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WHAT'S IN A NAME?

By Jim Kneiszel, Editor



You only get one chance to make a good first impression. That's why the topic of this month's *Pumper Interview* ("The Name Game") is so important. Writer **Ken Wysocky** tracked down national branding expert **Christopher Johnson**, aka *The Name Inspector*, and asked him how septic service companies could alter their company names to capture more customers and boost revenue.

Maybe your company is named after the original owner four decades removed, and that name no longer means as much to the residents of your growing community. Maybe you have a name like Stinky's Cesspool Cleaners, which may not convey the professional image you're seeking today and no longer reflects the work you do as cesspools are replaced by more modern onsite systems.

Whatever the case, many business owners in the industry could benefit from an evaluation of the company name or brand to fit the realities of 2011. Johnson, who worked for a company that developed such lofty branding efforts as BlackBerry, Febreze, OnStar and Pentium, shares his advice specifically for the pumping community. His insights prompted me to think of several reasons a veteran pumper might want to consider tweaking the company name:

Broaden your message.

Does your name include the word "septic" or "pumping," but you've expanded to offer system installation, grease trap service or industrial cleaning? Perhaps your name no longer adequately portrays your varied menu of services, thus discouraging new customers from calling your number. It might be time to rename your business to let people know the scope of your services.

Focus your message.

A name like Smith Enterprises or Jones Services was chosen years ago when you were throwing out all sorts of service offerings to see which ones would stick and help build your company. But now you've honed in on the two services that seem to drive your business, say septic maintenance and restaurant grease trap service. It might be time to develop a new name and a support tagline that describe precisely what you do and hook you up with the customers who most need those services.

Green it up.

An effort to appeal to an environmentally sensitive segment of the general public seems like a win-win proposition. By choosing a new name or slogan that taps into an environmental message, you may gain a few more customers, and you're certainly not going to lose any customers who have no strong feelings one way or the other. You can't go wrong with a message of cleanliness or protecting the natural resource of freshwater.

Build the professionalism.

As Johnson explains, the use of humor in a septic service company name has a limited upside and a big potential downside. Yes, he allows, some uses of humor can help customers remember your name. But if you emblazon your tanks with a slogan like "No. 1 in the No. 2 Business," know that your marketing efforts are not unique and might not make your company stand out in a good way. Now might be the time to consider removing references to skunks or odors associated with the work you perform, and choose a less jokey name or slogan.

A GREAT NAME

You may read Johnson's thoughts on choosing a company name and decide your current approach is perfect for your business. That's great. But it never hurts to review how you market your services in an ever-changing world. ■

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ARTICLES

30 Profile: Clean it Up, Mate!

- Scottie Dayton

The blokes at New Zealand's HydroVac Limited use a specialized fleet of lorries to handle the stiffest sludge and the smelliest spills. **On the cover:** Matthew Punter poses with one of his newest combination service rigs on the job after massive earthquakes rocked New Zealand. (Photo courtesy of HydroVac Limited)



4 Reading Between the Lines: What's In a Name?

- Jim Kneiszel

10 Profile: Just Say Yes

From industrial vacuum loading to roll-off containers to portable restrooms, Iowa's Lindblom Services is always looking to offer expanded services to good customers.

- Paul Holley

20 Building the Business: Online Contracts

If you sell goods or services online, you need to give buyers a way to understand and accept your terms and conditions.

- Fred S. Steingold

24 Rules & Regs: Maine Adopts New Onsite Rules

- Scottie Dayton

38 Product Roundup: Big Jobs, Big Power

Whether it's hydroexcavation or industrial vacuum loading, big jobs require big equipment and plenty of power for safe and efficient operation.

- Ed Wodalski

50 Overheard Online: Fighting Spillage Woes?

Posters discuss the best way to clear hoses after pump-out to help ensure customer satisfaction.

54 Pumper Interview: The Name Game

Should your company name include a family moniker or a humorous play on words? Branding expert Christopher Johnson weighs in on choosing a name that will be good for your septic or portable sanitation business.

- Ken Wysocky

REGULAR FEATURES

44 Septic System Answer Man: Share Your Observations

Continued commentary on concrete septic tank deterioration begs for more firsthand accounts from pumpers in the field.

- Roger E. Machmeier

60 Money Manager: Follow the Money

Embezzlement can do your business serious damage. Here are several common-sense steps you can take to protect yourself.

- Rhonda R. Savage

66 Classy Truck of the Month

We feature E-Z Waste Systems, Westerly, R.I.

72 NAWT News: DOT/State Compliance – Safety is No Accident

- Courtney Peterson

78 Product News

84 Industry News

88 Association News, Calendar, Training and Education

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SPECIAL ISSUE:

Supplier Directory/Grease Trap Service

- **Contractor Profile:** A St. Louis company builds on grease service specialty
- **Money Manager:** Protect yourself from identity theft

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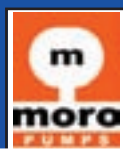
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VALVES



27th Trucks Inc.71

A

Kana flex
Abbott Rubber Co. Inc.28

ABERNETHY
Abernethy Welding & Repair 28

ACRO
Acro Trailer Company87

advance
Advance Pump & Equip.75

AMAZING MACHINERY
Amazing Machinery Inc.26

AMT
American Machine & Tool Co.70

AMTHOR
Amthor International61

Aqua Ben Corporation76

Aqua-Zyme Disposal Sys....48

arcan
Arcan Enterprises Inc.68

ARMSTRONG EQUIPMENT
Armstrong Equipment9

ART'S TRUCK & EQUIPMENT64

Atlanta Rubber & Hydraulics Inc......73

B

Badger
Badger Vacuum Trucks68

BANDLOCK
Bandlock Corp.4

BDP INDUSTRIES.....33

BEST ENTERPRISES
Best Enterprises Inc.57

Blowertech LTD56

Seal-R
Brenlin Company Inc.83

C

Cam Spray.....22

C

Cape Cod Biochemical Co. 89

Chandler Equipment Inc.....15

chempace
Chempace Corporation 55, 66

Clear Computing Inc......74

Comforts of Home Services..56

Coxreels18

Crust Busters/ Schmitz Bros. LLC.....72

CUSCO
Cusco48

E

Ecological Laboratories Inc.22

ELASTEC
Elastec/American Marine....52

vallenstein
Elmira Machine/Wallenstein Vacuum Pumps25

EMI
EMI Sales LLC.....76

ENVIROTUB
Enviro tub74

Equipment Sales62

Erickson Tank & Pump85

Excel Commercial Leasing .74

EXPLORER
Explorer Trailers/McKee Technologies Inc.25

F

F. S. Solutions.....36

Fergus Power Pump Inc......20

Flo Trend Systems Inc......24

Fruitland Tool & Mfg......62

G

GapVax
GapVax Inc.53

Green Way Products
by PolyPortables Inc...77

GUZZLER
Guzzler Manufacturing Inc..47

H

Hannay Reels68

Hedstrom
Hedstrom Plastics.....71

Hot Jet USA/Power Line Industries.....13

I

Imperial Industries Inc. .22, 37

K

KeeVac
KeeVac Industries Inc.19

Keith Huber Inc......26

Kentucky Tank Inc.81

Kuriyama of America Inc....56

L

L.C. TANKS
L.C. Tanks.....64

LANE'S VACUUM TANK, INC.
Lane's Vacuum Tank Inc....70

Lely Manufacturing Inc.84

LENZYME
Lenzyme Inc.4

LMT Inc......83

Longhorn
Longhorn Tank & Trailer52

M

Masport
Masport Inc.3

Marsh Industrial16

Milwaukee Rubber Prod.70

Moro USA Inc.7

MTC Lely Tank & Waste Solutions.....63

N

NVE
National Vacuum Equipment 18

NAWT
NAWT Inc.71

NuConcepts.....62

Nuhn Industries LTD.....46

P

Pik Rite Inc.79

PolyJohn Enterprises.....99

POLYLOK
Polylok Inc.98

PolyPortables Inc......31

Pressure Lift Corporation...18

PRESVAC
Presvac Systems Ltd.100

Progress Tank.....58

R

RID-X
RID-X® Septic System Treatment21

Ritam Technologies LP50

Robinson Septic Service73

RotoSolutions Inc.37

Rush Refuse Systems.....29

S

Safe-T-Fresh.....27

Sanitation Insurance Svcs...86

Satellite Industries Inc.2, 49

Septic Services Inc.16

Slide-In Warehouse19

Southwest Products.....81

S

Specialty B Sales.....42

Stahly
Stahly Applicators73

Sweet Septic Systems.....75

T

T&T Tools Inc......85

TankTec
TankTec51

The Hose Buddy.....64

The Soil Surgeon.....37

Toico Industries Inc......58

ITS
Transport Truck Sales67

Transway Systems Inc......5

Tri-State Tank87

TSF Company Inc......23

TSI
TSI Tank Services.....45

TUF-TITE
Tuf-Tite Inc.43

V

VAC-CON
Vac-Con Inc.59

Vacutrux Limited25

VAR Co......17

W

Water Cannon Inc......69

Webster Capital Finance36

Wee Engineer Inc......46

Wells Fargo Equip. Finance 11

Westmoor Ltd./Conde.....65

Classifieds.....92

Marketplace.....90

REGIONAL ADVERTISERS

Midwest Supplement

(after page 66)

Crescent Tank Mfg......2

D & W Diesel Inc.2

Dave Syverson Truck Cntr....5

Marengo Fabricated Steel7

PAT'S PUMP + BLOWER
Pat's Pump & Blower LLC6

R.A. Ross & Associates NE...3

RIDER
Rider Agri Sales & Svcs.....6

T-Line Equipment, Inc......3

V&H Inc.3

Eastern Supplement

(after page 66)

Andert Inc.3

Bass Septic Products6

D & W Diesel Inc.2

Manchester Hose & Coupling .6

Marengo Fabricated Steel7

PAT'S PUMP + BLOWER
Pat's Pump & Blower LLC6

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TSI
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Vacuum Sales Inc.5

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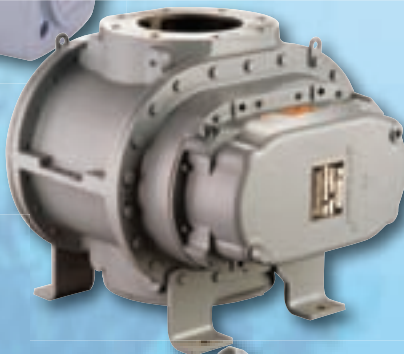
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By Paul Holley

Profile

Lindblom Services Inc. **Sioux City, Iowa**

Owners: Tom Lindblom Sr.,
Carl and Tom Jr.

Years in business: 42

Employees: 8

Service area: 80-mile radius of Sioux City

Services: Residential and commercial
pumping, industrial vacuum loading,
portable sanitation, roll-off containers

Associations: Master Builders of Iowa,
Associated General Contractors, Portable
Sanitation Association International

Website: www.lindblomservices.com



Carl Lindblom, of Lindblom Services Inc., cleans an industrial holding tank in Sioux City, Iowa. (Photos by Bruce Meyer)

Almost from the day he started his waste-handling business more than 40 years ago, Tom Lindblom of Sioux City, Iowa, has stressed diversification for one simple reason: It's easier to sell your services when you have lots of services to offer.

"We just try to stay ahead of the game. And now, with more and more competitors trying to do what we do, it's more important than ever," he says.

"When one part of the business is slow, the other part gets busy. We like it that way," adds Tom's son, Carl, 26.

A willingness to diversify has helped Lindblom

Services Inc. become a thriving regional provider of septic pumping, commercial pumping, industrial vacuum loading, roll-off trash bins and portable restrooms in a broad territory that includes parts of Iowa, Nebraska and South Dakota.

STARTED WITH A '54 TRUCK

Lindblom, 65, is a walking history book of the liquid waste industry. He started pumping septic tanks in 1969 while working as a Sioux City firefighter. His first rig had a diaphragm pump mounted on a 1954 International truck. The 1,500-gallon tank was fashioned from a metal container

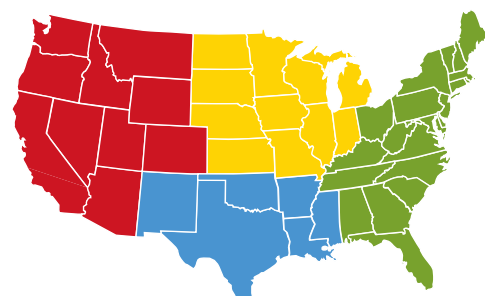
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Together we'll go far



At right, technician Danny Elenz positions the suction hose in a car wash pit while Carl Lindblom works to loosen the slurry. Below, Lindblom readies his vacuum truck for a pumping job at an industrial client's facility.



used for shipping jet engines and had a home-made plywood top.

It wasn't long after Lindblom started his part-time venture when he was approached by a local portable restroom operator who wanted out of the business. Lindblom bought the man's 21 units, all made from 3/4-inch plywood and using cut-off 55-gallon barrels for waste tanks.

Those portables, weighing about 450 pounds, were used until Lindblom bought his first fiberglass restroom units in 1972. For a time, his inventory included steel units with slide-in tanks. Those monsters were placed at a golf course and not moved for an entire summer.

"Of course, 42 years ago I was in a lot better shape," he says.

Lindblom went full time into the business in 1974 when he was elected to the Sioux City City Council.

Also in 1974, he bought a front-load garbage truck. Roll-off bins were added the following year. "We got into these to try to take care of our customers better," Lindblom says. "We found that construction customers who had our restrooms wanted roll-offs, too."

Lindblom sold the garbage hauling and roll-off portion of the business in 1999 to a national refuse hauler to concentrate on portable restrooms and septic pumping. He missed the opportunity to

rent both roll-offs and portable restroom units to construction customers and got back into roll-offs five years later.

Lindblom attended his first Pumper & Cleaner Environmental Expo at Biloxi, Miss., in 1983. He says he's learned a lot about the industry and its equipment by frequently attending the show and its education sessions.

Over the years, Tom Lindblom has upgraded his service rigs, including the purchase of his first industrial vacuum loading truck in 1978.

STAYING BUSY ALL YEAR

A diversified service menu keeps Lindblom active all year. Portables and roll-offs each accounted for about 40 percent of the company's sales in 2010. The remaining 20 percent came from septic service and industrial vacuum loading.

That mix could change this year because Lindblom purchased 40 additional roll-offs, ordered another truck to haul roll-offs and hired another vacuum truck driver. Carl is also taking steps to build the pumping portion of the business.

"In April, we'd already run out of roll-offs, which is very unusual," Carl says, adding that this spring's steady stream of calls from roofers, remodelers and contractors prompted them to make the investment.

Carl, who regularly drives one of the compa-

ny's two septic service rigs, says septic pumping and vacuum loading is fairly steady year-round, while demand for roll-offs generally runs from April through November. The portable restroom business usually starts to pick up in May, peaks with summertime special events and slows down about mid-October.

In addition to septic service, the Lindbloms have built a solid base of commercial and industrial accounts for vacuum loading. These include restaurant grease traps and car washes and a couple of municipal wastewater treatment plants where they remove grit from a primary clarifier and skim grease from a secondary clarifier. Another set of regular customers are municipal and industrial water treatment facilities where they pump out spent resins, sand and rocks from the filtration systems.

Being located in an agriculture center brings somewhat unusual commercial accounts, such as a plant that produces cornstarch and another that produces diesel fuel from soybeans.

The Lindblom's vacuum equipment is also pressed into service for cleanup from flooding and fires on behalf of local and national restoration contractors. The summer of 2011 was particularly busy because heavy rains and mountain snows far upstream on the Missouri River threatened hundreds of Sioux City area homes with prolonged flooding.

(continued)

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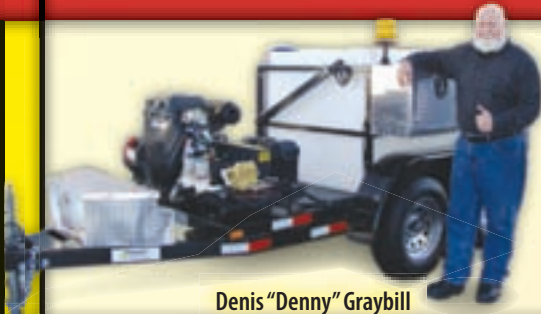
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A Lindblom Services driver picks up a trash container in the company yard for delivery to a construction site.



“IT LOOKS A LOT BETTER TO CUSTOMERS TO HAVE A CLEAN TRUCK ROLLING DOWN THE ROAD. I KNOW I WOULDN’T WANT TO SEE A DIRTY TRUCK PARKED IN MY DRIVEWAY. I’M SURE CUSTOMERS FEEL THE SAME WAY.”

Carl Lindblom

GOOD CUSTOMER RELATIONSHIPS

The company’s portable restroom inventory has grown to 400 units, which come from Satellite Industries Inc., PolyJohn Enterprises Corp., and T.S.F. Company Inc. Satellite Maxim 3000 models are used for special events. Sinks are from PolyJohn and T.S.F. A pressure washer from AaLadin keeps the units clean.

Tom Lindblom is proud of the long-term relationships he’s built with special event organizers like Sioux City’s River-Cade celebration (1971), Saturday in the Park, a one-day live entertainment event in Sioux City (1991), the Hinton (Iowa) Tractor Pull (1991) and the Yankton (S.D.) Riverboat Days (1990.)

Special events typically require 60 to 90 units during the summer months, while about 150 units are dedicated for long-term rentals at construction sites. Providing portable restroom units for annual maintenance projects at two electrical power

plants is an important piece of business during the winter months.

The flood threat, which started Memorial Day weekend, brought unexpected portable restroom rental business from the Federal Emergency Management Agency and the National Guard, which brought in troops to build emergency levees.

An up-and-down economy, fluctuating fuel prices and constant competition from new service providers are ongoing challenges for Tom Lindblom. With all of the economic factors at hand, he’s not about to compete on price with low-ball contractors, even if it means losing some of his customers.

“You’ve got to charge accordingly. That’s one thing we’ve learned after all these years,” he says. That means resisting the temptation to match a low bid that won’t cover expenses.

Lindblom Services markets itself via newspaper and phone book advertising and a website. The company also generates goodwill and the prospect of additional sales through sponsorships of marathons and charity walks, as well as donating the use of portable restrooms.

PAMPERED EQUIPMENT

To be able to provide a large variety of services,

Industrial Business Includes Gas Pipelines

A contractor rebuilding natural gas pipelines in the Sioux City, Iowa, area kept Lindblom Services busy pumping and hauling boring gel and water for several years, says owner Carl Lindblom.

Boring gel – a combination of water and a clay material called bentonite – is pumped into an underground bore to ease the way for the pipeline to be pulled. The material is then vacuumed out of the bore for reuse.

Lindblom’s trucks also haul water used in pressure testing the pipelines. Water is pumped into the line and then retrieved on the other end. The water will be hauled away if a storm sewer isn’t available or if a private landowner requires minimal disturbance to the property.

Because the pipelines are rebuilt and tested in sections, no two days are the same. Some sections extend up to a quarter-mile underground and may go beneath rivers, railroads and highways.

“Once they start pulling, they can’t stop. That makes it a little unpredictable. I’ve had to spend the night sometimes, but sometimes it’s just 8 to 5 and sometimes it’s just been a couple of hours,” Lindblom says of the pipeline work.

A rig equipped with a blower unit (Lindblom’s is from Robuschi USA) is “hands down” the best type of equipment to use for this type of work. Says Lindblom: “It (the blower) keeps a constant vacuum and really takes a lot less time and effort. I’ve also used a vane pump, but it tends to hiccup a bit.”

The contractor originally contacted Lindblom Services about providing portable restrooms at the construction site. The company quickly landed the additional work when Carl and his father, Tom, explained that they could also provide vacuum loading.

“They would much rather make one phone call than three phone calls,” Lindblom says.

The pipelines transport natural gas from the Gulf Coast to the Upper Midwest. With additional pipeline rebuilding projects expected in the area, Lindblom hopes to land more of the work this year.

Lindblom Services has a diverse equipment inventory. Its septic service trucks include a 1993 Freightliner FL80 built out with a 2,500-gallon steel tank and a Masport HV 15W pump, and a 2001 Freightliner FL80 built out by Engle Fabrication LLC with a 3,000-gallon steel tank and a blower unit from Robuschi USA.

Portable restrooms are serviced with a 1996 Ford F-450 with a 600-gallon waste/300-gallon freshwater Fabricators Inc. stainless steel tank and Masport pump from Satellite Industries. Lindblom also has a pair of 2008 Sterling 4500 service trucks, built by Satellite with tanks from Fabricators Inc. One has a 600-gallon waste/300-gallon freshwater stainless steel tank; the other has a 450-gallon waste/250-gallon freshwater stainless steel tank. Both are equipped with Masport pumps.

Lindblom’s 143 roll-offs are from Wastequip. A 2007 Freightliner M2 and a 2004 Freightliner M2, equipped with Galbreath bodies, are used to haul the containers. A 2011 Freightliner M2, also equipped with a Galbreath body, joined the fleet this summer.

Lindblom Services has a 9,000-square-foot

Tom Lindblom uses a Yale forklift to maneuver an ADA unit in the Lindblom Services yard.



**“WE JUST TRY TO STAY
AHEAD OF THE GAME. AND
NOW, WITH MORE AND MORE
COMPETITORS TRYING TO
DO WHAT WE DO, IT’S MORE
IMPORTANT THAN EVER.”**

Tom Lindblom

shop to store and service this equipment. There is also a 70- by 30-foot wash rack and approximately 4,900 square feet for vehicle parking.

“We’re able to do all of our own maintenance, except engine work, right in our shop,” Lindblom says. He saves money by performing most routine maintenance chores himself like oil changes, tire repairs, light welding, springs and wheel seals replacement.

Carl Lindblom says the wash rack area of the shop gets a steady workout between pressure washing portable restrooms and regular washing of the company’s service fleet.

“It looks a lot better to customers to have a clean truck rolling down the road,” he says. “I know I wouldn’t want to see a dirty truck parked in my driveway. I’m sure customers feel the same way.”

FAMILY FIRST

Both of Tom’s sons, Carl, and Tom Jr., 29, grew up in the business and are part owners. Carl recalls how his dad somewhat jokingly made him contact the family’s attorney to get permission to go to work at age 12 washing portable restrooms. Carl got his CDL at age 18 and now regularly drives the 2001 Freightliner vacuum truck. Tom Jr. also started out washing restrooms at about age 13 and worked in the business during the summers through high school and college. He now works in another field and lives in Minneapolis.

Tom’s wife of 34 years, Mary, handles book-keeping and billing for the business.

Two other drivers handle the portable restroom service and two drivers handle the roll-offs. Part-time employees are assigned to roll-offs and portable restroom cleaning and preparation as needed.

Tom Lindblom, who still drives a vacuum truck, says he’d like to start slowing down and turn over day-to-day operations to Carl. He expects to continue using his mechanical skills on fleet maintenance.

“I like to golf, but I don’t like to golf *that* much,” he says.

Looking back at 40 years in the industry, Lindblom says government regulations have delivered challenges, while advancements in pump technology have usually made the work easier. He’s firmly convinced that being able to offer customers a diversified package of services is still the way to go.

“You just have to make these services available because if you don’t, somebody else will,” he says.

Carl Lindblom agrees. “I like being diversified,” he says. “If you’re doing just one thing and something happens to it, you’re stuck. I don’t want to let that happen.” ■

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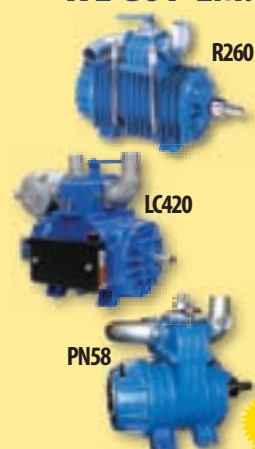
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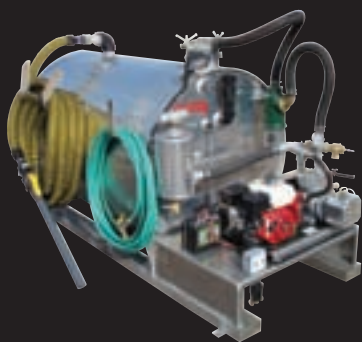
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Online Contracts

IF YOU SELL GOODS OR SERVICES ONLINE, YOU NEED TO GIVE BUYERS A WAY TO UNDERSTAND AND ACCEPT YOUR TERMS AND CONDITIONS

By Fred S. Steingold

For centuries, business contracts have been written on paper. Today, however, more and more contracts are formed electronically. The computer is quickly replacing the paper-and-ink world.

Online contracts are enforceable, so long as they meet the usual requirements of contract law. For example, there must be a meeting of the minds. And there must be consideration – legalese for an exchange of things of value, such as money in exchange for goods or services.

If you're selling goods or services online, how can you help assure that you and the buyer have a binding contract? Your first task is to come up with a set of contract terms to post on your website. Your terms become an offer. If the buyer accepts your terms, you have formed a proper legal contract.

The content of your contract terms will vary, depending on what kinds of goods or services you're selling. You'll probably want to state the nature of warranty you're offering, if any. And you may also want to include some disclaimers to limit your liability. Getting the contract terms in good shape will usually require a lawyer's help. You can get a head start by checking the terms offered online by businesses similar to yours.

The next step is to post your contract terms online in a way that lets buyers accept them and be bound by them. Although this can get a bit technical, it's not difficult. Attorneys Michael Khoury and Sarah Weston have compiled a number of practical suggestions. Here is the essence of their wisdom:

Make your contract terms easy to find. You want the buyer to acknowledge that he or she will be bound by your contract terms. Typically, you'll do this by having the buyer click on a button that says "I Agree" to the contract terms or "I Accept" them.

Arrange for your contract terms to appear automatically on the buyer's screen before he or she can agree to them. Or require the buyer click on a link to your terms before he or she can accept them. You don't want the buyer to claim later that your terms were hidden away

Fred S. Steingold practices law in Ann Arbor, Mich. He is the author of Legal Guide for Starting and Running a Small Business and The Employer's Legal Handbook, published by Nolo. Legal strategies may vary depending on the state in which you live and the specifics of your situation. See your lawyer for legal advice.



YOUR FIRST TASK IS TO COME UP WITH A SET OF CONTRACT TERMS TO POST ON YOUR WEBSITE. YOUR TERMS BECOME AN OFFER. IF THE BUYER ACCEPTS YOUR TERMS, YOU HAVE FORMED A PROPER LEGAL CONTRACT.

somewhere on your site.

Don't rush the buyer. He or she should be able to read the terms at a leisurely pace. It's a mistake to have the terms disappear after 15 or 30 seconds. Finally, the buyer should be able to easily return to the terms in the future, and to save or print them.

Be sure terms are clear and consistent. See that the contract terms appear clearly on the buyer's computer screen – and that they can be printed out in legible form if the buyer chooses to do so. And make sure the marketing materials you display on your site don't contradict the terms you've posted. For example, don't offer a six-month warranty in your contract terms, but promise a one-year warranty elsewhere.

Pay close attention to the assent format. Just before the place where the buyer agrees to your terms, emphasize that this will be a legal contract. You might say, for example: "When you click the 'I Agree' button, you'll be entering into a binding contract." It's wise to require the buyer to read – or at least scroll through – the terms before being able to agree. And it makes sense to summarize the contract terms just above the "I Agree" button.

Give the buyer a chance to reject your terms. Offer the buyer a choice of accepting or rejecting your terms. For example, alongside the "I Agree" button, you might have an "I Reject" button. If the buyer rejects your terms, that should be the end of the transaction: You don't want to provide goods or services to someone who refuses to accept your terms. Make the rejection wording as clear as the acceptance wording. Instead of the words "I Reject," you might prefer "I Do Not Agree" or "I Decline."

Keep good records. You may need to prove someday that you properly informed the buyer of your terms, and that you provided a way to accept or reject them. Keep records of your agreement process, including both the terms you post online and how the process works. Be able to show what steps the buyer had to take to view the terms, and what terms were in effect at the time.

Use caution in changing contract terms. Once you and the buyer have formed a contract, you typically can't change the terms by yourself. This is especially true when you're selling services. As with a paper-and-ink contract, you need the buyer's consent.

Posting a notice of a contract change isn't good enough. You can't require the buyer to continually monitor your website for possible changes. ■



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By Scottie Dayton

Rules and Regs is a monthly feature in Pumper. We welcome information about state or local regulations of potential broad interest to onsite contractors. Send ideas to editor@pumper.com.

Maine Adopts New Onsite Rules

New subsurface wastewater disposal rules for Maine include a 25-foot no-disturbance buffer from water bodies and fill extension limits that move onsite systems farther away. The rules also state that soil evaluators must use Munsell soil color charts and municipalities must bring malfunctioning onsite systems into compliance within 10 days of notice. If property owners do not propose a repair or replacement plan, they will be evicted until the systems are fixed.

OHIO

The Summit County Council adopted a resolution to replace aging onsite systems with a sewer. The project will be funded through assessments. The final cost to property owners is estimated at \$18,950, but officials said actual costs will not be known for more than a year. To move ahead, 85 percent of residents needed to approve the project.

ALABAMA

The legislature adjourned without passing a bill that would have banned counties from imposing a sewer service fee on properties not connected to it. Several lawmakers said they will try to pass the bill again next session. Jefferson County has a \$3.2 billion sewer debt and instigated the clean water fee.

TEXAS

Gov. Rick Perry signed legislation requiring childproof lids on septic tanks. Only homeowners or maintenance providers can open the lids.

OREGON

If passed, a Senate bill would require the Department of Environmental Quality to establish grant and loan programs for owners of onsite systems. Another Senate bill in the public hearing stage would require sellers of real estate to obtain an onsite inspection report and provide copies to the DEQ and to buyers making written offers to purchase.

NEW MEXICO

An amendment proposed by Bernalillo County Commissioner Wayne Johnson would remove the 2015 deadline to replace onsite systems installed before 2000. The upgrade is part of the Waste Water Requirements Ordinance.

If the date were removed, the county would still meet state mandates because it has some of the strictest septic system requirements in the state. Some residents considered the fines and up to 50 days in jail an acceptable alternative to replacing their functioning systems. The 2015 date was reportedly affecting home sales. ■

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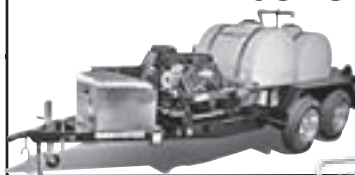
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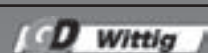
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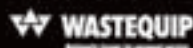


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Clean It Up, Mate!

THE BLOKES AT NEW ZEALAND'S HYDROVAC LIMITED USE A SPECIALIZED FLEET OF LORRIES TO HANDLE THE STIFFEST SLUDGE AND THE SMELLIEST SPILLS

By **Scottie Dayton**

Technicians Dave Grant and Rowan Murray scrape and vacuum contaminated material from an open-top highway sand filter. (Photos courtesy of HydroVac Limited)

Technicians dump a load in the HydroVac separation pit. Inset, the hatch is open on a small combination truck, showing a dewatered load ready for the pit.

Clogged sewer laterals catapulted Andrew Williams' Laser Plumbing and Roofing business in Whenuapai, Auckland, New Zealand, into a 24/7 environmental support company that cleans up tough messes.

Frustrated when his compact portable jetter removed only 70 to 80 percent of blockages, Williams envisioned a machine that could clean and vacuum. In 2004, he and some engineering associates purchased a Nissan Atlas pickup truck, then added a 250-gallon debris tank and a lawn mower engine to power the vacuum pump.

Then Williams formed HydroVac Limited and brought in business partner Dean Stuart. They branched into servicing stormwater filtration systems and catch basins, maintaining advanced treatment systems, and responding to spills within a 30-mile radius of a new facility in Waitakere. The fleet grew to include three purpose-built combination trucks, three vacuum trucks and five vans. By 2008, the company rose to the top of the Auckland Regional Council's Pollution Response subcontractor list.

No matter how fast or large HydroVac expanded, its niche remained looking after small businesses that needed someone to turn up on time, do a thorough job, and do it economically.

STARTING SMALL

HydroVac initially operated within Laser Plumbing, with the lunchroom doubling as an office. When the partners needed help in the field, they borrowed an operator from the plumbing side. Within months, they hired operations manager Amanda Ross to research growth opportunities. Claire McDonagh followed as office

(continued)





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Matthew Punter

administrator/dispatcher and is still with the company. So is their first drain-cleaning technician, Bruce McIntosh.

Ross, replaced by Matthew Punter in 2007, influenced the owners to branch into buying maintenance agreements for advanced wastewater treatment systems. “Manufacturers tasked installers with the 12-month contract, but the money they received was a pittance compared to installation fees,” Punter says. “Dean and Andrew determined that if one company serviced a lot of tanks in a small area, the effort would be worthwhile.”

Ross identified a few installers with numerous tanks to maintain and offered to pay them the revenue they would receive for the service. Williams and Stuart then hired subcontractors to do the work. The vacuum loading branch of the business kept the fledgling endeavor afloat until a year later when Deven, a system manufacturer, offered a maintenance contract for 100 tanks.

That work enabled Williams to build combination trucks to service the accounts. Most had 500-gallon tanks with water and vacuum pumps pulling 600 to 1,700 cfm. “Pumping a system usually requires a 1,500-gallon tank,”

Punter says. “We did what we could and hired subcontractors with bigger trucks when necessary.”

COMPACT TRUCKS REQUIRED

Because New Zealand is mountainous with narrow two-lane roads, the government mandates vehicle dimensions, low axle weights, and shorter wheelbases than on U.S. trucks. “Our cabover trucks are lighter and more nimble,” Punter says. “Your vehicles are too long and far too big to make it around most of our roads.”

The gross vehicle mass for light vehicles is up to 3.5 tons, medium vehicles from 3.5 to 13 tons, and heavy vehicles exceed 13 tons. To distribute the weight, the trucks have a minimum of two rear axles and possibly two front ones. Until recently, tanks had no baffles.

To increase driver efficiency, the partners installed a holding tank in the yard for offloading septage, then hired a subcontractor with a tanker to transport it to the municipal treatment plant. Land application is prohibited in Auckland.

During the two years HydroVac installed

Profile

HydroVac Limited

Waitakere, Auckland, New Zealand

Owners: Dean Stuart and Andrew Williams

Founded: 2005

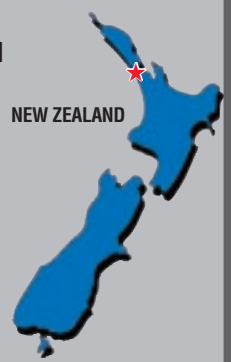
Employees: 17

Service area: 30-mile radius of Waitakere

Services: Stormwater filtration and catch basin maintenance, lateral inspections and cleaning, onsite system maintenance

Associations: Water New Zealand Association, Site Safe Association

Website: www.hydrovac.co.nz



advanced treatment systems, it earned a reputation for troubleshooting. “We hired two experienced technicians and a manager for the unit,” Punter says. “We always want to learn and to be the best, so they wrote down any overheard snippet of information and researched it.”

Troubleshooting tied into maintenance work and was more lucrative, so Punter handed the installation branch to Laser Plumbing. Within a year, HydroVac was servicing more than 1,900 tanks on six-month intervals. Today, troubleshooting and maintenance agreements account for 40 percent of its revenue.

TARGETING SMALL BUSINESS CUSTOMERS

In 2006, both companies moved to a larger, rural location in Waitakere. But business slowed due to competitors charging half of HydroVac's fee to clear blocked laterals. To compensate, Punter focused on expanding scheduled maintenance work with property and facility managers, restaurant owners, schools and manufacturers.

“The area has plenty of large contractors looking after big business,” he says. “They view small companies almost as something to be tolerated. We saw our niche, avoided municipal and government contracts,

In the foreground, Matthew Punter, right, stands with his administrative team, while HydroVac technicians are shown with their service vehicles in the background.



(continued)

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When limited access prevents the use of a 3,000-gallon vacuum truck, a smaller unit is used. Here, the smaller rig transfers a load to the bigger truck for transport to the treatment plant.

"THE AREA HAS PLENTY OF LARGE CONTRACTORS LOOKING AFTER BIG BUSINESS. THEY VIEW SMALL COMPANIES ALMOST AS SOMETHING TO BE TOLERATED. WE SAW OUR NICHE, AVOIDED MUNICIPAL AND GOVERNMENT CONTRACTS, AND SET OUR SIGHTS ON SMALL BUSINESS OWNERS."

Matthew Punter

and set our sights on small business owners."

The Yellow Pages, the HydroVac website, following leads, and word-of-mouth doubled the work in one year. "As soon as our drivers enter a site, they look for other areas that may need attention," Punter says.

Another significant boost came from Auckland's 2008 building code, which required commercial or industrial businesses to filter stormwater in vaults before it left the site. Various products are available, but the major player is StormFilter.

"Dean heard that Stormwater 360, our StormFilter agent, had a contractor cleaning filters," Punter says. "Dean arrived just as they were talking about how the company wasn't providing the level of service they needed." HydroVac received the contract and still has it.

STORMWATER WINDFALL

Cleaning stormwater filters in underground concrete vaults requires confined-space entry and gas detection certification. All seven employees are certified and cross-trained. Vaults hold up to 160 cartridges filled with filter media and sediment weighing 150 to 200 pounds each. Such vaults take two days to clean, but will not require attention for another 12 to 18 months.

"The crews disconnect the cartridges from the floor, then push them to the vacuum hose," Punter says. "If they are too heavy, the men add an extension to the hose and vacuum them in place."

Empty cartridges are hauled topside, then workers vacuum the vault floor and clean the chamber inlets using 4,500-psi jetting rigs. They install new cartridges that were filled with media at the HydroVac yard. The company services more than 3,000 StormFilter cartridges.

As debris volume increased, a problem arose. "The disposal rate for water is significantly less than for solids," Punter says. "Mixed loads are charged the higher disposal rate, and ours were 60 percent water and 40 percent grit."

The partners' solution was to build a 17-cubic-yard dewatering pit. In the center of the pit, they built a wall of stacked railroad ties separated by the heads of roofing screws. Water seeping through the minute gaps then passed through a perforated metal sheet that captured most remaining sediment before flowing to the clarifier. After the suspended and dissolved solids settled out, the liquid was decanted and hauled off site.

"Our little combo trucks are still running around servicing clients, but now we have separate holding tanks for stormwater, septage, and grease trap waste – and we do our own hauling," Punter says.

HydroVac owns a 2010 MAN truck with 2,000-gallon tank built out by Kaiser NZ Ltd., in Matamata; a Hino truck with a 2,500-gallon unit and a Robuschi liquid ring vacuum pump built out by GRD Engineering in Auckland, and

HydroVac technicians Dan Chetty (left) and Rowan Murray clean out a sewer line in the earthquake zone in Christchurch.



a Scania 8-by-4 with 3,000-gallon tank and Moreta pump from Japan that was converted for use in New Zealand by Ryan Trucks in Auckland.

A FINE MESS

HydroVac has tackled a variety of stomach-turning jobs. In one instance, a pipe broke in



Technicians Dion Green, Dave Grant and Bruce McIntosh vacuum sediment from a pond.

the semi-basement of a plant processing packaged salads. The pulp from the carrot-peeling machine dropped into a sump pump, traveled along the pipe under the building, through the basement, and out to the waste pit.

"Nobody noticed anything was wrong until pulp began flowing from under the basement service door," Punter says. "As soon as they found the mess, production stopped until it was cleaned up."

The pulp, splattered on the walls and ceiling around the broken pipe, was knee deep on the floor. Thick mold grew on the walls. As two crews vacuumed the pulp, they unknowingly dewatered the remaining material. Halfway through the job, it was too solid to travel up the hose. The men added water and mixed until it reached the proper consistency.

With the pulp gone, they emptied the basement and pressure-washed it from top to bottom. The Ministry of Health approved their efforts and the plant resumed production. The job took two nine-hour days and the men removed 18,000 gallons of pulp.

GREASE RELIEF

Another nauseous job began when the owner of an Internet cafe reported flies and

a smell coming from under the floor. The HydroVac crew suited up, then lowered themselves into a crawl space through a hatch in the floor. "The overhead was so low that they couldn't even crawl on their hands and knees," Punter says.

The adjacent fast-food restaurant had no grease trap. When the lateral clogged, the owner removed the inspection cap to relieve the pressure, allowing wastewater to empty directly under the cafe. "Our crew advanced on their bellies, cleaning the mess with 2-inch vacuum hoses," Punter says. "Then they disinfected and degreased as best they could and replaced the cap." One year later, they returned for a repeat performance for the same reason.

Spills are not the only challenge facing employees. Sometimes it is daily tasks such as dumping sticky material from debris tanks. The men initially used a high-pressure hose to help slide out material, but that sent unwanted water to the dewatering pit. The crew brainstormed, sawed the handle off a spade, welded it to a 9-foot-long, 3/4-inch galvanized tube, and added a hose fitting to the opposite end. The tool shoots water up the tube and underneath the spade, helping lift the load off the bottom of the tank to slide it out.

The HydroVac crew and friends pose after participating in a four-mile mud run. In the front row are (left to right) administrator Claire McDonagh, general manager Matthew Punter and technician Rowan Murray. In the back row, second from the right, is technician Tom Jay.



Fighting Meteorological Mayhem

Earthquakes, aftershocks, floods, landslides and a rare tornado left psychological footprints on HydroVac Limited crews cleaning up the devastation from Christchurch to Auckland, New Zealand. "The men constantly battle the feeling of not achieving anything because they see so little improvement," says Matthew Punter, general manager.

A 7.1 magnitude earthquake struck Christchurch in September 2010. Contractors had 95 percent of the damage repaired when a 6.3 magnitude quake hit a few months later in February. About 900 of the 1,000 buildings in the central business district had to be demolished, and 65,000 homes required significant repair. Meanwhile, aftershocks up to 5.8 continued to undo progress.

"We hydro-flush and clear a sewer main one day, then an aftershock the following day blocks the line," Punter says. "Everybody walks around tense, waiting for the next one to hit. That's a lot of psychological pressure." HydroVac has 2,000-gallon and 3,000-gallon purpose-built vacuum trucks and a jetting truck working to clear sewers and storm drains.

Even reaching work areas is challenging. Bridges over rivers flowing through central Christchurch were severely damaged, as were roads far into the countryside. "My crews see what they believe are manholes pushed three feet out of the ground," Punter says. "Upon investigation, it's the road that has dropped." At least 20 percent of the city still relies on chemical toilets and portable restrooms while citizens wait for sewers to be repaired.

On June 13, two major earthquakes struck Christchurch, destroying the work achieved by HydroVac and marking another 70 buildings in the business district for demolition. "I wasn't expecting the trucks and crews home before Christmas," Punter says. "Now I don't know when I'll see them."

HIRING FOR SUCCESS

Companies are only as good as their employees, and HydroVac pays above-average wages to attract and retain desired individuals. The process begins with an advertisement stipulating applicants must be able to handle physically and mentally demanding conditions, work flexible hours, and be in peak physical condition.

"During the review process, we explain that customer service is why HydroVac grew so fast, and we expect employees to represent our standards," Punter says. "We do a good job of screening and our turnover rate is very low. More important, we allow our people to reach their full potential." ■

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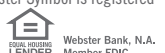
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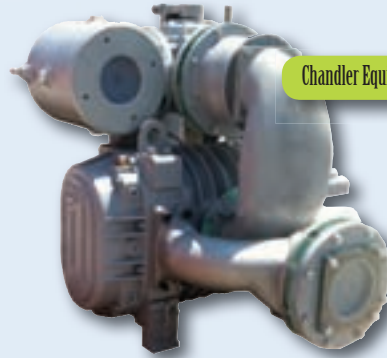
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By Ed Wodalski

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prefiltration system, 35-gpm/2,000-psi water pump with variable output, hydraulically operated storage for 32 feet of vacuum hose, heavy-duty, reinforced boom elbow and internal material deflector, and reel with 50 feet of 1/2-inch handgun hose. Other features include vertical pipe storage, seven-nozzle high-pressure wash-out system, 26-foot boom reach with extension and wireless remote, 8-inch suction tube, hydraulically operated rear door and 13.5-cubic-foot heated storage compartment. Options include large capacity water pumps, galvanized debris tank, pump-off system to 800 gpm, hydraulic tool circuit, rear-mounted boom, cold weather package, blowers to 6,000 cfm and 27 inches Hg, debris tank to 15 cubic yards, up to 1 million Btu boiler system, customized storage compartments, work and safety lights, digging tubes and lances. **877/462-8239; www.cubexltd.com.**



Blowertech Ltd.

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The **3 HVP Series positive displacement tri-lobe blower** from **Blowertech Ltd.** is designed for 24-hour continuous duty. It features self-cooling construction and does not require a vacuum relief valve. The blower can handle wet or dry products and is available with top, bottom, left or right shaft and a clockwise or anti-clockwise rotation. It can attain 28 inches Hg vacuum and eliminates the need for water or oil sealing. Features include five bearings with shaft-roller bearing suitable for V-belt and direct-drives, hardened and ground helical gears on the drive side for greater input torque, piston ring seals for lifetime reliability, heavy-duty bearing holders on the thrust end for greater axial load capacity, and large oil sumps for improved bearing lubrication. Other features include dynamically balanced, hardened and ground-forged steel shafts fitted in the tri-lobes. **780/466-4716; www.blowertech.ca.**



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The **Hydro Excavator** from **Cubex Limited** is designed for Canada's extreme climate and rugged geography. It penetrates a variety of soil conditions, depths, widths and angles with precision. The vacuum system has a four-stage air filtration and separator system that removes debris, dust and water. Soil slurry and other liquid waste are vacuumed into a large holding tank for off-site disposal. Features include heated decant valve with internal filter, cyclonic



GapVax Inc.

GapVax Inc.

The **XVT industrial vacuum** from **GapVax Inc.** is designed to remove heavy sludges, such as drilling fluid, grease, septic and wastewater. The positive displacement blower can pressure offload up to 14 psi (rated 1,400 cfm and 28 inches Hg). The body is made of 1/4-inch ASTM A-572 Grade 50 steel with a payload option from 80 to 100 barrels and 40-degree dump angle. The filtration system has a 10-micron washable Dacron filter and requires no tools to access. The unit has a full-opening tailgate with dual-lift cylinder and field-adjustable locks for a complete seal. Options include hydroexcavation package, lift axle, integral water tank, safety lighting, storage compartments and heavy-duty rear bumper. **888/442-7829; www.gapvax.com.**



Gradall Industries Inc.

Gradall Industries Inc.

The **Vacall AllExcavate** high-pressure, variable-speed hydroexcavator from **Gradall Industries Inc.** is designed for productivity and water conservation. Features include the AllSmartFlow CAN bus intelligent control system with programmable LCD display that monitors engine, water flow and vacuum performance while allowing for precise boom and reel movements. A fully proportional pendant (wired or wireless) is programmable for productive control away from the chassis. The unit uses a single engine for excavation as well as to power the chassis, saving on fuel, maintenance and emissions. Other features include aluminum water tanks, 8-foot, 6-inch hydro boom with 320-degree radius that rear-loads debris. An optional galvanized steel debris tank is available. A single control enables the operator to clean the interior of the body as well as open, close and lock the tailgate. An optional flush system requires no operator assistance. **330/339-2211; www.vacallindustries.com.**

include high-dump body with heavy-duty, telescopic hydraulic cylinder that allows material to be dumped into roll-off boxes up to 54 inches high. The dense phase offloading option combines applied pressure with high airflow for conveyance up to 120 feet vertically. **800/627-3171; www.guzzler.com.**



Mid-State Tank Co. Inc.

Mid-State Tank Co. Inc.

The **4,000-gallon aluminum tank** from **Mid-State Tank Co. Inc.** features a 20-inch top manway, 20-inch rear manway, primary, three 5-inch sight eyes, pressure relief valve, 4-inch inlet, 6-inch discharge, full-length hose trays, hose support at rear, ladder to manway, LED and work lights at rear, full mounting kit and heavy-duty rear bumper. A stainless steel tank and other options are available. **217/728-8383; www.midstatetank.com.**



Hot Jet USA/Powerline Industries Inc.

Hot Jet USA/Powerline Industries Inc.

The **hot or cold waterjetter/vacuum combination unit** from **Hot Jet USA** has a 500-gallon vacuum tank with 6-inch cleanout port. The unit delivers 525 cfm at 15 inches Hg. Powered by a 25-hp Kohler engine, the unit also has a 35-hp Vanguard hot/cold jetter, 150-gallon water tank and General Tri-Plex pump that delivers 8.6 gpm at 3,600 psi. The trailer has a solid diamond-plate steel deck and is rated to 12,000 pounds. Applications include cleaning catch basins, valve boxes and storm drains, as well as potholing and daylighting underground utilities and pipelines. The unit also can clean sewer lines and vacuum debris, thaw pipes and degrease, as well as clean sidewalks, garbage areas and the exterior of buildings. **800/213-3272; www.hotjetusa.com.**



Hi-Vac Corp.

Hi-Vac Corp.

The **UltraVac HVV-4915** wet/dry vacuum loader from **Hi-Vac Corp.** features less restriction for greater air flow and reduced differential pressure loss. The 27 inches Hg of vacuum reduces operator strain and maintenance. The loader's convex design prevents material buildup and increases structural integrity. Other features include cyclone ring pre-filter and 10-inch diameter inlet hose that work together to slow the inlet velocity of the material being vacuumed. A 16-foot-long payload compartment enhances material separation, while dual-action cyclones provide fine particle separation prior to the baghouse final filter system, which has 85 snap-ring filter bags that provide 445 square feet of filter media. **800/752-2400; www.ultravac.com.**



Guzzler Manufacturing

Guzzler Manufacturing

The **NX industrial vacuum loader** from **Guzzler Manufacturing** is built to clean up and recover a variety of materials, including solids, dry bulks, powders, liquids, slurries and sludge. The unit has a Robuschi blower that delivers 5,435 (free air) cfm with vacuum capabilities to 28 inches Hg rated at 88 dB. The cyclone and baghouses are configured together for maximum efficiency and reduced weight. An increased filter area, combined with offline cleaning, extends bag life while forcing carryover back to the debris tank. The 72, 70-inch bags provide a 4-to-1 air-to-cloth ratio. Vacuum Recovery (VR) technology provides automatic offline cleaning of the integral baghouse and cyclone. The self-cleaning system requires no activation by the operator. A manual override is included for applications that require forced cleaning. The 18-cubic-yard debris tank has maintenance-free rear-door locks. Options



Ledwell & Son

Ledwell & Son

The **Heritage mobile vacuum loader** from **Ledwell & Son** features a 3,300-gallon carbon or stainless steel tank (variable capacities available) with high-pressure washdown, tank and door safety props, full-length hose trays, rear work lights and wireless operational controls. The ASME/DOT 412 unit has a 20-inch manway with ladder and platform, hydraulic-operated three-stage front tank hoist and full-opening rear door. Other features include 6-inch, air-operated rear discharge, pressure offload, liquid-cooled vacuum pump, rear-mounted liquid level indicator, DOT-approved rear bumper with swing-out, a 4-inch, rear-mounted intake valve with interior standpipe, dual-storage cabinets with aluminum locking doors and high center bolt-in baffles. **888/533-9355; www.ledwell.com.**



LMT Inc.

LMT Inc.

The **HX-500 hydroexcavation trailer** from **LMT Inc.'s Vaxteel product line** is an entry-level unit for contractors and municipalities. The unit has a 200-gallon external water tank and 500-gallon waste tank. The water pump can deliver up to 4 gpm and 4,000 psi. Vacuum is provided by a 325-cfm rotary vane pump or 500-cfm blower. The pump/blower is powered by a Kubota D1703-M-E3B liquid-cooled 35-hp diesel engine. Power is transmitted through a V-belt drive. Applications include utility locating, potholing or culvert and sewer cleaning. **800/545-0174; www.tanksandpumps.com.**



Labrie Environmental Group

Labrie Environmental Group

The **Juggler pumping and liquid-solid separating system** from **Labrie Environmental Group** returns liquid that is 99.98 percent free of solids without affecting bacterial flora. The tank has a 3,600-gallon front solids capacity and 1,200-gallon rear water tank with 1/4-inch aluminum side walls, 3/8-inch aluminum tank head and reinforcing rings. Features include 21-inch upper center solids and water access doors, 3-inch loading valve at back for separating process and 4-inch driver-side loading valve for solids pumping. A 6-inch unloading valve is located at the rear. The truck has a 125-gpm filter flow capacity, filter operating pressure of 13 psi and remote control reach of 300 feet. The standard pump is an NVE 743 (527 cfm, 27 inches Hg and maximum pressure of 10 psi). An optional NVE 953 (872 cfm, 27 inches Hg, 10 psi) is

available. Other options include hose reel and 3,000-psi pressure washer with 4-gpm flow capacity. **800/463-6638; www.labriegrup.com.**



Presvac Systems

Presvac Systems

The **Powervac positive displacement blower wet/dry vacuum loader** from **Presvac Systems** operates as an air mover for dry applications or at full vacuum with extreme recovery rates for tough liquid, sludge and slurry jobs. Material knockout features in the debris tank minimize carryover, while heavy-duty modular filtration configured to blower size and application supplies blower protection and minimal maintenance. Features include 3,500 to 6,600 cfm, 28 inches Hg, code waste debris tank (ASME, DOT 407/412, TC 407/412, dual DOT/TC, 23-psi maximum pressure) and non-code waste debris tank (heavy-duty construction and relief at 14.5 psi). Made of carbon or stainless steel, options include hydraulic six-way, wireless remote-controlled 8-inch suction boom, pressure offload, water pump, sound proofing and heated valves. **800/387-7763; www.presvac.com.**



Vac-Con

Vac-Con

The **Xcavator** from **Vac-Con** is available with 5- to 16-yard Corten steel debris tank and 800-, 1,100- or 1,300-gallon polyethylene water tank. The unit has a wireless remote that enables the operator to control certain functions from up to 1/2-mile away. The 270-degree rotating boom extends from six to 10 feet, while the automatic vacuum breaker shutoff helps prevent overfilling and spillage. The vacuum system is available with a three-stage centrifugal compressor or optional positive displacement blowers capable of up to 27 inches Hg vacuum. Other features

include cyclone separator, hydrostatic drive for both vacuum and water systems, 100-foot retractable reel, extendable high-pressure wand, rotating nozzle, two joystick controls (passenger side and front bumper), aluminum diamond-plate, passenger-side, water pump and hose reel cabinet (51-by-20-by-30 inches), and passenger-side, aluminum diamond-plate control panel (35-by-14-by-24 inches). Boiler and cold-weather operation options are available. **888/491-5762; www.vac-con.com.**



National Vacuum Equipment Inc.

National Vacuum Equipment Inc.

The **Challenger 4310 positive displacement blower** from **National Vacuum Equipment Inc.** offers 931 cfm and continuous duty at full vacuum (27 inches Hg). The blower is maintenance free, environmentally friendly (no oil mess) and quiet with the Pro Pak package without compromising performance. **800/253-5500; www.natvac.com.**



Progress Tank

Progress Tank

The **aluminum DOT 407/412 tank** from **Progress Tank** is equipped for hydro-carbon recovery. Features include a 3-inch Blackmer product pump and Robuschi RB-DV45 500-cfm blower. The unit has air-operated inlet and discharge valves with heated collars, BASE wireless remote to control pump engagement, valve operation and emergency shutdown of the truck engine. The 2012 International WorkStar chassis has heavy-duty oilfield front and rear bumpers and is powered by a 475-hp MaxxForce 13 engine. **800/558-9750; www.progresstank.com.**



Super Products LLC

Super Products LLC

The **Mud Dog 1600 hydroexcavator** from **Super Products LLC** is designed to meet the excavation challenges inherent in oilfield, mining and cold weather applications. The unit has a 16-cubic yard debris body, 1,500-gallon water capacity and rear-mounted boom with 335-degree rotation and the ability to pivot down 25 degrees for eight feet of extra digging. The hydroexcavator delivers up to 18 gpm of water pressure at 3,000 psi in combination with an 8-inch positive displacement vacuum system that provides air flow of 5,800 cfm at 28 inches Hg. Features include single-engine design for lower fuel and maintenance costs and onboard boiler with 714,000 Btu/hour capacity. Winter recirculation, antifreeze and air-purge systems ensure performance in the harshest of climates, while the heated aluminum cabinet offers easy access and increased storage. Other features include a debris body that tilts two feet for faster offloading and washdowns. **800/837-9711; www.superproductscorp.com.**



Transway Systems Inc.

Transway Systems Inc.

The **HV-64, four-season hydroexcavator** from **Transway Systems Inc.** features a Robuschi RB-DV145 (6,400 cfm) blower with OMSI transfer case and acoustical enclosure. Water pressure is created by the hydraulically driven Giant LP600 water pump (6,000 psi). The 3,000-gallon debris tank has a hydraulically operated hoist, full-open rear door and door locks. The 1,000-gallon polyethylene water tank is housed in an insulated and heated compartment and heated by a 700,000 Btu Unimanix diesel-fired burner. Water pump and water tank compartments are kept warm with three Webasto diesel-fired heaters. Other features include a 26-foot, hydraulically operated 8-inch suction boom equipped with joystick control, wired pendant control and wireless remote control. The debris tank has a hydraulically operated trash pump to facilitate liquid removal. The unit is mounted on a 2010 Western Star 4964 front and rear tandem-axle chassis. **800/263-4508; www.transwaysystems.com.**

tube down. Bumpers on the bottom protect the jets and lines the tool might contact. **949/363-1401; www.soilssurgeoninc.com.**



Vacuum Sales Inc.

Vacuum Sales Inc.

The **PowerVac wet/dry hazardous and non-hazardous industrial vacuum loader** from **Vacuum Sales Inc.** features stainless steel and carbon steel construction. The ASME DOT 407-412 unit has positive displacement, high vacuum blowers, delivering up to 4,600 cfm and continuous vacuuming at up to 28.5 inches Hg. Other features include pressure unloading (up to 35 psi) with rotary vane vacuum/pressure pump, heavy-duty construction with five bearings for belt or direct drive, oil-lubricated bearings and gears, oil-free discharge and air-injection cooling. No relief valve is required. The unit has high-capacity intake and exhaust silencers for maximum blower efficiency and noise reduction as well as high-capacity filtration and vacuum lines for maximum blower performance. **800/547-7790; www.vacuumsalesinc.com.**



Supervac 2000

Supervac 2000

The **Supervac 6400 hydroexcavator** from **Supervac 2000** has a 71-barrel (3,000-gallon) carbon steel debris tank, 6,400-cfm vacuum pump with 27 inches Hg, double-wall insulated 1,250-gallon water tank, two cyclones and cartridge filter, 6,500-psi, 10-gpm water pump and 26-foot radius hydraulic boom. Other features include hydraulic door locks, insulated enclosure (less than 85 dBA), recirculation water pump and 100-foot hose reel capacity. The system is designed to operate in extreme heat and cold. **866/839-5702; www.supervac2000.com.**



The Soil Surgeon Inc.

The Soil Surgeon Inc.

The **Soil Surgeon hydroexcavating tool** from **The Soil Surgeon Inc.** is designed to fit on all sewer combination trucks equipped with a telescopic 6- or 8-inch boom. The tool has a 1-inch water connection. The operator controls water pressure and power with truck controls. Features include 6-foot TuffTube with handles fabricated to the tube to guide the unit down for potholing or side to side for trenching. Six jets boring inward cut the soil, while six jets boring outward bring the



Vactor Manufacturing

Vactor Manufacturing

The **HXX HydroExcavator** from **Vactor Manufacturing** features an SXP (superlinear XL polyethylene) insulated water tank that retains heated water longer, reducing the likelihood of freezing during subzero conditions. The lighter weight tank also reduces fuel consumption (about 1.6 gallons per day) while increasing hauling capacity. The 1,200-gallon capacity, double-wall SXP tank has a 3/8-inch thick outer shell and 3/8-inch thick foam liner. Hydroexcavator applications include potholing, waterline repair, slot trenching, directional drilling, sign and pole installation, pipe and line installation and other large-volume excavation. **815/672-3171; www.vactor.com.**



Dragon Products

Dragon Products

The **150-barrel aluminum vacuum tank trailer** from **Dragon Products** has a 6,300-gallon capacity and is non-DOT specific. The shell is made of 1/4-inch aluminum with 62-inch outside diameter ASME F&D-shape head and 11 external rings. All steel surfaces are grit-blasted white metal steel with epoxy primer and coated with high-solids polyurethane. The trailer features Watson-Chalin 30,000-pound air-ride suspension with single leveling valve and manual dump valve. The bolt-on steel suspension assembly has a 60,000-pound capacity. Other features include 25-foot aluminum hose pans on each side with an aluminum sealed-door tool box on the driver's

side. There are 2-inch sight glasses in the front and rear head, 1 1/2-inch sight glass tube in the rear head with cleanout tees and 2-inch ball valves top and bottom. **800/231-8198; www.dragonproductsltd.com.**



V.E. Enterprises Inc.

V.E. Enterprises Inc.

The **Eagle vacuum trailer** from **V.E. Enterprises Inc.** features three-point suspension, two-speed crank-landing legs and wedge sump with 4-inch loading/unloading valves. The quarter-inch SA-36 steel barrel is fully gusseted to withstand the rigors of both on- and off-road travel. **800/234-2329; www.veenterprises.com.**



Vacutrux Limited

Vacutrux Limited

The **multi-purpose vacuum service truck** from **Vacutrux Limited** is powered by an 800-cfm Wallenstein 1604LNI dual-cooled vacuum pump. Designed for long, heavy pulling jobs, the pump also can be used for pressure offloading. Other features include 4-inch Vacuboom with wireless remote, full-opening rear door and 14-inch mud door, tank hoist and vibrator for dumping solids. Other features include water system to 10 gpm and 4,000 psi, stainless steel hose trays, tool boxes and galvanized or stainless steel tank components. **800/305-4304; www.vacutrux.com. ■**






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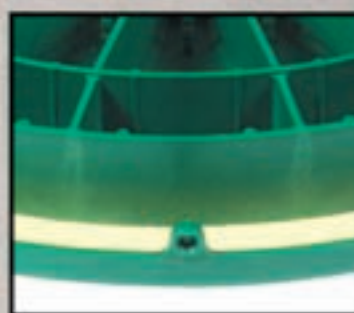
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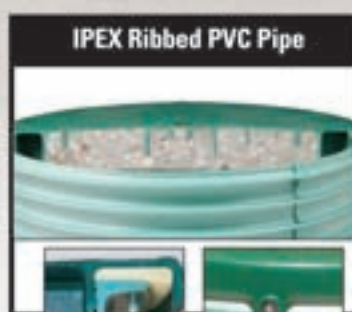
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Share Your Observations

CONTINUED COMMENTARY ON CONCRETE SEPTIC TANK DETERIORATION BEGS FOR MORE FIRSTHAND ACCOUNTS FROM PUMPERS IN THE FIELD

By Roger E. Machmeier

I continue to receive information about concrete septic tank deterioration from various sources. I believe onsite professionals in the field who are observing conditions need to suggest solutions to solve the reported deterioration problem.

First, I will list several types of onsite sewage treatment systems and discuss them, including comments I have received.

1. A septic tank (not compartmented) without an effluent filter, or a filter that allows gas movement.
2. A septic tank (not compartmented) with an effluent filter that blocks gas movement.
3. A compartmented septic tank not properly vented between compartments.
4. A septic tank properly vented between compartments.
5. The first four systems, each discharging to a pumping station.

Of course there are many other possible combinations of tank configurations, use of effluent filters, gravity flow systems, and pumping tank systems.

Roger Machmeier, Ph.D., P.E., retired as a professor and Extension Agricultural Engineer for the University of Minnesota and is a past recipient of the pumping industry's Ralph Macchio Lifetime Achievement Award. He answers reader questions regarding septic system operation and maintenance. Contact Machmeier through COLE Publishing by email at editor@pumper.com, by fax at 715/546-3786; or by mail at P.O. Box 220, Three Lakes, Wis. 54562.



EFFLUENT FILTERS

The use of effluent filters, which blocked gas movement, was raised as a cause of septic tank deterioration. An effluent filter that did not allow gas to move through the outlet tee would keep the hydrogen sulfide inside the septic tank and cause excessive corrosion.

A similar comment from a reader stated that such a filter prevented oxygen from passing through the septic tank to the drainfield, and oxygen was needed for the drainfield to perform properly. However, there is no oxygen in the anaerobic environment of a septic tank. So it is not a valid observation that gas needs to flow from the septic tank to the drainfield. Also, oxygen needed in the drainfield must come from the surrounding soil.

A writer recommended using effluent filters for the outlet tee of a septic tank. In regard to the use of effluent filters, have any readers observed a difference in tank deterioration of systems No. 1 or No. 2 described above, either with or without effluent filters, or filters that prevent gas movement? I have difficulty understanding why effluent filters need to allow gases to pass through them. Excess gases generated in the septic tank should move through the roof vent of the plumbing system.

VENTING COMPARTMENTED TANKS

In regard to system No. 3, one onsite professional observed severe deterioration of the concrete in the second compartment of a septic tank. The point was made that the absence of a scum layer exposed more of the tank sidewall and an increased hydrogen sulfide level was present in the second compartment. However, the major bacterial action and hydrogen sulfide generation should logically take place in the first compartment.

Another onsite professional reported that if the compartment wall did not seal the flow of gases between the two compartments as in system No. 4, there was little or no tank deterioration. Some septic tanks are apparently constructed with a solid wall between the two compartments and an opening in the wall under the effluent surface. While this may make the tank construction process easier, it does not allow the entire septic tank to be vented.

The compartment wall should have at least one inch of opening under the tank to allow gases to move back and forth. An outlet tee must be installed in the compartment wall to allow effluent to flow into the second compartment.

BACTERIAL ACTION

Other information sent to me suggests bacterial action was the cause of the breakdown of the concrete. I do not agree with this idea. It is my understanding that hydrogen sulfide combines with water vapor to form a weak solution of sulfuric acid. Experience has shown sulfuric acid will break down concrete that is too porous because of an improper



mix and/or improper curing.

Another writer asked the question, "Why is the gas (H₂S) not reacting in pump tanks?" Their conclusion was the liquid level in the pump tank was always moving. However, I received a report from another onsite professional stating severe concrete deterioration takes place in the many concrete tank pumping stations he observes. These are certainly two different reports on the deterioration of pumping stations. Do you have any observations on deterioration of concrete tank pumping stations?

The case was made by several writers that hydrogen sulfide gas is heavier than air. This is true. However, as more hydrogen sulfide is generated in the septic tank and occupies the void space, some gas will move out the roof plumbing vent. Homeowners do report the rotten egg odor of hydrogen sulfide coming from improperly located plumbing system roof vents.

I HAVE TROUBLE ACCEPTING THE IDEA THAT THE HOME SEWAGE OF TODAY GENERATES MORE HYDROGEN SULFIDE AND IS THE REASON FOR CONCRETE TANK DETERIORATION, AS SOME HAVE SUGGESTED.

Another writer states hydrogen sulfide will not flow out of a roof vent, but must flow into the drainfield to save the septic tank. However, more onsite systems have pumping stations, so hydrogen sulfide cannot flow to the drainfield in such systems.

A RECENT PHENOMENON?

There is a general consensus in the reports I've received that concrete tank deterioration has been much greater for tanks made in the last 10 years than in previous years. I have difficulty understanding why the venting of tanks or the presence of pumping stations should affect the deterioration of a properly constructed concrete tank.

I have trouble accepting the idea that the home sewage of today generates more hydrogen sulfide and is the reason for concrete tank deterioration, as some have suggested. I tend to believe changes have been made by the concrete tank industry affecting the resistance of tanks to hydrogen sulfide. Why have many onsite professionals observed older concrete septic tanks in better condition than tanks made within the last 10 years?

The onsite industry is not going to escape from hydrogen sulfide occurring in septic tank systems. The gas is a byproduct of the anaerobic digestion of sewage wastes taking place in a septic tank.

In my opinion, the cement industry needs to take a close look at septic tank deterioration and concrete tank construction practices. Research

must be done in the field by a qualified onsite professional talking to other active onsite professionals, viewing septic tanks, etc., and not from behind a desk sending out letters or questionnaires.

YOUR TWO CENTS

Tank materials not subject to deterioration are available to the onsite industry. A homeowner who is told their concrete septic tank has deteriorated in less than 10 years and needs replacement may ask, "Are septic tanks made of other materials that won't deteriorate?"

Readers, please share your observations of concrete tank deterioration. Explain the type of onsite system used with the concrete tank. Send a message to me through editor@pumper.com. We need to learn together if this problem is to be solved. ■



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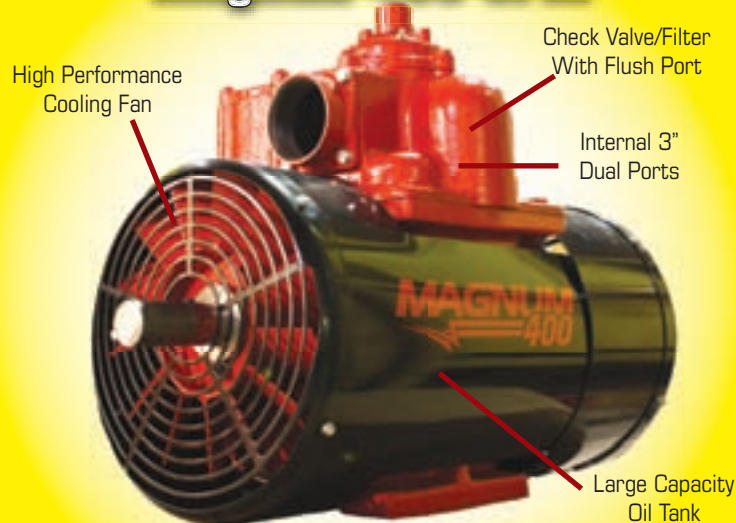
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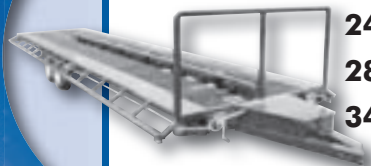
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Fighting Spillage Woes?

POSTERS DISCUSS THE BEST WAY TO CLEAR HOSES AFTER PUMP-OUT TO HELP ENSURE CUSTOMER SATISFACTION

This feature in Pumper reports noteworthy conversations that take place in Pumper Discussion, an email based forum for industry professionals sponsored by COLE Publishing. Pumper Discussion provides for the exchange of information and ideas on septic and drainfield installation and maintenance, trucks and equipment, portable sanitation, chemicals and additives, and much more. To find out more about Pumper Discussion, or to subscribe, visit www.pumper.com.

Information and advice in Overheard Online is offered in good faith by industry professionals. However, readers should consult in depth with appropriate industry sources before applying such advice to a specific business situation.

Question:

Is there a way of eliminating the “leftover” sewage from your hoses after you are done pumping a tank? There always seems to be about five gallons or so left in my hoses that I have to put back into the septic tank. I don't like to do this, but it is my only option. Are there any ways around not having anything left in a hose, so that as soon as you're done pumping the tank, you can disconnect your hose lengths without having a mess all over someone's lawn?

If you pumped from a fitting mounted in the top of the tank rather than the main inlet/discharge on the bottom of the tank would it solve this issue?

I GET WORK BECAUSE OTHER PUMPERS LET THE LEFT-OVERS ROLL OUT INTO THE LAWN. HOMEOWNERS HATE THIS AND WILL NOT CALL YOU BACK. THEY ASK RIGHT AWAY ABOUT LEAVING A MESS, AND WHEN I EXPLAIN MY PROCEDURE, THEY SCHEDULE WITH ME.

Answers:

Try pumping from the intake at the top to the tank, let the truck suck for several minutes afterwards, loop the hose and roll the loop back up to the truck, pushing anything into the truck. We always pump from our intake at the top of the tank. I also believe that on long pulls when you are “giving it air” you will have less splash-back. We also converted an old fuel tank to a water tank and used a 100-foot air hose reel and a diaphragm pump to help wash them out while the truck is sucking.

◆ ◆ ◆

We pump into the top of the tank as well. When we are done pumping, we shut the valve and let it build a little vacuum and then open it up to suck any leftovers through. If you have a thick tank you may have to do it a couple of times. Then we always cap and plug our hoses before dragging them back to the truck.

◆ ◆ ◆

I agree. We always close off the intake, let the pressure build and send a 1-2 second blast. We do this for every hose we have out.

◆ ◆ ◆

Very simple fix, all you need is a 5-gallon bucket of water to suck up after you're done pumping. The hose will be clean inside. I get work because other pumpers let the leftovers roll out into the lawn. Homeowners hate this and will not call you back. They ask right away about leaving a mess, and when I explain my procedure, they schedule with me. We don't drive on the lawn ever, put the sod back like it was and leave no mess. I carry 240 feet of hose on the truck and use it all frequently.

◆ ◆ ◆

You're all correct but most pumpers I've seen roll the hose back to the septic tank. Disconnect at the tanker, make a 4- or 5-foot diameter loop and walk the loop back to the septic tank.

◆ ◆ ◆

We do it just the opposite. We leave the pump running and the valve open, make a loop, and roll it toward the truck. When we get there we shut the valve, let the vacuum build way up, and then crack the valve. We let the vacuum build twice. Since we started this we have not seen any spillage. ■

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The Name Game

SHOULD YOUR COMPANY NAME INCLUDE A FAMILY MONIKER OR A HUMOROUS PLAY ON WORDS? BRANDING EXPERT CHRISTOPHER JOHNSON WEIGHS IN ON CHOOSING A NAME THAT WILL BE GOOD FOR YOUR SEPTIC OR PORTABLE SANITATION BUSINESS.

By Ken Wysocky

What's in a name? Quite a bit, when it comes to businesses and products, says Christopher Johnson, aka The Name Inspector, a Seattle-based consultant who helps companies create names that indelibly brand their products and services.

Johnson, who earned a doctoral degree in linguistics, got into the name game by working for a naming company while earning an undergraduate degree. In graduate school, he worked part time for Lexicon Branding Inc., which helped develop such well-known names as Pentium, PowerBook, OnStar, BlackBerry, Dasani, Febreze and Swiffer.

At Lexicon, Johnson honed his craft by writing name descriptions for clients, in which he'd explain the specific benefits of particular names. That helped him develop a knack for creating names. Several years ago, Johnson started blogging for fun about names and linguistics under the moniker *The Name Inspector*. It soon turned into a full-time gig, specializing in developing names for startup, high-tech companies.

Pumper talked with Johnson about the complexities of naming businesses – specifically zeroing in on how he would go about naming a septic service company.

***Pumper:* What's the most important thing to think about when naming a company?**

Johnson: A lot depends on the product and the business. But typically, the most important thing is to identify what you're talking about in an interesting and engaging way, which usually means doing it indirectly. Indirect communication is the best way to good naming.

What makes a name interesting is the process of interpretation people go through when they hear a name. People don't focus on it consciously ... if it's directly descriptive, the process is a very short journey – it doesn't lead anywhere and it isn't interesting. But if you communicate indirectly, you go on an interesting journey and see interesting things along the way, and those are what become a part of your basis for a brand.

***Pumper:* Can you provide an example?**

Johnson: One of my favorites is Apple, because literally speaking, apples have little to do with computers. But the word apple has many associations. On one level, there's the cultural symbolism of the apple – things like eating from the tree of knowledge, an association with Isaac Newton discovering gravity and a fruit school kids give to their teachers.

“BROAD ‘POTTY’ HUMOR WILL MAKE A COMPANY SEEM LESS PROFESSIONAL, BUT A NAME OR TAGLINE WITH A SUBTLE WINK CAN ENHANCE A BRAND. IT REALLY DEPENDS ON THE IMAGERY AND ASSOCIATIONS THE HUMOR DRAWS ON. A NAME LIKE ROYAL FLUSH, FOR INSTANCE, IS FUNNY WITHOUT BEING CRUDE, AND MANAGES TO EVOKE BOTH LUXURIOUS LIVING AND WINNING AT POKER, SO IT’S COMPATIBLE WITH A PROFESSIONAL IMAGE.”

Christopher Johnson



But more crucially, Apple is a simple object that's easy to use. There's no need to peel it; you just take a bite out of it and eat it. It makes what might otherwise be daunting technology seem very accessible, just by associating it with a simple piece of fruit.

***Pumper:* How would you come up with a name for a septic service company?**

Johnson: First I'd have to learn about the company and the set of attributes that make it uniquely appealing. So I'd have a conversation with the owner – let's call him Joe – and any colleagues he'd want to include, and ask some questions. I'd want to know what kind of image they'd like to project with their brand, and how that fits in with what their competitors are doing. I'd also find out if there are any words and ideas Joe definitely wants to include in or exclude from the name. For example, it might be important to include the name of a geographic locale, or to avoid using a particular word that's overused by competitors.

Based on my conversation with Joe, I'd recommend a style of name and some “message goals” – a short list of simple ideas and feelings for the name to call to mind.

The next step would be to think about strategies for communicating the message goals. Using images, metaphors, and other imaginative associations – is often the best way to go. Also, in this line of business, it might be important not to get too explicit about the details of the work.

Armed with message goals and communication strategies, I'd create lists of name ideas. I'd screen them for availability as .com domains and do a preliminary trademark screening. After the first round of work, I'd present a list of ideas considered and a short list of recommended names taken from the longer list. Then I'd task Joe to go over the list and share his responses, positive and negative, to the recommended names and any of the names from the longer list he cares to comment on.

After Joe has selected a short list of name ideas, he might want to do some preliminary market research with customers. I'd advise him about how to do that, because there are common mistakes that make a lot of name research useless. Once he's about ready to go with a name,

I'd suggest that he have a trademark attorney evaluate the viability of the name as a trademark.

Once Joe has chosen a name, I can propose taglines and make recommendations about how to play off the name in website copy and other verbal branding material.

Pumper: What's a common mistake people make when naming a company or product?

Johnson: One mistake is to come up with a name that has negative and inappropriate connotations. A good example is a French company that created an online video product and named it Stupeflix. The rationale was that the product was stupendous, but everyone interpreted it as stupid.

Another common mistake touches on indirect communication – thinking that the name needs to be very descriptive. But that doesn't allow consumers to make that imaginative leap that creates an interesting connection. This issue comes up when testing names during market research. When people are asked what would make a good name for a hypothetical company or product, they gravitate toward the most descriptive names. That's because they see their task as matching a name to a product or company. But that doesn't necessarily lead to the best name because it might not communicate it in the most engaging way.

Pumper: What does this mean to septic or portable sanitation businesses?

Johnson: It means you can't assume something that's meaningful to you is also meaningful to customers. Naming a company after a family member, for instance, might be meaningful to you, but not to customers. I'm not saying it's always bad, because it can convey a lot of positive things – that there are real people behind the company, or that it makes the company seem more personal.

The general issue to be concerned about, regardless of industry, is taking potential customers' perspectives and understanding what will be meaningful to them, and that can be hard to do. Because it's an act of imagination – a creative act that requires work.

Pumper: Using bathroom humor in marketing is a somewhat contentious issue in this industry. What are your thoughts about companies that boast they are, for example, No. 1 in the No. 2 business?

Johnson: It seems to me that in the septic industry, it's not so much an issue of understanding what (service companies) do, but seeing what they do in a positive light. I can see how jokey names might not always work ... and I can see how this would be a big issue in the industry.

There's no simple answer. Humor can play an important role (in marketing). But there are a number of things to consider ... if everyone uses humor, it loses its power and becomes less interesting and less effective. So you could differentiate yourself by avoiding the same jokes that everyone else uses.

I can see how playing on the humorous aspects of dealing with human waste still acknowledges what the business is about. But distancing (the business from what it does) can often be a bad thing because potential customers can regard it as dishonest. Humor can be positive because it's an honest way of acknowledging reality. However, the challenge is for someone to come up with a fresh way of naming a company that doesn't rely on the same kinds of jokes and also doesn't fall into the trap of distancing the company from the reality of the business.

Pumper: But don't those characterizations devalue the professionalism of the company, and therefore make it hard to charge for services like a professional?

Johnson: There are different ways to be funny, and not all of them need to devalue a brand. Broad "potty" humor will make a company seem

less professional, but a name or tagline with a subtle wink can enhance a brand. It really depends on the imagery and associations the humor draws on. A name like Royal Flush, for instance, is funny without being crude, and manages to evoke both luxurious living and winning at poker, so it's compatible with a professional image. A name like A Dirty Job involves similar wordplay, but focuses on aspects of the work that make it seem menial, and therefore makes it harder to project a professional image.

Pumper: How important are taglines and slogans to company names?

Johnson: The company name is what people will repeat most often, so that's why it's so important. But there's a place for taglines, too, because they can complement the name. If the name is very indirect, a tagline can provide a hint about how to interpret it. I don't discourage people from using them because they can be very useful.

Some of the best taglines are the simplest and most conversational, like Nike's, "Just do it." It sounds very conversational – something you could say to yourself, whether you're a couch potato or an elite athlete. There are a lot of different scenarios that phrase fits into and evokes, which is what makes it powerful.

The same is true for the McDonald's tagline, "I'm loving it." It sounds like something you'd say while you're eating the food. It's a statement of you being in the act of something and enjoying it, so it engages your imagination in a very specific way. Just like Budweiser's "This Bud's for you," which evokes a situation where someone is handing you a beer. That's what memorable taglines do – evoke a specific scenario.

Christopher Johnson can be reached through his blog, www.thenameinspector.com. ■

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Follow the Money

EMBEZZLEMENT CAN DO SERIOUS DAMAGE TO YOUR BUSINESS. BUT YOU CAN TAKE SEVERAL COMMON-SENSE STEPS TO PROTECT THE COMPANY.

By Rhonda R. Savage

With the economy improving, John was thrilled to see his small company starting to boom. He was so busy taking on new customers and training his new staff that he delegated bookkeeping to a long-time employee he trusted.

As time passed, John noticed discrepancies in the business account and ultimately discovered the employee had been embezzling money.

Unfortunately, John's experience is not uncommon. Embezzlement is a reality and is often difficult to detect. What could John have done differently?

Embezzlement is a crime of opportunity and trust. A trusted person is placed in a position where he or she has complete access to the business financials, typically with little or no oversight.

HONESTY FIRST

The way to prevent embezzlement is first to be honest yourself in your activities – leaders must lead by example. Second, pay your employees well and treat them well. Third, and most important, hire the right employee to manage business affairs. Start by checking all references. Run a criminal background check. Consider getting fidelity bond insurance coverage on the person. If the employee is not bondable, do not let him or her handle your financial matters.

Beyond those basics, here are some simple techniques that reduce the opportunity and temptation for embezzlement.

LEARN TO READ YOUR FINANCIAL STATEMENTS. YOU SHOULD KNOW THE BASIC OVERHEAD NUMBERS FOR THE BUSINESS. ONE COMMON EMBEZZLEMENT SYSTEM INVOLVES DOUBLE PAYMENT FOR SUPPLIES, OR THE CREATION OF DUMMY VENDORS.

Assign designated duties. Do not have only one person handle the incoming mail, make deposits, balance the checkbook and send statements. It can be difficult to divide these duties in a smaller business with only a few staff members. In this case, you need to handle or outsource payroll, tax preparation, checkbook balancing, and management of accounts payable. If you outsource this work to a bookkeeping company, due diligence in inspecting the bookkeeper's work is very important.

Review the reports. Every day, you should have on your desk an end-of-day report, an adjustment report, and a history of payment that breaks down cash receipts, credit card payments, checks and outside financing for services. You should compare the deposit slip receipt to the deposit. Do an occasional mini-audit of the books. Let your staff know you're looking daily by questioning them. For example, say: "I see Mrs. Smith didn't pay for today's service. Is there a reason?" This shows your employees that you keep an eye on the day's activity. These checks take five to 10 minutes of your day.

Rhonda R. Savage is a dentist and CEO for a practice management and consulting business. She is a speaker on leadership, women's issues and communication. Visit www.milesglobal.net or email rhonda@milesandassociates.net.



Review your bank statement. Inform your staff that they are not to open any mail from a banking institution. Even better, have your bank statements sent to your home address if your mailbox is secure. Scan the checks that were written. Your signature should be on each check.

Know where your money is going. If you do use an employee to process your accounts payable, develop a system for your mail. Staff members should put the incoming mail in one location on your desk. Review the bills and put them into an in-basket for the employee to process. Have the person print the checks and attach them to the invoice. Then sign them. If you don't recognize a check, question it. Different staff members should stuff the envelopes and mail the payments. If the same person pays and stuffs the envelope, the checks can be changed.

Establish office policies. Make deposits daily, close and balance each day, bill as services are rendered, and send periodic statements if purchasing extends over time. Review your monthly reports. Close out each month before running the reports to prevent changes from happening. Write pre-numbered receipts for all cash payments and monitor petty cash. Keep all records at the office. Do not allow employees to work extended hours. Establish password control for sensitive areas, such as payroll.

Watch your overhead numbers. Learn to read your financial statements. You should know the basic overhead numbers for the business. One common embezzlement system involves double payment for supplies, or the creation of dummy vendors. Another example is the ease of obtaining preauthorized credit cards in your name, using the credit card to pay personal bills, and developing schemes to pay the credit card. Run periodic credit checks on yourself and watch open lines of credit.

Be a fair, consistent and honest leader. Leaders live in glass houses. You can't expect your staff to model differently than you yourself behave. Don't take supplies from the office home – that teaches your team that stamps, pens and office supplies are all right for them to take, too. Watch your use of time in the office. If your time involves taking personal calls, surfing the Internet or running a side business and you are not focused on your primary business, your team will do the same.

EARN RESPECT

Time embezzlement is the greatest loss to the majority of businesses. General Norman Schwarzkopf said, "You don't have to be loved to be a leader, but you do need to be respected. Respect must be earned. To be respected, you must give respect."

Set your office policy on cell phone and Internet usage during office hours, and then abide by it yourself. An employee who embezzles by spending time on the phone or Internet hurts your bottom line and negatively affects the entire business. Resentment will build among the employees who are working hard, and with it you'll see lower morale and loss of production.

Don't be immediately suspicious of your team, but know that there are steps you can take to reduce your risk. Consider these steps a positive focus. You will become a better manager when you take these steps. You'll protect your assets and enjoy more profit, which you can then share with your team in rewards, bonuses and increased pay. ■

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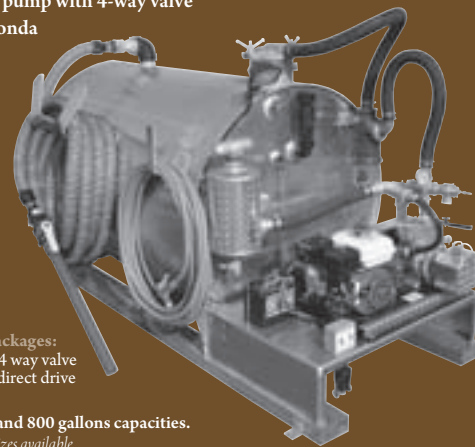
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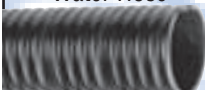
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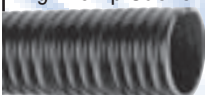
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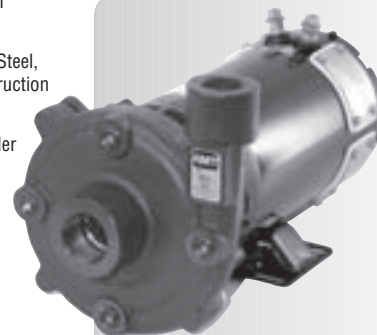
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DOT/State Compliance – Safety is No Accident

By Courtney Peterson

At the 2012 Pumper & Cleaner Environmental Expo International, the National Association of Wastewater Transporters will participate in Education Day. One of the forums, presented by Motor Carrier Compliance & Safety Co. (MCCS), will offer instruction highlighting important aspects of U.S. Department of Transportation requirements and training.

For example, every driver of a commercial motor vehicle (CMV) must have a driver qualification file. This information will be provided for you with the knowledge that your files are in compliance with the DOT. Other compliance issues that could lead to violations with the DOT include failure to conduct the minimum Annual Percentage Rate for random alcohol testing and controlled substance testing, failure to perform daily and annual inspections on a CMV, or allowing drivers to operate a CMV without a valid commercial driver's license (CDL).

The MCCS will help you understand and adhere to compliance and offer safety solutions to help you to avoid violations and fines. The training and solution recommendations offered will help you steer clear of the common mistakes and fines that can damage your business.

Online Education

A new NAWT initiative will be to offer webinars providing a number of educational opportunities. We know how difficult it can be to attend classes due to course location or finding the time away from work. Webinar training can be a tool to cut costs, increase productivity and communicate and teach effectively. These educational opportunities will allow NAWT to reach a wider audience and offer interactive questions and answers in real-time. Since we are in the preliminary stages of this new endeavor, please email us at info@nawt.org to offer ideas or webinar classes you might be interested in attending.

COWA Outreach Workshop

Plan on attending the joint COWA and NAWT Education Forum and Technology Exhibition Oct. 6-7 at the Jackson Rancheria Casino & Hotel, in Jackson, Calif. For more information, visit our website, www.nawt.org.

A new program to be presented at the event, titled *Outreach*, is intended to assist U.S. Environmental Protection Agency efforts to advance the Decentralized Wastewater option by improving regulatory process and public awareness. The eight-hour program begins with three hours focused on regulatory concerns, followed by three hours of subjects relative to the industry, finishing up with two hours on topics of interest to the public at large.

The program has been designed for use as a one-day, three-part outreach program that COWA will deliver in partnership with local and American Indian tribal authorities throughout the state in 2012 and 2013. It is the California association's hope that this program will become a model to assist state groups nationwide in a common pursuit.

The ever-increasing cost of liquid waste disposal has created new opportunities in our industry. Independent liquid waste haulers around the country are finding the benefits of not only dewatering, but also resource recovery, including composting and biogas production. An inspiring and informative course on setting up a business and the opportunities for incremental expansion will be part of the joint COWA and NAWT event in October.

NAWT Vacuum Truck Operation Training

This is our "Employer/Employee Bonding" addition to the program. A progressive pumper who is interested in the Waste Treatment Workshop understands the need to properly train employees, especially vacuum truck drivers. This comprehensive "hands-on" training program is a collaboration of NAWT and the Pennsylvania Septage Management Association. Please go to www.nawt.org for additional information and registration. ■



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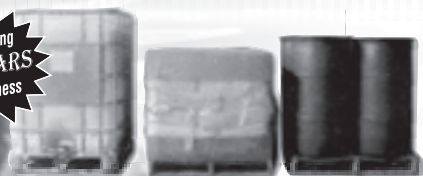
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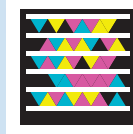
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Product NEWS

in the **SPOTLIGHT** By Ken Wysocky

Variable Speed Blower System Improves Loading Efficiency

The **4310 Pro Pak Plus tri-lobe PD blower** from **National Vacuum Equipment Inc.** features increased power and productivity for faster tank loading, lower operating costs and quieter, maintenance-free operation, says Jason Reading, the company's sales manager.

The frame-mounted, powder-coated blower can achieve maximum power of 931 cfm at 4,500 rpm. In addition, variable-speed capability allows operators to run it at lower rpm – say, 500 cfm for regular pumping – then rev it up to peak cfm for pulling longer distances or from deeper in the ground, Reading explains.

Reading says the blower allows a traditional vacuum truck to perform more heavy-duty work. "Everyone gets paid by the job, so if you can do more jobs per day, you'll be more profitable," he says.

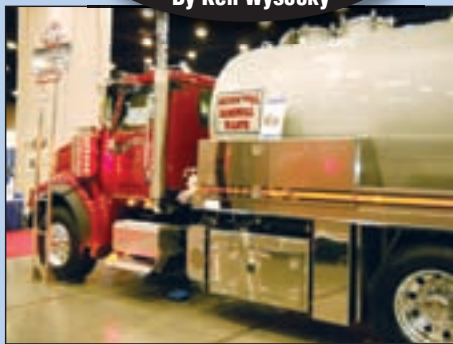
"It's also capable of continuous duty at 27 inches of vacuum, so you can run it all day without overheating, thanks to our ballast air manifold, which cools it as it runs via air injection," he continues. "The Pro Pak Plus maintains constant vacuum, so you don't have to wait to draw down vacuum before you can start pumping again. It provides instant vacuum."

The unit is aimed mostly at new-truck buyers who specify particular pieces of equipment. But it also can be retrofitted for existing trucks, typically behind the cab or on the driver's side of the truck, Reading says.

Unlike a vane pump, the blower doesn't use oil for lubrication, which saves money through reduced maintenance and operating costs, according to Reading. The internal lobes come in very close contact, but don't touch, so there's no need for lubrication. This makes the unit environmentally friendly, too, eliminating the potential for oil leaks, spills or smoke.

Moreover, sound-dampening material makes the Pro Pak Plus a quiet pump alternative. That's beneficial for contractors who clean, for example, restaurant or casino grease traps, or who sometimes work at night in residential neighborhoods.

The blower cabinet features a brushed stainless-steel finish. A stainless-steel filter screen prevents debris from penetrating the blower. In addition, a secondary aluminum moisture trap bolts to the cabinet instead of the tank, which provides easier access for inspecting and draining the trap and allows more room for graphics on the tank. **800/253-5500; www.natvac.com.**



Best Controls Introduces Phase Conversion Line

Phase conversion panels from **Best Controls Co.**

convert single-phase (230-volt) input power to three-phase (230-volt) output to operate 2- to 10-hp three-phase pumps. Each panel has a flashing alarm light and audible alarm with alarm silence PB, pump and control circuit breakers, motor starters with adjustable overloads, automatic pump alternation, pump-run lights, HOA (hand-off-automatic) switches, pump seal fail indicator and elapsed time meters with NEMA 4X fiberglass enclosure and three-point latch. Options include generator receptacle with transfer switch, stainless steel enclosure, battery backup, alarm dialers and more. Panels can be customized for triplex and quadruplex pump applications, ranging from 7.5 to 75 hp. **800/349-1905; www.bestcontrolscompany.com.**



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plug the material's pores and bridge micro-cracks that occur as the concrete dries and shrinks, making it resistant to chemical attack, such as sulfuric acid. The sealant can be used on new concrete or applied as a surface coating to existing concrete. It is non-toxic, contains no VOCs and is NSF-61 approved for potable water. **604/273-5265; www.xypex.com.**

Bell & Gossett Introduces i-ALERT Pump Monitor

The **i-ALERT condition monitor** from **Bell & Gossett** provides an early warning signal of pending pump trouble. The monitor continually measures vibration and temperature at the pump power end and uses two red blinking LEDs to alert personnel when the pump exceeds preset limits. The monitor also has a single green LED that indicates when the monitor is operational and has sufficient battery life. **847/966-3700; www.bellgossett.com.**



i-Alert Condition Monitor
from Bell & Gossett

Newson Gale Introduces VESM02 Cable Reel

The **VESM02 cable reel** from **Newson Gale Inc.** is designed to provide secure static ground protection for difficult field applications, such as tanker trucks and mobile tanks or drums. The self-retracting reels are housed in durable, lightweight steel with powder-coat finish, suitable for use outdoors or indoors, per NEMA 4/IP56/ingress protection. The reel has 50 feet of Cen-Stat Static-Dissipative Hytrel protected cable with adjustable stop ball. **732/987-7715; www.newson-gale.com.**



VESM02 Cable Reel from Newson Gale Inc.

Reelcraft Introduces DEF Retractable Hose Reels

Diesel emission fluid (DEF) dispensing spring retractable hose reels from **Reelcraft** are designed to aid in the dispensing of DEF for late model diesel engines. Internal fluid path parts are made from 304L grade stainless steel and feature Viton O-rings. Goodyear DEF dispensing hose and adjustable bumper are included. **260/248-8188; www.reelcraft.com.**



DEF Dispensing Spring Retractable Hose Reel from Reelcraft

Anua Introduces Platinum Wastewater Treatment System

The **Platinum residential wastewater treatment system** from **Anua** measures approximately 5 feet-by-7 feet-by-5 feet and comes fully assembled for immediate below-ground installation. Features include minimal power consumption, reduced maintenance, lower cost and environmentally sensitive installation in residential, small neighborhood and commercial applications such as apartments, restaurants and hotels, RV and mobile home parks, schools or nursing homes. The odorless system is virtually silent. The only moving part is a small air delivery system. It also has a single- or two-stage primary settlement tank. The three-step treatment system has a submerged aerated filter that reduces

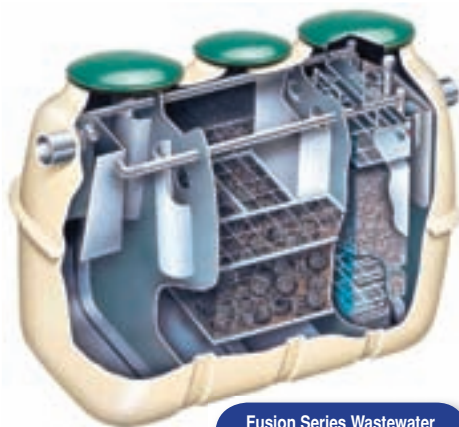
the level of biological oxygen demand (BOD) and total suspended solids (TSS) in the effluent to less than 25:30 mg/l BOD:TSS. Coupled with a peat fiber biofilter, the treatment will achieve a 5:5 mg/l BOD:TSS and significant pathogen reduction. **336/547-9338; www.anua-us.com.**



Platinum Residential Wastewater Treatment System from Anua

Clarus Offers Drop-In Fusion Series Treatment System

The **Fusion Series wastewater treatment system** from **Clarus Environmental** uses anaerobic and aerobic zones to produce secondary quality effluent. The "drop-in" system features a polypropylene media filter that never needs replacing. Other features include constant recirculation of treated wastewater and a twice-daily automatic backwash cycle that returns residual sludge to the head of the system. A programmable compressor delivers oxygen to aerobic zones. NSF Standard 40 class 1 system models (ZF-450, ZF-600, ZF-800) are approved for Georgia, Texas and other areas. Larger units, capable of treating 1,120, 1,440, 1,680, 2,000 and 2,800 gpd are available for clustered and commercial applications. **877/244-9340; www.clarusenvironmental.com.**



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Industry NEWS



Eric Knudsen

Gorman-Rupp Names Knudsen Eastern District Manager- Engineered Systems

The Gorman-Rupp Co., Mansfield Division, named Eric Knudsen Eastern District Manager-Engineered Systems. He will cover Maine, Vermont, New Hampshire, New York, Massachusetts, Connecticut, Rhode Island, Delaware, Maryland, Pennsylvania, Virginia, West Virginia and North and South Carolina. Based in Clifton Park, N.Y., Knudsen has 15 years experience in the municipal and industrial pump market.

Synagro Acquires Drilling Solutions

Synagro Technologies Inc. acquired Drilling Solutions LLC of Lafayette, La. With the acquisition, Synagro will offer its dewatering services to the oil and gas sectors. Additionally, the acquisition aligns closely with Synagro's centrifuge repair business, Hypex. Mark Guidry will be general manager of Synagro Drilling Solutions.

Roth Names Harrison Regional Sales Manager-Canada

Roth Industries Inc. named David Harrison Regional Sales Manager-Canada. Based out of Smiths Falls, Ontario, he is HRAI-certified in residential heat loss/gain, hydronic design, duct design, ventilation design and installation and CGC certification installation and design with the Canadian Geo-Exchange Coalition. He also has extensive training and experience in hydronic solar design.

Liberty Pumps Holds National Sales Meeting

Liberty Pumps held its national sales meeting at the Opryland Hotel in Nashville, Tenn. The meeting was attended by 100 sales representatives and included agencies from both the U.S. and Canada. The meeting highlighted new products and provided hands-on training. An awards ceremony recognized top agency performance in 2010.

Elastec/American Marine Delivers Oil, Debris Skimming Boats

Elastec/American Marine delivered two custom oil and debris skimming boats to a client in Asia. The 32-foot crafts are capable of collecting, storing and transporting recovered oil and debris, as well as floating garbage. Trash is collected using a scoop operating between the bows. The scoop also enables trash to be screened prior to oil recovery.

Bord na Mona Environmental Products U.S. Changes Name to Anua

Bord na Mona Environmental Products U.S., manufacturer of wastewater treatment, water reuse and VOC/odor control systems, changed its name to Anua (ah-noo-ah). The company's new name comes from the Irish word athnuaig, meaning renew. Headquartered in Greensboro, N.C., and a subsidiary of Bord na Mona plc, the Anua name reflects a renewed commitment to providing sustainable products for communities, municipalities and industries. ■



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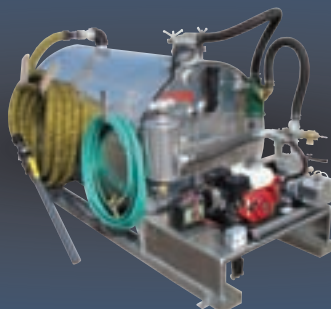
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By Scottie Dayton

IOWA: Facility Solves Regulatory Challenges

The newsletter of the Iowa Onsite Waste Water Association chronicled the growth of Accurate Dewatering Services, the state's only privately owned septage dewatering facility.

When Polk County authorities banned land application, Jody Forest was spreading a million gallons of septage a year through his company, Forest Septic Tank Service in Des Moines. Forest and friend Jerry Heckman attended the 2007 National Association of Wastewater Transporters Waste Treatment Symposium, then built the facility with a design capacity of 40,000 gpd.

Entering its third year, the plant receives 5,000 to 25,000 gallons of septage a day. In 2010, it dewatered nearly 2 million gallons. Heckman invites those interested in building a similar facility to visit or call him at 515/447-7374 or 515/265-4039.

The association has 28 more members holding the basic designation for Certified Installer of Onsite Wastewater Treatment Systems. Joey Mahler of Professional Waste Water Services in Farragut earned the advanced designation. The state has 230 professionals holding current basic and advanced certifications, of which 176 are IOWWA members.

MICHIGAN: Grassroots Effort Garners Success

The legislative committee of the Michigan Septic Tank Association sent information packets to members to help them contact legislators to support two bills. The first would relieve spring weight restrictions in emergency hauling situations. The County Road Association of Michigan and the Department of Transportation oppose it.

The second bill, HB 4578, would require local governments that ban land application or require septage be taken to wastewater treatment plants to build a receiving station capable of accepting all septage.

"The MSTA grassroots effort seems to be paying off," says Judy Augenstein, legislative consultant. "We mustered 22 co-sponsors for HB 4578 and word is getting around that author Ken Goike is on a mission." Voters in the 33rd District chose Goike, a former MSTA director and president and owner of Goike Trucking in Ray, as their state representative in 2010.

Oct. 11-12

Delaware On-Site Wastewater Recycling Association Technical Conference and Exhibition, Dover Downs Hotel and Casino, Dover. Call Ben Miller at 302/383-5391 or visit www.dowra.org

Arizona

The Arizona Onsite Wastewater Recycling Association in sponsorship with the University of Arizona Onsite Wastewater Education Program is offering the NAWT Inspector Training and Certification course Oct. 11-12 in Maricopa County. Call Kitt Farrell-Poe at 520/621-7221 or email kittfp@ag.arizona.edu.

California

The California Onsite Wastewater Association is offering these NAWT classes:

- Oct. 6-7 – Septage Treatment Workshop, Sutter Creek, Calif.
- Oct. 7 – NAWT Vacuum Truck Technician, Sutter Creek
- Nov. 1-2 – NAWT Operation and Maintenance, Part 2, Mill Valley
- Dec. 9 – NAWT Installer Training, Citrus Heights

Call Kit Rosefield at 530/513-6658 or visit www.cowa.org.

Georgia

The University of Georgia College of Agriculture & Environmental Sciences is offering a Contractors and Pumpers course on:

- Oct. 12 – Albany
- Oct. 18 – Dublin
- Oct. 25 – Valdosta
- Nov. 8 – Fulton
- Nov. 15 – Brunswick

Contact Vaughn Berkheiser at 770/233-5506 or vberk@uga.edu.

Iowa

The Iowa Onsite Wastewater Association is offering the Basic and Advanced Certified Installer of Onsite Wastewater Treatment Systems Installation Overview and Test Nov. 11-12 in Prairie City. Contact Alice Vinsand at 515/225-1051 or execdir@iowwa.com.

Minnesota

The University of Minnesota Water Resources Center has these classes:

- Oct. 18-21 – Advanced Design and Inspection, Part 2, St. Cloud
- Nov. 30-Dec. 1 – General Continuing Education, St. Cloud

Call Nick Haig at 800/322-8642 (612/625-9797) or visit www.septic.umn.edu.

Missouri

The Missouri Smallflows Organization is offering these CEU courses:

- Oct. 11 – Profitable Business, Camdenton
- Oct. 12 – Troubleshooting, Camdenton
- Oct. 25-26 – High-Strength Waste, Liberty
- Nov. 9 – Pumps, Panels, Electrical, Cape Girardeau
- Nov. 10 – Earthen Structures, Cape Girardeau
- Nov. 15 – Selling Systems, Branson
- Nov. 16 – Aerated Treatment Units, Branson

Call Tammy Yelden at 417/739-4100 or visit www.mosmallflows.org.

Alabama

Licensing classes are the joint effort of the Alabama Onsite Wastewater Association and University of West Alabama. Courses are at UWA Livingston campus unless stated otherwise:

- Oct. 6-7 – Pumpers
- Oct. 12-14 – Advanced Installer I
- Oct. 27-28 – Continuing Education, Mobile
- Nov. 16-18 – Advanced Installer II
- Dec. 1-2 – Continuing Education

The first day of Continuing Education classes is for installers and the second day is for pumpers and portable restroom operators. Call the training center at 205/652-3803 or visit www.aowatc.uwa.edu.

New England

The New England Onsite Wastewater Training Center at the University of Rhode Island in Kingston has these courses:

- Oct. 6 – Bottomless Sand Filter Design and Installation
 - Oct. 13 – Functional Inspections
 - Nov. 3 – Rhode Island Designer Examination Prep
 - Nov. 9 – AutoCALCS: Automated Support Materials for Pump Timers, Tanks, Chambers, BSF Sizing, & Buoyancy Calculations
 - Nov. 17 – Identifying and Managing High-Strength Wastewater
- Call 401/874-5950 or visit www.uri.edu/ce/wq.

North Carolina

North Carolina State University has these courses:

- Oct. 25 – Soil Profiling for Wastewater and/or Stormwater Handling, Wilmington
- Oct. 27 – Installation of Advanced Systems, Wilmington
- Nov. 14 – Basic Troubleshooting of Onsite System Malfunctions, Mills River
- Nov. 15 – Pump System Field Course: Advanced Monitoring and Troubleshooting, Mills River
- Nov. 30 – Advanced Troubleshooting of Onsite System Malfunctions, Raleigh

Call Joni Tanner at 919/513-1678 or visit www.soil.ncsu.edu/training.

The North Carolina Septic Tank Association has these classes:

- Oct. 20-21 – Installer/Inspector, Hickory
- Oct. 26-28 – Installer, Inspector, Pumper, Land Application, Greensboro

Visit www.ncsta.net or email ncsta@earthlink.net.

Oregon

The Chemeketa Community College in Salem has these CEU classes:

- Oct. 13 – Installer
- Oct. 19-20 – Maintenance Operator

Call 503/399-5181 or visit www.chemeketa.edu/busprofession/ccbi/customizedtraining/deq/classes.html.

Pennsylvania

The Pennsylvania Septage Management Association is offering the Confined Space/Competent Person course Oct. 5-6 in Stroudsburg. Call 717/763-7762 or visit www.psma.net.

Utah

Utah State University has these On-Site Wastewater Treatment Training Certification Workshops:

- Oct. 11-13 – Level 3, Logan
- Oct. 19 – Renewal Level 3 Certification, Logan

Call 435/797-1000 or visit <http://uwrl.usu.edu/partnerships/training/classes.html>.

Virginia

The Virginia Center for Onsite Wastewater Training has the System Design Camp I class on Oct. 3-7 at Pickett Park. Contact Lydia Shepherd at 434/292-3101 or lydia.shepherd@southside.edu.

Pumper invites your state association to post notices and news items in this column. Send contributions to editor@pumper.com. ■

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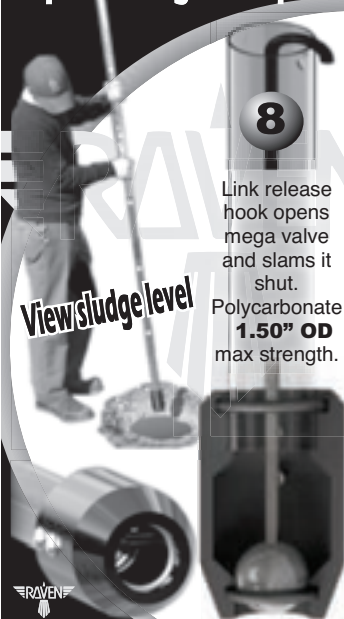
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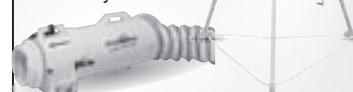
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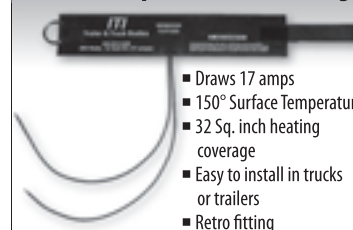


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PBM

1998 International cab & chassis with a Vactor 2100 combination unit. (Stock #1914C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



1988 Ford L8000 Vac Truck: Ford @ 210 hp, A/T, 81K miles, 6K hours, spring susp., spoke wheels, Vac-Con body, Cummins showing 1,292 hrs., s/n: V290T-0488186.....\$22,500

715-546-2680 WI

PBM

1999 Sterling cab and chassis with Vactor 2100 combination vacuum loader and high pressure sewer cleaning system. (Stock #2129V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



1990 Autocar w/2000 Model Vac-Con PD4211: PD blower jet vac, rebuilt 3406 Cat, rebuilt HT-750 Allison. Municipal truck.....\$53,900

814-696-1000 PA

CP09

JET VACS

2008 Sterling LT7501 with a VacAll AJV1015, 10-yd. debris body, 1500 gallon water, combination vacuum/jetting unit. (Stock #13366) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

1987 International Vac-Con V390TH w/ DT210 hp, auto, air brakes, hydraulic driven 3-stage fan, 9-yd debris tank, 850 gal. water, Cummins rear engine. Recently replaced 80 GPM @ 2000 PSI water tank. New: 600' 1" jet hose, tubes, clamps, paint. Former city truck, very clean in and out. \$17,500 OBO. amorgan@landmanagementgroup.net; 901-850-5303 TN. (P09)



1997 Ford Jet Vac 8000: Low mileage, great condition, PD blower combination 2,000 Lb. @ 80 GPM, automatic transmission.....\$75,000

617-212-0162 MA

CP9

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North Star Commercial Credit: Commercial Loans for Trucks or Equipment. Flexible purchase programs to fit your budget. 21 yrs. in the industry. Contact **Tom Myers - 877-804-2274.** (CPBM)

THE LEASING EXPERTS: 100% FINANCING AVAILABLE FOR TRUCKS/EQUIPMENT. Flexible terms and options. Same day answers. Call 888-505-0060 OR apply online WWW.TLEJAX.COM. (P09)

MISCELLANEOUS

Rebuilt open channel Muffin Monster. Model: 30005-0008, GPM: 335, 3HP motor, 208V, 3 phase. Includes Controller model: PC2200, 208V, 3 phase. \$4,500. Call or email for info: michellem@diamondprovides.com; 760-290-3370 CA. (P09)

New custom built rotary screen for processing/screening septic or grease trap waste, also other liquid material. Originally constructed to screen waste prior to land application, 7'X16' containment box, 12'x3' rotary screen. Works extremely well based on 7 years operating experience. \$30,000. Call JD 775-825-1595 or email jd@watersvacuum.com for pictures. (P09)

PORTABLE RESTROOMS

52 Olympic fiberglass toilets, 4 handicap, 4 new Tuff-Jons, 5 Tuff-Jon double wash stations, 3 Olympic double wash stations, 1 drum Walex mulberry. All for \$7,500. 270-799-1931. Greg. KY. (P09)

FOR SALE: Construction condition \$75-\$150; Special Event Units \$150-\$225; Half Units \$300-\$375; Handicaps; Handwash Stations \$250. All PolyPortables, PolyJohns, Five-Peaks, Satellites MUST GO! Contact Manuel 305-970-9837 or email proequip1@yahoo.com. (P09)

60 aqua PolyJohn toilets, used very little, \$300 each. 20 gray Sebach toilets, like new, \$250 each. Call 208-550-1130 ID. (P09)

Portajohns for sale, brand is PolyPortables. Located in northeast Georgia. \$200 each. Also Ford F350 truck and pumping setup available. Ask for Mr. Hanz: 706-994-8870 or 706-994-7075. (P09)

Construction units for sale. Satellite, PolyJohn, Five Peaks. Delivery possible in Northeast. \$125 to \$175. Units located in Wells, ME. 207-646-2180. (P09)

Up to 400 used teal Satellite units in excellent condition in Central Florida. \$200 each. Minimum purchase 50 units. 352-860-0195. (PBM)

Over 600 PolyJohn units 1-2 years old. Starting at \$300 each. Minimum purchase of 26 units. 772-562-4604. kim@reliablepolyjohn.com. (PBM)

We buy used portable toilet equipment, toilets, handicaps, handwash stations, tanks & trucks. Contact Manuel 305-970-9837 or email proequip1@yahoo.com. (P09)

PORTABLE RESTROOM TANKS

Single or multiple compartment tanks. Choose mild, stainless, or galvanized steel. Capacities from 100 to 6000 gallons, any diameter. Parts and accessories to build your own and save money. 800-545-0174. www.tanksandpumps.com. (PBM)

PORTABLE RESTROOM TRAILERS

2 and 4 unit NuConcept (VIP) trailers w/ portable. See link for video of trailer and VIP portables: <http://www.youtube.com/watch?v=0MLrImUp6J4>. Email: joe@wepumpit.com; Joe: 818-355-0253. (P09)

3 Decons. McKee portable toilet transport trailers, 3-12 pack; 2-6 pack. American Engineering 828 Tonto and 814 Royale. 2001 ASCI 16' Presidential. 315-437-1291. (P09)

PORTABLE RESTROOM TRAILERS

New and used **RESTROOM TRAILERS** available immediately. 8 to 34 foot luxury trailers. Comforts of Home Services Inc. 877-382-2935. (PBM)



2006 Comforts of Home Restroom Trailer: 8-station trailer: 4 stalls on women's side, 2 stalls and 2 urinals on men's side. 400 gallon waste/450 gallon fresh water tank with AC, radio, CD player, and more!\$22,000
Steve 504-220-0358 LA P10

PORTABLE RESTROOM TRUCKS

2007 Isuzu NPR, Crescent flat tank truck, 550 waste/250 fresh, 2 work stations, hydraulic lift gate, can haul 6 toilets, 37,000 miles. Like new. \$39,995. 270-799-1931 Greg, Bowling Green, Ky. (P09)

2007 International 4100, 109k miles, 350 fresh/750 waste Crescent tank, dual side service, carries 8 toilets, pressure washer, lift gate, new Masport pump, excellent condition. \$48,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P09)

2004 4300 International, 25,500 GVW, DT466, Allison, A/C, airbrakes, 3-compartment aluminum tank (450/1400/250), M-10 water-cooled pump, spot lights, 2 Burk water pumps for fill and spray down, restroom carrier. Pictures www.acoinc.com/classified. Location: Boise, ID. \$35,000. 208-362-3193. (P09)

2003 GMC 6500, automatic transmission, 1000/400 Lely tank, 215,000 miles, Cat 3216 engine, NVE pump, truck is working daily. \$32,500. Call 254-791-0303 TX. (P09)

FOR SALE: Aluminum portable toilet tankers: '03 International, \$27K; '04 International, \$29K. Contact Manuel 305-970-9837 or email malonso@port-o-tech.com. (P09)

2004 International DT466, 110,000 miles, auto., new 2000 gal. aluminum dual station tank, 1500 waste/500 water, Juro pump. In production. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P09)

PORTABLE RESTROOM TRUCKS

(2) 2007 Peterbilts, Series 330, cab/chassis, Cat C7 engine, 210 HP, Allison trans., never used (55 miles on both). List \$63,000. Will sell for \$43,000 firm. John or Keith 407-647-2002. Cent. FL. (P10)



2009 Dodge Truck: Aluminum tank, 1000 waste/400 fresh, 58,000 miles.\$58,000
270-832-3793 KY P09

2003 Ford F550, new motor w/warranty till Aug. 2012. 650/300 gallon tank. \$19,500. Call 1-800-273-5409 WI. (P12)

2002 Int. 4300, \$27,500; 2001 Int. 4700, \$27,500; 2000 Int. 4700, \$20,500; 1995 Rolloff, \$19,500. 200 restrooms, \$125 - \$300 each. Call 256-757-9900 or visit www.pbsos.com for more info and pictures. (PBM)

2005 Isuzu Pump Truck: 3 section tank, 350 gallon front/1025 gallon waste/125 gallon fresh. 294K miles. Waste pump new veins and tank excellent. Truck needs minor power steering and transmission work. Asking \$22,500. 815-946-2813 IL. (P09)

POSITIONS AVAILABLE

SEPTIC TANK AND CDL PUMPER WANTED.

Needs knowledge of septic tanks and experience. Elko, Nevada. Beautiful small town in Northeast Nevada. \$16.00 to start. Call Sandy 775-397-6985. Email portapots@terrys.name. (P09)

Gradall Industries, Inc. is looking to expand our current staff of Regional Sales Managers for our Vacall product line. Vacall products include combination sewer cleaners, street sweepers, catch basin cleaners, and industrial vacuum loaders. We are looking for individuals who are self-motivated, possess strong organizational skills, and have a desire to succeed. Desired candidates will have a Bachelor's degree in a related field and 3 to 5 years industry specific experience. CDL is a plus. EEO/AA Qualified candidates are encouraged to apply online at www.vacallindustries.com or by sending a current resume to: Gradall Industries, Inc. Attn: Reg. Sales Mgr., 406 Mill Ave SW, New Philadelphia, OH 44663. (P09)

Industrial Cleaning Company in Northeast Ohio looking for experienced Supervisors for Vacuum/Waterblasting Services. Competitive pay & insurance. Immediate opening. Please fax resume to 234-855-0800. (P10)

PRESSURE WASHERS



NLB 10,000 Lb. Pressure Washer: Diesel, approximately 800 hours.....\$19,000
617-212-0162 MA CP9

PUMPS-VACUUM

Brand new Fruitland RFC1200LH, 630 CFM! Never been used or mounted. Available right now, no waiting. \$8,500. Call Bradley @ 501-499-0590 AR. (P10)

New water end barrel for Vactor water pump, \$1,250.00. 714-381-4141. (CPBM)

New **Masport** and **Juro** vacuum pumps. W-K Machine & Supply Co. Call 1-800-633-8947. Distributor. Union, MO. (PBM)

Distributor/Dealer offering Direct Bolt-In Replacements for Hibon VTB and SIAV series blowers and vacuum pumps. **Blowertech Ltd., 780-466-4716; toll free 1-866-466-4716; www.blowertech.ca.** (PG09)

Need a vacuum pump for your portable pumper? Try our new 30 cfm, 12 volt system. Less noise, no fuel. Automatic oiling, cheaper than a gas engine. 800-545-0174. www.tank sandpumps.com. (PBM)

Vacuum Pumps - New, used, or rebuilt. 30 to 900 cfm. All major brands; air, water, or fan cooled. Rebuild specialists - rebuilt PB, M3, M10, and others available. 800-545-0174. www.tanksandpumps.com. (PBM)

Buy & Sell all makes and models, **new & used** vacuum pumps & high pressure water pumps, and good used replacement parts. Call for an inventory sheet and save. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

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Liquid vacs, wet/dry industrial vacs, combination jetter/vacs, vacuum street sweeper & catch basin cleaner, truck & trailer mounted jetters. All available for daily, weekly, monthly, and yearly rentals. **VSI Rentals, LLC, (888) VAC-UNIT (822-8648) www.vsirentalsslc.com.** (PBM)

If you are using an **800 NUMBER** in your ad, be sure it can be used in all areas nationwide.

SEPTIC TRUCKS

2001 Sterling, 250 hp Cat, Fuller 9-spd. trans., Imperial 2670 gal. vac tank, Juro pump. Sharp truck. \$46,000. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P09)



2000 International 4900: 250 hp, 104,000 miles, 2500 gal., Masport Hxl 15, 350 cfm water cooled, heated valves, A/C, power windows, deluxe interior. Dealer serviced. Very good condition.\$33,000 OBO
401-333-2555 R.I. P09

1987 Chev C70. Newer Cat 3208 and clutch with very few miles. 5 speed trans. 2000 gal. tank. Hydraulic drive pump. \$7,900/make offer. Chris. 218-343-0108 WI. (P09)



2000 Isuzu NPRHD and 2005 Terrimate T5C: Truck-106K miles, backhoe 190 hrs., 17' bed, 16' of underbed toolboxes, 7' wide cage for risers and lids. 4kw Generac Generator. Truck is used for pump, baffle and riser service work. Excellent condition and garage kept.....\$19,500
Call Dave at 443-309-4198 or 410-620-2006 P09

2004 International 4300 DT466, 250 hp, 6-spd., 80,000 miles, new LMT 2300 gal. vac pressure tank, new Juro PN84 vac pump. www.pumpertrucksales.com. Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P09)



1987 GMC General Truck: 3000 gal. vacuum tank, 4" industrial vacuum pump and hoses. 400 Cummins engine with Jake brake, 7-spd. Slicer trans., tandem axle, spring suspension.....\$12,900
575-403-6308 NM P09

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SEPTIC TRUCKS



1995 Chevrolet Kodiak 2000 Gallon Septic Truck: GM 366 with 10-speed Masport pump driven by 21 HP Onan motor. Tank and assembly only 7 years old. Primary and secondary shut-offs. 3" vacuum 4" dump. Great truck! Motivated seller.....\$22,500 OBO

**Robert @ 936-404-4790
or Ed @ 806-898-3135 TX**

P09

2010 Peterbilt 348 with a new Presvac 3,600 US gallon carbon steel vacuum pressure tank with a Masport HXL400WV vacuum pressure pump. (Stock #8806V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



2010 International 7500 SBA 6x4: 3600 gal. stainless steel tank, 3400 gal. waste/200 fresh. Lots of extras. Only 35,835 miles! Excellent condition. Call for more details.....\$110,000 OBO

504-220-0358 LA

steve@yourrestroomdelivered.com

P10

1998 Volvo WG64 quad axle roll-off truck with new 4500 gal. vacuum tank, new Fruitland 500 vac. pump with hyd. drive, full auto. tarp and 75K hoist. Cummins 400 HP. All new tires, brakes. In excellent condition. 80,000 GVW. Work roll-offs and vacuum tank with the same truck. Must see. 617-909-9044. KLM Companies. (P09)



1993 Chev Kodiak with DelZotto 7-Ton Septic Tank Boom: Hydraulic outriggers, 3116 Cat, 9-spd. trans., 33,000 GVWR, air brakes, 20-ton pintle hitch w/ air connections, 147,000 miles. Good condition.....\$14,500

920-362-2437 WI

P09

SEPTIC TRUCKS

1997 Mack CH613 with a pre-owned Quality 3500 US gallon vacuum tank, NVE 367 vacuum pressure pump package. (Stock #4289V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



2004 Sterling Vac Truck: Cat C-7 engine, 300 hp, Fuller 8LL, lockers, 222" WB, PTO, double frame, spring susp., 18/46 axles, cruise, 109K miles \$99,500
715-546-2680 WI

PBM

2011 Freightliner M2 112 cab and chassis with new 4600 US gallon carbon steel vacuum tank and Masport HXL400WV vacuum pressure pump. (Stock #13464V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



1978 Mack Vac Truck: Mack diesel, M/T, 10,500/19,040 axles, camelback susp., spoke wheels, 22.5 tires. \$24,500
715-546-2680 WI

PBM

1999 International 4900, DT466, non-CDL, 230 hp, 6-spd. w/lo-hole, new 1850 gal. Colt tank, new PN84 Jurop pump. \$42,000. **www.pumpertrucksales.com.** Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P09)



2006 Sterling LT9500 Vac Truck: Acert C-13, Fuller 8LL, lockers, 18/40 axles, 4x6 drive, air ride, 24K miles, 208" WB, 227" frame behind cab, 22.5 tires, engine brake, disc wheels, 2006 Presvac tank, s/n: APV-4000-0705-7052, 4,000 gal. tank, Masport pump.....\$89,500
715-546-2680 WI

PBM

SEPTIC TRUCKS

2004 Mack Vision. 4000 gal. steel tank with lift, 435K miles, Masport pump, very well maintained. \$65,000.00. Call Rich 303-944-0071 CO. (P09)

Need a tank and truck, any size, any make truck? Let us help you get the best deal. Custom built to your specs. For information and a price quote call 800-545-0174. **www.tank sandpumps.com.** (PBM)

2000 Freightliner FLD septic/grease pump truck 3350, gallon tank - approx. 5 yrs. old. \$35,000. 480-354-9590. Queen Creek, AZ. (P09)



1994 International 8100: 300 hp, automatic trans., 183,000 miles, new rear tires. 3200 gallon aluminum tank (manufactured 2001), front and rear discharge.\$29,000

219-838-5618 IN

P12

1988 Ford L9000, 3300 gallon app. 10-year-old steel tank, Masport HXL 400 pump, app. 90,000 miles on reman. L10 Cummins, new clutch, new steering, newer walking beam bushing, 110 gallons fresh water, 200' of 1/2" hose, runs daily. \$18,000 OBO. 608-564-2220 WI. (P10)



1999 Peterbilt 379: Cummins N14, 435 hp, 15-spd., 3365 gallon LMT vac tank, tank approx. 4 years old, Masport H15W pump.\$49,000

**Mike @ 303-478-4796
or JR @ 720-253-8014, CO
www.pumpertrucksales.com**

P09

1990 Chevrolet Kodiak, 3116 Cat engine, 6 speed trans., 2500 gallon Boyd vac. pressure tank, garage kept since new, new tires, excellent condition. \$21,500. 302-284-9130 DE. (P10)

Pre-owned 1,750 US gallon aluminum restroom tank unit. Tank only. **Four available.** (Stock #7233V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

SEPTIC TRUCKS



1990 Freightliner: Cummins engine, 3600 gal. tank, new tires, new pump & scrubber. Please call for more info.

.....Asking \$20,000

Russell 661-397-4116 CA

P09

1990 International with 2000 gallon unit. (Stock #NJT1) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

RETIRING: 1984 Freightliner, Cummins, 4-axle, vacuum truck. Thompson pump, Thompson 3800 gal. tank. \$18,000 OBO. Jim 951-545-9604 CA. (P08)



1997 Ford Louisville: 330 hp Cummins M11 Series LT95000, GVW 60000, 10-speed Eaton/Fuller transmission. 116,000 miles. Good rubber. 3500 gal. steel tank. Fruitland 500 pump. 200 ft. 3" hose. I am retiring.....Asking \$37,000

401-568-8628 RI

P09

1998 Freightliner, 2300 gal. tank, 213,000 actual miles. Well maintained and garage kept. Excellent condition. Asking \$30,000. Call 804-492-4826 VA. (P09)



1986 IH: 2001 2300 gal. tank, DT engine, 5-speed, air brakes, A/C, Masport pump, 200,000 miles, nice clean truck. \$24,900
1-800-826-2308 WI

P09

SERVICE/REPAIR

Dynamic Repairs - Inspection Camera Repairs: 48-hr. turn-around time. General Wire, Ratech, Ridgid, Electric Eel, Gator Cams, Insight Vision, Vision Intruders. Quality service on all brands. **Rental equipment available.** For more info. call Jack at 973-478-0893. Lodi, New Jersey. (PBM)

SLUDGE APPLICATOR

1982 Big A 4500 4x4, Cummins 903, 350 H.P. \$10,000 or will part out. 903-277-8076 TX. (P09)

TANKS

Used Bladder Tank for sale. 57"x57"x5'. Galvanized steel, stainless steel bolts and a floatable top. 5 years old, in very good condition, \$15,000. Call D&D Maintenance at 610-965-0995 PA. (P09)

2003 Dragon Frac Tank flat bottom 500 bls. Has stairs to the top with a dump bin screener. Used for septic/grease storage. The tank is in good condition. \$18,000. Call Ken 209-656-0688 CA. (P09)

600 gal. carbon/steel vacuum tank. Manufactured by Lely in 2006. Has top hatches, sight-glasses & moisture trap, both 2" & 3" dump valves. Approx 90"L x 54"T x 52"W. \$2,900. draincaresolutions@gmail.com. (NC) (P09)

Vacuum tanks, 100 to 6000 gallons. All options available; hatches, primary, secondary, valves, catwalks, ladders, etc. Everything needed to build your own septic truck. Choose mild, stainless, or galvanized steel. Ask about full open doors. 800-545-0174. www.tanksandpumps.com. (PBM)



2007 Keith Huber King Vac: ..\$18,500
715-546-2680 WI PBM

Vacuum Tanks - New: Sizes from 1,900-4,000 gallons. Great deals! Check us out: 3,600 gal. for \$13,000 and 4,000 gal. for \$14,000. All complete! Will make you a great deal! Delivery available. **www.JEagleTanks.com** or Jerry at 800-721-2774. (PBM)

2000 gallon Abernethy tank, 1500/500 split. Good tank demounted about 1 year. Tank approx. 10 years old. \$7,000. Upstate SC. 864-982-9911. (P09)

Pre-owned 1,750 US gallon aluminum rest-room tank unit. Tank only. (Stock #7233V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

TOOLS

Crust Busters - Portable, lightweight machine guaranteed to mix up septic tanks and grease traps! Save time and money! **www.crustbusters.com, 1-888-878-2296.**(PBM)

TOOLS

T&T Tools: Probes, Hooks. Probes feature steel shafts with threaded and hardened tips. The insulated **Mighty Probe™** tested to 50,000 volts. **Top Poppers™** open manhole covers easily. Free catalog. **www.TandTtools.com.** Phone 800-521-6893.(CPBM)

TOYS

Septic pumper and vacuum die-cast toy trucks in your choice of colors and logos. Several cabs available. Call 877-450-2100, write to Granite State Collectibles, PO Box 440, New Ipswich, NH 03071; or www.granitestatcollectibles.com. (PBM)

TRAILERS: VACUUM/TANKER

RETIRING: 1984 Peterbilt w/7500 gallon aluminum semi trailer. Transport or store grease or septic. \$25,000. Jim 951-545-9604 CA. (P08)

TRUCKS, MISC.

1984 Autocar Conventional tractor, 511,000 miles, 3406 DI 400 Cat, 13 speed transmission, tag axle. \$20,000. Call JD at 775-825-1595, email jd@watersvacuum.com. (P09)



1996 Kenworth T-800: 525 hp N14 with Jake, 8LL, double frame, dual steering boxes, 20 front, 42 rears, drop axle, new paint on cab and frame, brand new 4000 gallon tank with all new accessories, Juror R260 pump. Super heavy pull push bumpers front and rear. More trucks available. Can build to suit.

**Roy 740-285-2355
or Eric 740-981-6532** P09

1991 Peterbilt 379 sleeper tractor. 13-spd. trans., 425 Cat, NVE vac pump, water-cooled. \$22,500. **www.pumpertrucksales.com.** Call Mike @ 303-478-4796 or JR. @ 720-253-8014, CO. (P09)

TV INSPECTION

2002 Ford E-450 Cube Van, V-10, 57,500 miles, Onan generator, Omni III Camera pan/tilt with zoom, dual monitor, POSM software. \$50,000. Call JD at 775-825-1595 or jd@watersvacuum.com for photos. (P09)

VACUUM EQUIPMENT

Wittig RFL 100 vacuum pump 2005 for parts. Best offer. 410-557-8100 in Maryland. (P09)

1999 International heavy spec with **Guzzler ace** wet/dry industrial vacuum loader. 8" top load boom truck is in excellent condition! (Stock #7390V) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



2004 Vermeer E550 Vac Trailer: 500 gallon evacuator, 725 hours, Duetz 4 cyl, 220 gal. water tank, mounted on 13' trailer.....\$24,500
715-546-2680 WI PBM

VACUUM LOADERS

1998 Sterling cab & chassis with a Cusco Mastervac 3800 wet & dry industrial loader. (Stock #5088C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



1995 International Paystar 5000 Vac Truck: Cummins M11, Fuller 8-spd., lockers, 340" WB, PTO, disc wheels, 22.5 tires, spring susp., 1995 Pesvac 3200 gal. tank, 32,000# max load, s/n: PVSDH-3200-0595.....\$89,500
715-546-2680 WI PBM

1999 Sterling cab & chassis with a Cusco Turbovac 3800 industrial loader with a jetting system. (Stock #3163C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)



1992 Volvo, Vac-Con Vacuum Truck: 18" Roots blower, 10-speed with newer paint.....\$43,500
217-519-3898 IL P09

VACUUM LOADERS

2011 Peterbilt 365 POWERVAC 3800, 3,000 US gallon carbon steel vacuum tanker with Hibon PD blower 3800 SCFM with vacuum to 27" mercury. Dump type; DOT 407/412 regulations. **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

VANES

American Industrial Components: Our vanes are manufactured from the highest quality laminated materials available and are fabricated to exact tolerances and specifications. 800-272-7557. (PBM)

Dura Comp 535, high-quality non asbestos vacuum pump vanes. Good to 400°F. Buy factory direct and save. Same day shipment on most models. Juror, Battioni, Moro, Masport, Fruitland, Demag. Long lasting Dura-Comp 535 pump vanes carry a "Money-back" guarantee. Call us today. Powerflo Products 800-758-4788 or 562-997-0720. (PBM)

WANTED

Wanted to Buy: Vactor 2100s and late model Guzzlers. Cash. Phone 800-336-4369. (CPBM)

WANTED TO BUY: Any used make/model GapVax. Call 888-442-7829 PA. (P11)

WATERBLASTING

2002 Harben Jetter 4016 DTS-ETP, low usage, 75 actual hours. Well maintained and garage kept. Excellent condition. Asking \$25,000. Call 804-492-4826 VA. (P09)

WATER JETTING EQUIPMENT: We sell, repair and retrofit water blasters. Visit us at: **www.waterjettingequipment.com** or phone 714-259-7700. (PBM)

2 skid mounted 2005 Gardner Denver water-blasters w/500 hp John Deere engines, 3000 hrs. each. \$75,000 ea. Email for more info. **bigwater@maine.rr.com.** (P09)

Gardner Denver TF-450 VSDT 52 GPM max 10K max. **Gardner Denver** T-450 w/Jet-stream fluid end transmission 12K max 40.91 GPM max. **THE-500UH** 50K bare shaft pump. **Wheatley 165** 20K @ 17 GPM. **Wheatley 125** 10K @ 20 GPM. **Wheatley P-313** 10K @ 8.4 GPM. **Aqua-Dyne** C 450-DS 20K @ 33 GPM. **Allis-Chalmers** 10x8x22 700 HP. Boatman Ind. 713-641-6006. View @ **www.boatmanind.com.** (CPBM)

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| <input type="checkbox"/> Bucket Machines | <input type="checkbox"/> Excavating Equipment | <input type="checkbox"/> Miscellaneous | <input type="checkbox"/> Pumps-Dredge | <input type="checkbox"/> Septic System Components | <input type="checkbox"/> TV Inspection |
| <input type="checkbox"/> Businesses | <input type="checkbox"/> Hand Tools | <input type="checkbox"/> Parts & Components | <input type="checkbox"/> Pumps-High Pressure | <input type="checkbox"/> Septic Tanks | <input type="checkbox"/> Vacuum Loaders |
| <input type="checkbox"/> Business Opportunities | <input type="checkbox"/> Hazardous Waste Units | <input type="checkbox"/> Pipeline Rehabilitation | <input type="checkbox"/> Pumps-Submersible | <input type="checkbox"/> Septic Trucks | <input type="checkbox"/> Vanes |
| <input type="checkbox"/> Cable Machines | <input type="checkbox"/> Hydroexcavation | <input type="checkbox"/> Portable Restrooms | <input type="checkbox"/> Pumps-Vacuum | <input type="checkbox"/> Service/Repair | <input type="checkbox"/> Vehicle Tracking |
| <input type="checkbox"/> Computer Software | <input type="checkbox"/> Jetters-Trailer | <input type="checkbox"/> Portable Restroom Tanks | <input type="checkbox"/> Pumps - Washdown | <input type="checkbox"/> Slide-In Units | <input type="checkbox"/> Wanted |
| <input type="checkbox"/> Dewatering | <input type="checkbox"/> Jetters-Truck | <input type="checkbox"/> Portable Restroom Trailers | <input type="checkbox"/> Pumps-Water | <input type="checkbox"/> Sludge Applicators | <input type="checkbox"/> Wastewater Transfer |
| <input type="checkbox"/> Drainfield Restoration | <input type="checkbox"/> Jet Vacs | <input type="checkbox"/> Portable Restroom Trucks | <input type="checkbox"/> Rodding Machines | <input type="checkbox"/> Tanks | <input type="checkbox"/> Waterblasting |
| <input type="checkbox"/> Drain/Sewer Cleaning Equip. | <input type="checkbox"/> Lease Financing | <input type="checkbox"/> Positions Available | <input type="checkbox"/> Roll-Off Containers | <input type="checkbox"/> Tools | |

CHOOSE THE PUBLICATION(S):

 (Deadlines are for the month preceding issue)

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> CLEANER
Deadline: 1st of the Month | <input type="checkbox"/> PUMPER
Deadline: 10th of the Month | <input type="checkbox"/> PRO
Deadline: 15th of the Month | <input type="checkbox"/> GOMC
Deadline: 10th of the Month |
| <input type="checkbox"/> MUNICIPAL SEWER & WATER
Deadline: 1st of the Month | <input type="checkbox"/> ONSITE INSTALLER
Deadline: 15th of the Month | | |

CLASSIFIED AD RATE:

\$25.00 minimum charge up to 20 words; 1.00 per additional word.
Include a photo for an additional \$125.00.

ADVANCE PAYMENT REQUIRED:

No billing for classified ads. Payment must be received in advance before publishing.

CALCULATE THE AMOUNT DUE:

\$25.00 Min. + _____ X _____ Publications X _____ Months = \$ _____
(Up to 20 words) (Additional words \$1.00 ea.) # of publications checked above # of months to run the ad **Total Amount Due**

(Example: 20-word ad = \$25.00;
\$25.00 x 2 publications [Pumper & Pro] = \$50.00;
\$50.00 x 2 months to run the ad = \$100.00 Total)

FILL IN COMPANY AND PAYMENT INFO:

COMPANY NAME: _____
ADDRESS: _____ PHONE: _____
CITY: _____ STATE: _____ ZIP: _____

MAIL this completed form with payment to:
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FAX this completed form to: **715-546-3786**

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www.onsiteinstaller.com
QUESTIONS: www.mswmag.com
CALL **1-800-257-7222** www.gomcmag.com

PLEASE FILL OUT CREDIT CARD INFORMATION COMPLETELY INCLUDING V-CODE (3-DIGIT NUMBER FOUND BY YOUR SIGNATURE)

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