

dig DIFFERENT

Think outside the bucket

SMART BUSINESS:

**EASY TIPS TO IMPROVING
YOUR COMPANY'S
EMPLOYEE RETENTION**

15

TECH PERSPECTIVE:

**INTEGRATING TECHNOLOGY WILL
CREATE BETTER FLEET SECURITY**

16

QUALITY CONTROL

**Drilling contractor strives to give
customers the best work**

10

PRODUCT FOCUS 18





© 2021 Cat Pumps. All Rights Reserved. 2/21/21

RELIABILITY

Performance You Can Count On

Since 1968, equipment manufacturers and contractors have relied on Cat Pumps to keep their systems running and their jobs on schedule. With the most dependable, longest-lasting pumps available, backed with the best delivery and customer service, it's easy to see why industry leaders choose Cat Pumps for all of their high-pressure pumping needs.



Model 5CP5140CSS
5.5 gpm | 3,500 psi



Model 56HS
8 gpm | 3,000 psi



Model 660
10 gpm | 3,000 psi



Model 1580
12 gpm | 3,000 psi



Model 3560
25 gpm | 3,000 psi



Model 3570
30 gpm | 3,000 psi

Quality that keeps your equipment running.

(763) 780-5440 | info@catpumps.com | www.catpumps.com



VACS-R-US™



TRAILER UNITS

- HX30** 24.8-hp Kubota® diesel engine
- HX30G** 31-hp engine
- HX50** 49-hp Kubota® diesel engine
- HX75** 74-hp Kubota® Tier 4 Final engine and an industry-leading 1,300-cfm blower.



RIVAL TRUCKS

- Horsepower Requirement : 350+ / 450+
- Debris Tank Capacity : 7 Cubic Yards / 10 Cubic Yards
- Water Tank Capacity : 800 US Gallons / 1200 US Gallons
- Offloading System : Full Hoist & Pressure Off
- Dump Door Dimensions : Full Opening
(with patent pending Raptorlock™ system).
- Dual 6" Heated Lever Valves



FXT MODELS

Equipped with a 49-hp (36.5-kW) Deutz® diesel engine, the FXT50 has an extremely efficient 1,027-cfm (29.1-m³/min) blower and a powerful water system with a water pressure capacity of 3,000 psi (207 bar) and 5-gpm (19-l/min) flow.

CALL FOR DEMO Vacuum Training & Certification

FOWLER, CA
800-350-2595

SACRAMENTO, CA
916-371-6000

PORTLAND, OR
503-286-6400

NEWARK, CA
800-510-6262

CORONA, CA
800-491-9004

TUKWILA, WA
206-995-8420

EL CAJON, CA
619-448-0770

SPOKANE, WA
509-536-7300

BILLINGS, MT
406-252-7667



A PAPÉ COMPANY

Contents

APRIL 2021

Think outside the bucket

digDIFFERENT

FOCUS: Site Preparation and Remediation



COVER STORY

10 **PROFILE: DIRECTIONAL DRILLING Quality Control**

After years working in the industry, contractor starts his own company after seeing a need for quality directional drilling work.

By Giles Lambertson

ON THE COVER:

King Drilling laborer Markus Keirsebilck talks with drill operator Graham Bosman as Bosman positions the Vermeer D60x90 drill on a job site near London, Ontario. King Drilling, owned by Chris King, is based in London and specializes in horizontal directional drilling and auxiliary excavations, plus hydroexcavation services. (Photography by Bruce Bell)

FEATURE

18 **PRODUCT FOCUS: Site Preparation and Remediation**

By Craig Mandli

IN EVERY ISSUE

9 **@digdifferent.com**

Visit daily for new and exclusive content.

21 **The Latest: News**

22 **The Latest: Products**

This Issue's Feature: Pipe extraction system takes aim at small-diameter gas service

By Craig Mandli

24 **Happenings**

COLUMNS

8 **BELOW THE SURFACE: It's Prep Time**

Getting trucks and equipment geared up to go and ensuring customers know you are ready is what this time of the year is about.

By Cory Dellenbach, Editor

15 **SMART BUSINESS: To Praise, Or Not To**

Giving sincere, positive feedback to your workers is beneficial for retention and your bottom line.

By Liz Uram

16 **TECH PERSPECTIVE: Unlocking the Full Potential**

Partnering with expert integrators is enabling the combination of many security features and dramatically driving down costs, while flagging and escalating only true dangers.

By Del Williams

NEXT ISSUE: May/June 2021

focus: Utility Locating and Surveying

- Profile: Baker Utility Partners (Arcadia, Indiana)

"Since the 1940's, we have worked side-by-side with utility contractors singularly focused on making utility installations more productive. Through our unwavering commitment to innovation, production of American made best-in-class HDD tools, and providing unparalleled support, we have thrived in an industry we love for the past 75 years. Thank you to all the drillers, our distributors, and our family of employees that have helped steer our business and products in the best direction."

- Dick, Eric, & Peter Melsheimer
Owners, Melfred Borzall



1946

2021



Absorb & Solidify

Hydrovac Slurry & HDD Cuttings

INSTANTLY!

Bald Eagle has 5 different products to meet the very specific needs of all types of wet waste material:
Water / Muds / Cuttings / Slurries / Sediments & Oils



• **ABSORBENT WOOD PELLETS -**

100% natural & organic.

The only product safe enough that it can be used as a top cover onsite!

You can grow grass on it

• **ABSORBENT CORN COB PELLETS -**

2 times more absorption and faster than wood pellets

• **POLY-PELLETS -**

Polymer/wood blend pellets

3 times more absorbent than regular pellets with 1/2 the weight

• **CONCENTRATED GRANULAR POLYMER -**

Extremely absorbent

40 times more absorption than regular pellets/sawdust

85% waste weigh reduction

• **WOOD & CORN COB FLOURS -**

Absorbs & stabilizes oil base muds and sludges

Turns them into a solid for dry disposal



Tyrone, PA
814.684.3600

www.BaldEaglePellet.com

Advertiser Index

April 2021

Bald Eagle Pellet Co.	6	NVE National Vacuum Equipment, Inc.	19
Fat Pumps	2	Rival Hydrovac Inc.	3
Cloverleaf Tool Co.	23	RODDIE, Inc.	21
Ditch Witch West	3	The Utility Expo	25
GapVax, Inc.	27	TRUVAC by Vactor Manufacturing, Inc. ...	back cover
Melfred Borzall, Inc.	5	WEQ Fair	7
Milwaukee Rubber Products, Inc.	17	WWETT Show	26
		Marketplace	24

digDIFFERENT

Think outside the bucket

Published nine times yearly by COLE Publishing, Inc.
1720 Maple Lake Dam Rd., P.O. Box 220, Three Lakes, WI 54562

Call toll free 800-257-7222

Outside of U.S. or Canada call 715-546-3346

Mon.-Fri., 7:30 a.m.-5 p.m. CST

Website: digdifferent.com / Email: info@digdifferent.com / Fax: 715-546-3786

SUBSCRIPTION INFORMATION: A one year (9 issues) subscription to Dig Different™ in the United States, Canada and Mexico is FREE to qualified subscribers. A qualified subscriber is any individual or company in the United States or Canada that partakes in excavation, tunneling, boring, trenching, pipeline rehabilitation, relining or bursting — including manufacturers, dealers, and service companies. Nonqualified subscriptions are available at a cost of \$60 per year in the United States and Canada/Mexico and \$80 per year/\$150 for two years to all other foreign countries. To subscribe, visit digdifferent.com or call 800-257-7222.

ADDRESS CHANGES: Submit to Dig Different, P.O. Box 220, Three Lakes, WI 54562; call 800-257-7222 (715-546-3346); fax to 715-546-3786; or email holly.gensler@colepublishing.com. Include both old and new addresses.

Our subscriber list is occasionally made available to carefully selected companies whose products or services may be of interest to you. Your privacy is important to us. If you prefer not to be a part of these lists, please contact holly.gensler@colepublishing.com.

ADVERTISING RATES: Call Tim Krueger at 715-550-4402 or email tim.krueger@colepublishing.com. Publisher reserves the right to reject advertising which it considers misleading, unfair or incompatible with the character of the publication.



Tim Krueger

EDITORIAL CORRESPONDENCE: Address to Editor, Dig Different, P.O. Box 220, Three Lakes, WI 54562 or email editor@digdifferent.com.

REPRINTS AND BACK ISSUES: Visit digdifferent.com for options and pricing. To order reprints, call Jeff Lane at 800-257-7222 (715-546-3346) or email jeff.lane@colepublishing.com. To order back issues, call Holly at 800-257-7222 (715-546-3346) or email holly.gensler@colepublishing.com.

CONTROLLED CIRCULATION: 20,000 copies, nine times yearly.

© 2021 COLE PUBLISHING INC.

No part may be reproduced without permission of publisher.

**EAT.
SLEEP.
DIG.
REPEAT.**

IT'S WHAT YOU DO.

Tell us about it. Send your excavation story to editor@digdifferent.com or call 715-350-8436.



WEQ

WASTEWATER EQUIPMENT FAIR

Outdoor Equipment Demonstrations
York, Pennsylvania
 June 22-23, 2021



**FREE TO QUALIFIED
 INDUSTRY PROFESSIONALS!**

Confirmed York, PA Exhibiting Companies:

Allan J. Coleman Co.

Bald Eagle Pellet Co.

Bucher Municipal North America

CUES, Inc.

Duracable Manufacturing Co.

Electric Eel Mfg.

Enz USA Inc.

GapVax, Inc.

Harben, Inc.

ISG Rents

ITI Trailers & Truck Bodies, Inc.

Imperial Industries, Inc.

KEG Technologies, Inc.

Logiball, Inc.

National Vacuum Equipment, Inc.

Picote Solutions

Pik Rite, Inc.

Prime Resins

Prokasro Services USA, Inc.

Sewer Equipment

SewerProShop, LLC

Super Products LLC

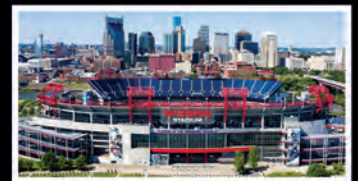
TruGrit Traction Inc.

TRY TEK Machine Works, Inc.

Vivax-Metrotech Corp.

As of 02/25/21

Future Locations and Dates:



Nashville, TN

Sept. 14-15, 2021



Jacksonville, FL

Jan. 12-13, 2022

Register for FREE online at:
weqfair.com

It's Prep Time

GETTING TRUCKS AND EQUIPMENT GEARED UP TO GO AND ENSURING CUSTOMERS KNOW YOU ARE READY IS WHAT THIS TIME OF THE YEAR IS ABOUT

BY CORY DELLENBACH, EDITOR

The weather is starting to change — temperatures are getting warmer and snow in the northern states and Canada is slowly melting. You're getting anxious for that phone to start ringing to fill up your spring and summer calendars.

Are you doing everything you can to draw in potential customers? Staying active on social media, advertising with various local media outlets, or ensuring any potential customers definitely see your trucks and equipment?

Chris King, owner of King Drilling in London, Ontario, Canada, makes sure anyone who sees his equipment can't forget it. They make a statement. The trucks he uses from box trucks to hydroexcavators, and also the directional drills, are decked out with black wrap with the company's initials in orange.

King also stays active on social media to keep customers and potential customers aware of what his company is doing and what services it offers. It's an easy way to pull in potential jobs and something you definitely should be doing right now as the warmer months approach.

GETTING EQUIPMENT READY

Now is also the perfect time to ensure your equipment — vacuum excavators, directional drills, trenchers and any others that might be in your fleet — are all checked over and ready for the busy season ahead.

Doing general maintenance on the equipment now will hopefully help cut down on breakdowns and an inability to get a job done for a customer.

If you would like to know more on what type of maintenance you can easily do at your own shop, just go to the *Dig Different* website at www.digdifferent.com and search for maintenance. You'll find a long list of stories we've done in the past in the pages of this magazine and online.

FIRE UP YOUR CREW

Finally, it's time to get your crew ready to go for the busy season. They've been finding busy work to do over the winter months, or have been laid off because of no work, and are anxious to get back out there.

Now is a good time to hold a safety refresher meeting to go over protocols on the job sites and review proper personal protective equipment like hardhats, gloves, safety glasses and their necessity on the jobs.

It's also a good time to review which of your employees would be good candidates to attend any trade shows that might be coming up for educational opportunities. Your goal is to see your employees get better, which in turn will help your company only get stronger, right? Training is a big part of that and ensuring your crew has the know-how to get a job done correctly, so don't skimp on that.

WHAT ARE YOU DOING?

What are you doing to get your company ready for the warmer months ahead? Let me know your procedures by emailing editor@digdifferent.com or calling 715-350-8436.

Enjoy this issue! ▼

DOING GENERAL MAINTENANCE ON THE EQUIPMENT NOW WILL HOPEFULLY HELP CUT DOWN ON BREAKDOWNS AND AN INABILITY TO GET A JOB DONE FOR A CUSTOMER.



VISIT DIGDIFFERENT.COM FOR:

FREE Subscriptions | Online Exclusives | Blogs and Videos
E-Newsletters | Email Alerts | Manufacturers/Dealers



OVERHEARD ONLINE

“THERE ARE ALL KINDS OF BARRIERS THAT STAND BETWEEN YOUR POTENTIAL CUSTOMERS AND THE DESIRED OUTCOME. IF YOU DON’T LOWER THOSE BARRIERS ... YOU’LL NEVER GET THE OPPORTUNITY TO DELIVER THE DESIRED OUTCOME.”

Remove Barriers That Prevent Potential Customers From Calling You
digdifferent.com/featured

DISPEL ANGER

Navigating Customer Service in the Internet Age

Even if a customer’s complaint is largely unfounded, you have to tread carefully because of the power and visibility of an angry online review. Regular contributor Anja Smith recounts an experience she had in her family’s business that provides good lessons on how to approach dealing with a complaint.

digdifferent.com/featured



OLD FAITHFUL

Pipe Bursting System Remains Reliable

Pipe bursting residential lateral lines is a core service at Colorado’s Sewer Experts, featured in the February issue. In this online exclusive, read about the particular machine the company relies on to ensure that it can always meet customers’ needs while staying profitable.

digdifferent.com/featured



PIPELINE INSPECTION

Fast Turnaround on Assessment Reports

If pipeline inspection is among your service offerings, the routine is familiar: Clean, inspect, and send the client a report about a week or more later. In this online exclusive, read about the system a Florida contractor uses to greatly reduce the amount of time it takes to inspect pipelines and turnaround assessment reports for customers, thus giving it a leg up on competitors.

digdifferent.com/featured

King Drilling has three Tornado hydroexcavation units among its fleet along with a box truck for directional drilling operations. Its signature graphics appear on most of its heavy equipment.



QUALITY CONTROL

AFTER YEARS WORKING IN THE INDUSTRY, CONTRACTOR STARTS HIS OWN COMPANY AFTER SEEING A NEED FOR QUALITY DIRECTIONAL DRILLING WORK

STORY: GILES LAMBERTSON PHOTOS: BRUCE BELL



"I LIKE TO GET ON A MACHINE AND RUN IT FOR A COUPLE OF HOURS. IT CALMS ME DOWN."

Chris King

Machines operate best under optimum conditions. For instance, different tools like different soils. Technicians working with electromagnetic locator devices prefer loose and loamy ground cover and abhor trying to find a pipe in dense clay. That's not the case for operators of horizontal directional drills. For them, the more clay, the better.

"Sand is not ideal, though we can more than manage it. We like the clay," says Chris King, owner and president of King Drilling. His company operates in southwest Ontario, which isn't Clay Belt country (that's farther north), but the soil is comfortably sticky.

King likes the region's cold weather, too. Ontario is in southern Canada, so thermometer readings average on the cool side. Still, it sometimes is not cool enough for King. "It's not as cold as we like right now," he said in mid-December. "We like the ground to freeze. Frozen ground is much better on a job site than deep mud."

In this cold and clayey environment, King Drilling is a busy HDD contractor.

FILLING A NEED

King started his company six years ago. However, more than two decades of prior work in the construction industry prepared him for his entrepreneurial leap. As a

teenager, he helped set concrete forms in place and perform other general labor. In 2003, he signed on as a laborer with J-AAR Excavating, a large Ontario firm.

His employment with J-AAR was a formative professional experience. In his words, he "worked his way through the company." More specifically, he moved from the entry position of general laborer to top man on a crew, then became a heavy-equipment operator before becoming sewer foreman.

He continues to find pleasure in running heavy equipment. "I like to get on a machine and run it for a couple of hours. It calms me down." Yet he came to understand that operating a machine wasn't enough to truly satisfy him.

Consequently, King enrolled in a construction management program at the London campus of Fanshawe College. After earning his degree, he returned full time to J-AAR as a field supervisor. Finally, after almost four years in that role, the then-32-year-old King decided it was time to launch his own company.

King Drilling London, Ontario

OWNER:
Chris King

YEARS IN BUSINESS:
6

EMPLOYEES:
12

SERVICE AREA:
Southwest Ontario

SERVICES: Specializing in horizontal directional drilling and auxiliary excavations, plus hydro-excavation services

WEBSITE:
www.kingdrilling.ca



Chris King, owner and president of King Drilling, founded the London, Ontario-based company in 2015. The company offers directional drilling and hydroexcavation services.

It was a good decision for two reasons. First, he had correctly perceived a shortage of horizontal directional drilling firms in southwest Ontario. Second, he acted from a conviction that the performance of the HDD subcontractors he supervised at J-AAR was wanting.

“The people we would get to do sewer and water projects, they didn’t get the job done as we wanted it done. I didn’t feel the professionalism I thought should be there,” he says. “I decided I could bring that to the work of directional drilling. I could do it better.” His company’s motto reflects King’s attitude: “At King Drilling, our core belief is that quality of work is everything.”

The new company was welcomed into the marketplace on the strength of its owner’s good reputation as a higher-level supervisor at J-AAR — and six years later is growing on the strength of its good performance. Most of its contracts are drilling tunnels for sewer lines, with water and fiber optic lines adding to the workload. In most cases, the company is pulling line underneath a roadway or a stream — or below a stand of trees.

“THE PEOPLE WE WOULD GET TO DO SEWER AND WATER PROJECTS, **THEY DIDN’T GET THE JOB DONE AS WE WANTED IT DONE. I DIDN’T FEEL THE PROFESSIONALISM I THOUGHT SHOULD BE THERE. I DECIDED I COULD BRING THAT TO THE WORK OF DIRECTIONAL DRILLING. I COULD DO IT BETTER.**”

Chris King



Hydrovac driver Luis Farias uses the digging wand from one of the company’s three Tornado hydroexcavators to expose utilities prior to a directional drilling job.

“We don’t cut down our trees,” King says. That is, when greenery becomes an obstacle to a construction project, the trees are not wasted. “The most common response is to drill underneath trees instead of cutting them down.” Because the typical depth for a water main in the area is 5 or 6 feet, an HDD bore passes under the principal root system of mature trees.

King typically bores openings for pipes 1 inch to 12 inches in diameter — 6-to-12-inch pipe most often. The length of a bore is usually 400 feet or so. King Drilling rigs are capable of penetrating the earth for up to a thousand feet, which is more than sufficient distance to get from one side of an interstate highway or freeway to the other side without disrupting traffic.

EQUIPMENT OF ALL SIZES

The company has four crews operating Vermeer HDD equipment of varying sizes. Its midsized Vermeer D36X50 drill produces nearly 5,000 ft-lbs of rotary torque and 36,000 pounds of thrust and pullback. The 10-ton unit is 82 inches wide and 15 feet long, which is relatively small yet boasts the highest power-to-size ratio in its class.

The company’s D23X30 is 30 inches narrower and 6,000 pounds lighter but is powered by a 100 hp DEUTZ diesel and runs quietly — it’s rated at 99 dB(A) — to lessen the noise quotient in congested settings. For small installations, the company rolls out a D10X15 HDD unit. Less than 4 feet wide, the D10X15 has a 60 hp powerplant that can thrust a drill string and pull back a pipe with 10,000 pounds of force.

In the last year, the company acquired a larger Vermeer unit for specialty work. The D60X90 with a 202 hp Caterpillar engine delivers 60,000 pounds of thrust and pullback force. In its enclosed operator cab, a touch-screen displays a project plan. The machine is capable and big — its fuel tank holds 90 gallons, its hydraulic system contains 100 gallons — and can handle 24-inch pipe.

“It’s a big drill,” King says. The unit is trailered behind a tri-drive hydrovac truck. The smaller drills ride to a site on Ford F450-pulled trailers. “We use the D60X90 less often than the other rigs, but it operates pretty much the same. Like with excavators, we have different sized drills for different sized products being pulled into place.”

The D60X90 recently completed a challenging job that cleared the way for two HDPE pipelines leading to a residential development. An 8-inch sanitary sewer system line was drilled underneath a ravine, running for more than 500



King Drilling has developed successful techniques for eradicating muddy water in pipes during installation.

Cleaning up the mud with a build-it-yourself solution

Muddy water is not a dream product for a utility — or for a company putting water pipe in place. When King Drilling of London, Ontario, was frustrated by mud and slurry getting into water mains during placement, the company did something about it.

“In our work, one of the biggest problems we encounter is keeping drill mud out of a water main,” says Chris King, owner and president of the London, Ontario, company. “When the slurry we use to get a pipe through the ground gets into a potable water mainline, it means a lot of extra expense.”

To join sections of PVC pipe being inserted into a drilled tunnel, King utilizes the Cobra Lock joint restraint system (NAPCO), one of two types of locking pipe in Canada.

“I’ve found Cobra Lock is the easiest to work with and put together,” King says. “That’s important because a lot of times when we’re installing pipe in an urban area, we don’t have the room to let sections of connected pipe trail out. We have to put

the sections together one at a time as we’re drilling, and we can do that fast with Cobra Lock.”

The Cobra Lock system consists of a short length of pipe, a coupling and two locking splines. A firm connection is relatively quick to make and ensures that, when being pulled into place, the pressure on the joint is evenly distributed around the circumference of the pipe.

In any event, King wanted a pull-head for his HDD machine that would firmly grasp the end of a pipe and simultaneously seal the end against any intrusion of mud or slurry. He scouted around and found that no manufacturer offered such a tool. “They don’t exist,” he says. “So, I bought a fitting and took it to a tool-and-die maker and had him create a pulling head for me.”

It works, thank you very much. No more slurry-in-the-pipe problem. What is a problem is that King promptly got so busy using it in his waterline drilling work that he neglected to patent it — one of these days.

feet through sand, silt, clay and cobble. The second shot in the project inserted a 24-inch storm sewer that extended nearly as far as the sewer line and at times dived 30 feet under the surface of the ground.

ADDING MORE SERVICES

King Drilling also offers hydroexcavation work as a standalone service. This isn’t an anomaly for a drill company. Rather, the vacuum service was started to support drilling. “We are a drilling company first and then a hydrovac company, but the two go hand in hand. On large utility projects where we remove drill fill, we were spending so much on subcontracted hydrovac work that it just made sense to buy our own.”

King Drilling laborers Markus Keirsebilck (left) and Marshall Hereygers prepare to put a 20-inch Melfred Borzall Turbo reamer to work on a job site.



The company operates three Tornado F3 and F5 tri-drive hydrovac units manufactured in Canada. King calls them “simple, rugged trucks that work superbly and are super quiet.” Because they are made in Alberta, the manufacturer was well aware of the need for the machines to function during winter months. “They have really cold temperatures up there, so we have no problems running them down here year-round. It might be negative 30 degrees but they’re ready to run.”

King Drilling’s only other major pieces of equipment are a Caterpillar 308E CR mini hydraulic



“WE DON’T CUT DOWN OUR TREES. THE MOST COMMON RESPONSE IS TO DRILL UNDERNEATH INSTEAD OF CUTTING THEM DOWN.”

Chris King

Beyond the directional drills and hydroexcavators, King Drilling includes a Cat 308E CR mini hydraulic excavator and two Cat backhoes among its fleet of heavy equipment in high demand.

excavator and Cat 420 and 430 backhoes. When pipe fusing is needed on a job, the work is subbed out. “We don’t own any of those machines. It’s too costly for how often we need to use it.”

ESTABLISHED AND IDENTIFIABLE

King Drilling equipment is readily identifiable. Each machine is stamped with a huge and stylized “KD” canted at a rakish angle. King refined the logo with an online commercial design team. The KD-splashed equipment rolls onto job sites as either the main contractor or a subcontractor — but usually only in southwest Ontario.

“We definitely are established in our area,” King says. So much so that advertising mostly is word of mouth. “People call and email us with offers to bid on jobs. We do get calls from outside London and we do a lot of work in Windsor two hours away or two hours in the opposite direction or in Fort Perry way up north. We’ll go out 200 miles in any direction from London.”

The service area is pretty elastic, he admits. “There is no hard-and-fast limit to that. If the price is right, we’ll go anywhere.” ▼

Featured products from:

Caterpillar, Inc. Bldg.
Construction Products Group
 919-465-6877
www.cat.com

DEUTZ Corporation
 770-564-7100
www.deutzamericas.com

Melfred Borzall, Inc.
 800-558-7500
www.melfredborzall.com
 (See ad on page 5)

NAPCO
 866-769-7473
www.napcopipe.com

Tornado Global Hydrovacs Ltd.
 877-340-8141
www.tornadotrucks.com

Vermeer Corporation
 800-837-6337
www.vermeer.com

To Praise, Or Not To

GIVING SINCERE, POSITIVE FEEDBACK TO YOUR WORKERS IS BENEFICIAL FOR RETENTION AND YOUR BOTTOM LINE

BY LIZ URAM

Do you ever feel like there is way too much appreciation shown in your workplace? If you said no, you're not alone. Your team would probably say the same thing.

A Gallup survey revealed that 65% of employees haven't received recognition in the last year. This directly correlates to the studies that consistently report that two-thirds of American workers are disengaged.

Employees who don't receive recognition are 51% more likely to look for another job; are less motivated to produce more and better work; and are less likely to respect you as a leader.

It's easy to see that one of the most important communication skills in a leader's skill kit is the ability to give positive feedback. This is also one of the most underdeveloped skills for many leaders. The reason is that some leaders just don't know where to start.

Here are the five most common questions leaders have about giving praise:

1. WHY SHOULD I PRAISE SOMEONE FOR JUST DOING HIS OR HER JOB?

Two words: positive reinforcement. Do you want them to keep doing their job? Keep this phrase in mind: What gets rewarded gets repeated. If you want them to keep doing their job, let them know that their work is appreciated.

One study concluded that 81% of employees would produce better work more often if they received personal recognition for their efforts.

That seems like a good return on investment for a few sincere words of appreciation.

2. I DON'T NEED PRAISE; WHY DO THEY?

Who knows? Everyone has different internal drives that determine what motivates them. Recognition is one of the top motivators along with challenging work, growth opportunities, job security, being part of a team, and compensation.

If you happen to be motivated by growth opportunities, you may not understand why someone needs a pat on the back. You might even think they are being needy. Beware. That kind of thinking is a barrier to your own growth and could hold you back from achieving your goals.

The best leaders understand that everyone is different, and they meet people where they're at without judgment.

3. HOW DO I GIVE PRAISE WITHOUT SOUNDING PHONY?

The secret to meaningful recognition is to make it sincere, specific and timely.

Sincere. This part is easy. If you are specific and timely and you are genuine with your praise you will automatically come across as sincere.

Specific. Instead of a generic "Good job!" try saying, "Thanks for taking the initiative to help John get that project finished. I really appreciate your

teamwork." The person is more likely to repeat the behavior when they know what the praise is for.

Timely. Say it as close to the event as possible. If you wait, it loses its impact. Follow this rule for keeping your praise timely: When you see it, say it.

4. SHOULD I PRAISE IN PUBLIC OR IN PRIVATE?

You should give your praise where the employee is most comfortable. However, many leaders are hesitant to give recognition in public. They worry that it will create jealousy or resentment. Forget those fears.

One benefit of praising in public is that it shows the lower performers what's possible. It can actually be the shot in the arm they need to step up. Looking for opportunities to give shoutouts for positive behaviors, both big and small, in public creates a culture of appreciation.

You might even notice team members praising each other which will result in increased morale and trust. One study showed that 90% of direct reports agree that team spirit is increased when the leader provides appreciation and support.

5. HOW OFTEN SHOULD I OFFER PRAISE?

We know that once-a-year praise is not enough, but many leaders don't know how often they should acknowledge good work. This is a good question because praising too often can be as bad as not praising often enough. Running around giving high-fives, thumbs up and generic "thanks" is exhausting for you and uninspiring to your team.

A good rule of thumb is to provide positive praise to each person on your team once a week. You may be thinking, "Some people aren't doing anything worth praising on a weekly basis." Look harder.

Did your chronically tardy employee show up to the meeting on time? Let them know you appreciate that.

What about the people who come in day after day and do their job? Nothing more, nothing less. They get the job done and you need them. Let them know you appreciate being able to count on them.

The benefits of appreciation are clear: increased retention, motivated team members who work hard, and respect for you as a leader. Start catching people in the act of doing things right. Who knows, maybe you'll get the appreciation you deserve as well.

ABOUT THE AUTHOR

Liz Uram is a nationally recognized speaker, trainer, consultant and author. She equips leaders with the tools they need to communicate like a boss so they can make a bigger impact, get better results, and motivate others to do their best. Contact her at www.lizuram.com. ▼



*Thank you
for ...*

Unlocking the Full Potential

PARTNERING WITH EXPERT INTEGRATORS IS ENABLING THE COMBINATION OF MANY SECURITY FEATURES AND DRAMATICALLY DRIVING DOWN COSTS, WHILE FLAGGING AND ESCALATING ONLY TRUE DANGERS

BY DEL WILLIAMS

For construction firms with significant fleet vehicle and equipment assets needing to be protected from theft or vandalism, fully integrating the latest capabilities of physical security and access control systems can drive down costs significantly.

This “virtual” approach combines video surveillance, access control and information technology integration to replace many of the functions of in-person security personnel, significantly reducing costs. Virtual systems can be customized to a variety of loss prevention situations no matter the size of the operation or type of assets that need to be protected. Examples include preventing the theft of trucks, batteries, catalytic converters, copper wire, heavy equipment and other valuable items.

The strategy takes full advantage of the interconnectivity of information across a broad range of systems and devices. Based on the construction firm’s priorities, integrated systems can intelligently sift through millions of points of information and prioritize only the most relevant events to deter and prevent theft in ways that were previously not possible.

While such data has existed before today, many construction company owners are unaware of another critical factor: that the costs for managed IT services and integration continue to drop while the capabilities of the various systems have increased.

“Using off-the-shelf tools to create super secure environments would have cost hundreds of thousands of dollars a year for larger organizations to staff, monitor and support. We are routinely implementing these solutions with better, faster response, at a fraction of the client’s current cost,” says Eric Brackett, president of BTI Communications Group, a technology convergence provider serving the logistics, aerospace, health care and loss prevention sectors.

“However, I find that most construction professionals are too busy with their existing responsibilities to realize how much has changed and how valuable it could be to them,” Brackett adds.

USING THE TOOLS

While the status quo for physical security is familiar, the rapidly growing volume of data in the form of video, alerts, reports, etc. is threat-

ening to hide the most important threats in the sheer volume of less important data. Yet such information continues to be continually reported and logged on sensors, cameras, servers, PCs, smartphones, two-way radios and thermostats.

The challenge has been sorting through these virtual mountains of data — often kept in separate, unconnected systems — quickly enough to act on threats in real-time, according to Brackett. Furthermore, IT technicians usually do not have the expertise or time to manage all these separate systems by themselves.

“Now expert integrators have perfected the use of tools that bring all that information together into dashboards that convey needed information at a glance. This is combined with technical and operational procedures to analyze, parse and present it. So, actual threats can be responded to and thefts deterred in real-time,” Brackett says.



Where traditional systems can inundate security staff with mind-numbing nuisance alerts, many of which go ignored, the goal of the fully integrated virtual approach is to vigorously and promptly protect valuable construction assets from theft without unnecessary staffing, excess equipment or complexity.

In terms of video surveillance, that means instantly spotting any anomalies and escalating only those that need attention. It means preventively spotting any discrepancies in door or gate access control, based on time of day, location, personnel involved and other factors. It means “slicing and dicing” a host of variables specific to the business that must be considered and drawing the attention of security personnel or managers when it is time to act, and not when it is too late.

INTEGRATING THE TOOLS

For many construction firms that have security cameras and access systems already installed, there may be some level of integration but most are not able to unlock the full potential.

“Construction firm owners and managers are disappointed when they hit the limits of their current physical security systems, and become frustrated when their vendor is not proactive about helping them find solutions. For example, they may need the equipment to work even when it is raining, and do not want to turn off equipment because it wakes them every time a spider crawls across a camera lens,” Brackett says.

System integration can be assigned to in-house IT staff, but many already find themselves overwhelmed with their existing responsibilities.

“Traditionally, full physical security integration would require a team of engineers with specialized training to set it up, keep it working, and manage all these events day-to-day,” Brackett says.

“TRADITIONALLY, FULL PHYSICAL SECURITY INTEGRATION WOULD REQUIRE A TEAM OF ENGINEERS WITH SPECIALIZED TRAINING TO SET IT UP, KEEP IT WORKING, AND MANAGE ALL THESE EVENTS DAY-TO-DAY.”

Eric Brackett

Given the challenges and limitations of the traditional approach to physical security, many construction firms with assets requiring protection are outsourcing to managed IT service providers, who must increasingly be an expert in all systems. With broad expertise, managed IT vendors can extract value from each individual system, while taking advantage of the tremendous added value in a more comprehensive, fully integrated implementation.

Using such an integrated set of tools, along with enhanced system intelligence, can significantly reduce the need for traditional security guards. Instead of a full-time security operation center listening to an endless flow of logs and events, such a system can be more proactive and provide essentially 24/7 virtual security for a fraction of the cost. In fact, often this is accomplished without human intervention or the need for any payroll.

Unfortunately, managed IT service providers rarely are experts in all disciplines — but they do exist. BTI, for example, can manage and integrate any/all systems down to installation of cabling and computer hardware.

“We are continually designing and installing these systems down to the wiring, so it’s relatively easy for us to tailor them to the specific requirements of individual construction firms needing asset protection,” Brackett says.

According to Brackett, such intelligent systems then prompt security guards, supervisors or managers to take immediate, appropriate action in a variety of settings to keep people or property safe.

As an example, he notes that construction firms may need to protect their truck fleets from thieves entering their lots at night to steal vehicles. Or the firms may need to prevent battery theft. In such a case, cut locks and sliced cables not only cost thousands of dollars in damage to each vehicle, but also render it inoperable until repaired.

LOOKING AT COSTS

In choosing a physical security integration partner, however, the best have an extensive knowledge of the available products and component parts of any system and are able to tie them together in a manner that extracts significant added value. In other words, the whole properly integrated system should be much greater than the sum of its parts.

That being said, the price for such expert integration is much lower today than many construction firm owners would expect for the quality of service and the effectiveness of the theft deterrence.

Where old school security may involve renting guards round the clock or missing important threats because disparate systems are not communicating, taking advantage of physical security integration can ensure a prompt response when it is needed to prevent theft at much lower cost.

ABOUT THE AUTHOR

Del Williams is a technical writer based in Torrance, California. ▼



Receive Email News Alerts At
DigDifferent.com/alerts



Now An Authorized Distributor for Hydra-Flex Ripsaw, Machete & Switchblade Nozzles

**Kanaflex®
KanaVacU**

- Polyurethane
- Flexible Suction Hose
- Dry Materials

**Kanaflex®
KanaBoom Lite**

- Heavy-Duty Abrasive Resistant Hose with Copper Grounding Wire
- Wet or Dry Materials

**Kanaflex®
KanaBoom Lite**

- Polyurethane Lined High Abrasive Resistant Wet & Dry Suction Hose

**Kanaflex®
180AR**

- Heavy Duty Abrasion Resistant Suction Hose
- Sizes: 2" - 12"

**TEXCEL
Tex-Comm
(GREEN MONSTER)**

- Heavy Duty Abrasion Resistant Suction Hose
- Sizes: 2" - 12"

Mention this ad for an exclusive discount!

MRP
MILWAUKEE RUBBER PRODUCTS

1.800.325.3730

MilwaukeeRubber.com

BY CRAIG MANDLI

Air Excavation

RAMVAC AX Air Excavator

The AX Air Excavator from RAMVAC Vacuum Excavators by Sewer Equipment is mounted on a non-CDL chassis for operator efficiency. This truck series comes standard with a single-engine design with 12-volt electrical controls and manual hand valves for ease of use and maintenance while offering onboard water for the ability to excavate with both air and water. With payload capacities from 5,000 to 12,000 pounds, the hydraulic rear door allows operators to dump spoils quickly and easily. The blower can be customized to achieve the results needed in any applications, with capacities of 18 or 27 inches Hg, 1,400 or 3,000 cfm, and hose diameters of 4 or 6 inches. All water systems are contained within a single heated enclosure for cold-weather applications while also offering ample tool storage.



888-477-7638; www.ram-vac.com

Hydroexcavation Equipment

Dynablast HV690F-12V

The Dynablast HV690F-12V hydrovac water heater produces 690,000 Btus with an output temperature of 175 degrees F at 10 gpm, and with a wet steam option, to work in colder climates and for improved digging in clay-filled areas. It comes with ETL certification for safety, which also includes certification on the coil for higher efficiency and heat transfer, stainless steel target plate for increased coil life, and serviceability in mind with momentary override control.



905-867-4642; www.dynablast.ca

Easy-Kleen Pressure Systems Wildcat Heaters

Wildcat Heaters high-pressure, oil-fired hot-water/steam heaters and hydraulic pump systems from Easy-Kleen Pressure Systems are designed for reliability and efficiency and are installation-ready for vacuum trucks and hydroexcavators. A full range of heater options includes dry steam, redundancy packages, Schedule 80 and 160 stainless steel or A53 boiler pipe, fine-tuned temperature and flow-control systems. All coils are manufactured in-house, with CRN boiler-approved coils now available. Heaters can be designed for mounting in a cabinet or supplied as a completed cabinet unit. They are CSA and ETL approved. Hydraulic pumping systems are available.



800-315-5533; www.easykleen.com

Enz USA HydroX nozzle

The HydroX nozzle from Enz USA is available in 3/8-inch NPT or 1/2-inch connecting threads, and it can function at up to 5,000 psi with flow as low as 8 gpm. It combines a powerful, oscillating water jet with the high removal rate of debris. A tungsten carbide front jet ensures a longer life than ceramic jets can offer. For quick and easy maintenance, a repair kit is available. Due to the nozzle's simplicity, repairs can be made quickly and efficiently in the field with little downtime. For the operator's safety, a plastic cover provides protection against harsh and sensitive environments.



888-369-8721; www.enz.com

GapVax HV33

Designed to safely transport water and debris in urban areas, the GapVax HV33 is shorter, smaller and more compact than its predecessor. It is 30 feet long overall on a medium-duty chassis and includes a



600-gallon water tank, 6-cubic-yard debris body, 6- or 8-inch top-mounted telescoping boom with a 14- to 17.5-foot reach, 4,000 cfm power and an inverted, full-opening tailgate.

888-442-7829; www.gapvax.com

HotJet USA Vac 'n Jet Series

The HotJet USA Vac 'n Jet Series of vacuum trailer jetters are rugged and compact; are engineered to haul equipment and spoils loads; and can clean valve boxes and storm drains, and hydroexcavate and/or clean drainlines and sewer lines. They offer hot- and/or cold-water operation with a choice of engine options ranging from 13 to 66 hp and gas or diesel operation. They are equipped with premium triplex pumps, a 500-gallon spoils tank, 200-gallon water tank, Gardner Denver vac/blowers, 4-ton hydraulic dump and centriclean filter system. They can also be custom engineered and designed to meet specifications.



800-624-8186; www.hotjetusa.com

Imperial Industries Hydro 3600 Hybrid Excavator

The Hydro 3600 Hybrid Excavator from Imperial Industries offers compact power and versatility, with capabilities that include digging trenches to locating fiber optic cables and clearing debris. It provides direct applications for septic hauling, utilities maintenance and emergency response situations. It can be operated by one person. Units are available in code and noncode.



800-558-2945; www.imperialind.com

Kaiser Premier TerraVac

The TerraVac hydroexcavation trailer from Kaiser Premier packs the power of the CV Series Hydrovac truck in a compact footprint. Equipped with an 800-gallon debris tank and 400-gallon freshwater capacity, it is engineered for most common applications. It measures 21 feet long and 8 feet 6 inches wide and just 8 feet 8 inches tall. The debris body is lined with a welded stainless steel floor insert for long-term durability. A bolt-on deflector plate can be quickly replaced during maintenance. Operating power is supplied by a 49 hp diesel engine. It easily cuts through soil and clay with up to 4,000 psi of pressure at 4.5 gpm. The blower is rated for 960 cfm of suction, capable of 15 inches Hg vacuum with 5 psi positive pressure. It has a 30-foot suction hose. The digging tool is a 6-foot dig lance. Also included are 4- and 6-foot suction extensions and a 36-inch wash gun.



970-542-1975; www.kaiserpremier.com

Presvac Systems Hydrovac

The Presvac Systems Hydrovac is designed for versatility and cold-weather operation with optional full compliance with U.S. Department of Transportation specifications for collection or transportation of hazardous materials. The high-vacuum blower allows extraction of all types of soils, gravel, rock,





NVE
National Vacuum Equipment

**WE DON'T MAKE THE TRAILER
WE MAKE THE TRAILER BETTER**



B500 EDX UNIT | 500 CFM

ALSO AVAILABLE IN 4310 AND 607 PRO

Challenger Series
VACUUM PUMPS & BLOWERS



TRAILER BUILT AND SOLD BY BOSS VAC. COMPLETE TRAILER IS NOT FOR SALE BY NVE.

www.natvac.com | 800.253.5500

clay, water and silt material, with knockout features in the debris tank minimizing carryover. Modular filtration configured to blower size provides blower protection and minimal maintenance, according to the maker. It comes with a heavy-duty, 8-inch boom that extends up to 25 feet with six-way hydraulic power and wireless controls for all boom functions, a soft-start water pump, vacuum breaker and truck engine speed.

800-387-7763; www.presvac.com

Rival Hydrovac T7 Tandem

The T7 Tandem hydrovac from Rival Hydrovac was designed primarily to be loaded with debris and driven within legislated road limits with most types of debris on board. The unit comes standard with a scale that reads real-time weights both in the cab and on the wireless remote to confirm weights prior to travel. It is operator friendly, and the operating system is engaged through one PTO switch. The remainder of the operation occurs from the rear panel or the wireless remote.



403-550-7997; www.rivalhydrovac.com

Soil Surgeon hydroexcavating tool

The Soil Surgeon hydroexcavating tool fits any sewer combination truck equipped with a telescoping 6- or 8-inch boom. The tool has a 1-inch water connection. The operator controls water pressure and power through truck controls. It has a 6-foot Tuff Tube with handles to guide the unit down for potholing or side to side for trenching. Six jets boring inward cut the soil, while six boring outward bring the tube down.



949-363-1401; www.soilsurgeoninc.com

Super Products Mud Dog

The Mud Dog vacuum excavator from Super Products provides a safe and efficient alternative to traditional digging. It is designed for operator convenience and consistent performance even in the harshest environments. Units come standard as hydroexcavators with an optional air excavation package, which allows an operator to always choose the best application, water or air, for the job. It is available with 12- or 16-yard debris capacity and has a 1,500- to 2,000-gallon water tank capacity. Each model comes standard with tilt-ejection unloading, and a rear-mounted boom that reaches 27 feet, has 335-degree rotation and can move in a 45-degree upward and 25-degree downward pivot. This allows for versatility within dig areas so that units do not need to be constantly readjusted into position.



800-837-9711; www.superproductslc.com

Tornado Global Hydrovacs F4 ECOLITE

The F4 ECOLITE from Tornado Global Hydrovacs has a 12-cubic-yard mud tank and holds 1,550 gallons of freshwater. The unit is more than 7,000 pounds lighter than the company's older models and offers more than double the payload. The boom has a 342-degree rotation and 26-foot reach. The smaller F3 ECOLITE is a 10-cubic-yard, 1,250-gallon tandem-axle unit that more than doubles older payload capacities. It features an 8-inch boom and 3,800 cfm blower.



877-340-8141; www.tornadotrucks.com

(continued)

Transway Systems Terra-Vex HV38

The Transway Systems Terra-Vex HV38 has a 12-yard debris tank with onboard scales for efficient hauling and offloading, complete with a 26-foot-by-8-inch telescoping boom. It has a one-touch-operated hydraulic half-door with a 3,800 cfm at 27 inches Hg hydraulically driven blower. Water pressure is achieved with a hydraulically driven triplex pump, delivering 10 gpm at 3,600 psi from a 1,000-gallon HDPE baffled water tank. The water is heated with a 420,000 Btu diesel-fired burner for cold-weather operation.



800-263-4508; www.transwaysystems.com

TRUVAC by Vector Paradigm

Designed for utility, municipal and contractor customers involved in the installation, maintenance and repair of underground water, sewer, gas, electric and telecommunications lines, the Paradigm subcompact vacuum excavator from TRUVAC by Vector can dig holes with water or air; vacuum, contain and dispose of drill mud; power pneumatic, hydraulic or electrical tools; and provide transport and storage of replacement parts, equipment and tools. The truck's Park-n-Dig design minimizes time between job site arrival and excavation, including the ability to dig up to 6 feet without additional pipe and hose. The air compressor powers utility tools such as jackhammers and tampers. The truck offers tool storage space, including a long-handle toolbox. The truck can tow up to 20,000 pounds.



800-627-3171; www.truvac.com

Vac-Con X-Cavator

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



904-284-4200; www.vac-con.com

Vacall AllExcavate

AllExcavate models from Vacall efficiently remove dirt around utility lines, as well as foundations where mass excavation is not practical. Water pumps generate 24.5 to 120 gpm and pressures to 3,000 psi. The water system, wand, control panel, tools and worker apparel are protected in a heated compartment. Its standard AllSmart-Flow CAN bus intelligent control system has a programmable LCD display that monitors engine, water-flow and vacuum performance, allowing for precise boom and reel adjustments. Aluminum water tanks carry 1,000 to 1,300 gallons. Options include a remote control high-dump system that raises the debris tank 76 inches and then slides it back 21 inches for dumping into roll-off containers.



800-382-8302; www.vacall.com

Vermeer MV Solutions Mini-Combo

Mini-Combo vacuum excavators from Vermeer MV Solutions deliver a versatile combination of components and options that facilitate hydro jetting and excavation work in a single machine. They are available in three models — the 573 SDT, 873 SDT and 1273 SDT — that range from a 300- to 400-gallon water tank capacity and 500 to 1,200 gallons in waste tank capacity. All three models are engineered with a pump rated at 1,500 psi at 15 gpm and a powertrain featuring a 74 hp engine. This powerful engine and pump combination enables these machines to clean lateral lines up to 12 inches in diameter and 300 feet in length. They can be outfitted with a mechanically operated strong arm or hydraulic boom.



352-728-2222; www.vermeermvs.com

Portable Barricades/Fencing

Oxford Plastics Systems StrongFence

Oxford Plastics Systems' StrongFence provides safe access for pedestrians through roadway and construction areas. The barricade system is stable and sturdy in any weather conditions. The heavy-duty, plastic base is ADA compliant and nonconductive. Plastic mesh and anti-climb top sections may be added to reach a height of 6.5 feet. Sections interlock to prevent tampering. The fence bases and top sections stack for easy transport and handling.



800-567-9182; www.oxfordplasticsusa.com

Skid Steers/Attachments

Ditch Witch Stand-On Skid Steer Certified Training

With the Ditch Witch Certified Training modules for stand-on skid steers, operators can access a free, in-depth and interactive training option to stay up-to-date on industry best practices. Designed for operator convenience, the modules can be delivered both online and in-person. The module provides hands-on lessons on a variety of site and equipment preparation needs, like proper personal protective gear, operational insights, attachment capabilities and job site safety. The modules also provide training in safely operating a variety of attachments, including bucket attachments, plows, pallet forks, trenchers and augers. They are available at no cost by visiting the website and registering for a free MyDitchWitch account. In-person training is available at dealership locations.



800-654-6481; www.ditchwitch.com ▼

Are you ingenious?



Have you solved a tough excavation problem with a creative solution?

Share your story with 20,000 other professionals.

Send a note to editor@digdifferent.com or call 715-350-8436

THE LATEST:

News

Magers retiring from equipment industry after 45 years

Felling Trailers' Southwestern Regional Sales Manager Roger Magers, who has been a part of the equipment industry for a little over 45 years, retired at the end of 2020. The 11-year Felling Trailers vet joined the company in 2009 as the Western U.S. regional sales manager. He provided dealer support for 11 states spanning from Montana to New Mexico, and from California to Washington. In the fall of 2019, Magers reduced his coverage area to the Southwestern U.S. to be able to focus on the growing dealer base in the New Mexico, Arizona, California and Nevada regions.



Roger Magers

McElroy names new country head for India office

McElroy announced that Vikrant Sanglikar will be joining the team as the new country head for its India office. He replaces Bharath Rao, who left to pursue other entrepreneurial opportunities after serving as the regional director for McElroy India for more than six years. In addition to India, Sanglikar will oversee the market development and business operations in surrounding countries including Sri Lanka and Bangladesh. With 30 years' experience in sales, marketing, manufacturing and business development, Sanglikar's career has given him experience in various industrial segments, including chemical process pump manufacturing, oil and gas, petrochemical, pharmaceutical and agrochemical markets.



Vikrant Sanglikar

Vac-Con names new dealer for western Canada

Vac-Con announced that Westvac Industrial will be the exclusive

dealer of Vac-Con products in western Canada, effective Jan. 1. Westvac, established in 1997, operates three divisions — lifts and automotive, fleet and fire — offering a range of products including heavy-duty lifts, wheel service equipment, sewer inspection equipment, hydroexcavators, refuse collection vehicles, street sweepers and fire apparatus. Westvac provides coverage from four locations all offering full maintenance, service, parts and training.

Kevin Smith named general manager of Ditch Witch Division

Kevin Smith has been named the general manager of the recently formed Ditch Witch Division of The Toro Co. Smith is tasked with bringing the businesses of Ditch Witch, Subsite Electronics, American Augers and Trencor into one organization whose products will be sold primarily through the worldwide Ditch Witch dealer channel. Dennis Wierzbicki, the previous president of Ditch Witch, has retired.



Kevin Smith

CASE wins Good Design Award

CASE Construction Equipment earned a 2020 Good Design Award from the Chicago Athenaeum Museum of Architecture and Design and Metropolitan Arts Press for Project Zeus — the CASE 580 EV backhoe loader, the first electric backhoe. The award recognizes “the most innovative and cutting-edge industrial, product and graphic designs produced around the world.” ▼



[Facebook.com/DigDifferent](https://www.facebook.com/DigDifferent)

Visit [digdifferent.com](https://www.digdifferent.com) daily for exclusive news, features and blogs.



R-8[®]

Pipe Bursting System

See it Work!
 YouTube
Roddie, Inc

RODDIE inc.

- Unit slides apart quickly into two components for easy handling and can be set up vertically or horizontally.
- Puller weight 65lbs. Pulley base 55lbs.
- Hydraulically powered by your tractor, or power unit.
- 1" - 8" pipe replacement,

DIMENSIONS:
14" long by 12" wide
22" high set vertically

SR Series articulating bursting heads
Pure cable locking system

Range: 30'

Pipe Ram[®]

Cross under Sidewalks & Driveways

1"- 4" Pipes

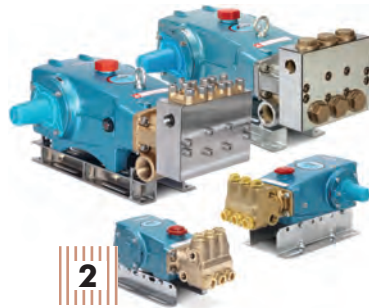
888-406-3821

Patent Pending • [RoddieUnderground.com](https://www.RoddieUnderground.com)

THE LATEST: Products



1



2



3



4

1. MB Crusher MB-R900 drum cutter

The MB-R900 drum cutter from MB Crusher is one of four drum cutters compatible with any brand excavator. The unit is versatile, leaving it capable of working on a variety of job sites. However, the unit is popular on job sites where creating a trench is necessary. The unit's twin drive motor system distributes power to the drum that needs it most, to grind the material. Similar to the other drum cutters in the range, the MB-R900 has a variety of drum and pick kits to ensure it can process the material on the job site. 855-622-7874; www.mbamerica.com

2. Cat Pumps hydroexcavating pumps

Over 50 years of high-pressure pump manufacturing experience has earned Cat Pumps a reputation of producing high-quality, long-lasting pumps. With its dedication to zero-defect manufacturing, ease-of-service and availability from stock, Cat Pumps designs and builds high-pressure pumps and systems to suit the demanding environments of the hydroexcavation industry. Popular models include Model 56 with 5.5 gpm at 3,500 psi; Model 56HS with 8 gpm at 3,000 psi; Model 660 with 10 gpm at 3,000 psi; Model 3560 with 20 gpm at 4,000 psi, or 25 gpm at 3,000 psi; and Model 3570 with 30 gpm at 3,000 psi. 763-780-5440; www.catpumps.com

This Issue's Feature:

Pipe extraction system takes aim at small-diameter gas service

BY CRAIG MANDLI

Older bare steel piping often lacks a protective coating, which can cause the steel to corrode and deteriorate faster than other materials. Having efficient and cost-effective replacement methods for these kinds of pipes is critical. The **SLX1300 trenchless pipe extraction system** from **HammerHead Trenchless** is designed specifically for the replacement of those older small-diameter steel natural gas services.

The SLX1300 can be used to replace coated and bare steel gas service lines 0.5 to 1.25 inches in diameter, up to 100 feet in length. The hydraulically powered unit produces up to 13.3 tons of pulling force to extract the pipe from the ground, while simultaneously pulling new HDPE or MDPE pipe into the same location as the existing pipe, reducing risk to surrounding utilities.

"A gas company approached us about finding a trenchless way to replace bare steel and our engineering team applied operator feedback to design the SLX1300 to meet needs unique to the gas market," says Josh Hood, HammerHead

Trenchless senior product manager. "The final design includes innovative features to minimize excavation and reduce operating requirements."

The pipe extraction process requires two access points: a machine pit located where the service connects to the main, and an access point opposite the machine from which to pull in the new pipe. A cable is fed from the machine through the pipe and attached to the new pipe at the other end. The machine's jaws clamp the steel pipe and the cable within it, and the machine is then engaged to pull the pipe from the ground. The jaws release and the machine cycles forward to clamp and pull another segment. The pipe shear located behind the machine's clamping jaw can be engaged at the operator's discretion to segment the extracted pipe in any length as space allows.

The compact size of the unit requires a work-

SLX1300 from HammerHead Trenchless



ing pit approximately 4 feet wide by 4 feet long, and the entire system can be transported in the back of a standard pickup truck, reducing costs associated with extensive excavation and support equipment needs.

"Operators across the country have observed the cost savings and benefits of trenchless construction methods," Hood says. "We're proud to introduce a new trenchless technology that facilitates rapid replacement of at-risk steel gas pipes."

According to Hood, the SLX1300 is designed for steel pipe but preliminary field testing on additional pipe materials is underway.

800-331-6653;

www.hammerheadtrenchless.com

3. McElroy TracStar iSeries fusion machines

McElroy's TracStar iSeries fusion machines have improved mechanical, hydraulic, electrical and control systems. The iSeries is powered by the new FusionGuide Control System that offers three levels of control, from operator-controlled to completely automatic, machine-controlled operations. The DataLogger 7 is completely integrated with the iSeries, ensuring that each fusion joint is recorded and complies with the fusion standard. The TracStar 630i, 900i and 1200i cover three size ranges from 8-inch iron pipe size to 48-inch outside diameter. All are equipped with a new and quieter Perkins (Caterpillar) engine that meets U.S. Tier 4 environmental regulations while providing greater torque. The system pressure was raised to more than 3,000 psi for more powerful ground drive, pipe lifts and other functions that use higher levels of pressure. **918-836-8611; www.mcelroy.com**

4. Reed Manufacturing CPDWW compact, cordless power drive

The lightweight yet powerful CPDWW cordless power drive from Reed Manufacturing adapts to drilling and tapping machines or attaches to exercise valves. Around 15 pounds, the cordless power drive is easy to handle and provides impressive torque. For operator safety, there is a power kick-off feature. The Reed VOKUCLUTCH utility clutch can be added for valve work, or the Reed TMPDA adapter can be added to connect to Reed and other common tapping or drilling machines. Since it is cordless, no power cords or air lines are needed, eliminating tangles in tight spaces. Battery power eliminates the need for extra equipment on the truck, and the compact unit fits easily into ditches. **800-666-3691; www.reedmfco.com** ▼



Heavy Duty Hydro-Excavation Nozzles

PART #	DESCRIPTION	PRICE
RipSaw #6	Heavy Duty #6 Nozzle	\$305
Ripsaw #8	Heavy Duty #8 Nozzle	\$305
Ripsaw #10	Heavy Duty #9 Nozzle	\$305
Repair Kits	#6	\$137
Repair Kits	#8	\$137
Repair Kits	#10	\$137

■ The RIPSAW™ Blast a 0° Straight Water Stream up to 3200 PSI

■ Stainless Steel & Carbide Wear Surfaces

■ Non-Conductive Urethane Coating

— DISCOUNTS FOR LARGE ORDERS —

CLOVERLEAF Tool Co.

"Quality Products at Affordable Prices"

P.O. Box 20179, Brandon, Florida 34204 USA

TF: 800-365-6583 • www.cloverleaftool.com

T: 941-739-0707 • E: sales@cloverleaftool.com

COMPANIES NEED

Fresh Content

TO STAY RELEVANT... **LOTS OF IT.**

Trying to handle all of that on your own can be daunting.

That's why you need COLE Media.

Useful, organized, cross-platform content is the key to a successful marketing strategy. Our content generation team specializes in custom-built, affordable solutions exclusively tailored to fit your needs.

Digital & Print Media

- » Website content
- » Blog posts & customer education materials
- » Press materials - products, industry, personnel
- » Social media management & marketing
- » Email marketing
- » Hired professional photography & videography

Creative Content

- » Logo & business card design
- » Outside creative (advertisements, billboards, digital)
- » Catalogs & brochures
- » Video editing

COLEmedia

800.257.7222

www.cole-media.com | info@cole-media.com

EASY-KLEEN
 PRESSURE SYSTEMS LTD.
 MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT

VAN PACK JETTERS
 12 GPM @ 3500 PSI



OPEN JETTER TRAILERS
GROUNDHOG JETTER



20 GPM @ 4000 PSI
ENCLOSED JETTER TRAILERS
 (Hot Water)



VACUUM TRUCK HEATERS
 440,000 BTU to 4,000,000 BTU



YouTube
 www.youtube.com/easyklean
1-800-315-5533
 www.easyklean.com
 sales@easyklean.com

EASY-KLEEN
 PRESSURE SYSTEMS LTD.
 MANUFACTURER OF HIGH PRESSURE CLEANING EQUIPMENT

WOLVERINE
 DRY STEAM GENERATORS



- 20/30/40/50 BHP
 Up To 2,000,000 BTU
- Curing
 - Thawing
 - Degreasing
 - Degassing
 - Melting
 - Cleaning & Restoring
 - Prepping Surfaces for Paint
 - Purifying
 - Weed Control

YouTube
 www.youtube.com/easyklean
1-800-315-5533
 www.easyklean.com sales@easyklean.com



INFINITY[®]
 TOOL MFG.
ROCK DRILLING TOOLS

PDC BITS
TRICONES
 TRICONE HOLE OPENERS
 DIRECTIONAL HAMMER BITS

(+1) 618 439 4042
 infinitytoolmfg.com



Happenings

CALENDAR

June 22-23
Wastewater Equipment (WEQ) Fair, York Fairgrounds, York, Pennsylvania. Visit www.weqfair.com.

June 29-July 2
Water & Wastewater Equipment Treatment & Transport (WWETT) Show, Indiana Convention Center, Indianapolis. Visit www.wwettshow.com.

July 13-15
Underground Construction Technology (UCT) International Conference & Exhibition, Music City Center, Nashville, Tennessee. Visit www.uctonline.com.

Dig Different welcomes your contributions to our Happenings column. To recognize members of your team, please send notices of new hires, promotions, service milestones, certifications or achievements. We also invite your national, state or local associations and organizations to post notices, news items and learning opportunities. Send contributions to editor@digdifferent.com. ▼

WHAT'S YOUR STORY? Dig Different welcomes news about your tough excavation, pipe bursting, trenching, boring or tunneling job. editor@digdifferent.com or 715-350-8436

FILL a job opening

BID OUT an upcoming job

ANNOUNCE contracted services offered

SELL used equipment

OBTAIN a position wanted

FIND IT IN THE CLASSIFIEDS!

In Dig Different magazine and on the web. DigDifferent.com



The Biggest Just Got Even Better:

ICUEE is now The Utility Expo.

The largest gathering of utility and construction experts in North America is back, and it's bigger and better than ever. Experience the latest technologies, innovations and trends through live talks, hands-on demos, and test drives with over 19,000 of your industry peers. **Learn more today!**

30+ ACRES

Of New Products To
Explore, Indoors and Out

1K+ EXHIBITORS

North America's
Largest Utility Show

SEPT. 28-30, 2021

Louisville, Kentucky



Where The
Utility Industry
Goes To Grow

theutilityexpo.com



A STRONGER FUTURE STARTS AT **WWETT**

You're the lifeline for customers. The unsung heroes of keeping systems safe and clean so customers can get back to life as usual. Just as you're there to help support your customers, the WWETT Show is here to help and support you and your business.

- ✔ Surround yourself with other wastewater and environmental service professionals who understand your daily challenges
- ✔ Uncover the most effective treatment processes through educational insights, innovative techniques and groundbreaking tools
- ✔ Learn best practices for sustaining and growing your business so it can continue to serve your customers for generations to come



wwett™ 21

Water & Wastewater Equipment, Treatment & Transport Show

CONFERENCE: **JUNE 29-JULY 1**
MARKETPLACE: **JUNE 29-JULY 2**
INDIANA CONVENTION CENTER

LEARN MORE at www.wwettshow.com

   @wwettshow

GapVax®

COMBO JETVACS • RECYCLE JETVACS • HYDRO EXCAVATORS • AIR MOVERS
JETTERS • SKID MOUNTED VAC UNITS • PARTS & ACCESSORIES

#BESTTRUCKSINTHEBUSINESS



THE G7 JETTER HAS ARRIVED

- GAS OR DIESEL
- NATM CERTIFIED TRAILER
- TRIPLEX HIGH PRESSURE WATER PUMP
- 18-40 GPM
- 2,000-4,000 PSI
- 800 X 3/4" CAPACITY HOSE REEL
- HYDRAULICALLY POWERED DIRECT-DRIVE GEAR BOX JETTER HOSE REEL



*Call today
for a Demo!*

BUILT FOR SAFE DIGGING MONTH, YEAR, DECADE...



Call 811 to verify locates before you dig. Keep your workers safe.

**When you think of safe
digging, think of TRUVAC.**

A premium brand of vacuum excavation
equipment manufactured by Vactor® Mfg., Inc.



TRUVAC.COM   

©2021 Vactor Mfg., Inc. All Rights Reserved. The 811 logo is a registered trademark of the CGA.