



# NEWSLETTER

32 Years of Jetting Excellence

Innovation | Performance |  
Quality | Reliability |



# USJ NEWSLETTER

## A MESSAGE FROM OUR PRESIDENT

Another Great Year at USJ!

Another year is under our belts, and once again it has been a record one. It is the time of year when you can almost relax for a few days before it all starts again. We are now about to enter year 32 of our operation.

As I try to slowly step back from day to day operations, I am very thankful that my two daughters, Sally and Lucy, and the team they have built, have stepped up and taken the company on an upward and onward journey. I am very confident that the company is in very good hands, and all our customers can continue with knowledge that it is still a family business where they can get hold of the owners at any time should they need to.

It has roughly been 49 years since I jetted my first drain and got involved with this industry. My decision to come to the US and introduce the concept of high pressure low volume jetting originally drew ridicule from some of my competitors to begin with, until they realized they were losing out and started building high pressure low volume units themselves.

Today we have machines operating in 46 countries which makes me particularly proud. It's especially nice when you travel overseas and see one of your machines working in the field or have one of our domestic customers call up and say they saw a US Jet while traveling abroad.

It is also very pleasing to see customers grow their businesses on the backs of these small machines that clean drains. Some customers make a very fine living with just one machine, while others may have multiple units. One of our top customers has more than 30.

I particularly want to thank all the staff here at US Jetting without whom none of this would be possible. I still plan on being involved for at least the next 10 years as we have to plan on building the next generation of jetting units. There is still much more to come!



Nick Woodhead,  
President and Founder



The very first US Jetting  
machine



Nick Woodhead with the first  
jetter at our first facility in  
1991

*Nick Woodhead*

# Jetters Around the World



Our hydro jetting units are now in over 46 countries! These pictures are from Tanga, Tanzania where Abdul Ramadhan leads the team, and Salim Ibrahimu, Sikujua Shabani and Sizani Selemani operate the jetting unit. When our team received the inquiry from the Tanga Water Company, they quickly determined that the 4018 300 single axle trailer would be the best fit for them. Once the unit got to Tanzania, it was quickly put to use!

## New From US Jetting

### New Nozzle Kits are Here!

US Jetting now offers nozzle kits to customers who are looking to purchase a selection of diverse nozzles for any jetting operation.

All kits include:

- 1/2" RPD Egg SS ~ 4-Front & 6-Rear jets
- 1/2" Ball Jet with ~ 1-Front & 3-Rear jets
- 1/2" Grenade Bomb
- 1/2" Rotodrill or KBR nozzle.

All kits come in the heavy duty case shown.

Orders can be placed online or over the phone with your US Jetting Representative.



# Sal on Sales

We've had a record year at US Jetting thanks to our amazing customers and vendors. We had over 200+ units sold! I'm excited to continue to grow our business in the coming year. As always, my priority with sales is customer service. Our goal is to provide a solution to a problem - whether troubling shooting over the phone or guiding you on what is the right unit/accessory for your application.

In my 12 years with US Jetting, I have learned that sales teams who take the "used car salesman" approach are not as successful as those who provide compassionate customer service. I tell everyone on my team that they can hand out my cell phone number like candy. When you buy a US Jet, you get all of us. Whether it's technical support, parts, or accessory ordering you don't have to call multiple people in different departments. All our team are trained to get the job done.

Our goals going into 2023 are to continue to improve our customer relations by improving customer outreach. We certainly want to gain new customers, but we will NEVER forget or leave behind the customers who have helped make us the business we are today.

We are passionate about customer feedback and want to innovate based on the customer's needs. I want our entire operation from front to back to be customer focused. Our sales and operations departments are teaming up to conduct focus groups. Since we don't get to operate our equipment in the field daily like you do, we want your thoughts and opinions. If you are interested in providing feedback, let us know. You can reach out to your customer service rep, me, or the contact information in this newsletter.

Thank you all for another amazing year!  
As always, call, text, or email if you ever need anything.

*Sally Woodhead*  
swoodhead@usjetting.com  
404-936-1718



## Want to be a part of our Focus Groups?

Email us at:  
lwoodhead@usjetting.com  
or call us at  
770-740-9917



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**PRICES**  
\$375 PER DAY  
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**4025**  
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VERSATILITY  
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**We've got Jet Rentals!**  
Prices vary based on length of rental period. Call us today to book your rental jetter and see what all the hype is about!

# Meet Your Sales Reps

## Sally

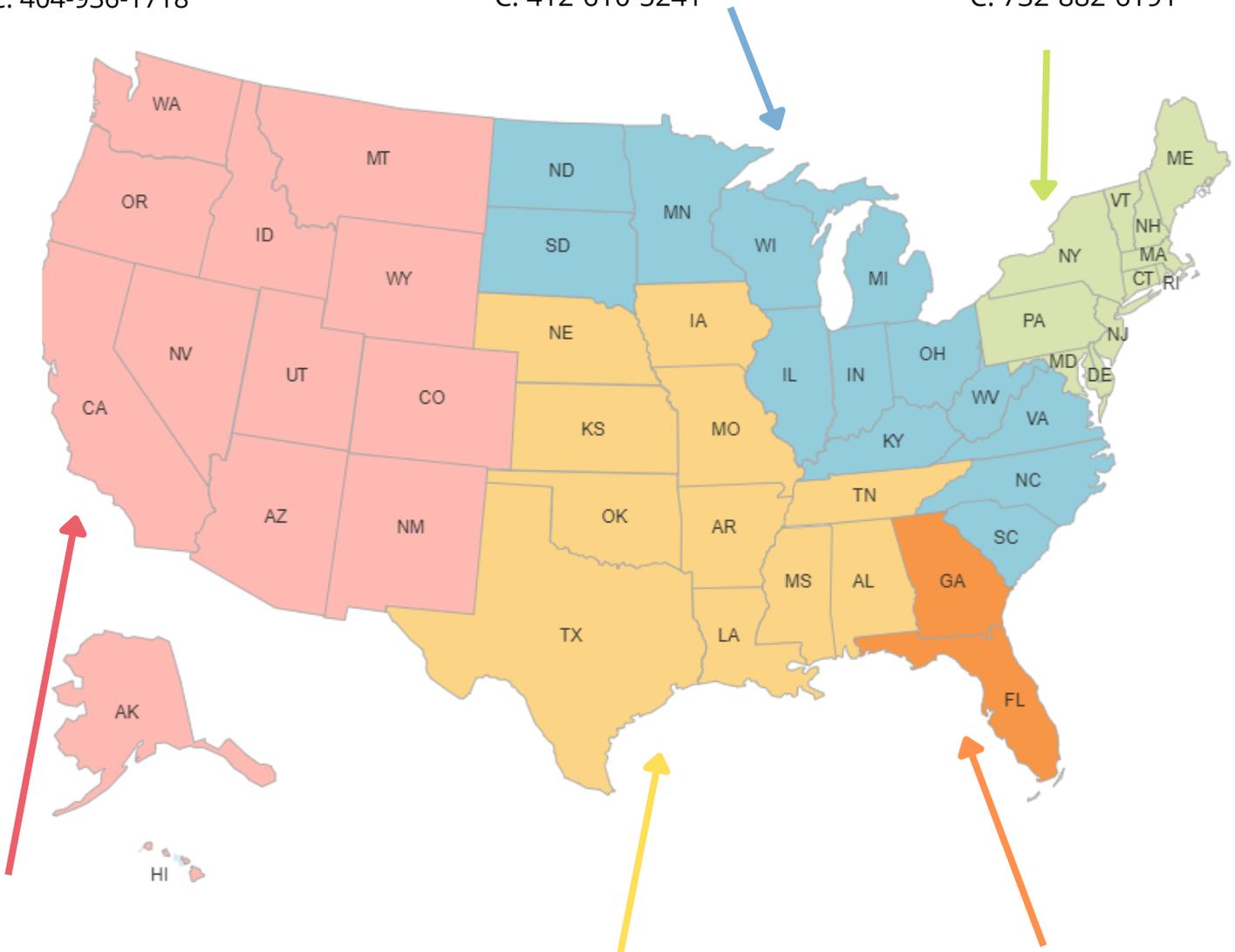
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C. 770-826-0041

# Vactor & US Jetting



US Jetting & Vactor Manufacturing teamed up over 6+ years ago to provide their dealers with a product that wasn't currently in their portfolio. The goal with this partnership was to provide Vactor dealers with the best products in the trailer & small truck market, while also creating service centers for the US Jetting customers as well. This product line is known as Vactor Ramjets.

As each year goes by, we see more and more dealers getting involved. We would like to highlight a few dealers that have done an excellent job promoting the Vactor Ramjet. Kinloch Equipment has been covering the entire state of TX for 27 years. They have been the dealer of the year for the last 2 years, and will be the 2022 Dealer of the Year this year as well! Todd, Dan, Morgan, and their entire team at Kinloch are doing an excellent job, and we look forward to watching them continue to grow each year. A&H Equipment (PA), ISG (VA & NC), Environmental Products Group (FL), Coe Equipment (IL), MacQueen Equipment (IA), and Pete's Equipment (NM) are among the other dealers that have really stepped up to the plate this year and provided spectacular service. We really enjoy working with and getting to know the dealers so they can provide the best customer service possible and in turn provide excellent customer services for our customers as well.

Here's to another successful partnership in 2023.



1-800-231-6929  
dfederico@kinlochequip.com



EQUIPMENT  
800-753-7566  
sales@ahequipment.com



800-868-8485  
sales@weareisg.com



800-832-6417  
info@macqueengroup.com



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**Coe Equipment Inc.**

217-498-7200  
info@coe-equipment.com

**VACTOR**<sup>®</sup>  
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(815) 672-3171

sales@vactor.com

# Customer Spotlight: DrainPro Rep. Pat



You may recognize Pat Martin and the DrainPro team from their Cleaner Magazine article a few years ago. They have been going strong in the Baltimore area since 2011, and providing the highest quality drain cleaning services available. DrainPro specifically focuses on cleaning and clearing drains, something they take off the everyday plumber's plate. Pat elaborated on their strategy, "the plumbers liked it because they didn't have to deal with all the woes associated with hiring people and buying equipment to do drain cleaning, as well as the fixed costs that come with all that...that's how DrainPro became the largest drain cleaning company in the Baltimore area that no one has ever heard of." They work directly with plumbers to provide a service that is difficult, necessary, and often hard for plumbing companies to provide in addition to their other services. DrainPro provides top tier customer service, getting the job done right the first time.

DrainPro bought their first US Jetting machine in 2005 and we've been working with them ever since. On working with USJ, Pat noted three main criteria that set our machines apart: presentation, fuel economy, and longevity.

"The machine is just nice looking without looking too flashy. The clients are always impressed by its looks. [Low fuel consumption is] often over-looked in prosperous times but very important to your bottom line, our fuel expenses are minimal with the Hatz diesel and clutchless design.

These machines last and last which means it will either last you a VERY long time, and/or it is very valuable if you decide to cycle your older units out for newer ones"

US Jetting is proud to provide the best hydro jetting units in the industry to the folks at DrainPro. We love to see our customers' success!



**Contact:**  
(410) 627-6846



# Customer Spotlight: **Coe Equipment Inc.**

## Contact:

217-498-7200

[info@coe-equipment.com](mailto:info@coe-equipment.com)

<https://coe-equipment.com/>

## About the Company

Coe Equipment, Inc. was founded and incorporated in July 1986 by Marty and Debra Coe, in Rochester, Illinois as a Vactor Manufacturing dealership for Southern Illinois and Eastern Missouri. They started the business in their home and immediately purchased a ¾-acre lot with a 2000 sq. ft. single-bay shop and attached office to house the service operation. In their 38 years, Coe has grown tremendously and seen many expansions and renovations including a new 5-bay service center and complete office remodel.

"Throughout this long history, our reputation has been the number one thing driving our business. We consistently strive to provide the best service and support possible to our customers, and we believe that's what keeps them coming back." In 2020, Courtney and Scott Ostrowski assumed full ownership of Coe Equipment. In 2019, Debra retired, and at the end of 2022, Marty Coe is retiring.

## On Working with US Jetting

"We began working with US Jetting as a dealer in 2015 after we found ourselves looking for a new jetter product to sell. We enjoy working with a company who is small and family-owned like us. There's no red tape, Sally and Nick are easy to work with, and the product they sell is best-in-class. We've always had a great experience with USJ. Great products and great parts availability. They aren't afraid to think outside the box to help us get creative to meet customer needs."

## Congratulations Marty!

Congratulations on your retirement!

Marty Coe is a giant in the jetting industry who officially retired at the end of 2022. Marty began working in the sewer cleaner industry in 1973 first with Myers-Sherman (Vactor), then later with Jack Doheny Supplies, and finally In 1986, he and Debby moved their family to Rochester, IL to start Coe Equipment.

Marty was never afraid to get dirty and do what needed to be done while working on a machine. Once while demonstrating a jetter for a University, Marty dropped his cell phone down a 4-foot manhole. He impressed the team so much because he got right down in there to retrieve it. They said they knew Marty would do whatever it would take to keep them up and running - a true testament to the work ethic he inspired throughout his career.

Courtney Oskrowski, Coe President, said:

**"Marty is the backbone of our company, and his retirement from this industry will definitely leave a hole. He is well-known as an expert in this field, and for our company, he's the force that ensures our level of quality and service standards are met every day. His level of knowledge is unmatched, and we will definitely keep his number on speed dial after he leaves. He's set us up for success, but he will truly be missed in this field. He has been a part of several pioneering initiatives to better products, create new innovations, and is constantly working to provide the best for our customers."**

Enjoy retirement Marty!



*Happy Retirement*



# Customer Spotlight: Ken Neyer Plumbing Rep. Russ

## About Ken Neyer Plumbing

Years in Business: 50

Years working with USJ: 12

## Russ's Tips for New Drain Cleaners

1. Safety First
2. Respect Personal Property
3. You are the first one in and the last one out.
4. Always do the best service you can provide

We spoke with Russ from Ken Neyer Plumbing in Ohio about his experience in the plumbing industry. He started working right out of high school as a site helper. He went on all the drain calls and worked his way up to creating and running the drain cleaning division. US Jetting was the first jetter he ever purchased.

With his many years of experience cleaning drains, Russ said there are various challenges you can face on the job. Assessing the job can be difficult, especially for those new to the industry, but you always have to take care not to flood the residence and provide the best service you are able. Russ said that when he is training a new technician or working with a new customer, he always explains the difference between opening a drain and actually cleaning the drain. Russ and the team at Neyer Plumbing always strive to clean the drain right the first time.

Russ told us that communication and customer service are what set US Jetting apart. "every time I have reached out to someone from the US Jet team they respond very fast. The whole team acts more like they are my coworkers instead of manufacturer reps."

One of Russ's favorite aspects of our machine is that our machine automatically adjusts pressure with different nozzles which is a huge time saver. "With every other machine, you have to go all the way back out and manually adjust when you change nozzles. With USJ you can stay in the unit/job site and switch nozzles without returning to the panel."



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& Tri State Area Since 1972

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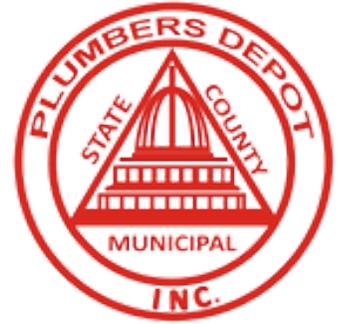
<https://www.neyerplumbing.com/>

# Customer Spotlight: Plumber's Depot Inc.

## Reps. Jonathan and Jose

### All About Plumber's Depot Inc:

We are a family-owned business in our 21st year of operation with over 40 years of plumbing experience. Our 16 person team offer support in Sales, Technical Support, and Repairs in the Southern California area for US Jetting, GapVax, Cues Inc., Warthog Nozzles, Etc. We strive to provide customers with a smooth and easy purchasing experience, as well as providing exceptional support and service for the life of the equipment.



US Jetting and Plumbers Depot at Tech Day 2022

"US Jetting operates similar to us. Customer service is #1. We understand that anything man made is bound to break, but when our customers or ourselves need help, US Jetting is always there to answer. We deal a lot with Adrian, and let me tell you, that man is a gem. He loves what he does, and it shows. Every call, facetime, text message he answers, and if he can't, he gets back to me in a timely manner. That alone, is what makes US Jetting different/better than the competition".

"Working with US Jetting has been great. I love the Jetters, but more important, I love the family-like atmosphere. As a family-owned business, we see a lot of similarities with US Jetting. From the jetters, to training, to support, US Jetting has been an amazing experience to work with. We are glad to be partners"



Plumbers Depot out on the job!



Contact Plumbers Depot Inc. Below

[info@plumbersdepotinc.com](mailto:info@plumbersdepotinc.com)

310.355.1700

<https://www.plumbersdepotinc.com/>

## Deep in the Sh\*t Business

### The Next Generation of US Jetting for the Next Generation of Plumbers

While sewer industry mogul and well-loved jetter icon, Nick Woodhead is still going strong in the jetting industry, he has been working hard over the last decade to train up the next generation. Self-proclaimed “Kardashians of the Sewer Industry”, Sally and Lucy Woodhead have been poised to take over US Jetting while they earn their credentials in the jetting world.

Many customers already know and love Sally because she’s worked in the sales department for US Jetting for over 12 years. Her reputation proceeds her as the “Woodhead most likely to take your call at 10PM at night”. Clearly an image of her father, Sally loves customers above all and now manages the sales team of US Jetting, maintaining the high standard Nick set for quality and customer service.

Lucy prefers to work in the background running the production operations for US Jetting. She joined US Jetting 10 years ago and thrives with process management and product innovation. Planning, analyzing, and structuring for the future are all Lucy’s goals to take US Jetting to the next level. Both Sally and Lucy work with a strong team who plan to make this goal a reality.

While Nick regularly proclaims he’ll “retire next year” every year, he doesn’t miss a beat, whether it’s attending the annual WWETT Show, taking the overflow sales calls, or getting out and about testing (aka playing) with new nozzles. However, when the day comes, US Jetting customers can rest assured that Nick’s work ethic and legacy continue on with the next generation. Because as any good doctor would tell you...

**once you get the sewer in your veins, there is no getting it out.**



# Meet the Fleet

Highlights of some of US Jetting's most popular units



The 4018

- Industry Leader
- 4000 PSI at 18 GPM
- Work in 2"-18" lines
- Water tanks 100 - 750 gallons or larger
- Standard unit comes equipped with 500' of 1/2" hose.
- All-purpose cleaning
- Customizable

The 4025

- Max Versatility
- 4000 PSI at 25 GPM
- Work in 1"-48" lines
- Standard unit comes equipped with 500 ft of 5/8" hose.
- Cleaning municipal water systems to residential plumbing, industrial farming, prisons, and other large facilities
- Customizable



The Van Pack

- Pressures of 3,000 - 4,000 PSI and flows of 8 - 18 GPM
- Work in lines from 2"-18"
- Cleaning small residential and light commercial lines
- Water tanks sized 100 - 200 gallons
- Standard comes equipped with 300-500 ft (150 m) of 3/8" or 1/2" hose

4000PSI @ 18 GPM - 200 Gallon Water Tank  
4000PSI @ 8 GPM - 200 Gallon Water Tank  
3000PSI @ 12 GPM - 200 Gallon Water tank  
*\*Ask About Our New Design\**

## Custom Units

At US Jetting we are proud to deliver exactly what our customers need. We don't just build standard stock units. We will work to engineer our jetting units according to any specifications required to tackle any and every job the unit will encounter.

All of our mounting options are available with a variety of engine and pump configurations, water tanks, and other equipment. We build to order so our customers can get exactly what they need. Multiple reels, hot water boilers, easement machines, vertical tanks, low profile etc. You name it, we can do it.



# Product Highlights



## 1/8" Nozzle Kit

*includes:*

- 1 Retro Spinner
- 2 standard nozzles
  - one - all rear jets
  - one - 1 front, 4 rear jets
- 1 Chisel
- 1 Roto Pulse



## Reaper

- Rotating nozzle
- 1 front 4 rear jets
- Pipes 2" - 4"



## ENZ Rotodrill

- Oscillating front jet
- Easy on bends
- Pipes 2" - 4"



## US Jetting Vac Pumps

US Jetting Vac Pumps are designed to use high pressure water to pump liquid, slurry or debris. The high velocity of the water streams creates a venturi vacuum, drawing liquids and debris into the pump. Vac Pumps are very useful for cleaning after a pipeline blockage has been removed.

*See a demo on our YouTube page!*



**3" Vac Pump**



**2" Vac Pump**



1/4" Mini Super Spin



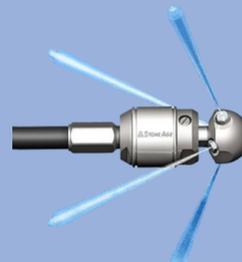
1/2" Warthog Nozzle



1" Super Spin IV



Flexible Descaling Head



1/2" Flexible Super Spin



## Giving Back



US Jetting was so happy to purchase 150 sleeper sets for the Newborns in Need organization as a part of their annual Sleepers in September drive! Thank you to each one of our customers for your support. Making a difference one step & one jet at a time!

Interested in Donating?

Visit them at <https://newbornsinneed.org/> or contact [nationaloffice@newbornsinneed.org](mailto:nationaloffice@newbornsinneed.org)

**SLEEPERS  
IN SEPTEMBER**



US Jetting and Roto Rooter Franchise members went to San Antonio, TX this year for the annual RRFA trade show, fun run, and silent auction. This year we sponsored the Children's Tumor Foundation. We were able to raise over \$21,000! We couldn't have done it without the support of the individual franchises & vendors who give so much!! Thank you!

Interested in Donating?

Visit them at <https://www.ctf.org/>  
Or email them at [info@ctf.org](mailto:info@ctf.org)



# Life at US Jetting



## Expanding Our Team

As our business continues to grow, so does our team. We have had several new additions to the US Jetting production and sales team this year. We are so excited for what our new team members will help us accomplish - especially when it comes to providing the best customer service in the industry!



## Holiday Fun

As the year winds to a close, US Jetting loves to have a bit of holiday fun with our amazing employees. This year we hosted our annual Thanksgiving potluck as well as a cookie swap, secret Santa, and company Christmas dinner. Our staff showed that they have some serious baking skills! We love to celebrate the holidays with our team and also take time to celebrate all they have accomplished during the year.

## Big Anniversaries

Several of our employees have been with US Jetting for over a decade. This year we celebrated John, James, and Katrina who had their 15th anniversary with the company! They are all remarkable individuals who have made invaluable contributions to our success over the years. There is no telling how many jetting units they helped complete in that time!



## 5000 Jettters!

This year was also a huge milestone with our 5000th jetter made! We are so grateful to every single person on our team who helps our business thrive daily and especially to our amazing customers over the last 32 years who helped us get here! We had a cook-out at the warehouse to celebrate.





Innovation | Performance |  
Quality | Reliability |

*Without US, it's just Jetting*

Thank you to our amazing customers!



32 Years of Jetting Excellence

