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"I haven't found anybody that can compete with the training and support that NuFlow provides."





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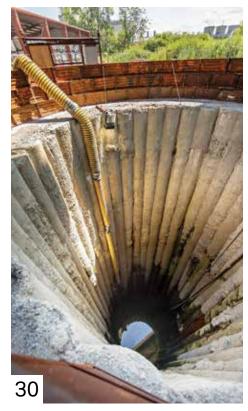
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ON THE COVER // Randy Rushing introduced pipe lining to Peerless Plumbing in 2008, with the company becoming the first certified installer of NuDrain lining in the state of Arizona. Five years later, the company appeared in Cleaner magazine. We're revisiting Peerless Plumbing again as the company continues to evolve. Randy's son Christian and his wife Lindsey now run the show. When the couple took over, the company's workforce consisted of Christian and two employees. But business surged in 2020, and six other technicians were quickly hired. Today, the Rushings have 20 employees and eight trucks on the road — five dedicated to pipe lining and three for camera inspections, estimates and other service calls. (Photography by Mark Henle)







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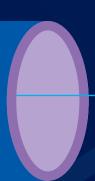


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// Kyle Rogers

ALL THE SMALL THINGS

Don't overlook the minor factors that can endear you to customers and have an outsized impact on your business thanks to word-of-mouth advertising



Email me with comments, questions or opinions at editor@cleaner.com

ARLIER THIS SUMMER, a tornado hit my hometown, producing quite a bit of damage on the city's south side. That also happens to be where my parents

Fortunately, they were largely spared. While many of their neighbors suffered structural damage, their home somehow emerged unscathed. What didn't make it through the storm OK, however, was their backyard.

It had been a nice, treed area with various paths winding around flower beds and other landscaping, all gradually built up over the two decades my parents have lived in the house. But the tornado destroyed all but a couple of trees. Everything else had either been snapped off or uprooted.

My parents spent a week doing cleanup with the help of some neighbors and friends. During the second week, they hired a professional tree service contractor to take care of the cleanup they couldn't safely handle themselves.

The point of this long setup is to provide a lesson on customer service, particularly about not overlooking the little things that can really endear you to customers. My parents chose wisely with the tree service they hired. You can bet they'll be recommending the company to others — that all-important word-of-mouth advertising so many rely on.

The company was a small, four-person outfit. The owner did an exceptional job listening to my mom's needs. Because of how carefully the backyard had been landscaped over many years, the job wasn't straightforward. It wasn't as simple as getting equipment into the backyard and trimming, sawing and dragging tree debris out speedily. A more careful and deliberate approach was required. My mom wanted to preserve as much of the "old" yard as possible, and even to set aside some of the logs from downed trees for future landscaping ideas.

The crew did a great job listening and communicating, making sure my parents were satisfied while still doing what they needed to do to clean everything up and get the area safe again. They easily could've ignored my mom's minor pleas in the name of just getting the necessary work done as quickly as possible.

Also, my mom — being who she is — made lunch for the crew the two days they worked. It ended up being a pricey lunch. As the company owner settled up at the end of the final day, lunch was something he mentioned as he knocked an hour off the time the crew had worked — equivalent to a \$400 discount. At that hourly rate, it wasn't a huge dent in the final invoice, but it was still a nice gesture that made a big impression on my mom.

These are little, basic things. But those little things are also some of the most vital things when it comes to customer relations. They can pay big dividends in terms of acquiring future business. My parents will rave endlessly to people about the great tree service they hired. Their neighbors hired a different contractor. Let's just say that company might not be getting a glowing recommendation.

Enjoy this month's issue. c



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This online exclusive ran back in August — National Traffic Awareness Month. Contractors play a crucial role in this mission. Whether you're working on highways, local roads, or other urban infrastructure, your safety and the safety of those around you depend on heightened awareness and adherence to best practices. >> cleaner.com/featured



Report Reveals Younger Generation's Opinions **About Trades Careers**

Jobber, a leading provider of home service software, recently released The Annual Blue-Collar Report: Gen Z and the Trades Need Each Other. The report, based on survey responses from 1,000 students in the U.S. aged 18-20,



provides insight into how Gen Z navigates education and career choices, as well as offers solutions on how to inspire and encourage younger generations to consider taking advantage of all that blue-collar careers have to offer. >> cleaner.com/featured



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SNATCHING PORTUNITY

PEERLESS PLUMBING MAKES THE MOVE FROM FULL REPIPES TO A HEAVY WORKLOAD OF SEWER LINING TO HELP ITS CUSTOMERS EFFECTIVELY HANDLE ARIZONA'S DETERIORATING INFRASTRUCTURE

// By Giles Lambertson



WHEN ONE DOOR CLOSES. AS THEY SAY. ANOTHER ONE OPENS. THAT WAS THE **EXPERIENCE OF RANDY RUSHING IN 2008.**

Rushing purchased Peerless Plumbing in 2002. The Phoenix, Arizona, plumbing services company specialized in repiping — the complete replacement of a home's aging waterlines with new copper pipe. In 2008, when the national economy tanked, overhauling an entire residential plumbing system must have seemed a luxury to struggling homeowners.

"The market for repiping fell apart, so Dad was looking for something to expand the business. He was looking into new technologies," says Christian Rushing.

What he found was NuFlow Technologies, a company that began in the 1990s to introduce CIPP solutions to small diameter — that is, home-sized - pipe problems. Peerless Plumbing became the first certified installer of NuDrain lining in Arizona (examined when the company was first profiled in *Cleaner* in the May 2013 issue) and the rest is history.

PANDEMIC BUSINESS SURGE

Christian Rushing is part of that history. After years as a U.S. Coast Guard boatswain's mate participating in search-and-rescue missions off the

Lindsey and Christian Rushing officially bought Peerless Plumbing from Christian's father in 2019.



Peerless Plumbing

OWNERS Christian and Lindsey Rushing

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peerlessplumingrepipes.com

coast of Oregon, he returned to Arizona in 2005 and began working for his father. While Christian enjoyed the plumbing trade overall, when the senior Rushing discovered CIPP products, he became especially passionate about the business.

The younger Rushing eventually met and married wife Lindsey and, in 2019, the couple bought Peerless Plumbing from his father. The following year saw the arrival of the pandemic, and all the business dislocations that ensued. However, it turned out to be a blessing for the company.

"It was fantastic. We grew significantly in 2020," says Lindsey Rushing, who serves as company president. "It was a great year for us and for a lot of service companies. Everyone was at home and needing repairs and that allowed us to grow our business."

When the couple took over Peerless Plumbing, the workforce consisted of Christian and two employees. With the onset of a surge of business in 2020, six other technicians were quickly hired. Today, the Rushings have 20 employees and eight trucks on the road — five dedicated to pipe lining and three for camera inspections, estimates and other service calls. Christian supervises, does camera inspection work, bids jobs, works on some lining installations and generally seems to live in his truck.

"We definitely did not plan to grow that fast," says Lindsey.

hen hiring, many companies look for experience and a skill set that matches the position needing to be filled. Lindsey Rushing looks for none of that. "We prefer to hire people with very little knowledge of sewer lining," says the president of Peerless Plumbing-NuDrain Phoenix. "We want them to be able to be trained to do it our way, which we think is the right way. What we look for is personal drive and desire to learn — people who are wanting to expand themselves and to learn new things."

The company employs about 20 people, most of whom clean drains and sewers and line them using NuFlow Technologies products. While they receive basic inthe-field training from veteran company employees, new hires are eventually sent to California to a NuFlow training center. The manufacturer's training program gives technicians sure footing with the technology.

Peerless has been a certified NuDrain installer since 2008. In 2023, Peerless became one of the first platinum-certified NuDrain contractors in the U.S.

"We send our employees to California so they can be trained in lining without the stress of knowing it is someone's house they are working on," Lindsey says. "Out there, they get to the limits of what lining can do. They come back with new information and can teach us what they learned."

Hiring practices and how new employees are trained all boils down to what best serves the customer. Lindsey says she and husband/ business partner Christian Rushing have worked for enough bosses to know what they like and don't like.

"We try to do for our employees what we wish we would have seen in companies we have worked for," she says. "The No. 1 way to serve customers best is to take care of the people who work for us so they will take care of customers."

> >>> Christian Rushing pours epoxy during a sewer rehab job at the SureStay Hotel in Phoenix.

"COVID threw us into a growth mode. We had to reallocate funds for growth and get new equipment for the increased workload."

PIPE LINING TAKEOVER

In 2024, Peerless Plumbing remains a drain-and-sewer-centric business. Officially, the company consists of two divisions: Peerless Plumbing and NuDrain Phoenix. In fact, 99% of business volume is pipe lining.

"Peerless Plumbing has been around since 1985, and we didn't want to abandon that name," Lindsey says. "We wanted to continue to build on a long-standing company reputation."

The NuDrain Phoenix division was created in 2020 to differentiate the plumbing work from the sewer and drain lining work. Partly that was a response to the nonresidential side of the business real estate agents and other businesses that look to the company for nonplumbing tasks

like camera inspections and sewer line repair.

"We will always have a plumbing element in the business," Lindsey says. "Everyone needs general plumbing work done at some time and we have a great plumber on staff, Brandon Brinkley, who can handle all those calls for us."

But most of the company crew members are out cleaning and repairing lines on residential and commercial properties. Phoenix has been a community for more than 150 years and has a population of 1.4 million people. That represents a lot of drain and sewer lines. In many homes in the older sections of the city, those lines are cast iron or Orangeburg and are aging fast.

"In 2008 when the company got into the lining business, a lot of the cast iron was in bad shape. Now it is 16 years older, getting very brittle and needing lots of care," Lindsey says.

"IN 2008 WHEN THE COMPANY GOT INTO THE LINING BUSINESS, A LOT OF THE CAST IRON WAS IN BAD SHAPE. NOW IT IS 16 YEARS OLDER, GETTING VERY BRITTLE AND NEEDING LOTS OF CARE."





↑ Peerless Plumbing became the first certified installer of NuDrain lining in Arizona in 2008. Since then, the company has continued to expand its lining capabilities, most recently with increased focus on UV curing.

SOLVING DESERT PIPE PROBLEMS

Residential and commercial drain and sewer pipes are generally 2 to 6 inches in diameter, perfect for NuDrain's solutions. Vegetation in the desert valley is water-starved, of course, and pipe systems are targeted by roots.

"All those roots want water in the summer and will find ways to get that water. Drain and sewer systems are one way," Lindsey says.

She cites the oleander evergreen shrub and drought-resistant sissoo trees as particularly invasive of area pipes. NuDrain crews deal with roots and other clogging elements by sending mechanical cables into a pipe to chew through the impediment.

"All of our trucks are outfitted with multiple sizes of Picote milling machines," Christian says.

The lines are then jetted to rid them of residual material. Each company truck carries a small Spartan or General Pipe Cleaners jetter for rudimentary cleaning. A larger Spartan Warrior jetting unit is available as needed.

"Going back to when my dad ran the company, Spartan was the brand of jetter we always used," Christian says. "We've had a lot of good experiences with General jetters, too."

Though the company primarily serves residential customers, it does have a team dedicated to commercial projects, overseen by

Michael Eppich-Green. For example, one such job completed in June was for Maricopa County. Another for a local hotel occurred in July. The company also has ongoing projects at flight schools in the valley.

Whether commercial or residential, each line worked on by the company is camera-inspected free of charge. If something is found in a pipe that requires additional service work — a clog, a cracked pipe — the fee is rolled into the subsequent repair bill. If nothing is found, the inspection remains free. Inspections are done using Vivax-Metrotech cameras. Liner installation teams use RIDGID cameras.





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If a pipe indeed needs more than cleaning, the company offers several solutions, including pipe coating, CIPP and inversion lining. The NuDrain CIPP liner is the most opted-for repair, with epoxy-coated lining material inserted into the pipe through an existing access point — a clean-out, for instance — and the liner pressed into place against the pipe's interior and cured to become essentially a new pipe.

UV CURING SHIFT

NuFlow has another lining option that NuDrain Phoenix is using more frequently — a UV-cured liner called NuCure.

"We are getting more and more involved in the UV system," Christian says. "It also is a NuFlow product, but the liner itself is

"WE HAVE A CERTAIN AMOUNT OF WORKING TIME BEFORE THE EPOXY LINER NEEDS TO BE IN THE GROUND. IN SUMMER HEAT, THE TIME IS SHORTER. WITH UV, IT DOESN'T MATTER HOW HOT OR COLD IT IS. CURING ONLY BEGINS WHEN THE UV LIGHT IS TURNED ON."

LINDSEY RUSHING

very strong and is more chemical and temperature-resistant. It also cures much faster."

The curing is the key. For example, temperatures in Phoenix in July around the time of the large hotel job reached 114 degrees. The impact of that on epoxy-coated liners is significant.

"We have a certain amount of working time before the epoxy liner needs to be in the ground. In summer heat, the time is shorter," Lindsey says. "With UV, it doesn't matter how hot or cold it is. Curing only begins when the UV light is turned on."

Most lining done today by the company is ambient-cured epoxy resin, but the move to UV lining is accelerating. One of the company trucks is being redone and outfitted for exclusive work with the UV lining system.

"Our goal is to install more UV liners in the near future," Lindsey says. "We are working with NuFlow to make sure our employees are fully trained in everything UV."

TELL YOUR FRIENDS

Before the 42-year-old company president married into the plumbing and pipe repair industry, Lindsey was a police dispatcher and 911 operator. When she assumed the executive position at the company, she decided Peerless Plumbing-NuDrain Phoenix could prosper on referrals alone. She has been proven right.



>> J.J. Johnson and Michael Eppich-Green gather tools from the truck during a sewer rehab job. Peerless Plumbing has 20 employees and eight trucks on the road—five dedicated to pipe lining and three for camera inspections, estimates and other service calls.

"It sort of developed that way," she says. "We saw business growing without ads and billboards. We didn't do any of that and still there was growth. The customers were coming from referrals."

The company pays a referral bonus to anyone who refers a new customer.

"It is a better use of my marketing and advertising budget than anything I have ever done," Lindsey says.

Not all customer calls are from referrals, but the vast majority are.

"A neighbor of someone we worked for or a family member will refer us," she says. "I love the method because a person is going to trust his neighbor or a family member more

C O N T | N U E D >>







« Michael Eppich-Green and Christian Rushing run liner through the calibration table during a sewer rehab job at the SureŠtay Hotel in Phoenix.

➤ J.J. Johnson inspects a line using a Vivax-Metrotech

"I LOVE THE [REFERRAL] METHOD BECAUSE A PERSON IS GOING TO TRUST HIS NEIGHBOR OR A FAMILY MEMBER MORE THAN A BILLBOARD OR A COMMERCIAL. AFTER ALL, THE PERSON REFERRING SOMEONE TO US IS PUTTING HIS OR HER PERSONAL REPUTATION ON THE LINE."

LINDSEY RUSHING

than a billboard or a commercial. After all, the person referring someone to us is putting his or her personal reputation on the line."

ALWAYS SOMETHING NEW

Where do the Rushings see the company headed — growing into a regional or national company, perhaps?

"Arizona keeps us very busy," Lindsey says.

Most of the company's business is in the Phoenix metro area, but crews will go anywhere in the state if a job warrants the travel.

What is for certain is that new technologies will be part of the company's future. While some trenchless pipe replacement solutions like pipe bursting hold no allure for the Rushings, "We definitely are going to get into more technology," according to Lindsey. "Everything improves over time, things get better, faster, stronger. We are going to have to keep investing in ourselves, our employees, and the company to stay ahead of things."

That actually was the philosophy of the senior Rushing, who since retiring has passed away. He looked out for his customers by looking into the future of work.

"He was providing better solutions to customers. That's why the company got into trenchless repair work. He knew it was a better way

to do it," Lindsey says. "Today, we know there always are better ways to do something. There's always something new." **c**

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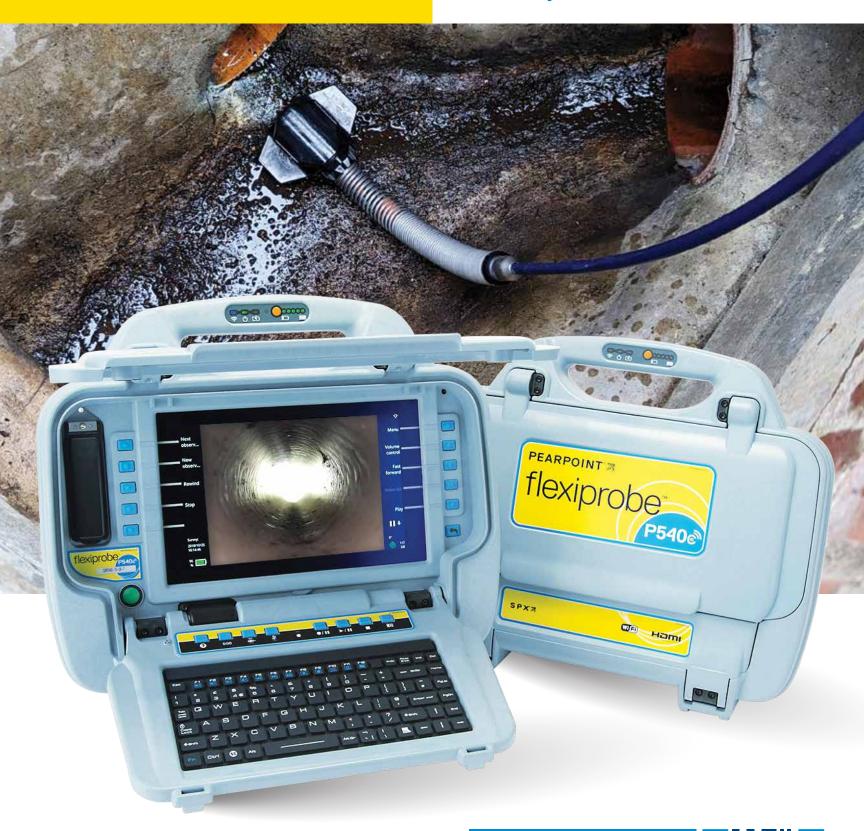




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MONEY **MACHINES**

THE PERFECT SPOT

California plumber finds a versatile trenchless solution for spot pipe repairs in the LightRay LR3 // By Giles Lambertson

O SAY MARCO ACOSTA likes his LightRay LR3 pipeline spot-repair system doesn't fully capture his enthusiasm.

"Customers just love that machine," he says. "They drool all over it. It has worked wonders for me. It is an amazing machine."

The co-owner of Handy Plumbing Man in San Carlos, California, bought the UV curing machine in early January. It paid for itself within a month, Acosta says. That's saying something because it is a \$38,000 tool. The LightRay LR3 is a collaboration between Spartan Tool and Waterline Renewal Technologies.

Handy Plumbing Man was founded in 2019 but has grown quickly. The company now numbers 38 employees and 22 service vehicles, providing residential and commercial plumbing services and sewer cleaning, inspection and repair work to the San Francisco Bay Area.



♠ Marco Acosta likes the LightRay LR3 system's ability to handle the variety of different spot-repair situations that come up in his work. "You can adapt it to pretty much anything," he says.

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SAN CARLOS, CALIFORNIA

OWNERS Marco and Amparo Acosta

MACHINE LightRay LR3 pipeline spot-repair system

Providing pipe patches in 5-, 10- and 20-foot lengths

FEATURES Capabilities for push or pull into place; high-performance fiberglass liner that comes already impregnated with non-VOC resin; 100-foot hose couples with 5-, 10- or

20-foot packers; double strand, cold LED lights for UV curing; quick disconnect for easy packer switching

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SIMPLE YET VERSATILE

The LightRay LR3 is versatile, Acosta says. It can patch lines from 3 to 12 inches in diameter and the cold packer can either be pulled or pushed into place. Furthermore, the high-performance fiberglass liner itself comes already impregnated with non-VOC resin. Refrigeration isn't necessary and the liners have a sixmonth shelf life when stored in a controlled environment between 50 and 70 degrees. Once positioned, the patch cures in as few as 10 minutes. Liners come in 5-, 10- and 20-foot lengths.

A couple communities in Acosta's service area have marshy soils where water awaits only 3 feet underground. The condition precludes some traditional pipe repair methods and also invites Shorten the relining process & save time and money We have the right tools needed for a successful relining project **Descalers Inspection cameras Knocker chains** Flexible steel shafts Spot repair kits **PipeCaster[™] Pro** Solutions, LLC SIPP (Sprayed-in-Place-Pipeling) Injection casting system for pipe rehabilitation **Cost-Effective** Plug and play No Reinstatement Resin cures within minutes Ready to ship today **Q** Colorado **Q** California

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"WITH THE SIMPLICITY OF THE TOOL AND HOW EASY IT IS TO CONNECT AND OPERATE, I GIVE AN A-PLUS TO THE DESIGNER."

MARCO ACOSTA

inflow and infiltration. Yet all that water is not a daunting prospect, Acosta says, because the LightRay LR3's LED UV system "can cure even if submerged in water."

Operating the system is a two-person job, but that doesn't mean a person must be a specialist of some kind to use it. It is extremely operator-friendly, Acosta says, noting that he's confident he could take anyone completely unskilled in the trades and teach them to operate the LightRay LR3 in a single workday.

"It's pretty simple," Acosta says. "With the simplicity of the tool and how easy it is to connect and operate, I give an A-plus to the designer."

AN EVERYDAY TOOL

Some of the spot repairs Acosta is now making with the LightRay LR3 he formerly would have handled with a traditional CIPP system, or resorted to pipe bursting or digging up the line to replace the failed section.

His crews use the LightRay LR3 almost every workday because it is "adaptable to different situations," Acosta says. "You can adapt

it to pretty much anything. At a house on a slab, for example, or a house where you don't want to cut into the flooring."

Acosta says he checked out other spot-repair systems with similar features, but the LightRay LR3 stuck out to him as the superior option. His technicians concur.

"They are always fighting over who gets to use it," Acosta says. "We had a meeting recently and talked about it. I told them we don't want the fighting, so I am buying a second LightRay LR3."

"The fact is, the LR3 has been really good to us. Using it, we rarely have to do any digging. It can go down a toilet. It has worked wonders. It's an amazing thing. Getting a second one is a nobrainer."

GLOWING ENDORSEMENT

Acosta says he will talk to anyone considering getting a LightRay LR3 and wanting an opinion.

"It will save a drain cleaner or plumber a lot of money," he says. "The investment is totally worth it. I would recommend it to any contractor." c



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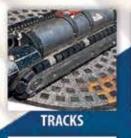
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CLEVELAND'S MARRA SERVICES FINDS A SUCCESSFUL NICHE TACKLING CHALLENGING SEWER REHAB JOBS AS A SUBCONTRACTING SPECIALIST IN SPRAY-LINING AND SLIPLINING

// By Ken Wysocky

he power of investing in specialized equipment to capitalize on a market niche is vividly evident at Marra Services.

Established in 2006, the Cleveland-based company primarily uses trenchless spray-lining and sliplining technology to rehab aging and failing sewer lines. It stands as a textbook case for how to painstakingly grow a business from the ground up. While success didn't happen overnight, the company's governing principles - do quality work, keep investing in advanced equipment and focus on providing niche services — eventually paid dividends.

"In our first year, our sales probably totaled around a couple hundred thousand dollars," says Nick Marra, vice president. "Last year we did about \$20 million in sales. We have a lot of specialty equipment that makes it easy for other contractors to hire us. There aren't a lot of companies in our markets that have this kind of equipment."

Taking the time to build business relationships also fueled growth, says Marra, whose wife, Ciara, owns the company.

"We put a lot of time and effort into building relationships with companies," Marra explains. "Earning their trust is key we make sure we do what we tell customers we're going to do. It took a while, but our 'secret sauce' was time. Everything takes time. It took years to get to know all these different people at all these different companies and build relationships with them."



TUNNEL VISION

As a fourth-generation underground infrastructure contractor, working below ground level is in Marra's blood. His great-grandfather, Angelo Marra, did tunneling work, as did his grandfather, Anthony Marra Sr., and his father, Anthony Marra Jr., owned and operated Marra Constructors, a tunneling and underground infrastructure business.

"I come from a long line of tunnelers," Marra says. "As a kid, I found tunnels fascinating. I even used to take rides on small locomotives inside some of the tunnels my dad worked on. I thought it was really cool."



"WE PUT A LOT OF TIME AND EFFORT INTO BUILDING RELATIONSHIPS WITH COMPANIES. EARNING THEIR TRUST IS KEY - WE MAKE SURE WE DO WHAT WE TELL CUSTOMERS WE'RE GOING TO DO."

NICK MARRA

Marra worked for his father for about five years before he and his wife decided to branch out on their own and focus on trenchless sewer rehab, a move his dad supported.

"We thought it was a good opportunity," he says. "I liked going into the sewers and coming up with different ways to make unique fixes — find ways to make repairs without digging up roads. For whatever reason, I just liked doing it."

A SLOW START

The company started out by doing small sewer repair jobs for the Northeast Ohio Regional Sewer District, often patching holes by hand using bagged mortar. Things slowly grew from there through word-of-mouth referrals as the company picked up work as a subcontractor for prime contractors.

"It took a while to build things up from there to where it is now," Marra says. "It took about five years before people started knowing who we were and it started to get easier to get work."

Business picked up even more around 2011 when the company started rehabbing manholes by spraying a cementitious material called shotcrete.

"It seems a little primitive now, but we were limited financially," Marra explains.

Eventually the company started spray-lining sewers with shotcrete and then got into applying geopolymer coatings, too.

"Spray-lining definitely opened up markets for us," Marra says. "We got a lot of subcontracting opportunities with companies performing big sewer rehab jobs, with spraylining just a small part of them. That equipment was a great investment."

The company's primary customers now are municipalities and larger underground infrastructure companies that subcontract work out to Marra Services.

"Big and little companies struggle to find workers," Marra says. "And big tunnel jobs have multiple sites, so it makes sense to sub some of it out so they can focus on other things."

 ${\color{red} \checkmark}$ Nick Marra is the fourth generation of his family to work in underground infrastructure. His greatgrandfather did tunneling work, as did his grandfather. And his father owned and operated Marra Constructors, a tunneling and underground infrastructure business.

MORE WORK, MORE EQUIPMENT

To perform spray-lining, the company relies on pumps made by Putzmeister, Blastcrete Equipment and ChemGrout. The Blastcrete and ChemGrout pumps are used in conjunction with two spray-lining systems from Quadex (a brand owned by Vortex Companies), including a sprayMASTER unit and an I-MARS unit.

When not using concrete, the company typically uses a Quadex product called GeoKrete, a fully structural, corrosion-

resistant and mortar-like polymer with strong bonding properties. Polymer linings offer better protection from noxious gases that build up in some sewers, Marra says.

The company also owns an epoxy spray rig from CJ Spray, used with Graco pumps; dewatering pumps made by D&D and Xylem;

Marra Services has established a niche with spraylining and sliplining, primarily serving municipalities and larger underground infrastructure companies that subcontract work out to Marra Services.

seven rough-terrain cranes from GROVE (a brand owned by The Manitowoc Co.), Link-Belt Cranes and Broderson Manufacturing Corp.; and Caterpillar excavators and skid-steers, Volvo Construction Equipment loaders and Doosan excavators and a KAISER PREMIER AquaJet water recycler.

Investing in spray-lining systems is expensive. The sprayMASTER system cost about \$65,000, Marra says, while the I-MARS system cost around \$500,000, which included training

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 $\stackrel{\textstyle <}{\scriptstyle \sim}$ Nick Marra and Chris Berger, general supervisor, at a job site in Cleveland. The piping stacked behind them is part of a 20,000-foot-long sanitary sewer project.

expenses and an RMX-5000 mortarmixing and pumping unit.

Was he nervous about the I-MARS expenditure?

"Sure I was," he laughs. "But I also was confident we'd be able to put it to work, and you have to take risks as a business owner. That machine has stayed busy and paid for itself in the long run."

SLIPPING INTO GROWTH

The company's expansions into spray-lining and then sliplining happened organically, not by design, as customers requested services. Part of the growth stemmed from the fact that many companies don't like to do confined-space work, Marra notes.

"There's a lot of risk in what we do, too," he says. "When things break down

"SPRAY-LINING DEFINITELY OPENED UP MARKETS FOR US. WE GOT A LOT OF SUBCONTRACTING OPPORTUNITIES WITH COMPANIES PERFORMING BIG SEWER REHAB JOBS. WITH SPRAY-LINING JUST A SMALL PART OF THEM."

NICK MARRA

Aside from making the company more attractive to prime contractors who don't necessarily want to buy such specialized equipment, Marra says the equipment investments also served another purpose: The high cost can make competitors think twice about entering the niche market.

Moreover, because not many companies are similarly equipped, it allows the business to command a premium price for its services, he says.

and you're 50 to 100 feet underground, you can find yourself in some real trouble. Or a pop-up rainstorm occurs and all of a sudden you have live sewage flow coming at you."

Furthermore, the work can be very difficult. For example, the company is currently sliplining roughly 20,000 feet of an egg-shaped, approximately 54-inch-tall by 40-inch-wide sewer line in Lakewood, a suburb of Cleveland. The clay pipeline is falling apart,

SWEET STRATEGY

lmost every job is difficult when it comes to spray-lining or sliplining aging sewer lines.

But even after rehabbing tens of thousands of feet of sewer lines using these techniques over the years, it's still easy for Nick Marra, vice president of Marra Services, to pick out the most challenging job the company has ever tackled: sliplining a large-diameter, roughly 1,900-foot-long sanitary sewer interceptor line in Detroit.

"We sliplined a 17 1/2-foot-diameter sanitary concrete pipe that was deteriorating from gas fumes," he says. "The 16 1/2-foot-diameter pipes we used for sliplining were the largest-diameter pipe we're ever worked with. It was a very difficult job — easily our most challenging project, without a doubt."

In addition, the utility that owns the sewer, the Oakland-Macomb Interceptor Drain Drainage District, wanted to use three different kinds of 16 1/2-foot-diameter, bell-and-spigot pipe for the roughly \$16 million project. They want to see which one performs better over time: fiberglass-reinforced plastic pipe from Channeline International, precast polymer cement pipe from P3 Polymers or carbonfiber pipe from QuakeWrap.

Channeline pipe manufactured in 7-foot-long sections was used for most of the sliplining — about 1,600 feet. The rest of the pipe was lined with about 180 feet of 6 1/2-foot-long sections of RockHardscp pipe and around 180 feet of 14-foot-long sections of QuakeWrap pipe, Marra says.

Work crews left about 3 feet of space between the end of one kind of pipe and the start of another kind of pipe, then used a spray-lining system from Quadex (owned by Vortex Companies) to seal those transition areas with GeoKrete, a Quadex polymer coating.

"The sewer line had curves in it, too, so Channeline had to custom-make angled pipe sections so it would fit in the curves," Marra says.

In addition, work crews had to excavate a roughly 35-foot-diameter and approximately 50-foot-deep access shaft, remove the top of sewer line, clean the pipe, make spot repairs before installing the liners and then fill the annular space between the new pipe and the host pipe with a nonstructural, lightweight grout.

It took about two years to repair the section of sewer line, which is part of the sprawling Oakland-Macomb interceptor system. It consists of roughly 42 miles of sanitary sewer lines that serve about 850,000 residents in 25 municipalities in Oakland and Macomb counties. Officials decided to use sliplining because the flow of sewage in the line could be shut off only temporarily for portions of a day.

"We've done a lot of sliplining and grouting before, but just not this size or scale," Marra says. "We enjoyed the challenge, for sure."





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>>> For its work, Marra Services typically uses fiberglass-reinforced plastic pipe made by Channeline International or HOBAS Pipe USA or HDPE pipe.

➤ Nick Marra, owner of Marra Services, stands in front of the company's KAISER PREMIER AquaJet water recycler.





"THERE'S A LOT OF RISK IN WHAT WE DO, TOO. WHEN THINGS BREAK DOWN AND YOU'RE 50 TO 100 FEET UNDERGROUND, YOU CAN FIND YOURSELF IN SOME REAL TROUBLE."

NICK MARRA

making it a poor candidate for spray-lining, Marra explains.

So instead, company crews are using sliplining technology, in which a pipe slightly smaller than a damaged host pipe is installed in sections inside the host pipe, and the annular space around it is filled with grout. Marra Services usually uses fiberglass-reinforced plastic pipe made by Channeline International or HOBAS Pipe USA or HDPE pipe.

"We're doing the work under flow, which makes the work very challenging," Marra says. "Plus our guys can't even stand up inside a pipe that size. They also have to manually push the pipe-carriers, which we fabricate in-house, because you can't have a diesel engine running inside a pipe that small. Pushing it by hand is very difficult work."

The company is using fiberglass-reinforced pipe from Channeline, which comes in 8-foot sections. Crews can install anywhere from 10 to 25 sections per day, depending on how far away they are from the roughly 12 access pits, which are about 20 feet in diameter and range from 20 to 90 feet deep, Marra says.

The project was started late 2023 and is expected to finish toward the end of 2025, he says.

SEWER SOLUTION PROVIDERS

As Marra looks back at the past 18 years, he says he can't help but be somewhat amazed at how the company has grown after starting out with only two pickup trucks, an enclosed trailer and five employees, including him and his wife. The company currently employs about 40 people.

"It's very cool to look back and see what we've accomplished," he says.

About five years ago, the company expanded further by opening a facility in Detroit. As such, the business now primarily serves customers in Michigan and Ohio, Marra says.

"A job came up in Detroit that fit our capabilities," he explains. "We liked working here and we liked the people, so we kept going. Our workforce is pretty evenly split between Detroit and Cleveland."

Looking ahead, Marra envisions more growth, but probably without further geographic expansion.

"I'd say we're definitely in growth mode — hoping to get a bit



bigger," he says. "There's a lot of work out there. The sewers in Detroit and Cleveland are 100-plus years old, so they're in constant need of repair. And we're looking forward to being a part of the solution." **c**







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TOUGH

SLIPLINING CHALLENGE

City of Portland and its hired contractors successfully take on the task of rehabbing a 4,000-foot-long section of century-old deteriorating stormwater infrastructure // By Giles Lambertson

HERE ARE LARGE-DIAMETER pipeline projects in which huge and heavy sections of pipe are wrestled and fitted into place. Then there are confinedspace, close-tolerance pipe-laying projects where exactness and precision are paramount engineering concerns.

The Portland Bureau of Environmental Services simultaneously undertook both in 2020. The Oregon city's \$11 million rehab of a 4,000-foot-long section of stormwater line was a test of engineering imagination, administrative expertise and the cooperative spirit of municipal and private sector organizations.

"It was a toughy," says Don Poletski, construction manager for the Bureau of Environmental Services. "The pipe fought us every step of the way."

"All the way" constituted about 4,000 feet through a 100-plusyear-old brick tunnel that was less than an inch larger in places than the sliplined pipe, contained several challenging curves and was under a constant flood watch.

The good news: Despite an onslaught of challenges, the undertaking was completed on schedule, under cost and without loss of life. Today, the rehabbed segment of the city's stormwater system is functioning "exceptionally well," Poletski says. "We knew if we could

James W. Fowler Co.

Portland, Oregon

Sliplining a 4,000-foot-long section of deteriorating century-old brick stormwater tunnel

get it in there that it would perform really well. And it has."

GETTING LUCKY

It's called the Taggart Outfall and is a 6-mile-long section of stormwater pipe constructed of brick over a century ago in a southeast section of Portland. The area was undeveloped in 1908 when construction crews tunneled through it, loosening soil with dynamite and hauling it away with

« A 108-inch-diameter section of fiberglassreinforced pipe is maneuvered into place during sliplining of the Taggart Outfall in Portland, Oregon.



horse-drawn carts. In places, the tunnel resembled a mining shaft a hundred feet deep with an air shaft running down to it to make it breathable.

In this underground space, the original construction crew methodically laid three concentric circles of brick against a wood form, working in groundwater that infiltrated the tunnel constantly. The subterranean storm sewer meandered with the topography and, as it approached its terminus with the Willamette River, almost doubled in size to nearly 10 feet in diameter. The 4,000-foot section most urgently needing repair was in this larger-diameter portion of the pipe.

- The 4,000-foot-long project required 300 sections of pipe. It was a slow process -14 sections of pipe were the most installed in any one day.
- ➤ The 6-mile-long Taggart Outfall was built of brick 116 years ago.



"A hundred years is a long time," Poletski notes. "The pipe had heavily deteriorated. It was safe enough to put workers inside it, but it was near the end of its service life."

Planning to rehabilitate the pipe began in 2014 when the city selected a design consultant, Jacobs Engineering. Over the next

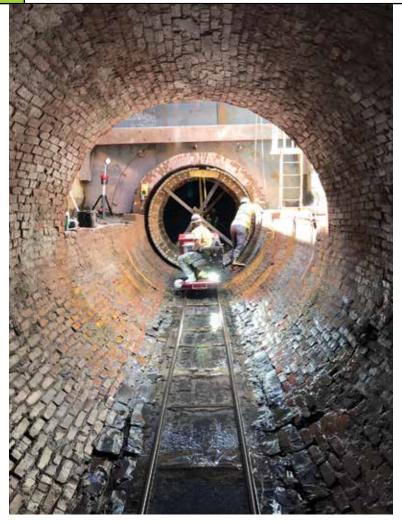
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TOUGH



To maneuver sections of pipe into place, a battery-powered mining locomotive ran on 2-inch tubular steel tracks bolted and grouted into the bottom of the brick

half-dozen years, engineering work on the project was split about 50-50 with the bureau's in-house engineering staff. Fourteen different methods of repairing the pipe were considered by the team. Because the area above the sewer had fully developed in the intervening century - populated with 18,000 homes and 1,500 industrial properties — open trenching was out of the question. One solution — bolting together short sections of curved steel plating inside the brick sewer — was possible, but not a popular option.

"Nobody wanted to do that," Poletski says. "It was a 20thcentury solution and had we chosen that method, we would still be there bolting plates together."

Furthermore, the thick steel plating would have reduced the diameter of the sewer, lowering the flow capacity of a line already running full at times. Then the project team had some luck. A

"THE MOST IMPRESSIVE ACCOMPLISHMENT WAS THE TEAMWORK WE ALL DEVELOPED. WE ALL WANTED THE BEST SOLUTION GIVEN THE CONSTRAINTS. WE BELIEVED IN EACH OTHER. WHEN YOU HAVE A TEAM THAT HAS BOUGHT IN. **EVERYTHING IS SOLVABLE."**

DON POLETSKI

commercial property that straddled a segment of the pipe and had been scheduled for development unexpectedly became available.

"We were able to use it after all and it totally changed the picture," Poletski says.

This good fortune let the engineers pursue a first-choice method of repair: sliplining the brick pipe with short sections of fiberglass-reinforced pipe inserted through a hole opened on the property. The low-bid contractor, James W. Fowler Co., acquired a lease on the land and went to work. Removing some 40 feet of soil above the pipe, the contractor exposed the three-ply brick sewer and sawed open the top of it.

But sliplined pipe still raised the same concerns of a reduced flow in the sewer. For 18 months, the issue was researched using flow monitors and computer modeling, a period Poletski recalls with evident exasperation.

Finally, it was determined that, though the diameter of the pipe would be less, the interior surface of the fiberglass-reinforced pipe was slicker than that of the brick face of the old sewer. Consequently, the flow rate would be slightly increased, offsetting the lessened capacity. Reassured, engineers pressed on.

SLOW PROCESS

With the old sewer ready to receive the new pipe, things got interesting. The issue was tightness. A \$200,000 laser scan of the sewer had determined how long a section of fiberglass-reinforced pipe could be maneuvered through the old brickwork. The answer was an 8-foot-long pipe with an outside diameter of about 108 inches.

To test this premise, a wood mock-up of the pipe was constructed, assembled inside the old brick sewer and winched through the sewer. "Pinch points" were painstakingly navigated, including the curves. The biggest issue was a 270-foot section where brickwork had been reinforced using the aforementioned boltedtogether curved steel plating. The internal strengthening was required when an industrial building was constructed in 1959 on the property above the sewer. C O N T | N U E D >>







TOUGH

Clearance of the mock-up through this steel section was less than an inch. It required the grinding down of the heads of some bolts to allow passage, yet it did pass through, giving a final green light to engineers. A full week was spent moving the first fiberglass-reinforced pipe section through the narrowed area.

How to move the pipe sections through the old sewer then became the problem. The contractor had planned to use a modified telehandler. However, even an expert equipment operator could find it daunting to maneuver a 3-ton, 8-foot-long section of pipe through a tunnel just

a few inches larger in diameter without periodically ramming the leading edge of the pipe into the brickwork.

The solution was a locomotive. Specifically, James W. Fowler Co. suggested using a battery-powered mining locomotive that would run unerringly on 2-inch tubular steel tracks bolted and grouted into the bottom of the brick sewer. A LIDAR scan determined exact placement of the tracks to keep the locomotive and sections of pipe centered and away from surrounding brick walls. A month was required just laying the track.

The locomotive solution was especially appealing because this process of transporting pipe sections would have to be replicated 300 times — that's how many individual sections were to be installed.

"The locomotive gave us a solution that was repeatable," Poletski says.

A battery-powered locomotive, instead of diesel-powered, was necessary because of the confined space in which it would be

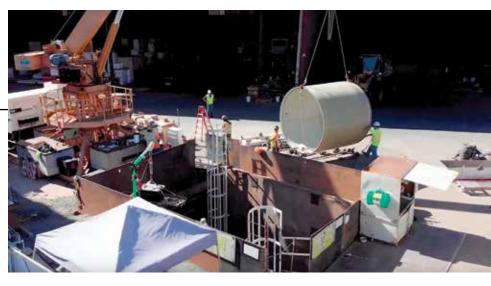
Insertion of the fiberglass-reinforced pipe began with crews working 24/7. It was a slow process. Poletski says 14 sections of pipe were the most installed in any one day. The curves in the line required shorter sections of pipe — the shortest being 3 feet in length — and with different bevels on inside and outside edges.

"It was a tremendous challenge fitting the pipes together," Poletski says.

Ends of pipe were seated securely using a jacking system. Every 100 feet, grout was inserted between the outside of the sliplined pipe and the old brick sewer, effectively bonding the two structures for extra stability.

COMING TOGETHER

The project experience was made more intense for everyone by the arrival of COVID just as actual construction began. The immediate impact was limitations on gatherings by engineering staff and some virtual management of team members. The pandemic



imes A commercial property that straddled a segment of the pipe and had been scheduled for development unexpectedly became available, allowing officials to pursue the sliplining solution.

also sequestered many residents in their homes, which led to more construction noise complaints than usual. But Portland residents were generally supportive of what they came to understand was not a typical utility project.

A wildfire outside Portland also added to the headaches at one point, reducing air quality to dangerous levels. But flooding was the biggest chronic worry. The large-diameter storm sewer served a watershed that was capable of filling the nearly 10-foot-diameter sewer with water within an hour. To reduce the flood danger, the project was scheduled during a relatively dry season in rainy Oregon, with construction crews working 24/7 to get the job done during the season. Weather conditions were constantly monitored and the approach of a summer storm had people scrambling to get out of the pipe.

"One time a random storm came in and we had to evacuate," Poletski recalls. "We got everyone out of the tunnel eight minutes before it flooded."

A related aggravation was the occasional illicit dumping of toxic substances into the sewer at night. The pipe always had 3 or 4 inches of flow, which workers got used to having at their feet, but the water would carry the toxic stuff to them. One night an apparent 55-gallon dump of toxic fluid led to an evacuation.

"The most impressive accomplishment was the teamwork we all developed," Poletski says. "We all wanted the best solution given the constraints. We believed in each other. When you have a team that has bought in, everything is solvable.

"It was really, really important to come up with the best technical solution, one that would give the best service life and so on. We accomplished that despite an incredible amount of adversity. The pandemic. A massive log fire at one point when air quality was bad. We succeeded through teamwork, trust and talent, the three Ts. It's said you can't have all that in a low-bid environment. We proved that you can." c

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BUSINESS

RALLY CRY

Inspiring others is an important part of business leadership and to do so there are certain action items that should be part of your everyday practices // By Jim Bouchard

EOPLE PERFORM AT THEIR BEST when, and only when, they know their leaders care, their work has meaning, and they have the chance to learn, grow, and develop. You've got to inspire, empower and guide them.

Let's focus on the first discipline in this process — inspiring

"Inspire" is defined as the discipline of reaching people's hearts. Contrast that with "motivation," which is actually appealing to people's heads. Rather than trying to create transient material reasons to reach expectations, focus on connecting on a deep emotional level to inspire people to blow expectations out of the water and embrace a continual process of learning, growth and higher levels of performance.

The biggest challenge encountered in teaching leaders on how to inspire others is the false assumption that to inspire, you need to do something grand. Too often you look for that uplifting speech, the compelling memo, or the occasional heroic act. All of this is fine when it happens, but inspiration should be a daily practice. And it more often takes on an unassuming form and is quite often unnoticed in the moment.

Here are five action steps you can take to inspire people to do their best.

#1 LEAD BY EXAMPLE

There is nothing more inspiring to others than your example. It can mean you made a great, impactful speech or did something

THE BIGGEST CHALLENGE ENCOUNTERED IN TEACHING LEADERS ON HOW TO INSPIRE OTHERS IS THE FALSE ASSUMPTION THAT TO INSPIRE, YOU NEED TO DO SOMETHING GRAND.... IT MORE OFTEN TAKES ON AN UNASSUMING FORM AND IS QUITE OFTEN UNNOTICED IN THE MOMENT.

amazing, but more often it is what you do every single day. It's what you do that people can count on.

Simply put, model the behavior you expect from others. "Do as I say, not as I do" does not work on children, and it certainly doesn't work with the people who look to you for leadership.

Make a list of the most important characteristics, behaviors, expectations and traits you expect from your people. Make sure you check all the boxes on that list yourself.

#2 SHOW THEM YOU CARE

Frankly, if you don't care, don't bother.

Do you take the time to show a genuine interest in the people you employ? This means understanding their personal goals, interests, challenges and concerns. Carve time into your schedule to meet with reports -- not just to talk business but to develop a deeper understanding of them as human beings.

#3 EXPRESS APPRECIATION

How did you feel the last time someone thanked you for a job well done? On the flip side, studies show that a lack of appreciation — real or perceived — is one of the most common reasons given for disengagement or leaving a job.

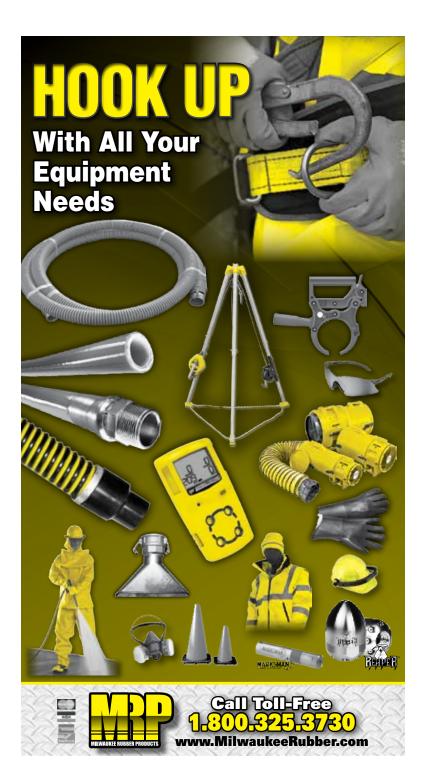
Even the smallest expression of gratitude can elevate a person's mood, mindset and performance. Public recognition and acknowledgment can inspire them to unimagined levels. Too often leaders lose the opportunity to share gratitude simply because there are too many other priorities at any particular time. Again,

> gratitude must be a discipline. You have to prioritize it and carve it into your leadership practice.

> It's amazing how much a few words of encouragement and appreciation can inspire.

#4 SHARE

Leadership is sharing. A leader shares. Almost anything else you talk about regarding leadership





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centers on what you're willing to share and how. If you want to touch people's hearts, there are some essentials you must share unconditionally: respect, trust and loyalty.

Unconditionally means no expectation of return. Too often you'll hear something like this: "I'll show respect when that person deserves it." No. You're a leader. You go first.

First and foremost, respect, trust and loyalty are a leader's most important assets. What can you possibly accomplish without the respect, trust and loyalty of the people you employ?

To get these things, you must give. You will not always get a direct return on your investment here. But as you make sharing these things a discipline, you will inspire those who feel empowered by your expression of respect, trust and loyalty. In those cases where there is no return or worse, you will inspire people with your consistency, generosity and courage.



Two other things that inspire people when you share are power and authority. Now these may not be unconditional. You need to manage how much power and authority you share, not to be proprietary, but to ensure that you don't set up people for failure if they're not yet ready to take on more.

Having said that, power and authority only expand through sharing, unless of course you're working all by yourself. The very act of trusting others with more power and authority is incredibly inspirational.

Make a list of what you're willing to share and with whom. Then do it.

#5 GIVE THEM TIME

Everyone knows that the most precious commodity anyone has is time. Any moment you're willing to give another person can inspire not only that person, but others as they see your willingness to share your time.

Make sure it's sincere. This is not just time for time's sake. Use this time to implement any or all of the other action steps on this list. More often than not, have an objective or goal in mind, though it's not bad once in a while to focus more on showing a personal interest or just see what happens in the moment.

Again, this can be pushed aside in a busy schedule. It must be a priority to meet with employees on a regular basis and give them some of your time.

Long ago the Chinese philosopher Lao Tzu said, "The wise man does not lay up his treasures. The more he gives to others, the more he has for his own."

This is a powerful strategy for leadership. You'll notice that every one of these action steps involves giving and sharing. What you are sharing as a leader, ultimately, is your "self." Sharing your true self with others is what leadership is all about. That's what will most inspire others to share in kind.

As a leader, your goal is to touch the hearts of many, not just one. That's how you rally people together to advance the cause of the group. And that's a leader's most fundamental job. **c**

Jim Bouchard is an internationally recognized speaker, leadership activist and founder of The SENSEI LEADER Movement. He's the author of eight leadership books and hosts Walking The Walk, a podcast highlighting compassionate, engaged leaders from all areas of business, diverse cultures and experiences. Bouchard's programs are an inspirational and interactive exploration into the importance of human-centric leadership. Visit armstrongspeakers.com.







PRODUCT FOCUS



PIPE LINING METHODS AND PROJECTS

By Craig Mandli

>>> CIPP EQUIPMENT AND MATERIALS

1 // EMAGINEERED SOLUTIONS THE SHOOTER

THE SHOOTER from EMAGINEERED SOLUTIONS is a continuous air-inverter for CIPP. THE SHOOTER 12 has a range of 4 to 12 inches and up to 15 inches with the conversion kit, as well as a knife gate for after the liner tail passes. It comes with either the self-lubricating hand truck or basic non-oiler cart. THE SHOOTER 24 for 15 to 24 inches is trailer-mounted and comes with a knife gate and remote operating station on the fender. An optional conversion kit expands its range from 6 to 24 inches. Additional equipment offered includes full steam packages with portable dry steam generators, steam hose, A and B stations, water cure flanges and LED UV Y adapters. 541-504-0416; www.theshootercipp.com



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3 // DITCH WITCH WARLOCK W12

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4 // DYNABLAST PRATISSOLI KTX SERIES

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5 // GAPVAX VHX SERIES

The GapVax VHX Series hydrovac is designed for optimal weight distribution, improved safety features and improved performance. The debris body is 7.5 cubic yards, offering a 15,000-pound payload. The low profile (12 feet, 2 inches) makes it suitable for all-around hydroexcavation projects. The vacuum system with single mode wet/dry filtration is quiet, reliable and simple, according to the maker. It includes a 4,000 cfm positive displacement blower, 600 hp transfer case with air-shift engagement and ultra-quiet air injection, and discharge silencers. This filtration design includes a top-loading debris tank, 14-inch stainless steel float-ball shut-off, efficient centrifugal cyclone separators and long-lasting filter bags. It is equipped with a 12 gpm, 3,000 psi water system with optional 200 cfm air compressor system. A full-tilting debris body, over 45-degree dump angle and full-opening tailgate promote fast unloading and easy clean-out. The 8-inch telescoping VHX boom offers a 22-foot reach with 15-degree downward pivot. 888-442-7829; www.gapvax.com

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7 // HYDRA-FLEX MACHETE

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8 // RIVAL HYDROVAC T7 TANDEM AND T10

The T7 Tandem from Rival Hydrovac was designed primarily to be loaded with debris and drive within legislated road limits with most types of debris on board. The unit comes standard with a scale that reads real-time weights in the cab and on the wireless remote. The T10 is built with the same features and operating system, but with larger capacities and components. It is for both utility and industrial work and is available in three chassis layouts to meet weight restrictions in a given area. An air compressor option allows for excavating with air when required, while a truckmounted coring system allows for removal of hard surfaces prior to nondestructive excavating. 403-550-7997; www.rivalhydrovac.com

PRODUCT FOCUS

9 // SUPER PRODUCTS MUD DOG 700

Mud Dog 700 vacuum excavators from Super Products are designed to meet the challenges of compact, urban projects as well as large-scale excavation projects. They offer a compact footprint for excavation in urban environments while maximizing payload and maintaining the power and precision that larger units offer. The unit features a 7-yard debris body and 600-gallon water tank. This model comes standard as a dump body with an electric vibrator offering a 50-degree dump angle with the capability of dumping into a 48-inch container. Additionally, it is equipped with a rear-mounted, extendable, 8-inch-diameter boom that reaches 18 feet, has 270-degree rotation and pivots 10 degrees downward, which minimizes job site restoration and eliminates traffic congestion near roads. 800-837-9711; www.superproducts.com



10 // TRUVAC TRXX

The TRUVAC TRXX, a compact yet powerful vacuum excavator trailer, is engineered to handle a multitude of tasks across various work environments with ease. Its design promotes nondestructive, portable and adaptable solutions for a broad spectrum of applications. It is designed as the ultimate tool for municipal, commercial and residential projects, setting a new standard for safe excavation practices, venturing into territories such as landscaping and plumbing where the bulk and expense of a full-sized truck are neither feasible nor efficient. 815-672-3171; www.truvac.com



11 // VAC-CON X-CAVATOR

The X-Cavator hydrovac from Vac-Con includes a cold-weather enclosure for the water systems and control panel as well as an interior area for operator seating and workspace. Unit filtration is based on the Titan combination machine, with a single-cyclone design and final cartridge-style filter. The redesigned boom is lightweight and flexible, rotating 310 degrees around the unit and moving plus 45 degrees and minus 22 degrees vertically. The durable rubber hose material can withstand harsh environments, according to the maker, and has a reach of 26 feet. 904-284-4200; www.vac-con.com



>>> PIPELINE REHABILITATION/LINING

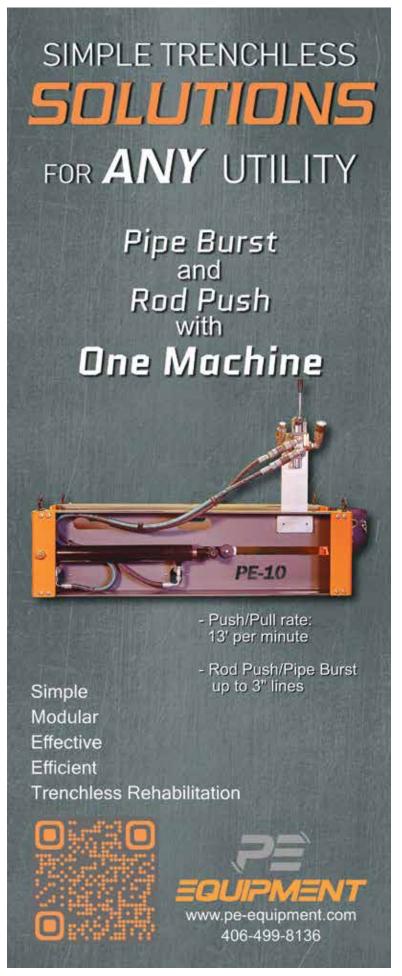
12 // ARIES INDUSTRIES TEST AND SEAL GROUTING SYSTEM

The **Test and Seal Grouting System** from **Aries Industries** reduces setup time and provides efficient hands-on control to quickly seal leaking joints. Grout — pumped to a leaking joint — flows through the leak, sealing the surrounding soil to form an impenetrable barrier. Sixtygallon tanks and continuous-duty mixers provide high volume to seal large voids. Reels for fast deployment and retrieval, as well as high-power winches, quickly move the packer from joint to joint for high productivity. The unit's 800 feet of color-coded hose allows for long runs. The truck comes with a bench, storage and room to work. The operator tests and seals the joints while working in the control room, where test data and the sealing process are easily viewed, recorded and logged. 800-234-7205; www.ariesindustries.com









PRODUCT FOCUS

13 // AVANTI INTERNATIONAL AV-100

AV-100 chemical grout from Avanti International is used to rehabilitate storm and sanitary sewer systems by eliminating infiltration in manholes, mainlines, joints, laterals and lateral connections, and before or after various forms of CIPP lining. It is injected after lining seals in the annular space between host pipe and liner, and lateral reinstatement, which are the primary sources of infiltration. It is an ultralow-viscosity, chemically reactive gel with a similar viscosity to water. It can permeate anywhere water can travel and has adjustable cure times from seconds to hours, creating an effective, long-lasting water barrier while providing soil stabilization. 800-877-2570; www.avantigrout.com



14 // FLOW-LINER SYSTEMS NEOFIT+PLUS EXPANDABLE PRESSURE PIPE

Neofit+Plus Expandable Pressure Pipe from Flow-Liner Systems is a trenchless technology that creates an impenetrable barrier between drinking water and the existing host pipe. Host pipes (like lead and copper) can leach dangerous levels of toxic materials into drinking water. The Neofit+Plus EPP structural material has been scientifically proven by examining extensive hydrolysis testing, indicating it will last well over 100 years. It often only requires a single small access pit, saving yards, trees, sidewalks and floors from demolition. The speedy process allows for many installations a day and immediate return to service. 800-348-0020; www.flow-liner.com



15 // FORMADRAIN FORMAPOX 101

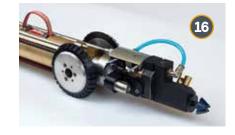
Formapox 101 from FORMADRAIN is a durable steam-cured liner that eliminates the mess and cost of traditional dig-and-replace methods. It is made from a watertight, thin, yet extremely strong composite material and a specially formulated resin. The liner is bright blue in color. It is the mainstay of the company's pushed- or pulled-in-place, steam-cured, fiberglass and epoxy underground pipe repair system. It can be used in line sizes from 2 to 48 inches. The repair is so thin that pipes sustain their original flow capacities, even with a liner installed in such small diameters. 888-337-6764; www.formadrain.com



>>> REINSTATEMENT CUTTERS

16 // CUES CURRAHEE CUTTERS 2.0

Currahee Cutters 2.0 from CUES provide a number of solutions for pipe inspection and rehabilitation — from clearing blockages, debris, protruding laterals, and roots, to reinstating laterals in a CIPP liner. The cutters function in a range of 5.25- through 12-inch pipe, are equally effective in CIPP or fold-and-form liners and can be installed on a K2 truck-mounted cutter system. The system performs optimally using 1,000 to 1,500 feet of cable and is operated with the CUES gamepad controller. 800-327-7791; www.cuesinc.com



>> UV CIPP

17 // HAMMERHEAD TRENCHLESS BLUELIGHT LED

The Bluelight LED CIPP lining system for laterals and small drainpipes from HammerHead Trenchless uses a specially formulated resin that only cures under light in the "blue" wavelength, giving installers a significantly longer working time between liner wet-out and curing. Once installed, the automated curing system pulls the LED light head through the liner, curing the resin almost instantly — up to five times faster than other methods. Instead of waiting hours for the liner to cure, a 50-foot sewer line could be fully cured in under 10 minutes. 800-331-6653; www.hammerheadtrenchless.com

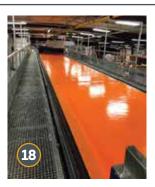


18 // OMEGA LINER

Omega Liner is a high-strength GRP UV-cured liner for trenchless rehabilitation of water, wastewater and stormwater piping systems. It is constructed with ECR (corrosion-resistant) fiberglass and advanced UV resins, and it uses unsaturated polyester or vinyl ester resins for environmentally conscious projects. It is offered for both circular and noncircular pipes from 6 to 66 inches, has a 6-month shelf life, conforms to ASTM F-2019, and meets and exceeds ASTM F-1216. Factory training and support is available, with a small equipment footprint and increased efficiencies. 605-558-1020; www.omegauvpipe.com



SpeedyLight+ from Pipeline Renewal Technologies uses UV light to cure felt or GFRP liner for trenchless rehab of 2- to 24-inch pipes at speeds up to 4.92 fpm. It can line 90-degree bends as well as transitions and verticals. Resins used with LED UV cure are free of styrene and amines (and the odor) so projects are less disruptive to communities and businesses. Integrated cameras show what's happening underground, giving operators the ability to control the speed and accuracy of the cure. There are no working time considerations, as you turn the light on and off any time to stop or start the cure. The system has a 328-foot reach. 866-936-8476; www.pipelinert.com c











RTX INDUSTRIAL PUMPS

1450 N version 30x80mm solid shaft. 8-40 GPM at 1500-4350 PSI ratings. Note: Available in 1750 RPM.



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RTX STAINLESS STEEL PUMPS

1450 N version 30mm solid shaft. RTX-SS-100.100N 26 GPM at 15000 PSI. RTX-SS30.500 8 GPM at 7250 PSI. Note: Available in 1750 RPM.



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CASE STUDIES

PIPE LINING METHODS **AND PROJECTS**

// By Craig Mandli

SWIFT AND SILENT SEWER REHAB UNDER APARTMENT COMPLEX



PROBLEM / The wastewater pipes under an apartment complex in Hollywood, Florida, had to be repaired. There was 68 feet of 6-inch pipe that required rehabilitation with only one access point available.

SOLUTION / Pipelining Technologies rehabilitated the wastewater pipes in the building using BRAWO SYSTEMS equipment. BRAWO SYSTEMS provided on-site technical support for the installation of the BRAWOLINER using the Magnavity SX light-curing system. The wastewater pipes to be rehabilitated were first thoroughly cleaned to ensure optimum adhesion of the liner. The liner was inverted into the pipe through the single access point. The liner was cured using special lighting technology.

RESULT /By using only one access point and not having to carry out any demolition work, the tenants of the apartment complex were hardly disturbed at all. The entire refurbishment was completed in a very short time. After cleaning, it took under 60 minutes for the work to be completed. The use of light to cure the liner meant that the rehabilitated wastewater pipe could be put back into operation quickly. 240-796-5007; www.brawosystems-usa.com

USING A RECYCLER COMBINATION UNIT IN A ARGE-DIAMETER PIPE

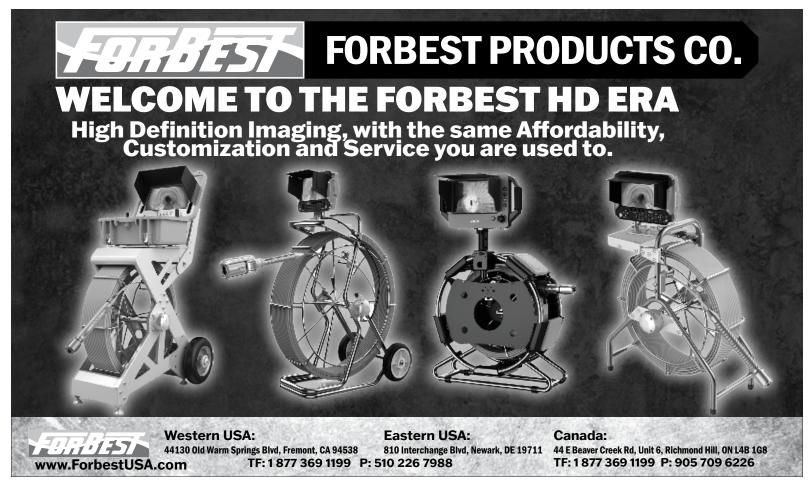


PROBLEM / A West Coast municipality was in the planning stages of replacing a 52-year-old, 568-foot, 36-inch trunk line that fed the city wastewater treatment plant due to the need for more capacity. The city had been unable to clean this pipe with traditional methods due to heavy contamination of debris and grease.

SOLUTION / The Kaiser Premier AquaStar was utilized on this line to demonstrate the recycler's ability to operate without running out of cleaning water. The AquaStar worked the line nonstop for 5 hours utilizing a step-clean method every 50 feet, successfully cleaning 450 feet of pipe. The recycler processed over 22,000 gallons of recycled fluid for cleaning with only a single 700-gallon freshwater fill-up. The end-of-day offload was approximately 8 yards of decanted, compacted material from the bottom of the pipe. As an unforeseen benefit, every time the floor cleaner nozzle broke into new material there would be a release of hydrogen sulfide gas. This sparked a revelation by the municipality that the \$750,000 annual spent on product for chemical mitigation of hydrogen sulfide could be reduced by investing in an AquaStar due to its ability to stay on task for extended periods and clean all the material out of the pipe.

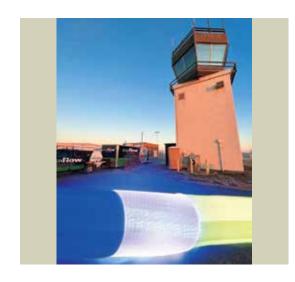
RESULT / The municipality was finally able to clean this difficult pipe instead of the costly replacement of the trunk line and reduce the cost and use of chemicals. 970-542-1975; www.kaiserpremier.com [[N] | N | E | >>





CASE STUDIES

UV LIGHT SHINES THROUGH AT FAA TOWER



PROBLEM / The FAA tower at a regional airport in Nebraska faced severe issues with persistent sewer smells disrupting staff and operations. An inspection revealed a significant leak in the risers due to a crack on the third floor, allowing sewage to seep down, threatening the building's integrity and the health of the staff. Pipe replacement would have required a multi-day shutdown, significantly impacting airport operations.

SOLUTION / Seeking a more efficient solution, airport staff reached out to **NuFlow** Nebraska, known for its noninvasive pipe rehabilitation expertise. A comprehensive inspection found 45% of the system was compromised by heavy scale buildup and corrosion. NuFlow Nebraska proposed NuCure UV CIPP lining technology to minimize disruption and ensure a durable repair. The project, executed in harsh winter conditions with temperatures dropping to -10 degrees F, showcased the versatility of NuCure UV technology. The UV light curing process proved to be both efficient and effective. Once the liner was in place, the UV lights were activated, curing the resin in a rapid 10-minute cycle. The UV method accelerated the project timeline and ensured a consistent, high-quality cure. The system also allowed the team to prepare liners in advance, enabling a calm and controlled installation despite the extreme cold.

RESULT / The project was completed in only two days without disrupting day-to-day operations at the airport. Impressed by the efficiency, the airport plans further rehabilitation using the technology, ensuring smooth operations and a healthier environment for staff. 866-430-2134; www.nuflow.com

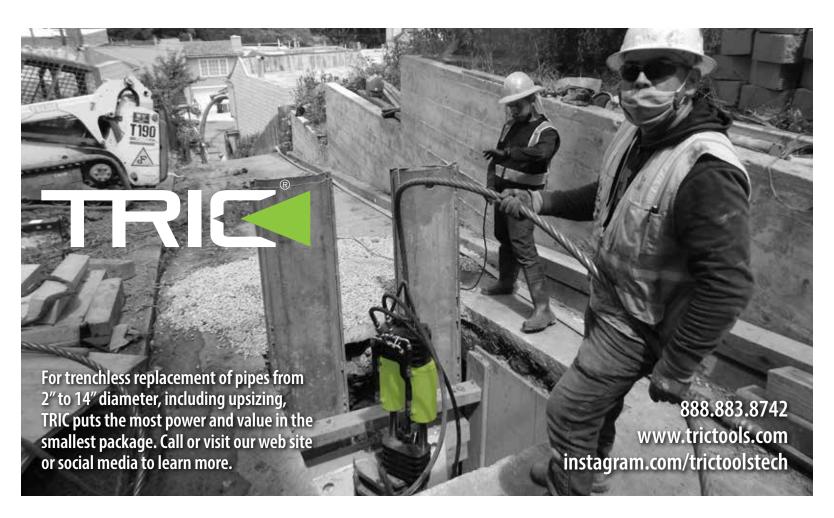
LINING METHOD A FIT FOR METRO AREA'S SEWER REHAB



PROBLEM / A major metropolitan area in the southwestern United States was looking for alternatives to traditional rehabilitation methods that would specifically reduce or eliminate environmental impact, provide more consistent results and handle lining through unconventional access points. This particular municipality had the issue that sanitary lines did not terminate at a manhole, but rather cleanouts.

SOLUTION / After assuring the owner of the system that **Thermoform** could handle the specific requirement, Thermoform Liner from Warrior Trenchless Solutions was selected for a 6,000-foot sanitary pilot project. With an installation partner already secured, the project began in June of 2023 and completed later that summer.

RESULT / The pilot project was a success and the municipality was 100% satisfied with the results. Thermoform liner was added to its Standards and Specifications and included on a four-year, \$10.5 million job order contract that was awarded in the fall of 2023. Just over one year later, the contracting partner has surpassed the 40,000-linear-foot mark for installations and is gearing up to add additional lining crews. 716-601-7760; www.thermoformliner.com c





PRODUCT NEWS



PRODUCT SPOTLIGHT

COMPACT DRAIN CLEANER PACKS A PUNCH

By Craig Mandli

Small, portable handheld drain cleaners are useful on the job site. But they simply don't have the power a larger cable machine provides when you need to clear especially stubborn blockages. The Mini Gator Boss from Gator Drain Tools provides a happy medium.

The Mini Gator Boss is smaller in size but not in power, according to Gregg Tattersall, vice president of sales for Gator Drain Tools.

"The Mini is priced within reach of any plumber or drain cleaning contractor," he says. "Plus, all Gator Drain Tools equipment features flexshaft cables and attachments that are interchangeable with other units on the market and field repairable, so if you already have other Gator units, all accessories will work."

Featuring a convenient hand switch, a built-in motor offering 900 to 3,000 rpm, 75 feet of 8 mm flexshaft cable, an adjustable speed controller, and a 120-volt power supply, Tattersall refers to the tool as "the ultimate machine for versatile drain cleaning."

"It's a powerhouse for 2-, 3- and 4-inch-diameter pipes, with a variety of cleaning, sanding and reinstatement heads available," he says. "It really is a go-to solution for any job."

According to Tattersall, the Mini Gator Boss is suitable for lateral cutting, drain cleaning, reinstatement of branch lines and high-speed flexshaft cleaning to descale cast iron pipe. In addition to 8 mm cable,



the tool is available with 50 feet of 10 mm flexshaft cable. Tattersall says that, despite a lower price point and smaller size, the Mini Gator Boss is built to the same standard as the company's larger machines.

"The Mini Gator Boss is our most robust tool next to the Boss 2.0 that comes with a built-in motor to drive the shaft," he says. "Our reputable management team designs tools with a combined 50 years of on-site drain cleaning and pipe-lining experience."

Despite Gator Drain Tools being relatively new to the drain cleaning market, that experience has plenty of customers convinced.

"Feedback on Gator Drain Tools and our flexshaft drain cleaning systems has been very well received by the industry," Tattersall says. 866-428-6721; www.gatordraintools.com

1 // SUPERIOR SIGNAL SMOKE TESTING SYSTEMS REDUCE WET-WEATHER PEAK FLOWS

Superior Signal's smoke testing systems help reduce wet-weather SSOs and surface inflow. Superior's smoke candles, fluid and smoke blowers are designed to test sanitary sewers quickly, efficiently and economically. The smoke blowers can be used with smoke candles or fluid to detect common sources of surface inflow and other faults. Classic smoke candles provide highly visible smoke to find more faults at a longer distance. The Superior 3C Classic smoke candle produces a volume of 40,000 cubic feet of smoke in just three minutes. Join multiple W3C smoke candles to create larger volumes of smoke visible for a longer time. Superior's smoke fluid systems offer a liquid-based alternative for mainline sewer inspection and feature an insulated heating chamber with a stainless steel injector to maximize dry smoke output. Since 1961, Superior Signal's cost-effective methods have found sources of leaks and odors. Superior's smoke products are made in the U.S., meet WEF and NASSCO standards and are widely used in tests to meet EPA, ASHRAE, OSHA and NFPA standards. 732-251-0800; www.superiorsignal.com/cls c



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INDUSTRY **NEWS**

PPI announces new board of directors

The Plastics Pipe Institute announced its new board of directors, effective as of June 1. PPI is the major North American association representing the plastics pipe industry. The returning board members are Gary Morgan of Borealis, chair; Jim Johnston of McElroy Manufacturing, vice chair; Doug Keller of



LyondellBasell, past chair; Kate Olinger of Uponor, treasurer; Dell Doyle of Dow Chemical Company, advisory council representative; and David Fink, PPI staff representative. Members of the board serve for two years and then move up to the next position.

REHAU and Equipco partner to serve western Canada

REHAU and manufacturers representative of Equipco announced an expanded partnership that fortifies support in the mechanical and plumbing market throughout western Canada. Equipco began representing REHAU polymer-based solutions for mechanical and plumbing systems in British Columbia, building upon their existing partnership in Saskatchewan and Manitoba.

Vacuum Truck Rentals converts fleet to Vacall units

Vacuum Truck Rentals, headquartered in Richland, Mississippi, has converted its entire fleet of vacuum and jetting rental units to Vacall brand AllJetVac, AllExcavate, AllJet and AllVac machines. Vacall machines are designed, manufactured, sold and supported by Gradall Industries in New Philadelphia, Ohio. Gradall is wholly owned by the Alamo Group.

Sioux Chief acquires Real-Tite Plugs

Kansas City, Missouri-based Sioux Chief announced the acquisition of Real-Tite Plugs. Family-owned Sioux Chief has been in business since 1957 and manufactures thousands of plumbing products in the U.S. Real-Tite Plugs, established in 1981, has been manufacturing U.S.-made expandable cleanout plugs that seal cleanouts with missing or damaged threads. They have a lowprofile, flush face and are approved for permanent installation in PVC, ABS, or cast-iron cleanout tees. Effective immediately, contractor customers can place their orders for Real-Tite Plugs, along with specific Sioux Chief items, directly on the new Real-Tite Plugs E-Shop from Sioux Chief at www.real-titeplugs.com. c



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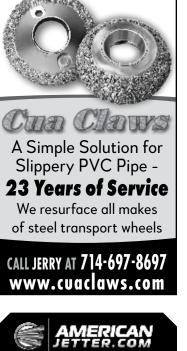
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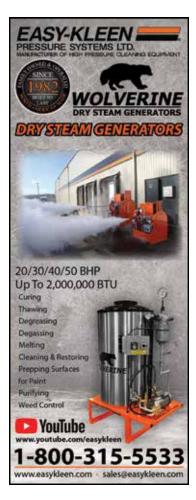
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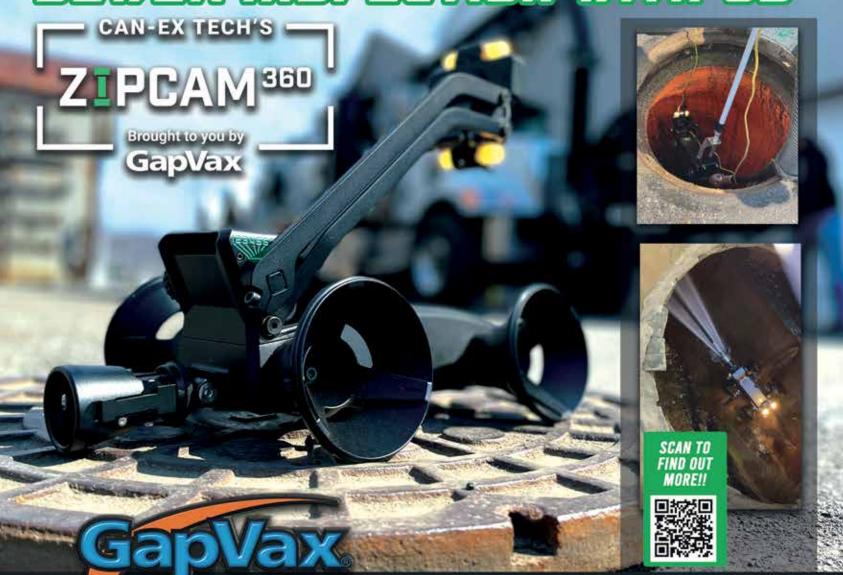








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