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## SAVVY WITH SALES

Minnesota's Derrick Nelson has a knack for landing new customers and parlays it into big profits

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### Spring Fling

Pit Stop Sanitation Services kicks off the busy season with the Atlanta Dogwood Festival Page 18

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Tuff-Jon III



Tuff-Jon



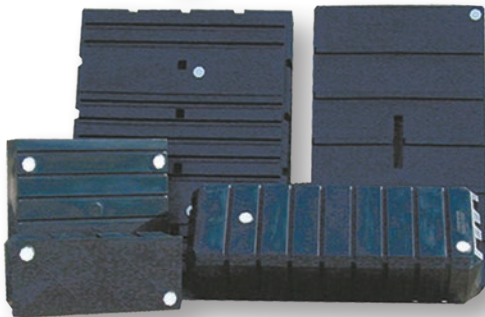
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**ON THE COVER:** Derrick Nelson, owner of Nelson Sanitation and Rental, in Rice, Minnesota, is surrounded by the tools of the trade: a PolyJohn Enterprises restroom and an International truck with a vacuum unit from Progress Tank, including a Masport pump. (Photo by Brad Stauffer)

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Reviews of the Selfie by end-users has been very positive, with two thumbs up given by many concert goers at this year's Twin Cities Jazz Festival in St. Paul, MN. "Beautiful and super clean! It was a

pleasure to use and such a brilliant concept. Thank you!" Other comments included: "Awesome", "Love it" and "More of these at events, please!"

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# Stop the Complaints and Vandalism Associated With Park Restrooms

**ARE YOU PLAGUED BY GRAFFITI, TIP-OVERS AND EVEN UNITS SET ON FIRE? DO NEIGHBORS THINK YOUR UNITS ARE UGLY? HERE ARE SOME WORKAROUNDS TO KEEP YOUR MUNICIPAL CUSTOMERS HAPPY.**

**By Jim Kneiszel**

**B**oat landings, beaches and remote public recreational sites are areas where portable sanitation needs are critical, yet placing restrooms in these areas can be difficult for PROs in many ways. Contractors want to provide a necessary service to users at these locations, and municipal customers are typically reliable payers and often have a frequent need for more restrooms in other spots. However, too many times it's not worth the effort.

Like many features in public settings, restrooms are an easy target for vandals who seem attracted to graffiti-spray, tip over or burn down units over and over again. And in situations where units are placed in parks surrounded by upscale homes, especially near beachfront property, the restrooms are viewed as unwelcome guests. It seems that almost the last thing homeowners in these wealthy neighborhoods want to see when they peer out their windows is a portable restroom, and they're not afraid to tell you about it.

## IN THE NEWS

Just last week alone, I read two news accounts of indignant homeowners issuing a tirade of threats when a restroom was placed in their line of sight. They call them unsightly and say a portable restroom is hurting their property values or causing a dangerous element to loiter near their homes. Why, you'd think they'd sooner see a park visitor relieve themselves in the bushes than use a portable restroom.

In another recent news story out of central Michigan, a town board debated putting a restroom at a busy boat landing. All parties agreed portable sanitation was needed, but the idea was dismissed for fear that vandals would destroy the restroom or tip it over and have the contents roll down a hill into the waterway, causing a pollution concern. The town leaders were in a quandary: on one hand, they could provide a needed service, and on the other hand, they were certain doing so would cause problems.

It's a challenge for PROs to deal with servicing restrooms in these hot spots of controversy. If they aren't worried about stirring up bad publicity from critics, they may be spending too much time cleaning up tip-overs, scrubbing off graffiti or replacing damaged units.

There's no way you and I could figure out why vandals are so attracted to portable restrooms. We don't like it, but it's undeniable that a certain segment of the population — wielding markers, lighters, knives or able bodies that can push over a 200-pound plastic box — want to create mayhem involving the products provided by our industry.

And what about the "not in my backyard" issue? At least for me, the idea of getting wrapped around the axle because there is a portable restroom in your neighborhood surpasses all understanding. First of all, life is too short to sweat the little things. If the restroom parked at the beach is the biggest thing you have to worry about, congratulations! Your



life is near perfect. Second, I can think of a lot worse things to look at than a well-maintained portable restroom. This is a necessary, functional product which the appearance of has been much improved over the years.

*Additional lighting and security cameras may have discouraged vandals from tagging these units that were set up as a temporary bathroom facility. (File photo)*

## FIX WHAT YOU CAN

You're in the business of serving the needs of your customers and that includes these challenging restroom placements. So, it's time to remember the Serenity Prayer written by American theologian Reinhold Niebuhr that says, in part, "God grant me the serenity to accept the things I cannot change, and the courage to change the things I can."

In that spirit, are there things we can do to help communities address these difficult portable sanitation situations? I think so, and I'll share a few ideas:

### Involve the neighborhood

When a government wants to place a restroom at a beach or remote park location, recommend the decision-makers talk to the nearest neighbors. Have them explain the need for the restroom and seek their input when possible, perhaps about the placement of the unit or the color of the unit. Let neighbors know the restroom will be regularly maintained and monitored by law enforcement. Get out in front of any complaints, and have the neighbors provide added eyes and ears for looking out for vandals.

### Let there be light

Suggest to the municipality that the unit be placed under an existing light or that lighting be added to deter vandalism. If not a streetlight that is on from dusk to dawn, at least a motion-sensing light. You can also add door-activated solar lights inside the unit, which will not only serve the users better, but could also deter vandalism.

### Build a protective enclosure

Some municipalities consider building permanent bathroom facilities rather than use a portable restroom. However, that's a costly option requiring water and sewer services as well as expensive fixtures that can also be damaged by vandals. A low-cost alternative is to build a walled or fenced enclosure with a roof that can hold a portable restroom or two. The enclosure can be locked during off-hours by park staff to prevent vandalism.

### Screen the unit

To reduce the potential for neighbor complaints, screen portable restrooms with trees or evergreen shrubs. Block sightlines with landscaping before the restroom is delivered. Upright cedars or conifers can be planted at a small expense. The same goes for fencing, and this will also discourage tip-overs.

### Post penalties for vandalism

It's unlikely that vandals will stop and read the fine print before they tag a restroom, but posting the penalties for bad behavior could be a deterrent. The municipality can establish a specific fine for damaging restrooms or park property and spell that out on signage displayed near or on the restrooms. You can also post an emergency number for visitors to call if they see vandals or find a damaged restroom. Quick response to vandalism complaints will improve the relationship with neighbors.

### Add security cameras

Security cameras and even hunter trail cameras are getting better and cheaper all the time. A variety of cameras can be installed at a troublesome site to catch vandals in the act. The municipal customer or the local police can set up and monitor the cameras. Or, perhaps you can offer job site security cameras as an added service, particularly to your construction-related customers.

## OFFER YOUR SOLUTIONS

Have you tried these or other tactics to stem the tide of vandalism in park units? What have you done to tamp down complaints from neighbors who don't want to look at your units at parks or residential construction sites? Send your tips and tricks to me at [editor@promonthly.com](mailto:editor@promonthly.com). I'll share them with readers in a future issue. ■



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### Graffiti Solutions

We see news articles weekly about restroom damage. While not as detrimental and costly as arson, graffiti seems to always be a problem as well. Then your technicians waste valuable time cleaning marked up units. Here we've compiled the most effective graffiti removal solutions we've heard of to help you in the frustrating, never-ending battle to keep your restrooms clean and mark-free.

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### Unexpected Departures

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#### PLAY NICE

### Friendly Competition

It may be difficult at times to help out a competitor. While there's a lot to be said for making friends with the "enemy," it can be hard to trust someone who is competing directly with your business. One important thing to remember though is to be respectful of those other business owners. This business owner explains why bad-mouthing the competition can seriously backfire.

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# Don't Make That Same Big Hiring Mistake Again

**TO FIND A GREAT NEW EMPLOYEE, USE ALL THE TOOLS AVAILABLE TO YOU, FROM LOW-TECH TO THE LATEST DIGITAL DEVELOPMENTS**

By Judy Kneiszel

I found my first job like this: I was a teenager, and my dad thought I needed a summer job. He talked to his cousin, who was a golfer and spent a fair amount of money at the local course. This cousin talked to the golf course owner and secured jobs for myself and the cousin's daughter, too. I stayed the summer and came back for two more. The other hire lasted less than a month, but a 50-percent retention is pretty good for a boss who just waits for help to walk through the door.

I tell that story because I suspect this method of hiring is not uncommon, especially in small businesses in small towns. If you tend to operate like this — hiring the first semi-interested person who walks through the door — your retention rate is probably not much higher than 50 percent either.

As a portable restroom operator, you wear many hats and company recruiter may not be your first priority — or even in the top 10. Filling a sudden opening with the first breathing applicant is tempting. That might have sufficed back when the only way to look for employees was a sign in the window or a paid ad in the local newspaper. Today, however, there are many effective, low-cost ways to find the best person for the job. And most of these hiring tools require only slightly more effort than waiting for a customer to send his cousin's kid over.

## CRAIGSLIST

Craigslist is free and local. Plus, most job seekers can — and do — use it. It's easy to post on Craigslist, too. Just go to [www.craigslist.org](http://www.craigslist.org) and choose a city from the drop-down menu on the right. Click "go," and then click "post to classifieds" in the top left corner, and follow the directions from there.

While simple to do, posting a job on Craigslist can get messy because it often results in numerous spam emails, unqualified applicants, and pitches from recruiters wanting to sell you their services. Minimize the negatives by taking these steps:

1. Be sure to click "use Craigslist mail relay" before posting your ad. This guarantees that people who see the ad will not see your actual email address, but rather a generic [craigslist.org](http://craigslist.org) address.

2. Clearly state the name and location of your business (a blind ad will just bring an avalanche of unqualified applicants) and provide a detailed, honest job description. Include hours, responsibilities, pay range, and physical requirements (how much a person needs to be able to lift, etc.). This should help weed out responses that will waste your time.

3. Take steps to filter out junk responses. Without a filtering system, you could receive hundreds of responses in the first 24 hours after an ad is posted and miss the qualified candidates whose responses are buried among them. To avoid this, use your Gmail account or set one up just for this (Gmail is

Google's email program, and it's free). When you set up Craigslist relay, link it to this email account. Then, in your job description, explain that you will only consider email responses with a specific subject line you create like, "I want to be a PRO," "Hire me today," or whatever you choose. This will filter out people who can't follow instructions or didn't care enough to actually read the ad thoroughly, as well as recruiter robots that almost always just click "respond." Next, set up Gmail filters so responses with the proper subject line are put into a separate inbox folder called "Job Applicants" or something similar.

4. In addition to following your specific subject line directions, ask applicants to provide other information, like a paragraph on why they want to work for you and what relevant experience they have. Depending on the position, you might ask them to attach a resume. This probably isn't necessary for an entry-level, hourly job, however. Also, ask the applicant how they would prefer to be contacted: by email, text or phone. And, of course, request that address and/or number.

## BEYOND CRAIGSLIST, INDEED

When it comes to online resources for job seekers there are dozens of options beyond Craigslist. Two of the biggest are Indeed and Monster. Posting a job on Indeed is free unless you select the pay-per-click option, which means every time someone clicks on your ad, you pay a few cents. There are different levels, and the more you pay per click, the more your ad will be seen. It's like paying to go to the head of the line. With the pay-per-click option, your ad is also posted on thousands of Indeed partner sites. This is probably overkill if you've only got one job opening and will draw mostly from a local pool of workers.

Monster is another large, well-known online employment site. It, too, is free for a basic post, but it also has paid options like Monster Skilled & Hourly Job Ads, which is a 14-day ad that can be used to target employees with specific skills. Monster is a preferred site for posting entry-level, hourly jobs.

If you need to do a lot of hiring on an ongoing basis, ZipRecruiter is an online job marketing service that charges a monthly fee to post job openings on more than 40 sites, including Indeed, Monster, Craigslist and more.

The big-name online job boards are effective because they are mobile-friendly. Today's young job seekers may not read their local newspaper or have access to a desktop or laptop computer, but most have smartphones, which is where they are likely to see and respond to an ad. Keep in mind, too, that for people entering the workforce, texting may be their preferred method of communication. Don't let an applicant's reluctance to call you on the phone turn you off. Maybe a job they'd like to leave has them working



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### DON'T RULE OUT OLD-FASHIONED METHODS

While high-tech tools make recruiting easier, you know your market and community best. If the people you are targeting are more likely to see an ad in the local free shopper than on Monster, by all means, try that route.

And don't forget the tried-and-true method of word-of-mouth advertising. Tell customers you're hiring. Ask current employees if they know anyone looking for a job, and maybe offer a bonus to anyone who recommends someone you end up hiring. Ask around at church or your kid's soccer game. Don't be afraid to ask former employees who left on good terms if they know anyone or if they'd be interested in coming back. Sometimes the grass is not greener at another company and good people are embarrassed to ask if they can return.

Also, don't forget the resources you already use to get your company's name out, such as the company website and social media platforms like Facebook and Twitter. All of your social media followers can share your post in a few clicks with anyone they know who is looking for a job.

One last place to post a job: How about hanging fliers inside selected portable restroom doors? These could be units placed at parks or festivals. But first, ask your customer if they mind you doing this. Your next best employee could learn about a job opening while sitting in one of your units.

When you do find and hire a great employee, ask how he or she heard about the job. This will help you target future help-wanted ads. ■

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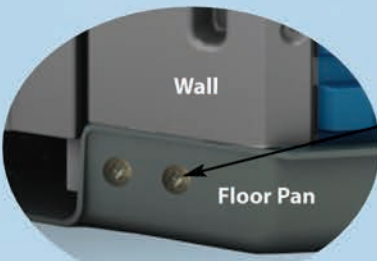
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MAX & ADA are  
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- Ratchet belts will not collapse this unit
- Baby changer mount built in
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- ALL other portable restrooms of this type utilize difficult to clean flat-bottom tanks
- Door jam sonically welded for extreme durability—no fasteners

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on Inside

Unit does NOT require  
angled metal parts to  
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- **Baby changer** mount built in
- Exclusive for an ADA-type portable restroom: available **45- or 70-gallon SUMPED bottom tank**
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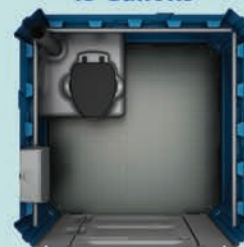
Multiple  
Patents Pending  
Foreign and Domestic

### STANDARD FEATURES

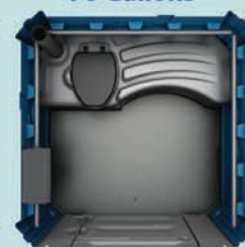
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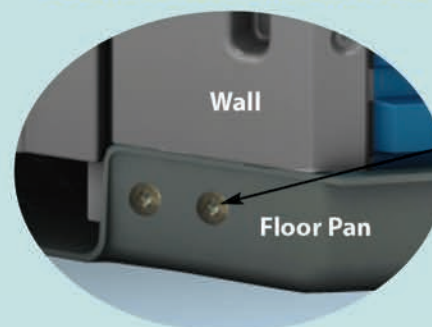
**Small Tank**  
45 Gallons



**Large Tank**  
70 Gallons



### Floor/Wall Mount System



**23 FASTENERS**  
connect walls  
to base

**5/16 18x1" Torx  
Truss Bolt**  
into  
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on Inside

Unit does not require angled metal  
parts to attach floor and wall



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**THE TEAM**

For the 11th consecutive year, the team from Pit Stop Sanitation Services supplied portable restrooms for Atlanta’s oldest fine arts festival. With the supervision of event team leader Jay Strauss, six Pit Stop crew members provided services throughout the three-day festival while another three workers helped transport and set up. Event coordinator Rosalind Ross collaborated with Strauss to make adjustments as needed.

But planning came long before that, says Brett Roques, who recently purchased Pit Stop from Jeff and Terri Wigley. Roques was the company’s general manager at the time of the festival. In preparation for the event, he walked through Piedmont Park, a 187-acre urban park in Atlanta, with the festival organizer and other contracted suppliers weeks before the event.

“The groups we work with are great — suppliers for power, the tent company and others. We do the walk-through together to identify potential issues and are able to work out a resolution together,” Roques says, noting phone numbers are also exchanged.

Information gained during the walk-through, along with notes from previous years, provided details that made servicing the restrooms easier this year.

**COMPANY HISTORY**

It was another big Atlanta event that launched Pit Stop. Jeff Wigley had worked a decade for IBM when he recognized an entrepreneurial opportunity — the Summer Olympics was coming to Atlanta in 1996. He knew there would be demand for portable restrooms. In 1995, he and his wife, Terri, who had also worked for IBM, started small with 30 restrooms and a truck.

*(continued)*

**THE JOB:** 81st Atlanta Dogwood Festival  
**LOCATION:** Atlanta, Georgia  
**THE PRO:** Pit Stop Sanitation Services

Facing threatening weather and traffic congestion, the folks at Pit Stop Sanitation Services kick off the busy season with a successful service at the Atlanta Dogwood Festival **BY DEE GOERGE**

# Spring Fling

*Justin Lute and Mario Larry load handicap-accessible PolyPortables units at the Atlanta Dogwood Festival. (Photos by Kaylinn Gilstrap)*





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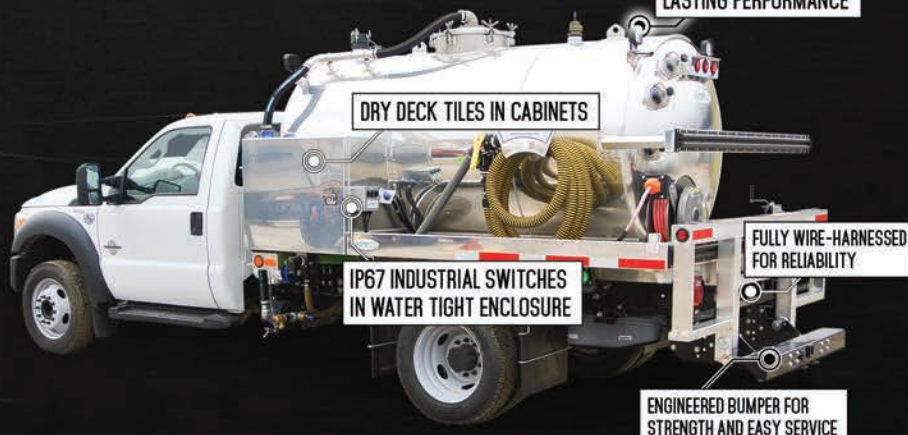
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**Right:** Brett Roques, the new owner of Pit Stop Sanitation Services, is shown with the Isuzu truck and restrooms from Satellite Industries as well as the hand-wash stations from T.S.F. Company.

**Below:** Pit Stop Sanitation Services' inventory includes 13 units hand-painted by local artists. Technicians Justin Lute and Mario Larry move one of the artist units at the festival.



*Brett Roques cleans a Satellite Industries restroom at the Atlanta Dogwood Festival.*

**“Each person has to be clear on what his or her job responsibilities are. It’s really focused on the team. ... The festival confirms we have the right processes, equipment and personnel to successfully serve our customers.”**

**BRETT ROQUES**

threat of inclement weather, an estimated 200,000 people attended.

**BY THE NUMBERS**

Pit Stop set up banks of restrooms and hand-wash stations throughout the park, totaling 130 units.

“We also had our painted restrooms out there,” Roques notes. “They used them as an accent to each of the banks. A typical bank had 12 to 20 restrooms with one painted restroom on the corner.”

New this year — with the help of a radio sponsor — the high bidder of a fundraising auction won access to the painted British Phone Booth unit for personal use and for invited friends.

Another popular offering was the Ameri-Can Enterprises restroom trailer in the VIP area. An attendant was on duty to assist patrons and ensure cleanliness.

“A lot of people said that it was the nicest restroom they’d been in,” Roques says.

**LET’S ROLL**

Stormy weather added additional work to this year’s festival. With tornado watches and hail predicted, Pit Stop crew members delivered and set

*(continued)*

Today, Pit Stop has a dozen Isuzu cab-over trucks, an abundance of Satellite Industries Taurus portable restrooms, PolyPortables ADA-compliant units, T.S.F. Company hand-wash stations and holding tanks. The restroom trailer fleet is comprised mostly of Ameri-Can Engineering trailers, but also includes Comforts of Home Services, JAG Mobile Solutions, Satellite Industries and NuConcepts. The staff of 17, including five administrators, covers both sectors of the business — service routes and special events. Each sector is guided by a team leader.

Among Pit Stop’s specialty portable restrooms are 13 units that were hand-painted by local artists and organizations. The units — which include Georgia Flowers, Mona Lisa and The Jungle — are signed by the artists, who earn commissions when the units are rented. The painted units are popular at a wide variety of events, from bar mitzvahs and corporate parties to veterans’ reunions and, of course, the Atlanta Dogwood Festival.

**THE MAIN EVENT**

The Atlanta Dogwood Festival dates back to 1936, when local businessman Walter Rich wanted to make Atlanta internationally known for its blooming dogwood trees in April. The weeklong event featured pageants, parades and carnivals along with music by the Metropolitan Opera, Philadelphia Symphony and local college choruses. The festival grew through the years and added popular musical acts beginning in the 1980s.

The art, music and food festival celebrated its 81st anniversary this year with bands on two stages, a fun run, children’s activities, an international village, fireworks, an artist market and a multitude of food vendors. Despite the

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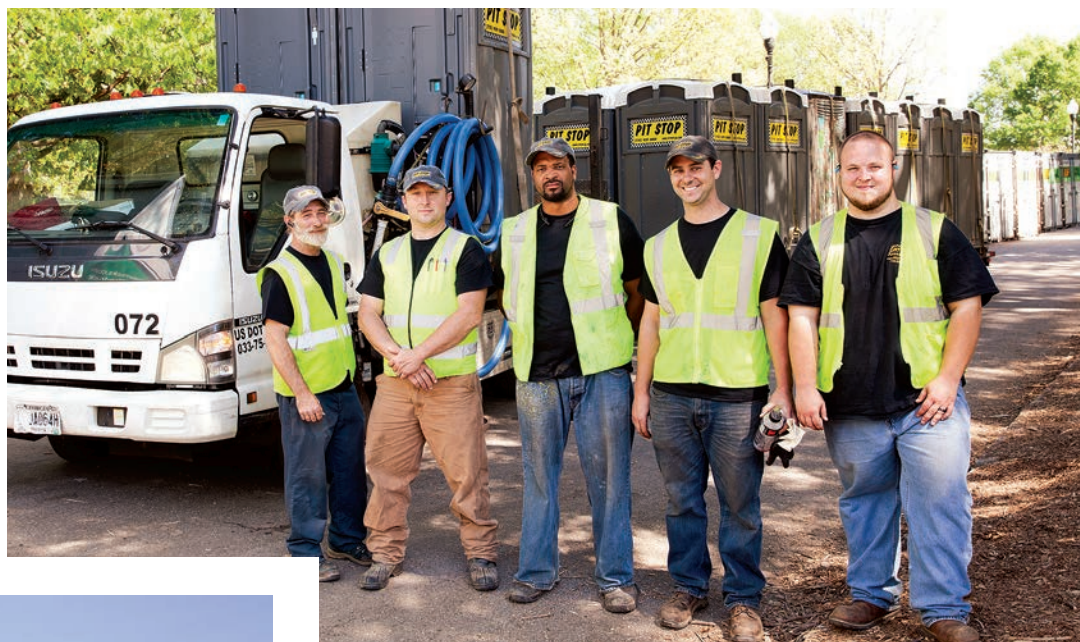
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“The groups we work with are great — suppliers for power, the tent company and others. We do the walk-through together to identify potential issues and are able to work out a resolution together.”

**BRETT ROQUES**



**Above:** On the job for Pit Stop Sanitation Services are (from left) Emmitt Ward, Joey Bell, Mario Larry, Brett Roques and Justin Lute.

**Left:** Mario Larry moves a PolyPortables unit across a field with the Atlanta skyline in the background.

### WRAPPING IT UP

After the Atlanta Dogwood Festival ended, Roques and Terri Wigley met with the festival’s coordinator for a debriefing.

“We tell them anything we might suggest, such as if they need more or less units or if delivery or pick up was challenging. We ask if we could have done anything better for them,” Roques says. Having those conversations has

helped the Pit Stop team understand the festival and how to meet customer expectations.

“The challenge is that we are working with a bigger team. Each person has to be clear on what his or her job responsibilities are. It’s really focused on the team, which includes route service technicians from the other sector of the company,” Roques says. “The festival confirms we have the right processes, equipment and personnel to successfully serve our customers.”

This first big event of the year helps hone the Pit Stop crew for a successful event season, he concludes. ■

up the entire festival in one day. The delivery was made with a convoy of truck and locally built trailer tandems, transporting 20 units per load.

After the storm passed, the Pit Stop team returned to the park to put units back in place and clean others that had been flooded. Because Pit Stop incorporates flexibility into its plans, the team dealt with the situation with ease.

Based on past experience, the Pit Stop crew altered how they serviced the restrooms. In the past, units were pumped, cleaned and restocked at 5 a.m. Saturday and Sunday — the same time vendors were resupplying their areas.

“The roads were congested, and we were working against each other,” Roques says. “This year, we got there late at night when they were shutting down the festival (for the day). It seemed to work out well.”

He adds that the Satellite-built, short wheelbase Isuzu trucks they used with 1,150-gallon aluminum tanks and equipped with Leeson pressure washers maneuvered easily through the park’s streets for servicing. The restrooms were lined up along the streets, so they were accessible.

The six technicians also paired up to have two trucks and two people servicing each bank of restrooms on Friday and Saturday night. They pumped, pressure-washed and stocked paper in every unit. To keep them fresh, J-Spray XT fragrance enhancer (J&J Chemical Co.) was added to each unit. During the event’s open hours, an attendant drove a stocked golf cart and regularly checked each bank of restrooms throughout the park to ensure the restrooms had paper and were trash-free.

When the festival concluded, the Pit Stop crew pumped the restrooms and hauled them back to the shop to be thoroughly cleaned. Everything was wrapped up by the end of the day Monday.

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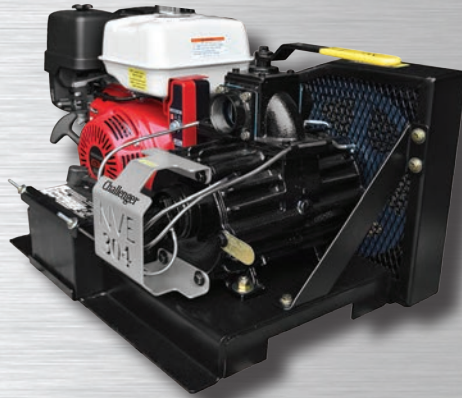
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The Nelson Sanitation & Rental team includes, from left, Jeff Deslaurier, Amanda Gunther, Chad Houg, Derrick Nelson and JoAnn Hagan. Not pictured are Tyler Nelson, Luke Barringer, Scott Thompson, Rudy Montag and Randy Symanietz. (Photos by Brad Stauffer)



# SAVVY WITH SALES

The young owner of Nelson Sanitation & Rental had a knack for landing new customers and parlayed the skill into big profits **BY KEN WYSOCKY**

**D**errick Nelson always felt there was a lot of growth potential in Nelson Sanitation & Rental, the portable sanitation and septic service business that his father, Jerome Nelson, ran on the side in Rice, Minnesota, for decades. Turns out he was absolutely right.

When Nelson bought the business from his father in 2011, the company employed three people: Derrick, his father and Tyler Nelson (Derrick's cousin). The company's capital assets included 300 restrooms, two restroom service trucks and two septic vacuum trucks. Today, the company employs 13 people (including a full-time sales and marketing director) and owns about 1,400 restrooms, three septic trucks, nine restroom service trucks, three luxury restroom trailers and a Vactor Manufacturing 2100 combination sewer vacuum truck.

Moreover, the company in 2015 bought the portable restroom division of a local roll-off container and portable storage unit rental company. Restrooms account for 80 percent of the company's revenue

## Nelson Sanitation & Rental Inc. Rice, Minnesota

Owner: Derrick Nelson

Founded: 1979

Employees: 13

Services: Portable sanitation, septic service, municipal sewer cleaning

Service area: 60-mile radius around Rice

Website: [www.nelsonsanitation.com](http://www.nelsonsanitation.com)



and slightly less than half of the business is related to special events.

In addition, Nelson Sanitation & Rental moved into new corporate headquarters on a 5-acre site in 2016. Further, gross revenue has grown roughly 60 percent during that 6-year period. And Nelson sees more expansion on the horizon.

*(continued)*



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**Left:** Derrick Nelson uses a Bobcat Turbo 873 to load Satellite Industries restrooms for delivery.

**Below:** Chad Houg, director of sales and marketing, occasionally lends a hand in the field — this time, loading a Satellite Industries Tufway restroom for return to the shop.



**Left:** Driver Scott Thompson services a restroom at a disc golf course.

room industry isn't well-suited for someone who doesn't like to work hard."

"I had no experience at all in marketing, but we went from 30 restrooms to 300 in six or seven years, so I must've been doing something right."

**DERRICK NELSON**

### GROWTH OPPORTUNITY

Part of that jump stemmed from the simple fact that Nelson, who worked for his father for about 11 years before he bought the company, saw the business as a growth enterprise. His father, who worked full time for a



local railroad, ran it part time to generate side income. "He was getting close to retirement and wasn't concerned about growing," the younger Nelson says. "He was on the chapter called 'quitting work,' while I was on the chapter called 'just starting out.' It led to some arguments every so often."

But that growth also was spurred by Nelson's common-sense, boots-on-the-ground marketing instincts; an emphasis on customer service; a be-first-to-market mentality with new technology; the ability to trust employees and delegate responsibility; and a strong work ethic.

How strong? Nelson says it's not unusual for him to deliver restrooms (or even a restroom trailer) on a Friday afternoon for a Saturday wedding and then get up at 5 a.m., clean the units, and deliver them for a Sunday event. "For the money you can make, why wouldn't you be willing to do that?" he asks rhetorically. "Who doesn't want to double their money on a weekend? Plus, you can pay things off pretty quickly if you book restrooms on both a Saturday and a Sunday. The bottom line is that the portable rest-

Jerome established the company in 1979 as just a septic-pumping operation based in Rice, located north of St. Cloud. In 1994, he started renting portable restrooms. Derrick, 33, started working for his father in 1990 when he was 16 years old. "My dad basically decided to rent portable restrooms to people for weekend parties. ... That way, he'd get a little income and my older brothers and I wouldn't have to look for summer jobs," Nelson explains.

"I never expected to buy the business," he continues. "In fact, I didn't want anything to do with it. But then you get older, and the real world starts to hit."

While he initially wasn't interested in the business, Nelson found one thing intriguing: As it turned out, he was pretty good at drumming up sales. When he saw a building contractor on a job site, he'd call to see if they needed portable restrooms. The same thing applied to schools and parks — anything that might need restroom services.

"Finding new customers came kind of easily to me," he relates. "I had business card magnets made that I'd stick on the doors of job shacks (on construction sites) if no one was there when I called. It was total boot-leather marketing.

"I had no experience at all in marketing, but we went from 30 restrooms to 300 in six or seven years, so I must've been doing something right," he adds. "Plus, at the time, no one else in our industry was prospecting for customers like that, so I was really rocking it — probably closed on 95 percent of my sales calls."

*(continued)*

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## CUSTOMER SERVICE COUNTS

Nelson also attributes the company's growth to providing quality customer service. Clean restrooms and knowledgeable employees go a long way toward promoting repeat business and word-of-mouth referrals, he says.

So does going the extra yard. If customers call after normal business hours and need a restroom right away, Nelson Sanitation & Rental delivers. "And not everyone is willing to do that," he notes.

Nelson also tries to exceed customer expectations — and differentiate his business — by doing things such as providing newer restrooms, two-ply toilet paper instead of one-ply paper, and quality deodorizer products like Quick Scents and Cabana Spray (Satellite Industries). "We also strive for consistent cleaning days and times, and we are willing to do twice-a-week service if customers ask for it," he points out.

The company also used to take on customers located so far away that it was unprofitable to serve them. "But that's what made us what we are today," Nelson explains. "You've already worked a 12-hour day, and then you agree to deliver a restroom 30 miles out of the way, adding an extra hour to the day and not making any money on it. But that earned us some pretty loyal customers. We've been serving some of our customers since 1994, which says a lot about the service we provide."

Hiring great employees also served the company well. Members of the Nelson Sanitation & Rental team include Tyler Nelson, lead septic maintainer; Amanda Gunther, operations manager; JoAnn Hagan, accountant; Chad Houg, director of sales and marketing; Jeff Deslaurier, delivery and setup



## Delegate responsibilities

Growth is a good thing for businesses. But for small-business owners who insist on trying to do everything themselves — from sales and hiring employees to dealing with vendors, handling payroll, and working in the field — growth can quickly become a nightmare.

Derrick Nelson realized that soon after he bought Nelson Sanitation & Rental from his father, Jerome Nelson, in 2011. "You can't do everything yourself — you can't be on every job," he says. So in 2012, Nelson took the plunge and hired Amanda Gunther to answer the company's phones and handle payroll and some dispatching.

Just as importantly, Gunther also made sales calls to event planners and construction companies as time allowed. "I was worried about whether we could afford her," Nelson admits. "But it was great because I could just relay business leads to her and she'd make phone calls. And within three years, we almost doubled our restroom-rental business."

The flip side of the equation was evident to Nelson: If he didn't have time to make sales calls, it would dramatically hinder the company's growth. But that never became an issue. In fact, Nelson was so pleased with how things worked out that in 2015 — after the company's growth had reached the point that Gunther had less and less time to make sales calls — he hired Chad Houg to be the company's full-time sales and marketing director.

"At times, it was a little hard (to delegate responsibilities)," Nelson concedes. "But overall, it was a win-win situation."

specialist; Randy Symanietz and Rudy Montag, route service technicians; and Scott Thompson and Luke Barringer, route and delivery relief drivers.

## EARLY MARKET ENTRY

Investing in new equipment that enabled Nelson Sanitation & Rental to quickly break into new markets also has been key to the company's growth. A good example is the company's three 14-foot luxury restroom trailers, two made by Satellite Industries and one by Comforts of Home Services.

Nelson says the investment was a calculated gamble. On the plus side, no one else in the region had restroom trailers at the time. On the other

*Driver Scott Thompson uses a Ford pickup with a Satellite Industries slide-in vacuum tank to clean restrooms.*

*Operations manager Amanda Gunther reviews paperwork in the company office.*

hand, Nelson worried about whether or not customers would be willing to spend more to rent luxury trailers. As it turned out, they were willing to rent the units, but first, Nelson had to experiment to find a price that was palatable to customers and still profitable enough for the company.

To promote the trailers, Nelson takes them to wedding shows so potential customers can see a luxury trailer and what it offers. "We pull the whole trailer into a show hall," Nelson says. "A lot of people still haven't seen one, so it helps them if they can have a closer look."

Has the move into the restroom trailer market been successful? Yes, Nelson replies. "We bought our first one three years ago, and our goal was to buy three within three years. We met that goal, and we now have a number of weekends where all three units are booked."

That raises another key to success: Nelson is a big believer in setting goals, not only for overall corporate growth, but for individual employee development, too. Establishing benchmarks to aim for keeps the company headed in the right direction and also provides opportunities for evaluation when goals aren't met, he notes.



(continued)

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"If our goal is to improve sales, for instance, and we aren't able to do that, then something's wrong," he points out.

*Derrick Nelson takes a moment to cuddle with the company mascot, Jack the cat, in the garage.*

### IN THE YARD

As the company's customer base grew, so did its roster of equipment. Today, Nelson relies on seven restroom service trucks. Four of them feature 650-gallon waste and 300-gallon freshwater steel or stainless steel tanks from Satellite Industries, and are built on Ford F-550 and Dodge 5500 chassis. The other trucks are a Ford F-450 with a slide-in unit featuring a 450-gallon waste and 200-gallon freshwater aluminum tank from Satellite Industries; an Isuzu NPR with a 450-gallon waste and 200-gallon freshwater steel tank from Satellite Industries; and an International 4900 with a 1,100-gallon waste and 400-gallon freshwater aluminum tank from Progress Tank. All seven trucks are equipped with Masport pumps.

The company also has invested in 1,400 restrooms, mostly from Satellite Industries and PolyJohn Enterprises, and a Vactor 2100 combination sewer vacuum truck, built atop a 2005 Sterling chassis with a 10-cubic-yard debris tank.

In addition, the company relies on three vacuum trucks for septic service. Two of the trucks were built on International chassis and one on a Sterling chassis. The two Internationals, outfitted by LMT and Satellite Industries, feature 2,000- and 3,000-gallon steel tanks with pumps made by National Vacuum Equipment and Masport. The Sterling truck — built out by Imperial Industries — carries a 4,000-gallon aluminum tank and National Vacuum Equipment pump.

"You can pay things off pretty quickly if you book restrooms on both a Saturday and a Sunday. The bottom line is that the portable restroom industry isn't well-suited for someone who doesn't like to work hard."

**DERRICK NELSON**

### SOFTWARE UPGRADES

While growth is great, it comes with complications, too: hiring additional staff, establishing effective route logistics, and finding the financial resources to buy new equipment. The latter posed a real impediment.

Nelson explains, "When I first bought the business in 2011, it went from being a limited liability company (LLC) to an incorporated company, so any credit established up to 2011 was basically wiped out. It was like starting out

as a brand-new company with lots of bills and overhead. We started growing, but no one wanted to give us loans because of the recession and our low credit rating. So I borrowed money from my dad. Without him, I don't know that we could've grown to where we are now."

As restroom rentals mushroomed, effective and profitable routing also became more difficult. To solve that problem, Nelson's brother, Chris, a computer programmer, developed route-logistics software that ended up saving the company 30 to 40 miles per day, per truck. "Diesel fuel prices spiked to more than \$5 a gallon at the time, so the software saved us a lot of money and time," he notes.

But about five years ago, when growth outpaced that system's capabilities and Chris could no longer devote time to revising the software, Nelson invested in ServiceCore business-management software.

### SERVICE DIVERSIFICATION

Looking ahead, Nelson expects the Vactor to eventually become a solid revenue contributor and diversify the company's service offerings. He only invested in the used vehicle because he had some work lined up in advance of the purchase. Plus, he sees long-term market potential for providing municipal services.

Perhaps even more importantly, few companies in the area own a combination vacuum truck. "Since we already have a long-term contract to do some work with it and no one else near us has one, buying the vac truck was a no-brainer," Nelson reports. "I see that as part of our business growing in the next few years.

"We also want to grow our septic business more," he adds, pointing out that more people are moving to the rural St. Cloud area, creating a larger potential market. "The problem is finding employees to handle the additional work. There's a real shortage of people who have CDLs (commercial driver's licenses). Plus, this isn't the most glamorous job in the world."

Nelson also expects to keep expanding the restroom side of the business. But since the company's current service area in and around St. Cloud is pretty saturated, further growth can only come through geographic expansion, he says. In turn, that will require more hard work, but if history is any indicator, Nelson is up to the task. ■

### MORE INFO

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#### Imperial Industries Inc.

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See ad page 3	 <b>Masport Inc</b> 6801 Cornhusker Hwy. Lincoln, NE 68507 800-228-4510 • 402-466-8428 cs@masportpump.com www.masportpump.com	Hydra	4,000	27"	30	467	6	Liquid	1,000 - 1,400
		Titan	4,000	27"	30	545	6	Fan	1,000 - 1,400
		Sidewinder	4,000	27"	30	550	6	Fan	1,000 - 1,400
		HXL400WV	4,000	27"	30	450	6	Liquid	1,000 - 1,250
		HXL75WV	2,500	27"	30	260	4	Liquid	1,000 - 1,250
		HXL75V	2,500	27"	25	230	4	Air	1,000 - 1,250
		HXL4V	1,500	27"	15	167	4	Air	1,100 - 1,400
		HXL3V	1,000	27"	15	110	4	Air	1,225 - 1,750
		HXL2V	750	27"	15	96	4	Air	1,225 - 1,750
See ad page 23	 <b>NVE</b> National Vacuum Equipment, Inc. <b>National Vacuum Equipment</b> 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 PRO Challenger HD	Application Specific	28"	30	395	7	Fan/Liquid	1,100-1,500
		866 Challenger Heavy-Duty	Application Specific	27"	20	507	6	Fan/Liquid	850-1,150
		887 Challenger Heavy-Duty	Application Specific	28"	30	631	7	Fan/Ballast Port Cooled	900-1,200
		Defender 500	Application Specific	27.5"	25	397	5	Ballast Port Cooled	900-1,200

	Dealers/Distributors	Pump Lines
See ad page 29	<b>Amthor International</b> 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 33	<b>Best Enterprises, Inc.</b> 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, Wallenstein
See ad page 19	<b>FlowMark</b> 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 5	<b>Imperial Industries, Inc.</b> 505 W Industrial Park Ave., Rothschild, WI 54474 800-558-2945 • 715-359-0200 • (f) 715-241-9385 info@imperialind.com www.imperialind.com	Conde, Fruitland, Masport, Moro, National Vacuum Equipment, Wittig
See ad page 6	<b>KeeVac Industries Inc</b> 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 41	<b>Liquid Waste Industries, Inc.</b> 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 45	<b>McKee Farms Technologies</b> 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 37	<b>R.A. Ross &amp; Associates NE, Inc.</b> 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 27	<b>Robinson Vacuum Tanks</b> 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 12	<b>Tank World Corp</b> 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 24	<b>VARCo</b> 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



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## Where's the Restroom?

October 2017



Can you identify the location of this restroom? The PRO company name has been digitally erased from the unit to increase the challenge.

## On the Waterfront

Tourists find welcome relief provided by a portable restroom operator when they visit this impressive monument to a bygone era

By Jim Kneiszel

**A**s the evening sun casts a warm glow, users of this green Satellite Industries Global restroom have an interesting view of the water's edge. Read these clues, and see if you can identify the structure in the background and the city where it's located.

1. The support columns of this impressive concrete and steel structure jut 970 feet into the frigid waters. Once important to local commerce, the only purpose it now serves is as a landmark to the city.
2. There wasn't gold in them thar hills. It was a different — and less inspiring — kind of mining rush that drew thousands to this area in the 1800s.
3. The legend lives on from the Chippewa on down of the big lake they call Gitche Gumee. The lake, it is said, never gives up her dead when the skies of November turn gloomy.
4. In this city, another architectural wonder is found, the largest of its kind in the world.
5. Get used to the white stuff if you live here, the third snowiest spot in the lower 48 states with an average of 149 inches.
6. It's just a short drive — or long snowmobile ride — to Yalmar, Clowry and Swanzy.
7. With countless shoreline views like this, it's no surprise that this city was listed as one of the 10 best places to retire in a 2012 CBS MoneyWatch survey.

To win the contest, be the first person to respond to me with the name of the city and specific landmark where the restrooms are located. The winner will receive a PRO T-shirt and recognition as a geographical whiz. Send your responses to me at [editor@promonthly.com](mailto:editor@promonthly.com). The winner will be announced at [www.promonthly.com](http://www.promonthly.com) and through the PRO Facebook page. ■

**SEND YOUR MYSTERY PHOTOS!** Do you have an interesting spot where you've been dropping and servicing restrooms? Send some photos to be considered for our Where in the World is this Restroom? If we decide to run your photos in a future issue, we'll send you a PRO T-shirt! Send your photos to [editor@promonthly.com](mailto: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](mailto:karleenk@psai.org) or 952/854-8300.



# Restroom Providers Should Take the Lead in Reusing Waste

By Karleen Kos

**M**y stepfather grew up during the Great Depression. He and his friends loved nothing better than taking other people's throwaway stuff and refurbishing it into something the family could use or sell for cash. The boys saw nothing as trash. They only saw a challenge: money to be made or wasted.

Human waste is sort of like that. The portable sanitation industry pumps around 2 billion gallons of waste each year — and that is just a few drops in the bucket next to the amount of waste and wastewater created by the 7.5 billion people roaming planet Earth. In developed countries, portable sanitation operators often have trouble finding adequate disposal sites and fees increase annually. In many countries, it simply isn't feasible to build the sort of treatment plants that are common in the developed world.

That's why there is a global movement toward treating human excrement not as something to be wasted, but as something to be reclaimed and made profitable when possible. For example:

- A portable restroom operator in West Virginia put in his own on-site treatment solution. He now recharges his portable units with water that's been treated on his own yard, decreasing his dependence on water he has to pay for.
- In Vermont, a portable restroom operator is working with the Rich Earth Institute on experiments in urine diversion. Using special portable units to collect the urine, researchers have developed ways for urine to be collected odorlessly and aesthetically using modern fixtures, and then concentrated and efficiently transported large distances from urban areas to outlying farms.
- In Washington state, a company has developed an omni processor that takes in human waste, kills all pathogens, and produces no harmful emissions while producing electricity, potable water, heat, and ash that's dry and sterile.
- In South Africa, a company is using flies to convert human waste into a variety of products that can be sold for profit. The process works like this: The larvae of the black soldier fly consume organic waste in order to grow to adult size. The adult larvae are then processed into products such as chicken feed, pet food and oils. The residue can be used as a soil conditioner or converted into biochar.

Most of these technologies — and a dozen or more like them — are still in the experimental stages. It won't be long, though, before they are ready for wider use in both developed and developing nations. Some will be small enough for companies to use alone. Others are solutions for entire communities, presenting areas with nonexistent or overtaxed infrastructure with new and exciting options for treating and reclaiming human waste.

The PSAI, together with the International Organization for Standardization, the American National Standards Institute, and representatives from dozens of countries, is working to create global standards so these new technologies can be relied upon once they are ready for the broader market. We are doing it because portable sanitation needs to be at the table when topics are discussed that will inevitably create opportunities for members and the way they do business. We are doing it because renewing rather than disposing is the future of handling waste. Most importantly, we are doing it because it is the right thing to do.

Now is the time for our industry to see the stuff we pump not as a problem, but as a challenge ... as money to be made or wasted. Won't you join us? ■

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# Pumps and Components

By Craig Mandli

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### KURIYAMA OF AMERICA TIGERFLEX AMPHIBIAN SOLARGUARD AMPH-SLR

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that can result from exposure to damaging UV light. Testing has shown that the specially formulated material retained 97 percent of its original tensile strength after prolonged UV exposure. The safety-yellow color provides high visibility on job sites. The heavy-duty, polyurethane-lined hose will handle wet or dry material handling applications. A static wire is available in the 6- and 8-inch I.D. sizes. **847/755-0360; www.kuriyama.com.**



## HOSE REELS

### HANNAY REELS 1500 SERIES

**Hannay Reels 1500 Series** reels are ideal for portable carts and high-pressure needs for washdown. This lightweight, compact reel handles single 1/4- through 5/8-inch I.D. hoses and is designed for long lengths of hose in manual and power rewind. The direct-crank rewind is permanently attached, and the chain and sprocket drive are powered by an electric, hydraulic, or compressed air motor. Manual reels include a cam-lock drag brake and spring-actuated pin lock. The standard inlet includes a 90-degree ball bearing swivel joint with 1/2-inch female NPT threads, while the standard outlet has 1/2-inch female NPT threads. Standard pressures from 3,000 psi up through 10,000 psi are available. They can handle temperatures from 20 to 400 degrees F. **877/467-3357; www.hannay.com.**



### REELCRAFT INDUSTRIES PWD76075 OHP

The **PWD76075 OHP** hose reel from **Reelcraft Industries** includes 75 feet of 3/8-inch I.D. high-pressure hose. The reel is a part of the Series HD70000 hose reel line that includes a heavy-duty base, all-steel construction and a baked-on, powder-coat finish that produces a rugged, corrosion-resistant product. A redesigned latching mechanism provides long service life. 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.**



## VACUUM PUMPS

### ELMIRA MACHINE INDUSTRIES / WALLENSTEIN VACUUM MODEL 151

The **Model 151** from **Elmira Machine Industries / Wallenstein Vacuum** can be used on portable sanitation tanks, slide-in units, campgrounds and marinas that need 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 counterclockwise operation. It can be direct-, hydraulic-, pulley- or clutch-driven. **800/801-6663; www.wallenstein.com.**



### FRUITLAND MANUFACTURING ELIMINATOR 250-PT

The **Eliminator 250-PT** from **Fruitland Manufacturing** was designed with a smaller mount and accessories, allowing it to fit on almost all portable restroom service trucks while still allowing for big-truck, continuous-duty performance. The package includes an RCF250 180-cfm vacuum pump with an integral heavy-duty secondary shut-off and oil-catch muffler. The compact design is 26 inches wide and 19 inches high, taking up minimum frame rail space. The package comes with hydraulic or gearbox drive options; the gearbox drive allows for five distance options for alignment to the PTO shaft (8, 9, 10, 11 and 12 inches), making drive-shaft clearance hurdles easy. The mount has two emergency brake cable slots, allowing for quick and easy installation. It offers low oil consumption, including an automated oiling system with all-steel oil lines, pump oil level sight gauge, vane gauging ports and antishock design. **800/663-9003; www.fruitlandmanufacturing.com.**



(continued)



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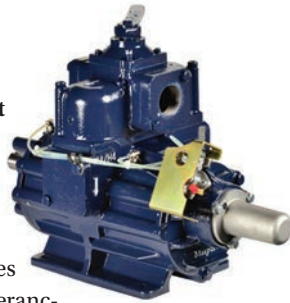
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## VACUUM PUMPS

### MASPORT HXL4

The **HXL4** air-cooled vacuum pump from **Masport** offers 165 cfm while achieving a minimum of 27 inches Hg. Available in both vacuum/pressure and vacuum-only models, it has precise machining and assembly with heavy-duty bearings and Viton oil seals for longer service life. Its Kevlar vanes are heat-stabilized and machined with exacting tolerances. A mechanical oil pump with automatic oiling requires no adjusting. Its durable, translucent, high-temperature oil lines allow for visible flow of oil to the pump. End thrust protection prevents rotor to end cover contact. It has 1 1/2-inch bolt-on valve flanges and a 1/4-inch NPT vane flush port. A double end shaft accommodates clockwise or counterclockwise drive systems. O-ring end covers eliminate air or oil leakages. **800/228-4510; www.masportpump.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 SYSTEMS PV750

The **Presvac Systems PV750** rotary vane pump is designed for continuous full-vacuum operation in 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 aid in heat reduction. Multiple manifold and drive options are available for every application: truck, trailer or stationary. **800/387-7763; www.presvac.com.**



### WESTMOOR CONDE POWERPAKS

**Conde PowerPaks** preassembled gasoline- or diesel-powered vacuum pump units from **Westmoor** 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



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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, a pressure switch, and a 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 INC. - MWBE RG SERIES PUMP

The **RG Series Pump** from **Water Cannon Inc. - MWBE** is rated for either 3.96 or 5.5 gpm at 1,450 rpm, and it 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, according to the maker. 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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## INDUSTRY NEWS

### Armstrong Equipment announces new brand

Armstrong Equipment, based in Santa Fe Springs, California, announced the company is now a distributor for Foursevens flashlights. Founded in 2008, Foursevens produces high-performance LED flashlights and also carries accessories and batteries.

### PolyJohn Enterprises moving Florida warehouse

PolyJohn Enterprises announced the company is moving its Florida warehouse from Apopka to Daytona Beach. It will offer more space and has easy access to Interstate 95.

### Imperial Industries opens new manufacturing facility, adds to support staff

Imperial Industries expanded its manufacturing facility by 70,000 square feet, bringing its total footprint to 200,000 square feet. The company also announced recent additions to its commercial and industrial customer support staff: Jeff Nyberg, commercial portable truck sales and Calumet ag equipment sales; Tim Janssen, commercial portable truck sales; and Cannon Peterson, project manager and industrial sales. ■

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**2010 Isuzu 700/300,** runs but has engine issues - \$8,000. **(2) 2012 Isuzus,** both with 700/300 tanks, neither truck runs - \$5,000 each. **2007 F750,** truck runs but has engine miss, Progress tank 1,100/400 - \$15,000. **(2) 2006 F750s,** both run but have some mechanical issues, one w/Progress 1,100/400 tank, one w/Abernathy 1,000/400 tank - \$15,000 each. **2005 Chevrolet 5500,** 800/300 tank, truck runs, has 236k miles - \$15,000. **2007 F750** parts truck, Progress tank 1,100/400, No transmission, injectors - \$5,000.

**tritter@blusitesolutions.com** T11



**2008 Ford F750** truck: Runs, but has some mechanical issues. Progress tank 1,100/500. **2007 Ford F750** truck, does not run. Engine issues. Progress tank 1,100/500. For more info., contact:

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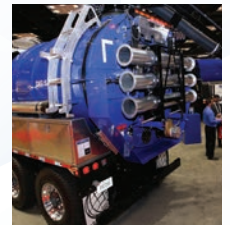
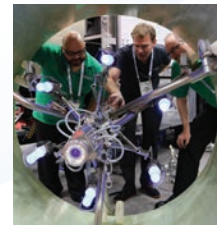
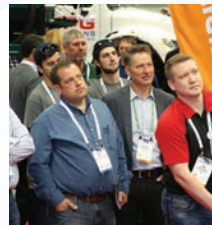


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