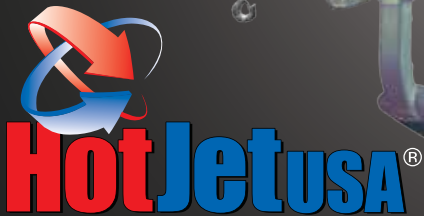


# Plumber™

## LOOKING FOR A JETTER?

**SAVE  
\$10,000  
OFF THE  
REGULAR  
PRICE!**

The Ultimate Drain Cleaning Business Package Is The Professional's Choice For Jetting, Locating And Camera Inspection!



The Ultimate Drain Cleaning Business Package includes the best selling HotJet II® Jetter, a Locator, Inspection Camera and Portable Electric Roll-Around Jetter!

**See Flip Side for Details!**

PRSTD STD  
U.S. POSTAGE  
PAID  
COLE  
PUBLISHING INC

ELECTRONIC SERVICE REQUESTED

COLE PUBLISHING INC.  
PO BOX 220  
THREE LAKES WI 54662

# DRAIN CLEANING BUSINESS PACKAGE

SAVE \$10,000!! - REGULARLY \$69,995.00

## \$59,995.00

PLUS TAX & FREIGHT

INCLUDES THE  
**BEST  
SELLING**  
**HOTJET II®**

✓ **CLEANS 2" - 12" LINES**



INSPECTION  
CAMERA

LOCATOR

ELECTRIC  
ROLL-AROUND  
JETTER

REAPER  
3/8"    WARTHOG  
WT-3/8

## OVER \$17,000.00 IN UPGRADES!

- 2 - Solid State Remote Controls  
\$3,450.00 Value
- 3 - HD Arkansas Safety Premium Tool  
Boxes - \$2,980.00 Value
- 1 - Super Duty Hydraulic Powered Hose  
Reel Upgrade - \$2,190.00 Value
- 1 - Custom Drilled Warthog Nozzle, Reaper  
Nozzle and a Complete Custom Drilled  
Nozzle Set - \$1,800.00 Value
- 1 - Complete Lateral Cleaning Package  
Includes Hose Reel, 100' of 3/4" Hose  
and HD Foot Control - \$2,495.00 Value

- 1 - Complete Power Wash Set-up includes  
100' of HD Power Wash Hose  
\$1,780.00 Value

**FREE Attendance to Our Jetter Workshop  
All Inclusive (flights, meals, rooms, airport  
transportation) - \$1,950.00 Value**

**Soap Injection System and 1 - FREE CASE  
of our Premium Drain Line Additive  
\$590.00 Value**

**FREE Signage & Artwork for Your New  
Trailer System - \$750.00 Value**



# 1.800.624.8186

SCAN FOR INFO



PRICE GOOD THROUGH SEPTEMBER 30, 2024  
SALE PRICE INCLUDES FREIGHT & EQUIPMENT SAFETY & OPERATIONAL TRAINING!

# Plumber

TM

## UPWARD BOUND

Growing up in a business environment helps California plumber take his company from a one-man band to thriving full-service company Page 12

▲ In The Shop  
IT'S A FULL-TEAM EFFORT TO  
ENSURE YOUR COMPANY FLEET  
IS READY TO ROLL  
Page 20

▲ Industry Insider  
TURNING ENVIRONMENTAL  
REGULATIONS INTO  
OPPORTUNITIES  
Page 26

MACHINES  
AS THAT WORK  
**HARD**  
AS YOU DO



OFTEN IMITATED  
**NEVER  
DUPLICATED**



**Count on Genuine Spartan Cable**

Manufactured in Michigan on our new, state-of-the-art cable production line from the highest quality iron ore on the planet, our cable is specially heat treated for the ultimate consistency and galvanized with zinc for an added barrier of protection. Genuine Spartan Cable outperforms and outlasts the competition, even in the most demanding jobs.



**LOOK FOR THE LABEL**

**Did you know?**

Only Genuine Spartan Cable manufactured by Spartan Tool comes with the Sparshine label. When in doubt, look for the label!

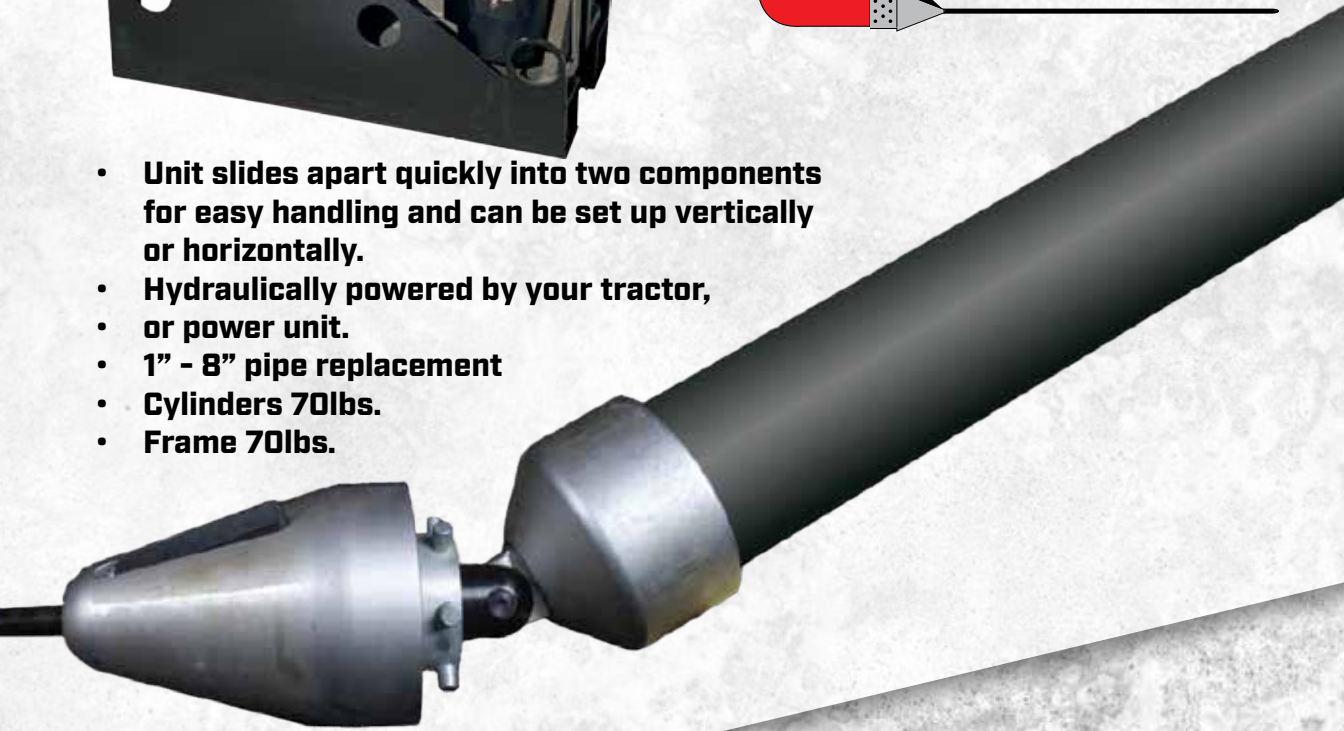
**SPARTANTOOL.COM**  
**800.435.3866**

# **R-8** Pipe Bursting System



**RODDIE** inc.

- Unit slides apart quickly into two components for easy handling and can be set up vertically or horizontally.
- Hydraulically powered by your tractor, or power unit.
- 1" - 8" pipe replacement
- Cylinders 70lbs.
- Frame 70lbs.



**DIMENSIONS:**  
14" long by 12" wide  
22" high set vertically

**See it Work!**

 **YouTube**

**Roddie R-8**

**888-406-3821**

Patent Pending • [RoddieUnderground.com](http://RoddieUnderground.com)



**Plumber Profile**

**Upward Bound**

Growing up in a business environment helps California plumber take his company from a one-man band to thriving full-service company.

- By Giles Lambertson

**On the Cover**

Handy Plumbing Man technician Tomas Lozano carries a PVC pipe to his truck for a job at the start of the workday. Handy Plumbing Man, based in San Carlos, California, was founded in 2019 by Marco and Amparo Acosta. The company now has 38 employees. (Photography by David Elkins)



**8 From the Editor: Beating the Heat**

Tips to making it through the hot days of July and August while working various job sites.  
- By Cory Dellenbach

**10 @plumbermag.com**

Check out our exclusive online content.

**20 In the Shop: Caring for Your Fleet of Vehicles**

Ensuring your plumbing vehicles are ready to roll anytime is a full-team responsibility.  
- By Andy Whinerak

**22 Smart Business: Creating a Culture of Accountability**

Performance accountability is important, but proceed with caution to ensure productive discussions.  
- By Ken Wysocky

**26 Industry Insider: Navigating Environmental Regulations**

How plumbing companies can thrive amidst new environmental standards.  
- By Dave Bailey

**28 Product Focus: Service Vans, Fleet Management, Franchises and Software**

- By Craig Mandli

**32 Product News: Product Spotlight: See-through push-connect fitting brings clarity when making fast, reliable installs**

- By Dodie Wiesner

**36 Industry News**

**38 Calendar**

**Coming Next Month - Drain Cleaning**

- ▲ Plumber Profile: Daniels Plumbing and Heating (Philadelphia, Pennsylvania)
- ▲ Industry Insider: Ken Dickerson

# WE ARE LOOKING FOR NEW DEALERS.

**AFFORDABLE & RELIABLE!**

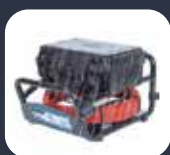


**1080P  
AHD**

**Weight:  
11.8KG**



Easy to Carry



Compact, Rugged and Waterproof Design



Convenient Transportation



Removable Control box with keyboard

Camera Size <b>φ23mm×51mm</b>	Rod Cable <b>φ6.8mm</b>	White LEDs <b>15pcs</b>	For Pipe Dia <b>30-150mm</b>
LCD Size <b>10.1"</b>	Built-in Battery <b>7 Hours</b>	Text Input <b>Keyboard</b>	Meter Counter <b>Built-in</b>
Resolution <b>1080P Full HD</b>	Self-leveling <b>Built-in</b>	512hz Sonde <b>Built-in</b>	Cable Length <b>66ft/100ft/130ft</b>

TVBTECH CO., LTD

[www.tvbtech.com](http://www.tvbtech.com) ■ [www.draincamera.com](http://www.draincamera.com)

Email: [sales@tvbtech.com](mailto:sales@tvbtech.com) ■ TEL:+86-158 89631708

# ADVERTISER INDEX

# Plumber

Exclusively serving plumbing contractors and franchisees

Published monthly by COLE Publishing, Inc.  
P.O. Box 220, Three Lakes, WI 54562

Call toll-free 800-257-7222  
Mon.- Fri., 7:30 a.m.-5 p.m. CST

Website: [www.plumbermag.com](http://www.plumbermag.com)  
Email: [info@plumbermag.com](mailto:info@plumbermag.com) | Fax: 715-350-8456

**SUBSCRIPTION INFORMATION:** A one-year (12-issue) subscription to Plumber in the United States or Canada is free to qualified subscribers. A qualified subscriber is any individual or company in the United States or Canada that is involved in the inspection, cleaning, repair and installation of residential and commercial sewer lines. Non-qualified subscriptions are available at a cost of \$60 per year in the United States and Canada/Mexico. Subscriptions to all other foreign countries cost \$80 per year. To qualify, visit [www.plumbermag.com/order/subscription](http://www.plumbermag.com/order/subscription) or call 800-257-7222.

Our subscriber list is occasionally made available to carefully selected companies whose products or services may be of interest to you. Your privacy is important to us. If you prefer not to be a part of these lists, please contact Holly at [holly.gensler@colepublishing.com](mailto:holly.gensler@colepublishing.com).

**CLASSIFIED ADVERTISING; RATE:** No Photo Classified \$25 for 20 words, each additional word \$1. All classified advertising must be PAID IN ADVANCE. **DEADLINE:** Classifieds must be received by the first of the month for insertion in the next month's edition. **PHONE-IN ADS ARE NOT ACCEPTED.** Ads may be faxed only when charging to MasterCard, VISA, Amex or Discover. Please supply all credit card information with faxed ads. Be sure to include your phone number (with area code) in your ad. Make checks payable to COLE Publishing Inc. and mail with classified ad to the address above. **CLASSIFIED ADVERTISING APPEARS NATIONWIDE AND ON THE INTERNET.** Not responsible for errors beyond first insertion.

**DISPLAY ADVERTISING:**

Contact one of our sales staff at 800-994-7990. Publisher reserves the right to reject advertising that in its opinion is misleading, unfair or incompatible with the character of the publication.



Ann Richmond



Winnie May

**DIGITAL REPRINTS AND BACK ISSUES:** Visit [www.plumbermag.com](http://www.plumbermag.com) for digital reprint options and pricing. To order back issues, call Holly at 800-257-7222 or email [holly.gensler@colepublishing.com](mailto:holly.gensler@colepublishing.com).

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

© 2024 COLE PUBLISHING INC.

No part may be reproduced without permission of the publisher.

- [facebook.com/PlumberMag](https://facebook.com/PlumberMag)
- [twitter.com/PlumberMag](https://twitter.com/PlumberMag)
- [youtube.com/PlumberMagazine](https://youtube.com/PlumberMagazine)
- [linkedin.com/company/plumber-magazine](https://linkedin.com/company/plumber-magazine)
- [instagram.com/plumbermag](https://instagram.com/plumbermag)

ACME Trenchless .....	30	Mongoose Jettters by Sewer Equipment .....	7
<b>ALLAN J. COLEMAN</b> SINCE 1905		MyTana LLC .....	29
Allan J. Coleman Co. ....	11	Nexstar Network, Inc. ....	17, 31
American Jetter .....	35	NuFlow Technologies .....	39
AQUAGUARD		PICOTE .....	27
AQUAGUARD LLC .....	24	Progressive Insurance .....	9
CAM		Pulsar 2000 Line Tracer .....	31
Cam Spray .....	27	Pulsar 2000, Inc. ....	31
Winnelson		Qescorp d/b/a DiscountSawBlade.com .....	33
Central Oklahoma Winnelson .....	23	Roddie Inc .....	3
DURACABLE		Root Rat .....	35
Duracable Manufacturing Co. ....	25	SPARTAN TOOL Spartan Tool LLC .....	2
FAST EST, INC. Mechanical Estimating Software		SuppliesDepot.com .....	15
FastEST, Inc. ....	33	TvB Tech Co., Ltd. ....	5
General PIPE CLEANERS		Classifieds .....	35
General Pipe Cleaners, div. of General Wire Spring .....	40		
HotJet USA			
HotJet USA .....	35		
ipp Solutions, LLC			
IPP Solutions, LLC .....	33		
MaxLiner			
MaxLiner .....	19		

Eat.  
Sleep.  
Maintain Pipes.  
Repeat.

**Plumber**  
It's your Magazine.  
Tell your story.

Send your ideas for  
future articles to  
[editor@plumbermag.com](mailto:editor@plumbermag.com)





# THE ONLY THING THAT CAN STOP IT IS... LUNCH.

Mongoose Jetters delivers simple, purpose-built jetting equipment designed with the plumbing contractor in mind. Quality equipment, reliable service, and a wide variety of features and options keep our customers operational and profitable. Available in trailer, truck, skid, or van pack, Mongoose Jetters offers any configuration to fit your needs. *A serious machine for a serious business.*

- 49 HP turbo diesel engine
- Handheld wireless remote
- 18 GPM @ 4000 PSI water pump
- Rotating 600' x 1/2" capacity hose reel



SALES@MONGOOSEJETTERS.COM / 815.835.5566 / MONGOOSEJETTERS.COM





Cory Dellenbach

## Beating the Heat

Tips to making it through the hot days of July and August while working various job sites

**A**

s the sweltering days of July and August roll in, the heat becomes an inescapable challenge for plumbers.

The “dog days” of summer, known for their extreme temperatures, demand more than just our usual skills — they require careful attention to health, safety and efficient work practices. Here’s how to tackle these hot months while maintaining top-notch service and taking care of yourself.

### PRIORITIZE HYDRATION AND COOLING

Staying hydrated is important. Long hours in high temperatures can quickly lead to dehydration and heat-related illnesses such as heat exhaustion or heat stroke.

To stay hydrated, your team should aim for at least a gallon of water a day. Either make sure they carry a water bottle or you have water available for them on jobs. Make sure they are taking regular sips, even if they don’t feel thirsty.

Sports drinks like Gatorade can help replace essential salts and minerals lost through sweat. This can prevent cramps and help maintain energy.

In order to stay cool, the team should wear lightweight, breathable and moisture-wicking clothing. Light colors are preferable as they reflect heat. Make sure that what you are wearing is also safe for the job site.

The “dog days” of summer, known for their extreme temperatures, demand more than just our usual skills — they require careful attention to health, safety and efficient work practices.

If you’re outside, wear a hat or apply sunscreen, and take frequent breaks in shaded or air-conditioned areas to hydrate and cool down.

### MANAGE TOOLS AND MATERIALS

The summer heat impacts not only you but also your tools and materials. Proper management and storage are crucial to ensure efficiency and prevent damage.

Keep your tools in shaded areas when not in use. Heat can damage batteries, plastic components and precision instruments. Regularly inspect your tools for heat-related wear and tear. Preventive maintenance can save you from unexpected breakdowns.

Materials like PVC and copper expand in the heat. When installing, leave room for expansion to prevent buckling or leaks.

Be aware that adhesives and sealants cure differently at high temperatures. Follow the manufacturer’s guidelines for the best results.


### THRIVING THROUGH THE HEAT

The dog days of summer are tough, but with the right strategies, you can work through them effectively.

Prioritize hydration and cooling, manage your tools and materials carefully, and be ready for seasonal demand. By doing so, you’ll not only survive the summer heat but thrive, continuing to deliver exceptional service.

Stay safe, stay cool and keep up the great work. Here’s to navigating another summer with resilience and expertise.

Do you have any tips for summer time? Email me at [editor@plumbermag.com](mailto:editor@plumbermag.com).

Enjoy this issue! 

YOUR TO-DO LIST CAN BE A LOT.  
WE MAKE ONE THING EASY.

SEE IF YOU  
CAN SAVE WITH  
PROGRESSIVE

Progressive Casualty Ins. Co. Coverage provided  
and serviced by affiliated and third-party insurers.



As a small business owner, you can't escape your to-do list. That's why Progressive makes it easy to save with a commercial auto quote, so you can take on all your other to-dos. Get a quote in as little as 7 minutes at [ProgressiveCommercial.com](http://ProgressiveCommercial.com)

**PROGRESSIVE**  
COMMERCIAL

# @plumbermag.com

Visit the site daily for new, exclusive content.

Read our blogs, find resources and get the most out of *Plumber Magazine*.



## THE HEAT IS ON

### Summer Safety Tips

We posted this article at the beginning of summer as a reminder about how to work safely outdoors in the heat. We're still in the heart of summer, so all that advice is worth emphasizing again. Summer can be a great time for business, but a brutal time for workers. Excessive heat and sun exposure pose significant dangers. [plumbermag.com/featured](http://plumbermag.com/featured)

## SEWER SKILLS

### Jetting Best Practices

If sewer jetting is among your service offerings, check out this online exclusive that covers some best practices and busts a few myths. As Dan Story of KEG Technologies gets into in this article, our comprehension of jetting has evolved alongside advancements in hose nozzle technologies, which in some cases directly contradict current common practices. [plumbermag.com/featured](http://plumbermag.com/featured)



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



## OVERHEARD ONLINE

*"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."*

— Sound Safety Solutions Come From Detailed Accident Investigations

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



Join the Discussion

[Facebook.com/PlumberMag](https://www.facebook.com/PlumberMag)



[Twitter.com/PlumberMag](https://twitter.com/PlumberMag)

## NEWS & ALERTS



Visit [Plumbermag.com](http://Plumbermag.com) and sign up for newsletters and alerts. Get exclusive content delivered right to your inbox on topics important to you!

# ALLAN J. COLEMAN

SINCE 1905

**Call us today!**  
Chicago 773-728-2400  
Phoenix 602-638-0600

5725 N. Ravenswood Ave. • Chicago, IL 60660  
6003S 40th St., Ste. #5 • Phoenix, AZ 85042

info@allanjcoleman.com • www.allanjcoleman.com

**OLDEST NAME IN THE BUSINESS — Over 115 YEARS OLD**

## Pipe Patch Kits

Pipe Patch Kits enable quick and efficient trenchless point repairs with all required consumables and components packaged together for one-time use. Patch Kits make inventory management easier on your business while ensuring you have all components needed when showing up to a job. Fiberglass patch meets ASTM F1216 requirements and cured patches have a life expectancy of up to 50 years under normal conditions. RIDGID Pipe Patch Kits are designed for 2", 3", 3-4", and 4-6" Packers and at lengths for 32", 3', and 6' repairs.



## MegaPress® Jaws And Rings

- Press connections can be made on a "wet" system
- Flameless system eliminates the need for hot work permits
- Join ½" to 2" commercially available black iron pipe schedules 5 through 40



## RP 241 Press Tool



- Multiple Size & System - RIDGID has the only compact press tool that can go up to 1 ¼" on copper & stainless steel; up to 1 ½" on PEX tubing; and up to ¾" iron pipe
- Bluetooth Connectivity - Connect to your tool through your phone and manage important information like cycle count and battery life
- New 12V Lithium-Ion Battery - Over 140 crimps per charge
- Jaw Capacities - copper and stainless steel capacity: ½" - 1 ¼", PEX Capacity: ½" - 1 ½", steel capacity: ½" - ¾"

## RP 351 Press Tool



- Brushless motor capable of over 100,000 press cycles
- Endless 360° head swivel for reaching tight spaces
- Bluetooth connectivity and advanced upgraded color-coded light indicators for easy operation
- Robust LED lighting for low-light applications
- Capacity - ½" to 4" for copper, carbon\* and stainless steel, ½" to 2" for PEX
- \*Press Booster is needed for carbon steel

RIDGID

**Authorized PROGRESS Service Center**

TURN AROUND TIME ON MOST TOOLS SERVICED IS 48 HOURS OR LESS!



**Buy Online at  
AllanJColeman.com**

**Now With 2 LOCATIONS  
To Better Serve You**

**We Have  
RIDGID Parts!**

**If you buy the best,  
you are only sorry once!**

▼ Husband and wife team Amparo and Marco Acosta own and operate Handy Plumbing Man, based in San Carlos, California.

# UPWARD BOUND

By Giles Lambertson  
Photography by David Elkins

Growing up in a business environment helps California plumber take his company from a one-man band to thriving full-service company

*Handy Plumbing Man LLC, San Carlos, California*



<b>OWNERS</b>	Marco and Amparo Acosta
<b>FOUNDED</b>	2019
<b>EMPLOYEES</b>	38
<b>SERVICES</b>	Residential plumbing including toilet and water heater repair or replacement, fixture and appliance repair, and garbage disposal and waterline repair; drain and sewer inspection, cleaning and repair; and commercial plumbing in Redwood City.
<b>SERVICE AREA</b>	San Francisco Bay Area
<b>WEBSITE</b>	handyplumbingman.com

**M**

arco Acosta says his Handy Plumbing Man business is “growing very rapidly.” Just how fast is that?

“The first year we did \$300,000 in business,” says the San Francisco Bay Area businessman. That first year was in 2019. “We have experienced very rapid, but steady and responsible growth. I predict at the rate we’re expanding, the company before too many years will have annual revenue in the \$30-40 million range.”

The company’s expansion in employees and equipment is equally impressive. From a one-man, one-van operation, it has grown to 38 employees and 22 service vans. Actually, that’s an exaggeration: In the beginning, Acosta had the help of his wife.

“She would go in crawl spaces with me to run drainage lines,” he says — surely a test of a marriage. “She has been with me all the way, in times of tears and through ups and downs.”

Clearly the company is upward bound at this point, with the emphasis on up. “The goal I have is eventually to have more than 300 employees.” Sounds like growth, indeed.

## CHALLENGING START

Acosta was raised in a business environment. His father was a contractor and, he says, “taught me how to run things.” He adds that other family members have businesses “all over the world.” With that family pedigree, Acosta went to work for other companies

▶ At left, technician Jany Arroyo looks on as technician Rafael Arceo operates the monitor of the Vivax-Metrotech vCamMX Mini, while Handy Plumbing Man owner Marco Acosta uses a VX225-01 utility locator to map a sewer pipe in the backyard of a home remodel in Belmont, California. Marco and his wife, Amparo, founded the plumbing and drain cleaning company in 2019.

in the Redwood City area — “really big companies” — but eventually grew frustrated.

While he had operational responsibilities at those companies, “I wasn’t the owner. There were things I wanted to do to steer the company toward more success, but there always were roadblocks.” So, at age 28, he decided to start his own business “and run the show like I wanted to run it.”

Unfortunately, Handy Plumbing Man got started about the same time COVID did. For two or three months, the young company struggled. “It was pretty darned bad,” Acosta recalls. “People were scared to let a plumber into their homes.”



▶ Technician Rafael Arceo, front, operates the monitor of the Vivax-Metrotech vCamMX Mini while Marco Acosta uses a VX225-01 utility locator to map a sewer pipe in the backyard of a home remodel.

At some point in the early days of the pandemic, the business owner realized that investing in gloves and masks was the answer. He bought 20,000 face masks and let customers know that he took their health concerns seriously.

“That response to customer fears is what kept the company alive,” he says, looking back. He ended up donating some of the masks to Kaiser Permanente San Francisco Medical Center. “My response to COVID played a role in our growth.”

The pandemic episode reaffirmed in his own mind that residential plumbing and drain cleaning services was the right path for his company. He had seen companies fail during the recession of 2008-09 because they were serving commercial and new construction customers. COVID was a reminder of the precariousness of such commercial accounts.

## A TOUGH ENVIRONMENT

When Acosta was a school child, he was fascinated by



the process of building things, the systematic piecing together of different elements to create a whole. “It was very fascinating to me how things grew out of nothing.”

When Acosta started Handy Plumbing Man, he pieced together his previous experiences in the industry to create his personal idea of how a business should operate efficiently, profitably and in the best interests of its customers. So far, his idea is proving quite successful.

This is so even though Handy Plumbing Man is operating in the San Francisco Bay Area of California where there is plenty of competition. “It is a very, very, very competitive area,” Acosta says. “It’s saturated with plumbers.”

## Where Charity and Mentorship Flow

The old principle about giving back to others the blessings you have received operates more openly in some companies than in others. At Handy Plumbing Man, charity definitely is part of the business equation.

Owner Marco Acosta cites holy writ for his commitment to sharing his good fortune with his community. “It’s written in the Bible that the more you give, the more you get. I don’t do it to gain. I do it because it makes me feel good and I sleep better at night.”

Here is an example of how the impulse to be charitable plays out: When a customer living in a trailer park had her water heater fail on Christmas Eve, “I could not let her have no hot water on Christmas,” he recalls. A new water heater was delivered and installed and the entire episode written off. Acosta has given freely to poorer children on special soccer

teams, buying them Christmas toys to lift their spirits. “We help the people who need the help.”

He also is open about his success in business, offering encouragement and business advice to other young entrepreneurs. Consequently, Acosta has established a reputation not only as a young business leader but as a mentor.

“I have people call me all the time. A lot of companies hold back secrets of the trade. I tell them, ‘I’m an open book.’ If they come in my door and ask, I will tell them exactly what I did to build this company and how I did it. There is plenty of work out there for everybody.”

The business owner currently is coaching the executive team of a fast-growing, young company in Southern California, freely giving them tips on how to succeed. Giving back.





# SuppliesDepot.com

Your Source for Plumbing, Heating, Electrical and Lighting Products.



**FREE** Ground Shipping on Orders over \$99\*

**Thousands of OEM  
Parts in Stock from  
Top Brands!**



**Goodman**

**WEIL-McLAIN**



**Rinnai**

**NAVIENT**

**Raypak**

**AC Smith**

**BRADFORD WHITE**

*and more!*



**Take 5% OFF Your Order of \$250 & Up  
Use Coupon Code SDAUG5**

\*Exclusions apply. Coupon Offer valid 8/1/24 to 8/31/24 only. See website for details.

A more timid soul might have been daunted by such a business environment. Acosta simply followed his plan, one element of which is to leave every customer satisfied with his experience. “I have done a really good job in committing to customers,” the owner says. “When I walk out of the door, I want them to be 100% satisfied — not 99%.”

The various rating services show Handy Plumbing Man with hundreds of five-star ratings. Acosta says that if he hears of a customer displeased with Handy Plumbing Man, he is all ears. “If I have to, I’ll go out and do the job myself to make sure that customer gets a five-star job.”

Acosta offers customers flat-rate pricing. Furthermore, he does not mark up the cost of plumbing parts, passing along to a customer his cost and nothing more. “That is very unusual. I’m about the only guy that does that.”

He says the reason he can do so is because he operates in volume. For example, he sells and installs about 50 water heaters a month, a number that earns him a discount from the manufacturer. A dealer down the street selling 10 water heaters a month doesn’t get the same deal.

“I can lower my cost for the water heater just a little and pass along the savings to the customer — and still have a very profitable transaction.” The result: Customer happy and company in the black. Sounds a lot like a winning business formula.



▲ Marco Acosta (foreground) and Patricio Lozano use the IPP Solutions pipeline coating system to coat a cast iron sewer pipe.

◀ Marco Acosta (center), chats with his nephew Rafael Arceo and wife Amparo Acosta in front of a home remodel job site.



## A FULL-SERVICE COMPANY

Though the company does do “a little” commercial work, it takes on “zero” new construction projects. Its commitment is to homeowners.

“People at home need hot water and they need to flush a toilet, so come what may, they still are going to need plumbers,” Acosta says. “COVID was a perfect example for me of why we are focusing on home service.”

Handy Plumbing Man is a little bit of a misnomer because it is not exclusively a plumbing services company. In fact, when Acosta started out, he first offered drain cleaning and repair. It was often open-trench work with nephews and cousins helping him dig the trenches and lay the pipe. Today, many of them are full-time employees of the company.

In 2024, the bulk of Handy Plumbing Man’s business is, in fact, clearing drains and cleaning, inspecting and repairing sewer lines, with hydrojetting and trenchless pipe repair among the options offered to customers.

But it is a full-service plumbing house as well and offers all the traditional plumbing responses to water problems in the home. Toilet clearing, repair and replacement. Faucet and other fixture repair and replacement. Garbage disposal installation. Shower and bathtub installation and repair.

“I have done a really good job in committing to customers. When I walk out of the door, I want them to be 100% satisfied – not 99%.”

**Marco Acosta**

Its plumbing calls oftentimes end up with service techs doing drain work, of course and vice versa. “That happens very often,” Acosta says. “We go out to replace a wax ring on a toilet and find cracks on the toilet, then stick a camera down the sewer line and find a defective pipe.”

And the company repairs and replaces water heaters, too. That work is an important component of Handy Plumbing Man’s business. The company, on average, replaces 50 water heaters a month, and 10 tankless water heaters. Acosta’s favorite brands? Bradford White and A. O. Smith water heaters and Rinnai tankless models.

## MORE AHEAD

Companies that expand rapidly sometimes overreach because of labor shortages. In today’s trade world, finding a new generation of craftsmen can be difficult. However, Acosta says he has not had to confront the issue.

“Thanks to God I haven’t had the problem,” he says.



*“Being great means always being ready to learn and share, leading by example, and celebrating success with others. The essence of greatness lies in continuous improvement – striving to be better today than yesterday.”*

**Brian Williams,**  
Founder and Visionary  
Ashton Service Group  
Nexstar Member since 2011

## CONNECTIONS ARE POWERFUL

Never, ever underestimate them. In the home services industry, we connect with our customers to add value and offer comfort; we connect with our teams to strengthen and grow; and we connect with our peers to level up. Nexstar Network is built on connections.

Member-owned, we are committed to our valued members, those working to tirelessly to support the rising tide of the trades. Their greatness sets them apart and we celebrate their commitment to their businesses, their communities, and our industry. If you are interested in learning how Nexstar can supercharge your professional and personal growth, we’d love to talk.

**Call us today at 888-240-7827, or schedule an introductory call at [nexstarnetwork.com/contact](https://nexstarnetwork.com/contact), and learn more about our mission to turn the world’s best tradespeople into the world’s best businesspeople.**



▲ The Handy Plumbing Man team at their headquarters in San Carlos, California.

“The word spread pretty quickly that we treat our guys with respect. I have built a pretty good culture here, so people want to come work at Handy.”

**Marco Acosta**


“On a daily basis, I have three or four guys asking for work. On a daily basis. The word spread pretty quickly that we treat our guys with respect. I have built a pretty good culture here, so people want to come work at Handy.”

The business owner has, for the most part, turned over the plumbing tools to his crew members. He goes out in the field to bid jobs, but “I’m pretty much here to support the guys. If there is an issue no one can figure out, they’ll call me. My job now is to keep the machine well-oiled and running smoothly and using my brain to plan expansion.”

Handy Plumbing Man is capitalizing on its momentum to keep moving forward. It is advertising some — online ads, a spot on the local Fox News channel, billboard space down the road — “but we mostly depend on word of mouth and repeat customers,” Acosta says.

Growth is happening in its services, too. To plump up its portfolio of offerings, the company is about to introduce heating, ventilation and air conditioning, Acosta says. “We’re in the process of getting an HVAC license right now.”

It is a burgeoning company but the owner clearly is on top of it. Even so, there are growing pains. The company’s first office was in Redwood City. The office had to be moved to a larger space in San Carlos. “We’ve only been here a year and now this location is too small. I’m looking for a secondary location and some warehouse space.”

The owner’s vision for Handy Plumbing Man is expansive. Currently a San Francisco Bay Area enterprise, it is destined for bigger things. “We’ll keep expanding,” the owner says. “Eventually we’ll grow all across California, from Bakersfield all the way to Redding.” 

### Featured Equipment

**A. D. Smith Water Heaters**  
800-527-1953  
[www.hotwater.com](http://www.hotwater.com)

**Bradford White Water Heaters**  
215-641-9400  
[www.bradfordwhite.com](http://www.bradfordwhite.com)

**IPP Solutions, LLC**  
970-444-5655  
[www.ippsolutions.com](http://www.ippsolutions.com)  
Ad on page 33

**Rinnai America Corp.**  
800-621-9419  
[www.rinnai.us](http://www.rinnai.us)

**Vivax-Metrotech Corp.**  
800-446-3392  
[www.vxmt.com](http://www.vxmt.com)



The preferred lateral & vertical rehab solution.

**A FRESH  
LOOK.**

---

**A NEW  
ATTITUDE.**

---

**MAXLINERUSA.COM**



Field tested and proven by commercial plumbers, for over 20 years!

- Equipment
- Liners
- Resins

# Caring for Your Fleet of Vehicles

Ensuring your plumbing vehicles are ready to roll anytime is a full-team responsibility *By Andy Whinerak*

**A**s a plumbing business owner, your fleet of vehicles is the lifeblood of your operations. These vehicles ensure that your team can respond quickly to customer calls, transport tools and materials efficiently, and maintain a professional presence in the community.

Given their critical role, it's essential to keep your fleet in top condition. Here we will outline key strategies for maintaining your plumbing fleet, extending its life span and optimizing performance.

## REGULAR MAINTENANCE AND INSPECTIONS

Regular maintenance is the cornerstone of fleet care. Establish a maintenance schedule that includes routine inspections, oil changes, tire rotations and brake checks. Adhering to a preventive maintenance program helps identify potential issues before they become major problems, reducing the risk of unexpected breakdowns.

1. **Oil Changes and Fluid Checks:** Frequent oil changes are vital for engine health. Check the manufacturer's recommendations for oil change intervals and stick to them. Additionally, monitor other fluids such as transmission fluid, coolant, brake fluid and power steering fluid. Keeping these at optimal levels prevents engine wear and improves overall vehicle performance.
2. **Tire Care:** Tires are crucial for safety and fuel efficiency. Regularly check tire pressure and tread depth. Properly inflated tires reduce fuel consumption and extend tire life. Rotate tires every 5,000 to 8,000 miles to ensure even wear and replace them when the tread is worn down to 2/32 of an inch.

3. **Brake System Maintenance:** Brakes are one of the most critical safety components of your vehicles. Regularly inspect brake pads, rotors and brake lines. Replace brake pads before they wear down completely to avoid damage to the rotors. Any signs of unusual noises, vibrations or longer stopping distances should prompt an immediate inspection.

## DOCUMENTATION AND RECORD-KEEPING

Maintain detailed records of all maintenance activities, repairs and inspections. This documentation helps track the health of each vehicle and provides a history that can be invaluable when diagnosing problems.

Digital fleet management software can simplify record-keeping and ensure that no maintenance tasks are overlooked.

## DRIVER TRAINING AND RESPONSIBILITY

Your drivers play a significant role in vehicle care. Implement a comprehensive driver training program that emphasizes responsible driving habits. Teach drivers about:

- **Smooth Driving:** Aggressive driving, including rapid acceleration and hard braking, can accelerate wear and tear.
- **Pre-Trip Inspections:** Encourage drivers to perform pre-trip inspections, checking tire pressure, fluid levels and lights.
- **Reporting Issues:** Train drivers to report any unusual noises, vibrations or dashboard warning lights immediately.

## FUEL MANAGEMENT

Fuel is a major operating expense for any fleet. Implementing fuel management practices can lead to significant cost savings and efficiency improvements.

1. **Monitor Fuel Consumption:** Track fuel consumption for each vehicle. Sudden increases in fuel usage can indicate underlying issues such as engine problems

Given their critical role, it's essential to keep your fleet in top condition.



▲ Mechanic Tyler Griffin works to fix the wheel bearing on a service truck. Caring for your fleet of vehicles is an ongoing commitment that requires attention to detail, regular maintenance, and proactive management.

or inefficient driving practices. Fleet management software can help monitor fuel usage and identify trends.

- 2. Optimize Routes:** Plan routes to minimize fuel consumption and reduce wear on vehicles. Use GPS and route optimization software to find the most efficient routes, avoiding heavy traffic and road conditions that may damage vehicles.
- 3. Fuel Quality:** Ensure that your vehicles are refueled with high-quality fuel. Contaminated or poor-quality fuel can harm engine components and reduce efficiency. Where possible, use reputable fuel stations known for their quality and consistency.

## VEHICLE CLEANLINESS AND APPEARANCE

Maintaining the cleanliness and appearance of your fleet is not just about aesthetics; it also impacts vehicle longevity and your company's image.

- 1. Regular Cleaning:** Schedule regular cleaning for both the interior and exterior of your vehicles. Remove dirt, grime and corrosive substances like road salt that can damage paint and undercarriage components. Clean interiors create a more pleasant environment for drivers and passengers, reducing wear on seats and controls.
- 2. Professional Detailing:** Consider periodic professional detailing. Detailing not only enhances the vehicle's appearance but also includes protective

measures like waxing and interior conditioning that preserve the vehicle's finish and materials.

## UPGRADES AND REPLACEMENTS

Even with the best care, vehicles will eventually need to be upgraded or replaced. Monitor the performance and repair history of each vehicle to determine the optimal time for replacement.

Upgrading to newer models can provide benefits such as improved fuel efficiency, lower emissions and enhanced safety features.

## INSURANCE AND COMPLIANCE

Ensure that all vehicles are properly insured and comply with local regulations. Regularly review insurance policies to ensure adequate coverage for all vehicles and drivers. Stay updated on regulatory changes that might affect your fleet, such as emissions standards and safety requirements.

## NEVER-ENDING CARE

By implementing these strategies, you can extend the life span of your vehicles, reduce operational costs and ensure that your plumbing business runs smoothly and efficiently. Investing in fleet care not only protects your assets, but also enhances your company's reputation and service reliability, leading to greater customer satisfaction and business success. **P**

# Creating a Culture of Accountability

Performance accountability is important, but proceed with caution to ensure productive discussions

By Ken Wysocky

**F**ew people will question the importance of accountability in the workplace. Establishing it, however, is an entirely different matter.

But Scott Robley suggests it doesn't have to be that complicated. All organizations have to do is create a culture of multidirectional, continuous feedback that addresses gaps between expectations and employee performance in a meaningful and intentional way.

"Continuous dialogue is the magical part of accountability," says Robley, the director of professional services as well as a speaker, coach and master trainer at Crucial Learning ([www.cruciallearning.com](http://www.cruciallearning.com)). "My colleague Joseph Grenny always says you can measure the strength of an organization by the amount of time that a problem exists to the time someone speaks to it.

"If we create a culture of accountability and quickly address performance gaps ... mid- and end-of-year reviews become celebrations instead of just announcements," he continues. "When you see a gap, you need to close a gap. But the dialogue must be multidirectional so that we're all accountable to each other, peer to peer."

Moreover, organizations need to create a culture where these gaps can be candidly discussed in a safe way, he says.

## COMMUNICATE INTENTIONS

Providing continuous feedback is more successful when employees know a manager's intentions or motives — what Robley calls "the why." (One of his favorite books is *Start with Why: How Great Leaders inspire Everyone to Take Action* by Simon Sinek.) For example, if employees know that a manager has high expectations because he or she wants to see them grow and excel — to shine when opportunities arise — feedback becomes much easier to accept.

"Sometimes feedback is hard because you're focusing on what you're going to say and anticipating how the recipient will accept it — will they get defensive about why they think you're saying what you say," Robley notes. "So you have to

make sure you have good intentions and that they understand those good intentions.

"When those intentions are well-communicated and understood, then feedback becomes natural and easy," he continues. "Leadership is more than just managing job descriptions, it's about leading people. That's the higher purpose and it should always be your motive."

How do managers create that kind of environment? By declaring it as a goal and remaining true to it, he says.

"How often do we say we want feedback and then when we get it, we blast it?" Robley asks. "You have to truly want it and declare it, as well as empower people by teaching them how to step up and do it in a safe and nonthreatening way.

"Over the years, we've learned that the biggest challenge is that few people know how to properly provide feedback, so they either don't say anything or do it poorly, which makes it even worse," he adds. "If you're feeling stuck and not getting results you want, it's likely you're either not having those crucial conversations or doing it poorly."

## CREATE A CULTURE

There are more strategies available to get employees to buy into the feedback/accountability loop. One is to use storytelling to help employees make connections between

*"If you find yourself giving people the same feedback over and over again, so they're feeling barraged, you also need to take time to recognize the good — be positive and acknowledge growth."*

*Scott Robley*



their jobs and the bigger-picture organizational mission, Robley suggests.

As an example, he cites a documented instance in the early 1960s when former President John F. Kennedy visited NASA's facilities in Cape Canaveral, Florida, for the first time. During his visit, he encountered a janitor carrying a broom down a hallway.

Kennedy stopped his tour to ask the man what he was doing. He replied, "I'm helping put a man on the moon."

"He didn't say he cleans toilets or mention other things in his job description," Robley notes. "This shows how storytelling can connect people to an overall mission. And accountability becomes much easier."

Too often, managers just blurt out data when talking about expectations and accountability, which isn't a very compelling approach. But storytelling is a powerful way to weave accountability into that data — show employees the meaningful ways their job performance impacts their organization and its goals, he says.

"It taps into their personal motivations," Robley says.

## ALIGN EXPECTATIONS

It's also important to make sure managers' and employees' expectations align. If a manager believes there's a gap between expectations and an employee's performance, it's imperative to be sure everyone is on the same page in terms of expectations.

"You first have to engage in dialogue because you may erroneously assume that the gap exists for various reasons," Robley explains. "You have to make sure you both see the gap the same way because if the employee isn't clear on expectations, they may not see a gap in the first place."

"The best leaders engage the employee in the process — define the gap and talk about what's causing it," he continues. "It's rarely just one thing. Then you need to collectively find a solution."

It's also helpful to mention when employees do good things too.

"If you find yourself giving people the same feedback over and over again, so they're feeling barraged, you also need to take time to recognize the good — be positive

## YOUR SOURCE FOR RIDGID

**SeeSnake® TruSense™ Camera Reel**

**CS12x Digital Reporting Monitor\***

**Flexshaft K9-102, K9-204**

**SeeSnake® Compact M40 Camera System**

**CS65x Digital Reporting Monitor\***

**SeeSnake® MAX rM200 Camera System**

**CS6xVersa Digital Recording Monitor\***

**microDrain Reel**

\*With Wi-Fi



**8% ONE YEAR FINANCING AVAILABLE!**  
Longer lease rates also available. Call Keith for details.

**BUYING A SEESNAKE?**

**CALL US FOR  
GREAT PRICING &  
FREE SHIPPING!**

**WE  
WILL NOT BE  
UNDERSOLD**

– Call Evenings and Weekends – Keith: 405-602-9155  
– Ryan: 719-243-3539

**CALL TOLL FREE: 888-947-8761**

5037 NW 10th • Oklahoma City, OK 73127

[www.centralwinnelson.com](http://www.centralwinnelson.com)

and acknowledge growth,” he advises. “Sometimes batching or spacing feedback is a good thing. Start with those things that can have the greatest impact on improving an employee’s game.”

**TRAINING IS CRUCIAL**

In today’s turbulent workplace, accountability and continuous feedback may be more important to organizations than ever before. For instance, remote and hybrid positions add another layer of complexity to accountability.

“There are so many new dynamics involved,” Robley notes. “Accessibility to remote employees can be more limited. And not only is it more limited, there’s also no casual conversations by the water cooler or in the cafeteria.”

As a result, virtual dialogue via email or texts becomes very formal. That, in turn, makes feedback harder and more intense than it would be if it was cushioned somewhat by normal, day-to-day personal workplace interactions, he says.

“You can’t just step into someone’s office and have an immediate conversation,” he says. “Connections create

safety, but they’re harder to maintain virtually.”

That makes it even more important for organizations to improve employees’ core feedback and dialogue skills — train them to intentionally and purposefully share their perspectives while allowing others to share theirs, too.

“If it isn’t done well, feedback can do a lot of damage,” Robley says. “We refer to it as the ‘hazardous half-minute,’ that first 30 seconds of feedback dialogue.

“Providing feedback takes skill and if you truly want to create a culture of dialogue and accountability, you need to invest in and enable your people with the right skills. It’s not enough to say we want to do this — organizations have to empower employees to do so.

“But it’s an investment that will generate a return greater than any monetary value.” **P**

**Plumber is FREE!**  
 Subscribe or renew at  
[www.plumbermag.com](http://www.plumbermag.com)

**Rumors of our Demise... Have Been Greatly Exaggerated!**

Available at [SupplyHouse.com](http://SupplyHouse.com)

**wags**  
 WATER HEATER SAFETY VALVE  
 THE ONE SHOT WONDER

RED POP-UP INDICATOR TAB WHEN ACTIVATED

WAGS KEEPS WATCH!  
 120,000+ GROWING STRONG!  
 INSTALLATIONS

3/4" NPT

IN OUT

**wags**

100% MECHANICAL OPERATION

**NO** Electricity    **NO** Batteries    **NO** Wireless Signals    **NO** Maintenance    **NO** Worries

**AQUAGUARD**  
 The Original Creators of the **wags**™  
 SINCE 2002    MADE IN USA

**"A WATER HEATERS BEST FRIEND"**

**WAGSVALVE.COM**

DURACABLE DALE



WORDS OF WISDOM

**QUALITY MATERIALS.**

**RIGOROUS TESTING.**

**BEST CABLE**

**ON THE MARKET.**



**YOU CAN COUNT ON DURACABLE**

TO GET YOU THE RIGHT PRODUCTS,  
RECOMMEND A SOLUTION  
OR TALK YOU THROUGH A  
TIGHT SPOT. FROM RELIABLE  
DRAIN CARE TO QUALITY-  
TESTED & WARRANTY-BACKED  
MACHINES AND CABLES,

**WE'VE GOT YOUR BACK.**

DURACABLE.COM



DURACABLE  
— MANUFACTURING CO —

800.247.4081

===== RIGHT IN THERE WITH YOU. =====



Dave Bailey

# Navigating Environmental Regulations

How plumbing companies can thrive amid new environmental standards

By Dave Bailey

**P**lumbing companies are no strangers to challenges. Whether it's the ongoing shortage of skilled labor, rising competition from both big players and independent contractors, or the skyrocketing costs of materials and equipment, the obstacles are many. But throw in the ever-tightening grip of environmental regulations, and you've got a whole new level of complexity to deal with.

## THE REGULATORY SQUEEZE

Environmental regulations can be a tough pill to swallow. These rules are essential for protecting our planet, but they often come with a hefty price tag.

Take water conservation standards, for instance. These regulations require plumbers to install high-efficiency fixtures and appliances, which are typically more expensive. And let's not forget about the stricter rules on lead and other contaminants, which can force costly upgrades or even replacements of existing systems.

Let's talk about water heaters. New efficiency requirements are a significant hurdle. These standards demand that water heaters be more energy-efficient, leading to higher costs for the units themselves and their installation. More efficient models might also require changes in installation practices due to differences in size or ventilation needs.

This isn't just about swapping out old units for new ones. Plumbers need additional training to handle these more complex systems properly. This means more time, more money and potentially more headaches.

## TURNING REGULATIONS INTO OPPORTUNITIES

But here's the silver lining: these regulations also create opportunities. Plumbers who get ahead of the curve and become experts in these new technologies can market themselves as specialists. This can attract customers looking to upgrade their systems to meet the new standards.

Environmental regulations can be a tough pill to swallow. These rules are essential for protecting our planet, but they often come with a hefty price tag.

So, how do you get ready for these changes? Here's a road map:

**Technical Training:** Sign up for courses or workshops on the installation, maintenance and repair of high-efficiency water heaters. Many manufacturers offer training on their latest products, which can be a goldmine of information.

**Certification Programs:** Get certified in energy-efficient systems and compliance with the latest regulations. Certifications can give you a competitive edge in the market.

**Continuing Education:** Keep up with industry standards and regulations through ongoing education. Trade associations often offer courses and seminars on current and upcoming regulations.

**Hands-On Experience:** Get practical experience with new high-efficiency models as they hit the market. Partnering with manufacturers or suppliers for hands-on training can be very effective.

**Customer Education:** Learn how to educate your customers about the benefits of high-efficiency water heaters, including long-term savings and environmental perks. This can help in selling these products and services.

**Business Adjustments:** Update your business practices to accommodate the new requirements. Stock more energy-efficient units and the necessary tools for their installation.



## XPRESS COATING SYSTEM

NEW SYSTEM FOR COATING 1/4" - 12" PIPES

- AS LITTLE AS ONE HOUR CURE TIME
- BATTERY OPERATED PUMP SYSTEM
- NEW SUPERIOR RESIN MIXED AT END OF DELIVERY HOSE
- REUSABLE HOSE ELIMINATES WASTE AND SETUP TIME
- USE IN CONJUNCTION WITH PICOTE MILLERS
- MAX RANGE OF 132 FEET
- NOW AVAILABLE TO ORDER!



864-940-0088  
 sales@picotesolutions.com  
 PICOTEGROUP.COM/RESELLERS  
 PICOTEINSTITUTE.COM

**Networking:** Join professional networks and associations to stay informed about industry trends and regulations. Sharing knowledge with peers can be invaluable.

## PREPARING FOR THE FUTURE

Environmental regulations are here to stay, and they're only going to get stricter. Yes, they can be a pain, increasing costs and adding layers of complexity to your operations. But with the right training and adjustments, these challenges can become opportunities.

Trade organizations play a crucial role in helping plumbers navigate these changes. They offer comprehensive training and resources that can make a big difference. By staying informed and investing in continuous education, you can ensure compliance, adopt new technologies and maintain a competitive edge.

So, embrace the changes, equip yourself with the necessary skills and knowledge, and turn these regulatory challenges into stepping stones for success. The future of plumbing is evolving, and with the right approach, you can lead the way. 📧

*Dave Bailey is the vertical market manager, plumbing for Service Nation Inc. and has 25 years working in the plumbing industry — 23 in the field. If you would like to send a message to him, email [dbailey@servicenation.com](mailto:dbailey@servicenation.com).*



## WORKING WELL UNDER PRESSURE

PRICES GOOD THROUGH SEPTEMBER 1ST OR WHILE QUANTITIES LAST

### Pressure Washers & Drain Jetting Equipment

**NEW**

**RCJ4008H**

»8.2 gpm @ 4000 psi    »200' x 3/8" Jet Hose  
 »800 cc EFI            on Manual Reel  
 Honda Engine  
 30 GALLON TANK    **\$8539 Plus Freight**

**NEW**

**LJ4008H**

»8.2 gpm @ 4000 psi    »200' x 3/8" Jet Hose  
 »800 cc EFI            on Manual Reel  
 Honda Engine  
 30 GALLON TANK    **\$8399 Plus Freight**

**NEW**

**4008H POWER UNIT**

»8.2 gpm @ 4000 psi    »400' x 3/8" Jet Hose  
 »800 cc EFI            on DC Powered Reel  
 Honda Engine  
 Just Add A Tank!    **\$12,719 Plus Freight**

**3012H POWER UNIT**

»12 gpm @ 3000 psi    »400' x 1/2" Jet Hose  
 »800 cc EFI            on DC Powered Reel  
 Honda Engine  
 Just Add A Tank!    **\$13,159 Plus Freight**

**3012H COMPACT SKID**

»12 gpm @ 3000 psi    »400' x 1/2" Jet Hose  
 »800 cc EFI            on DC Powered Reel  
 Honda Engine  
 (100 GALLON TANK)    **\$14,579 Plus Freight**

**NEW**

**4008H COMPACT SKID**

»8.2 gpm @ 4000 psi    »400' x 3/8" Jet Hose  
 »800 cc EFI            on DC Powered Reel  
 Honda Engine  
 (100 GALLON TANK)    **\$14,129 Plus Freight**

**VM4008H**

»8.2 gpm @ 4000 psi  
 »690 cc  
 Honda Engine  
 »50' x 3/8" Washdown  
 Hose on DC Reel  
**\$13,399 Plus Freight**

**STB3012H**

»12 gpm @ 3000 psi  
 »800 cc EFI  
 Honda Engine  
 »400' x 1/2" Jet Hose  
 on DC Reel  
**\$22,899 Plus Freight**

**STB4008H**

»8.2 gpm @ 4000 psi  
 »690 cc Honda Engine  
 »50' x 3/8" Washdown  
 Hose on DC Reel  
**\$22,299 Plus Freight**

All Jets Shown Come with Pulse Valve, 2 Jet Nozzles, Tool Box, Gloves, Safety Glasses, Tip Cleaner, Tiger Tail, Wash Down Trigger Gun with Nozzles.

### Building Drain and Sewer Equipment since 1981.

We Build Electric, Gas and Diesel powered models up to 4000 psi, flows up to 40 gallons per minute.

Don't see exactly what you want...

We will custom build exactly what you want!

800-648-5011 | [www.camspray.com](http://www.camspray.com) | [sales@camspray.com](mailto:sales@camspray.com)

# Service Vans, Fleet Management, Franchises and Software

By Craig Mandli

## GPS/Fleet Tracking

### DPL Telematics AssetCommand Base

**AssetCommand Base** from **DPL Telematics** is designed to increase driver safety and productivity while decreasing the costs and risk of vehicle accidents and theft. Managers can remotely shut down their machines, wirelessly locate them anytime via GPS, collect odometer/runtime readings, track service intervals and receive real-time alerts for speeding or potentially dangerous driving. Driver ID options include iButton or RFID badges to restrict access to authorized drivers and correctly log each driver's activity. Users can also receive alerts for loss of power and boundary or curfew violations to curb unauthorized use. It is palm-sized, has no external antenna and contains an internal backup battery to continue operating the unit if disconnected. Customers are allowed to deactivate and reactivate anytime without penalty. **800-897-8093; [www.dpltel.com](http://www.dpltel.com)**



### Fleetio

**Fleetio's** cloud- and mobile-based fleet management solution enables fleets of all sizes to automate fleet operations and manage asset life cycles. Users can instantly access and update data regarding inspections, scheduled and unscheduled maintenance, parts, fuel and drivers. It improves communication and streamlines issue resolution with its mobile app, email notifications and reminders. It also integrates with telematics solutions for automated odometer updates, DTC handling and fuel location reporting that pairs with fuel cards to automatically log transaction data at fuel up. Fleet managers, drivers, technicians, parts managers and other personnel have access to the tools and information they need anytime, anywhere. **800-975-5304; [www.fleetio.com](http://www.fleetio.com)**



### Geoforce

The **Geoforce** all-in-one equipment tracking solution includes a rugged GPS tracker designed specifically for demanding environments, along with connected monitoring software that provides 24/7 access to asset location and utilization information. Available software add-ons can help manage rental assets as well as equipment inspections, maintenance and compliance. It can help keep projects on schedule and on budget, improve productivity by reducing asset downtime, decrease labor costs associated with waiting on or searching for equipment, and reduce risk of theft or loss. It can be used to track all types of construction assets and equipment from trailers and waste bins to high-value attachments and implements, yellow iron and other powered equipment. **888-574-3878; [www.geoforce.com](http://www.geoforce.com)**



## Business Software

### FieldBin

**FieldBin** is an easy-to-use field service management software that helps small-to-medium plumbing, HVAC, electrical, landscaping and other field service companies win more jobs and be more profitable. The cloud-based solution manages every aspect of a business — from work order scheduling, dispatching and inventory management to estimating, invoicing and payments processing — using a simple-to-use interface, intuitive navigation and easy drag-and-drop functionality accessible from anywhere on any device. Features include GPS stamping for location and time tracking; inventory management for multiple locations; and increased customer messaging capabilities via email and text confirmations, “on my way” notifications,



technician reminders and live chat support 24/7. It also offers digital marketing services — including custom website design and development, website hosting and maintenance, SEO strategy and implementation, and pay-per-click management. **843-732-9298; [www.fieldbin.com](http://www.fieldbin.com)**

### Milwaukee Tool ONE-KEY

**ONE-KEY is Milwaukee Tool's** connectivity platform that puts job site management into the hands of the professional user. Integrated with tool electronics and a custom-built cloud-based program, the technology provides a level of control and access to information that revolutionizes the way work gets done. This technology allows plumbers to customize, track and manage inventory, fundamentally changing the way professionals interact with their tools. Consisting of over 80 solutions with integrated technology, the system delivers crucial asset tracking and management capabilities while providing specific



areas of connectivity for unique products, delivering control and performance to users for their unique task at hand. **800-729-3878; [www.milwaukeetool.com](http://www.milwaukeetool.com)**

### Successware

The **Successware** platform is an all-in-one business management software solution that was designed specifically for the plumbing industry. It offers everything needed to manage and grow a business, including an enhanced inventory management feature. Save valuable time by being able to perform all inventory functions in one location. View stock and transfer, return, requisition or adjust inventory all from one convenient screen. Easily create physical warehouses or vehicle warehouses to know exactly where parts and equipment are located, ensuring plumbers always show up prepared and ready to tackle the job at hand. The team can also view transactions that need to be completed that day in order for plumbers to have what they need. **888-272-8009; [www.successware.com](http://www.successware.com)**



### MS11-NG2 Inspection System

For 3"-6" lines  
Clear imagery  
Wireless streaming  
Long battery life

### MS11+ Combo Kit

Interchangeable mini camera head for 1½"-2" lines

## INSPECT & CLEAN

## RELIABLE PERFORMANCE.

Rugged cameras, jetters and cable machines that deliver high performance.

Service and support teams that give you the power to stay productive.



Financing available, visit [mytana.com/leasing-information](http://mytana.com/leasing-information) **[www.MyTana.com](http://www.MyTana.com)** ■ (866) 735-7684

## Shelving and Bins

### Dyco Ventures heavy-duty parts cabinets

Heavy-duty parts cabinets from **Dyco Ventures** are designed to accommodate the rigorous storage requirements of modern workshops and garages. Built with 16-gauge steel all over, including dual panel doors and 22 divided drawers, these cabinets are made to last for years under tough conditions. Each drawer runs smoothly on four roller-sealed ball bearings. They can bear up to 300 pounds, allowing access to even the heaviest instruments. The welded joints increase overall structural strength and prevent loosening or wear. At 86 1/4 by 48 3/4 by 29 3/8 inches, these units offer a solid storage space for various kinds of parts.



Cabinets are customizable to individual taste. Consumers have a choice of vibrant color options such as red, blue, green, orange and lime green to blend with their workspace. Additional drawer dividers are also available for more customized organization. 863-491-7211; [www.dycoventures.com](http://www.dycoventures.com)

## Truck Part/Accessory

### Thunderbolt Locks Alarm Padlock

The **Alarm Padlock** from **Thunderbolt Locks** has a built-in sensor that can detect movement to activate a 110 dB alarm siren to ward off thieves. It is manufactured with a heavy-duty, corrosion-resistant body and a thick stainless steel shackle for increased security. The padlock is weatherproof, has a dual high collar body to fend off bolt cutter access, includes three high-security keys and can be used in silent mode. The alarm resets automatically and includes two sets of batteries. A warning label is applied to the lock body to warn potential thieves there is a siren alarm built into the lock, and a break-in attempt is not advised. This lock is suitable for securing box trucks, trailers, toolboxes, fences, construction equipment and any other application that requires a padlock. 765-652-6587; [www.thunderboltlocks.com](http://www.thunderboltlocks.com)



Trenchless

## LEAD Water Line

Replacement with

## The ACME Pipe Winch

Pull or Split **LEAD** Water lines, Pull **GALVANIZED** and **COPPER** water lines.  
Also For Trenchless Gas Line Replacement.

- **STRONG** With a line pull of 20,000 lbs.
- **SAFE** The tensioned pulling cable remains within the confines of the winch frame and the access pit
- **ECONOMICAL** The MAX 7/16 pulling cables are reusable
- **STAY IN SPEC** Preserves the original lateral bury depth
- **QUICK COUPLER** Attaches the ACME Pipe Winch to your excavator or backhoe
- **ADAPTABLE SETUPS** The winch rotates 360 deg. and locks in place for a perfect alignment
- **UNIVERSAL FOOT ARRANGEMENT** Pull a water line that is close to a sewer lateral
- **LAND THE PULLING CABLE EVERY TIME** With the ACME Suction Machine



PATENT PENDING

**ACME**  
TRENCHLESS

CALL TO SCHEDULE AN  
ON-SITE DEMONSTRATION  
**920-376-4222**  
VISIT  
[WWW.ACMETRENCHLESS.COM](http://WWW.ACMETRENCHLESS.COM)

## Vinyl Wraps/Marketing Products

### ROEDA vinyl wraps

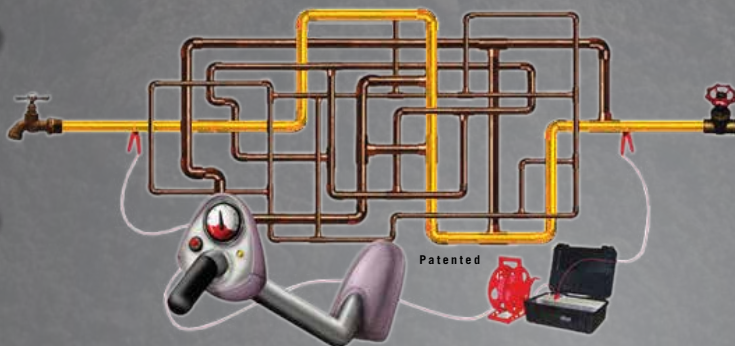
Elevate brand presence with **ROEDA's** premium vinyl wraps and decals tailored for your industry. The high-quality wraps offer a durable and eye-catching solution for showcasing a company logo, contact information, and branding message on vehicles, equipment and rentals. Whether the aim is to increase brand visibility, attract new customers, or simply stand out, the customizable vinyl wraps and decals provide a cost-effective marketing solution that speaks volumes about your professionalism and reliability. 800-829-3021; <https://store.roeda.com> 📍





# Pulsar 2000 Line Tracer

- ✓ Locate Lines
- ✓ Locate Water Leaks
- ✓ Training Video



The **Pulsar 2000** line tracer is designed primarily to locate metallic pipes. The Pulsar 2000 is a directional line tracer. Connect the Pulsar's powerful and unique transmitter to your target pipe and locate only that pipe. Locating can be accomplished under floors, in walls and in ceilings. The Pulsar 2000 does not require grounding.

**Leak detection personnel...** The Pulsar 2000 is a must have locator. Now you can quickly identify the pipe location, thereby reducing the search area of the leak.

**100% satisfaction guarantee...** We are so sure that you will see the time saving benefit of the Pulsar 2000, we will let you return it for a full refund

if you are not satisfied. If you want to learn more about the Pulsar 2000 and our leak locating equipment, please call **214-388-8838** or e-mail [jsmall@aol.com](mailto:jsmall@aol.com) for a free demonstration video or CD and references of satisfied customers.

We have been using the **Pulsar 2000** along with the XL2 fluid detector and Geophones since January 1989 in our leak locating business. Our leak locates are **accurate 95% of the time**, but I can honestly say, the line we trace is always there. Our equipment is user-friendly and requires very little training, as you will see on the video. Purchase the **Pulsar 2000** line tracer, XL2 fluid detector and Geophones, and start locating leaks immediately.

*It's a jumble out there.*

**www.Pulsar2000.com**  
DISTRIBUTORS WANTED



*"Being great means always being ready to learn and share, leading by example, and celebrating success with others. The essence of greatness lies in continuous improvement - striving to be better today than yesterday."*

Brian Williams,  
Founder and Visionary  
Ashton Service Group  
Nexstar Member since 2011

## CONNECTIONS ARE POWERFUL

Never, ever underestimate them. In the home services industry, we connect with our customers to add value and offer comfort; we connect with our teams to strengthen and grow; and we connect with our peers to level up. Nexstar Network is built on connections.

Member-owned, we are committed to our valued members, those working to tirelessly to support the rising tide of the trades. Their greatness sets them apart and we celebrate their commitment to their businesses, their communities, and our industry. If you are interested in learning how Nexstar can supercharge your professional and personal growth, we'd love to talk.

**Call us today at 888-240-7827, or schedule an introductory call at [nexstarnetwork.com/contact](http://nexstarnetwork.com/contact), and learn more about our mission to turn the world's best tradespeople into the world's best businesspeople.**

## Product Spotlight

See-through push-connect fitting brings clarity when making fast, reliable installs

By *Dodie Wiesner*

**I**dentify the pipe material. Determine if a stiffener is necessary. Cut the pipe squarely. Measure and mark the insertion line. Connect the fitting. It's a streamlined process plumbers and DIYers have been familiar with since push-to-connect pipe fittings hit the market. In May 2024, Legend Valve further simplified push-connects by launching the ClearLOC, a transparent fitting system that cuts out the measurement step entirely.

With 50% faster push-connect installs, according to Wade Tennant, Legend Valve director of sales, the time savings add up.

"Our approach is cut, insert and then confirm," Tennant says. "Pretty quick."

See-through PPSU PEX material is more commonly used in the medical field than in plumbing, until now. Tennant says ClearLOC is the first clear push-to-connect pipe fitting on the market. Intersecting push-to-connect and PEX has two key benefits: Incorporating PEX's signature compatibility with multiple supply line types, solder-free design and resistance to corrosion and cracking, while carrying over cost-savings to plumbers.

"The intent is this plastic fitting does everything that our typical brass fitting would do and more because you can see through it and it's quicker to install," Tennant says.

As with any PEX fitting, the ClearLOC is susceptible to UV rays and primarily suited to indoor, underground and behind-the-wall plumbing applications. It is rated at



200 psi and 200 degrees F, exceeding ASSE 1061 standards by over 300%.

While Tennant says the ClearLOC can be a semi-permanent plumbing system fixture, many professional plumbers value push-to-connect as a transition fitting or temporary solution before installing another connection type.

"ClearLOC could be a transition fitting," Tennant says. "If it's an old system, it's likely copper, in which case you're making changes, you can just put up an adapter on there, bingo bango, and you have a system ready to go with PE-RT or PEX or PVC."

"Or you're doing a lot of repairs, this fitting is really coming as a strong player in that they use these pieces when they need to make a short fix. Because of the capability of removing it."

After removal, ClearLOC fittings are reusable. Fittings are available in 1/2-, 3/4- and 1-inch sizes in 13 different configurations from couplings to adapters to elbows to tees to test caps. All products come with insert stiffeners for PE-RT and PEX connections.

"We've talked directly to contractors across the country. Everyone's excited about it because of how easy it is to install, and the fact you can validate it's been installed properly. That was a big key: It wasn't so much you could just see through it. It was that you could tell it was installed properly." 800-752-2082; [www.legendvalve.com](http://www.legendvalve.com)

Continued ▶

WHAT'S TRENDING FOR CAMERA INSPECTION?  
**FIND OUT AT PLUMBERMAG.COM**

- FREE Subscriptions
- Email Alerts
- Videos
- Online Exclusives
- E-Newsletters
- Manufacturers/Dealers

# We are redefining pipe rehabilitation

Not ready to buy?  
Rentals Available!

SIPP (Sprayed In Place Pipelining) casting system presents a cost-effective solution compared to European products. Through direct application of the resin, no need to use liners - No need for any reinstatements. Can be used through existing access points in the structure.

## We Offer the Best Training and Support in the Business

- 100% polyurea [No foaming]
- Chemical resistant
- ASTM tested, 60 sec cure time (compared to competitors 10 min. to 2 hrs.)
- 10 year warranty
- Long shelf life
- Made in USA
- High quality standard
- ISO 9001
- Easy to apply

Small Sprayhead  
1 1/2" - 6"  
Pipe diameter



Large Sprayhead  
6" - 20"  
Pipe diameter



Made in U.S.A.

## Leading Edge In Sprayed In Place Pipeline Technology

Equipment and resin made in USA,  
ready to ship today - no lead time.

— Financing Available —

+1.970.444.5655  
www.ippsolutions.com

**ipp**  
Solutions, LLC

# JOIN

THE CONVERSATION.

THE CAMARADERIE.

THE COMMUNITY.

**Plumber**

- facebook.com/PlumberMag
- twitter.com/PlumberMag
- youtube.com/PlumberMagazine
- linkedin.com/company/plumber-magazine

## OVER 14 MILLION BLADES SOLD



**THE BEST PRICES ON THE TOUGHEST BLADES**

**RECIPROCATING SAW BLADES FOR METAL AND WOOD CUTTING**

- SAVE up to 50% on Demolition Reciprocating saw blades
- Diablo Lenox MK Morse Avanti Brands
- 100% satisfaction guarantee

**FAST FREE shipping & lock blade knife on orders over \$150.00**

WWW.DISCOUNTSAWBLADE.COM

PH 888-641-9798

estimate better.



SEE A DEMO TODAY

visit [estimatebetter.com](http://estimatebetter.com) to learn more!

**FastPIPE**  
ESTIMATING SOFTWARE

### Isuzu to launch zero emission medium-duty trucks

Isuzu North America developed a new, zero-emission class 6 and 7 truck utilizing an Accelerera by Cummins powertrain for both the U.S. and Canada. Powered by Accelerera'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**



### Viega expands press system portfolio with new valves

Viega expanded its valve portfolio with the launch of 21 valves across the ProPress, MegaPress and PureFlow systems. The latest additions include strainers, swing check, new hydronic balancing, brass ball valves and other configurations, designed to reduce installation time. An advantage of using Viega systems is the ability to press multiple system fittings and valves with the same tool, increasing efficiency and reducing incremental overhead costs. Viega ProPress, MegaPress and PureFlow systems are also approved for over 2,500 applications and work in various harsh environments. **800-976-9819; www.viega.us**




### MAC Faucets manual flush valve for toilets

MAC Faucets introduces its first manual flush valve for toilets and urinals to complement the expansive offering of automated bathroom products in more than 22 finishes. Durable and functional, the new manual flush valve features a piston-driven mechanism that ensures reliable flushing performance for toilets and urinals. With flush rates ranging from 0.125 to 1.6 gallons per flush, customers can choose their optimal flow rate to meet the requirements of their specific fixtures. **866-558-3200; www.macfaucets.com**

Send us your plumbing product news; Email new plumbing product news, photos, and videos to [editor@plumbermag.com](mailto:editor@plumbermag.com).

### JACLO Lila Collection of bathroom accessories



JACLO Industries' Lila Collection is the company's latest signature range, featuring a new faucet design with a full complement of coordinating decorative accessories for the bathroom. Combining a transitional mid-century modern design aesthetic with quality all-brass construction, the Lila Collection features a slim profile with elegant curves that are sleek and graceful. Starting with the faucet, an elegantly curved spout features an 8 3/4-inch height on a flared base. There are two different handle options available, a stylish lever or a non-traditional cross handle, providing a duality of looks; both are mounted on matching flared base escutcheons. The Lila Collection is available in over 35 finishes, from shiny and matte metallics to neutrals and true fashion colors. **800-852-3906; www.jacklo.com** 

This is what it would look like if we printed **Plumbermag.com** thousands of stories, products and ideas



Get access to everything we can't fit in the magazine. Additional stories, videos, news briefs and other great information that lets you get the most out of *Plumber*.

[www.Plumbermag.com](http://www.Plumbermag.com)

**BUSINESS OPPORTUNITIES**

www.RooterMan.com. Franchises available with low flat fee. New concept. Visit web site or call 1-800-700-8062. (LBM)

**SERVICE & REPAIRS**

**PIPE INSPECTION - CAMERA WHEELS WORN OUT?** I can re-grit them for you. Call Jerry 714-697-8697 or visit www.cuaclaws.com. (LBM)

LIST YOUR EQUIPMENT IN THE PAGES OF **PLUMBER!**

plumbermag.com/classifieds/place-ad

# Plumber

## Like What You SEE?

Get Your **FREE** Subscription by filling out information or online at [plumbermag.com](http://plumbermag.com)

[f](#) [t](#) [You Tube](#)

**FREE SUBSCRIPTION** (US, Canada & Mexico Only)

Start/Renew my subscription to **Plumber Magazine**.

Signature (required) \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Title \_\_\_\_\_

Company Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

**Also send a FREE subscription to:**

Coworker's Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_

COLE Publishing Inc., PO Box 220, Three Lakes, WI 54562  
 Online: [plumbermag.com](http://plumbermag.com) • Ph: 800.257.7222 • Fax: 715.546.3786

**AMERICAN JETTER.COM**

**Up to 67% MORE EFFICIENT**

51T Trailer Jetter Hot or Cold  
 18 GPM @ 5000 PSI / 20 GPM @ 4000 PSI  
 76 HP Kohler EFI\*

58 Trailer Jetter Hot or Cold  
 10 GPM @ 4000 PSI  
 38 HP Kohler EFI\*

**\*FREE Shipping/Delivery**

**866-944-3569**

**RAT OUT YOUR ROOT PROBLEMS**

- Interchangeable heads.
- Uniquely designed to make short work of big sewer line headaches.
- Use the chain rotor for major obstructions and the cable rotor for less aggressive problems.

3/8", 1/2", 1" nozzles come in kit form.

**ROOT RAT NOZZLES**

Patented  
 Made in USA

**330.874.4300**  
[www.rootrat.net](http://www.rootrat.net)

GET **EMAIL NEWS ALERTS** FOR **Plumber**

Go to [plumbermag.com/alerts](http://plumbermag.com/alerts) and get started today!

OUR BEST SELLING DRAIN LINE JETTER:

**HOTJET II**  
 10GPM @ 4000 PSI - 35HP VANGUARD  
 Cleans 90% of blockages with 3000 PSI water

30 Years FREE with this HotJet II Nozzle Kit

Over 30 Years of Proven Drain Equipment

**HotJetusa**  
**1-800-624-8186**  
[WWW.HOTJETUSA.COM](http://WWW.HOTJETUSA.COM)

PRICES SUBJECT TO CHANGE - CALL FOR CURRENT PRICING

SEE WHAT'S INSIDE

**Plumber**

PlumberMag.com

## Oatey hires Jonathan Roebuck as VP, corporate controller

Oatey has hired Jonathan Roebuck as vice president, corporate controller. Roebuck will replace Mickey McMillan, who is retiring at the end of May. With more than 15 years' experience in accounting and finance, Roebuck comes to Oatey from Medical Mutual, where he served as director of accounting and research. In this role, he oversaw accounting and financial analysis for specialty product lines and subsidiaries, managed complex accounting and reporting for acquisitions, and developed corporate-wide accounting policies and procedures for a compliant internal control environment. Roebuck also spent more than a decade in accounting at Ernst and Young.



be made available for the purchase, installation and maintenance of point-of-use and point-of-entry water filtration systems certified to address them.

## A. O. Smith's Mark Petrarca to retire after 25 years

A. O. Smith's Mark Petrarca, senior vice president of human resources and public affairs, will retire Aug. 1. Curt Selby, who previously worked for A. O. Smith's Electrical Products Company, has been named Petrarca's successor. Petrarca joined the organization in June 1999 as vice president of human resources for A. O. Smith's Water Products Company. In his current role, he oversees all domestic and international human resources activities, including policy and strategy development, employment, compensation, employee relations, performance management, organizational development and succession planning. He was actively involved in several key acquisitions and divestitures during his tenure. Additionally, Petrarca manages all aspects of public affairs for the company and has served as a board member for the A. O. Smith Foundation.



## Bradford White donates to Home Repair Services

Bradford White Corp. donated \$10,000 to Home Repair Services in Kent County, Michigan, a nonprofit organization that offers income-based services to vulnerable homeowners in the Grand Rapids area. The donation will be directed to the repair program, one of HRS' three key organizational pillars. Home Repair Services completes over 2,000 critical repair jobs for low-income families each year, with over 150 of those repairs dedicated to mobile homeowners living with an average income of \$21,929. There is no dedicated municipal funding to support these services. This donation will be used to address urgent water heater repairs, enhance the overall quality of housing in the county and create manageable, safe and sustainable environments for homeowners and their families.

## RectorSeal welcomes Scott Kay as SVP, marketing and technology

RectorSeal announced that Scott Kay has joined the company as senior vice president, marketing and technology. Kay brings 30 years' experience in the building products market to RectorSeal. Before joining RectorSeal, he was president at Westhill, a digital solutions company focused on the property and casualty insurance industry. Kay also served as president of Modern Marketing Concepts, a marketing and inside sales firm.

## Collins, Pingree honored with WQA awards


U.S. Sen. Susan Collins and U.S. Rep. Chellie Pingree have been honored with Water Quality Leadership Awards for their work to improve access to safer, healthier drinking water across the country. The presentations came during the annual Water Resources Congressional Summit, hosted by the Water Quality Association and the National Groundwater Association on May 7 as part of Drinking Water Week. Collins and Pingree are among the sponsors of the Healthy Drinking Water Affordability Act, commonly known as the Healthy H2O Act, which would establish a new program at the USDA to improve drinking water quality in rural areas including for those who depend on private wells. The grants would cover the costs of water quality testing in communities. If the presence of one or more health contaminants is detected, grants would also

## IAPMO honored with President's E Star Award

The International Association of Plumbing and Mechanical Officials was honored with the President's E Star Award for Export Service at a ceremony hosted by the U.S. Secretary of Commerce Gina Raimondo in Washington, D.C., marking the second time the association has been recognized for its efforts to increase U.S. exports. IAPMO also received the President's E Award in 2019. Created via executive order by President Kennedy in 1961, the award recognizes persons, firms or organizations that contribute significantly in the effort to increase United States exports.



## Rheem opens Innovation Learning Center in Lawnside, New Jersey

Rheem opened a 6,200-square-foot Innovation Learning Center at its facility in Lawnside, New Jersey. Connected to the IBC headquarters and distribution center, the new facility features Rheem's largest HOT (Hands On Training) room in the U.S., a product showroom and a classroom designed to provide an interactive learning experience for more than 30 in-person participants at one time. 

*Send us your plumbing industry news: Email personnel, business acquisitions and related plumbing news, photos and videos to [editor@plumbermag.com](mailto:editor@plumbermag.com).*

## DSG Celebrates its grand opening in Eau Claire, Wisconsin

Dakota Supply Group announced the opening of its new location in Eau Claire, Wisconsin. The official grand opening was celebrated in April, with special guests including President and CEO David Minor and Kaylynn Winegar of the Eau Claire Area Chamber of Commerce, along with nearly 20 chamber ambassadors; Bill Johnson, developer from Choice Commercial; Wisconsin State Sen. Jeff Smith; and representatives of DSG's executive and regional leadership team. DSG supplies a broad range of products and solutions from leading manufacturers to professionals in the electrical, plumbing, HVAC, communications, utility, automation, waterworks and onsite sewer and well industries. Since our founding in 1898, the employee-owned business has been headquartered in the Midwest.

## REHAU partners with Galaxy Plastics

Polymer manufacturer REHAU and manufacturers' representative Galaxy Plastics announced their partnership that strengthens support for the Canadian waterworks market in Ontario and British Columbia. Galaxy expanded its product portfolio by representing the full line of REHAU MUNICIPEX pipe products. With nearly 30 years' waterworks experience between REHAU and Galaxy, this partnership solidifies the sales and engineering support network for municipalities in eastern and western Canada.

## ENPRESS acquires United Filters International

ENPRESS welcomed United Filters International to the ENPRESS group of companies. UFI designs and manufactures an expansive range of liquid filtration solutions. With manufacturing locations in California and Texas, UFI provides filtration solutions to domestic and international customers servicing food, beverage, potable and wastewater applications as well as energy and industrial applications through its extensive network of OEMs and through a growing network of dealers and distributors.

Get more news, information, and features with our exclusive online content.

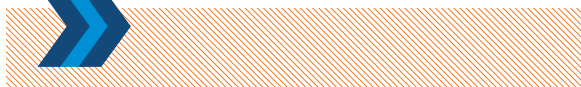
[plumbermag.com/featured](http://plumbermag.com/featured)



# FEATURED IN AN ARTICLE?

**MAKE THE MOST OF IT!**

Digital reprints available  
Visit [plumbermag.com](http://plumbermag.com) for articles and pricing



## CALENDAR

**Aug. 7-9**

**Safety 2024 Professional Development Conference & Exposition**, Colorado Convention Center, Denver.

Visit [safety.assp.org](https://safety.assp.org)

**Aug. 28-29**

**Los Angeles Build Expo**,

Los Angeles Convention Center (West Hall A).

Visit [buildexpousa.com/los-angeles-build-expo/](https://buildexpousa.com/los-angeles-build-expo/)

**Sept. 15-17**

**WaterReuse California Annual Conference**, Hyatt Regency Orange County, Garden Grove. Visit [watereuse.org/sections/watereuse-california/2024-california-annual-conference/](https://watereuse.org/sections/watereuse-california/2024-california-annual-conference/)

**Sept. 22-26**

**95th Annual International Association of Plumbing and Mechanical Officials Conference**, Planet Hollywood, Las Vegas. Visit [iapmo.org](https://iapmo.org)

**Sept. 24-26**

**WaterSmart Innovations**,

South Point Hotel and Conference Center, Las Vegas.

Visit [awwa.org/events-education/watersmart-innovations](https://awwa.org/events-education/watersmart-innovations)

**Sept. 25-26**

**South Florida Build Expo**, Broward County Convention Center (Hall C), Fort Lauderdale, Florida.

Visit [buildexpousa.com/south-florida/](https://buildexpousa.com/south-florida/)

**Oct. 7-9**

**PHCC Connect 2024**, Birmingham-Jefferson Convention Complex, Birmingham, Alabama. Visit [phccweb.org/connect](https://phccweb.org/connect)

**Oct. 15-18**

**Service World Expo**, Disney Coronado Springs Resort, Lake Buena Vista, Florida. Visit [serviceworldexpo.com](https://serviceworldexpo.com)

**Oct. 18-23**

**American Society of Plumbing Engineers Convention & Expo 2024**, Greater Columbus Convention Center, Ohio.

Visit [aspe.org](https://aspe.org)

**Nov. 19-21**

**Industrial Water Reuse Conference**, Hyatt Regency Indian Wells Conference Center and Hotel, California.

Visit [watereuse.org/news-events/conferences/2024-industrial-conference/](https://watereuse.org/news-events/conferences/2024-industrial-conference/) 

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

**“We want the work done right.**

That never varies, even if we lose money because we didn’t bid correctly.

Too many companies  
**operate from a profit standpoint,**  
instead of  
**turning out good product.”**

**Adam Farens**

Pipeline Plumbing  
Tigard, Oregon



Read what **matters** to  
contractors in every  
issue of *Plumber*.

Subscribe for FREE at [plumbermag.com](https://plumbermag.com)



# “NUFLOW’S SUPPORT AND TRAINING ARE WAY AHEAD OF THE CURVE.”

## PROFILE NuFlow Certified Contractor

Brent McDonald’s Rub-a-Dub Plumbing company has dramatically grown since becoming a NuFlow Certified Contractor. By adopting NuFlow’s trenchless technology, they’ve eliminated costly and disruptive excavation projects.

**“I was spending \$60-\$70k a year on subcontractors for tunneling jobs. Then I realized I could spend that money on lining equipment and keep that revenue in-house.”**

The shift to pipe lining has expanded their capabilities, allowing them to tackle larger commercial projects.

**“Now the team prefers lining. We’ve stopped tunneling and we rarely excavate anything. We’ve invested in more equipment that has opened a lot more jobs and larger commercial size projects.”**

NuFlow’s hands-on training and 24/7 support have been instrumental in their success.

**“NuFlow’s support and training are way ahead of the curve. At NuFlow, everyone wants you to get it right.”**



**Brent McDonald**  
Rub-A-Dub Plumbing  
Tyler, TX

**nuflow**  
WE FIX PIPES

**Grow with NuFlow. We Got You.**  
[www.nuflow.com](http://www.nuflow.com) | 866-248-6880

**CUT THE  
CORD AND  
KEEP ON  
WORKING**



## Gen-Eye X-POD Plus®



**NEW Gen-Pack™**  
Battery Adapter.  
(Battery not included)

Now you can inspect drain lines far from a power source. The Gen-Pack battery adapter allows up to 12 hours of remote operation with limited access to power. The Gen-Pack is also sold separately.

But wait, there's more. You can now record onto a flash drive *or* send the recording to your customers with the built-in Wi-Fi transmitter. Also, you can track just how far the camera has traveled down the line with the on-screen distance counter.

For more information, visit [www.drainbrain.com/XPodPlus](http://www.drainbrain.com/XPodPlus), or call the Drain Brains® at 800-245-6200