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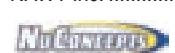


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Mary Henss, owner of Best Portable Toilets in Des Moines, Iowa, works as hard on a marketing plan as she does placing units in the field. (Photo by J. Addison Barbour)

COMING NEXT MONTH — September 2011

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- **On Location:** Supersized restroom trailer debuts in disaster response exercise

PRO

PORTABLE RESTROOM OPERATOR

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Would You Like to be an *Undercover Boss*?

THE REALITY SHOW CAN PROVIDE A WAKE-UP CALL FOR COMPANY LEADERS. WOULD YOU LIKE TO BE IN THEIR SHOES?

By Jim Kneiszel

Have you ever watched the CBS Television reality show, *Undercover Boss*? In case you've missed it, the premise involves the chief executive of a company adopting a new identity in order to work a variety of frontline jobs with a goal of getting in touch with employees and streamlining operations.

An episode earlier this year piqued my interest, so I put down the remote control and watched as Bill Massa, the head of waste processing company Synagro Technologies Inc., dove into some of the dirtiest jobs around. He worked with dewatering plant operators to test sludge cake and clean filtering systems. He removed biosolids from a lagoon in Kansas. He waded waist-deep into a treatment plant holding tank to pump out sludge.

As a guy obviously not used to getting his hands dirty, some of his observations about the work weren't particularly profound.

"Handling sludge is icky," Massa said when a sampling container overflowed onto his hands. "It made me very damn uncomfortable." I'm not sure how long it will take to live down that comment among his hard-working employees.

Massa's experience got me to thinking about what it would be like for the owner of a portable sanitation company – who maybe hasn't ridden on the truck lately – to become an *Undercover Boss*. Would you welcome or dread the opportunity to be a fly on the wall around your workers? How would you react to seeing a worker cut corners on a job or provide less-than-stellar customer service? Would you be ready to step in and make dramatic changes in your company based on an eye-opening experience like this?

It's unlikely CBS will be calling you anytime soon to star on an episode of *Undercover Boss*. And most of you with smaller companies couldn't put on a hat and fake moustache and get away with riding a route incognito. Bob the service tech would have quite a laugh if you tried.

MAKING CHANGES

But I have an exercise that might give you a few of the benefits of *Undercover Boss* without ever leaving the office. Ask yourself the following questions. The answers might tell you something about your management style, give you a better handle on workplace efficiency, and point to ways you can address a lingering human resource concern.

(EMPLOYEES) PROBABLY SPEND MORE TIME TOGETHER ON THE JOB THAN THEY DO WITH THEIR FAMILIES AT HOME. REWARD THEM WITH A LITTLE FUN SO THEY ASSOCIATE BEING TOGETHER WITH MORE THAN BACKBREAKING WORK.

SEEING IS BELIEVING

The thrill of watching a top executive get a little dirt under his fingernails is apparently good TV. But more important than the theatrics, Massa had the opportunity to find out about the daily challenges of his workforce. He got a glimpse of how efficiently the company's systems work. He heard firsthand what several employees liked and disliked about working at Synagro.

As is the formula with primetime television entertainment, Massa learned many things about his company and overcame a slew of process and human resources challenges – and even shed a tear with his workers – in a mere 43 minutes (not including the commercials).

Among other things, he issued computing tools to allow one worker with a heavy travel schedule to video chat with his family. After working with another employee struggling to quit smoking, he added a smoking cessation program to the company's health insurance benefits. He addressed another worker's concerns by promising that proper portable sanitation would be available at every remote work location from now on. (Now that was a refreshing message for PROs!)

Would you be willing to do every job at your company?

You probably did perform the dirtiest work when you were starting out. Are you still willing to get knee-deep in a mess and show your workers how to do the job right? Sometimes it's a good thing to remind the crews in the field that you know what their jobs entail. If they know you understand every process, they may be more apt to respect your most challenging marching orders. Also, they may feel freer to come to you with suggestions of better ways to complete a task. This will improve your company's bottom line.

Will you hear good things about your management style?

What are employees saying about you when they head out the door on a service route? The prospect of hearing those conversations would be like cracking open your teenage daughter's diary. It could scare the heck out of you, but might give you valuable clues about parenting.

Have you ever thought about asking workers to assess your skills as a manager? You can do this in a non-threatening and constructive way and gain some of the same insights as the CEOs on *Undercover Boss*. Being willing to listen to employees can help you gain and retain their respect, while learning ways you can improve as a leader.

Will workers complain about your benefits package?

You probably already have a good idea how employees feel about the perks of the job. If you don't offer benefits like health insurance or vacation days you know workers may not be happy about it. The question is, can you do something to turn what might be a negative into a positive?

Even modest, measured improvements in the benefits package can have a big impact with workers. You might not be able to afford a premium, all-expenses-paid health insurance plan. But can you contribute to health savings accounts for workers or offer a high-deductible plan as a start? If money is difficult to overcome, can you offer flexible work hours, modest bonuses for a job well done, or other motivators that don't come with a big price tag? Remember the old saying, "little things mean a lot."

Will employees backstab each other?

It's not all about you. How would you handle it if you heard employees criticizing each other behind their backs? While you can take action to improve your relationships with workers, employees who can't get along with each other can be just as big an issue. How can you improve employee morale?

Think about planning a team-building activity. It might be on the weekend, or even better, take an afternoon during the workweek to plan a lunch or informal party to build camaraderie among employees. They work hard with each other – day after day – and probably spend more time together on the job than they do with their families at home. Reward them with a little fun so they associate being together with more than back-breaking work.

A FINAL THOUGHT

Being an *Undercover Boss* is designed to push you out of your comfort zone as a manager. Would you be able to react after the experience and make changes that will build a stronger company and more satisfied workforce? ■

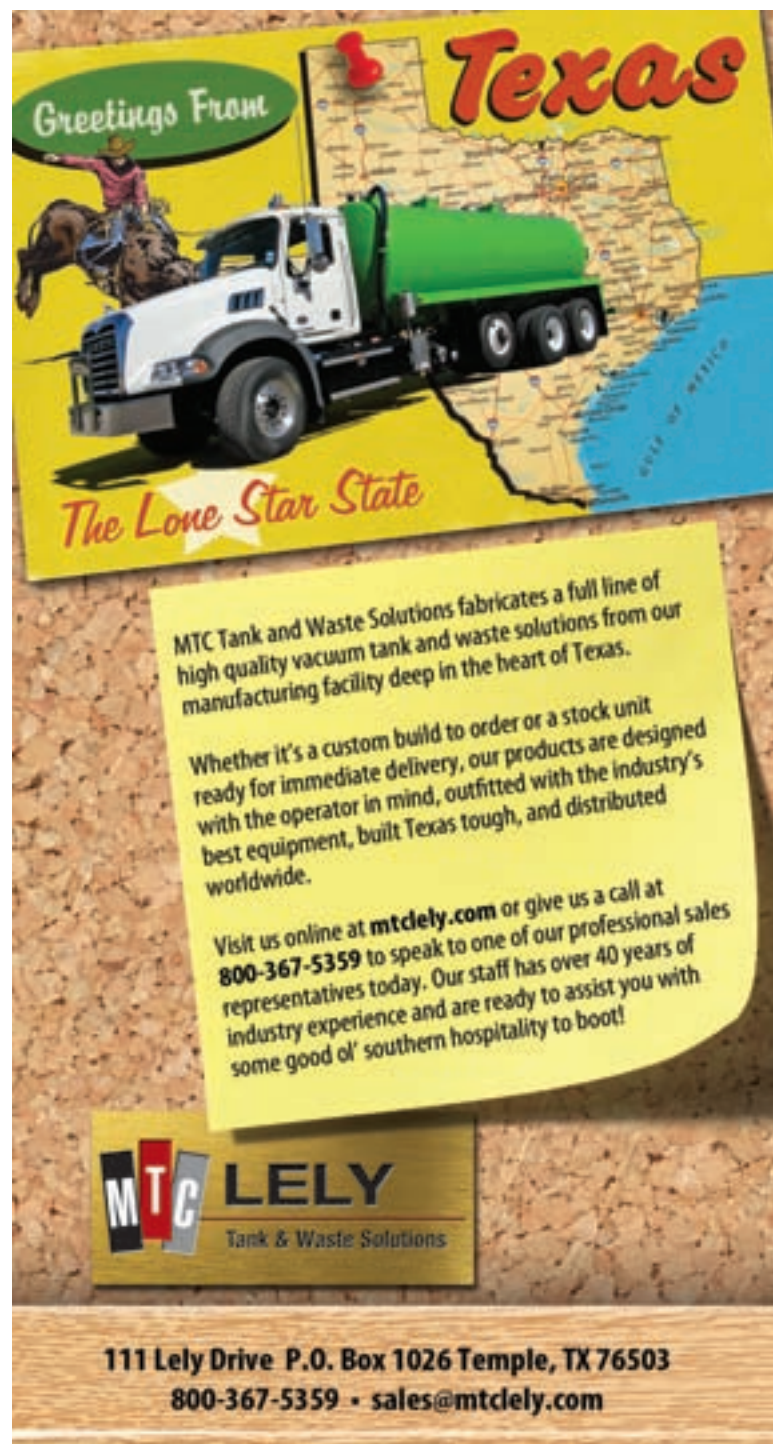


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Don't Let Your Dream Become a Nightmare

OWNING YOUR OWN BUSINESS IS WHAT YOU'VE ALWAYS WANTED TO DO, RIGHT? YOU SHOULD BE HAPPY DOING IT.

By Judy Kneiszel

Remember why you went into business for yourself? Chances are you had some knowledge of or experience in the portable sanitation industry and believed owning your own company would lead to freedom, wealth and happiness. You wanted to be your own boss.

A lot of people start businesses hoping for freedom, but end up more tied down than ever. They discover that instead of one big boss, now they've got dozens of small bosses called customers who can fire them any time they want. Hopes of wealth are replaced by a reality of debt, and dreams of happiness are replaced by stress and anxiety.

Why? Because rather than servicing restrooms, what you are actually doing day-to-day is running a business, which may not be your forte. And the more time you spend doing things you don't enjoy, like dealing with personnel and hiring issues, solving accounting problems, or sorting out collection issues, the less inspired you may be to provide service with a smile. Subsequently, if your customer service suffers, you may lose business and then you'll have even less money and happiness.

SCREEN APPLICANTS CAREFULLY. HIRING THE FIRST BODY THAT WALKS IN THE DOOR TO SAVE TIME TODAY MEANS MORE TIME SPENT FINDING THEIR REPLACEMENT WHEN THEY WALK OUT IN A FEW WEEKS BECAUSE THEY ARE NOT A GOOD FIT FOR YOUR COMPANY.

AVOID THE DOWNWARD SPIRAL

Small business owners sometimes lack business and management expertise in areas like finance, purchasing, selling, production, hiring and employee management. Recognizing what you don't do well and seeking help can put your business back on track. Take these steps to sidestep disaster:

Know the score. You may not be a numbers person, but do not sweep the numbers under a rug and hope things will work out. Monitor your pricing. Keep an eye on your cash flow. Hiring an accountant is worth the money if it means growing the business and avoiding tax penalties.

Have the tools. It's difficult to do any job without the right tools. You couldn't clean portable restrooms with a feather duster. Likewise, get the proper tools to do office tasks as well. Accounting software specifically designed for small businesses will greatly simplify day-to-day tasks like invoicing and payroll. Even if you hire an accountant, using accounting

software on your end will make for smoother communications, saving him or her time and you money.

Ask for help. There are many areas where the lack of knowledge and experience of a business owner can lead to problems. Have a list of advisers – a lawyer, accountant, website developer, insurance agent – to call on for advice. Before you claim you can't afford help, consider sources like SCORE and Small Business Development Centers (SBDC). SCORE is a nonprofit association of retired and working business professionals who volunteer to help entrepreneurs. SBDC offices are hosted by colleges, universities and state economic development agencies and provide free business consulting and low-cost training. You may not always be clear on where you require specialist help and there is a risk you'll spend money on things you don't really need. These folks can help you sort that out.

Hire well. A successful manager is a good leader who creates a work climate that encourages productivity. That means hiring competent people, training them and being able to delegate. This takes time. Screen applicants carefully. Hiring the first body that walks in the door to save time today means more time spent finding their replacement when they walk out in a few weeks because they are not a good fit for your company.

Manage your time. Don't underestimate the amount of personal energy and time it takes to run a business. If office tasks keep getting put on the back burner so you can put out other fires, schedule time each week for the office tasks and commit to keeping that appointment. If necessary, restructure your personal life to accommodate the business's impact on your time, but don't neglect your personal life. Let's say your entire family sleeps until 9 a.m. on Saturdays. Scheduling your "office time" from 7 to 9 a.m. won't interfere with any family time and you'll feel free to enjoy the rest of the day. Taking some time away from the business can actually help you focus more on running it – rather than just working in it – and lead toward it becoming the company you always envisioned.

Listen. Listen to your customers and employees and advisors. It also helps to observe what competitors are doing too. Survey customers to ensure you're providing what they need, when they need it and at the right price. Address problems before they become so big that the company suffers. If your customers are happy and your employees are happy, chances are you'll be happy too.

A FINAL WORD

If running your business feels more like a nightmare than a dream, step back, take a breath and set some goals for correcting what's wrong. You wanted to be your own boss – don't you want to work for a winner?



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Dean Strander places a restroom near the midway at the Lodi Ag Fair, as technician Bob Bevars straightens the line. (Photos courtesy of Strander's Sanitary Service)

ON LOCATION

THE PRO: Strander's Sanitary Service LLC

THE JOB: Lodi Agricultural Fair

LOCATION: Lodi, Wis.

Celebrating Farm Town Values

Wisconsin's Strander's Sanitary Service is proud of its long involvement with the almost 150-year-old Lodi Ag Fair

By Paul Holley

THE TEAM

Strander's Sanitary Service of Lodi, Wis., owned by Dean Strander, is a family affair. Strander's stepdaughter, Rita Burdine, and granddaughter, Nina Waldsmith, manage the office. His son-in-law, Shane Burdine, and grandson, Aaron Burdine, are technicians. Other team members include Mike Kettledon, a year-round technician, and Dennis Davis, a seasonal technician.

COMPANY HISTORY

Dean Strander launched Strander's Sanitary Service in 1978 in Lodi, Wis., after taking over a local waste-hauling company. The company serves a three-county area in south-central Wisconsin that includes dairy farm country, villages, suburban subdivisions and Madison – Wisconsin's state capital and second-largest city. Strander provides septic and grease trap service, drain cleaning and jetting, and other associated services. He added portable restrooms in 1980, with about 500

units rented to construction sites and special events.

THE MAIN EVENT

The Lodi Ag Fair has been a tradition for farm families and townspeople in and around Lodi, population of about 3,000, since 1866. The event moved to its current fairgrounds in 1875. About 25,000 people attend the fair during its four-day run in early July for livestock judging (cattle, hogs and sheep), pie auction, milking demonstrations, horse pull,

(continued)



Lodi Ag Fair visitors see the sights from a horse-drawn wagon provided by Trienen Farm. At right, contestants in cattle judging wash their animals.



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Dean Strander



Above, Aaron and Shane Burdine set up and rinse the dust off a bank of restrooms at the Lodi Ag Fair. At left, Bob Bevars, left, and Dennis Davis make final preparations for users.



demolition derby, carnival rides and live music.

The Lodi Ag Fair is one of just a handful of independent fairs in Wisconsin; most are connected with counties, municipalities or the state. That makes the Lodi fair a community event involving many local volunteers.

MAKING CONNECTIONS

In small towns like Lodi, everybody pitch-

es in. Strander, a Lodi resident since the 1960s, can't remember when he hasn't been involved with the local fair. In addition to providing portable restrooms for the event since the mid-1980s, he loans his motorhome to the fair, where it serves as a dressing room for a youth fashion show and karate demonstrations and is an air-conditioned refuge for small children while their parents dish up barbecued chicken

at a fundraiser. He also loans his 3,000-pound all-terrain forklift for moving picnic tables and other equipment before, during and after the event.

Meanwhile, Strander's wife, Darlene, volunteers in the fair's beer tent every year.

"It's a relationship that goes back years and years," he says. "I personally know most of the people who put on the fair. Many are customers."

LET'S ROLL

After 25 years, Strander and his team have the advance preparation down to a science. A month to six weeks before opening day, he meets with organizers to discuss where units will be located and potential service changes. He brings along digital photos, taken the previous year, showing where units and sinks were located. "It's easy to forget from one year to the next where things were," he says. "The photos provide quick proof and save everybody a lot of time."

Strander then alerts the municipal water utility that his service truck will be pulling up to 1,000 gallons a day during the fair's run from fairground hydrants. The utility installs back-flow protectors on the hydrants used by Strander's crew. He also gives a heads-up to local treatment plant operators near the fairgrounds. The plant, which rarely accepts outside waste, accommodates about two 750-gallon loads a day from Strander while the fair is on.

Strander starts stockpiling the portable restrooms and sinks at the fairgrounds early in

(continued)



The Strander's crew includes, (from left), Craig (Mike) Kettledon, Richard (Rick) Wolff, Dennis (Turk) Davis, Darlene Strander, Dean Strander, Nina McConnell, Rita and Shane Burdine.



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Shane Burdine services units at the Lodi Ag Fair. The flatbed vacuum truck allows flexibility to deliver units on a service visit.

the week of the fair. “This is where our working relationship comes in. I have keys to the (fairgrounds) gate and the buildings,” he says. “We’re able to drop off (flatbed) trailers in the parking lot as they come back from other events. They let us store sinks in one of the buildings.”

The day before the fair’s Thursday opening, Strander’s crew hauls remaining needed inventory five miles from the yard to the fairgrounds. The units are unloaded with the forklift that was driven over the day before. Setup takes six to seven hours.

BY THE NUMBERS

Strander’s serves the Lodi Ag Fair with about 80 restrooms and sinks. Strander says he likes the neat appearance presented by identical units at a special event. At the Lodi fair he uses Maxim 3000 standard restrooms and ADA-accessible units from Satellite Industries Inc. or Five Peaks Technology. He also uses Bravo and Applause hand-wash stations from PolyJohn Enterprises Corp.

KEEPIN’ IT CLEAN

Shane and Aaron Burdine service the

units with a 2006 Ford LCF (low cab forward) built out by Bosserman Tank & Truck Equipment LLC with a 750-gallon waste/250-gallon freshwater aluminum tank from Amthor International with an HXL4V Masport pump. This rig carries up to 10 units on a flatbed.

The fair’s Thursday opening day is typically lightly attended and requires minimal service and cleanup. Throughout the rest of the weekend, the crew starts at 5:30 a.m. and wraps up about noon. The restrooms are checked and restocked as needed throughout the day.

“At fairs, activities take place at different times. They (the technicians) start at the cattle

barns and work their way around the fairgrounds. They’ll do the grandstand area last because that won’t be used until the evening,” Strander says.

THE END GAME

The curtain comes down on the fair Sunday evening. Tear down and cleanup starts first thing Monday morning by a four-person crew. Another six to seven hours is needed to reload the units and return them to Strander’s yard. The forklift is the last piece of equipment to return after fair employees button up the grounds for another year.

Back at the yard, Strander’s crew prepares the units for more summertime events, including community celebrations, picnics, a motorcycle rally, bicycle race and triathlon.

GREAT PARTNERS AND LITTLE-KNOWN HISTORY

“Working with my many friends involved with the fair is something we look forward to every year,” Strander says. He points out a bit of little-known history tied to the fair that speaks to the spirit of Lodi’s people. During World War II, the fairgrounds was a camp for German prisoners of war. Many of the POWs worked at a locally owned cannery or for farmers in the area.

“At the end of the war, many of the prisoners stayed here or came back after being sent home because of the hospitality shown them while being held here,” Strander says. ■



About 25,000 visitors come to the Lodi Ag Fair for a variety of activities, including an old-fashioned horse pull competition and carnival rides.



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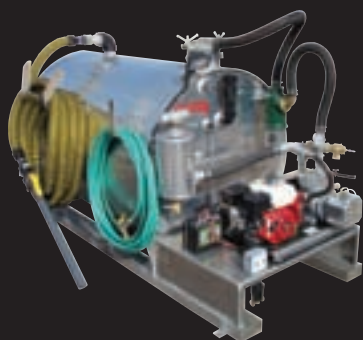
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By Ed Wodalski

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When it comes to customer comfort, nothing compares to a clean restroom. Here are some of the many products available to keep your restrooms, service vehicles and equipment looking their best and your customers happy.

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Chempace Corp.

Uni-Quat 14 concentrated cleaner, disinfectant, fungicide and virucide from **Chempace Corp.** is made for general and light cleaning. When used as directed it eliminates odors caused by microorganisms. Mixed 2 ounces per gallon, the product cleans and deodorizes walls, portable restrooms, hard surfaces, bathroom areas, floors, tables, countertops, tile, drains, chairs and toilet bowls. It is effective against Staphylococcus aureus (MRSA), Salmonella choleraesuis, pathogenic fungi, Trichopyton interdigitale, Hepatitis B virus (HBV), Hepatitis C virus (HCV) and rotavirus. Available in a 5-gallon pail or 55-gallon drum, the product has a fresh and clean fragrance and kills HIV-1 on pre-cleaned surfaces. **800/423-5350; www.chempace.com.**

SCE BulldogPro from Cleaning System Specialists



Cleaning System Specialists Inc.

The **Model SCE BulldogPro** water blaster from **Cleaning System Specialists Inc.**, available in wall-mount or floor-standing frame, features a low-speed tri-plunger, low-water shutdown, bypass overheat shutdown and auto delay-off timer system. The units have easy-access test points

Art Blaster from J & J Chemical



and color-coded, numbered wiring. Both frame systems are available in single-phase or three-phase. A Hi-Temp heater can be added for sterilization. **800/400-2532; www.pressurewasher.net.**

Gamajet Cleaning Systems Inc.

The **Gamajet IX tank cleaning machine** from **Gamajet Cleaning Systems Inc.** is designed to clean a restroom in less than 10 minutes without brushing or spraying with the cabin door closed. Rotating jets of water project in a 360-degree pattern to clean the unit interior and holding tank. Features include a custom-designed splash guard for mounting over the holding tank opening and stand for mounting in the cabin for interior cleaning. It also has a suction pipe and hose for draining with 2-inch adapter, and portable gas-fired pressure washer. **877/426-2538; www.gamajet.com.**

J & J Chemical Co.

Art Blaster from **J & J Chemical Co.** is a biodegradable and user-friendly cleaner for removing graffiti on portable restrooms. It removes markers, paint, pen, crayon, tar, soap scum, grease, calcium buildup and other substances while providing a protective coating. The cleaner comes in a green apple fragrance and is specially formulated for use on plastic and fiberglass restrooms. It also can be used on stainless steel, upholstery, carpet and most plastics. **800/345-3303; www.jjchem.com.**

IX Tank Cleaning Machine from Gamajet



Aldran Chemical Inc.

Double Duty portable restroom deodorizer from **Aldran Chemical Inc.** can be used to clean floors and break down solids. The nonhazardous concentrate also can be used as a waterless hand cleaner. **800/969-3378; www.aldranchemical.com.**

Orange Power from Johnny's Choice



Johnny's Choice

Orange Power washdown liquid concentrate from **Johnny's Choice** cleans and leaves a fresh orange scent on portable restroom exteriors and interiors, service vehicles and other equipment. The product can be used diluted or as a concentrate. It is available in a variety of package sizes, from cases of four, 1-gallon bottles to 6-gallon pails and 55-gallon drums. **888/729-6478; www.johnnyschoice.com.**

Chemisphere Inc.

Graffiti-Out from **Chemisphere Inc.** is biodegradable, environmentally safe and won't harm the restroom finish. The clear liquid with slight solvent smell requires no protective equipment when used as directed. The product removes ink, permanent marker, crayon and other greasy marks. It will not remove spray paint. Liquid can be used on painted metal, glass, porcelain, ceramic tile, chrome, brick and most any interior surface. **514/636-7779; www.chemisphere.com.**



Oil Eater from Kafko International

Kafko International Ltd.

Oil Eater cleaner/degreaser from **Kafko International Ltd.** is an all-purpose, highly concentrated, alkaline-based cleaner formulated to emulsify and disperse oil, grease, soil and grime. Made for use on equipment, tools, engines and parts in pressure washers, the biodegradable, non-corrosive, non-toxic and non-flammable cleaner contains no acids, abrasives or petroleum solvents. It is available in 1-, 5-, 30- and 55-gallon containers. **800/528-0334; www.oileater.com.**

Party Time Inc.

The **TTC System disposable trash container** from **Party Time Inc.** includes a multi-function lid, 55-gallon liner bag and custom company or event stick-on label. Available in white, black or weather-resistant container, it eliminates the need to sanitize trash cans, inventory, deliver or pick up. It can be used for trash or recycling materials at festivals, churches, arenas, sporting events, weddings, convention halls, golf courses, auto races, corporate events and tailgate parties. **888/229-0103; www.supplyyourparty.com.**



TTC System from Party Time Inc.

PolyPortables

Clean Works, part of the **Green Way** line of plant-based, biodegradable cleaners from **PolyPortables**, is formulated for portable restrooms, service vehicles and equipment. It uses micelles particles to strip away dirt and grime without damaging the surface being cleaned and adds protection against fading. Available with or without fragrance, the dual-action cleaner is available in 1-, 5-, 7- and 55-gallon containers. **800/241-7951; www.greenwayproducts.net.**



Clean Works from Green Way Line of PolyPortables

Pumptec Inc.

The **PTC1500**, high-pressure, 12-volt washdown set from **Pumptec Inc.** is designed for servicing portable restrooms and general cleaning. Delivering 1.5 gallons at 1,000 psi, the system provides optimum cleaning power without wasting water. It operates on demand using a DM-35 trigger gun. The gun and washdown unit have 3/8-inch quick-connects for attaching to a pressure washer hose. The inlet uses a common garden hose swivel nut for water tank connection. **888/786-7832; www.pumptec.com.**



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Banish graffiti remover from **Walex Products Company Inc.** is biodegradable and effectively removes markers, paint, pen, grease, tar, crayon, dirt and calcium buildup, while leaving a protective coating and fresh scent. **800/338-3155; www.walex.com. ■**



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Scot, Mary and Bryan Henss (from left) move an ADA unit into place for special event service. (Photos by J. Addison Barbour)

The SALES FORCE

MARY HENSS EMPLOYS TIP-TOP SERVICE STANDARDS AND OUTSIDE- THE-BOX MARKETING TO GROW IOWA'S BEST PORTABLE TOILETS IN CHALLENGING TIMES

By Paul Holley



Best Portable Toilets involves the whole Henss family, including (from left) Bryan, Mary, Scot and Tom.

A thoughtful and thorough small-business marketing plan has made all the difference for Mary Henss since she dove into the portable sanitation business in the Des Moines, Iowa, area in late 2004. Despite a roller-coaster economy – first slowly climbing toward a construction peak in her early years, then making a rapid descent starting in 2008, and now slowly recovering – Henss' Best Portable Toilets Inc. has managed to grow revenues by a steady 10 percent every year.

The personal attention she's paid to customers and sales techniques she's employed offer a clue to how Henss has managed to prosper in a competitive marketplace and topsy-turvy economy. Consider a few of the initiatives that have helped Henss' small family company – and might help other portable sanitation providers navigate unpredictable times:

Networking: She's a regular at local chamber of commerce and homebuilder events that provide opportunities to make new business contacts.

Relationship building: Henss regularly takes customers to lunch to talk about families, sports, hobbies – not just business.

(continued)

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Above, Tom Henss inspects units tied down and ready for placement during a delivery. At left, Scot Henss secures a unit to a flatbed truck for safe transport.



Best Portable Toilets Inc. Urbandale, Iowa

Owner: Mary Henss
Founded: 2004
Employees: 4 (plus 5 seasonal)

Service area: 50-mile radius of Des Moines

Services: Portable sanitation, septic service, grease trap and pit cleaning, onsite system inspection

Associations: Home Builders Association of Greater Des Moines, Portable Sanitation Association International

Website: www.bestportabletoiletsinc.com



Delivering something extra: Best's VIP units are stocked with fresh flowers; hand sanitizers are included in all units.

Saying "thank you": Henss has a tradition of preparing and delivering home-baked Christmas cookie trays to her biggest customers. "In December, it's bake, bake, bake. I put together more than 50 cookie trays last year," she says.

STARTING FROM SCRATCH

Henss was looking for a different business investment after she, her husband, Tom, and a silent partner sold a self-service storage unit business. Then she met Lee Cramblet, a septic waste hauler and truck builder at the time. Her new portable sanitation mentor offered a

wealth of advice about trucks, pumps, restrooms and customer service, piquing an unexpected interest in the industry for Henss.

Henss found herself getting to work on a plan to join an industry that was foreign to her, and one she never imagined entering. She knew she needed to learn more about the equipment and the seasonal nature of the business.

"One thing Lee told us right away was, 'If you don't diversify, you'll hate the Des Moines winters,'" she says.

With that in mind, Henss and her son, Scot, attended the 2004 Pumper & Cleaner Environmental Expo International, where they covered the trade show floor looking for equipment and ideas.

Henss bought a load of 60 Integra-2 models from PolyPortables Inc. The color? Purple.

"We wanted to be something different," she says. "At the time, Des Moines had two major (portable restroom) operators who were using all different colors. By choosing purple, I think we were able to stand out."

From the start, Henss has been adamant that her company's restrooms always be kept as clean as possible.

"I'll be honest. I couldn't stand using portable toilets. I'd leave an event because of the toilets," she says. "That's why I insisted on hand sanitizers in every unit. You need to think about the families who might be using them."

SALES, SALES, SALES

Mary and Scot hit the road selling in the months before the launch. They made personal sales calls to construction firms, handed out cards at business events and did direct mailings to prospective customers.

"We did a lot of handshaking and many, many lunches," she says. "Scot and I are still huge about that. We want people to know who we are."

Best Portable's revenues have weathered a stormy economy, and persistence might explain

(continued)



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Iowa Events: Recreation and Politics Dominate

Best known for a rural countryside, Iowa has its own brand of special events. That's been a boon for Best Portable Toilets Inc., which serves the state capital and largest metro area.

Developing special events business is a combination of word-of-mouth and persistence, says Mary Henss, the company's president. For example, when Henss learned in February that the Des Moines suburb of Altoona would be an overnight stop this summer for RAGBRAI (Register's Annual Great Bike Ride Across Iowa), she immediately called on the village's campgrounds, bars, restaurants and other merchants.

RAGBRAI is an Iowa tradition that attracts 10,000 bicyclists who pedal across the state during a week each summer, stopping at towns and villages along the way.

Iowa is also a focal point for politics and the site of numerous special events, thanks to its presidential caucuses held every four years. Typically, presidential candidates crisscross the state for months on end as their campaigns host rallies and other events.

"We had two big rallies for (then-Presidential candidate Barack) Obama and one for Hillary Clinton in 2008," Henss says. "There was a big Tea Party rally last fall."

Best lands the political jobs through its website, she adds. That's because event organizers, who tend to be in the state temporarily, rely on the Internet when shopping for services. Her company's website includes a portable restroom calculator – a chart to help give planners guidance in determining how many units may be needed for an event.

The annual Pella Tulip Festival is a more traditional – and predictable – special event. It's an annual spring celebration of Dutch culture that includes flower displays.

"They like our purple units there. They fit right in with the flowers," Henss says with a laugh.



Mary Henss (above) does heavy lifting in addition to comprehensive marketing for her company. Below, worker Larry Leigh lines up a row of purple PolyPortables Inc. units at the Pella Tulip Festival in Pella, Iowa.



"WE WANTED TO BE SOMETHING DIFFERENT. AT THE TIME, DES MOINES HAD TWO MAJOR (PORTABLE RESTROOM) OPERATORS WHO WERE USING ALL DIFFERENT COLORS. BY CHOOSING PURPLE, I THINK WE WERE ABLE TO STAND OUT."

Mary Henss

that. "I was scared I was going to fail that first year. I have that fear every year. That's why I'm calling tons and tons of people, especially in January and February," Henss says.

Scot, a certified septic system inspector, sells and services septic pumping, waste hauling, grease trap cleaning, pit cleaning and system inspection. Scot, Mary and three other employees are certified grease haulers. Mary's other sons, Matthew, 29; Josh, 23; and Bryan,

21, have all worked part time or summers in the business. Husband Tom, who operates an auto repair business, lends a hand during summer special events.

IN THE GARAGE

As it turned out, Cramblet wasn't just a mentor for Henss and her new company. He applied his rig-building know-how to a couple of Best Portable's service trucks, including its

first service rig – a 1994 International 4900 with a 2,500-gallon waste/125-gallon freshwater steel tank and a Powerflo PF540 pump.

The original Best service truck has been joined by a 2008 Ford F-650, built out by Crescent Tank Mfg., with a 1,200-gallon waste/500-gallon freshwater steel tank and Masport pump. Another rig is a 2005 Isuzu, built out by Lee Cramblet and Tom Henss, with a 1,500-gallon waste/500-gallon freshwater steel tank

(continued)

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Scot Henss (left) is all smiles as he shows up for work at the Pella Tulip Festival. Above, Tom Henss helps stock fresh units with paper products before the festival begins.

and a Powerflo PF540 pump.

Best also uses Ford F-350 and F-450 stake bed trucks for hauling, one equipped with a Tommy Gate liftgate. Two restroom transport trailers – a 12-unit and a 20-unit – from Stardusk Truck & Equipment, are also pressed into service.

All of Best Portable's 350 units are PolyPortables Integra-2 models. The inventory includes 12 handicap-accessible units, 12 flushable units with the Ambassador upgrade package, nine units with sinks and eight hand-wash stations. A trailer unit, equipped with four women's stalls, three urinals and a men's stall, is available for special events.

Between rentals, the units are cleaned with a 3,000-psi hot-water pressure washer from Mi-T-M Corporation.

Holding tanks are charged with brine from a 300-gallon saltwater tank to avoid freezing in winter.

Best operates from a yard located in the Des Moines suburb of Ankeny and an office in Urbandale, another suburb.

QUALITY SERVICE IS KEY

"You can't take anybody for granted," Henss says. That's especially important in a metropolitan Des Moines market, where six portable restroom providers are competing for business.

She says attention to detail helped win – and keep – her largest special event, the Prin-

cipal Charity Classic, a stop on the PGA Champions Tour golf tournament. The event, held at the Glen Oaks Country Club, raised \$620,000 for charities in 2010 and was voted by the players as the "Best Managed Event" on the tour. Best has served the tournament for two years. In June, it began the first year of a new three-year contract.

"We took a map of the property and personally walked the course (to determine the most appropriate locations for portable sanitation)," she says. To minimize disturbance to the property, the F-350 is used to move flushable portable restrooms for servicing.

The attention to detail spilled over into the color of the units after Best's first year with the tournament.

"They loved us but didn't like the purple," Henss says. So, she agreed to purchase green units at the tournament's request. The event is served with 100 standard units, 10 handicap accessible units, five flushable units and the restroom trailer.

After seeing the green units at the Principal Charity Classic, organizers at the Drake Relays requested them for their event. "They thought green would look nicer with the field," she says. Best is in its fourth year of providing restrooms at the track and field competition held each spring at Drake University in Des Moines.

THE GROWTH CONTINUES

The company's portable restroom rentals are split evenly between construction and special events. Despite a couple of soft years, construction customers average 150 to 200 rentals with volume dropping to a low point of

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Best Portable Toilets Inc.**
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around 60 units from November through April.

Best's route drivers are encouraged to keep an eye out for new construction projects. The drivers receive a cash bonus for every new construction site they report that yields a rental.

Overall demand has prompted Henss to add to the company's original 60-unit inventory nearly every year. In fact, 2010 was an active year equipment-wise, as she added five handicap accessible units, the restroom trailer, two trucks and a 20-unit hauling trailer. "We'll hold steady for 2011, but look to acquire more in 2012," she says.

Henss is optimistic about 2011 as word of new commercial construction projects is encouraging and she beats the bushes for more special events.

"We're going to hold on to what we have and bid on what we can," she says. ■

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Kris and Brenda Noble with their new portable sanitation service truck, which sports a 450-Imperial gallon (540 USG) waste/dual 165-Imperial gallon (198 USG) freshwater tank from Vacutrax Limited. (Photo courtesy of BJ's Portable Toilets/John Noble Septic Services Inc.)

Ram Road Warrior

ONTARIO'S BJ'S PORTABLES LOVES ITS NEW BLUE DODGE RESTROOM SERVICE VEHICLE

By Jim Kneiszel

THE RIG:

2011 Dodge Ram 5500 SLT with 780-Imperial gallon (936 USG) three-compartment vacuum tank.

BEHIND THE WHEEL:

Portable sanitation route driver Lyle Noble.

COMPANY:

BJ's Portable Toilets/John Noble Septic Services Inc., Creemore, Ontario, Canada.

SPECS:

The standard cab Dodge, equipped with a Cummins diesel engine and 4-wheel drive transmission, was built out by Vacutrax Limited with a 450-Imperial gallon (540 USG) waste/dual 165-Imperial gallon (198 USG) freshwater compartment galvanized steel tank. Vacuum is produced through a beefier-than-recommended Wallenstein 302 HRVPA pump. Side rails and storage boxes are stainless steel for durability. An onboard pressure washer is used for cleaning restrooms and quick-filling hand-wash stations.

"IF THERE WAS A RULE WITH DAD, IT WAS THAT WHEN YOU COME HOME, YOU'VE GOT TO CLEAN THE TRUCK. SEPTIC TRUCKS HAVE A BAD STIGMA FROM THE START; YOU'VE GOT TO KEEP THEM CLEAN."

Kris Noble

SHOWING MY COLORS:

The rig is painted in a simple metallic blue (Dodge color Deep Water Blue Pearlcoat) cab and white tank to match the original look of the company's first trucks more than 20 years ago. The silver door graphics and simple blue graphics on the tank were produced by Vital Signs. Aluminum wheels shine up better than steel wheels in the four-season Canadian weather. "The steel wheels start rusting after about a year, and the whole trick is to keep the truck looking good three to four years down the road," says Kris Noble, son of company owner Brenda Noble.

WORKIN' FOR A LIVIN':

BJ's lead portable sanitation service truck runs routes Monday through Thursday, averaging 35 services and 150 miles per day, mostly stopping at construction sites and parks. On Friday, the truck is used to deliver restrooms for weekend customers using a fold-down two-unit carrier.

ROLLING THE ODOMETER:

30,000 to 40,000 miles per year.

WHAT I LIKE MOST ABOUT MY TRUCK:

Kris Noble says the tank capacity in the Dodge is slightly larger than previous route runners, adding 50 Imperial gallons (60 USG) of waste and 70 Imperial gallons (84 USG) gallons of freshwater. "It's not really a big difference, but you can gain 4-5 more toilets, which can be handy by the end of the day," he says. He's also happy about a new valve design for the three-compartment tanks. Each water compartment has a separate fill valve for winter, so he can add freshwater to one and salt brine to the

other without remembering to redirect the flow from a single valve to one tank or the other, which was the previous design. In summer, a single valve on the passenger side of the truck fills both water tanks simultaneously. This truck also adds an electric water pump, which means the driver can now multitask by pumping a toilet and filling hand-wash units at the same time. In previous trucks all functions worked off the truck's PTO.

CREATURE COMFORTS:

The SLT Series Dodge offers a variety of interior amenities including power seats, air conditioning, cruise and tilt, and stereo with Sirius satellite radio. But Noble opted against leather seats in the new rig. "We went away from leather. Leather seemed like a good idea, but with constant sliding in and out of the truck, it wore the leather down and it didn't seem worth the money," he says.

WHY DODGE?

The last two Ford trucks bought by BJ's had similar engine problems and Noble wasn't confident in a new 6-liter engine Ford was planning to release in the 2011 model year. By contrast, they thought the Cummins diesel in the Dodge was a proven product. "We didn't want to be the guinea pig with the new engine so we switched to Dodge," he says.

PAMPERING MY RIG:

Located an hour north of Toronto, BJ's rigs see a lot of slop and winter salt. And handling liquid waste as well, Noble learned a lesson about cleanliness from his father, John, and has kept up the tradition of daily vehicle washing since John passed away in 2009. "If there was a rule with dad, it was that when you come home, you've got to clean the truck. Septic trucks have a bad stigma from the start; you've got to keep them clean." When each truck returns from a route, it is cleaned with a power washer and pulled into a heated shop for the night. Drivers clean the interiors every week or two.

MY BACKUP SERVICE VEHICLE:

Noble is keeping a 2005 Ford F-550 from Vacutrux with a steel 400-Imperial gallon (480 USG) waste/200-Imperial gallon (240 USG) freshwater tank to fill in when needed. And the company is having Vacutrux build another Dodge 5500 with the same specs as its newest truck. The company also runs a 2008 Volvo with a 3,600-Imperial gallon (4,323 USG) galvanized steel tank and Wallenstein pump from Vacutrux for septic service.

WHEN I'M NOT IN THE CAB:

Work is a constant for the family business with an inventory of 330 PolyJohn Enterprises Inc. restrooms. But when Kris has free time, he likes to hang out with friends and enjoy a barbecue. Brenda works part time at the local Creemore Springs Brewery.

Park it over here!

Do you have a truck that's a real head-turner on the highway? This feature is your opportunity to share it with readers of *PRO*. Take a digital photo of your PRO Ride, posing the owner(s) with the truck. Any Portable Sanitation industry truck is acceptable.

Your submission must include your name, company name, mailing address, phone number and details about the truck including tank size, cab/chassis information, pump information, the name of the company that built the truck and any other details you consider important. In particular, tell us what truck features help make your work life more efficient and profitable.

Email your submission to editor@promonthly.com. We look forward to seeing your PRO Ride! ■

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What You Pay For

SELECTING THE RIGHT PRESSURE WASHER MEANS CAREFULLY BALANCING PRICE AGAINST THE CAPABILITIES YOU NEED FOR THE WORK THE MACHINE WILL DO

By Dan Leiss

When purchasing any machine, you will be faced with an array of products that vary widely in quality and price. Take car shopping. Obviously, a Mercedes-Benz costs much more than a Daewoo, but it's understood that the high quality of engineering and components account for the higher price.

However, when shopping for a pressure washer, it suddenly doesn't seem right to buy one that costs more than 10 times the price of another. How can that be justified?

It's a question that puzzles many professionals looking to purchase their first pressure washer. How can a top-of-the-line unit be worth so much more than the weekly special at a big-box retailer?

Unable to resist the lure of low cost, many will choose the least expensive option, only to experience poor performance and an extremely short service life. These people have simply learned their lesson the hard way and literally have paid the price for going the cheap route.

VALUE SHOPPING

Believe it or not, there is a huge difference in the quality of high- and low-end pressure washers, even when they appear to have comparable specifications. One must examine the components used to determine which machine will provide the best value.

BELIEVE IT OR NOT, THERE IS A HUGE DIFFERENCE IN THE QUALITY OF HIGH- AND LOW-END PRESSURE WASHERS, EVEN WHEN THEY APPEAR TO HAVE COMPARABLE SPECIFICATIONS. ONE MUST EXAMINE THE COMPONENTS USED TO DETERMINE WHICH MACHINE WILL PROVIDE THE BEST VALUE.

When judging a pressure washer's quality, some of the first considerations are the most basic. For example, identify whether the frame is heavy-duty. The best machines are constructed of heavy-gauge steel, while low-end units are made from much thinner materials and may be lucky to get through their warranty periods.

Also, ask the dealer about the quality of the unloader valve. This important component allows water to cycle through the pump when the spray wand's trigger is released, and it must hold up to heavy use.

Furthermore, the durability of the hose, spray wand and wheels all help determine whether a pressure washer will stand the test of time. As simple as these items may sound, a reputable manufacturer ensures high quality in every part, while others cut corners.

A good professional-grade pressure washer will have still other features to help prevent costly damage. These include thermal pump



Portable sanitation contractors who maintain a large inventory of restrooms will want to purchase a pressure washer designed to last for thousands of hours. (Photo courtesy of Jenny Products Inc.)

protection, which safeguards against excessive heat, and a safety relief valve, which releases pressure overloads.

UNDER PRESSURE

After checking out the basics, it's time to consider the heart of a pressure washer – the pump. Some pumps are only designed to last 100 to 200 hours, while others will run for 2,000 hours or more as long as they are properly maintained.

Of course, a 2,000-hour machine is not for everyone, as the cost of the pump alone could exceed the price of a complete 200-hour unit, so it's important to evaluate your expected usage. A cheap, entry-level unit may suit a contractor with limited needs, but it will withstand only several weeks of use on demanding commercial jobs.

Furthermore, it's important to figure out how hard a pump must work to deliver its pressure and volume ratings. A pump that continually operates at maximum capacity will not last as long as one that runs at a more comfortable level. Using a pump at capacity is similar to driving a car with the rpm constantly at redline. The engine will wear much quicker than in a car that cruises down the highway at 2,000 rpm.

To determine the amount of stress placed on the pump, compare its pressure rating with the rating of the actual pressure washer. For example, if a pressure washer is advertised to put out 3,000 psi, and it contains a pump rated at 3,000 psi, the pump must continually operate at its maximum output to produce the rated pressure. Be cautious when a pump carries a pressure rating the same as that of the unit itself,

especially watch out for rare cases where the pressure washer is rated even higher than the pump.

On the other hand, some manufacturers strive to increase the longevity of their products by de-rating their pumps. For instance, they may install a 3,500- or 4,000-psi pump on a pressure washer rated at 3,000 psi. In that event, the pump will last much longer, since it's not continually performing at its highest output.

DRIVING FORCE

Next, it's critical to determine if the engine (or electric motor) that drives the pump is adequate. Even though it may carry a respected brand name, it may not perform as expected if it is too small for the pump. Again, if any component is constantly pushed to the limit, it typically won't last as long or operate as well as it should.

In an effort to cut costs, some manufacturers will use the least powerful engine that will still turn the pump, since a higher-horsepower engine will only boost the price. But an underpowered engine will operate under extreme labor, and always with the governor wide open, dumping as much fuel as possible into the cylinders to keep up the rpm.

Furthermore, an undersized engine or motor may keep a unit from operating at its specifications. Consider a pressure washer advertised to have a 9-hp engine and put out 3,000 psi at 4 gpm. While the pump may have the capacity to meet the pressure and volume ratings, the engine will not have enough power to drive the system properly.

In fact, a 3,000-psi/4-gpm pump requires a minimum of 11 hp to reach full potential. Anything under 11 hp will deliver less pressure and volume than stated on the unit. Even then, a 13-hp engine would be better suited for the job to ensure a longer service life.

DEALER OR NO DEALER

Obviously, most people looking to purchase a pressure washer will not know how much horsepower they need for a specific pump. Therefore, qualified dealers are often the best place to turn for advice. They will help sort out the most suitable units and also will provide service and warranty support when needed.

Established pressure washer manufacturers have networks of dealers who have replacement parts on hand and are available to help fix any problems. The owner of a lower-grade unit may have trouble finding parts – let alone a dealer willing to touch the machine.

In fact, many of the lowest-cost units are practically disposable. For instance, some pressure washers are “lubed for life,” meaning they aren't designed to have the oil changed (there is no opening to check or add oil) or to have other types of regular maintenance performed. Once these machines die, there is little hope for resuscitation.

While operators may spend a little more time performing routine maintenance checks on a professional-quality pressure washer, they will be rewarded with higher performance, less downtime and a much longer service life.

Finally, the quality of a pressure washer and integrity of its manufacturer are often reflected in the warranty. Reputable manufacturers generally provide better coverage on crucial components, such as the pump, engine and frame. They also have strong dealer support, and they honor warranties when claims are submitted.

After considering all factors, it's a little easier to understand the price-quality variances in pressure washers. By knowing the basics and speaking with a qualified dealer, you can pick out the best machine for your application.

About the Author: *Dan Leiss is president of Jenny Products Inc., a manufacturer of pressure washers, steam cleaners, and other cleaning equipment based in Chicago, Ill. ■*

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INDUSTRY NEWS



Tommy Breeding Sr.

On Location PRO Tommy Breeding Killed in Crash

Tommy Breeding Sr., 67, of Crossville, Tenn., passed away May 28 as the result of a traffic accident. Breeding and his wife, Sandra, owned and operated Tommy's Port-A-Toilet out of their home. The couple was featured in the *July PRO On Location* article about the world's longest yard sale.

According to the Tennessee Highway Patrol, Breeding had completed servicing portable restrooms at Jammin at Hippie Jack's Americana Music Festival in Crawford, Tenn., and traveled a short distance along Shiloh Road when his 1994 Ford F-350 dually slid off the side of the narrow road at approximately 6:55 p.m. Breeding's truck with 1,500-gallon tank traveled down a steep embankment, rolled and struck a tree. The tank did not rupture. Breeding died at the scene. Authorities said the road apparently gave way as Breeding allowed another vehicle to pass.

Breeding was born May 12, 1944, in Crossville. He is survived by his wife, Sandra Breeding; son, Tommy L. Breeding Jr.; and daughters Dorothy Sherrill and Melissa Breeding. Services were held June 1.

Western Finance Names Boyd Business Development Manager

Western Finance & Lease, subsidiary of Western State Bank, named **Caleb Boyd** National Business Development Manager. He will focus on serving the equipment financing needs of small- to middle-market companies in the solid and liquid waste industries.

PRODUCT NEWS

Aglow Systems

Firefly solar-powered portable restroom lights from **Aglow Systems** feature a motion- and light-activated sensor that automatically turns on at night. Lights attach to the interior ceiling with adhesive – no wiring or cutting is required. Sunlight through the translucent roof recharges the batteries. Each light has four LED bulbs. The lights are waterproof and made to absorb impacts. **865/312-7312; www.aglowsystems.com.**



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AlumiSeal brush-on methacrylate compound from **IMPCO Inc.** is made for sealing porosity in aluminum

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Bob Carlson is owner of Glendale Welding in Glendale, Ariz. His company has been building and repairing portable sanitation trucks for 40 years. Send questions for Carlson to truckcorner@promonthly.com.



The Smoking Pump

CLEANING RESTROOMS IN THE MOUNTAINS OF ARIZONA DURING FIRE SEASON CALLS FOR CAREFUL MONITORING OF EQUIPMENT LUBRICATION

By Bob Carlson

QUESTION:

No doubt you've heard of the massive fires burning in Arizona. I'm in northern Arizona, 50 miles from Flagstaff, helping support the firefighters by pumping out restrooms and temporary showers. My problem is that my pump starts to overheat. It just doesn't seem to be working that long and the pump starts smoking. That's the first issue.

The second issue concerns the oil in my pump. I'm using a Masport water-cooled pump and running short on oil. With the fires burning, I don't have time to run to Flagstaff and find the proper turbine oil. I'm wondering about a good second choice of oil. My cousin tells me 30-weight will work and my uncle tells me ATF (automatic transmission fluid) will work. Who's right?

**Barry Gladstone
Bouse, Ariz.**

ANSWER:

These are two great questions. Often a situation will create environments or circumstances that require changing our normal way of operating. You have certainly come up with both a flaming environment as well as some changing circumstances. No doubt things are already running hot, but to run your pump at an altitude of 7,000 and 7,500 feet above sea level makes a big difference in how it operates and how quickly it overheats.

Let's take a quick look at the science behind creating vacuum in the higher elevation. At sea level, flipping on a vacuum pump and pulling the air out of a vacuum tank happens relatively quickly. The air is relatively "thick" with molecules and you are trying to create a difference in the number of molecules inside the tank compared to that of the normal air outside the tank. As you withdraw air from the tank, there are fewer molecules in the tank than in the outside air. To obtain a perfect vacuum you would have no molecules in the tank (don't try it).

BEFORE YOU TAKE THE ADVICE OF EITHER ONE OF THESE GUYS – OR EVEN ME – CALL MASPORT. FIND OUT FROM THE PUMP MANUFACTURER IF A SUBSTITUTE OIL CAN BE USED WITHOUT VOIDING YOUR WARRANTY OR DAMAGING YOUR PUMP.

All you want to do is create the imbalance between the outside air and the air inside the tank. Once the imbalance is created, you open a valve and what happens? Everything near that valve wants to rush into the tank. That is the essence of how vacuum works. The vacuum gauge on your truck, which measures inches of mercury, is actually telling you the amount of the imbalance inside the tank compared with the normal outside air.

TO THE MOUNTAINS

When you move into the higher elevations, the air is thinner; that is to say, there are not as many molecules when compared to the molecules at sea level. So the problem you're having is that to create vacuum, you must run the pump longer to build a big enough differential between the "thin" outside air and the air inside the tank. Consequently, by the time you've built vacuum and pumped some restrooms and showers, it is no surprise the pump is getting hotter and possibly smoking. It's running longer and working harder than under ideal conditions.

That is one of the primary reasons for using a water-cooled pump. A typical air-cooled pump will heat up much faster in the higher altitudes versus the water-cooled pump.

So for Part 2 of your question, undoubtedly the hot-running pump needs more oil for proper lubrication. You are working far away from the right kind of oil and you don't have time to track it down. In this case, you have a Masport pump, which as you know, requires turbine oil. Your cousin says one thing and your uncle says another.

Before you take the advice of either one of these guys – or even me – call Masport. Find out from the pump manufacturer if a substitute oil can be used without voiding your warranty or damaging your pump. And this advice is not just for Masport, but for any manufacturer's pump. Check with the manufacturer before you try something different from original recommendations. Explain your situation and listen to what they have to say. That is why I cannot give you a solid answer. Check with Masport. If you try other types of oil, it's possible bad things can happen.



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