



BETTER JETTER™

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www.USJETTING.com

Winter 2011 Edition



20 Years And Counting

**A Message From Nick Woodhead,
President of US Jetting**
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"It was 20 years ago today that Sgt Pepper told the band to play" as the song goes and the same goes for the US Jetting band as our 20th anniversary will soon be here.

Much like today's economy, 1991 was not that much better but we started anyway. Failure was not an option. As we approach the production of unit # 2600, I can confidently say that establishing US Jetting was one of the best business decisions I have ever made.

A company is the sum of all its parts and we sure have a diverse group at US Jetting. We have seen people come and go just like most companies but we also have some 'real keepers'. Several of them have been with the company from the very beginning. I started the company with Ken Bryson and within the first few weeks, Kannan Vengu, joined us as a part time, minimum wage book keeper. He is now our CFO. Greg Gonroff one of our production guys and Kim Pisanello in parts sales, both have 15 years experience at US Jetting. Charles Shadburn our production manager and RC Dew our fabrication manager have streamlined production of our units in the last 10 years. Steve Gauch our West Coast Sales Manager who lives in California also has 15 years experience representing US Jetting on the west coast. Danielle Young who started as a telephone receptionist 11 years ago now is the Inside Sales Coordinator selling 25 machines a year sitting behind her desk. Without these key

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A younger me with the very first US Jetting 4014-300 Gallon trailer unit.

20 Years Of Evolution

The Making of A Legendary Sewer & Drain Cleaning Machine

Since the first US Jetting unit was produced in 1991, it began a continuous project of refinement and improvement of units that has evolved into the current production model. Attaining perfection will probably never be achieved, but continuous improvements will always be part of the US Jetting manufacturing process. To date, almost 1800 US Jetting 4014 or 4018 - 300 gallon trailer units have been manufactured. The design of the US Jetting 4018 - 300 gallon trailers has become the most recognized unit in the sewer & drain cleaning industry.

Twenty years of production has also resulted in valuable customer feedback about unit improvements. No in-house product testing program can match the information obtained from customers that use US Jetting units on a day to day basis. When Nick Woodhead founded US Jetting, his initial production 4014 - 300 gallon unit was revolutionary concept of a reliable 4,000 PSI plunger pump powered by a diesel engine mounted on a single axle trailer with a 300 gallon water tank. The US Jetting 4014-300 was capable of cleaning a wide range of pipe diameters while being affordable for small plumbing & drain cleaning companies to purchase.

The Hatz Silent Pack & non-silent diesel engines have remained as the standard power source for all US Jetting units. Twenty years of use and customer feedback have proven to be an excellent match for the US Jetting Run-Dry Pump. High reliability and low-noise output of the air cooled Hatz diesel engines continue to perform beyond all expectations.

20 Years of Innovation, Refinement, Performance & Reliability

From the beginning US Jetting made their own hose reels. Hose reels purchased from suppliers were deemed not durable enough, so in-house design & production of the current heavy steel dish reels began from the very first day. To date, US Jetting is still one of the few manufacturers to produce their own hose reel. Introduction of a manual pull-out, 7 position swivel hose reel assembly in 1994 was offered as an option that same year. Operators could now make slight adjustments to the hose reel without moving the whole unit. As part of this upgrade, 7 position swivel or pivot reel (stationery) assemblies became standard equipment on all units, allowing for angled placement of the hose reel for unusual setups. In 1998, the manual pull-out reel option was eliminated in favor of an upgraded Hydraulic Power Pull-Out reel.

In 1995, responding to customer demands, US Jetting introduced the US Jetting 4018- 600 gallon trailer jet. This was an extended version of the US Jetting 4018-300 with the addition of a second water tank and tandem trailer axles. The 600 gallon series can be ordered with the same options available for 300 gallon units and has proven to



The 2011 US Jetting 4018-300 Gallon Unit



be a popular choice for municipalities. The basic US Jetting 4018 -300 gallon is used as modular components for truck mounted and enclosed trailer mounted special order applications.

Improvements to the US Jetting Run Dry pump allowed for increased water flow from 14 GPM to 18 GPM, still maintaining 4,000 PSI from the same 49 horsepower diesel engine. This was a dramatic water flow increase of 28% that increased pipe cleaning efficiency in larger diameter pipes and became the standard US Jetting pump in 1999.

In 2000, the relocation of the diesel and anti-freeze tanks across the front of the unit (between the water tank & engine) allowed for the placement of twin lockable toolboxes above each wheel. Nozzles, tools and accessories could be securely stored within the unit at all times.

In 2002, self contained anti-freeze systems became standard equipment on all US Jetting 4018 units. Using a high pressure jetting unit in cold weather became easier for operators reducing the potential of freeze damage to the unit. Customers in warm environments could select a larger (double) capacity diesel fuel tank instead of an anti-freeze system at no cost.

2005 saw the introduction of a new control panel design that included a digital pressure readout and LED engine indicator lights in a lockable enclosure.

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US JETTING NEWS



A 1992 US Jetting 4014 - 300 Gallon Unit - a testament to reliability & durability.

19 Years & Still Jetting

Normally a company would not display a picture of their product in this condition, but there is a great story about this unit. The city of Alexander City, AL purchased their first US Jetting unit in 1992 and has been in daily use ever since.

Mike Waldrop the Sewer Superintendent said "this is the best jetting unit they have

ever bought, over the years the US Jetting 4014 has been the most reliable and least expensive to maintain unit in our fleet." The city has also purchased 3 other sewer cleaning units so they have experience in judging equipment reliability. This unit has been modified over the years to go off road with brush guards and quite often is towed with a bulldozer to clean easement lines. No need to guess where they are going for their next unit as the city has budgeted for the purchase of a new 4018 this year.



Alexander City sewer department operators

Snow Comes To Atlanta & US Jetting Is Open

Watch A Video of a US Jetting unit clearing snow & ice at www.usjetting.com

A rare snowstorm hit the Atlanta area on Monday Jan 3, 2011 dumping six inches of snow. Georgia is famous for many things but plowing snow is not one of them. US jetting was closed on Monday as management & staff could not get to work due to treacherous road conditions. Mid-morning the snow changed to rain, soaking the snow with extra water and reducing the depth by 3 inches. Unfortunately, that night the temperature dropped below freezing leaving a heavy ice crusted layer of snow. On Tuesday, US Jetting was open for limited business. Charles Shadburn (the US Jetting production manager) & his grandson Chris arrived first but they could not get their truck up the

hill at the entrance to the US Jetting building. When Nick Woodhead & his daughter Sally arrived, he too could not get his truck up the hill. Everybody pitched in taking turns using only one snow shovel and a ice scraper to chip the icy snow from the driveway hill. Nick Woodhead decided to use a US Jetting unit with a high pressure gun to remove the remainder of the snow. The idea worked perfectly. Using high pressure water, the entire US Jetting parking lot was cleared in less than an hour. Sheets of the ice encrusted snow were lifted from the lot and blown away. After

the parking lot was cleared, rock salt was applied to prevent the water from freezing. Due to area road conditions, US Jetting was open with a limited staff for the rest of the week, taking parts orders and assisting customers with service issues. All parts orders were prepared for shipment, but UPS, Fedex and the mail services were suspended until late Friday afternoon. During the entire week, the US jetting production line was shut-down causing delays to promised deliveries of new units. By Saturday, all traces of snow were gone.



(continued from page one)

Entering The Third Decade Of Production

New for 2011 is the conversion to aluminum components, replacing heavy steel materials. Lightweight aluminum fuel tanks, anti-freeze tanks, fenders, toolboxes, hydraulic oil tanks, belt guards and control panel are now standard on all units. All steel frames & aluminum components are powder coated for maximum surface protection. Tubular frame steel has been increased from 2" by 3" to 2" by 4" for increased lifespan and durability. New frame design modifications allow for the water filter to be protected from external impact damage. The aluminum & frame modifications

20 Years of Evolution for the US Jetting 4018 -300 Trailer

resulted in a net weight loss of 212 pounds on standard production units. A new exterior tiger tail holder is located next to the hose reel for operator convenience. A new LED lighting system have replaced incandescent bulbs for longer, maintenance free life. 2011 will see the introduction of the Gen 4 Wireless Remote Control System that controls multiple jetting unit functions. A 5,000 PSI at 14 or 18 GPM version has completed testing and is destined to become a popular unit for contractors or municipalities.



The first US Jetting 4014 - 300 Gallon Unit ready for delivery, circa 1991.



After 20 years, US Jetting 4018 Run Dry Pumps are still powered by a Hatz diesel engines to produce 4,000 PSI at 18 GPM.



US Jetting 4018 -300 unit with a Hatz Silent Pack diesel engine with an optional Hydraulic Power Pull-Out Reel in the extended position. Chrome 8-lug wheels with 16" tires / 7,000 lb. axles are now standard equipment.



The US Jetting 4018 - 600 unit is an expanded design of the US Jetting 4018-300 with double the water capacity. Identical hose reel & control panel assemblies are used on both units.

PRODUCT UPDATES

US Jetting Flusher Series - 3,000 PSI @ 40 GPM

2010 saw a large increase in the sales of **US Jetting Flusher Series** units in both truck & trailer mounted units. The **Flusher Series** unit is based upon a US Jetting pump designed to produce **3,000 PSI at 40 GPM**, powered by a 99 horsepower turbocharged diesel engine or **2,000 PSI @ 40 GPM** powered by a 84 horsepower diesel. **US Jetting** began manufacturing the **Flusher Series** units in limited numbers in 2006 to meet the requested needs of several municipal customers who desired greater flow output for their high pressure jetting applications. The **US Jetting 4025 Run Dry Pump** that produces **4,000 PSI at 25 GPM** is still available.

Due to the higher output water volume, **Flusher Series** units require larger water storage tanks to maintain reasonable onsite working times. **US Jetting Flusher Series** units can be ordered with either 600 or 750 gallon water tanks and mounted on a truck chassis or tandem axle trailer. **US Jetting Flusher Series** units use 500 feet of 3/4" hose mounted on a 7 position hydraulic hose reel as standard equipment. An optional second hydraulic hose reel with 500 feet of 1/2" high pressure jetting hose can be ordered, with one or both hose reels containing the hydraulic Power Pull-Out option.



US Jetting 3040 - 600 Gal Truck, Dual Reels



US Jetting 3040 - 600 Gal Trailer, Dual Reels



US Jetting 3040 - 600 Gal Trailer, Single Reel



US Jetting 3040 - 750 Gal Truck, Dual Reels



US Jetting Gen 4 Handheld Remote Control (left) & internal transmitter module.

US Jetting Gen 4 Wireless Remote Control System

Beginning in the second week of 2011, US jetting will be upgrading the GEN 2 Wireless Remote Control to a completely revised multi-function GEN 4 Wireless Remote Control System. The new Gen 4 Wireless Remote Control System allows operators to control the Water On - Off function, Engine Throttle Up - Down, Start and Shut-off engine and display a digital readout of the water pressure on the handheld remote. Another unique feature is the handheld remote does not require re-programming whenever batteries are changed. The new Gen 4 Wireless Remote Control System operates within a 900 mhz frequency range for better transmission properties. Gen 4 Wireless Remote Control System kits will be available for installation or upgrade on older US Jetting units after April 15, 2011.

Driven To Atlanta

Ron Desena from the Roto-Rooter Boston office drove a Mitsubishi Fuso box truck from Boston, Ma to Alpharetta, Ga for installation of a new US Jetting unit. The trip each way was almost 1200 miles that required about 20 hours to complete. The truck body has a rear rollup door and a passenger side access door with enclosed steps. A US Jetting 4018 - 300 Gallon unit was installed at the factory while Ron rested from his long drive. The new US Jetting 4018 unit included a Hatz Silent Pack Diesel Engine, a Hydraulic Power Pull-Out Swivel Hose Reel with a 500 feet of hose, a Wireless Remote Control System and twin 150 gallon vertical water storage tanks. To complement the new unit, including a complete set of nozzles including a Super Spin II & Flexible Super Spin, a mini-jet kit, a micro mini-jet kit & vac pump was included with the order. Pre-planning with US Jetting allowed for the quick installation and unit testing that got Ron back on the road to Boston within three days. The installation required less than half of the interior floor space leaving plenty of equipment storage space at the front of the body. Tools, cameras and cable machines are readily accessible from a side entry door. The Mitsubishi Fuso is a great chassis for use in the congested narrow streets of Boston. Ron has been with Roto-Rooter for 14 years, and always used US Jetting high pressure jetting equipment.



Sam Delli of Roto-Rooter Westland, Michigan purchased this US Jetting 4018 Curbside Unit. This truck has a heated & insulated low profile truck body with barn doors. A single 300 gallon water tank was selected for this configuration.



Stay In Touch - Join The US Jetting E-Mail List

To get the latest info on used equipment, **Better Jetter Training Seminars**, parts & nozzle specials or **US Jetting Better Jetter Newsletters** join any or all of the US Jetting e-mail lists at www.usjetting.com.

US JETTING GLOBAL NEWS

Australia Clarence Valley Council, NSW



The Clarence Valley US Jetting 4018 -300 Narrow Track Series with optional inlet hose reel.

Located on the north coast of NSW in the beautiful Clarence valley is the riverside town of Maclean. Maclean was founded in the early 1890s as a major source of sugar cane and local industry has since expanded to include beef, timber, and most importantly, tourism. The Clarence River, part of the fast-growing Northern Rivers Region of Australia, is a popular destination for fishing, water skiing, prawn trawling, cruising, rowing, water skiing, and observance of indigenous cultures. The Clarence Valley Council initially met the city's jetting requirements with the purchase of a SECA (Sewer Equipment Company of Australia) ProJet trailer in 2000. The needs of a growing population of retired residents and vacationers coming into the area eventually eclipsed the abilities of the SECA machine, and the town's sewer staff decided to upgrade to a more powerful US Jetting 4018 machine. The Council approved the purchase of a **US Jetting 4018-300 Narrow Track Series** trailer jet. The **Narrow Track Series** is similar to all US Jetting units except the water storage tank is turned lengthwise. The repositioning of the water tanks reduces the overall width of the unit, making it a popular export unit for countries with narrow streets & roads. The new unit has fulfilled the expectations of the sewer department, increased productivity of routine sewer maintenance & requires less time to clear troublesome blockages.

Internet The World Gets Smaller But The Market Gets Bigger

US Jetting is always looking for new ways to improve customer relations and sales. The Internet has proven to be a great asset for attracting new customers and providing a source of instant information about the US Jetting product line. The US Jetting website, www.usjetting.com is constantly being updated with new unit pictures, new application pictures & videos. The growth of the website has far exceeded that of any other sewer equipment manufacturers. Slowly but surely, the fax machine is fast becoming an antique of the past, giving way to e-mails with attachments. After a brief phone conversation with a customer or receipt of an e-mail, customers can have a unit price quotation with full color



Ryan Peake sits at his office desk in Alpharetta, GA while presenting the webinar with a laptop computer & an office phone.

pictures within minutes.

The internet also allows customers to view video clips of US Jetting units in action. Customers can see units in action without waiting for a demonstration.

On February 4th, US Jetting in conjunction with The Cleaner Magazine broadcast a webinar about "Selecting A High Pressure Jetting Unit". The webinar was presented by Ryan Peake & Danielle Young to almost 200 pre-registered attendees. Amongst the registrations were people from Alaska, Canada, New Zealand, and Australia. The presentation lasted about 45 minutes with Nick Woodhead answering questions submitted by attendees when the presentation was complete. Due to some minor technical difficulties, the question & answer

section was cut short due to audio problems.

As more people become accustom to using the internet & technology advances, US Jetting plans to have the Better Jetter seminars presented online as a webinar in the near future. The current one day 8 hour seminar will be presented over a three day period, each day lasting about 2 hours. Internet courses will allow more people to attend at more convenient times with less cost to all involved.

Customers can join the US Jetting e-mail list to receive broadcast e-mails about special sale prices on parts & accessories, upcoming events and sales information about used or demo units.

Singapore Contractor Invests In Two US Jetting Skid Units



Kong, Ali, Zin, Israfil (all Pipeline Services employees) and Nick Woodhead observe one of the company's new US Jetting units.

Pipeline Services Singapore by Nick Woodhead

Australian Glen O'Grady owns Pipeline Services, a specialty contract drain cleaning company based in Singapore. Pipeline Services has about 100 employees to provide a full range of sewer maintenance and rehabilitation services. Singapore, like all major cities in the world has a problem of grease accumulation within their sewer system. Sewer infrastructure maintenance has become a persistent problem for city officials to deal with.

Early in 2010, Glenn decided he needed upgraded high pressure jetting equipment for sewer cleaning contracts, so after doing research on the internet he contacted US Jetting. After discussions (both phone & e-mail) with myself, Glen decided to purchase a US Jetting 4025 - 600 gallon skid unit powered by a Kubota diesel engine. Glen placed the first order in Aug of 2010 and then he decided not to do things by half and ordered an identical second unit. Both fully assembled units were shipped in a single forty foot enclosed container to Singapore. Upon arrival, each skid unit was bolted to Isuzu flatbed trucks using just 10 bolts, installation of the self-contained skid units did not require any type of connection to the truck fuel or electrical systems. Once attached to the trucks, operators only needed to add fuel & water then start the unit to begin jetting.



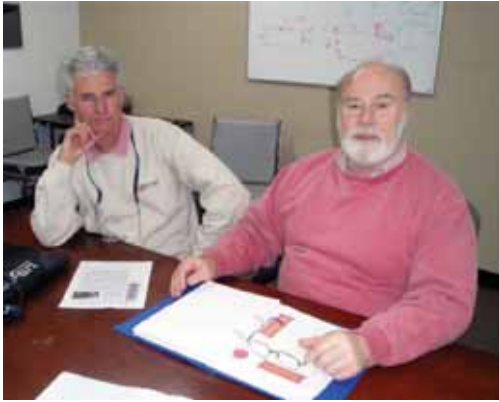
I traveled to Singapore in November to personally meet Glen and look over the Pipeline Services operation. The Pipeline Services office and shop is situated about 45 minutes from downtown Singapore. The operations Manger, Kong Siew Hua known by all as Kong took me out to see his crews operating the new jetting units. The crews were very experienced and were operating the units very efficiently. I did get the chance to review the finer points of operating our jetting units with both crews that hopefully will make all crew members better operators.

Both US Jetting units are used for cleaning sewer lines prior to CCTV inspections, installation of Cured-In-Place Pipe liners or CIPP point repairs, other sewer services provided by Pipeline Services.

Asked why he chose US Jetting Glen said "You got me all the information I needed and you were very easy to deal with."

US JETTING NEWS

Meet Allan Bennie, Inventor & Entrepreneur



Nick Woodhead (left) meets with longtime friend & US Jetting stockholder Allan Bennie

Most US Jetting customers want to know who developed the US Jetting Run Dry triplex pump. Since this is the 20th anniversary of US Jetting, it is appropriate to give credit where credit is due. Meet Allan Bennie. Over 40 years ago, Mr. Bennie along with his partner and friend Bernard Hart set out to develop a high pressure run dry pump. Their efforts led to the design and successful production of a revolutionary radial piston pump that could produce high pressure water without the possibility of damage if the pump ran dry of water. To manufacture & sell this new style pump, they formed a company using the first three letters of each of their last name. Bennhar didn't sound as good as Harben™, thus began a company that would revolutionize the high pressure jetting industry worldwide. After 18 successful years in business and with pumps in use all over the world, Mr. Hart & Mr. Bennie decided to sell the company and reap the benefits of their hard work. About a year after the sellout occurred, Nick Woodhead, President of Harben Inc. (the independent US subsidiary of Harben™) became disillusioned with the new management team and resigned from the company to form US Jetting. Looking to duplicate the success of a run dry pump with a competitive product, Nick had a design idea for an enhanced run dry plunger pump with comparable performance to the Harben radial piston pump. Nick called his old boss Allan Bennie for help in constructing and testing a prototype pump. Always looking for a challenge Allan agreed to help, both as a pump developer and stockholder. So began Allan's 20 year involvement with US Jetting, who everybody refers to as Ben.

"In 1991, after 20 years of radial pump experience I decided to take a second look at developing a run dry triplex pump utilizing Nick's idea, it seemed doable. New materials and alloys that were previously unavailable had been developed that now could be integrated into the simple triplex design to improve durability," said Ben. Key to the design was a new style stainless steel fluid end that resulted in fewer parts. The design required less than 30 minutes time to rebuild the fluid end if service was required. The new US Jetting Run Dry pump performed better than the radial piston design, providing 4,000 PSI at 18 GPM when both pumps are powered by a 50 HP engine. This differed from the radial piston pump that reduced flow output as pressure output was increased. For example, radial design would produce a maximum flow of 16 GPM at 2,000 PSI but flow would drop to less than 13 GPM at 4,000 PSI with the same 50 HP engine. The US Jetting Run Dry pump provided almost 50% more water flow at 4,000, a tremendous improvement. Still, the radial pump design has better performance characteristics if the water source is brackish or saltwater.

Ben came over to the US to help with the establishment of

the US Jetting facility while perfecting the first US Jetting Run Dry pump. One of the first improvements was the design of a unique pump mounting bracket that bolts directly to the engine, a system that dramatically reduces drive belt wear. Ben has always had a curiosity for innovative techniques & new products, but has always been a champion for solving unique industrial applications with the use of high pressure water.

Ben has lots of other interests. He has developed commercial real estate and built residential homes in the UK. He has custom built over 15 canal barges, basically a floating RV or houseboat used for recreational touring of the many canals in England.

Most people don't know how Ben & Bernard got into the high pressure jetting industry. Around 1970 in England, the Ministry of Transport passed regulations that all heavy trucks & tractor trailers were to be inspected once a year. The inspection required all trucks to be cleaned so the undercarriages could be visually inspected. At that time, available pressure washers produced about a 1,000 PSI & if they ran dry of water would require extensive repair. Their main goal was to produce a pressure washer that could run dry of water and produce pressure up to 2,500 PSI for better cleaning results. Their entry into the high pressure sewer jetting market is the humorous part of the story.

Their original workshop was a rented space in an industrial park. One day, another tenant came by to tell them not to use the toilets as the sewer line was clogged. Ben & Bernard walked out to the street to see the problem for themselves. Observing a sewer pipe at the bottom of a manhole, they thought they could clean the line. Only having a bench mounted radial piston pump in their nearby shop, they connected lengths of hose together to reach the manhole. There, they attached a gun and tried to clean the line by shooting water up the pipe. Realizing that this wasn't working, Bernard thought about attaching a gun nozzle directly to the end of the hose then pushing the hose up the line. They then realized that with the use of gun nozzle alone, it would push the nozzle and hose backwards, not up the pipe. It was then that Bernard realized that a nozzle that would reverse the direction of the water would work. As the shop was only a few feet away, Bernard went and machined their first three rear drain jet on their lathe. It worked. Surprisingly, the drain jet propelled itself up the pipe. After adding more sections of the hose, the nozzle reached the clog and opened the line.

While this field development was occurring, the local plumber - drain cleaner had been working feverishly all this time to open the line with hand powered flexible drain cleaning rods to no avail (very few cable machines were in use in the UK). When the line was jetted open, the plumber was impressed but really did not see the advantage to the new jetting technology, a costly machine replacing hand pushrods. About two weeks later, the same plumber called to see about getting the new machine to clean a line at a milk processing plant, his largest customer. Ben & Bernard had just completed a diesel powered unit, so off they went to clean their second line. The new little jetting unit opened the line and brought out hundreds of discarded gaskets & o-rings used in the plant's production lines. Management at the milk plant gave the plumber a contract to clean more

lines at the plant plus all the lines at seven other company owned milk plants. Thus, the plumber really needed a jet and the first Harben™ Radial Piston Pump high pressure jetting unit was sold. Ben admits to not inventing high pressure jetting of sewers, just that he never knew that the technology existed before.

From that day on, Ben & Bernard spent their time improving their radial piston pump design achieving greater pressure & flow outputs. Considerable time was spent sourcing lightweight high pressure jetting hose to improve jetting distances. With longer hose lengths, they developed a unit mounted hose reel, first with a hand crank rewind, then an electric powered rewind and finally the hydraulic powered hose reel. Key to the development of the hose reel was a rotary swivel joint capable of withstanding the higher pressures.

Special efforts were made to design nozzles that would increase pipe cleaning productivity of the jetting unit. A wide range of drain jet nozzles with different fixed orifice angles as well as a series of spinning nozzles were added to the product line. Guns, surface cleaners, vac pumps and other accessories were developed to add to the productivity of the radial piston pumps.

The SupraBlast Slurry System, a single line abrasive cutting system was designed by Ben. Now age 67 and wealth of experience, Ben manages to visit Alpharetta at least once or twice a year to review ongoing production or occasionally assist with special projects. Ben still continues to be a great asset to US Jetting.



Nick Woodhead shows Allen Bennie a new US Jetting 4018 - 300 gallon unit with aluminium components.

US Jetting offers a Radial Piston Pump or RPD Pump for customers in need of saltwater applications. A full range of RPD Pump units can be seen at www.usjetting.com



US Jetting News

Follow Us Online!

US Jetting has long been the host of the most comprehensive website in the industry: www.usjetting.com. Our site is your premier source for industry updates, specials, new products, applications and pictures of custom manufactured units. The website is our company's best marketing tool where potential customers can view the entire US Jetting product line to determine the unit to best suit their needs. US Jetting can also be found on Twitter and Facebook pages. Follow us for the latest news and to upload pictures of your jetters in action!

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20 Years & Counting

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people US Jetting would not be where it is at today. I would also like to thank Robert Fulton one of our dealers who has stuck with us all this time serving the mid-Atlantic states and Lindsay Bennett who opened up the Australian market for high pressure jetting units.

It is also time to add the next generation to the company. Selling high pressure jetting units for the past 30 years, I now deal quite frequently with many second generation customers who purchase another unit to add to their company or replace a unit their father had purchased long ago. Now my middle daughter Sally who has worked many summers at US Jetting since a young age has joined us full time. Sally's summer jobs included filling in for people who were on vacation, so Sal has plenty of experience in shipping, warehouse stores, parts sales, customer service & accounting before becoming a full time employee. Sally is now in the accounting department where she will be exposed to all aspects of what it takes to run an international company under the careful eye of our CFO.

While I look back on the last 20 years at US Jetting, I can say that I am just as excited about the next 20. I would like to take this opportunity to thank all my employees past and present and last but not least our loyal customers without whom none of this would have been possible. Twenty years ago, it was a struggle just to find a potential customer to sell our machines to. Selling a jetting unit required a lot of time & effort. Sales efforts back then consisted of driving from city to city, checking the phone books for plumbing & drain cleaning companies, that could be potential customers. Getting to customers' locations required the purchase of local map books, there was no such thing as GPS systems. Several years ago I noticed a trend that even today still continues to grow. Customers began calling US jetting to buy a second, third, fourth even a sixth machine as their businesses grew. I never imagined in those early days that our business would grow to the point where customers would be calling to order a machine of the own volition. Whenever I speak with these repeat customers, I am pleased to learn of their satisfaction with our products, our customer service and the income their machines generate. Comments like this are the most satisfying to me.

For the future, I foresee nothing but positive growth. Even in this downside economy, quality products and companies will always survive. The internet and the development of our website has increased sales both in the US and worldwide. Years ago, I thought New York or California was a long way to travel to sell a unit, now US jetting routinely ships units to Africa, South America, Russia, Asia & Australia. As for my future, I will continue as always to be an integral part of US Jetting's worldwide growth, God willing.

Nick Woodhead

TRAINING



by Ken Bryson, V.P.
kbryson@usjetting.com

With over 2000 graduates, the Better Jetter Program is the most successful training course in the sewer & drain cleaning industry; the class is focused upon high pressure jetting. At the end of each one day training class, participants are asked to fill out a form to give their feedback on the training course material covered during the class. After careful review, US Jetting is excited to incorporate these suggestions in a major curriculum revision beginning in 2011. These updates will include an increased emphasis on skills for specific applications, proper nozzle selection, and more time spent on efficient machine operation. The Better Jetter course will also see an expansion of techniques for marketing high pressure jetting services by informing customers of the received, not perceived benefits of jetting services. The revision will include increased use of photos and video clips of high pressure jetting equipment. With the growth of the internet, new marketing concepts & tools



Course Gets "Better"

will be explored as an additional selling method to potential jetting customers. Still, the main emphasis of the Better Jetter program is to maximize profits, increase productivity, reduce maintenance costs & promote safe operation for all high pressure jetting units.

For those of you who have never attended a Better Jetter Training Class, we encourage you to speak to program graduates about their experience. They report that their experience has allowed them to accelerate productivity, generate larger ticket amounts, lower their maintenance costs, provide better earning for their technicians, and provide unequalled customer satisfaction.

Better Jetter courses are presented throughout the country; please check the www.usjetting.com website for latest locations of schedule of classes. Upcoming classes will be posted on the US Jetting website and more information about Better Jetter courses can be obtained by calling Cheryl George at 1-800-538-8464 extension 7025.

Learn More, Earn More



Sally Woodhead Joins US Jetting

Sally Woodhead, the middle daughter of Nick Woodhead has joined the staff of US Jetting. Sally, a recent graduate of the University of South Carolina at Beaufort, has plenty of experience working at US Jetting during summer vacations since she started high school. Sally has worked in almost every section of US Jetting, filling in for people who were on vacation. Sally now works in the accounting department under the direction of Kannan Vengu, the chief financial officer of US Jetting. Having traveled extensively with her father, Sally is very familiar with many US Jetting customers and the different applications US Jetting equipment is used for.

Meet Stella "The Wonder Dog"



It sure is a dog's life at US Jetting. Stella, a stray Alaskan Husky who was taken in by Sally Woodhead and now comes to work everyday at US Jetting. Stella's favorite place to snooze is by the front door waiting to greet visitors & employees. Her second favorite place to hangout is the company lunchroom.

Kevin Steier

Sales Manager @ TCF Equipment Finance, Inc..

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