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November 2017
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TIME FOR TEAMWORK

Kentucky crew members bring unique skills, but come together to provide quality customer care **Page 16**

Is it a good idea to shut down for the holidays?

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Will snowplowing bring a blizzard of revenue?

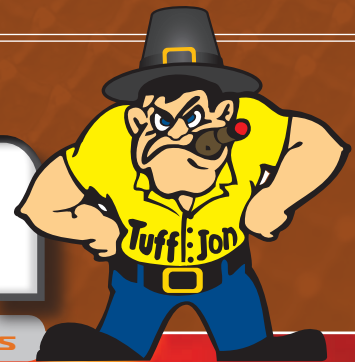
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Step Right Up!

Washington Town & Country Fair is the biggest event of the season for these Missouri PROs **Page 26**

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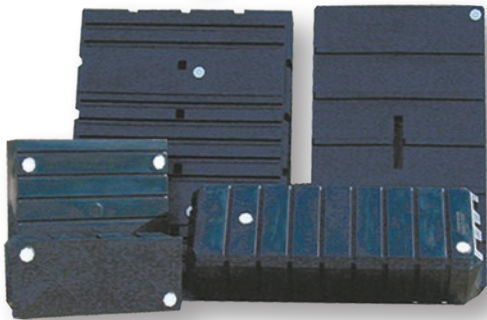
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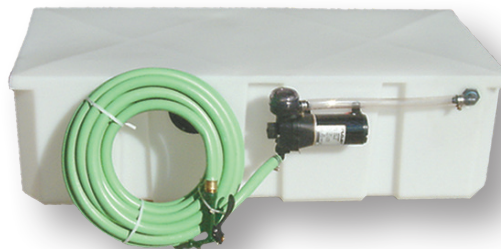
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Developing Star Employees is Critical to Growing Your Company

IN TODAY'S WORLD, YOUR WORKERS REQUIRE MORE THAN A PAYCHECK TO FEEL VALUED AND PERFORM AT THE TOP OF THEIR GAME

By Jim Kneiszel

Remember the employee who came on, quickly learned how to service restrooms, did such a good job ... and then left to take another job? Remember how you felt when that star employee gave a two-week notice? Betrayed, unappreciated, maybe frustrated at the prospect of looking for a replacement?

Oleg Vishnepolsky would like to share another perspective on your situation.

He would say you should revel in the success of workers who wanted to better themselves. He would ask you to consider how you treated the hardworking employee, and that maybe will explain at least part of why he or she left. Perhaps the worker felt much like you do now: betrayed, unappreciated and frustrated at the prospect of looking for a new job.

Vishnepolsky, as the global chief technology officer for *Daily Mail Online*, works in an industry much different from portable sanitation. But his advice about hiring and retaining employees crosses all corporate boundaries and rings true even for the mom and pop restroom companies hiring a newbie route driver.

WHEN AN EMPLOYEE LEAVES

In a recent LinkedIn post, Vishnepolsky shared some insights about being a manager that had me reflecting on a common complaint I've heard from portable sanitation company owners over the years. It starts with hiring an employee and spending several months teaching them to be proficient on the job. It ends with the employee moving on to another position — maybe with a competing company — for a few dollars more per hour. Or, worse yet, that employee bought a vacuum truck and a few dozen restrooms and started a competing business.

I understand why business owners wouldn't feel good about this scenario. You lose a good employee; maybe you gain new competition. You face the prospect of starting all over training a new worker who may or may not work out for your company and who may eventually leave, forcing you to start the process all over again. It's the revolving door that many small-business owners have to cope with.

But Vishnepolsky puts a different spin on hiring and employee retention. And maybe he could help PROs write a happier ending to the story of the good employee that got away.

Here are a few quotes from Vishnepolsky and how I think they may apply to PROs:

“Leadership is not measured by what you received from your people, but by what you have given them.”

You expect a full shift of hard work from your crew members. At the

Make it clear to your star employees that you want them to seize more opportunities and suggest ways to build the company and improve customer service. Workers who feel like an integral part of the operation will be more challenged and happier in their roles.

end of the day, they should have completed that 50-unit service route on time and without incident. In exchange for their loyal service, have you equipped them with the right tools to succeed in the field? Do they leave the shop with a clean, well-functioning truck they can be proud to drive on their rounds? Do they have the necessary safety equipment, including gloves, goggles or glasses, and proper work boots? Are they wearing a company uniform so they look their professional best? Respect is a two-way street, and if you take care of your drivers' basic needs, they are more likely to follow your leadership example.

“Training people is part of treating them well.”

How much time did you or one of your top technicians spend with that new hire before sending them out in the truck alone? Do you have written procedures for breaking in new employees that introduces Portable Sanitation Association International training and includes a book of company policies? An hourly wage and employee benefits is only the start of taking care of employees. Getting them off on the right foot shows you care about them and aren't simply trading a day's wage for a day's work. Before your next hire, make sure you have updated your training program and assembled an employee handbook. The “rules of the road” don't have to take the form of a lengthy novel; a few pages of frequently asked questions and answers might do the trick.

“Training is not just sending them to a class or a conference. It is trusting them to do something that they have not done before.”

There's always a little apprehension when you let a new worker tackle a tough job. After all, your name is on the side of the vacuum tank and your reputation is riding on the service the new person provides. But if you're confident in your training and your workers, trust them to take over and perform to your expectations. A true leader will learn to be comfortable delegating authority and encouraging employees to do their best. After all, how can you expect to build new leaders to help grow your business if you're not able to relinquish some control?

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“Train people so well that they can leave. Treat them so well that they stay.”

If you've had a lot of turnover of good workers, you may have mastered the first sentence, but fall short on the second. Is your pay and benefits package as good or better than all the other PROs in the region? How does it compare to other similar service trades in your area? Do you offer other perks valued by today's workers, such as flextime, personal days off, retirement accounts, smartphone allowance and reimbursement for education? If you feel like you're doing all that you can to retain employees and they still move on, wish them well in their growing career and don't burn any bridges. Who knows? They might find the grass isn't greener elsewhere and would welcome the opportunity to return to your company some day. And if they're quality workers and well trained for your job, you might take them back.

“Many managers keep assigning tasks to the person who can do them the fastest, overloading that person with the same-old, same-old routine and not allowing anyone else to rise to the occasion.”

Good employees want to feel like they are always learning, never stagnating, and that means assuming more responsibility and adding skills that make them more valuable to your company ... and sometimes to another employer. Losing these workers is a risk you have to take if you want to develop them into your future leaders. In portable sanitation, maybe this means adding another site services division and involving your best employees in the planning and execution. It could mean elevating an enthusiastic driver into a sales and marketing role to learn another part of the business. Make it clear to your star employees that you want them to seize more opportunities and suggest ways to build the company and improve customer service. Workers who feel like an integral part of the operation will be more challenged and happier in their roles.

“The only investment with guaranteed high returns and no risk are your people.”

Buying a new piece of equipment can seem like an all-consuming task. For example, I've seen PROs with a laser-focus when it comes to choosing the best restroom trailer or vacuum truck on the WWETT Show exhibit floor. Do you feel the same fervor for the training and developing of your best team players? You should. Yes, in the long run, the right fit in a service truck or restroom inventory can make a big difference to your success and failure. But what good is all that shiny new equipment if you don't have the right people in place to handle it? A well-prepared and satisfied employee will give you a major return on investment. ■

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OVERHEARD ONLINE

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— The Secret to Finding Seasonal Route Drivers
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Disaster Service

When the word goes out that a hurricane, tornado, flood or other natural disaster is headed your way, what can you do to protect your property, equipment and people while also maintaining your ability to provide service for your clients and the public at a time when they need you the most? Here are some tips.

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WHAT SLOW SEASON?

Year-Round Marketing

If you have a hard time staying busy during the winter, ramp up your marketing efforts. You won't have time once the busy season heats up again, so when things slow down, make that your focus. This blog tells you what steps to take.

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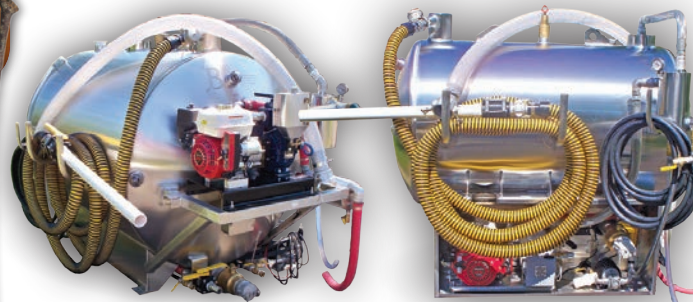


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Why Shutting Down for the Holidays May Be a Good Idea

THE WEEK BETWEEN CHRISTMAS AND NEW YEAR'S IS SLOW FOR MANY BUSINESSES. SOME CHOOSE TO CLOSE COMPLETELY. SHOULD YOU?

By Judy Kneiszel

Have you ever tried to catch up on business phone calls between Christmas and New Year's and felt like the Will Forte character in *Last Man on Earth*? It seems like retail workers helping dissatisfied gift recipients exchange stuff are the only people working between our egg-nog and champagne holidays. But should you shut down completely during that time? Could you?

Arguments for Shutting Down

1. Happy employees. Shutting down means you and your employees can relax and actually enjoy the holidays, whether that means flying to a warmer locale; traveling to visit faraway loved ones; or staying home to spend time with younger kids who are off of school, older kids home from college on winter break, or out-of-town relatives visiting you. Let's face it, workers are not at their most productive when they feel like they are missing out on celebrations the rest of their family and friends have time to enjoy, or are stressing out about how to squeeze celebrations around their work schedule.

2. Increased future productivity. This is an argument for vacations in general. When employees have time to relax, they return to the job with renewed enthusiasm.

3. A healthier workforce. Physically, it's good for people to have time off too. It's a relief from the physical demands of the job, allowing strained muscles to mend. It's also a chance to build up immunity during cold and flu season by getting some extra rest. In short, a work break between Christmas and New Year's does a body good.

4. It's a good deal. This year, Christmas Day and New Year's Day fall on Mondays. So really, shutting down means workers get 10 days off in a row while really only missing four weekdays.

5. It saves money on overhead. If work is slow at holiday time, why pay to light and heat facilities during one of the coldest, darkest weeks of the year? Why stress out trying to find busy-work for employees? Sitting in front of their own TVs watching football will do far more for their morale than sitting around sorting nuts and bolts. Shutting down cuts overhead costs during a week that's traditionally slow, even for the slow season. Couple that with the fact that some of the offices of your vendors, customers, and the professionals who serve your company are closed, you'd be doing nothing but leaving messages all week if you dutifully went in and tried to work. Some of your employees will probably be taking those days off anyway; so, again, you'd be paying to heat and light a potentially half-empty workplace.

6. Strengthen company loyalty and attract employees. Not only will

This year, Christmas Day and New Year's Day fall on Sundays; therefore, most companies give employees the following Monday off as a holiday. So really, shutting down means workers get 10 days off in a row while really only missing four weekdays.

your current employees think you are a great boss, you can use the holiday shutdown as a recruitment tool to attract future employees. Family time is important to most people. Who wouldn't prefer working for a company that allows more time with family during the holidays?

If it's not possible to shut down

Maybe you've got enough restrooms out on construction sites or rented for holiday-week special events that you need to have at least some employees on the job. Should you take the approach that if one employee has to work, every employee should work? Or can you find ways to cover the work without making everyone come in? Maybe you determine who is on the job based on seniority, meaning the newest hires work the holiday week. Or perhaps you ask for volunteers to work and sweeten the pot by promising the same amount of time off at a later date.

Depending on your company's workload, maybe you can give everyone the week off, but ask a few employees who are staying in town to be on call in case something comes up. Again, there would have to be some form of compensation to those employees for the inconvenience.

As the owner or manager of the business, it's tempting to take advantage of a shutdown to get some back-burner tasks accomplished, but that temptation is the very reason you, as the boss, need the holiday week off, too. Taking time off will make you a better boss when you return.

The question Scrooge would ask:

The main character in *A Christmas Carol* bristled at giving his employee Bob Cratchit Christmas Day off; so, of course, he'd want to know what it would cost his business to shut down for the entire holiday week. He'd weigh how much he'd spend having Cratchit stoking up the stove with coal against the loss of Cratchit's holiday week productivity. And, of course, if he decided to shut down the business for the entire week between Christmas and New Year's Day, he would want to know if he would



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For salaried employees, federal law requires they be paid their regular salary without interruption for business closures that last less than one full week. There are some exceptions to these rules, however, so check with an attorney or a human resources expert if you're not sure.

If you don't have an established tradition of shutting down for the holiday week but are considering it, looking back at records from previous years may help you make a decision. Has it been a traditionally slow week? Would you actually save money by shutting down? Could you afford to shut down and pay staff or would you have to make it unpaid time off? Before the turkey is carved and the holiday season is officially upon us, think about, discuss and plan for that last week of December rather than springing the idea of a shutdown on employees the week before. This will allow them to budget if necessary and make solid plans for the season. ■



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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!"

For operators looking to enter the trailer market, the Selfie is an excellent choice.



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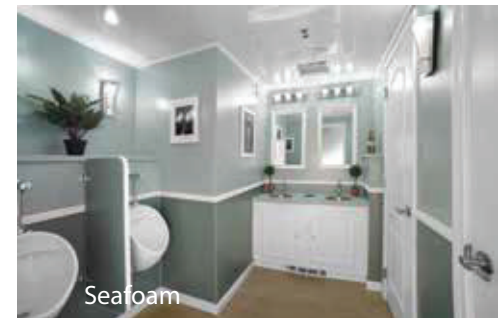
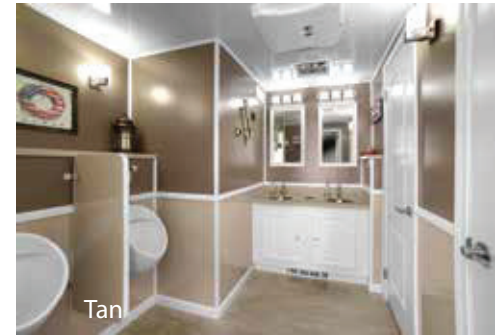


Satellite Suites



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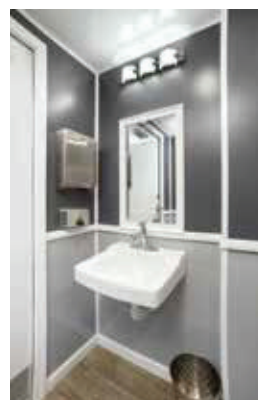
Gray is definitely “in” for interiors. The two-tone gray walls, dark gray counter top and white trim is accented with the tan flooring to make a spectacular showing. Of course the luxury interior is always a show-stopper. With its two-tone textured walls, dark, louvered doors, raised basin sinks and simulated granite counter top, it screams elegance from every side. The SPA series tan and seafoam packages are certainly a classy option as well, and for industrial purposes, a commercial interior is the ideal solution.



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TIME FOR TEAMWORK

At Waste Now, everyone brings a unique set of skills to work, but they join forces to provide quality customer care **BY DEE GOERGE**

At age 31, John Payne already has almost two decades of working behind him. He's worked for others and started three businesses of his own. Those experiences have led him to a formula for a successful business: being part of a team. The portable restroom and waste management service he founded in 2012 is technically called Waste Now Restrooms & Dumpsters, but Payne prefers to call it "Team Waste Now," which is reflected in the logo and business' website name.

Despite initially knowing little about the industries they now serve, the young entrepreneur and other members of his team have grown a business from 200 neglected restrooms to 1,000 units and expanded into a full

(continued)

Technician Deshaun Booker loads his truck for a delivery run. Vacuum trucks are from Robinson Vacuum Tanks and carry Conde (Westmoor Ltd.) pumps. (Photos by Nathan Cornetet)

Waste Now Restrooms & Dumpsters Louisville, Kentucky

Owner: John Payne

Founded: 2012

Employees: 15

Services: Portable restrooms, roll-off containers, fencing, waste management

Service area: Louisville, southern Indiana, 100-mile radius

Website: www.wastenowteam.com





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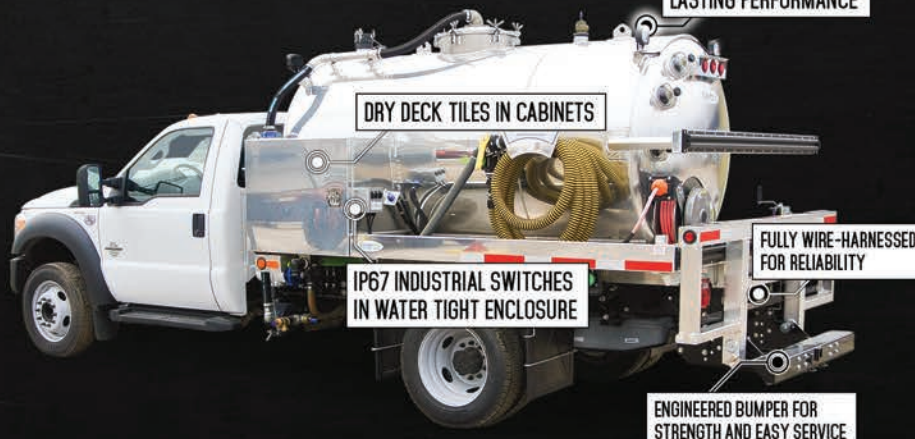
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Left: Deshaun Booker secures a load of PolyJohn Enterprises restrooms on the fold-down carrier of his truck. Gray units with orange signage represent the Waste Now brand.

Below: John Payne gets under a delivery truck to do some work.



gamut of waste management services in the Louisville, Kentucky, area.

LANDSCAPING TO WASTE

Payne started out in the landscaping business in high school, mowing lawns and doing summer maintenance for a business. After 1 1/2 years of college, he decided instead of working for someone else for \$8 an hour, he was ready to be his own boss. He started a residential landscaping company and built it up to hiring employees and serving 200 customers. It was going well until the economic downturn in 2008. He sold the business and took jobs working for others.

"I hated it and was miserable," Payne recalls. "I saw better ways to do the jobs and couldn't speak my mind."

So he returned to landscaping, but this time, he focused on commercial jobs with steady work and contracts. Contracts in hand, he started from scratch and purchased equipment. His landscaping business was growing when he ran across an unexpected opportunity while renting a building to house his equipment. Among the items around the warehouse were 200 portable restrooms. The landlord said he could use them if he wanted.

Payne knew nothing about portable sanitation and might not have done anything about it, but he started receiving calls from upset customers who had restrooms left on their property. He sought advice from PROs outside the area and used a couple of old trucks at the facility to service restrooms and salvage the business.

"It was a struggle the first two years," he says. "I had to rebrand."

Initially, he only modified the name of the inherited restroom business, but the reputation of the former business continued to work against him. Switching to Waste Now to better reflect what he was doing gave the business a clean start.

FROM THE GROUND UP

Payne learned about running a portable restroom business like he learned other work — on the job. As the company built a good reputation, he increased the number of restrooms and employees. Being out in the field, he recognized other opportunities.

"When we delivered restrooms, I saw that the next thing that construction sites brought in were dumpsters," Payne says. "They go hand in hand.

Right: A truck in the yard is loaded and ready to go. The company carries restrooms from PolyJohn Enterprises, Satellite Industries and PolyPortables.



So, we added dumpsters. We started small (10-yard containers) but now have every size out there (up to 40-yard containers)."

With about 60 percent of its business coming from construction, Payne recognized other opportunities as well and added wastewater tanks and, most recently, temporary fencing.

"We try to make our business a one-stop shop," he says. "Customers love it; they don't have to call three different people."

The added services are just as valuable for the event rental side of the business. Waste Now can bid on restrooms, temporary fencing, dumpsters and waste pickup services for the many events held in Louisville.

"When everyone is on the same page, knows the goals, and sees the bosses willing to jump in and lead by example, it's easy to keep that (team) attitude."

GAVIN SHOOK

THE TEAM

Waste Now employees have successfully serviced a couple of large events with 250-300 restrooms, but for Payne, the biggest turnaround with the restroom side of the business came when he hired Gavin Shook to handle sales and event management. With Shook focusing on the restroom side of the business, Payne handles the waste management division.

"I didn't know a thing about the portable restroom business," admits Shook, who has been in sales and marketing for years. But, like Payne, he

(continued)



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learned on the job and is as likely to be delivering and servicing restrooms as bidding on new events.

Personal contact and being at events has been a good way to build the business. Shook likes to be part of the team working events to get to know the customers and see firsthand what they need. The next time, the customer may want additional services — such as fencing and complete waste management — where Waste Now workers come in and clean up the grounds after the event.

The location for many events is the Louisville Waterfront Park, which is divided in four rentable venues. Between April and October, Waste Now workers service one or more events at the park almost every weekend — from car shows to concerts and farmers markets.

“If there are three events there, we can be on site and take care of all three. Our manpower is more efficient because they don’t have to drive between them,” Shook says.

Personal contact is just one of his strategies. If he sees a construction site while covering an event, he stops in and finds a manager to drop off cards and marketing materials. Though they may be renting restrooms from another company, the construction company may need containers or fencing in the future.

Disposable cardboard trash boxes are one of the popular products Waste Now offers

Waste Now owner John Payne explains that clients putting on events in parks or even in their backyards appreciate avoiding the hassle of buying or renting trash cans and then cleaning up the waste afterward. Many like the option of the one-time-use boxes that Waste Now disposes of after the event.

The 18-by-18-by-32-inch disposable boxes are shipped flat (by Party Time Inc., home of TTC System) and include a 55-gallon bag with a draw tape. The bottom part folds open to make a box and the lid folds like a pizza box. The lid has two hole-size options — large for trash or small for recycling cans or bottles.

Payne says they are easy to handle and dispose of after the event. He has the Waste Now logo imprinted on the cardboard for additional promotion.

The disposable trash boxes don’t make much profit, but by offering them Waste Now proves itself as a one-stop shop that responds to customers’ needs.

Shook is just one member of his valuable team, Payne notes.

“I grew up playing sports and had lots of mentors. There was a leader, but I learned that it’s about team. I have to do my job, but there are things I don’t know about. They (the employees) bring ideas to me,” he says.

For example, one employee told him about CRO Software Solutions,

which has been helpful with the logistics of organizing delivery and service schedules on busy event weekends. Another employee was only 21 when he started with Payne and has proven to be talented as a Mr. Fix-It and getting things done.

“I have learned I am not good at some things, so I surround myself with good people and don’t micromanage,” Payne says. It can be challenging to retain employees to service

(continued)



Left: John Payne and Gavin Shook perform maintenance on a flatbed delivery vehicle.

Below, left: Technician Troy Harlow prepares a load of Satellite Industries units for a customer.

Below, right: Technician Toby Weathers services a restroom trailer from A Restroom Trailer Co. (ART Co.).





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portable restrooms, but he believes in doing what he can. He says his keys are treating employees with respect, giving them the right training and equipment, and paying competitive wages.

Toby Weathers is shown with a restroom trailer from A Restroom Trailer Co. (ART Co.) and a service truck from Robinson Vacuum Tanks.

EQUIPMENT

The 200 Satellite Industries Taurus portable restrooms that Payne started with were in poor to average condition. Many needed repair, and all needed a good cleaning.

By attending shows and talking to manufacturers, he has steadily added restrooms, including more Satellite Industries Taurus units along with Poly-John Enterprises and PolyPortables restrooms. He's also added 100 hand-wash and hand-sanitizing units from TSF Company (Tuff-Jon) and PolyJohn Enterprises. For events, Waste Now uses gray units with the company's orange logo and information to build the company's branding.

Waste Now also carries restroom trailers for weddings, long-term construction and special events. Payne invested in two trailers — a three-station by A Restroom Trailer Co. (ART Co.) and a Comforts of Home Services nine-stall unit.

"They have been a great investment. We will buy two or three more," Payne says.

At the other end, Waste Now rented out a "urinal unit" for the first time this year. An 8-by-20-foot shipping container was modified with 13 urinals and PVC pipe plumbing to create the specialty unit. They bought the unit from a contractor who built it for a one-time use.

"It's ideal for beer festivals and large events where you need to move people quickly. It was a big hit," Payne says, noting he expects the unit will be used frequently. Customers like it for its convenience. It's worth the cost for the extra work to deliver it with a roll-off truck and set up with a waste tank hooked up on the outside.

To service restrooms, Waste Now has three 2001 Ford F-550 Super Duty trucks with 950-gallon slide-in aluminum tanks from Robinson Vacuum Tanks. A 2001 Ford F-350 and 1997 Freightliner FL60 are used for deliveries. For the many events that require a large number of restrooms, Waste Now made three trailers that haul eight, 12 and 20 units.

On the waste management side of the business, the company has 150 roll-off containers in sizes of six, 10, 15, 20, 25, 30 and 40 yards. Four trucks — 1987 and 1999 Macks, a 1999 International and 1997 Volvo — are used to deliver them.

BUILDING FOR THE FUTURE

Payne notes that the business has been a learning experience and grows by responding to customers. With the addition of new restrooms and servic-

es, the building he rents where he began the portable restroom adventure is no longer big enough or efficient. Waste Now purchased and is remodeling a 20,000-square-foot building on a 3-acre site in downtown Louisville. With more bays and places for trucks to have access to water and air, drivers won't need to wait in line, Payne says.

Instead of being reactive to keep up with demand, Payne anticipates the business will be more proactive in the future to continue to grow. Newer technologies are an important part of that growth. Waste Now has GPS tracking by marrying CRO Software Solutions software and LG tablets in the trucks, and it uses QuickBooks in the office. For marketing, the business has a website that includes several pages of information and blogs, and it uses social media tools including Facebook and Google AdWords.

"Social media is a huge part of today's society. We use it to find more employees and more customers, and to promote our company," Payne says.

Though sometimes it seems like overkill posting on Facebook and other social media sites, Shook sees value in regularly updating the many events Waste Now covers.

"Social media is a huge part of today's society. We use it to find more employees and more customers, and to promote our company."

JOHN PAYNE

"You never know when or where someone will see you one time," Shook says.

Though he maintains his commercial landscape business, Payne doesn't anticipate growing it. Starting the portable restroom business has led him in a direction where he sees more opportunity in waste management services combined with portable restrooms.

Shook, who also has been part of many sports teams, agrees with Payne that reputation and teamwork are important.

"When everyone is on the same page, knows the goals, and sees the bosses willing to jump in and lead by example, it's easy to keep that (team) attitude," Shook says.

As a person who never imagined working in the portable restroom industry, he is surprised how satisfying it can be when customers are grateful for the company's services.

"It's a profitable industry if you do what you say you will and do it well," Shook says. ■

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A popular Missouri country fair is the biggest event of the season for PRO Dave Flagg

BY STEVE LUND

Step Right Up!

THE TEAM

Based in Union, Missouri, Septic Services Inc. has 18 employees. Normally, just four of them work in the portable restroom division, but that changes for the company's biggest event of the year: the Washington Town & Country Fair. "It's one of the largest fairs in Missouri," says Dave Flagg, Septic Services founder. "On this event, we'll bring in extra people. We'll take people from other parts of the company." Flagg says usually nine people are assigned to work the fair, which runs Wednesday through Sunday, with a couple more people added on the weekend.

COMPANY HISTORY

Septic Services was founded in 1982 by Flagg when he was 19. At first, it was a septic pumping business, which Flagg operated during the day while he worked a second-shift factory job and then did maintenance on his equipment and paperwork after that. After three years, he went full time and gradually added portable restrooms, septic system installation and service work. Since the 1990s, the company has diversified into the manufacturing of aerators, pumps and control panels. Septic Services also built a septage treatment facility.

THE EVENT

The Washington Town & Country Fair has been operating since 1930 in Washington, Missouri, a Missouri River city of 14,000 people, about 50 miles west of St. Louis. The five-day *(continued)*

THE JOB: Washington Town & Country Fair

LOCATION: Washington, Missouri

THE PRO: Septic Services Inc., Union, Missouri

A Septic Services vacuum truck is parked at the Washington Town & Country Fair. (Photos by Nicole Jarrett Alvarado)



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event features nationally known entertainers, bronc and bull riding, freestyle American bullfighting, truck and tractor pulls, stadium motocross, demolition derbies, livestock shows, food booths, pie-eating contests, midway rides and exhibitions ranging from glass blowing to chain saw carving. The fair can be expected to draw 90,000 people or more over the five days. Septic Services has been the portable restroom provider for the event for 31 years.

PREP TIME

Septic Services thoroughly inspects all the equipment it will be sending to the fair. "Prior to the event, we super-clean everything, making sure any kind of repair is taken care of, and we pressure wash everything," says Flagg. Trucks and trailers are loaded on the Friday before the fair so the first deliveries can start early Monday morning. The restrooms are loaded 12 at a time on custom-built trailers for the eight-mile trip from Union to Washington. The deliveries are usually finished by early Monday afternoon.

"After we deliver, we pressure wash again. We make sure they're really clean and make sure the decals are on right," Flagg says.

The fair itself also has some preparatory events, including a parade through town on the Sunday before the fair. Septic Services is also involved with the parade. "We scatter toilets all through town for the parade, then pick them up and clean them, and bring them out to the fair," Flagg says. At the fair, the restrooms and sinks are placed strategically around the site.

The Septic Services team includes (from left) David Pickett, Johnny Barnhouse, Evan Friedman, Danny Collins, Dave Flagg, Mithilda Eckstein, Mark Eckstein, Hannah Eckstein and Chris Hiatt.



Johnny Barnhouse, foreground, and Mark Eckstein service a row of PolyJohn Enterprises restrooms at the Washington Town & Country Fair.

Flagg says that when he first started working this event, the restrooms would be serviced twice a day. Now, he says, they use more restrooms, and the crew knows from experience where they are needed most, so they only need to be serviced once a day.

THE EQUIPMENT

Septic Services delivers 140 portable restrooms, 13 to 15 sinks, and five or six wheelchair-accessible portable restrooms, all from PolyJohn Enterprises. To service units at the fair, the company uses two vacuum

(continued)



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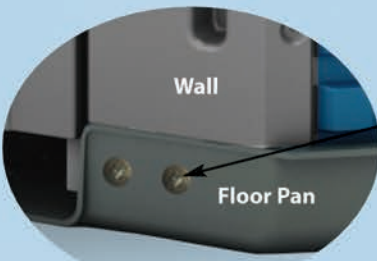
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Right: A Chevy pickup is part of the Septic Services fleet that served the fair. It's parked near a bank of restrooms that was serviced by the crew of PROs.

Below: A fairgoer uses one of the sinks placed and serviced by Septic Services. The PRO has served the fair for more than 30 years.



trucks with a third one added on the weekend. The trucks are Dodge 5500s, outfitted with parts from different manufacturers. The trucks have 600-gallon waste and 300-gallon freshwater steel or stainless steel tanks and Moro USA pumps.

Septic Services also sends a pickup truck to the fair every day to restock toilet paper, hand sanitizer and paper towels. The company's chemical provider is J&J Chemical Co. Paper products are supplied by 7 Cedars Supply.

GETTING IT DONE

During the fair, Flagg's crew services every restroom and sink daily. The team starts at 5 a.m. with two people working each vacuum truck and another two in the pickup truck with supplies. Each unit is pressure washed inside and out with every service, Flagg says, using a General Pump pressure washer. The crew has to work fast, he says.

"It's imperative that we get it done quickly," Flagg says. "We always pick up all the trash — the beer cups and such — in and around the units. We get the job done, get it done right and get out of the way for the customers. We've got a pretty good system, and it goes pretty well. We do this early in the morning and then go on to our normal construction servicing and weekend servicing."

In 2017, the fair experienced some rain, which is not unusual for a five-day midsummer event.

"Rain makes the job a little harder," Flagg says. "Sometimes you have to put down sawdust or wood chips in front of the units to keep them clean inside." Fortunately, there are usually plenty of wood chips available from the livestock areas.

"It's imperative that we get it done quickly. We always pick up all the trash — the beer cups and such — in and around the units. We get the job done, get it done right and get out of the way for the customers."

DAVE FLAGG



A row of PolyJohn Enterprises restrooms is lined up near the fair's midway.

BACK-TO-BACK EVENTS

In 2017, the Washington Town & Country Fair was rapidly followed by another big event that created a huge demand for portable restrooms, the solar eclipse on Aug. 21. The path of totality cut right across Missouri and right through the area served by Septic Services. Numerous eclipse-watching events in the area needed portable restrooms. Septic Services' inventory of more than 400 restrooms was completely booked.

"We had a little space in between (where we took them back to our yard), but we went right from the fair to the eclipse," Flagg says. "We had everything booked for the eclipse — every unit we had to spare. We had to cut it off because we didn't have enough to go around." ■

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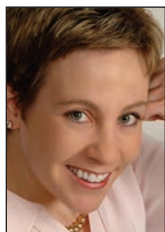


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Here's the Script for Successful Restroom Sales Calls

WHEN YOU REACH A BUSY CONTRACTOR OR EVENT PLANNER, YOU HAVE A FEW SECONDS TO INTEREST THEM IN YOUR SERVICES. MAKE THE MOST OF THE OPPORTUNITY.

By Kate Zabriskie

“Hi, this is Ahmad calling from Acme Industries. How are you today?”
 “Well, Ahmad, I was a lot happier before you called and interrupted me. I’m behind with my project, and I’m too busy to leave my desk. Don’t call me again.”

The truth hurts, but it’s honest. Ahmad blew it. He had an opportunity to win the ear of the person on the other end of the line, but he squandered it by asking a silly question.

Clueless, Ahmad probably won’t get another chance to engage that target. As anyone in the business-to-business sales industry will tell you, stepping off on the right foot can mean the difference between clicking and a terminal “click.”

Is there hope for Ahmad and the legions of desperate dialers like him? Of course there is. By paying careful attention to three basic things — preparation, practice and patience — almost anyone can improve their business-to-business calls.

PREPARE FOR THE SALES CALL

Are you cold-calling people to sell portable sanitation services and simply hoping for the best? Or do you invest an adequate amount of time and effort into homework? First, do you know what you offer, and can you use fewer than 20 words of conversational English to explain your service? If not, don’t make the call.

Second, have you researched the people you plan to call? This doesn’t mean full-throttle cyberstalking, but at a minimum, you need to look for them in the usual places: LinkedIn, Facebook, Twitter and Google. Search for people by name and company, by name only, and by email address. Together, those three inquiries will yield more complete results than any single query. Searching that way can also reveal personal information you otherwise might have missed that could be useful later.

For example, maybe the email address search links you to an interest of your prospect, say a story about his involvement in a local youth sports. Now, you know something you might be able to weave into a conversation at some point in the future. A quick word of caution: If you discover information beyond what you see on LinkedIn, whatever you do, don’t admit to the depth of your research unless you want to sound creepy. “I saw on Facebook that you and your family had a great time at the Outer Banks last summer.” This comes off as extremely invasive.

In addition to research about the people you are calling, you should also know something about the company they work for. At least look at the organization’s website. You should also run a quick search for news mentions.

If you fail to tend to those basics, don’t be surprised if you get caught and have your lack of knowledge held against you. Given the ubiquity of

Given the ubiquity of information in the age of the internet, there is no excuse for not knowing the fundamentals about the organizations you call and the people who work there. Period.

information in the age of the internet, there is no excuse for not knowing the fundamentals about the organizations you call and the people who work there. Period.

The third step in the preparation process is choosing a reason to call. The more specific it is, the more likely you are to get a thoughtful response. As a restroom provider, you likely call regularly on small construction company owners and special event organizers. Here are examples of how you may tailor your telephone sales pitch to get better results:

“Good morning. This is Jane Jones with ABC Portable Restrooms. I’m calling because I’m verifying a mailing list for a promotion we’re running next month. Could you tell me if you’re the most appropriate person to receive information about our special on units for construction sites and if you prefer email notification or a hard copy?”


“Good morning. This is Jane Jones with ABC Portable Restrooms. I’m calling because we rent restroom trailers for event service and weddings. I came across your profile on LinkedIn while I was working on something else, and you look like you may need our services at some point. I wanted to call to see if we could serve as a resource for you. Could you tell me how you are currently choosing your portable sanitation provider?”


Either of those is sure better than saying, “Good morning. This is Jane Jones with ABC Portable Restrooms. How are you today?”

PRACTICE

Just as a skilled skater makes jumping, twirling and other acrobatics look as effortless as breathing, smooth phone selling requires athlete-level discipline. What you say should roll off your tongue and sound natural. A perfect conversation starter will often sound stilted if it’s not practiced. Be prepared to work hard to sound unrehearsed.

Where do you find the time? How about in the shower, while you’re behind the wheel of the service truck, or by doing some role-playing with others in the office? Role-playing can be painful and unpleasant, but as the saying goes, no pain, no gain. As uncomfortable as they may be, these exercises are one of the fastest ways to learn.


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PATIENCE

You follow the preparation and practice instructions to the letter, and your first two calls are a bust. What happened? Maybe you've just been unlucky. Not everyone is going to want to talk to you, and that's their loss. If you have a good reason to call and you offer service that might solve a prospect's business problem, hold your head up and press on. Keep dialing, improving, and learning from what works and what doesn't, and do it with a smile and a good attitude.

Lack of patience will get you no place you want to be. Regularly practice and critique your performance, and you will get better. If improvement is not happening fast enough for you, enlist someone you trust to listen in on your calls. His or her comments may sting, but too bad. In the long run, you'll be glad you got the help.

There's no secret sauce in the recipe for better business-to-business calls, just elbow grease. With better preparation, practice and patience, everyone can improve their results one call at a time. ■

Kate Zabriskie is president of Business Training Works Inc., a Maryland-based talent development firm. Reach her at www.businesstrainingworks.com.





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Would Snowplowing Bring in a Blizzard of Winter Revenue?

CAREFULLY MATCH YOUR TRUCKS TO THE RIGHT BLADE ATTACHMENTS TO ENSURE SUCCESS IN A SIDE BUSINESS THAT CAN KEEP YOUR CREW HAPPY DURING THE OFF-SEASON

By Peter Kenter

When your business is located up north, winter puts a damper on your construction and special event workload. PROs who have a suitable vehicle and time on their hands during the slow season might want to consider adding a snowplow to their toolkit. But restroom operators need to decide the depth of commitment they want to make to the snow removal business — there’s a big difference between plowing driveways and commercial parking lots.

Eddie Quast and his father, Garry, are co-owners of GE Quast Excavating in Manotick, Ontario. The company is located in a region known for heavy snowfalls. They’ve fitted quick-connect plow mounts to six trucks, ranging from a 3/4-ton pickup to loaders and dump trucks.

“Snow removal is not for the faint of heart,” Eddie Quast says. “The hours can be endless, and you sometimes work so hard you think you can’t work another hour — but you have to.”

The company works commercial contracts, including large parking lots and private condominium roads. These jobs require the company to sign performance contracts, which include possible penalties. The company must carry liability insurance for snow removal, with an additional rider to perform salting, sanding and ice management.

“You have to schedule your work to maximize the value of every moment or you can bankrupt yourself,” Quast says. “If you’re installing a septic tank and a piece of equipment breaks down, a delay might be acceptable. If a plow breaks down at 3 a.m., you have to repair it or call someone to help you immediately. You can’t tell a customer that the mall won’t be opening on time.”

MATCH TRUCK AND PLOW

PROs looking to get into snow removal should match the vehicle to the right plow for their purposes, says Mark Klossner, vice president of marketing at BOSS Snowplow. The company specializes in plow blades 10 feet wide and smaller for medium-duty trucks.

“The first thing I recommend is to check the front gross axle weight rating (or FGAWR) of your vehicle,” he says. “You can’t exceed this rating when adding a plow to your truck.”

He says a half-ton pickup, utility task vehicle or all-terrain vehicle outfitted with a blade 7 feet, 6 inches wide and smaller will do the trick for yard service or to clear a few driveways.

“If you’re going to do this to earn money on 20 or more driveways or commercial contracts, you’ll need at least a 3/4-ton truck with a FGAWR



Above: A box plow attached to heavy equipment will clear parking lots quickly. (Photos courtesy of BOSS Snowplow)



Left: A skid-steer can be an effective snow removal machine combined with a compact straight-blade plow attachment.

that can handle the larger plows,” Klossner says. “Some people make the mistake of going out to buy a 3/4-ton dually diesel and want to put the biggest plow ever made on it. The truck may have options — an extended cab and a big

diesel engine that weighs hundreds of pounds more than a comparable gas engine — so you reduce the ability of that truck to carry additional weight. It’s counterintuitive, but you might only be able to carry a smaller plow on that truck than a comparable gasoline-engine truck.”

MOUNTING KITS

One of the challenges of manufacturing plows is ensuring that engineers keep on top of truck designs to ensure undercarriage mounting kits will work with any vehicle. Even a vacuum truck can be outfitted to support a plow. While the kits are generally bolted on, mounting a plow for the first time requires knowledge of the vehicle’s headlight and electrical system



to attach controllers, wiring harnesses and power grounds. Klossner says that even a dealer will require up to five hours to install a connect system.

“Once this is in place, it will only take a minute or so to attach a plow when you need it,” he says.

Manufacturers offer a multitude of blade configurations, including V-plows, straight-blade plows, box plows, UTV plows, ATV plows and skid-steer plows. Klossner offers some general tips for blade selection.

A power V-blade plow can be adjusted many ways to offer snow-handling versatility when attached to your pickup truck.

“For commercial and institutional work, you likely won’t satisfy those contracts with one truck and one blade. You’ll probably need two or three working simultaneously to keep them happy.”

Mark Klossner

“For commercial and institutional work, you likely won’t satisfy those contracts with one truck and one blade,” he says. “You’ll probably need two or three working simultaneously to keep them happy.”

Klossner notes that plows with expandable straight blades are becoming popular in the mid-sized truck market.

“Our expandable model is the EXT plow,” he says. “When you’re driving down the road it’s eight feet wide, but you can hit the controllers to expand the wings to 10 feet when you get to the job site to improve productivity.”

Rectangular-design box plows can be outfitted on loaders, backhoes and

skid-steers. “They offer blunt force to move massive amounts of snow in a straight line for large jobs such as mall parking lots,” he says.

VERSATILE V-PLOWS

The configurations of V-plows can be adjusted, making them a versatile choice for restroom contractors who use their equipment for other purposes in the summer. With the open part of the V forward, the blade becomes a snow scooper, allowing the operator to stack the snow at the end of the run. Heavy, wet fresh snow can best be attacked with the V in an arrow shape.

“That presents less surface area and allows the plow to break up snow on the first pass,” Klossner says. “Then, you can put the plow in straight configuration and angle it, making passes back and forth until you get all the snow off the parking lot. V blades are also good for breaking up old crusty snow, which is more difficult for straight blades.”

Commercial snowplow contractors will almost always require a sander or salt spreader to keep the pavement black and wet to the client’s specifications.

Safety is paramount for snowplow operators because visibility is reduced due to snow heaps, plows, hoppers and spreaders. Buyers can look for heated LED lighting on plow attachments to increase visibility.

CONSIDER THE SKID-STEER

“When operating a plow truck, you rely on mirrors and you always have to assume there’s somebody right behind you,” Klossner says. “You’re off-road, but obey the rules of the road — no speeding, texting or cellphone use.”

While many snow removal contractors choose trucks, Klossner says they shouldn’t underestimate the power of a skid-steer.

“It offers a lot of visibility, is very maneuverable in tight spaces and has a lot of power,” he says. “If you gave me a choice on a parking lot, I would rather clear with a skid-steer than a truck.” ■

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Slide-In Units

By Craig Mandli

SLIDE-IN SERVICE UNITS

ARTHUR CUSTOM TANK LLC, A DIVISION OF MID-STATE TANK INC., PORTABLE RESTROOM UNIT



Service units from **Arthur Custom Tank LLC, a division of Mid-State Tank Inc.**, are available in 1,500-gallon two-compartment portable restroom units, with 400 gallons for freshwater and 1,100 gallons for waste. They are constructed of 5454 H32 polished aluminum, with stainless steel and a No. 4 satin finish also available. They have dual service inlets, a 20-inch pressure manhole with 2-inch primary connection, pressure relief valve installed, four work lights, two rear 5-inch sight eyes, a discharge flange on the bottom of the tank, two restroom bumper assemblies on the rear, a 36-inch aluminum cabinet on each side, drop-down workstation on one side, hose hanger on each side, bucket and bottle holder, lights and wiring, full-length sills 34 inches wide, and full-length hose trays on both sides and across the rear. **800/722-8384; www.midstatetank.com.**

BEST ENTERPRISES SLIDE-IN UNIT



Stainless steel slide-in units from **Best Enterprises** are available in three stock models: a 400-gallon waste and 200-gallon freshwater unit; 400-gallon waste and 200-gallon freshwater long-box unit; and a 300-gallon waste and 150-gallon freshwater unit. They

come with Honda 5.5 hp engines, a Conde Super 6 70-cfm vacuum pump, 30 feet of 2-inch tiger tail suction hose with wand, stainless steel hose hanger, 3-inch waste discharge with 10 feet of 3-inch dump hose, Hypro electric roller pump for washdown with a 50-foot hose, lifting eyes located at the top of the tank, stainless secondary and primary, stainless steel braiding on suction hoses, vacuum and pressure relief valves, two 2-inch sight glasses on the waste tank, and a sight tube for the water compartment. Manways and work lights are available. **800/288-2378; www.bestenterprises.net.**

CRESCENT TANK MFG. VACUUM TANK

The **Crescent Tank Mfg. Vacuum Tank** is completely flat inside and out. It has no baffles, allowing it to be fully emptied to avoid internal corrosion.

With the included pump at specified cubic feet per minute, unnecessary fatigue of the structure is eliminated and the life of the tank is prolonged. It is made from 1/4-inch steel, making it structurally strong. The workstation is designed for the portable restroom industry. Freshwater is held inside an external 1/2-inch poly tank to avoid contamination. The slide-in unit has a low profile for better weight distribution and is barely visible in the bed of a pickup truck. A 1-ton or greater chassis is required and an 8-foot bed pickup or flatbed truck, based on maximum load capacity. **585/657-4104; www.crescenttank.com.**



FMI TRUCK SALES & SERVICE WORKMATE



The **WorkMate** three-compartment slide-in unit from **FMI Truck Sales & Service** is designed to be easy to work and fits in the back of a 1-ton pickup truck. It also works just as efficiently across a flatbed truck to operate as a pickup and delivery or special event truck. It has a 325-gallon waste compartment and twin 75-gallon poly water tanks that can be

isolated for a three-compartment system or flow together for a two-compartment system. Standard options include a primary and secondary shut-off, 12-volt freshwater delivery, an oil catch muffler and easy-drain manifold system. It comes with a wand, bucket, ergonomic workstation, hoses and straps. Options include a supply storage box on the passenger side and tool storage on the driver's side. **800/927-8750; www.fmitrucks.com.**

IMPERIAL INDUSTRIES SELF-CONTAINED SLIDE-IN UNIT

The **Self-Contained Slide-In Unit** from **Imperial Industries** is offered in two designs: single compartment for grease or industrial sludge and two compartment for the portable restroom industry. It includes a horizontal freshwater tube and extruded skid design.

Stock units are manufactured in steel, aluminum or stainless steel with capacities of 300, 450, 550 and 650 gallons. They are equipped with Masport or Conde vacuum pump packages, featuring Honda gas engines. **800/558-2945; www.imperialind.com.**



(continued)

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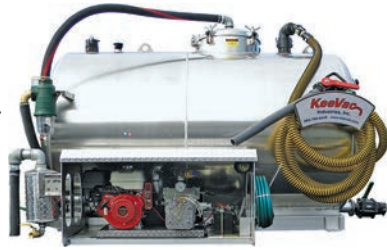
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SLIDE-IN SERVICE UNITS

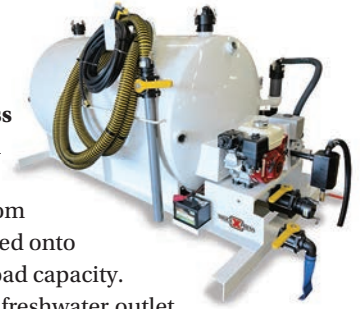
KEEVAC INDUSTRIES FD-950

The FD-950 slide-in unit from KeeVac Industries is a full-flanged and dished head tank with a full manway for easy maintenance. It has a 650-gallon waste compartment and 300-gallon freshwater compartment. The standard pump is a 115 cfm Conde SDS 6 with a 9 hp electric-start Honda engine. Multiple pump and engine combinations are available. The 12-volt washdown pump comes with a 50-foot hose. A 30-foot tiger tail hose with valve and wand complete the unit. It is designed to fit on a 10-foot flatbed with a side engine for ease of operator use. **866/789-9440; www.keevac.com.**



TRUCKXPRESS MD SERIES

The MD Series slide-in from TruckXpress is made of high-strength carbon steel and comes in a variety of sizes. They include the MD 300, 400, 450 and 650, with custom sizes also available. Each tank can be bolted onto any truck frame with a 4,000-pound payload capacity. They come with 3-inch waste and 2-inch freshwater outlet valves, and clean and graywater reservoirs with sight glasses. They also include an internal baffle system that helps eliminate front-to-back and side-to-side sloshing, resulting in better cornering and stopping. A Honda 5.5 hp Conde 6 vacuum system is the standard pump system, with a vacuum gauge mounted on the vacuum system platform. It has a 25-foot service hose with 1/2-inch metal hose standoff to protect the paint, with a rack for the service hose. **800/328-3332; www.satellitetruckxpress.com.**



LELY TANK & WASTE SOLUTIONS SLIDE-IN UNIT

Slide-in units from Lely Tank & Waste Solutions include a Masport ProPak package with Honda electric-start engine providing ample vacuum for portable restroom or grease applications. The system includes 30 feet of vacuum hose, a suction wand and a shut-off valve. Two-compartment units come with a 3.5 gpm, 40 psi water pump with 50 feet of



hose and nozzle for freshwater. Tank sizes range from a 400-gallon unit in a single- or double-compartment configuration up to a 1,000-gallon unit. They can be mounted in pickup beds, on flatbeds or on trailers. They are available in steel, aluminum or stainless steel, and they can be configured with end or side mounts for the vacuum and water systems. **800/367-5359; www.lelytank.com.**

PIK RITE 450-GALLON SLIDE-IN VACUUM TANK

The 450-gallon slide-in vacuum tank from Pik Rite has a 20-inch manway on the front head for clean-out accessibility. The tank is built with all steel components. The 8 hp Honda electric-start engine is paired with a Jurop/Chandler PN23 vacuum pump and equipped with 30 feet of 2-inch fill hose with a nozzle. Side hose hooks are coated with protective super liner. **800/326-9763; www.pikrite.com.**



TANKTEC SLIDE-IN TANK

Slide-in tanks from TankTec range in size from 100 to 995 gallons. The demand for larger slide-in tanks has led to 800- and 995-gallon sizes being added to the line. The tanks are available in single-compartment grease and septic, or two-compartment for portable toilet service. **888/428-6422; www.tanktec.biz.**



HOSE REELS

HANNAY REELS 1500 SERIES

Hannay Reels 1500 Series reels are designed 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 SERIES CTJ

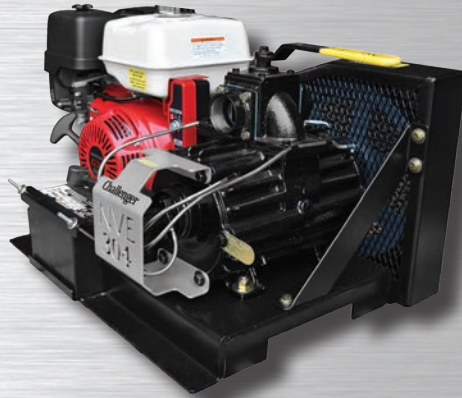
Series CTJ hose reels from Reelcraft Industries are designed for medium-duty applications for 200 feet of 3/8-inch I.D. or 150 feet of 1/2-inch I.D. high-pressure hose up to 5,000 psi. Utilizing a hand crank with a balanced brass swivel and brass inlet, the reel is the product of lighter-weight components and forward-thinking design. Reels in this family have a corrosion-resistant, powder-coat finish. All reels have a drag brake to prevent despooling when the reel is not in use. **800/444-3134; www.reelcraft.com.**



(continued)

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CAM SPRAY MCB SERIES

MCB Series skid-mounted pressure washers from Cam Spray can be used with a flatbed truck, pickup or van — with or without an onboard water tank. They are available in operating pressures from 2,000 to 7,000 psi and don't require plugging into an electrical source. These machines use gasoline engines with a high-amp charging system. The engine provides power to drive the pump system and provide 12-volt DC power to keep the battery charged and operate the burner system. They include an industrial gas-powered engine; triplex plunger pump; chemical injection; 50-foot hose; and a trigger gun with 0-, 15-, 25- and 40-degree nozzles. The burner system includes a rust-free fuel tank and heavy-duty coil with stainless steel wrap, and is controlled by an adjustable thermostat. **800/648-5011; www.camspray.com.**



WATER CANNON INC. – MWBE WHISPER WASH

Whisper Wash rotary spray systems from Water Cannon Inc. – MWBE can be used with conventional hot or cold pressure washers from 2,000 to 5,000 psi. The Classic comes with oversized self-lubricating twin-thrust bearings, balanced spray bar and portable break-away handles for ease of transport and storage. The Big Guy has an oversized 28-inch housing that covers large surfaces and is crafted with Xenoy, stainless steel and aircraft-grade aluminum for long life. The Platinum offers a one-piece unitized swivel cartridge, 5,000 psi maximum working pressure and 212 degrees F maximum working temperature. **800/333-9274; www.watercannon.com.**



VACUUM HOSE

KURIYAMA OF AMERICA KING BEE KBEE SERIES

King Bee KBEE Series polyethylene liquid suction hose from Kuriyama of America provides high flexibility for maneuvering in tight areas such as portable restrooms. The hose remains flexible in subzero temperatures, is crush-resistant and will not kink. The easy-slide helix protects the hose tube from cover wear and moves easily over rough surfaces. Over-molded cuffs help eliminate leaking. 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.**



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 250PT

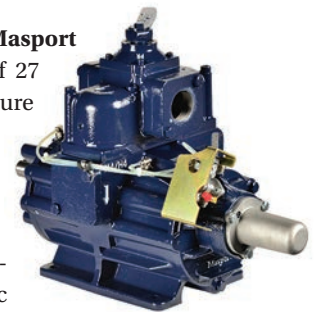


The Eliminator 250PT from Fruitland Manufacturing was designed with a smaller mount and accessories, allowing it to fit on almost all portable restroom service trucks while still allowing for big-truck, continuous-duty performance. The package includes an RCF250

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.**

MASPORT HXL4

The HXL4 air-cooled vacuum pump from Masport offers 165 cfm while achieving a minimum of 27 inches Hg. It is available in both vacuum/pressure and vacuum-only models, and 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 for durability. It has a mechanical oil pump with automatic oiling, so no adjustment is required. 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 for ease of installation and a 1/4-inch NPT vane flush port. Its double end shaft accommodates clockwise or counterclockwise drive systems. O-ring end covers eliminate air or oil leakages. **800/228-4510; www.masportpump.com.**



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VACUUM PUMPS

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.** ■



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PRODUCT NEWS

Water Cannon Inc. - MWBE skid-style pressure washer

The V-belt drive skid-style hot-water pressure washer from Water Cannon Inc. - MWBE is powered by a Kohler diesel engine and has customizable psi ratings from 3,200 to 4,000 and power from 4 to 8 gpm. It is self-contained with dual 15-gallon poly diesel fuel tanks, a 12-volt battery start, and a 45-amp charging system, so no external power is required. It has a stainless steel coil wrap, a burner hood, Beckett burners, a control panel, an adjustable thermostat and safety pressure release valve controls. Accessories included are a gun/wand assembly, 50-foot high-pressure hose, Maxi-Flo 20 percent chemical injector, four color-coded spray nozzles and a color-coded chemical nozzle. An optional wheel kit is offered for portability. **800/333-9274; www.watercannon.com.** ■



INDUSTRY NEWS

Walex Products Company hires regional account manager

Brian Rooney has been hired as the Walex Products Company regional account manager for the Midwest. He will visit current and potential clients as well as attend trade shows.



Brian Rooney

McKee Technologies - Explorer Trailers names Texas distributor

Elton Tamplin of Mansfield, Texas, is the new McKee Technologies distributor for Explorer Trailers. Tom Woyt is retiring after 16 years' service on the Explorer line.

Imperial Industries expands manufacturing facility and staff

Imperial Industries announced an expansion of both its manufacturing facility and staff. Recent additions to the commercial and industrial customer support staff include 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. The company also completed a 70,000-square-foot expansion to its design and manufacturing facility in Rothschild, Wisconsin. ■

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BUSINESSES

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2015 Satellite Suites 6x10 commercial 2-station trailer. Arctic Extreme package, many upgrades. Used twice, like new. \$25,000 OBO. For details call 218-750-8185 or email info@a1servicesmn.com (T11)

PORTABLE RESTROOM TRUCKS

2012 Ford F550 Best Enterprise built 800-gallon waste tank/300-gallon water tank. 2-unit carrier. 30 ft. Tiger Tail hose. 119,647 miles. Runs great. \$46,000 OBO. 608-835-3459; sales@buckyspt.com (P11)

2008 Isuzu NPR HD, Crescent flat tank 550w/250f, 6-unit carrier, Thieman liftgate, Masport pump, Shurflo washdown. 122k miles, automatic, exhaust brake, dual side service. \$30,000. 203-748-6906 (P11)



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: tritter@blusitesolutions.com T11



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



2005 International 4300: 3-compartment, stainless-steel tank. Hot-water washdown, heated valves. 2-unit carrier. Air brakes, leaf suspension. \$42,500

Call for more info
631-767-9404, NY T11

2011 Dodge 5500 with 1,100-gallon tank, 2WD/Auto Cummins diesel with 148k miles - \$34,000. 2003 International with 1,600-gallon Best stainless tank. 2WD/Auto diesel with 234k miles - \$25,000. 2012 Ford F-550 with 1,100-gallon tank, 2WD/Auto diesel with 85k miles - \$29,000. Send email to Tom@ArisRentals.com for pictures. Ohio 330-562-8300 (P11)

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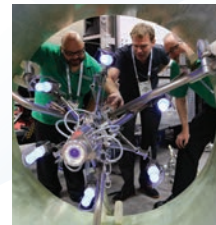
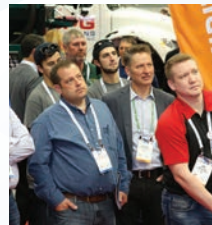
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