thermo-plastic pipe, fittings and valve prefabrication industry.



▲ Edwina Merin Johns



▲ Brian Zagrodny

Stellar Service Brands names new brand president

Stellar Service Brands, a multi-brand residential and commercial service organization that includes Restoration 1, bluefrog Plumbing + Drain and Softroc, has appointed Courtney Harmon as the brand president of bluefrog Plumbing and Drain, in addition to her role as brand president of Softroc. Harmon will play a pivotal role in consolidating support and direction for both emerging brands.



▲ Courtney Harmon

RIDGID STEM Day teaches students about roles in manufacturing

RIDGID, a part of Emerson's professional tools portfolio, hosted its third annual We Love STEM Day in June for local students in grades three through eight. The event is designed to expose young learners to the real-world roles science, technology, engineering and mathematics play in their everyday lives and potential future careers. Students participated in a variety of hands-on activities, including making balloon cars, robotic hands, pinwheels, water filtration systems and solar-powered cars. Each activity allowed students to learn about the importance of mechanical engineering, electrical engineering, renewable energy and natural resources in manufacturing.

Supply Smart now offering NIBCO's PressACR

Supply Smart has brought NIBCO's PressACR into its product line. Intended for high-pressure HVACR systems,

the fittings create a clean, permanent connection without the need for flame, solder or flux. They are easy to install, saving valuable time and money, and are backed by NIBCO's 15-year warranty.

Marcone adds two new distribution warehouses

Marcone has added two new warehouses, one in Jacksonville, Florida, and one in Louisville, Kentucky, to enable further growth of its growing franchise. The 100,000-square-foot warehouse in Jacksonville and 40,000-square-foot warehouse in Louisville will create at least 50 new jobs, according to a company press release. Marcone has tripled in size over the last two years by adding HVAC, plumbing, commercial kitchen and pool/spa to the growing list of parts and equipment that it distributes. Both of the new facilities will enable customers to obtain products from top manufacturers and search Marcone's catalog, inclusive of appliance parts.

SSPMA names 2023 scholarship program recipients

The Sump and Sewage Pump Manufacturers Association announced that Lauren Nickel and Caden Fickes have been selected as the recipients of the 2023 SSPMA scholarship program. Nickel and Fickes will each receive a scholarship of \$2,500. Nickel will be attending Western Kentucky University in the fall where she is working toward a degree in computer science with a concentration in scientific/systemic application. Fickes will be attending Bowling Green State University where he is working toward a Bachelor of Science degree in business administration. The scholarship program is open to students working toward an associate, bachelor's, master's degree or appropriate certification/trade associated with wastewater management. Next year, 2024 applicants may apply online at www.sspma.org/scholarship beginning February 1.



▲ Lauren Nickel




▲ Caden Fickes

Dave Sherry named new CFO for ServiceTitan

ServiceTitan has hired Dave Sherry as its chief financial officer. Prior to joining ServiceTitan, he held CFO positions at QuintoAndar and Lightspeed. In this new role, Sherry will work closely with ServiceTitan's executive team to shape and strengthen business strategies to continue enabling millions of hardworking contractors and business

owners who provide the essential services that keep the world running.

PHCC Educational Foundation appoints new executive director

The Plumbing-Heating-Cooling Contractors, has announced that Daniel Quinonez has joined its Educational Foundation as executive director. Before joining the PHCC Educational Foundation, Quinonez served as a senior account executive for the Kellen Company, an association management company. In this capacity, he served as the executive director for the Roof Coatings Manufacturers Association and the Professional Electrical Apparatus Reconditioning League, playing a pivotal role in expanding and promoting these organizations through various initiatives, including education, outreach, technical advancement and advocacy. 



▲ Dan Quinonez

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Sept. 24-28

International Association of Plumbing and Mechanical Officials 94th Annual Education and Business Conference, Hyatt San Antonio, San Antonio. Visit www.iapmo.org/ibu/events

Sept. 28 - Oct. 1

American Society of Plumbing Engineers Tech Symposium, Maydenbauer Center, Bellevue, Washington. Visit www.aspe.org/conventions-symposiums/

Oct. 3-6

Service World Expo, Phoenix Convention Center, Phoenix. Visit www.serviceworldexpo.com

Oct. 3-5

WaterSmart Innovations, South Point Hotel and Conference Center, Las Vegas. Visit www.awwa.org/events-education/watersmart-innovations

Oct. 17-20

World Plumbing Council, Shanghai Convention & Exhibition Center of International Sourcing, Shanghai. Visit www.worldplumbing.org

Oct. 22-25

Mechanical Service Contractors of America Annual Education Conference, JW Marriott, Marco Island, Florida. Visit www.mcaa.org/events/calendar/msca-2023-annual-educational-conference/

Oct. 25-27

PHCC Connect 2023, Huntington Convention Center, Cleveland. Visit www.phccweb.org/connect

Nov. 9-11

Service Edge Conference, Plano Event Center, Plano, Texas. Visit <https://serviceedgeconference.com/>

Nov. 15-16

South Florida Build Expo, Greater Fort Lauderdale/Broward County Convention Center. Visit <https://buildexpousa.com>

Dec. 6-7

Charlotte Build Expo, Charlotte Convention Center, Hall B, North Carolina. Visit <https://buildexpousa.com>

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

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WHAT IS YOUR PRIMARY SERVICE?

- Plumbing/Heating/Cooling
- Rehabilitation/Relining/Bursting
- 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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