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PORTABLE RESTROOM OWNER

October 2016
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BEARING DOWN

Idaho couple learns on the go as they continue to build their business

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An Image Reboot

Indiana portable restroom provider changes image to pull in new customers Page 28



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Tuff-Jon III



Tuff-Jon



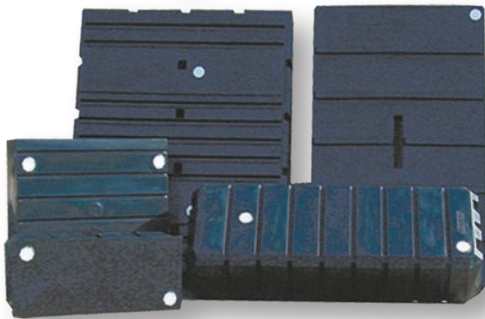
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COVER STORY



PROfile: Bearing Down
Idaho couple builds company while also learning about the industry, tackling all the little bumps in the road head-first.
- Ken Wysocky

ON THE COVER: Lauraine and Andy Drown, owners of Bear Necessities, stand near portable restrooms (Satellite Industries) in their yard in Burley, Idaho. The couple started their company with 175 restrooms and not knowing much about the industry, but learned as they went and grew it into a successful company with 540 restrooms today.
(Photo by Drew Nash)

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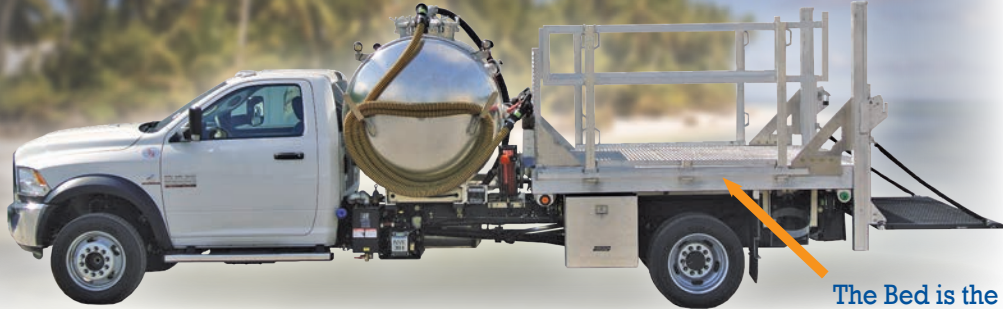
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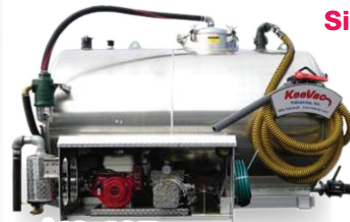
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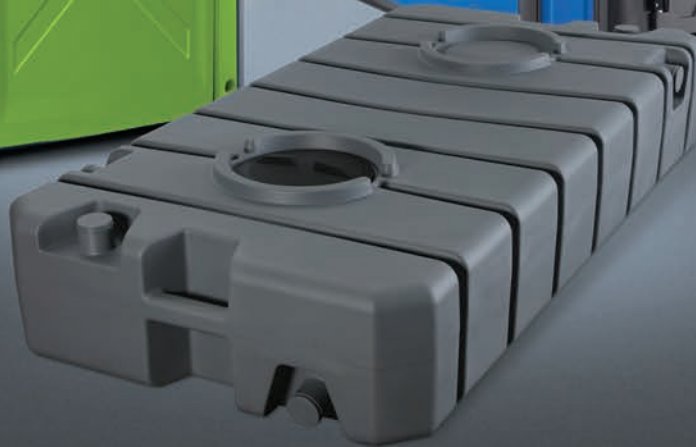
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A Time for Change

CHANGE ISN'T BAD ALL THE TIME, AS SOME PROS HAVE FOUND AFTER STARTING OR REBRANDING THEIR BUSINESSES

By Cory Dellenbach

Welcome to my first editor's column in *PRO* magazine! After 12 years of heading up this title, former editor Jim Kneiszel has handed over the reins to me.

I am not a rookie to COLE Publishing or even to *PRO* magazine. You've seen my work behind the scenes on this title, starting off as a proofreader and also serving as the magazine's photo editor in my 3 1/2 years at COLE Publishing.

Currently, I'm also the editor of two of our other titles: *Gas, Oil & Mining Contractor* and *Dig Different*.

It's going to be a fun learning experience getting to know *PRO* readers and hearing from you.

You won't see a lot of big changes with *PRO*. We'll still highlight hardworking PROs, share tips on how to do the job, and introduce new products in every issue.

CHANGE CAN BE GOOD

Speaking of changes, both profiles in this issue feature PROs who have had to undergo big changes to make sure their companies grow.

In Take 5, Donnie Rodgers tells how he decided to reboot his business after losing a longtime government contract. His wife, Julie, moved into the ownership role, and the couple rebranded the business to become Julie's Johns.

Julie decided to focus on servicing weddings, proms, parties and other upscale events and venues. Creating the new business also meant having a strong logo and brand to identify it and its target audience.

All these changes have been a good thing for Julie's Johns as the business has grown, primarily by word-of-mouth.

This month's profile, on Idaho-based Bear Necessities Portable Restrooms, explains the many changes the owners had to go through when starting the business. Andy and Lauraine Drown had never been in the industry and happened to enter it because Andy was looking for a business to own.

It was a big learning experience for the Drowns, who didn't know what to expect. They've had to figure out how to plan routes, make sure enough rentals are available, and provide timely and accurate billing and collections. All those are now on solid ground and the company is still growing after eight years.

GET IN TOUCH WITH ME

It's going to be a fun learning experience getting to know *PRO* readers and hearing from you.

If there is something you'd like to see in these pages, or just want to introduce yourself, send me an email at editor@promonthly.com or call me at 800/257-7222.

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PRODUCTIVITY BOOST

Saving Time & Money

A couple years ago, the owners of Bear Necessities Portable Restrooms made a purchase that enhanced the company's productivity. Andy and Lauraine Drown, this month's cover stars, invested in a flat-top tank for their service vehicle and are amazed at how much more efficient it allows them to be. Read about how their upgrade has improved their service.

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When cleaning portable restrooms, whether a quick washdown on location or a thorough scrubbing back in the yard, it's important to use the right technique to match the products you're using. There's a difference between sanitizing and disinfecting, and you may not be doing either process correctly. Check out some cleaning tips in this exclusive online story.

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Should Every Day be Take Your Dog to Work Day?

PETS IN THE WORKPLACE CAN REDUCE WORKER STRESS AND INCREASE PRODUCTIVITY, BUT IT MAY NOT BE A GOOD IDEA FOR EVERY BUSINESS

By Judy Kneiszel

There's a Boston terrier snoring under my desk as I write this, and his presence may be making me more productive.

A 2012 Virginia Commonwealth University study found people who bring their dogs to work report less job stress and greater job satisfaction. And it isn't just the dog's owner who benefits. For many people, petting a dog — any dog — can reduce stress, and having one present in the office can increase overall employee health and morale. VCU researchers suggested employees who are not the office dog's owner might ask permission to take the dog outside for a short walk and therefore build a healthy break into their day. A pet in the office may also be improving office-wide communication by generating conversation between workers who ordinarily don't have much to talk about.

BENEFITS OF PETS IN THE WORKPLACE

Kennel Club, a U.K. group dedicated to "the health and welfare of all dogs," lists these advantages of allowing dogs in the workplace:

- People are able to cope better in stressful situations when dogs are present because petting a dog elevates the production of serotonin and dopamine in humans. These hormones lower blood pressure and reduce stress.
- Workers are more productive and creative when they take short breaks and get fresh air during the working day, and dogs encourage otherwise sedentary workers to take these breaks.
- Employers who allow dogs at work say they have noticed a decrease in absenteeism, improved work relations and improved staff morale.

POSSIBLE NEGATIVES OF WORKPLACE PETS

Of course, your dog is perfect and my dog is perfect, but not all pets are. Some dogs growl, snarl and even bite, which would not be welcomed in the workplace. Other dogs bark. A lot. At everything. Barking is not a good background sound for business calls.

Dogs have been known to mark their territory when first entering a place, and if that territory is your office, somebody's going to have to clean it up. Some dogs (and cats) want to bolt out the door every time it opens whether or not there are trucks in the yard or a busy highway out there. Some dogs are anxious in new surroundings, especially if they are noisy and chaotic like an office, which could cause them to drool, shed profusely or pace nervously. Some cats like to sharpen their claws on furniture.

And then there are people. Some people are allergic to dogs or cats, or simply afraid of animals in general. And, hard as it is for pet owners to understand, some people just don't like dogs or cats and don't want to spend their workday with them roaming around the office.

For many people, petting a dog — any dog — can reduce stress, and having one present in the office can increase overall employee health and morale.

10 RULES FOR CREATING A PET-FRIENDLY WORKPLACE

Given the considerations above, if you still think you'd like to create a pet-friendly office, here are some steps to take, rather than just simply showing up with Barkley in tow some morning:

1. If you rent office space, carefully read your lease before even considering a pet-friendly office. Animals may be prohibited, or you may need to get the landlord's approval before bringing in any pets. There may be restrictions on the size, number or type of animal allowed. An additional security deposit or higher monthly rent may be required if animals are to be brought into the space.
2. Know what you are suggesting. Do you want to bring your dog in and have it be the official company dog available for all to pet and scratch and spoil, or do you want to make it a perk of employment that any employee can bring their dog to work? Those are two different animals. What about cats? Cats are also different animals.
3. Consult with your insurance provider. Find out if your liability insurance will cover you if a customer is knocked down or nipped by an overly enthusiastic office dog. What if an employee's pet is accidentally injured or killed on your property?
4. Consult everyone in the office. Find out if anyone is allergic, afraid, or just not a fan of dogs or cats. Don't single a person out and make them feel bad for it; don't let others blame them for putting the brakes on the free doggie day care. Ask those opposed if restricting animals to certain areas in the building would be an option they could live with. If not, don't push it. An animal allergy could be considered a disability under the Americans with Disabilities Act of 1990. On the other hand, if the request to bring an animal into the workplace is for a service dog, all efforts to accommodate the request should be made.
5. Talk to the person responsible for cleaning. Are they willing to clean up after pets? Shedding pets may increase the need for vacuuming. Accidents could require more frequent carpet cleaning. Nose prints on glass could require more time spent washing doors and windows. Are you willing to compensate your cleaning person for these extra duties?
6. Try it on a temporary basis. If everyone in the office seems game, bring your dog in every day for a week and see how it goes. Get feedback from everyone.



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- Set some ground rules. Maybe you only want to allow small dogs. Maybe non-shedding breeds only. Declawed cats only? Or maybe no dogs under a year old. Certainly the rules should require dogs be potty trained and well mannered.
- Reserve the right to revoke any pet's office privileges at any time.
- Have pet owners sign a waiver. Create an authorization and release form. There's a sample form at Purina.com you can base your form off of.
- Be prepared to negotiate. What if Spike and Spunky are both perfectly lovely dogs but growl and bare their teeth at each other when they come to work at the same time? Maybe set up a schedule so they take turns being "office dog."

When it comes down to it, you have to consider the health and well-being of your employees, your customers, your business and the animals before deciding to allow dogs or cats in the office. Also keep in mind the effect it could have on the future of the business. A potential employee might come in for an interview, see Fido and immediately know her allergies and his dander won't mix. On the other hand, it might be a case of puppy love at first sight and the factor that makes her pick your company's job offer over another. Having a friendly canine greeter can also make your company memorable to first-time customers, provided that greeter isn't overly enthusiastic. ■

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Truth be told, Andy Drown didn't know what to expect when he and his wife, Lauraine, bought Bear Necessities Portable Restrooms in 2009 in Burley, Idaho. At that point in his career, he was unemployed and the business appeared to be a solid investment amidst a struggling economy that offered limited job opportunities.

"It was a bad time to be looking for a job, much less buying a business," Drown says. "Quite honestly, the last thing I wanted to do was clean restrooms. The broker I was working with was hesitant to even tell me about Bear Necessities. But I had looked at hundreds and hundreds of businesses, and this was the only one I found that was making money. So when I heard about it, something just clicked, especially the name of the company."

(continued)

Bear Necessities Portable Restrooms Inc. Burley, Idaho

Owners: Andy and Lauraine Drown

Founded: 2004

Employees: 4

Services: Portable restroom rentals and service

Service area: About a 90-mile radius around Burley

Website: www.bearportables.com



BEARING DOWN

Idaho couple builds company while also learning about the industry, tackling all the little bumps in the road head-first

BY KEN WYSOCKY



Bear Necessities employees, from left, Randy Spencer, Lauraine Drown, Andy Drown and David Dewhirt, in front of the company's Peterbilt 330 with a 750-gallon waste/350-gallon freshwater steel tank (Crescent Tank Manufacturing). The truck also has a Masport vacuum pump. (Photos by Drew Nash)

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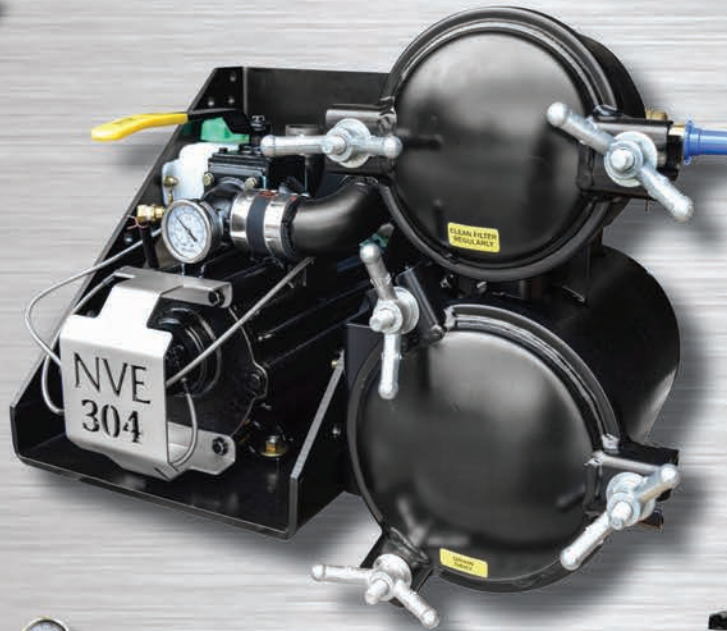


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As luck would have it, the Drowns' two young daughters, Jasmine and Evalyn, loved singing the song "The Bear Necessities" from the Disney movie *The Jungle Book*, and Drown's nickname was "Bear." "So everything seemed to be lined up, telling us that this was what we needed to do," he says.

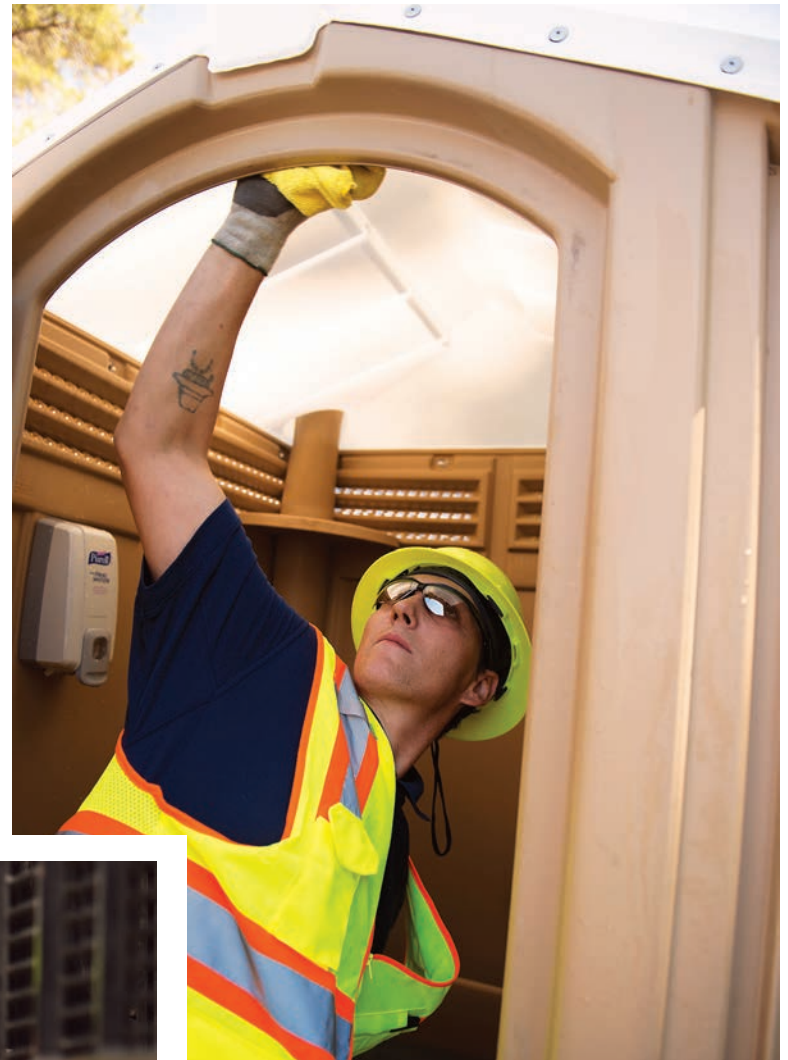
In addition, Drown knew from experience that a conscientious, customer-service-driven portable restroom operator just might excel in the market around Burley and Twin Falls, located in far south-central Idaho. As a contractor in the agricultural industry, he often used portable restrooms. In fact, one of the last large projects he worked on as a contractor required about 50 restrooms on site, and the company renting them was based in Utah.

"That made no sense to me at all," he recalls. "And the restrooms were so nasty that I'd drive to a local big-box retailer to avoid using them. So I knew there was room for improvement."

The next year or so tested the young couple's mettle in ways they never could've anticipated while providing a baptism-by-fire education via the proverbial school of hard knocks.

"Once we got a bit more established, I finally got the guts to start charging rates that covered our costs. We slowly raised prices and charged more for out-of-the-way places where our competitors wouldn't go."

ANDY DROWN



Above: While on a job site, Randy Spencer wipes down the inside of a portable restroom (Satellite Industries).

Left: Spencer unloads portable restrooms from the company's Peterbilt 330 truck at the company yard.



scores the value of traits commonly found among portable restroom operators nationwide: hard work, determination and family teamwork, to name a few.

Drown grew up on a farm, so he is no stranger to hard work. "I was working as soon as my hands could fit around a shovel," he says. "Work is what you do when you live on a farm. And I like to work. In fact, I quit sports in high school to work. I've always enjoyed working. Work has never seemed like work to me."

That strong work ethic served Drown well during the couple's learning curve in a new industry. They bought the company a month or so before one of its busiest periods: harvest time for local sugar beet growers, who need restrooms for employees working at piling grounds (places where harvested beets are collected). One of the biggest customers annually needs about 75 or 80 restrooms cleaned three times a week from early September to early November. "I thought I could do it all by myself, but it was nearly impossible," he recalls.

The situation became even worse when a potential temporary employee backed out at the last minute. Furthermore, the couple found out that all

But seven years later, they now run a thriving business that's grown dramatically, from 175 restrooms to roughly 540, not to mention four service trucks. About 95 percent of the company's business volume is generated by monthly rentals, with special events contributing the balance.

But perhaps just as importantly, the Drowns are now passionate about their business — both the work and the customers they serve. "We have ridiculously loyal customers," Drown says. "We've gotten very attached to providing service for them."

LOVES TO LABOR

What transpired between that first year and now offers a cautionary tale about the risks of jumping into the unknown head-first. But it also under-

(continued)

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175 of the company's restrooms were already rented, leaving them about 75 short, Drown says.

The solution: Drown quickly found some private investors that lent him enough money to buy 100 used restrooms from a restroom company that was going out of business in Ogden, Utah. He drove there at night and the restrooms looked fine. But when he got home, he realized most of them were in pretty bad shape, which required hours and hours of repair work, changing out toilet-paper dispensers, hand sanitizers and the like.

MORE PROBLEMS

Then there was the matter of service routes. The previous owner had customer locations memorized, but more often than not, they were in such remote locations that even GPS was no help. Moreover, customer records were incomplete at best.

"Customers were asking us when we were going to come and clean their restrooms and we didn't even know they had any," Drown says. "So I'd stay



Lauraine Drown grabs a freshwater hose from her Dodge Ram 5500 as she cleans out a restroom (Satellite Industries) while on a job site.

up all night, using the GPS on our computer to plot the locations of all our restrooms and set up the most efficient routes.

"It was eight weeks or so of pure chaos," he continues. "After I made it through basic training for the National Guard at Fort Sill, I thought I could handle anything, but this made me feel like that was merely summer camp. If I'd been working for someone else, I would've quit — and I'm not a quitter. We were literally working 18 to 20 hours a day, sleeping in the truck, cleaning restrooms around the clock. I've never come so close to being totally undone."

The family teamwork aspect then came into play when Lauraine chipped in to help. She asked her employer for some temporary personal leave to help out Andy, but the company denied the request. "So she walked out and I put her in a truck — and she's hated me ever since," he quips.

To top it all off, the couple was also driving 60 miles from Burley just to reach the company's primary service area. Drown estimates he drove an average of 300 to 350 miles a day. What kept him going? "The thought of losing everything if I didn't do it," he says. "Just pure grit, I guess."

BETTER SERVICE, MORE BUSINESS

It took more than a year for the Drowns to get a firm handle on things. To grow the company, they relied heavily on three fundamental principles: Show up when you tell customers you're going to show up; clean restrooms as if their daughters were going to use them; make things right when mistakes occur.

The formula worked. In fact, the company grew without virtually any advertising or marketing aside from word-of-mouth referrals, Drown says.

Along the way, Drown says he also became more business-savvy. "At the start, we weren't good business people, just hard workers," Drown concedes. For example, he slowly raised the company's rates to cover the additional expenses and vehicular wear and tear incurred by serving customers in remote locations. The Snake River Canyon cuts a wide swath through the company's service territory and bridges to cross it aren't always conveniently located. As such, serving a customer that's just 2 or 3 miles away might actually require driving much farther than that to reach a bridge that crosses the canyon, he says.

"Once we got a bit more established, I finally got the guts to start charging rates that covered our costs," he explains. "We slowly raised prices and charged more for out-of-the-way places where our competitors wouldn't go. Some rock quarries we service, for example, are about an hour's drive away."

(continued)

Resources available for newbie business owners

According to the U.S. Small Business Administration, about half of new business owners fail within the first five years of operation. Andy and Lauraine Drown bucked those odds when they bought Bear Necessities Portable Restrooms in Burley, Idaho, in 2009, but Andy is the first to admit that at the time, his work ethic was much stronger than his business knowledge.

But the resourceful couple eventually discovered resources like the business networking platform offered by Facebook. This forum allows groups of entrepreneurs in specific business sectors to share ideas, problems and solutions — and it's all free. (For an example, go to Facebook and search for "portable restroom professionals" or "portable toilet network.")

There are many other resources available to business newcomers. Here's a brief list of some recommended groups:

SCORE (www.score.org): A nonprofit network of more than 11,000 volunteers that provides free and confidential mentoring services to business operators in dozens of industries. The group is endorsed by the U.S. Small Business Administration and also offers free or inexpensive workshops and webinars.

U.S. Small Business Administration (www.sba.gov): This federal government organization offers all manner of assistance for small-business owners, including loans and contracts.

National Federation of Independent Business (www.nfib.com): This group, which has more than 325,000 members, advocates for small businesses by promoting and protecting their rights. In addition, the association also provides networking opportunities with other business owners, free human resources support and discounts on personal and corporate insurance, payrolls services and more.

Accounting Terminology Guide (www.nysscpa.org/professional-resources/accounting-terminology-guide): Compiled by the New York State Society of CPAs and maintained by the same group, this website helps financial rookies understand basic accounting terms, arranged alphabetically for convenience.

Small Business Trends (www.smallbiztrends.com): Established in 2003, this website provides business owners with a host of news, advice and resources, backed by hundreds of expert contributors.

Bplans (www.bplans.com): It's hard to reach a destination without a sense of direction, which is why business plans are valuable tools (not to mention that most banks require them in order to obtain funding). Sponsored by Palo Alto Software, this website provides free sample plans along with advice about how to pitch a business idea to investors, management tips and business tools.



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ROUTE DENSITY INCREASES

Providing great service helped boost the company's customer base. That not only increased revenue, it also made it easier to establish routes with enough customers to make service runs more efficient and profitable.

"We've now established fairly dense routes that justify continuing service to more remote customers," Drown notes. "When there were just a handful of customers along some routes, it was a lot harder. We encouraged those customers to refer us to people they knew who needed restrooms, which they were willing to do because we provided them with good service."

To amp up efficiency, the company recently invested in a routing and business management program called The Service Program, developed by Westrom Software. The software will streamline operations such as invoicing, scheduling, restroom tracking and service routing. It also offers features such as quick-response (QR) bar codes, which can be scanned with cell-phones by customers and Bear Necessities employees to more accurately track restrooms, Drown says.

"After downloading a Bear Necessities app the company (Westrom) will build for us, customers can scan the QR code and tell us if a restroom needs cleaning," he explains. "Or our drivers can scan them when they finish servicing restrooms, which records the exact time and date they were there. Customers can also tell us about problems or order more restrooms or cancel restrooms.

"The software will also make billing more efficient," he adds. "Right now, it takes us about a full day to bill customers and we often find ourselves behind in billing. But after we get this software up and running, it should take only about 20 minutes."

MORE CUSTOMERS, MORE EQUIPMENT

Now that the company is more firmly established, the rigors and struggles of those early days seem a world away to Drown. The firm's growth is reflected in the equipment it owns, which includes roughly 540 single restrooms and about 25 hand-wash stations, mostly all made by Satellite Industries.

About 30 of those restrooms are mounted on small, two-wheeled trailers that Drown bought and customized for use in agricultural fields.

"They get used mostly during harvest time and get moved from field to field," says Lauraine. "It's easier for our customer to hook the small trailers to the backs of pickup trucks and move the restrooms where they need them each day," she explains. "Then they let us know where they've moved to, so

"We have ridiculously loyal customers. We've gotten very attached to providing service for them."

ANDY DROWN

we know where to go to service them."

To service restrooms, the company relies on a 2005 Peterbilt 330 with a 750-gallon waste/350-gallon freshwater steel tank made by Crescent Tank Manufacturing with a Masport vacuum pump; a 2000 Ford F-550 with a self-fabricated 475-gallon steel waste tank with two 100-gallon, self-fabricated saddle water tanks (self-fabricated) with a Conde vacuum pump (a brand built by Westmoor); a 1996 Chevrolet 1-ton pickup with a 300-gallon waste steel tank and two 100-gallon water tanks with a vacuum pump made by Conde; and a 2014 Dodge Ram 5500 outfitted with a 450-gallon self-fabricated slide-in steel waste tank, two 165-gallon saddle water tanks and a Conde vacuum pump.

The company also owns a backhoe made by J.C. Bamford Excavators used to unload restrooms and supplies, as well as three 250-gallon holding tanks made by TOICO Industries and six 100-gallon freshwater holding tanks, both used to supply water for and hold waste from office trailers. To

carry restrooms, Bear Necessities owns two flatbed trailers that carry 10 restrooms each, Drown says.

To clean restrooms and keep them smelling nice, the company uses cleaning products made by J & J Chemical Co. and Satellite Industries, as well as non-formaldehyde EverPro deodorizing tablets, also made by J & J Chemical.

MORE GROWTH EXPECTED

Looking back, what advice would Drown give to a novice restroom operator who's preparing to enter the industry? For starters, invest in routing and business management software from the get-go, just to save time and increase efficiency. "You're going to work hard anyway, but I could've saved hours and hours and avoided working in the middle of the night doing routing on my own," he says. "We were scared away by the high cost."

Drown also suggests that newbies make use of resources such as the Facebook-based portable restroom network, an industry-specific forum where operators can communicate, share problems and get solutions. The forums are helpful because the participants typically aren't competitors, so they freely share information. "I wish I would've sought out those people earlier on, rather than reinventing the wheel and coming up with my own ways of doing things," he says.

When asked about the future, Drown says he and Lauraine aren't intentionally trying to grow bigger, but it's happening nonetheless. He points out that the company bought 112 new restrooms from Satellite last year and figured that would keep them well stocked for a while. "But all of those restrooms are out now," he says. "We're not trying to grow — we just have a hard time saying no to people. And I don't see us slowing down." The company might also invest in a luxury restroom trailer to meet increasing requests from customers who are planning special events, he adds.

Looking back, Drown says he's amazed by the company's growth, which seemed impossible during that first chaotic year in business. He also finds it remarkable how he and his wife have become so emotionally invested in the industry.

"At the time we bought the business, we figured it would be an investment — a company we could build up, then sell and do something else," he says. "We didn't realize we would learn to love it much, as we do now. We had no idea how much people would appreciate things like a clean restroom.

"We've had people at weddings come out and give us a big hug and tell us how many people commented about the clean restrooms," he adds. "After seeing so many people appreciate what we do, we've grown to love our customers — and keep providing better service." ■

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Are You Ready for a Green Fleet?

TRUCK MANUFACTURERS PROVIDE ALTERNATIVE FUEL POWER OPTIONS AT NTEA WORK TRUCK SHOW

By Ed Wodalski

With diesel and gasoline prices hanging steady around \$2 a gallon, you probably haven't given alternative-fueled vehicles much thought. But, should you?

At first glance, the math doesn't add up. With CNG (compressed natural gas) selling at \$2.11 a gallon at the end of July and gasoline selling at \$2.20, driving an alternative-fueled truck can save you just 9 cents a gallon. Add in the higher purchase price (about \$7,000), and there appears to be no chance to recoup your financial investment.

So why go green? Incentives might be one reason. Government grants can lower the purchase price and tax rebates can close the gap in fuel cost. Another reason might be to break away from the competition. As a "green" contractor you create fewer emissions, less noise and leave a smaller carbon footprint. Cleaner-burning fuels also mean less engine maintenance and a healthier work environment for your employees.

LOTS OF CHOICES

In the case of liquefied propane gas (LPG), there's also the opportunity to expand your business by serving as a refueling station. One thing's for certain — diesel and gasoline prices won't stay low over the long term. Historically, prices have taken violent swings, as anyone familiar with fuel surcharges might recall. In contrast, abundant supplies of natural gas have held prices steady over time.

This year's NTEA Work Truck Show in Indianapolis showcased some of the latest advances in alternative fuel options. Here's a quick look at what a few manufacturers had to offer:

All-electric

The 100 percent electric, zero-emission E-Cell from Mitsubishi Fuso Truck of America delivers over 60 miles

Why go green? Incentives might be one reason.

Government grants can lower the purchase price and tax rebates can close the gap in fuel cost. Another reason might be to break away from the competition. As a "green" contractor you create fewer emissions, less noise and leave a smaller carbon footprint.

in a single charge. Powered by four lithium-ion batteries, the vehicle can be recharged on a regular AC or fast-charging system. Designed primarily for delivery and fleet use, it offers clean-air alternatives for contractors in California and urban environments, such as Philadelphia and New York City.

With a GVWR of 13,230 pounds and payload capacity of 6,470 pounds, it has the potential of working as a delivery or parts truck in the onsite and portable sanitation sectors. With a seamless, one-speed transmission and 390-volt, air-cooled motor, the E-Cell operates at less than a whisper. Safety features include a crush bar in each door, energy-absorbing steering wheel, forward-swing doors, high-visibility halogen headlamps and pedestrian audible warning system.

Liquid propane

In areas where CNG is still not available, liquid propane gas offers a go-anywhere, clean-air option. The S2G LPG commercial chassis from Freightliner has a GVWR of 33,000 pounds and is powered by an 8L liquid propane engine that delivers 339 hp at 4,100 rpm and 495 ft-lbs of torque at 3,100 rpm. It has a 12,000-pound single front axle and 21,000-pound single rear axle with 60-gallon, right-hand-mounted LPG fuel tank. An Allison automatic transmission with PTO provision is standard.



Left: A Ford chassis is outfitted with a Roush CleanTech dedicated CNG fuel package. (Photo by Ed Wodalski)

Below: The S2G LPG commercial chassis from Freightliner. (Photo courtesy Freightliner)





Isuzu Commercial Truck of America's cab-forward 2018 FTR chassis powered by a 5.2L turbocharged four-cylinder diesel engine. (Photo by Ed Wodalski)

On a smaller scale, Freightliner's MT propane walk-in van chassis features a General Motors 6L V8 engine delivering 308 hp and 367 ft-lbs of torque at 4,400 rpm with an Allison 2000HS Series automatic transmission. The chassis has a GVWR of 23,000 pounds with 8,000-pound front axle and 13,000-pound rear axle. A 48-gallon LPG tank is mounted to the right side of the frame.

Natural gas

Peterbilt's 337 chassis is equipped to operate on natural gas utilizing a Cummins Westport ISL-G engine and Agility CNG fuel system. The chassis can be configured as a truck or tractor and complies with U.S. Environmental Protection Agency and California Air Resources Board emission regulations.

A bit of both

Kenworth's T-880 straight truck with roll-off system is powered by a Cummins ISX12-G natural-gas-fueled engine that can operate on either compressed natural gas (CNG) or liquefied natural gas (LNG). It does not require a diesel exhaust fluid tank, diesel particulate filter or selective catalytic reduction technology.

The 19,500-pound GVW Class 5 Hino COE 195H electric hybrid (also available with clean diesel powertrain) features a 5L J05E Series engine delivering 210 hp and 440 ft-lbs of torque, and comes with a six-speed Aisin A465 automatic transmission.

Ford also displayed its E-350/450 and F-650/750 cutaway chassis with dedicated CNG/propane packages. Both are available with a 6.8L Triton V-10 engine and TorqShift six-speed automatic overdrive transmission.

ON THE HORIZON

While not a true "green" machine, Isuzu

Commercial Truck of America unveiled its new, environmentally friendly four-cylinder entry into the Class 6 medium-duty truck market.

The FTR chassis is powered by Isuzu's 4HK1-TC 5.2L turbocharged diesel engine.

Although horsepower and torque ratings have not been finalized, the power plant will be mated to an Allison 2000 Series automatic transmission. The engine carries a B10 durability of 310,000 miles.

"This truck represents our vision of the future of the medium-duty truck industry," says Shaun Skinner, executive vice president and

general manager of Isuzu Commercial Truck of America.

Eight wheelbase configurations will accommodate bodies from 16 to 30 feet, allowing for a variety of body applications. The cab-forward 2018 FTR is scheduled to go into U.S. production mid-2017. ■

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		HXL15W	3,500	27"	30	349	4	Liquid	1,000 - 1,250
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		HXL75	2,500	27"	25	230	4	Air	1,000 - 1,250
		HXL4	1,500	27"	15	167	4	Air	1,100 - 1,400
		HXL3	1,000	27"	15	110	4	Air	1,225 - 1,750
		HXL2	750	27"	15	96	4	Air	1,225 - 1,750
See ad page 15	 National Vacuum Equipment 2707 Aero Park Dr. Traverse City, MI 49686 800-253-5500 • 231-941-0215 (f) 231-941-2354 sales@natvac.com www.natvac.com	304 Challenger	Application Specific	27.5"	30	260	4	Air	1,100-1,400
		607 Challenger Heavy-Duty	Application Specific	29"	30	395	7	Fan/Liquid	1,100-1,500
		866 Challenger Heavy-Duty	Application Specific	27"	20	507	6	Fan/Liquid	850-1,150
		Defender 500	Application Specific	27.5"	25	397	5	Ballast Port Cooled	900-1,200

	Dealers/Distributors	Pump Lines
See ad page 35	Amthor International 237 Industrial Dr., Gretna, VA 24557 800-328-6633 • 434-656-6233 • (f) 434-656-1101 bramthor@amthorinternational.com www.amthorinternational.com	Fruitland, Jurop, Masport, Moro, National Vacuum Equipment
See ad page 17	Best Enterprises, Inc. 3513 W Mountain Springs Rd., Cabot, AR 72023 800-288-2378 • 501-988-1905 • (f) 501-988-2880 info@bestenterprises.net www.bestenterprises.net	Battioni, Conde, Fruitland, Jurop, Masport, Moro, National Vacuum Equipment
See ad page 31	FlowMark 610 S Adams St., Kansas City, MO 66105 855-653-8100 • (f) 855-653-8155 sales@flowmark.com www.flowmark.com	Conde, Fruitland, Jurop, Masport, Moro, National Vacuum Equipment
See ad page 39	ITI Trailers & Truck Bodies, Inc. 8535 Mason Dixon Hwy., Meyersdale, PA 15552 888-634-0080 • 814-634-0080 • (f) 814-634-5846 www.itimfg.com	Fruitland, Gardner Denver, Masport, National Vacuum Equipment
See ad page 6	KeeVac Industries Inc 7717 W 6th Ave., Unit E, Lakewood, CO 80214 866-789-9440 • 303-789-9440 • (f) 303-459-4439 info@keevac.com • www.keevac.com	Conde, Fruitland, Jurop, Masport, Moro, National Vacuum Equipment
 See ad page 23	Lely Tank & Waste Solutions, LLC PO Box 1026, Temple, TX 76503-1026 800-367-5359 • 254-938-2564 • (f) 254-938-7204 bjones@lelytank.com • www.lelytank.com	Conde, Jurop, Masport, Moro, National Vacuum Equipment, Wittig
See ad page 31	Liquid Waste Industries, Inc. 2962 Mt. Tabor Church Rd., Dallas, GA 30157 877-445-5511 • 770-424-5575 • (f) 770-424-5536 susan@lwiinc.com • www.lwiinc.com	Battioni, Conde, Jurop, Moro, National Vacuum Equipment
See ad page 46	McKee Technologies 20 Martins Ln., Elmira, ON N3B 2A1 Canada 800-403-4305 • 519-669-1625 • (f) 519-669-8331 info@elmiramachine.com • www.wallensteinpumps.ca	Wallenstein
See ad page 39	R.A. Ross & Associates NE, Inc. 10280 Brecksville Rd., Brecksville, OH 44141 800-678-4581 • 440-546-1190 • (f) 440-546-1188 jeremy@rarossne.com • www.rarossne.com	Battioni, Conde, Dresser Roots, Fruitland, Gardner Denver, Hibon, Jurop, Masport, Moro, National Vacuum Equipment, Robuschi, Tuthill
See ad page 19	Robinson Vacuum Tanks 306 Runville Rd., Bellefonte, PA 16823 844-393-1871 • 814-933-0927 • (f) 844-857-0741 info@robinsontanks.com • www.robinsontanks.com	Conde, Fruitland, Jurop, Masport, Moro, National Vacuum Equipment
See ad page 32	Tank World Corp 12001 W Peoria Ave., El Mirage, AZ 85335 623-536-1199 • (f) 623-935-4782 tankworld01@gmail.com • www.tankworld01.com	Conde, Jurop, Masport, Moro, National Vacuum Equipment
See ad page 9	VARCo 7489 Mason King Ct., Manassas, VA 20109 866-872-1224 • 703-334-5980 • (f) 703-334-5979 ron@varcopumper.com • www.varcopumper.com	AMT, Battioni, Challenger, Conde, Flojet, Jurop, Moro, Shurflo

A Solution for Clean Trailer Tanks

COMMANDO CLEANER FROM WALEX FORMULATED FOR RESTROOM TRAILER HOLDING TANKS **By Craig Mandli**

Luxury restroom trailers can be a terrific addition to a portable restroom operator's fleet. They bring additional revenue opportunities, providing a special event alternative to traditional portable restrooms.

Most trailers provide a step up in comfort and luxury, meaning PROs can command a higher rental fee. However, higher-end events require clean, odor-free units, and waste tanks on trailers can often be difficult to service, especially when inlets and outlets become clogged with waste and paper products. That's where Commando Black Holding Tank Cleaner — launched by Walex Products at the 2016 Water & Wastewater Equipment, Treatment & Transport Show — comes into play.

The Commando advanced super-concentrated enzyme formula is designed to fight against the tough residual buildup, false sensor readings and unpleasant odors, which can be a common problem within a restroom trailer's black holding tanks. According to Corey Morton, the sales manager for Walex, Commando was originally developed for RVs, but is also a great fit for restroom trailers.

"We developed Commando specifically for RVs, but with restroom trailers becoming so popular in the portable restroom industry, we decided to highlight it at the WWETT Show as well," he says. "That was a good decision, because it's been very popular here."

Commando works by penetrating deep into tank walls and sensors to clean and remove lingering odor, waste and paper buildup. The formula cleans the entire tank in as little as 12 hours. It is available in retail and commercial quantities, and comes in an easy-to-use dissolv-

"We developed Commando specifically for RVs, but with restroom trailers becoming so popular in the portable restroom industry, we decided to highlight it at the WWETT Show as well."

COREY MORTON



able packet that can simply be dropped into a tank, which is then filled with water. The recommended usage is two to four times per year, or use more or less frequently as needed. One bag contains four drop-in packets.

"It breaks down any material that's left in the tank, giving operators a clean slate," says Morton. "It's great to toss in the tank in-between special events, because it works and leaves the tank good to go for the next event."

In addition to removing solids and paper buildup, Commando can be used to effectively clean sensors and restore sensor function on trailers that have fill sensors. It also lubricates valves and seals, and is formaldehyde-free. Morton says regular use helps make other odor-control methods more effective.

"Commando isn't a deodorant, but an enzyme that actually breaks down the odor-causing material," he says. "Because that material will no longer be present in the holding tank, your traditional chemicals and deodorizers will be that much more effective in keeping the tank clean and fresh-smelling."

Morton was extremely pleased with the large crowd of attendees at the 2016 show, especially on the show's opening day. "It was our best show ever, across all our product lines," he says. "People came here to buy, especially on the opening Thursday. It's been a great show overall."

Walex is a longtime exhibitor at the WWETT Show, and tries to roll out at least one new product at the show each year. Morton says that is again the plan for the 2017 show. "We have three or four new products that are in the research and development phase right now that we hope to have for next year," he says. "Certainly seeing how popular Commando has been here gets us excited. It has exceeded our expectations." **800/338-3155; www.walex.com. ■**

Trevor Mullins, right, a regional account manager with Walex Products, discusses the company's new Commando Black Holding Tank Cleaner with Cameron Edwards, owner of Rent-A-John from Wilmington, North Carolina. Commando works by penetrating deep into tank walls and sensors to clean and remove lingering odor, waste and paper buildup from a holding tank in as little as 12 hours. (Photo by Craig Mandli)



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Take 5 ... with Julie Rodgers

An Image Reboot

After losing a major customer, the rebranded Julie's Johns sprouts a pair of shapely legs on its company logo and adopts a feminine attitude to attract a new clientele **By Sharon Verbeten**

A few years ago, when Donnie Rodgers, owner of Rock Solid Sewer and Septic in Whiteland, Indiana, lost a longtime government contract providing more than 500 portable restrooms to a military base, he was dumbfounded, stressed out and lost.

"Losing that contract was like a death. I had to grieve that," he recalls.

Cue Donnie's clever and compassionate wife, Julie, who decided that a reboot of the business might be a new beginning for them both.

Drawing on her previous unpleasant experiences using portable restrooms — never to her liking on level of cleanliness — Julie realized she had a viable and marketable idea. So, shortly after Donnie lost his contract, she started Julie's Johns, merging Donnie's knowledge of the restroom industry with her savvy knowledge of special events, and focused her niche on providing service to weddings, proms, parties and other upscale events and venues.

Julie's Johns, which uses the tagline "Party Potty Services," services a three-county area (about a one-hour radius) from its headquarters in Whiteland, located about 13 miles south of Indianapolis.

Julie and Donnie, the only two employees, rent luxury restroom trailers as well as 80 green Signature Series event units from PolyJohn Enterprises; 28 gray Taurus units, 50 green Taurus units and six Liberty ADA units from Satellite Industries; and four Boudoir units and 25 hand-washing stations from PolyPortables.

Their fleet includes a 2016 Dodge Ram 5500 4x4 with 400-gallon waste/200-gallon freshwater stainless steel tank and Conde (Westmoor) pump from Best Enterprises; a 2005 7600 Series International with a hook lift from Stellar Industries and 3,600-gallon steel tank and 360 Challenger (National Vacuum Equipment) pump from Quality Tank and Equipment; and a 1999 4900 Series International with a 1,100-gallon waste/400-gallon freshwater steel tank and Battioni Pagani pump from Quality Tank and Equipment.

While almost 90 percent of their business is providing portable units to special events, they still provide septic tank pumping services, a holdover from Donnie's previous company.

EXPLORE FIVE ISSUES THAT AFFECT JULIE'S PORTABLE SANITATION BUSINESS:



Julie and Donnie Rodgers pose for a portrait with some of their Satellite Industries portable restrooms at their home base in Whiteland, Indiana. The couple rebranded their business after Julie took on the ownership role, and now caters to weddings, proms and other similar events.

(Photos by Marc Lebryk)

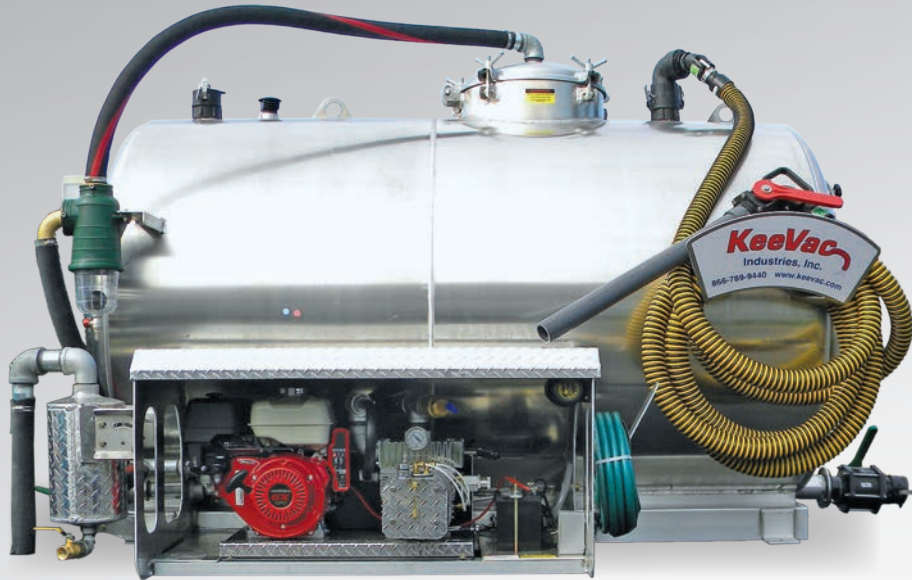
1 THE FEMALE FACTOR

Julie, 50, is the sole owner of Julie's Johns, even though Donnie, 50, does most of the heavy lifting and cleaning due to his wife's struggles with fibromyalgia. And while the company does tout her ownership on its website, Julie is researching becoming a certified Women-Owned Small Business through the U.S. Small Business Administration's WOSB program. Donnie, who served in the U.S. Marines, hopes to impart the knowledge of winning government contracts he gained as a Veteran-Owned Business.

"It's all really kind of new to us, the perks of being woman-owned," says Julie, who is also conscious of catering to the female purchaser.

"When weddings are planned, most generally it's the women doing the calling," Julie says. Capitalizing on all the "girl power" is something she hopes will make Julie's Johns and its niche focus stand out in a market crowded with portable sanitation choices.

(continued)



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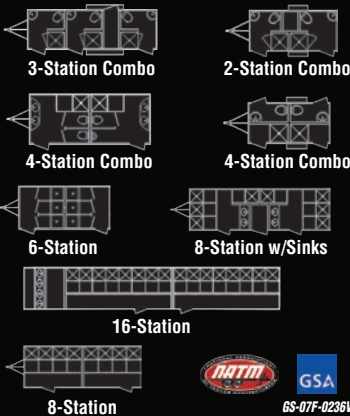
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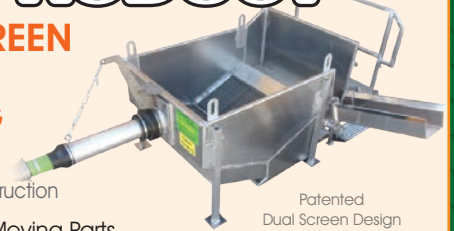
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Donnie Rodgers takes a portable restroom (Satellite Industries) off of the back of their 2016 Dodge Ram truck with a 400-gallon waste and 200-gallon freshwater stainless steel tank and Conde (Westmoor) pump from Best Enterprises.

2 CLEANLINESS IS KEY

Even though her husband was a provider, you could say Julie had a love-hate relationship with portable restrooms. She never found them clean enough, and she felt most women expect a bit more when using a portable restroom.

Julie's appreciation for spotless restrooms infuses her entire business. "Cleanliness is huge, and it has to be when you're dealing with women. If you're looking at us and you're looking at somebody else, the difference is cleanliness (of units)," says Julie. "I expect Julie's Johns to be as clean as our toilet is at home. I think that's very important to a woman, especially a bride."

Having a woman at the helm, she believes, does help ensure such meticulous attention to detail, such as power washing the exterior of each unit at each service and including GOJO hand sanitizer in all units at no extra charge. Julie also demands that units used on construction sites (a small portion of their business) are never used at a wedding or other high-end event.

And she knows this approach is working. At one wedding venue, Julie's Johns provided multiple units every weekend for two years. The one time the venue opted for another provider, Julie heard from the venue's owner, complaining about a competitor's poor service and cleanliness. "She (the owner) was just amazed at the difference," Julie says. "That is something that we are very proud of."

4 GET THE PARTY STARTED

In the 1990s, Julie worked at a flower shop. "I think maybe that was something that put the idea of weddings and parties into my head," she says, recalling she liked "the girlie aspect" of the events the best.

To that end, she works to bring much-appreciated amenities to her business. That's especially important in summer, when Julie's Johns could line up 16 or more weddings in June alone.

That's where Julie's high-end restroom trailers shine. Her inventory includes a new three-stall unit from Satellite Suites and a Porta Lisa two-stall model from JAG Mobile Solutions. The company also offers four very roomy Boudoir flushable units from PolyPortables that include motion-activated lights, coat hook, full-length mirror, towel dispenser, shelf and hand-wash station, all inside the unit.

In the Boudoir units, Donnie says, "The amenities are very nice and ideal for someone who can't afford a trailer."

(continued)

3 BUILDING A NEW BRAND

For Julie, creating a new business meant having a strong logo and brand to identify it and its target audience. Her logo, highlighted in red, features a pair of shapely legs topped by a toilet seat.

"I envisioned legs and a toilet, so I started looking on the internet," says Julie, who had a clear idea of what she wanted. She used a designer they had previously worked with, who delivered the logo they have today. "I wanted something that was feminine, sassy and elegant. I think my designer nailed it. I wanted something that would say 'a woman owns this company.'"

And while Julie says she was sure that most women would find the logo fun and appealing, she wasn't sure how men would take it. Julie says infrequently some people see the image and are puzzled over what her company does; she says they have never heard anything derogatory about their logo.

"I envisioned legs and a toilet, so I started looking on the internet. I wanted something that was feminine, sassy and elegant. I think my designer nailed it."

JULIE RODGERS

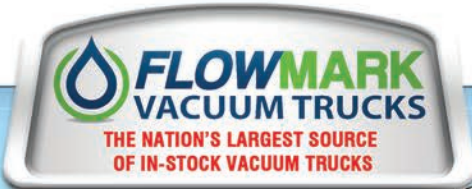


Julie Rodgers attaches the company's newest branding stickers to a trailer filled with portable restrooms (Satellite Industries).



Donnie Rodgers prepares the company's International with 3,600-gallon steel tank (Quality Tank and Equipment) for a day of work.

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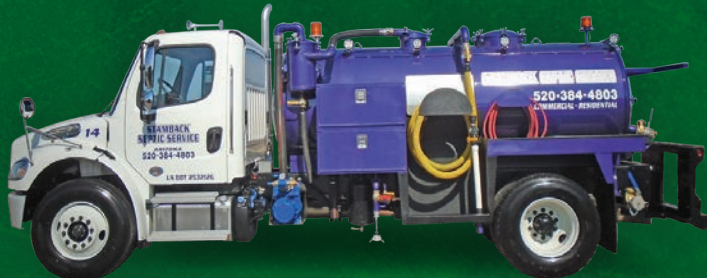


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Donnie Rodgers prepares to pump at a job site using the company's International with 3,600-gallon steel tank (Quality Tank and Equipment).

5 SPREADING THE WORD

When Julie's Johns started, word-of-mouth brought in most of their business, and it continues to do so. But they have tried other methods of advertising along the way. In their first year, they set up a booth at the Johnson County Fair as well as the county's bridal show, but didn't feel they reaped enough business to set up again (although they did take out an ad in the print bridal guide).

Now they've expanded to promoting their business online, paying about \$600 per month for Google ads to increase their search engine optimization (SEO). In addition to paying an up-front fee to design the website, they also pay a monthly fee for monitoring and updating the site.

"The advertising with Google does seem to be working," says Julie. "We worked with Dave Philpott, president of PICS International (in Indianapolis), to come up with a site that would be appealing to women. I didn't want it to look too industrial."

In terms of gauging effectiveness, Julie says, "Dave sends us a report monthly from Google Analytics. Search words are 'portable toilets' and 'restroom trailers.'" And while Julie's Johns may not always end up at the top of the SEO search now, they're working to change that. "Our goal is to be able to funnel more advertising money into our Google ad in the next year to always be on top." ■

MORE INFO

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(See ad page 17)

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"Take 5" is a feature in which one PRO or industry leader shares unique business challenges with the entire portable sanitation community. It's a chance for service providers to meet over the back fence - and across the country - to learn more about each other and promote industry excellence. If you know a PRO who would be an interesting subject for "Take 5," send their contact information to editor@promonthly.com.



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Karleen Kos is executive director of the Portable Sanitation Association International. She may be reached at karleenk@psai.org or 952/854-8300.



Dealing with Customers You Don't Want to Serve

By Karleen Kos

Recently, a company denying services made the news. You may have heard of a theme park called "The Ark Encounter" in Kentucky. When the facility opened in July, a group of protesters appeared at the gates. A company was contracted to provide a portable restroom for their convenience. The portable restroom company representative learned the unit was for the protesters and denied service. The resulting media storm and legal posturing was a distraction no company needs.

I can decide who I want to serve, right?

Yes and no. In general, companies cannot deny service on the basis of circumstances that are protected by law. With few exceptions everyone has the right to "full and equal enjoyment of the goods, services, facilities, privileges, advantages and accommodations of any place of public accommodation, without discrimination or segregation."

The onus is on you, as the business owner, to make sure you are not breaking any laws or violating rights.

There are more than a dozen specific classes that are protected and on whose characteristics you cannot base a decision to deny service.

Why would I want to deny service?

Some companies would never turn away a paying customer. Others do so regularly for a variety of reasons that are totally legal.

The PSAI's Code of Excellence for the portable sanitation industry states, "We respectfully decline to provide service in circumstances where a customer may steadfastly insist on an arrangement that is not in conformity with standards, may pose a health or safety risk, or would tend to promote conditions in which the reputation of our company or industry would be negatively affected."

As the incident in Kentucky shows, real-life situations can make it challenging to determine when you should — or can — legally deny service.

It has to be equal. You can deny service on an equal basis — meaning that you wouldn't serve anybody who made a similar request.

• **Denial on the basis of service type.** You can refuse to provide a certain type of service for all customers. For example, you cannot refuse to serve only weddings with which you disagree, but you can refuse to serve all weddings.

• **Denial due to distance.** You can refuse to provide units if doing so would be outside your service area. Be sure to clearly articulate your service area in writing. Of course, it's important that you don't have any units outside your stated service area if this is to be a credible justification.

• **Denial to comply with a law or standard.** You can deny service if the customer is asking you to break a law or published standard. Be sure you consistently adhere to those standards or this won't hold water as a reason to deny.

• **Denial due to danger.** You can deny service on the basis of danger to users or your service team. It's best to have this policy spelled out in advance because that will make it easier to defend your decision.

The onus is on you, as the business owner, to make sure you are not breaking any laws or violating rights. States, counties and municipalities may have additional laws of which you need to be aware. Make it your business to know what they are.

When in doubt, consult an attorney. In extreme cases you can be prosecuted for refusing service to a potential customer. More likely, you'll just suffer from a lot of negative publicity and related headaches. ■

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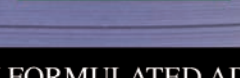
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Pumps and Components

By Craig Mandli

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from **Kuriyama of America** provide high flexibility for maneuvering in tight areas such as around portable restrooms. The hose remains flexible in subzero temperatures, and is crush- and kink-resistant. The easy-slide helix protects the hose tube from cover wear and allows the hose to slide easily over rough surfaces. Overmolded leak-proof cuffs help eliminate leaking and are 100 percent factory tested. It is available in 2- and 3-inch I.D. sizes in multiple lengths. The 3-inch I.D. hose is also available as a 3-foot hose guard. **847/755-0360; www.kuriyama.com.**



HOSE REELS

COXREELS T SERIES

T Series truck-mount spring-driven hose reels from **COXREELS** have an extra-large chassis with dual pedestal-style arms and a Super Hub that provides triple-axle support while reducing vibration and strengthening the structural integrity of the reel. They can be used for off-road applications that demand reliability in the most abusive and demanding environments. CNC robotically spun and ribbed discs with rolled edges provide strength, safety and durability within any application or work environment. **800/269-7335; www.coxreels.com.**



HANNAY REELS N700 SERIES

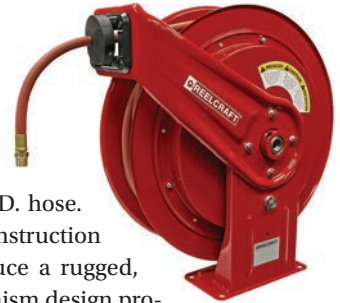
With a narrow frame and compact mounting base, the **N700 Series** spring rewind reel from **Hannay Reels** is designed for high-pressure washdown, sanitizing, and sewer, septic and portable restroom cleaning. A non-sparking ratchet assembly and declutching arbor prevents damage during reverse winding. The reel is designed to handle 1/4- through 1/2-inch I.D. hose and accommodate temperatures from minus 60 to 250 degrees F. Sealed ball bearings, ribbed discs and one-piece axle hub assemblies ensure long-lasting performance for sewer and waste operations. **518/797-3791; www.hannay.com.**

REELCRAFT INDUSTRIES SERIES HD70000

Series HD70000 hose reels from **Reelcraft Industries** accommodate up to 100 feet of

3/8-inch I.D. hose or 75 feet of 1/2-inch I.D. hose.

The heavy-duty base design, all-steel construction and a baked-on powder-coat finish produce a rugged, corrosion-resistant product. A new mechanism design provides longer service life of the latch components. The containerized drive spring offers safer and easier handling during maintenance. Two sealed ball bearings produce a smoother spool rotation and easier operation. The guide arm adjusts to seven positions for various mounting locations and applications. **800/444-3134; www.reelcraft.com.**



PUMP PARTS AND COMPONENTS

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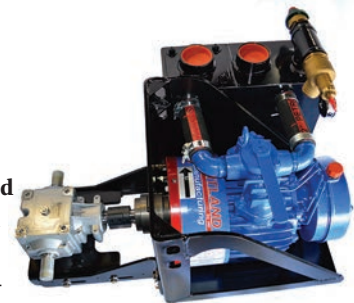
Heated valve jackets from **Pik Rite** are designed to protect valves from freezing in cold weather by circulating engine coolant through a jacket in front of a valve on any truck. Easy-to-install TTMA flanges allow for universal mounting. They are available in steel and stainless steel materials as well as 3-, 4- and 6-inch sizes. **800/326-9763; www.pikrite.com.**



VACUUM PUMPS

FRUITLAND MANUFACTURING ELIMINATOR 250PT

The **Eliminator 250PT** from **Fruitland Manufacturing** was designed with a small mount and accessories, allowing it to fit on almost all of today's portable restroom service trucks, while still allowing for big-truck continuous-duty performance. The package comes with an RCF250 180 cfm vacuum pump with integral heavy-duty secondary shut-off and oil-catch muffler. The compact design is only 26 inches wide and 19 inches in height, taking up minimum frame rail space. The package comes with hydraulic or gearbox drive options; the gearbox drive option allows for five distance options for alignment to PTO shaft, eliminating drive-shaft clearance hurdles. The mount has two emergency brake cable slots, making installation quick and easy. The fan-cooled RCF250 pump offers low oil consumption, including an automated oiling system with all-steel oil lines, pump oil-level sight gauge, vane gauging ports and anti-shock design. **800/663-9003; www.fruitlandmanufacturing.com.**



(continued)



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VACUUM PUMPS

MASPORT TITAN

The **Titan** vacuum/pressure pump from **Masport** has a washable stainless steel inlet filter for long filter life, integral mounting bosses for alignment with the gearbox and hydraulic mount, an automatic adjustment-free mechanical oil pump, and heat-stabilized Kevlar vanes machined to exacting tolerances. It can achieve a minimum of 27 inches Hg, and is fan-cooled for higher continuous vacuum operations. It has heavy-duty bearings, Viton oil seals, vane wear inspection ports and durable translucent high-temperature oil lines that allow visible flow of oil to the pump. End thrust protection prevents rotor-to-end-cover contact created by direct PTO drive or misaligned belt-driven systems. It comes with 3-inch NPT bolt-on valve flanges for ease of installation, a 1/4-inch NPT vane flush port, integral vacuum relief valve, an integral valve that allows the pump to operate in vacuum and pressure mode and reduces plumbing and installation costs, and O-ring end covers that eliminate air or oil leakages. **800/228-4510; www.masportpump.com.**



WALLENSTEIN VACUUM PUMPS - ELMIRA MACHINE INDUSTRIES MODEL 151

The **Model 151** from **Wallenstein Vacuum Pumps - Elmira Machine Industries** can be used on portable sanitation tanks, slide-in units, campgrounds and marinas needing a compact package. It offers 80 cfm at 15 inches Hg, with a 2-inch vacuum/pressure valve, swivel elbows for easy hookup, air pressure or mechanical lubrication, and clockwise or counter-clockwise operation. It can be direct-, hydraulic-, pulley- or clutch-driven. **800/801-6663; www.wallenstein.com.**



WESTMOOR LTD. CONDE POWERPAKS

Conde POWERPAKS preassembled gasoline- or diesel-powered vacuum pump units from **Westmoor Ltd.** are easy to install. A heavy-duty steel base with aluminum diamond plate trim and belt guard ensure the unit is aesthetically pleasing.



Rigid assembly ensures minimum vibration and maximum power. They are available with either vacuum-only or vacuum/pressure pumps. A wide range of cfm options ensures matching the right unit to tank size and application. They are powered with optional Honda GX commercial-series gasoline engines or Hatz industrial air-cooled diesel engines. Units can be easily transferred to another tank system when needed. **800/367-0972; www.westmoorltd.com.**

NATIONAL VACUUM EQUIPMENT CHALLENGER 304

The **Challenger 304** vacuum pump from **National Vacuum Equipment** delivers 210 cfm in a number of compact packages that include a pump with a pump stand; a pump with a stand, prefilter and moisture trap in two variations; and an engine drive unit with a 13 hp electric-start engine. Standard packages



are available in gearbox drive or with a hydraulic drive adapter. The package is designed with a ductile iron housing and stainless steel braided oil lines for durability. Routine maintenance such as vane inspection and replacement can be done without removing the pump from the truck. **800/253-5500; www.natvac.com.**

PRESVAC PV750

The **Presvac PV750** rotary vane pump is designed for continuous full vacuum operation in the most extreme conditions. It offers 400 cfm at free air, 350 cfm at 15 inches Hg, a maximum vacuum of 27 inches Hg, and maximum pressure of 35 psi. Dual fans and twin ballast ports efficiently cool the pump. The solid housing with deep cooling ribs allows for greater heat transfer from the vacuum chamber. Aluminum fans and shrouding work like a heat exchanger to further aid in heat reduction. Multiple manifold and drive options are available for truck, trailer or stationary applications. **800/387-7763; www.presvac.com.**



WASHDOWN PUMPS

ARMSTRONG EQUIPMENT BURKS DC10

The **Burks DC10** washdown pump from **Armstrong Equipment** is coupled with a 1 hp, 12-volt DC Lee-son motor. It can be used for filling toilets and sinks quickly, as well as washing out units. It can deliver 20 gpm at a maximum of 42 psi, and can be controlled at the spray nozzle with no damage to the pump system. It is built with a heavy-duty cast iron housing and long-lasting Noryl impeller or optional bronze impeller. Ports are a 1 1/4-inch discharge with a 1 1/2-inch intake. Its compact design fits in tight spaces with overall dimensions of 16.5 by 8.75 by 8.4 inches and a weight of 50 pounds. Options include a pressure switch for on/off control, solenoid, and several styles of check valves. Replacement brushes are available for the motor to ensure long life. Repair kits for the pump head include an impeller, O-ring, screw, impeller washer and mechanical seal. The pump head is fully rebuildable and can be uncoupled for easy maintenance or replacement. **800/699-7557; www.vacpump.com.**



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WASHDOWN PUMPS

MORO USA DCSS

The DCSS heavy-duty 12-volt washdown pump from **Moro USA** is designed for filling sinks and toilets. It has a maximum delivery rate of 20 gpm at 42 psi, and uses a 1 hp, 12-volt DC motor with a 1-inch discharge and 1 1/4-inch intake. It has a high-grade stainless steel impeller, Viton elastomers, and a pressure switch and 12-volt solenoid allowing full-control flow at the nozzle without damaging the pump. It has an industrial-grade epoxy-coated, painted motor to protect against rust. Its stainless steel pump head won't break in freezing winter temperatures. It weighs 52 pounds. **800/383-6304; www.morousa.com.**



WATER CANNON RG SERIES PUMP

The RG Series Pump from **Water Cannon** is rated for either 3.96 or 5.5 gpm at 1,450 rpm, and has a nickel-plated manifold rated for 3,600 psi. It takes the best parts from the RK, XW and SHP Series pumps and combines them into an all-around heavy-duty pump. The footprint is the same as the RW and XW Series ARNA pumps as well as the General 47 Series pumps. **800/333-9274; www.watercannon.com. ■**



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PRODUCT NEWS

RJ Products solar-powered vent fan

The LunarVent from RJ Products is a solar-powered vent fan that removes up to 20 cfm of air out the stack of any portable restroom that has a 4-inch exposed vent pipe. The fan is designed to operate up to 50,000 continuous hours under normal conditions. 574/294-2624; www.lunarglo.com. ■



INDUSTRY NEWS

Masport names regional sales manager

J.R. Kidman was named regional sales manager for Masport. Kidman has 10 years of experience as a sales professional in the vacuum truck and liquid waste industry.



J.R. Kidman

COLE Publishing Editor Ed Wodalski Passes Away

Ed Wodalski, longtime contributor and editor with COLE Publishing, passed away suddenly on Sept. 21. He was 64. In addition to his writing contributions, Ed held many roles at COLE, including primary proofreading and coordinating national photo shoots and assignments. Most recently, he was the print and digital editor for *Plumber* magazine, and also oversaw the product and industry news for nine COLE publications. "Ed was not only a loyal contributor to the COLE team, but a mentor, family man and friend. He will be deeply missed," said Jeff Bruss, president of COLE Publishing. Ed is survived by his wife, Dawn; son, Michael; daughter, Nicole; and three grandchildren. ■



Ed Wodalski

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