

THE EDGE

Solutions for a Competitive Edge

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Subsidiaries of



What's Your Edge?

Welcome to the first issue of *The Edge: Solutions for a Competitive Edge*.

Creating an edge is what we're all about. We understand that the clock is always ticking when you're on the job. Jetstream and Guzzler's industrial solutions — combinations of products, services, and practical knowledge — give you the competitive edge to complete each project quickly and profitably.

This newsletter will help you sharpen that edge. You can learn how contractors leverage Jetstream and Guzzler products and expertise to work



faster, more cost effectively, and more flexibly. Review moneymaking ways to use equipment and capture new accounts. Catch up on safety and training tips. Learn what top industry experts are thinking.

Putting this information in your hands is important because our industry is more competitive than ever. We're all looking for the edge that lets us work smarter and more effectively than ever before.

You can take advantage of our experience to do just that. We've spent thousands of engineering hours developing new products. We've traveled to hundreds of work sites to help customers tackle tough jobs. Along the way, we've analyzed schematics, realigned pipe and tubing, and field-

tested tool angles, pressures, and hose lengths.

We've used this information to develop

solutions that can help you bid more competitively and complete jobs faster, more cost-effectively, and with higher profits.

We'll go a long way to deliver those solutions, because the only way we succeed is when you succeed.

That's why we operate three warehouses

around the country and can get most replacement parts and accessories into your hands the very next day. It is why we staff our 24/7 technical hotline with people who will talk you through issues or find an engineer who can.

We're there when you need us. In extreme emergencies, our hotline heroes have reopened shops late at night to put a part on the next plane out to keep projects on schedule.

We also support our customers with field service that is second to none. Recently, for example, we helped a customer reconfigure a vacuum setup on a refinery reactor job. The result? He doubled productivity, shaved two days off the job timeline, and earned a big bonus — while saving the refinery \$2 million in lost time.

This newsletter is about sharing solutions with our customers. So please take a few moments to look it through. You may find information that helps keep your edge sharp.

Sincerely,
Joe Varca & Tony Fuller

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New Video Helps Train Jetstream Operators

If a picture is worth 1,000 words, then how valuable is Jetstream's new training video?

"It's the most detailed training video we've ever done," says Jetstream production supervisor David Osier. Before moving to his current position, Osier spent one-and-one-half years teaching customers how to set up, run, and maintain Jetstream Waterblast Units.

"We wanted to give our customers a video that would introduce the system to new employees and also act like a refresher course for people who have done water blasting before. Seeing how things are done on the video gives a new perspective to much of the information in the operation and maintenance manual," he explains.

"For example," Osier continues, "you can read the manual and learn how to convert the Jetstream Waterblast unit to 40,000 psi operating pressure from 10,000 psi. But when you watch the video, you'll actually see somebody do the conversion. You'll see him reset the toggle switches and change the hoses. And you'll see how to position yourself to do these things quickly and safely."

In addition to 10K-to-40K conversion, the new video provides detailed information on daily inspection, operation, and routine maintenance.

The video starts with an overview of the waterblaster's power and fluid ends. It then covers the key elements of a daily inspection. These include inspection of the primary and secondary water filters, air filter, engine oil and coolant, rupture discs, tires and lug nuts, and fuel level.

The operations section shows how to position the unit and operate the new Tier II engine control panel (which shares many features with the older Tier I manual control panel). It illustrates how to attach the water supply, purge the water line, operate foot pedals and well as flush the system.

Finally, the video covers the routine maintenance and repairs, which ensure outstanding reliability and performance. The video demonstrates how to adjust belt drive tension, change power frame oil, inspect and replace packings and uni-valves, and maintain bypass valves. It also covers Tornado gun and foot pedal cartridge replacement.

The new video will be released this spring. To request a copy, please contact Jetstream of Houston at 800-231-8192 or e-mail us at sales@waterblast.com.



EVENTS

Interested in Learning more about Guzzler and Jetstream products?

Stop by and see at these upcoming events!

Guzzler

Coal-Gen 2005

Revival of the Fittest

August 17 - 19, 2005

San Antonio, TX

Go to

<http://cg05.events.pennnet.com>

for more information

Jetstream

2005 WJTA American Waterjet Conference

August 21 - 23, 2005

Houston, TX

Go to

<http://www.wjta.org>

for more information

Customer Profile: H2O Under Pressure Combines Unique Capabilities

Four years ago, Chris Koga and George Radtke raided their retirement funds and savings to buy two waterblasters and a pickup. Since then, H2O Under Pressure Inc., located 40 miles south of Green Bay in Dale, Wisc., has been growing by saving customers time and money.

By the end of his first year, Koga had exceeded the goals of his three-year business plan. In his second year, he bought a competitor and doubled in size. By the start of his fourth year, he was serving the state's power companies and paper mills with a fleet of five water blasters, two vacuum trucks, a brand new hydroexcavator, as well as a fleet of eight pickup trucks and a variety jet rodding and other smaller equipment.

Other than two hydroblasters that came with the acquisition, Koga has always bought Guzzler and Jetstream products. Like many users, he likes their maintainability. But he also values how the companies work with him.

"They're among the few companies that hold seminars to ask operators how to make their equipment better," says Koga. In fact, Jetstream recently modified a gun to reduce backpressure based on feedback from Koga and others.

Working closely with vendors is essential to Koga because he orders each of his trucks and waterblasters with unique capabilities. For example, his 2004 Dual Filter ACE vacuum truck has a rear-mounted cyclone. It enables him to vacuum out hot power plant boiler ash within minutes of shutdown rather than waiting 12-24 hours for it to cool.

By pumping ash directly from the plant bag house to the cyclone and then directly into a roll-off box, he can vacuum continuously 24/7. For power plants that only go down for maintenance a few days each year, such time savings are worth every penny of Koga's premium.

The company's second vacuum truck, a



Chris Koga in front of his Guzzler NX vacuum loader. By working with companies like Jetstream and Guzzler, H2O Under Pressure has achieved one of the best safety records in the industry.

2004 Guzzler NX, runs full out at only 86 decibels, about as loud as a handsaw. "It's quiet enough to run night shifts in residential neighborhoods without waking the neighbors, and we can earn a premium on that," says Koga.

The truck also has a dense-phase off-loading system that pressurizes materials to blow them into a silo or tank. "We used it to vacuum up an expensive chemical after a railcar spill and off-load it into another railcar," recalls Koga. "We recovered about \$100,000 worth of material."

Koga recently ordered a Vactor HXX hydroexcavator. It will let him dig in developed neighborhoods without cutting through buried gas and utility lines. The unit uses a powerful blower to pump excavated soil up to 1,500 feet away. "It lets us run nonstop," Koga explains. "During an eight-hour day, we can do about one-third more work because we never stop."

Innovations have kept H2O Under Pressure growing. By working closely with Guzzler and Jetstream, Koga will continue to develop new capabilities that keep him growing by saving customers time and money.

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Jetstream)
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What's in it for Me?

When you meet Deepesh Nayanar, Guzzler and Vactor HXX's new industrial product manager, make sure to ask him, "What's in it for me?"

"Whether its time, cost, reliability, or ease of use, customers won't even talk with us unless there's something in it for them," says Nayanar. His job, he says, is to ensure Guzzler and Vactor products answer that question in ways that earn money for customers.

For Nayanar, that means getting out into the field to visit customer work sites. "That's where you see the real issues and get the most valuable feedback. We'll then use what we learn to develop products that meet the real needs of our customers."

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This is a process Nayanar has been perfecting since he graduated University of Pune with an engineering degree. Looking for a job that did not tie him to a desk, he helped develop new products for Mahindra & Mahindra Ltd., the world's third largest tractor maker.

He went on to earn Master of Management Studies from the University of Bombay and a MBA from the University of Illinois. He believes his broad international background brings a new perspective to product development at Vactor and Guzzler.



Deepesh Nayanar

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