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ON THE COVER // Young drain cleaners aspiring to make their mark in the industry just might find inspiration from the example set by John Rees, owner of A1 Quality Rooter in Meriden, Connecticut, this month's cover story. Rees established his company back in 1990, equipped with nothing more than a white 1986 Ford Econoline van, four cable drain machines, a toilet auger and just \$1,500 in his checking account. He says he made only about \$35,000 in his first year in business. Today, the 61-year-old entrepreneur employs nine people, owns a large fleet of equipment, and is on track to generate nearly \$2 million in revenue in 2024. (Photography by John Marinelli)



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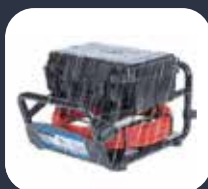


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THEFT PROTECTION

Contractors' expensive vehicles and equipment make them an attractive target for thieves and it can be challenging to find foolproof solutions

SOMETHING THAT HAS CAUGHT my eye in recent months as I've perused industry-related news headlines is the theft of contractors' service vehicles and/or tools.

A prominent example is in Chicago, where at the time of this column's writing, officials believe the same crew has been responsible for at least 32 burglaries targeting contracting companies like plumbers and electricians since the beginning of the year. One company has been hit four different times, with thieves getting away with around \$100,000 in tools, according to reports.

Big-city problems, right? Maybe partially, but I've seen news stories about thefts targeting contractors in less-populated areas as well. Contractors have expensive equipment, and criminals are going to be attracted to items of value. That can happen anywhere.

I can think of few things more frustrating as a business owner than to be a victim of theft. All that hard work to build up your company. You reinvest to upgrade or acquire new equipment in order to serve customers better and grow even more. Suddenly — through no fault of your own, no misstep or miscalculation — you're dealt a significant blow.

Even if something like insurance can help you recoup some of your losses, it's a step backward. It takes time to replace tools you probably spent multiple years gradually accumulating. Plus, being forced into filing claims means you'll likely be facing higher insurance premiums in the future.

The owner of EJ Plumbing in the San Francisco Bay Area,

one of this month's profiled contractors, dealt some with stolen service vehicles and tools early in his career. And earlier this year, we profiled Arko Plumbing out of Miami. Owner Joe Jaremko discussed some of his theft-deterrent techniques.

Jaremko doesn't have anything on the sides of his Nissan 2500 vans that identify them as work vans. They don't even have ladder racks on them. This makes it harder for thieves to target his equipment. He has also outfitted his vans with three hidden GPS units, one of them hardwired. And tools that might be particularly attractive to thieves are locked in a gang box that's bolted to the floor.

Some of those tactics are easier to embrace than others. I haven't encountered many companies not taking advantage of the opportunity to use their service vehicles as advertising with some eye-catching vinyl wraps.

I don't have any other solutions to offer. It's a tough problem to crack. Even if you take steps to deter theft, it is sometimes not enough. In one news story I read, a contractor had his work truck parked in his driveway. It was locked and the truck's steering wheel was also secured with cables and locks. But some prepared thieves had exactly what they needed to easily get through the defenses. A surveillance camera captured the theft. "They had it in two-and-a-half minutes," the contractor told reporters.

I'd be interested in learning more about experiences contractors have had with vehicle and equipment theft and what they've done about it. Reach out to me at editor@cleaner.com or 715-350-8442.

Enjoy this month's issue. **c**

In the Money Machines feature in the July issue, as well as a teaser on the cover, the Raptor cutting tool from American Pipelining Supplies was mistakenly referred to as "robotic." That is not accurate. We regret the error.



DROP US A LINE

Have a comment about an article you've seen in *Cleaner*? An experience from a job that you'd like to share? *Cleaner* would love to hear from you.

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THE FUTURE

Pipe Lining is Game-Changer for Minnesota Contractor

In the July issue, we caught up with Ben Smith, owner of Marvel Sewer and Drain in the Minneapolis area. In this online exclusive, he talks more about how important adding pipe lining services has been to his business. "Getting into pipe lining totally changed our business," he says. "It led us to bigger-ticket jobs than just drain cleaning. I believe we're in the golden age of sewer repair. Pipelines are failing all around us and this technology is so much less intrusive."

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HAZARD HANDLING

Understanding OSHA's Hierarchy of Controls

Maybe you've heard of OSHA's "hierarchy of controls" in a safety training class or seen it on a sign somewhere, but do you know what it means and what it's trying to accomplish in your workplaces? This online exclusive takes a closer look.

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DREAM CHASER

VETERAN DRAIN CLEANER JOHN REES' SUCCESS STORY PROVIDES A TEXTBOOK CASE ON HOW TO GROW A THRIVING BUSINESS IN THE INDUSTRY // By Ken Wysocky



Young drain cleaners aspiring to make their mark in the industry just might find inspiration from the example set by John Rees Jr., owner of A1 Quality Rooter in Meriden, Connecticut.

Rees established his company back in 1990, equipped with nothing more than a white 1986 Ford Econoline van, four cable drain machines, a toilet auger and just \$1,500 in his checking account. He says he made only about \$35,000 in his first year in business.

Today, the 61-year-old entrepreneur employs nine people, owns a large fleet of equipment — including five trailer- or truck-mounted water jettors — and is on track to generate nearly \$2 million in revenue in 2024.

His secret? Consistently invest in equipment that improves productivity and profitability. Provide great customer service. Assemble a team of hard-working employees who mesh well with the company's values and culture. And work your butt off.

"I just wanted to be the biggest little drain cleaning company in central Connecticut," Rees says of his

goal when he founded the company. "And I think I've accomplished that. It's all about dedication, hard work and having a great team behind you.

"Our depth of experience and our team culture set us apart from competitors. Everyone has a specific skill that they're really good at and that helps us work together as a team. Like they say, teamwork makes the dream work."

Rees says another trait also strongly contributes to his company's success and longevity: sheer will and a no-quit attitude about any job.

"We get a lot of calls for jobs that other contractors have walked away from," he says. "But we never walk away from a job. One way or another, we're the final call for customers — either we clean the line or we replace it. That's what we're known for."

A tendency to not turn down work — and investments in a variety of equipment that enables the company to provide a wide array of services — also helped A1 Quality Rooter build a solid reputation for quality work.

Residential work generates about 60% of the company's annual revenue, with commercial work (primarily apartment complexes and restaurants) and industrial jobs kicking in 30% and 10%, respectively.

"We do a little bit of everything, from clearing a sink drain for Mrs. Jones to cleaning catch basins, storm culverts and

"I WASN'T COLLEGE MATERIAL. ... SO I TOOK A CHANCE ON DRAIN CLEANING AND ACTUALLY FOUND OUT I WAS PRETTY GOOD AT IT. ... EVERY DAY POSED NEW CHALLENGES, WHICH I REALLY ENJOYED."

JOHN REES



« John Rees started A1 Quality Rooter in 1990 and is hoping to hand the business off in a few years to his son Johnny. (Photography by John Marinelli)

main sewer lines for large industrial clients,” Rees says. “We have equipment that can do it all.”

AN EARLY START

When Rees graduated from high school in 1981, his father, John Rees Sr., gave him two career options: Join the military or start working for a national drain cleaning company. Rees Sr. was in HVAC sales and knew the owner of a franchise, Rees says.

“So two days after graduating from high school, I was in a van getting trained to do drain cleaning,” he explains. “I wasn’t college material. I’d always been a mechanical kind of guy. So I took a chance on drain cleaning and actually found out I was pretty good at it. I liked it, too, because it was always hands-on work and you worked at a different location every day. It was always something different. Every day posed new challenges, which I really enjoyed.”

But even though he was making “pretty damn good money” on the commission-based job, Rees started thinking about starting his own business so he could keep that money in his own pocket. Technicians had to buy their own service vehicles and drain cleaning equipment, so he already had a good head start.

“I knew I’d eventually run my own business,” he says. “Why hand over the lion’s share of the money I make to the company?”



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MERIDEN, CONNECTICUT

OWNER	John Rees
FOUNDED	1990
EMPLOYEES	9
SERVICES	Drain cleaning, catch basin cleaning, jetting, camera inspection, sewer line replacement
SERVICE AREA	50-mile radius around Meriden
WEBSITE	a1qualityrooter.com



« An A1 Quality Rooter crew uses a Harben trailer-mounted jetting unit on a job. Harben has been Rees’ go-to manufacturer for jetting equipment over the years. “They can handle just about any kind of clog,” he says.



Rees poses with some members of his A1 Quality Rooter team, who he says have been integral to the company's success. "In the end, it's all about the team," he says. "I owe it all to the hard work and dedication of the team behind me."

Joe Petitte uses a Duracable DM138 drum cable machine to snake a kitchen sink line.



But I stuck with the job for nine years because I had a young family to support, so it didn't seem like the timing was right to take risks."

In addition, Rees was gaining valuable business experience, especially after he eventually got promoted to assistant general manager. There he learned about the clerical end of the business — how to manage the day-to-day operations, he says.

A LITTLE INSPIRATION

Rees says *Cleaner* magazine further fueled his aspirations to strike out on his own. It all started when he saw a copy of *Cleaner* on the desk of the company's general manager.

"I'll never forget it," Rees says. "I asked him, 'What's that?' And as he stuck it in a desk drawer, he said, 'This is not for you.' He didn't want anyone to know anything about the industry."

A couple months later, Rees again saw a copy of the magazine on the general manager's desk.

"I hate to admit it, but I took it and started looking through it," he says. "That's when I realized the reason why he didn't want anyone to see it. Reading *Cleaner* was a real eye-opener for me. I must've read each article about 10 times. One thing it opened my mind to was the idea of buying a jetter."

While still employed by the company, Rees borrowed some money, bought a used jetter made by Harben (a subsidiary of Flowplant Group), mounted it in his van and started jetting drains on the side.

"That motivated me to get serious about starting my own business," he recalls. "I was a young man full of piss and vinegar and ready to go."

BUILDING A FLEET

Over the years, Rees has assembled an impressive array of service vehicles and equipment. Continual technological upgrades have definitely played a key role in the company's growth, he says.

"One of the most important pieces of equipment in the drain cleaning business is hydro jetters and inspection cameras," he says. "Cameras weren't even invented when I started. Now you can't run a drain cleaning business without them. They're an absolute necessity."

"And the same thing is true for jetters, which greatly increased productivity. In the early 1980s, we did almost everything with rods and cables."

The company currently owns seven service trucks — four Ford Transit 350s, one Ford F-750 and two Ford F-250 pickup trucks, one equipped with a service body made by Reading Truck.

The company also relies heavily on five water jetters. Three are trailer-mounted 4018 GTK models from Harben, equipped with 300-gallon water tanks and Harben diaphragm radial water pumps;



Joey Ryzoc uses an EnviroSight push camera to inspect a sewer line.

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▲ Rees looks on as Peter Orsini excavates a trench in order to lay new sewer pipe.

two of them generate 4,000 psi at 18 to 22 gpm and one produces 4,000 psi at 12 to 15 gpm.

The fourth jetter was self-fabricated in-house, using a Harben pump (4,000 psi at 18 to 22 gpm) coupled with a 300-gallon water tank and other components.

Rees also transferred a Pacific Tek vacuum unit from a trailer onto a Ford F-750 truck chassis, creating what he calls a “suck and blow” vacuum system, used for hydroexcavating, jetting and vacuuming debris from manholes, catch basins and so forth. It features an 800-gallon debris tank, a blower from Roots (a brand owned by the

Howden Group), a 300-gallon water tank and a Harben pump (4,000 psi at 18 gpm).

FILLING OUT THE EQUIPMENT ROSTER

For smaller jobs, A1 Quality Rooter technicians rely on about 15 drum cable machines of varying sizes built by Duracable Manufacturing Co.; about a dozen more in various sizes from MyTana Manufacturing; about 10 more manufactured by Spartan Tool; five to 10 from Gorlitz Sewer & Drain; and about eight built by Milwaukee Tool.

For inspecting pipes, the company has invested in push

JETTER LOYALTY

With 43 years of industry experience, A1 Quality Rooter owner John Rees has used a lot of drain cleaning machines over the decades and speaks highly about many of them. But one brand still tops his list of favorites: Harben (a subsidiary of Flowplant Group) water jetters.

Rees was already familiar with Harben jetters when he established his company in 1990 because he worked with one at his first job at a national drain cleaning company. And even before he struck out on his own, he bought a Harben jetter, mounted it in a van he owned (technicians at the company had to buy their one service vehicle and equipment) and used it to clean drains on the side.

“I bought it used for about \$17,000 in 1990 and have stuck with Harben ever since,” Rees says, noting he owns three trailer-mounted Harben jetters — 4018 GPT models equipped with 300-gallon water tanks and Harben diaphragm radial water pumps. One pump generates 4,000 psi at 18 to 22 gpm and one produces 4,000 psi at 12 to 15 gpm. And another self-fabricated jetter that’s skid-mounted in a truck features a Harben water pump.

“They’re virtually maintenance free,” Rees says. “They just run and run all the time. The eight-cylinder diaphragm radial pump has truly proven itself over time. They haven’t changed its design because it works too well.”

Rees also likes the pumps because they’re easy to rebuild.

“I can rebuild one in my sleep,” he says. “The parts are always readily available.”

In terms of performance, Rees says the Harben pumps are “untouchable.”

“They’re the reason why I own four Harben jetters,” he says.

The company’s technicians use the jetters every day to take out roots, remove debris and cut through grease clogs in sewer lines.

“They can handle just about any kind of clog,” Rees says. “We clean drain pipes all over southern New England, home to some of the oldest sewer infrastructure in the country. For us, it’s all about providing quality service, and Harbens help us do all that and more.”

Water jetters are a great investment, Rees says, because contractors can charge a higher hourly rate, while at the same time reducing time spent on jobs, which boosts productivity and profitability by enabling crews to do more jobs per day. Furthermore, jetters clean a pipe better than cable or sectional drain machines, which minimizes profit-killing callbacks.

“There’s a big difference between clearing a pipe and actually cleaning a pipe,” Rees explains. “A drain machine will clear pipes, but a jetter cleans them. And we’re in the drain cleaning business, not the drain clearing business. I don’t think you can run a decent drain cleaning business these days without a jetter.”

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» Rees says he hopes to keep A1 Quality Rooter in the family by handing the reins to son Johnny (left) in a few years. Rees' grandson Nelson Rees Muniz (right) also has aspirations to work in the trades.

» After Rees' wife died in 2011, Helen Skillin stepped into serve as office manager and has been a vital part of the company since.



cameras from Envirosight, RIDGID and CustomEyes Cameras, as well as two RIDGID NaviTrak Scout pipe locators.

In addition, the company owns a Vactor 2100 vacuum/hydroexcavating truck built out on a Sterling chassis with a 1,200-gallon debris tank, a Vactor fan, a 1,000-gallon water tank and a Vactor water pump (2,000 psi at 35 gpm). It's primarily used for cleaning catch basins, culverts and large sewer lines.

To install new sewer lines, the company invested in a Caterpillar mini-excavator; a Hitachi midsize excavator; two dump trucks, both Ford F-750s equipped with Jaco dump bodies built by Cottrell Truck & Equipment; and two Bobcat skid-steers.

"OUR VARIETY OF EQUIPMENT MAKES US A ONE-STOP SHOP FOR OUR CUSTOMERS. WE CAN DO JUST ABOUT EVERYTHING THEY NEED."

JOHN REES

"Replacing sewer pipes was an add-on business," Rees says. "I was giving that work away to subcontractors and I couldn't afford to keep doing that. Our variety of equipment makes us a one-stop shop for our customers. We can do just about everything they need."

A DREAM TEAM

Rees can't talk about his company without continually emphasizing the work ethic and dedication of his employees and

the quality work they do.

Rees' son, John Rees III (Johnny), 33, is a lead technician who Rees says had a tool bucket in his hand at age 10. Rees also depends on Joey Ryzoc, a service technician who's also his nephew; Joe Petite, service technician; Peter Orsini, foreman; Juventino Flores, a laborer; John Uvino, service technician; and Lynn Daly, dispatcher.

Rees also has high praise for Helen Skillin, the company's office manager, who he calls "my work wife." Skillin stepped in to manage the office after Rees' wife, Janice, died in 2011.

"I can't say enough about her," Rees says. "She's a highly devoted and dedicated woman who's been invaluable and critical to our success. When I started the company, it was just me, Janice and a typewriter — no computers. When she passed away, I was a lost soul. But then Helen walked in the door to help me out on a part-time basis and she never left."

CAN GET SATISFACTION

While Rees had big ambitions when he started out nearly 35 years ago, he's still amazed at how it all turned out.

"When I go out in our yard now and see all the guys and all the equipment we have, it's very satisfying and gratifying," he says. "I think we've done OK. I never would've imagined all this, but here we are. I guess we're doing something right."

"But in the end, it's all about the team," he continues. "I owe it all to the hard work and dedication of the team behind me, especially my son, Johnny, and my father, who was my mentor."

Looking ahead, Rees says he'd like to see A1 Quality Rooter branch out into five more New England states. But he also plans on retiring in about five years, then handing the reins to his son. His grandson, Nelson Rees Muniz, is attending a trade school to become a plumber, so another generation of ownership could follow after Johnny.

"Johnny just needs a little more time to gather some more experience, especially managing all aspects of the company," Rees says. "But he has the chops to do it. Things will be in good hands going forward. I know he'll keep providing good quality service to our customers." **c**

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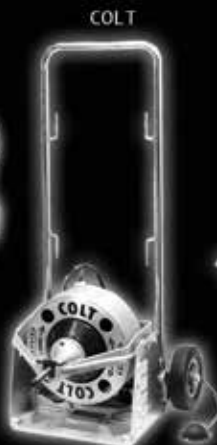
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ON THE MOVE

AFTER EVOLVING FROM A ONE-PERSON SHOP TO 63 EMPLOYEES STRONG, CALIFORNIA'S EJ PLUMBING NOW SETS ITS SIGHTS ON PROVIDING CUSTOMERS A TOTAL-HOME-SERVICES SOLUTION

// By Giles Lambertson



▲ Luis Sanchez, a plumber with EJ Plumbing in Santa Clara, California, gets ready to make a cut on a pipe with a Milwaukee Tool reciprocating saw.

EJ PLUMBING'S SERVICE TECHNICIANS CONSTANTLY

travel Silicon Valley fixing faucets, jetting clogged pipes and using trenchless methods to repair underground lines. The company is a busy full-service residential plumbing house and, like the mindset of its tech giant neighbors, has plans to grow and become even busier.

Emanuel Jimenez owns the San Francisco Bay Area company. He founded it 18 years ago, built it up and still is the majordomo of the enterprise. A year ago, Jimenez was joined in the family business by his 26-year-old son, Emanuel Jimenez Jr., who is proving to be a driving force of his own.

"My father has been bugging me to join the business since I was in high school," the younger Jimenez says. "I said, 'Forget it. I'm going to do what I want to do.'"

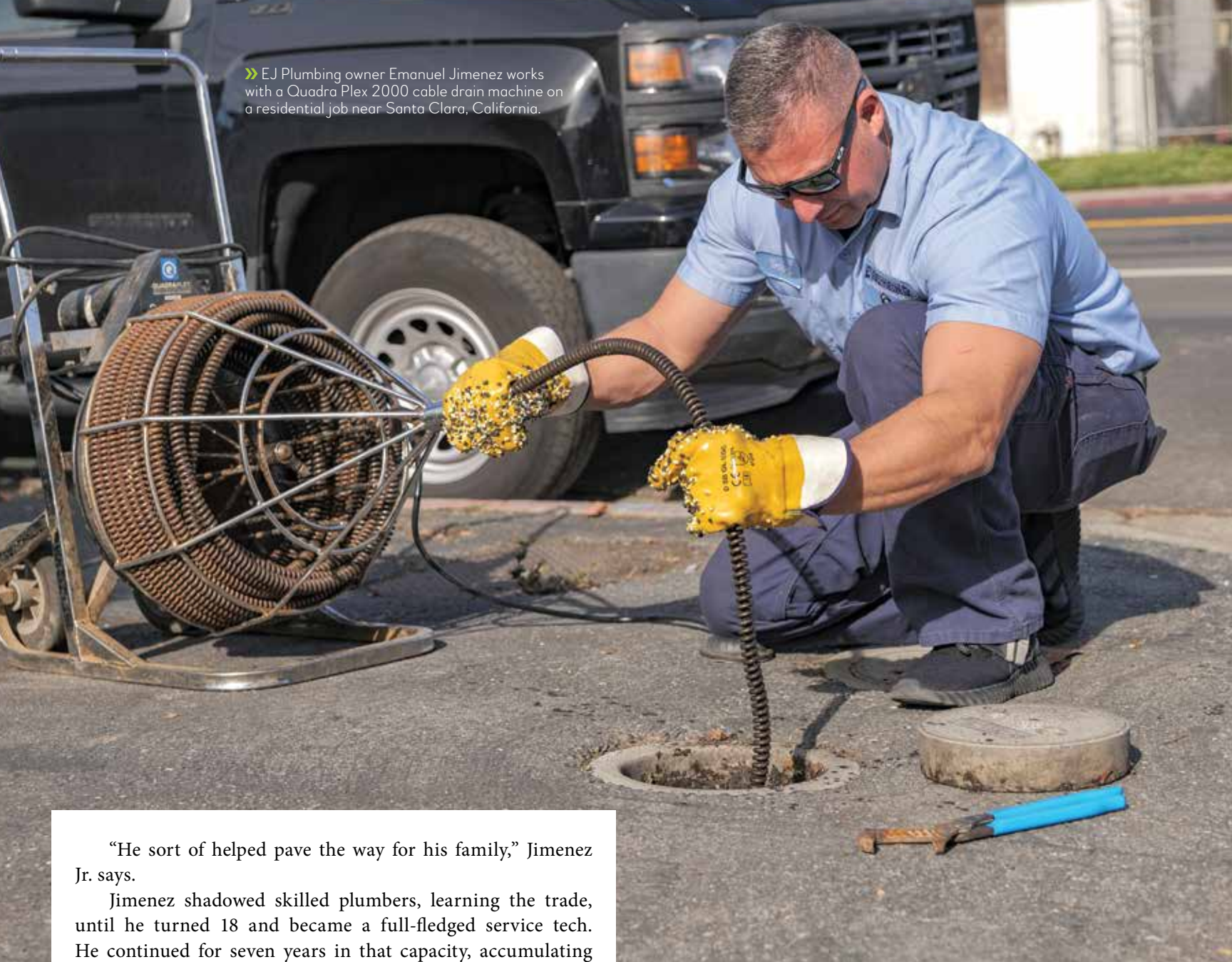
He opted to head off to school in Arizona instead where he was first a student at a leadership college and, upon graduation, invited back as an instructor. When his father reached out again last year, the younger Jimenez good-naturedly told his father he probably couldn't afford him.

But the company was approaching a crossroads and today Jimenez Jr. is back in Santa Clara as the company's business development manager. He is helping the plumbing house strengthen itself as an organization before pushing out in new directions.

SETTING OUT ON HIS OWN

The company founder started out in the plumbing industry working for nothing. He was the oldest of three children and, at age 17, told an uncle that he would work for free if he could ride along with the uncle's plumbing crews as they made their service calls.

» EJ Plumbing owner Emanuel Jimenez works with a Quadra Plex 2000 cable drain machine on a residential job near Santa Clara, California.



“He sort of helped pave the way for his family,” Jimenez Jr. says.

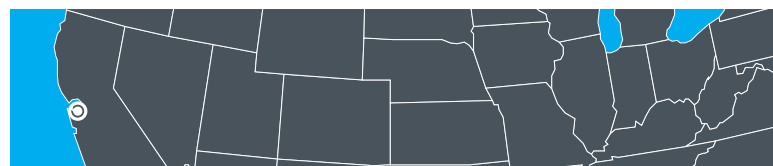
Jimenez shadowed skilled plumbers, learning the trade, until he turned 18 and became a full-fledged service tech. He continued for seven years in that capacity, accumulating knowhow and refining his skills. Finally, in 2006, Jimenez cashed in all his hands-on experience and started EJ Plumbing.

Like many entrepreneurs, launching the enterprise proved to be a fairly exhausting experience. Jimenez Jr. says his father wore many hats in the beginning.

“He worked by himself. He answered the phone, scheduled the jobs, did the jobs. That’s how it was for a year or two until he brought somebody on.”

Such demands on personal time might seem like a good reason not to go all in and start a company. Strangely enough, it was the issue of time that persuaded Jimenez to quit working for someone else. That is, even though the hours would be long working for himself, he knew that, as boss, he could flex the work schedule and create more time to be with family.

“That’s why he went to work for himself,” Jimenez Jr. says. “Rather than work the hours for someone else, my dad knew he could get a job done in a way to still have time for family. Family was important to him.”



EJ Plumbing

SANTA CLARA, CALIFORNIA

OWNER Emanuel Jimenez

FOUNDED 2006

EMPLOYEES 63

SERVICES Residential plumbing, drain cleaning, water heater repair and replacement, trenchless sewer repair, jetting, gas line repair and replacement

SERVICE AREA 30-mile radius around Santa Clara

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▲ Jimenez works to tighten a gas line on a Noritz tankless water heater at a residential property. A big part of the company's work is installing and repairing tankless water heaters.

It should be noted that the year after he started the company, Jimenez and his wife expanded their family, welcoming twins.

In the beginning, Jimenez worked out of his home in Mountain View, a community in the center of the area south of San Francisco that's popularly dubbed Silicon Valley. Actually, Jimenez Jr. says it is more accurate to say his father worked out of his truck. The downside of that was that his truck was swiped. More than once. Tools and all.

"It got stolen multiple times and he had to start over each time. Stuff like that," Jimenez Jr. says.

Eventually, Jimenez was able to open a storefront location for his business.

The business targeted residential

plumbing customers and still does.

"It's easier to work in a residential setting. It's easier to work directly with a customer in a home," Jimenez Jr. says.

As he began his business, Jimenez cleaned drains, repaired or replaced fixtures, repaired or installed water heaters and fixed leaking pipes.

MORE THAN JUST PLUMBING

Today, EJ Plumbing techs do a lot more. They still work on fixtures and drains, of course, but also run new pipe, jet clogged sewers up to 8 inches in diameter, install tankless water heaters, repair natural gas lines and utilize trenchless technology to make underground pipes whole again.

CONTINUED >>

SHARING RESOURCES

Peers help peers in the service company world. That's the story behind an organization that EJ Plumbing joined a year and a half ago.

It is called Any Hour Group and is a broad partnership of service companies mostly in the western United States that support one another with training, expertise and shared resources. The group was an outgrowth of a successful electric company in Utah that expanded its service offerings.

In 2021, that company began to partner with companies of similar culture to take advantage of scale. Today, the Any Hour Group consists of 21 companies and is still growing. Member companies are scattered among 10 states, mostly Colorado and westward but also including Minnesota and Michigan.

When the Any Hour Group reached out to EJ Plumbing, business development manager Emanuel Jimenez Jr. readily accepted the invitation. As a partner, EJ Plumbing is part owner of the group. Benefits include interaction with other managers in the industry, sharing of employee training opportunities and consultation on business opportunities.

Any Hour Group companies have in common a business culture that is described in three core values — people first, growth through success and sharing, and growing profits ethically. Jimenez Jr. says the group is "very picky about who they partner with," adding that only companies with at least \$10 million in annual revenue are considered.

The character of the organization fits hand in glove with that of EJ Plumbing, whose mission statement declares the company exists "to provide meaningful career opportunities that allow people to have a personal life in harmony with their career. The services we provide help people increase the safety and comfort of their homes. Our goal is to operate a profitable business that allows us to help as many people as possible."

EJ Plumbing and Any Hour Group look like a good fit.

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Bill Ryder works in the vendor-managed inventory area at EJ Plumbing's headquarters in Santa Clara, California.

"WE'VE FOUND THAT WE WANT TO EXPAND WHAT WE OFFER AND BECOME A FULL-SERVICE COMPANY, A MORE HOLISTIC COMPANY, A ONE-STOP SHOP FOR OUR COMMUNITY. WE WANT TO OFFER OUR CUSTOMERS ALL THE SERVICES THEY NEED FOR THEIR HOMES."

EMANUEL JIMENEZ JR.

The company has grown from one employee to 63, and the fleet of service and repair trucks from one to 30. The variety of plumbing tasks has been organized into departments with techs assigned to each.

There is a service department, which includes water heater work, drainage department, which focuses on any and all drainage issues, a sewer department and, separate from it, an excavation department, which offers underground solutions like pipe lining, pipe bursting and jetting. The excavation department has the most technicians working in it, the service department is the next largest.

Equipment for these various departments include Perma Liner pipe lining equipment and TRIC Tools pipe bursting tools. A General Pipe Cleaners jetter with a 3,000 psi output clears lines and Quadra Plex cables unclog drains. The fleet of trucks carries Milwaukee Tool cordless equipment and RIDGID tools and either RIDGID or Vivax-Metrotech cameras.

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» Plumber Bryan Arroyo loads a Rheem water heater into one of the company's work vans at the start of the day as he prepares his van for the jobs ahead. EJ Plumbing has 30 vans in its fleet.

All the trucks roll out from behind a storefront location in Santa Clara to residential properties up and down the valley — between Redwood City and San Jose — with the most distant destination not over 30 miles from the office. Consequently, the need for a satellite office hasn't arisen. Jimenez Jr. says techs are pretty much confined to calls in the valley corridor, rather than being sent to more distant neighborhoods such as communities on the East Bay front.

A GRAND PLAN

This all sounds like a company with a plan. Jimenez Jr. describes the plan in two words — household services.

"That's the goal, within the next year we want to offer household services," Jimenez Jr. says.

To accomplish that, EJ Plumbing will leave its comfort zone and expand its offerings to include heating, air conditioning and electrical services. It will be a whole new department staffed by a new set of experienced technicians rolling out from the Martin Avenue office in Santa Clara.



"We've found that we want to expand what we offer and become a full-service company, a more holistic company, a one-stop shop for our community. We want to offer our customers all the services they need for their homes," Jimenez Jr. says.

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▲ The EJ Plumbing team and several of the company's vans at the company shop in Santa Clara, California.

"NOT ALL EMPLOYEES ARE WIRED THE SAME. WE NEED TO RELATE TO THEM ACCORDING TO THEIR PERSONALITIES OR 'LOVE LANGUAGES.' WE NEED TO MAKE SURE PEOPLE KNOW THAT THEY ARE APPRECIATED AND THAT THEIR JOB IS SECURE IF THEY ARE DOING IT WELL."

EMANUEL JIMENEZ JR.

He has begun to work on a makeover of the company website and logo to reflect the broadened mission.

More importantly, he is working to strengthen the company's structure and its workforce so it can take on its new challenge. He likens the inward changes to an individual preparing to run a marathon or give a speech — the private work that precedes public performance.

Part of the foundational work is instilling or reinforcing core values in company leadership. Jimenez Jr. says: "I hold management to a higher standard. I want each to be the best they can be in their own personal lives, to want to better themselves, to be better husbands and wives. If we push ourselves in that way, people around us will benefit from it. That's the model I'm trying to implement."

His father exemplified this attitude for years.

"Not all employees are wired the same," he told his son. "We need to relate to them according to their personalities or 'love languages.' We need to make sure people know that they are appreciated and that their job is secure if they are doing it well."

So the company moves ahead. If all goes as planned, a couple of years from now, it will have a different name reflecting its many services and a new reputation as a total home services provider in Silicon Valley.

And where does Jimenez Jr. fit in that picture? "I want to go back to teaching," he says. "When everything is up and running, I'll have no problem stepping back." **c**

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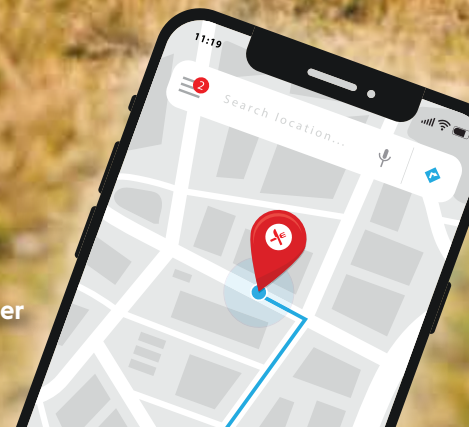
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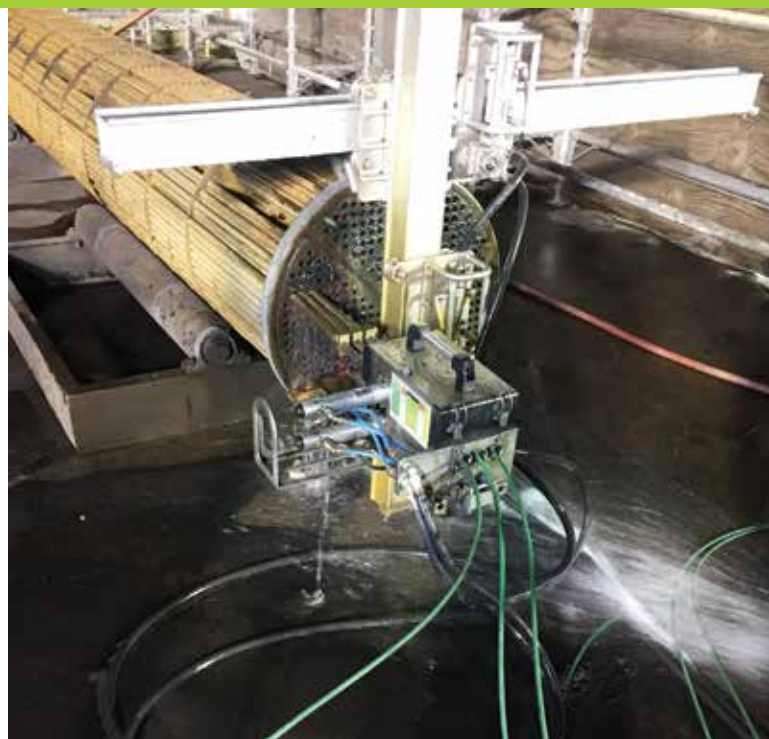
Jetstream DrillJet nozzles significantly improve Texas contractor's tube cleaning efficiency and effectiveness // By Katie Grube

A FEW YEARS AGO, Burton Hydro-Vac Services was dealing with a client's evaporator that kept plugging up. A crew began drilling with a set of tube cleaning nozzles.

They were working fairly well for the job aside from one problem — after only 8 to 10 hours, the nozzles would snap and curl, causing significant delays and additional cost, cutting into the company's profit margin. That's when Chuck Burton, owner of Burton Hydro-Vac, decided to place a call to his Jetstream sales representative. The company has a relationship with Jetstream dating back to 2016 and operates five Jetstream waterblasting units.

After listening to Burton's issues, Jetstream sent information on the DrillJet tube cleaning nozzle. Burton ordered a few right off the bat and immediately noticed a difference.

"We went from 10 hours maximum runtime with our previous nozzles to 50 hours with the DrillJets," Burton says. "Combined with the fact that our drilling increased by almost triple the speed, it's safe to say Jetstream has a pretty happy customer."



▲ Burton Hydro-Vac Services has increased its speed and reduced operational costs for tube cleaning jobs with a switch to DrillJet nozzles from Jetstream.

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EL PASO, TEXAS

OWNER Chuck Burton

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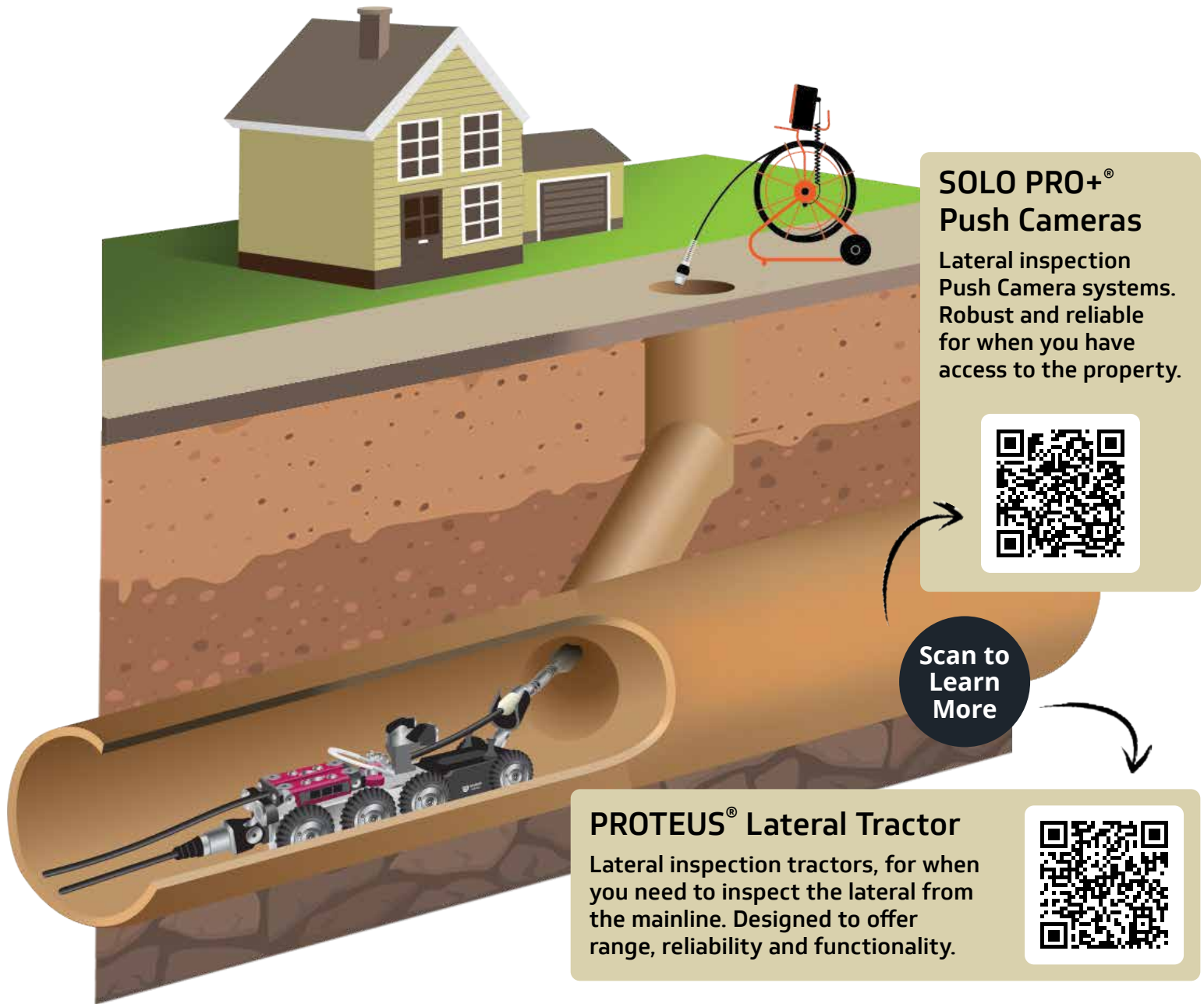
FEATURES Water-bearing design eliminates need for bearings, seals or lubricants; 6-jet standard configuration or 7-jet configuration for the toughest blockages; front cap prevents debris from slowing the rotation of the nozzle; available in sizes of 9.5 mm, 13 mm, 18 mm, 24 mm, 33 mm and pressures up to 22,000 psi; 8 gpm to 47 gpm

PROSPEROUS PARTNERSHIP

Burton Hydro-Vac Services, based in El Paso, Texas, specializes in industrial cleaning in environments such as refineries, chemical plants, mines and quarries. It serves customers all over Texas, Utah and surrounding states. The 50-employee team keeps quite busy and still at the end of the day, there is always more work that could be done. That's why when Burton Hydro-Vac ran into a Jetstream team member at the 2016 WJTA show in New Orleans, the company was intrigued by what he had to say.

Interested in the potential results and proven benefits Jetstream discussed, the Burton Hydro-Vac team purchased its first Jetstream waterblasting pump. Jetstream's product line and service offerings have since produced an ongoing relationship

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between Burton Hydro-Vac and the manufacturer, especially when it comes to the pipe and tube cleaning side of the business.

THE NEW NOZZLE DIFFERENCE

The difference made by the new DrillJet nozzles on that evaporator tube cleaning job was significant. Rather than going through 15 to 20 nozzles each 18-hour shift, Burton Hydro-Vac was able to buy three DrillJets and be set for the week.

Burton estimates by switching to DrillJets, they saved a minimum of \$5,700 per job, a 75% cost reduction compared to completing the same project with their original set of tube cleaning nozzles.

One success doesn't always mean it's repeatable, so the Burton Hydro-Vac team brought a DrillJet to a water recovery unit cleaning job to see what it could do. The normal benchmark for this job was about three nozzles per shift, so when a 13 mm DrillJet nozzle lasted the entire 40-hour week, Burton knew they'd never go back.

"WITH OUR OLDER NOZZLES, WE WERE DOING TWO OR THREE PASSES TO GET A BUNDLE CLEAN ENOUGH FOR INSPECTION. ONE PASS WITH A DRILLJET AND WE ALREADY HAVE A CLEANER TUBE IN A FRACTION OF THE TIME."

CHUCK BURTON

The DrillJet utilizes water-bearing technology to eliminate any need for seals, bearings or lubricants, creating a bulletproof tube cleaning tool. Nozzles are assembled from only three components: the nozzle body, rotor and retention cap. The compact design enables them to navigate and clean tubes in U-bend style heat exchangers, a task nearly impossible for mechanical cleaning methods.

There is a six-jet configuration for standard cleaning and polishing or a powerful seven-jet configuration for blasting through tough build-ups and blockages with ease. A wide selection of flow rates and sizes are available.



➤ The DrillJet nozzle offers durability and efficiency for small-diameter tube cleaning applications with a wide selection of flow rates and sizes.

➤ The DrillJet nozzle features a compact design to navigate and clean tubes, with configuration options for standard cleaning and polishing or for blasting through tough buildups and blockages.



SAVING CUSTOMERS MONEY

When it comes to Burton Hydro-Vac's customers, speed — while important — is not the only thing to be concerned with. Heat exchangers go through a cleanliness inspection after cleaning. If they fail, it creates additional downtime and expense for the operation. With DrillJets, Burton Hydro-Vac immediately drove both speed and efficiency to new heights.

"With our older nozzles, we were doing two or three passes to get a bundle clean enough for inspection," Burton says. "One pass

with a DrillJet and we already have a cleaner tube in a fraction of the time, saving our customers money and allowing us to get their equipment back into service more quickly.”

AHEAD OF THE COMPETITION

Successful inspections and time-savings mean that Burton Hydro-Vac can take on more jobs — in some cases taking them right out of the hands of the competition — than they might have been able to do in the past. An oil refinery in Texas offered them their first opportunity to do so.

When a large oil company took over the site, it naturally brought in an industrial cleaning company it had used in the past for blasting and getting tubes ready for inspection, in addition to the Burton Hydro-Vac team that was already on site. At six to seven passes for each tube, the other company could not keep up with Burton Hydro-Vac’s rate of just one pass. The customer noticed too and gave Burton and his team the rest of the work.

Before long, Burton Hydro-Vac was taking up too much space with clean bundles that the oil refinery couldn’t take back fast enough — a good problem to have according to both customer and contractor alike.

STRIVING TO IMPROVE

Time, efficiency and competitive advantages are not the only things Burton Hydro-Vac gains with DrillJet nozzles and the partnership with Jetstream. Customer loyalty, fuel savings and heightened safety also come to mind. But perhaps most importantly, the service and support Burton Hydro-Vac receives from Jetstream has made a world of difference.

“Jetstream is not just another manufacturer,” Burton says. “After the sale, the Jetstream team doesn’t disappear. They actually serve as a true partner to our business and constantly offer their expertise and support to ensure we have the products and knowledge we need to best serve our own customers.

“Burton Hydro-Vac may be the ‘little guy,’ but that doesn’t mean we take our work lightly. At the end of the day, we are continually looking for ways to improve our business and ability to serve our customers. That is exactly what the DrillJet and our partnership with Jetstream allows for.” c

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ACCIDENT INVESTIGATION

Thorough post-incident investigations are vital to helping organizations determine root causes of accidents // By Joan Koehne

NEARLY ALL JOB SITE INJURIES and fatalities are preventable.

According to John Brengosz, loss control consultant for R&R Insurance in Waukesha, Wisconsin, a good way to prevent workplace incidents is to determine the underlying causes and correct them. This requires a thorough incident investigation.

“Ideally, we would want to prevent somebody from getting injured. But at the very least, we want to learn from an injury so it doesn’t happen again and again,” Brengosz says.

PREPARE A RESPONSE STRATEGY

OSHA encourages organizations to investigate all incidents that result in injuries, plus close calls in which workers escape injury. Organizations are required to notify OSHA within 24 hours when incidents involve an amputation, loss of an eye or admittance to a hospital.

Conducting a thorough incident investigation requires forethought. Injuries can occur at the most inconvenient times, so organizations should prepare an incident-response strategy in advance. Brengosz recommends developing several topic areas and questions based on the types of injuries that typically occur. Using this list, you are prepared to gather information, even in hurried or stressful situations.

In addition to this list, organizations should also fill out a standard incident investigation form. The form should include the injured employee’s name, time and date of the incident, department and description of the incident.

“IDEALLY, WE WOULD WANT TO PREVENT SOMEBODY FROM GETTING INJURED. BUT AT THE VERY LEAST, WE WANT TO LEARN FROM AN INJURY SO IT DOESN’T HAPPEN AGAIN AND AGAIN.”

JOHN BRENGOSZ

“We don’t need to know the [employee’s] birth date, the hire date or the rate of pay, for it has nothing to do with how this person got hurt,” Brengosz says. “We wasted a whole bunch of time just filling in boxes, and we haven’t even gotten to the investigation.”

QUESTION WITNESSES

Brengosz recommends investigating an incident as soon as possible, after medical care is provided, but while the incident is still fresh in the minds of the people involved.

“You have to go out and talk to people and look at the scene as soon as you can,” he says.

In addition to interviewing the worker involved in the incident, investigators should also interview witnesses.

“I rarely see any witness statements when reviewing completed investigations,” Brengosz says. “Maybe it’s a case that, ‘We’ve had enough.’ By the time we talk to the injured party, we think we’ve already ‘wasted too much time on this’ and just want it to be done. I understand that. I don’t like it, but I get it.”

A supervisor or lead person should complete the investigation report, not human resources or a safety committee, Brengosz says.

“Those folks can answer questions or help that person do the investigation, but it really should be the supervisory person to take responsibility for the injury and the fix,” Brengosz says.

INJURED EMPLOYEE’S ACCOUNT

In addition to answering the supervisor’s questions, injured employees should write their version of the incident as a standalone document.

“It’s good to get their unfiltered description of how they were injured in case the story changes two years from now when we’re at a workers’ comp hearing,” Brengosz says.

Realistically, the supervisor’s and employee’s descriptions of the incident should be a close match.

“If not, you have to go back to the drawing board, and there’s more work to do,” he says.

Investigations can be tricky if the injured employee or the supervisor broke a safety rule or operational rule. They won't necessarily jump in and admit it.

"The best way to address that is to have other people reviewing the completed reports," Brengosz says.

CONVERSATE, DON'T INTERROGATE

Brengosz tells supervisors to take a friendly approach when conducting an incident investigation.

"It's way more effective if the supervisor can make it a conversation and not an interrogation," he says.

He also suggests recording the interview as long as the employee agrees to being recorded. A recording allows for a free-flowing conversation. It also creates an audio file that can be reviewed by others in the future. The conversation should begin with the employee describing what occurred. Afterward, the interviewer can ask questions and gather details.

"If you're just talking to them and having a discussion and asking questions, you don't have to spend all this time writing things down and potentially missing important things that they're saying," Brengosz says, referring to the benefits of a recorded interview.

He recommends using a tone of voice and mannerisms that invite employees to open up.

"Go in with the attitude of 'We're not doing this to trap you. We're really doing it to find out what happened,'" Brengosz says.

Avoid sarcasm, blame and threats. Instead, investigators can encourage collaboration by asking employees for solutions: What are your ideas to prevent this from happening again?

"That gives them a chance to weigh in, too," Brengosz says.

If investigators don't think employees are being completely truthful, Brengosz recommends revisiting the facts.

"If the story changes, use tact and try to clear that up," he says.

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SAFETY FIRST

GET EVERYONE INVOLVED TO REVIEW

In addition to filling out reports, investigators should take photos and videos to document the conditions at the work site.

Once the initial investigation concludes, the next step is a management incident review. The injured employee, supervisor,

safety committee rep and human resources rep should meet with a high-ranking person in the company.

"I'm a huge fan of letting top management see those reports so they know what's going on and also what we're doing to stop the constant repeat of the same injuries," Brengosz says. "I think it's important for people working for your organization to know that you're diving into this stuff and solving it."

After reviewing the incident together, the management group should discuss what changes and training need to occur. Brengosz also recommends that safety committees review the incident investigation reports.

"Maybe somebody in that safety committee has seen a similar type of injury or situation. They might know something that nobody else knew or realized to help the situation," Brengosz says. "I don't think this gets done enough."

LEARN AND TAKE ACTION

The final step in the incident investigation process is to learn something from the incident and take corrective action.

"Don't complete these reports, throw them in a file, and never let them see the light of day again," Brengosz says.

Although it's easy to blame the incident on carelessness or failure to follow a rule, it's better to determine the underlying causes of an incident. Then, identify what changes need to be made to prevent further incidents.

"It's very common for me to see an organization that has all sorts of injuries related to lifting and material handling. I will ask them, 'Hey, do you do training on material handling, lifting, use of hoists, etc.?' " Brengosz says.

ACCIDENTS ARE COSTLY

Preventing incidents from happening is a key to productivity and job satisfaction. A safe workplace also saves an organization money. Accidents can be costly. Brengosz estimates that organizations paying \$1,000 for a workers' compensation claim actually pay double in other "hidden" costs.

Organizations can demonstrate their commitment to workers' health and well-being by maintaining a safe workplace, prioritizing safety training, and thoroughly investigating incidents. Incident investigations help organizations determine the root causes of an incident so that they can develop solutions that prevent the incident from recurring. **c**

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Nikole Smith

EASIER NUMBER CRUNCHING

The right accounting software integrated into a business management software platform can help make critical operational processes more efficient and effective // By Nikole Smith

IT TAKES A MULTITUDE of accounting functions to run a small business, from accounts receivable and accounts payable to managing credit card accounts, income statements and balance sheets. Unless you have an accounting background or just happen to love crunching numbers, it's easy to become overwhelmed.

When you don't have a bookkeeping system you can easily manage, you end up with a time-consuming process that costs more to maintain and has greater potential for human error. People in this position often turn to QuickBooks and similar programs, in conjunction with their field service management software, to help with their accounting needs. They may have prior experience with these and hesitate to "fix" something they don't see as broken.

While QuickBooks can help home service contractors manage

is set up to go into that account when you sell an agreement, it will sit until you perform the visit. Then you will realize the income in the period the work was complete. If you have an agreement that is expiring, you can recognize the revenue at the end of the period. Your software should be able to alert you that it is expiring so you can make the necessary adjustments before the year's end or before it expires.

Similarly, a warranty reserve account will allow you to defer money for future warranty expenses and pull funds when a warranty repair is completed. When this is tracked in the general ledger, it's easy to pull reports for an audit. A program like QuickBooks requires journal entries to defer warranty funds and takes constant monitoring to know when a warranty job is complete and when journal entries are required.

AUTOMATE SALE AND EXPENSE TYPE

It's important to be able to easily track your expenses and sales when you do your financial reporting. With many accounting software systems, you have to select the sale type, expense type and general ledger account when the data is entered. Multiply this by the many parts in your price book and multiple jobs per day, and it's easy to see how a significant amount of time can be

eaten up making general ledger and sale/expense-type decisions. Not to mention, you need someone with bookkeeping experience to do this since the general ledger decisions are so important.

When you use a field service management platform with accounting built in, you can complete a setup process one time and choose a sale and/or expense type and department for all your items, parts, labor, etc. After that, it automatically assigns at the time of sale, freeing you and members of your team to work on growing your business rather than spending extra effort on unnecessary data entry.

Rather than needing a bookkeeper, you can opt for a less expensive data entry specialist. To make it even easier, look for

ONCE YOU ARE ABLE TO RUN YOUR OPERATIONAL AND JOB DATA ON THE SAME PLATFORM AS YOUR FINANCIAL REPORTS, YOU WILL ACHIEVE A NEW UNDERSTANDING OF YOUR BUSINESS AND AREAS THAT ARE RIPE FOR GROWTH.

their finances, it doesn't position them to grow and increase profitability like a fully integrated, all-in-one solution can. Once you are able to run your operational and job data on the same platform as your financial reports, you will achieve a new understanding of your business and areas that are ripe for growth.

There are a few categories you'll want to pay attention to when considering the right field service management system with built-in accounting for you and your team.

DEFER AGREEMENT REVENUE TO THE PROPER PERIOD

Having a deferred revenue account is extremely helpful when managing accounting for agreement visits. If all agreement revenue

software that is prepopulated with sale and expense types and general ledger accounts based on your business type and needs, with the option to customize if needed.

And when all expense and sale types are coded to a department, it's easy to run Profit & Loss statements per department to see where you can increase your profit margins. QuickBooks can code departments by class and may not capture everything in your P&L statement.

REDUCE THE EFFORT TO BALANCE ACCOUNTS

Look for software that offers a reconciliation utility feature so that you do not have to manually search for your out-of-balance accounts. This will help you easily find the date when your accounts went out of balance versus manually searching through countless transactions and entries.

OTHER BENEFITS OF INTEGRATED ACCOUNTING SOFTWARE

There are a few other reasons that field service management software with accounting built in will make it easier for a non-accountant to manage this part of their business:

- Save money by no longer having to pay for accounting software from a third party
- Enjoy instant access to all your information rather than waiting for your accountant or outside party to compile the information you need
- Avoid double data entry and reduce the potential for human error by eliminating the need to enter separate information into multiple programs such as bookkeeping software and dispatching software
- Syncing issues will be a thing of the past once all of your company's service history data is stored right alongside your financial transactions and records

Even non-accountants will find that the right accounting software integrated into their business management software can make their critical business processes more efficient and effective than ever. That's a numbers game worth playing. **c**

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ABOUT THE AUTHOR



Nikole Smith is director of product management at Successware and has more than 20 years in the software and technology space. For more information about Successware's software solutions for home service contractors, visit successware.com.

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WATERBLASTING AND WATER JET CLEANING AND ACCESSORIES

By Craig Mandli

» HOSE

1 // KURIYAMA OF AMERICA ALFAGOMMA WATERBLAST HYDRAULIC HOSE

Alfagomma Waterblast Hydraulic Hose from Kuriyama of America is made with an oil- and water-resistant synthetic rubber tube. The reinforcement is four high-tensile steel spirals and the cover is oil-, water- and ozone-resistant synthetic rubber. The hose is designed for very high-pressure waterjetting service. The WATERBLAST WB 10 Series hose provides 10,000 psi for I.D. sizes 06, 08, 12, and 16. The WATERBLAST WB 15 Series hose provides 16,000 psi for the dash 08 I.D. size and 14,500 psi for the dash 12 I.D. size. The WATERBLAST WB 20 hose provides 20,000 psi for the dash 08 I.D. size. 847-755-0360; www.kuriyama.com



2 // PROPULSE COMMERCIAL CLEANSTREAM

Commercial Cleanstream from ProPulse is a lightweight, flexible thermoplastic hose for use with high-performance cold-water pressure washers. Unlike traditional rubber hose which can be heavy, leave marks and be hard to handle, this hose is up to 20% lighter in weight and has an abrasion-resistant and crack-free cover. Additionally, the cover is UV- and ozone-resistant giving this hose an unlimited shelf life. Available in 5/16- or 3/8-inch, with a working pressure of 4,000 psi, the hose is available in matte blue, black and gray. 563-583-4758; www.powermovingforward.com



» HOSE REELS

3 // COXREELS 100 SERIES WITH BRAUNY OPTION AND ROLLER BRACKETS

COXREELS offers the Brawny option and a roller bracket assembly on 100 Series hose reels. The Brawny feature adds strength to the drum, minimizing potential damage under increased or pulsing pressure usage. The function of the roller bracket, as it is on other models such as the 1125 Series and the 1175 Series, is to assist in guiding the hose during both extension and retraction. The roller bracket assembly is available only in a four-way upper roller format, due to the compact size of the Challenger platform. These options are available for the 8-, 12.5-, and 18-inch drum widths. 800-269-7335; www.coxreels.com



4 // HANNAY REELS 6200 POWER REWIND REEL

The 6200 Power Rewind Reel from Hannay Reels is designed for rigorous waterjetting and blasting applications. With heavy-duty steel construction, strong spool, sturdy frame and hydraulic motor, it offers hose expansion control for I.D. hose widths between three-quarters and 1 inch. Up to 500 feet of hose is supported at 3,000 psi, making it suitable for large jobs. The "A" assembly roller on the front of the frame allows for proper storage and easy dispensing on truck or trailer mounts. Optional upgrades include 5,000 psi working pressure, roller assembly, direct drive hydraulic motor rewind and a hose package, allowing for a wide range of customization. 518-797-3791; www.hannay.com



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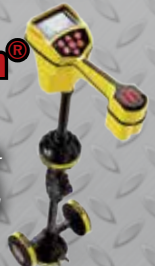
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» NOZZLES

5 // ARTHUR PRODUCTS ALPHA KIT

Arthur Products designed its Alpha Kit for low-flow, low-pressure systems. Available in 1/8-inch FNPT and 1/4-inch FNPT versions, the jets are drilled to the end user's exact pressure and flow specifications. Designed for do-it-yourself property owners with low-pressure systems, the kits are highly versatile. Each kit includes a flusher nozzle, a penetrator nozzle, a deicer/degreaser nozzle, a sewer hose (25, 50 or 100 feet), a tip cleaner, a quick disconnect coupling and a carrying case. 800-322-0510; www.arthurproducts.com



6 // ENZ USA UC LINE

The Enz USA UC Line with CrossJet technology offers a complete line of high-pressure solutions for the toughest industrial cleaning projects. They feature strong cross jets for unplugging and radial jets for polishing. The cross jet causes a reaction force which, in many cases, makes it necessary to mount the nozzle on a lance. Optional thrust jets can be used with an automation system. This CrossJet technology offers cleaning performance with lower leakage and long durability. This line of nozzles has a special surface treatment for longer life and has become a tool for universal use. They are available up to 43,000 psi, in 9, 13, 18, 22 and 28 mm sizes. 877-369-8721; www.enz.com



7 // HAMMELMANN RD MASTERJET

The updated rotorjet generation of the RD MASTERJET with HPS sealing technology and adjustable speed rotation from Hammelmann is designed for use with shotguns, robotic lance systems or replacement of any similar rotating tool. It is lightweight at 2.2 pounds, with a compact ergonomic design (2.2 inches in diameter and 6.5 inches in length). It offers operating pressures up to 46,500 psi with high energy efficiency, as its optimum internal flow allows the pump's total performance to be used. It has a versatile universal nozzle hub for working with two, four or six nozzle inserts. Nozzle inserts are countersunk in the nozzle carrier with a blast back shield. It offers variable speed controlled by an infinitely variable magnetic brake. 800-783-4935; www.hammelmann.com



8 // HYDRA-FLEX REAPER

Reaper sewer jetting nozzles from Hydra-Flex redefine cutting capabilities, as each size (1/4, 3/8, 1/2, and 1 inch) is tailored to match the pipe it's built to tackle, with precise cone angles that reach the entire width of each pipe. The cutting force breaks through roots and clears grease, wax, fats, oil and wipes, while its back jets propel the nozzle easily through the pipe and add clearing power. The nozzles feature tungsten carbide and stainless steel for durability and an extended lifecycle. Easily repair the nozzle in less than 10 minutes to extend its life even further. 952-808-3640; www.hydrasflexinc.com



9 // SEWERPROSHOP RAVEN

The Raven hydrojetting nozzle from SewerProShop has been precision engineered by Intersewer and manufactured to the highest technical standards of ISO 9001:2008 certification in Germany. The weight counteracts the high-pressure kickback of the wand. It is constructed from high-grade stainless steel, is threaded and includes a replaceable ceramic nozzle insert with forward water jet angled at zero degrees or a fan jet. It is rated for 18 gpm at 4,000 psi up to 80 gpm at 2,500 psi. It includes a 1/2- to 1-inch sewer hose connection. It is operator-friendly with no maintenance required. 877-864-9394; www.sewerproshop.com



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PRODUCT FOCUS

10 // 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 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 debris in fewer passes. The offset front jet eliminates blockages easily and effectively. The Gator can be 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 center the nozzle in larger pipe. 844-285-5770; www.usb-usa.com



» PORTABLE JETTERS

11 // GENERAL PIPE CLEANERS JM-1000 MINI-JET

The combination of **General Pipe Cleaners'** portable **JM-1000 Mini-Jet** and high-performance stainless steel braid jet hose offers drain cleaning power in a small package. The jetter is available with stainless steel braid hoses with Teflon core in a variety of lengths. The durable hose also works well with the JM-1450 electric jet. It can be used to clear grease, sand and ice from small lines, sinks and laundry drains with high-pressure, wall-to-wall water spray. It packs 1,500 psi of cleaning power in a compact package, yet weighs only 23 pounds. Its rugged diamond-plate metal case safely shields the pump and motor assembly from common job site abuse. The stainless steel braid hose design smoothly slides the jet nozzle down 1 1/2- to 3-inch drainlines and more easily navigates tight bends. The 3/16-inch Teflon core also reduces flow resistance, further improving small-line cleaning power. 800-245-6200; www.drainbrain.com



12 // MYTANA M20

MyTana's **M20** electric jetter is designed for clearing obstructions in 1 1/2- to 4-inch lines with up to 1,500 psi cleaning pressure. The lower flow rate of the 2.1 gpm pump makes it effective for melting away grease or ice-choked lines. A rugged, compact cart transports the 1/4-inch hose, pump and 2 hp motor. To get into tight spaces, like a small bathroom, the pump/motor unit can be removed and carried where needed. Quick disconnect fittings let the user swap in 1/8-inch trap hose quickly. It has a pressure regulator to operate on 15 amp circuits with 1,200 psi. Ergonomically designed to move about easily, the cart has stair glides and a loading wheel built in. 866-748-7576; www.mytana.com



13 // RIDGID KJ-3100

The **RIDGID KJ-3100** portable water jetter offers 3,000 psi of working pressure and 5.5 gpm of flow for fast, effective cleaning of large lines. The jetter propels a flexible and lightweight hose through 2- to 10-inch lines, blasting through sludge, soap, grease, and sediment blockages. As the hose is pulled back, it power scrubs the line, flushing debris away and restoring drainlines to their full, free-flowing capacity — all without the use of harmful chemicals. Pulse action also allows for easy negotiation of difficult bends and traps. It features a removable hose reel and Triplex pump with corrosion-resistant, forged brass head and comes on a two-wheeled cart that easily fits through standard-size doors and negotiates tight turns with ease. 800-474-3443; www.ridgid.com



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» SAFETY EQUIPMENT

14 // EARTEC E-PAK W/ LAZER-PRO

E-Pak w/ Lazer-Pro wireless systems from Eartec provide hands-free communication to crews of up to 32 users. The alternative to traditional full earcup-style headsets offers Bluetooth connectivity with a slimline back band that can be worn comfortably for an entire work shift even with a hardhat. It delivers incoming signals by vibration through the user's temple via bone conduction, leaving users' ears free. It is IP67-rated, splashproof and connects to the compact E-Pak full duplex radio without a cable. This wireless intercom can help streamline on-site logistics, operations and crew coordination as well as enhance training and safety protocols. 800-399-5994; www.eartec.com



15 // ITALIFTERS XT10

The XT10 from Italifters is a universal magnetic manhole cover lifter with triple movable magnetic plate. It is suitable for lifting, moving and repositioning most manhole covers, drains, cast iron grates and ferrous materials. It is specifically ideal for linear, deformed and damaged manholes caused by traffic load. Its triple magnetic plate has a total of 27 neodymium magnetic pads, which grant an optimization of the magnetic contact and a superior adhesive force. Its handle is telescopic, to allow ergonomics and minimal space for transport and stocking. Using the tool is simple, fast and intuitive. www.italifters.com



» TRUCK/TRAILER JETTERS

16 // 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



17 // CAM SPRAY RCJ SERIES

RCJ Series skid-mounted jetters from Cam Spray are offered in flows and pressures of 8 gpm at 3,500 psi and 7 gpm at 4,000 psi. A three-plunger industrial pump with pulse is powered by a 688 cc Honda engine. Its 200 feet of jetter hose can be used to supply an optional 200DS4 portable reel cart with 200 feet of 3/8-inch jet hose. It comes with a 35-gallon buffer water tank with float control, powder-coated heavy tube frame, washdown gun and a four-nozzle set. It easily mounts in the side door of a cargo van, on a truck bed or inside a service truck. 800-648-5011; www.camspray.com



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18 // EASY-KLEEN VANPACK JETTER

Easy-Kleen's **Vanpack Jetter** is a drain and pipe cleaning solution that is fully customizable to meet the user's needs. With increased water pressure, it tackles even the stubborn blockages with ease. The units are equipped with a 35 hp Vanguard gasoline engine and a gearbox-driven pump producing 12 gpm at 3,500 psi. Combined with 300 feet of 3/8-inch jetter hose and a 200-gallon water tank, they deliver effective results for challenging jobs. Optional upgrades include a wireless remote, heater pack, customizable hose reel racks and light packs. 800-315-5533; www.easykleen.com



19 // GAPVAX G7 JETTER

The **G7 Jetter** from **GapVax** is built on a heavy-duty, contractor-grade NATM-certified trailer. Several engine choices, including Cummins diesel, are certified and sized appropriately for the water pump combinations. The unit's hose reel is hydraulically powered with a direct-drive gearbox and variable-speed control. The hose reel offers a 3-foot (curbside) articulation from center of bearing, 180-degree rotation and a capacity of 800 feet of 3/4-inch jetter hose. The polyethylene plastic water tank is available in 300, 500, 600 or 700 gallons. The water pump is center-fed for optimum performance. The controller is interlocked with safety features that will show low fuel levels and low water, and is capable of a complete engine shutdown in an emergency. 888-442-7829; www.gapvax.com



20 // HOTJET USA TURBO DIESEL TRAILER JETTER

HotJet USA is offering a turbo diesel-powered trailer jetter powered by Yanmar. It features 59 hp of power with true 20 gpm at 4,000 psi output in a compact, affordable package, offering 10% more power than regular 18 gpm units. Yanmar-powered units are Tier 4 compliant, are fuel-efficient and use an XL Radiator. The engines are water cooled for maximum efficiency and are easily maintained by a network of service centers nationwide. The jetters may be mounted on 5-by-12 to 5-by-16-foot decks with a choice of single or tandem axle. They are available in cold or hot/cold operation and will clean drainlines up to 24 inches. 800-624-8186; www.hotjetusa.com



21 // JETTERS NORTHWEST EAGLE-200/4010-DWR

The **Eagle-200/4010-DWR** midsize trailer jetter from **Jetters Northwest** produces 10 gpm, 4,000 psi performance with full wireless remote control or jetting on/off, engine on/throttle/off, and reel-windup functionality. It is an upgraded version of the previous 4009 model and comes with an enclosed Kawasaki 31 hp fuel-injected/liquid-cooled engine on an industrial-duty trailer with brakes for safety and a beefy A-frame tongue, allowing it to be towed when full of water. Flat-top fenders allow for additional mounting surface and standard aluminum wheels give a sharp appearance. It features a super-duty triplex UDOR USA pump, 12-volt powered hose reel with adjustable windup speed, 200-gallon water tank, large 60-inch lockable tool storage bin, 400 feet of jetting hose on the main 12-volt power reel, 100 feet of 3/4-inch water-supply hose on a second reel, adjustable pulsation-control and four jetting nozzles. Specialty root/grease nozzles and other options are available. 877-901-1936; www.jettersnorthwest.com



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22 // 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



23 // 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



24 // SUPER PRODUCTS SUPERJET

The **SuperJet** truck-mounted jetter from **Super Products** is used to blast debris to clear blockages and maintain sewer lines when vacuuming extraction is not required. It uses a strong and smooth single-piston water pump to create consistently high water pressure. Units come standard with rotationally molded polyethylene water tanks in a modular design to accommodate water capacities ranging from 1,080 to 3,240 gallons. They offer standard curbside and street-side fill. The hose reel has 1,000 feet of 1-inch-diameter sewer hose, 200-degree rotation and a digital monitor. This allows operators to work efficiently while positioned out of traffic and away from other hazards. The monitor displays a hose footage count, offers 20 saved settings for hose reel payout, and is designed with LED panel lights to enable readability in a variety of environments. 800-837-9711; www.superproducts.com



25 // TROJAN WORLDWIDE TWW3000D DIESEL TRAILER JET

The **TWW3000D Diesel Trailer Jet** from **Trojan Worldwide** comes mounted on 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 includes a hydraulic hose reel with 500 feet of 3/4-inch hose and includes a speed control for the forward/reverse function. Water 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 FOCUS

26 // VAC-CON VJ SERIES

The VJ Series of jetters from Vac-Con is designed to provide operators with an economical, portable and powerful system in two configurations. The VJ375 offers a 375-gallon water capacity on a single-axle trailer. The VJ750 boasts 750-gallon water capacity on a tandem-axle trailer. Standard features include Tier 4 diesel engine, cold-weather recirculation and air purge system, hydraulically driven hose reel and a reel-mounted, weatherproof electronic control panel. Units are available in multiple water pump pressure and flow configurations. Optional features include gas engine, wireless remote and an antifreeze tank system for cold-weather use. 904-284-4200; www.vac-con.com



27 // VACTOR RAMJET

The Ramjet from Vactor provides greater precision, increased storage options and superior cold-weather protection, making jobs safer, easier and more efficient for the operator. IntuiTouch controls provide greater precision and enhanced productivity. Improved water plumbing adds even more storage options. It includes an IntuiTouch control system with one-touch activation, low-maintenance Jet Rodder water pump, Park-N-Clean technology for faster setup at the job site, a Modul-Flex design for maximum capacities and optimum weight distribution, a stainless steel water tank that offers greater strength and corrosion protection, and superior cold weather operation that includes separate storage for wet and dry items. 815-672-3171; www.vactor.com



>> WATER PUMPS

28 // CAT PUMPS MODEL 7CP6165CSG1

The Cat Pumps Model 7CP6165CSG1 offers a performance rating of 8 gpm at 3,500 psi. Its combination of high performance, compact footprint and proven longevity helps jetters cut through challenging jobs. It converts to a jetting pump by adding a pulsator assembly, which eliminates the danger of deadheading the pump, prolonging the life of the seals and reducing unplanned downtime. A convenient handle allows for a quick changeover from cleaning to jetting modes. It uses an industrial-duty gearbox that attaches directly to 1- or 1 1/8-inch 3,265 rpm gas engines. Its gearbox allows for a smaller footprint and features hardened steel helical gears for smooth, quiet operation. The sealed housing provides independent gear lubrication, resulting in thousands of trouble-free hours. 763-780-5440; www.catpumps.com



29 // JETSTREAM 2000 SERIES UNX

The compact 2000 Series UNx bareshaft pump from Jetstream of Houston is designed with efficiency in mind for low-horsepower waterblasting operations. It includes three crankshaft-propelled plungers allowing for smooth operation and efficiency on the job site. Pressure outputs ranging from 6,000 to 15,000 psi and compatibility with 75 hp engines make it small, yet able to retain core features. Repairs are doable on the field thanks to a design approach that allows easy swap-outs of the pump's packing, univalves and plungers. It can achieve a flow rate of up to 20 gpm at up to 6,000 psi. 800-231-8192; www.waterblast.com c



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PRODUCT SPOTLIGHT

LANCE SYSTEM DESIGNED FOR TOUGH CONCRETE REMOVAL

By Craig Mandli

Concrete is often one of the most difficult substances to break up and remove. Fortunately Aquajet offers the Super Lance 3000 system for ultimate concrete removal versatility.

The system includes multiple parts — such as elbows, lance extensions and different nozzles — to give operators more control over the concrete removal depth and as many options as possible to achieve an ideal result.

“Aquajet is at the frontline of product development, giving customers a variety of tools to ensure maximum utilization of their Aqua Cutters and enable the benefits of hydrodemolition in nearly every application,” says Roger Simonsson, Aquajet managing director. “The Super Lance system is a well-thought-out solution to enhance our already innovative hydrodemolition robots.”

Each element of the system serves an important purpose to help contractors problem-solve. Elbows help operators navigate tricky obstacles while lance extensions can be stacked to create the correct length required for the application. The dual/triple nozzle head is compatible with all lances and lance extensions, elbows and rotolances. The nozzle heads split the waterjet to impact the concrete at multiple points, allowing it to cover more surface area in each pass. For example, this allows an operator who is working with a powerful high-pressure pump to effectively execute a shallower removal of 1 to 2 inches. Without the dual/triple nozzle, a contractor with a 500+ hp pump



would typically maximize speed and oscillation to avoid cutting too deeply. But this can compromise the quality of the result.

By diffusing the waterjet, the operator can decrease the machine's speed while retaining a shallow cut. When the rotolance, Aquajet's surface preparation tool, is configured with the dual and triple nozzle heads, it provides rotational hydrodemolition for effective shallow removals.

“The lance is what the entire robot is designed around, so naturally we never stop researching and developing ways to improve it for our customers,” Simonsson says. “The Super Lance is adaptable to a number of different applications and fits with existing Aqua Cutter robots, giving contractors another tool to make their businesses more efficient and profitable.”

The system is compatible with Aquajet's ceramic nozzles engineered for extreme durability and is distributed in the U.S. by Brokk. **800-621-7856; www.brokk.com**

1 // ISUZU TO LAUNCH ZERO-EMISSION MEDIUM-DUTY TRUCKS

Isuzu North America developed a new, zero-emission class 6 and 7 truck utilizing an Accelera by Cummins powertrain for both the U.S. and Canada. Powered by Accelera's next generation lithium iron phosphate battery technology, the new medium-duty trucks will support customers in achieving zero emissions while providing the benefits associated with a low-cab-forward chassis. **866-441-9638; www.isuzucv.com**



2 // KAFKO INTERNATIONAL OIL EATER OVERNIGHT RUST REMOVER

Kafko International's Oil Eater overnight rust remover is a biodegradable, water-based soak with no harsh ingredients. It's safe on tools and parts, and uses include restoring automotive and marine parts, industrial tools, outdoor equipment and more. It can also be used as a prep for coating and painting. Oil Eater effectively penetrates every crevice for 360-degree restoration, and no harsh chemicals make it extra safe to handle. The concentrated formula dilutes 3:1 for superior value and is VOC compliant in all states. **800-528-0334; www.oileater.com** **c**



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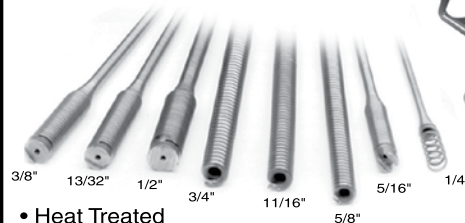


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BRAWO Magnavity SX honored by NASTT

The smart light-curing system BRAWO Magnavity SX won the Abbott Award from the North American Society for Trenchless Technology. The award was presented at the No-Dig Show, held in Rhode Island. In the categories of innovation, value, competitive position and impact, the efficient light-curing system from BRAWO SYSTEMS was entirely convincing. BRAWO SYSTEMS is a system provider for the rehabilitation of building and property drainage pipes. In addition to the BRAWOLINER, machines such as the BRAWO Magnavity SX are also developed and sold worldwide under the BRAWO Tech brand.



Andrew Marshall, sales manager for BRAWO SYSTEMS, accepts the award.

Superior Environmental Solutions acquires Arrowhead Environmental Services

Superior Environmental Solutions, a portfolio company of Palladium Equity Partners, has acquired Arrowhead Environmental Services. The acquisition broadens SES's geographic reach into the Southern Mid-Atlantic market, where Arrowhead is based. With approximately 50 employees and 75 active customers throughout the central Virginia area, Arrowhead represents one of SES' largest acquisitions to date.

Vacuum Truck Rentals announces new managers

Brian Lowry was promoted to regional operations manager of Richland, Mississippi-based Vacuum Truck Rentals. Lowry has been employed with the company since 2012. In his new role, he will be responsible for offices in the Southern U.S. Keith Veros was promoted to general manager of the company's Livonia, Michigan, location, and Alex Phelps joins Vacuum Truck Rentals as service manager of the Livonia location. Prior to joining Vacuum Truck Rentals, Veros held positions as a product specialist and territory manager with various organizations across Michigan. Previously, Phelps served as the lead mechanic for a municipal contractor in Michigan, where he oversaw the servicing, maintenance and DOT compliance of a large fleet comprising over 100 pieces of rolling stock. Vacuum Truck Rentals also announced the promotion of Mike Suiter to the position of vice president of strategic accounts. He has been employed with the company since 2017. And Robert Knotts joins Vacuum Truck Rentals as general manager of the location in Washington, West Virginia. Prior to joining Vacuum Truck Rentals, Knotts worked in the equipment service industry for over 20 years. Additionally, the company promoted Ty Rose to the position of regional operations manager. In this role, he will be responsible for offices in the Northern U.S.



Brian Lowry



Alex Phelps



Mike Suiter



Brian Hall



Ty Rose

Reline America expands network with Tele-Vac

Reline America has added Tele-Vac Environmental to its network of installers. With over 25 years' experience serving municipalities, utilities and contractors, Tele-Vac brings a wealth of knowledge and expertise to the table. This partnership will allow Reline America to better serve the Midwest region. **c**

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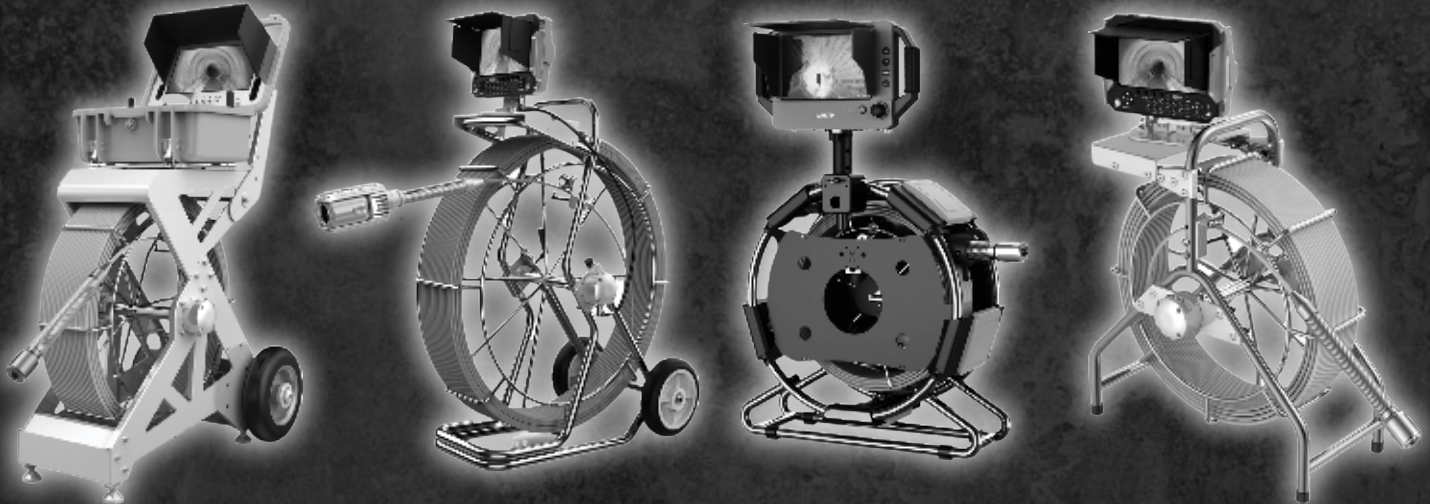
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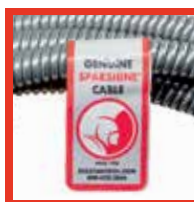


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