



# TEK TALK

## Hydro Tek Distributor Newsletter

3rd Quarter 2014

### In This Issue:

- **Featured Distributor**
- **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](http://www.hydrotek.us) under distributor services.

## FEATURED DISTRIBUTOR



Professional Equipment Centre has been selling and servicing pressure washers in the geographic center of Pennsylvania, near State College, PA since it opened in 1973. A family business, Steve and son, Jon, Dershimers have been distributors of Hydro Tek equipment since 1991. They are proud that the first unit sold, a 230V 4@2000 is still working well! (It's recognizable, but sure looks a lot different than the current offerings).

In 1973, the energy industry locally in the form of coal strip mines needed pressure washers desperately, even though they didn't yet know that pressure washers existed. Selling machines required demonstrating on site under often primitive and difficult conditions. Also, after the sale, having the knowledge and parts to quickly repair the frequently abused and overstressed equipment, usually on site.

Now, four decades on, the energy industry in the form of Natural Gas Drillers has significant needs as well, and the cycle continues.

With 1.5 acres of commercial land, 7000 sq. ft. of storage was added in 2002 and is a great supplement to income.

Service is the foundation of their continuing success. Jon is meticulous in his attention to detail and his customers appreciate it. One day a customer asked Steve if Steve knew why he always brought his equipment to Professional Equipment for repair or maintenance.

Steve replied, "I guess you're satisfied with our service." "True," answered the customer, "and I believe if you don't know your meat...know your butcher."



That attention to detail has led to some interesting hobbies for the family. Steve's been a licensed pilot for 39 years, and has flown with his wife, Sherry, into Redlands to visit the factory. Jon and Steve have exercised their mechanical and competitive natures in building and competing in automotive and motorcycle racing.

Jon currently is in first place in three classes regionally in motorcycle road-racing with his Suzuki GSX-R 1000, and is anticipating being invited to the Grand National Finals in October at Barber Motorsport Park, near Birmingham, AL. With 200 MPH capability, attention to the small details is paramount, and lessons learned, working on equipment, are translated into working on the hobbies to maintain both performance and safety.



The hobbies have also led to their becoming a licensed automobile dealer. Dealing primarily in interesting collector and performance cars, trucks and motorcycles; it is a niche market.



The Dershimers choose to represent only the top quality products in the industry. Relying heavily

on repeat business and referrals; customer satisfaction is the key. Quality leaves a good lasting impression. "Hydro Tek pressure washers, and chemicals from Vector Laboratories, have satisfied our customers' needs for well over twenty years."

## SALES / MARKETING



Congratulations to Suzie Heaton who is leaving us to pursue her dream of teaching. Suzie has been with Hydro Tek for over 15 years in the inside sales department. Her last day, July 31, will be a sad one. We'll miss her and hope her teaching career is long and successful. For those 2nd graders at Valley Prep, watch out...Mrs. Heaton is coming!

You can continue to reach the inside sales team via email [sales@hydrotek.us](mailto:sales@hydrotek.us) or by dialing (800) 274-9376 ext: 3

## SALES / MARKETING

### Parts Books

In the next few weeks the updated parts books will be coming from the printers. Your packet will include a couple books. If you need more books, contact the inside sales department and place your advanced order for quick delivery (800) 274-9376 x3.

### HE Series - All Electric Pressure Washer

Effective immediately Hydro Tek is discontinuing the HE Series and we do not have a replacement at this time. Please take a minute to cross it off your current pricelist and we will be removing it from the Hydro Tek website.

## NEW PRODUCTS

### NEW - Industrial. Low Pressure Inlet Hose

You have a new inlet hose to offer your customers that is industrial and is different than hoses offered through large box stores. It is a heavy duty PVC compound, silicone free hose with durable brass fittings on both ends. (same part number)  
Part# AG100, List price \$110



### NEW - Twister Swivel Repair kits

There are now bearing and nozzle repair kits available for the VA004 swivel used on Hydro Twister model# ANT21.  
Bearing repair kit, Part# VA005. List price \$130  
Nozzle repair kit, Part # VA006, List price \$110

### NEW - Hot Link, hot water box

In May we released another model in the Hot Link Series. This CPHN5-LP is liquid propane heated and is a millivolt system requiring NO electricity. Connect to your customer's existing cold water pressure washer to provide hot water for those extra tough cleaning jobs. For additional information, visit:  
<http://www.hydrotek.us/hotlink.htm>  
or call inside sales.  
Model#CPHN5-LP, List price \$2895



### NEW - Low RPM Motor, Hot Water Pressure Washer

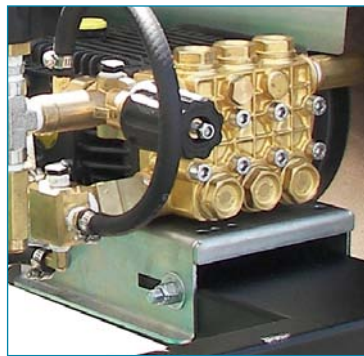
Yes, they are finally available! After some unexpected supply delays, the HD15002E1 and HD15002E1-ITS models are available for you to order. These two new models have a low speed motor paired with an AR pump. The enclosed product release has additional information.  
Model# HD15002E1,  
List price \$3595  
Model# HD15002E1-ITS,  
List price \$3995



## PRODUCT UPDATES

### UPDATE - EZ Align Pump Belt Adjustment System

Belt drive models in the SS, HD, HN, CPS, and SC Series all have Hydro Tek's EZ Align™ belt tensioning system which allows for easy, single bolt, belt tensioning adjustments. One wrench, one hand...it's all you need! The SC Series is the latest to have this system implemented.



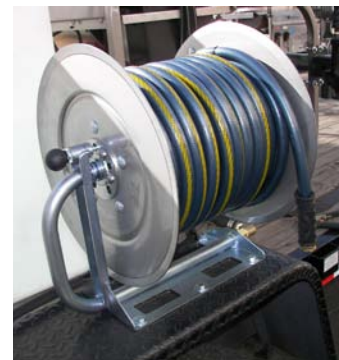
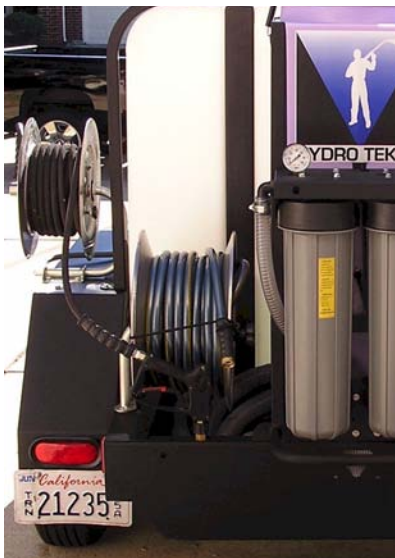
### UPDATE - HN Series Easier Ground Mount Installation

We improved the base mounting on all HN Series stationary pressure washers. (Have a look in this photo.) Not only do the frame holes and bolts secure the HN Series during shipping, they were intended to simplify your installations. Use these same holes and tabs to securely bolt your customer's HN machine to the floor in their warehouse.



### UPDATE: 1/2" Inlet Hose Reel Swivel

Three of the Hydro Tek low pressure inlet hose reels now come with a larger 1/2" swivel. Look for this new swivel on the AR152 large base mount reel, including the double stack reels, and also on the AR192 and AR201 inlet trailer reels.



### UPDATE: Digital Hour Meter

Digital hour meters are being phased in to replace the mechanical analog type. Watch for these digital hour meters coming soon.





## PRODUCT UPDATES

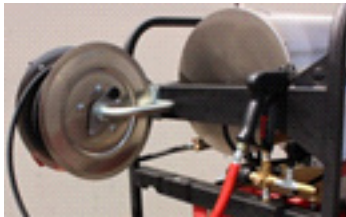
### UPDATE: High Reach. Low Flow Sprayer

The AC110 now has an upgraded pump with built-in automatic thermal overload protection on the pump motor. This new pump also increases the specs of this spraying system to 80psi @ 3gpm with a reduced amp draw of 20.4amps. In addition to the pump change, the AC110 comes with a new, better handling hose.



### UPDATE: SC Series

Look for these new SC Series changes with your next receipt of any SC Series gas powered skid. You will find these functional changes as well as a combination of aesthetic and accessibility updates. At first glance you may not really notice anything has changed. Have a look for these enhanced features which will help you sell, install and provide periodic maintenance on your customer's skid more efficiently.



Hose reel mounting area incorporated into the new frame design. The wide cross members on each end of the SC skid are not only structural support; they are the perfect mounting point for a hose reel. There are holes pre-drilled to fit the bolt pattern on Hydro Tek's universal #AR100 or

#AR150 hose reel or clamp an #AR425 pivoting hose reel onto the tubular frame

4-point lifting eyes / Tie down brackets to hoist the skid from the top or securely tie down for transportation



Extended burner cover offers increased rain and weather protection for the burner and heating system



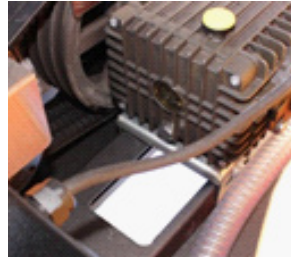
Fuel lines and grommets are mounted at the top of the fuel tank to eliminate the chance of fuel leaking out of the tank if the grommets were to become damaged



Hose and wire channel incorporated into the frame design to protect the hoses and wires from damage as well as look organized and tidy

## PRODUCT UPDATES

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. Optional drain valve kit is available for Vanguard engines.)



Generator shield added to protect the generator from debris and water ingress

Shortened front panel allows for easier access to inside the front of the machine and has been set back slightly into the frame for better protection during shipping/transportation.



Captive nuts on baseplate stay put so you won't need to reach under the skid to remove belt guard

New battery box with a lid that securely snaps closed so there is no need for holding straps



EZ Align™ pump rail for simple belt adjustments also eliminates the need to reach under the machine with a wrench making any pump or belt maintenance more efficient for your service technicians.



**To print or link to this SC Product Update, or any other Marketing Bulletins, go to the "What's New" tab at the top of [www.hydrotek.us](http://www.hydrotek.us)**

Good, better, best - never let it rest - till  
your good is better - and your better best.

~John Furphy

Brilliant Design. Tough on Grime

## SERVICE NEWS

### Online Service School

This past quarter Hydro Tek held its first online service school. It was a success and appears to be the way we'll continue in the future. This webinar, developed more for the beginner and novice, teaches valuable skills required for pressure washer maintenance and repair. Also it's an excellent refresher course for the skilled service/repair person.

The live class offers participants interaction with the presenters, Sam Jackson and Greg Cross, either by verbally asking the questions or typing the questions in the chat area. The webinars offer the same in-depth training offered in all the previous service schools held at the factory. Covered are electrical, burner systems, pumps, trouble shooting, diagnosis and repair of various mechanical and electrical problems.



Greg Cross



Sam Jackson

The course is split into 4) two hour sessions:

Session 1 – Electrical: Required Tools, Installation guidelines, delivery checklist, how to use a voltmeter, how to test electrical components, generator testing, SS & SC electrical, following electrical sequence of events. Q&A

Session 2 – Burners: A review of the voltmeter, Burner related components, Calculation of BTU's and calculation of fuel nozzle size, how to use a nozzle chart, how to use up & use the smoke test tool, electrode adjustment, and review burner sequence of events and troubleshooting. Q&A

Session 3 – Pumps: Review of the voltmeter, testing pump related switches, review pump components, how does the pump work-positive displacement, thermal shock, hydraulic sequence of events, nozzle calculations, testing water/vacuum leaks, discussion of high pressure soap injection vs. downstream soap injection, troubleshoot pressure problems. Q&A  
Session 4 – General Troubleshooting: Q&A from previous sessions, review troubleshooting videos: pumps, burners, electrode adjustments, unloader. Review troubleshooting flow charts, generator component replacement, safety recap.

Following up with each of our distributors who had service people enrolled was very positive and encouraging.

The next online service school session is scheduled for August 14, 19, 21, & 26. Also, look forward to our future courses for re-certification and more advanced classes that will continue updating you on all our new systems and products.

For additional information, contact the inside sales department at (800) 274-9376 x3.



## SERVICE BULLETIN

### Optional HN Series Panel Enclosure (Part# HS223) Installation Instructions



Fig. 1



Fig. 2

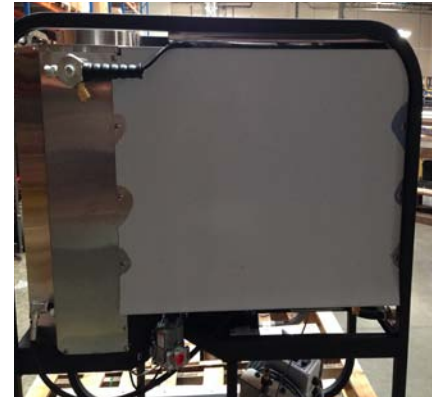


Fig. 3

When ordering the HN Series optional panel enclosure option with the machine it is factory installed. However, if you decide later to order the kit for an in-stock HN Series pressure washer, here are the installation instructions.

- 1) First, be sure you received the hardware packet shown in Fig. #1.
- 2) In the top panel, press in the rubber bumpers (HLB12) into the hole over the float tank.
- 3) Attach the top panel using the brackets (HH310) in Fig. #2.
- 4) Before installing the side panel, remove the hose clamp from coil & rotate the inlet hose fitting on the coil downward.
- 5) On the float tank side of the frame, insert the 3) square speed nuts.
- 6) Install the side panel with screws on the coil and the 3) screws in Fig. #3.