



TEK TALK

Hydro Tek Distributor Newsletter

2nd Quarter 2014

In This Issue:

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- **Sales & Marketing**
- **New Products / Updates**

We are pleased to provide our distribution network with valuable product information, updates and marketing tools. Current & past newsletters, promotional information and other technical data can be viewed or printed from our web site at www.hydrotek.us under distributor services.

FEATURED DISTRIBUTOR

**Haaker Equipment Company
La Verne, CA and Las Vegas, NV**

Since 1972, Haaker Equipment Company has been helping customers solve their problems, from sewer cleaners, to pressure washers, our focus is solving the toughest cleaning problems in Southern California and Southern Nevada. With a focus on doing whatever it takes to serve our customers in niche industries such as the Las Vegas Casino's, to Southern California's large municipalities, we assure our customers that we will do what it takes to keep their units up and running. Our commitment to only working with the highest quality manufacturers such as Hydro Tek assures that we are able to fulfill this commitment. Our partnership with Hydro Tek is vital to assuring that we are meeting our customers' demands, which is achieved by quick order fulfillment as well as a local inventory of parts to repair units. Most importantly we focus on the people. We believe strongly, as Hydro Tek does, that without great team players nothing will get done. We are proud to be 70 employees strong and know that each person will do whatever it takes to help our customers.



"A customer is the most important visitor on our premises. He is not dependent on us, we are dependent on him. He is not an outsider in our business he is a part of it. We are not doing him a favor by serving him...he is doing us a favor by giving us the opportunity to do so."

SALES / MARKETING

Do you publish a company newsletter? Do you have a company Facebook page? Let's get connected. We would like to hear about your upcoming events, specials, or any news about your company. Send a link to your newsletter or Facebook page to marketing@hydrotek.us

Brilliant Design. Tough on Grime

SALES / MARKETING

Distributor Meeting

Thank you to all distributors who were able to attend the Hydro Tek distributor meeting in February. We certainly enjoy having the opportunity to get together with you. For those who were unable to attend, we missed you and sure hope you will be available for the next one. Brainstorming has started on the next one already, tentatively planned for the fall of 2015.



Special Recognition Awards

- Distributor of the Year: Cougar Cleaning Equipment
 - Distributor Rookie of the Year: SteamX
 - Award of Excellence Plaque:
 - Equipment Specialists
 - Steam Cleaners, Inc
 - Haynes Sales
 - Multi Pression L.C.
 - ICES
 - Pro Chem Cleaning Systems
 - Hydroclean Equipment
 - McHenry Pressure Cleaning Systems
 - Achievement Award for Doubling Sales over prior year:
 - Mission Janitorial & Abrasives
 - Ben's Cleaner Sales, Inc
 - American Powerwash Equipment
 - Xstream Pressure Equipment
 - Professional Equipment Centre
- Special Recognition was also given to 39 distributors who achieved their Best Year with Hydro Tek in 2013!



Try Before You Buy Program

When we develop a new product we will ship it to you and give you an additional 30 day terms (on approved credit) so that you can show your customers the latest designs and equipment with no risk. If you do not sell it, or it doesn't fit your market, you can send it back. This program is available to Silver and Silver Elite level distributors.

Flat Rate Freight for Surface Cleaners

All Hydro Twisters and the Vacuum Twister ship flat rate freight to your location in Canada and Continental U.S. You no longer have to guess at the inbound rate, they will be \$50 each. This program is available to all authorized Hydro Tek distributors.

Parts & Accessories Program

You receive FREE freight on Hydro Tek replacement parts & accessories on orders over \$2000. This program is available to Silver Elite level distributors as a thank you for making a commitment to growth with Hydro Tek.

New Horsepower Rating Better Clarifies Engine Output

To state horsepower, the small engine manufacturing industry has commonly used the SAE J1940 rating standard. This standard will continue to be the most commonly used but has changed starting in 2014. In particular the horsepower listed on the engine label will be closer to the actual horsepower that the engine actually produces. Nothing is changing in the design, performance or serviceability of the engines as a result of this new standard other than advertised and labeled horsepower. In the past, the SAE J1940 standard allowed the advertised rate value on labels to be 85% of the test values. For example, on an engine labeled 20hp, the actual horsepower of the engine could have been anywhere from 17-20hp. Under the new revision to SAE J1940 the actual horsepower listed on the label will be at least 95% of the actual, tested horsepower. For instance, an engine labeled 19hp will actually produce 19-20hp at a specific rpm.

Some engines we purchase have arrived with a new horsepower rating on the label that is lower than previous engines. Example: The Kohler 725cc engine used to be labeled as a 27hp, and is now arriving with a 25hp rating. About 2 years ago Hydro Tek started using the cc ratings of engines instead of hp to avoid these inconsistencies.

SpiraLast™ Heating Coil with Lifetime Warranty

The new SpiraLast™ coil is made in our ISO 9001 certified manufacturing facility by using a proprietary cold rolled process. It allows us to meticulously control both the quality of the material and the process by which the coil is made. Since beginning production of this new coil in 2012, there have been zero coil leak failures.

- Efficiency - Spiral design results in higher efficiency which equals less pollution and less fuel consumption
- Safer and Stronger - Certified burst tested to over 40% higher than industry standard
- Precision –Robotic welding allows for precision welds and eliminates joints as a weak point

This Lifetime Coil Warranty is against leaks in the coil pipe for the life of the machine. It is effective from the date of the announcement made on February 7, 2014 at the Hydro Tek distributor meeting. The warranty is applicable to Hydro Tek brand pressure washers up to 4300 psi (300 BAR). Lifetime warranty excludes damage due to neglect or misuse such as alterations to the equipment from the manufacturer's original specifications or damage due to freezing.

Hydro Tek distributors are able differentiate themselves by providing their customers with a unique peace of mind that if their coil leaks during the life of their machine, Hydro Tek will replace it.

For more information, <http://www.hydrotek.us/spiralast.html>

NEW Stationary, Hot Water Washer

You now have an option for a diesel heated, stationary, electric powered pressure washer. Look through any of the HN Series which are usually natural gas heated to see your options for pressure, flow, and power requirements. This HN Series frame style is open and gives you the flexibility to install permanent exhaust ducting. Once you have chosen the correct model, add a -D to the end of the part number. The -D option lets us know to switch out the burner, add an 18g diesel fuel tank, and a few other internal modifications. Part#, -D (behind any HN Series model number)
List Price \$400



NEW Diesel Powered, Diesel Heated Mobile Wash Skid

The new SC30004D12 has a General pump, robust Kubota diesel engine, efficient 12v burner system and is competitively priced. In addition, it is quieter than similar models reducing environmental noise pollution. Model# SC30004D12,
List Price \$13,995



NEW High Reach. Low Impact Sprayer

This AC110 high reach sprayer is self contained and compact. It runs off two 6 volt batteries and will spray all day on a single charge. It sprays up to 40 feet high so your customer can avoid the hazards of ladders and scaffolding. The high output system is designed to deliver up to 50% more of the pump pressure at the spray tip than other soft wash systems. 75psi, 4gpm
Model# AC110
List Price \$1795

NEW Gas Powered Vacuum Water Recovery System

Released in December, the new RGV40 Hydro Vacuum® has been shown at a few trade shows and round tables. If you haven't seen it in action, contact your regional manager to find out when and where there may be one in an area close to you. It works very well for your customers who want to recovery water from over 350' feet away and is ideal for restoration contractors and facilities maintenance contractors. To see a video go to, <http://www.hydrotek.us/rec-hydrovac-gasvac.htm>
Model# RGV40
List Price \$9995

NEW Modular Filtration System

If your customers are looking for a mobile filtration system to add to their higher flow recovery system, have a look at the RPF15E1. A separate water recovery system collects the wastewater and transfers it into this pleated filtration system which processes 15gpm to filter water for reuse in their pressure washer. It can be mounted in a truck bed or on a trailer. This RPF system works well with the Gas Vac (RGV) or Portable Vacuum (RPV), available through the special order department. Model# RPF15E1
List Price \$9995



NEW PRODUCTS

NEW Hot Link™ Hot Water Generator

Simply connect the Hot Link to an existing cold water pressure washer (up to 4350psi, up to 5gpm) with the included 4' connection hose. The Hot Link uses a diesel fired burner and schedule 80 steel pipe coil with ceramic insulation to efficiently provide up to 200°F water. The Hot Link is compact and rugged with a powder coated steel base/frame and stainless coil enclosure.

Two models currently available:

CPHL5DHC: wire to the 12v battery on a pressure washer
CPHL5E1H: plug into a 115v, 15amp outlet or 2000w generator
List Price \$2195 for either

♦ Watch for an LP heated version coming soon.

NEW Auto Start Option for HD Series

The 110v HD Series belt drive model can now be ordered with an optional auto start feature. This was a request from you voiced through the distributor council survey you did in February. Thank you for your feedback.

Part# AEN10, List Price \$275

Reintroduction: Muffler Exhaust Rain Cap for Gas Models

An additional request from your distributor council surveys was to have a muffler exhaust rain cap for the gas engine skids. There are currently bolt-on exhaust elbow kits, with rain caps, available to fit most gas engines used on Hydro Tek skids. (also shown on pg 13 of the Hydro Tek parts book).

Part# MKH02, for Honda (and Kubota diesel)

Part# MKV02, for 627cc Vanguard and most Kohler

Part# MS158, for 479cc and 570cc Vanguard belt drive models

Part# MS164, for 479cc and 570cc Vanguard direct drives

PRODUCT UPDATES

UPDATE Wayne Burners and Beckett Burners

Beckett burners are now a standardized burner for all Hydro Tek pressure washers. Two days were spent with the Beckett team to work on Hydro Tek environmental commitment and the next level of emissions and burner efficiency standards. Only one model of SCU still had the Wayne burner earlier this year. The Wayne burner may be ordered as an optional substitute on the SC or SCU when placing the machine order.

Part# AH007

UPGRADE: Inlet Hose

There is a new 100' x 5/8" inlet hose in town. The new black, non-kinking hose provides an industrial look and is non-marking. In addition, you'll be able to sell the new inlet hose more easily since it isn't a hose similar to the ones available through your local garden supply.

Part# AG100 (same part number)

UPDATE: SCU Series

The SCU Series now has a large SpiraLast™ 6 spiral heating coil. This new high output coil has superior heating capabilities and is more efficient and meets our new burner emission standard. Even though we had to remove the soap tank to fit the new larger coil, you still have inlet soap/chemical injection mounted on the panel for those customers who use high pressure soap injection. You will also notice that the battery box is mounted on the base plate and is easier to access.

UPDATE: Gas Tanks on SCU35009VAF and SCU51006V

You'll notice that the 8 gallon gas tanks on the SCU3509VAF and SCU51006V are back to being red, instead of the non-permeable Nylene fuel tank, in all 49 states except California. The state of California still has a more restrictive CARB and emissions requirement. If you are in California, your gas tank will be a black, non-permeable Nylene tank.

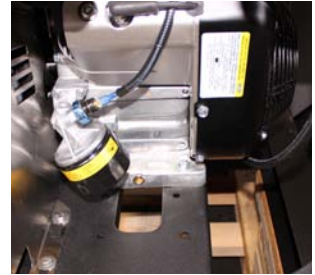
Order model# SCU35009VAF-CA and SCU51006V-CA

NEW PRODUCTS / UPDATES

UPDATE: SS Series Frame and Chassis Changes

The SS Series mobile wash skid is getting a makeover, mostly functional changes with a few aesthetic changes.

- Notice the large pump oil and engine oil draining access. There are large access holes to get your hand, tools, and small drain pan under the machine to drain either the pump oil or engine oil for periodic maintenance. (Note: drain valves are no longer needed, engines will come with drain plugs. If the skid you are ordering is a Vanguard, there is an optional drain valve kit available.)



- Front panel was shortened slightly to give you more access inside the front of the machine.



- Easier access to get under skid and reach mounting holes when installing SS Series on a flat trailer or truck bed.



- Slide out battery box with snap close lid slides out for easy battery installation and periodic maintenance.



- Belt drive models: EZ Align™ pump rail for simple belt adjustments without the need to reach under the frame.



- Thermostat capillary tube was encased and relocated to ensure accurate temperature readings at all times.



- Fuel tanks are now using a dip tube and all fuel lines and grommets are mounted at the top of the fuel tank with CARB and emission approved fuel lines.

- Hoses and wires run through a new stainless channel at the rear of the machine or run through wire loom to keep them tidy and protected.

SERVICE BULLETIN

E15 Ethanol Fuel and Engine Damage

Some gas stations are now selling E15 Ethanol fuel. While approved for newer vehicles, this fuel has not been approved for use in outdoor power equipment. Engine manufacturers and organizations such as the Outdoor Power Equipment Institute are warning that the E15 fuel is causing engine damage. This damage is typically not covered under warranty.

Here is a link to an article for your information that you may want to pass it on to your customers:

<http://www.newequipment.com/Main/TopStories/E15-Ethanol-Can-Cause-Irreversible-Damage-to-Lawnm-60.aspx>

Is It A Case of A Frozen Coil?

HOW DO YOU KNOW THE LEAKING COILS WERE CAUSED BY FREEZING? Coil pipes burst because the water inside them expands as it gets close to freezing and this causes an increase in pressure inside the pipe. When the pressure gets too high for the pipe to contain, it ruptures.

Expanding water can cause the pipe in coils to break no matter the 'strength' of the coil pipe. Most substances shrink as they change from liquid to solid, their molecules packing more densely together. But water is unusual, it actually becomes less dense. Chilling water does a slow shrink, but at 39°F, water reverses course and its volume slowly increases as it cools further. When water freezes at 32°F it expands dramatically. Some estimate the pressure of expanding ice in a pipe may rise to 100,000 psi.

WHY DO FROZEN PIPES SPLIT LONGITUDINALLY? We now know it is the expansion of water causing excess pressure inside the pipe that causes it to rupture. But why do they always burst parallel to the direction of the pipe? There are two major forces pushing in two perpendicular directions: Without getting too technical Hoop Stress runs around the pipe and Longitudinal Stress runs axially up the pipe. Comparing the two, hoop stress in the wall is twice that of longitudinal stress, therefore it's no surprise that pipes burst through a hoop failure and create a rupture that runs perpendicular to the line of maximum stress.

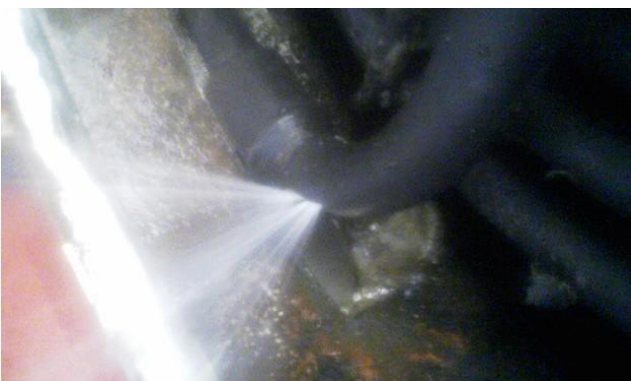
These pictures show different reasons for coil pipe failure:



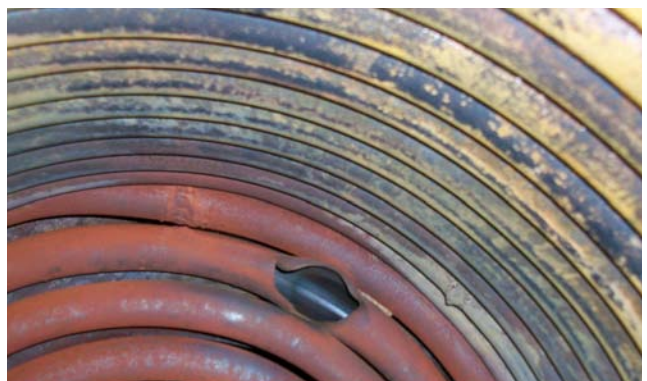
Failed weld, failed material, or pin hole not due to freezing



Failed pipe seam not due to freezing



Blow out from pipe weakened by freezing because coil wasn't properly thawed before use



Pipe rupture due to freezing or obstruction

Questions to ask:

Where was the machine stored in conjunction to freezing temperature? Did you change its storage during cold weather, below 39°F?

Is the area heated? Did you anti-freeze the machine prior to cold weather? Was the machine used below freezing temperatures?

If you suspect the coil to be frozen, did you properly warm the machine before using?