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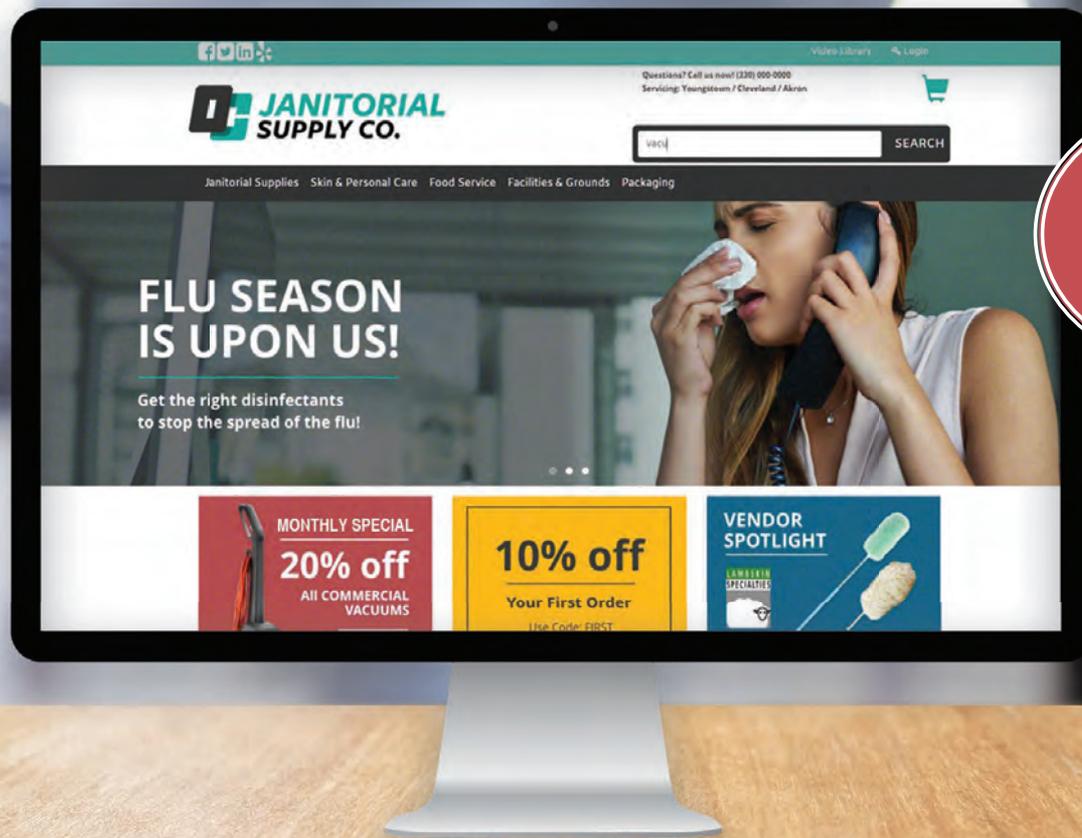
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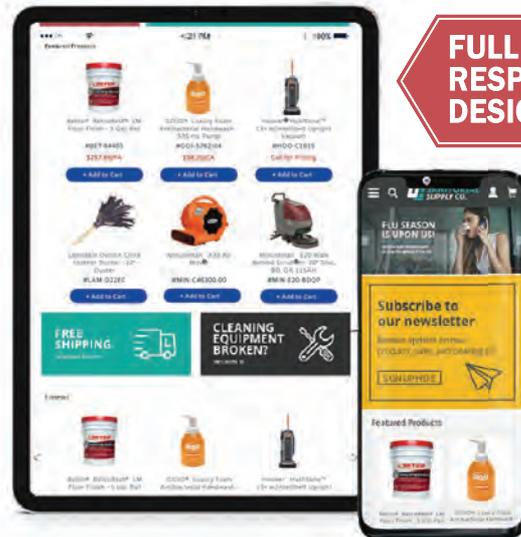
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Augusta, GA

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ISSA Show North America Returns To Chicago, October 10-1346

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On The Cover: KAMO Manufacturing is proudly celebrating 75 years in business. Left to right are President Harris Weinstein, Customer Service Rep Stephanie Ware, CEO Jack Weinstein and Delivery Driver Greg Weinstein. See story on page 6.

Industry Calendar of Events

October 10-13, 2022 — ISSA Show North America, McCormick Place, Chicago, IL. For information: 800-225-4772.

January 31-February 3, 2023 — National Hardware Show, Las Vegas Convention Center, Las Vegas, NV. For information: 888-425-9377.

March 4-7, 2023 — The Inspired Home Show, IHA's Global Home + Housewares Market, McCormick Place, Chicago, IL. For information: 847-292-4200.

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“We find out what customers’ needs are, and then we come back with a program to meet those needs.”

— Jack Weinstein, CEO

Left to right are KAMO Manufacturing President Harris Weinstein, CEO Jack Weinstein, Customer Service Rep Stephanie Ware and Delivery Driver Greg Weinstein.

KAMO Distributorship Services Customers From ‘Colorful’ Downtown Headquarters

Company Also Known For Philanthropic Endeavors

By Rick Mullen, *Maintenance Sales News* Associate Editor

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Celebrating its 75th anniversary in business in downtown **Augusta, GA**, **KAMO Manufacturing Company's** facility is also a colorful landmark in the city, located about a two-hour drive east of Atlanta, hard on the South Carolina border.

It is the unique murals painted on the front and sides of the company's downtown headquarters that makes it so colorful. The artwork was the brainchild of the company's **CEO, Jack Weinstein**, who runs the business with his son, company **President Harris Weinstein**.

Jack Weinstein's daughter, **Stephanie Ware**, and son, **Greg Weinstein**, also work for the company.

The first murals were completed 38 years ago, and originally, some of the characters represented in the murals were Jack Weinstein's then young children, including Harris.

The two brightly-colored murals at the KAMO facility in Augusta were originally painted by artist Brian Stewart.

"A person recently restored the murals," Jack Weinstein said during a recent interview with *Maintenance Sales News*. "Now, some of the characters represent my five grandchildren."

Another character depicted in the murals is the company's mascot named "Saul," in honor of a long-time employee named "Saul."

"Saul started here in 1948, and stayed with the company until he passed away," Jack Weinstein said. "When I came to work for KAMO in 1969, Saul taught me everything. I took care of him until he died. We honored him by putting his picture on all of our literature."

Saul died in 1988, after 41 years at KAMO.

Company lore has it that Harris Weinstein was 16 years old, and still in

high school when Saul died. He represented the family at the funeral, as his parents were out of the country. At the funeral, much to his surprise, Harris Weinstein was asked to speak, and he came through, giving an impromptu speech.

"In many ways, the murals are our identification," Harris Weinstein said. "We often hear from people throughout our community, 'You are the business downtown with the murals.'"

Along with the murals, the company's colorful and attractive vehicles are also well-known. The idea, Harris Weinstein said, is people around town and throughout the Southeast, recognize KAMO by its facility with the murals, its mascot, Saul, and its vehicles, all of which have evolved into an important part of the company's identity. Indeed, the murals, et al., have attracted business.

"We have a pretty good walk-in trade. We have a second retail location about 30 miles from Augusta (in Aiken, SC), which has the same type of mural work," Harris Weinstein said. "People say, 'I'm going to shop at the place with the murals,' and I think that really drives traffic to our business."

It is fitting that maybe the most colorful landmark in downtown Augusta was founded, in 1947, by two "colorful" characters in their own right, **Ben Kaplan** and **Willie Moog**. The two founders took the first two letters of their last names to form the business' name, KAMO.

Again, company lore has it, as told by Jack Weinstein, who married Moog's daughter, **Sharon**, Moog was a crackerjack salesman who could sell anybody anything, while Kaplan was the one with the business acumen.

The story goes if Moog had questions about how the company was doing or how it was run, Jack Weinstein and Kaplan would ask Moog if he was making a good living. Moog would respond, "Yes," and that was the end of the conversation.

Moog smoked cigars, and he and Kaplan both drove matching green and orange Cadillacs with tan interiors.

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75th ANNIVERSARY LOGO DESIGN A COMPANY-WIDE EFFORT

As part of celebrating KAMO's 75th anniversary, it was decided a special logo commemorating the occasion would be appropriate, and the entire company became involved in choosing the design.

"We started out with about 20 logo designs," Harris Weinstein said. "We let everybody vote on what they thought was the best. We designed the logos and passed them around, received feedback, and we came up with a logo 45 people had a say in choosing."

The effort was testament to the close-knit, family-style culture that the company has nurtured over the years.

"How the logo campaign was conducted had a lot to do with our culture," Harris Weinstein said. **"Dad and I run the business, but everybody here has a say in what we do. Things tend to turn out really well when everybody is involved."**

GEOGRAPHIC SALES TERRITORIES VERSUS INDUSTRY SEGMENTS

The Center for Sales Strategy blog outlines different types of sales organizational structures. A very popular sales structure distributors use is called "geographic structure." That is, salespeople are assigned geographic territories to cover.

In contrast to a geographic approach, a "market-based structure," also known as a "customer sales force structure," refers to a sales team that is organized by customers or industry. Most likely, they are grouped by industry, according to the Center for Sales Strategy. KAMO's strategy seems to most resemble a "market-based structure."

"Under the leadership of **Vice President of Sales Jeff Mason**, our overall sales team is segmented by industries," Harris Weinstein said. "Our health care team calls on customers from acute care, hospitals, long-term care, surgical clinics, etc."

"We have an ed/government team that services K-12 public and private schools, colleges, universities, municipalities, state and federal government accounts."

The commercial/hospitality/churches/entertainment/recreational segment team calls on such places as hotels, motels, country clubs, and many restaurants.

"Our industrial team calls on power plants, manufacturing, automotive shops, car dealers, etc.," Harris Weinstein said. "And then, we have a general commercial group that services office facilities."

Harris Weinstein said the full sales force can rely on Mason to accompany them on sales calls and help solve problems. In addition, he constantly reviews sales and determines where there is opportunity for growth, and where there may be issues to be handled.

Until about 10 years ago, KAMO's sales teams operated under the geographical territory model.

"One problem with assigning sales people to geographical routes is you may have a sales rep in a particular territory who feels most comfortable calling on health care customers," Harris Weinstein said. "In another territory, the sales rep may like calling on educational accounts more than others."

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The result is a territory might have a preponderance of accounts in a particular segment, for example, health care or educational, determined by the likes and dislikes of the sales rep.

“So, we pulled everybody in, restructured, and sent them back out by segments,” Harris Weinstein said. “As a result, we feel like our sales reps have a better understanding of the individual segments than our competitors.

“Three segments — industrial, health care and education — are our strongest and fastest growing areas of our business.”

Speaking of business, like many other jan/san distributors, KAMO’s sales are significantly ahead of where they were in 2019, prior to the COVID outbreak. In addition, although the years of 2020 and 2021 are considered an anomaly in many ways, sales during those years were also strong.

“A lot of customers who normally didn’t buy from us, did so during COVID, because we had products available,” Harris Weinstein said. “We put a big focus on making sure we retained that business and those relationships for the long-term.”

Harris Weinstein said KAMO has been fortunate to have a veteran sales force. He ascribes the company’s culture as the reason its sales reps and other employees tend to want to stay with the company.

“Our employees are happy with their jobs. It is a great culture,” Harris Weinstein said. “An important aspect of our culture is we are involved in many philanthropic endeavors.

“Dad sits on several boards. I sit on several local boards, too, representing our nonprofit, ‘KAMO Gives.’”

The foundational principle behind KAMO’s commitment to philanthropic endeavors is to give back to the community, and not to directly profit from such endeavors. However, Jack and Harris Weinstein’s presence on local boards as the face of KAMO’s giving back efforts, have been a plus for business.

“People who are involved in local boards and other efforts to give back to the community along with KAMO, are superintendents of schools, run businesses, run hospitals, etc.,” Harris Weinstein said. “When they realize you are giving the time, money and effort to those same projects, they start

seeing there is a lot of synergy. If the synergy is there, people will want to do business with you.

“Because of that, the people who are making decisions on whether to buy from us or somebody else, are the same people we are working with while supporting our community.

“Furthermore, my dad has been here 50-plus years, and when I came, the relationships he had cultivated with customers who had been buying from us for a long time, were evident.”

One of the foundational underpinnings of establishing long-term relationships is seeking customers that are a “good fit” for KAMO, Harris Weinstein said.

“We are really big on making sure our company is a good fit for customers, and customers are a good fit for the company,” Harris Weinstein said. “When you do that, you can build long-term relationships. For a small, privately-owned business like us, finding and establishing lasting relationships is an important differentiator.”

Harris Weinstein said the majority of KAMO’s customers have been with the company 25-years or more. Furthermore, Jack Weinstein pointed out the company refers to its sales people as “consultants.”

“Rather than just spraying some glass cleaner on the wall and cleaning it off, we find out what customers’ needs are, and then we come back with a program to meet those needs,” Jack Weinstein said.

He also reiterated that if KAMO’s sales reps are filling their roles as consultants and not just order takers, customers will stick with the company because they are getting their problems solved and their needs met.

As consultants, KAMO reps are able to visit a customer’s facility, especially new customers, and conduct an “audit.”

“The first step in an audit is what we call ‘discovery,’” Harris Weinstein said.

KAMO reps will go through a building and then form a presentation based on what they “discover.”

“We ask questions about issues customers may have, and what needs to be done to solve those problems,” Harris Weinstein said.

Indeed, the jan/san channel has evolved from a product-based industry to more of a consultive-based scenario, Harris Weinstein said.

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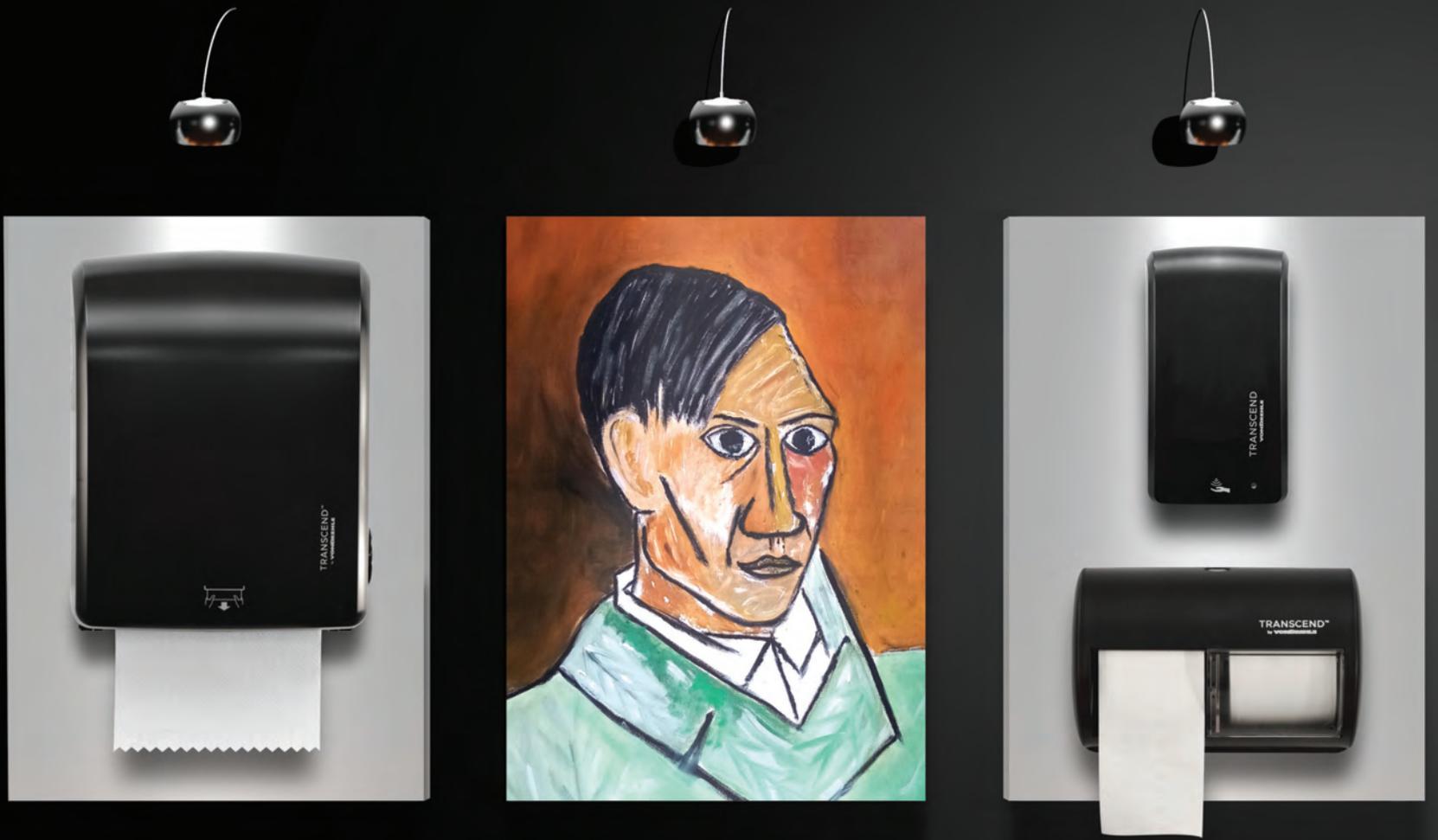


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*“Art washes away from the soul the dust of everyday life.”
- Pablo Picasso -*



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“It used to be, as Dad says, people bought a product because they liked the way it smelled, etc. Now, it is all about finding out what needs a customer may have and building a program to solve those problems, including determining the best products to do the job,” Harris Weinstein said. “All the manufacturers make products that work. **We are a relationship, problem solving business.**”

“Meanwhile, customers who are the right fit for us, really understand that, and they are not buying on price. Price is always in the equation, but it is not the sole reason for buying. If a customer is looking to buy just based on price, he/she is probably not the best fit for KAMO.”

Harris Weinstein said all of the company’s efforts are based on its core values, as listed below:

■ **Knowledgeable:** Each sales representative is an educated expert in his/her market, with the ability to problem solve for the customer’s unique needs;

■ **Flexible:** KAMO must be willing to adapt to changes quickly. Very satisfied customers know the company will accommodate them with any specific needs they may have. That also comes into effect with the internal team. It has always been a very important value to take care of the company’s team members. We have the capability to switch gears quickly;

■ **Integrity:** KAMO is very transparent and honest. It is critical to have open and honest communications with customers, as well as team members;

■ **Dependable:** KAMO can assure customers will get what they need. The company is extremely resourceful, so very rarely has it come up short to meet a customer’s needs. That is the drive behind *#kamoishereforyou*;



Attending a sales meeting in KAMO’s facility are, left to right, Sales Consultant-Ed/Gov Alex Donwen, Sales Consultant-Food Service Kevin Parker, Sales Consultant- Food Service Danny Ferguson and Vice President of Sales Jeff Mason.

■ **Dedicated:** When KAMO says it is here for customers, it means it is here for customers. The team focuses on ensuring each customer is handled with the utmost respect and responsibility. If there are any questions, the company’s team members provide products that work for customers’ specific needs, and will continue to facilitate the ordering process until customers are pleased; and,

■ **Core Focus:** Providing lasting partnerships, solutions, and products that ensure clean and healthy facilities, while supporting the communities KAMO serves. The *#kamoishereforyou* initiative was launched during the pandemic.

KAMO Executive Assistant / Marketing Director Allie Bentley explained: “During the pandemic, we wanted to let our customers know that we were still there for them. Harris (Weinstein) worked tirelessly with vendors to make sure we could take care of our local essential businesses.

“*#kamoishereforyou* slowly began to be associated with everything we do, and is now our brand slogan.”

COVID — A WILD RIDE

Sales at KAMO were good in 2019 before COVID (they are even better now). Then the pandemic hit in the spring of 2020, and things got wild.

“COVID hit ‘hard and fast,’” Harris Weinstein remembered. “Schools and other entities began closing. Everybody was scared to death. We had no idea what industries would remain open and which ones would completely shut down.”

Meanwhile, KAMO immediately focused on taking care of its employees. There were many uncertainties and critical issues to parse — how many people would be out of work? What about their family members, would they be out of work?

As KAMO’s leadership was learning how to manage the business through such impactful and uncertain times, the upside was the company began to flourish in its market.

“What set us apart was we had the strongest relationships with manufacturers of anybody else in this market,” Harris Weinstein said. “There was only X amount of product to go around, and we were able to get more products to people in our market than the competition.”

The company is loyal to its vendors, and, likewise, suppliers are loyal to KAMO.

“During COVID, because of those long-time relationships and loyalties, vendors stepped up and supported us,” Harris Weinstein said. “They supported the companies who had been supporting them. We got a tremendous amount of product during the early days of COVID, when nobody else was getting anything.

“The way it panned out for us, and probably for many others in the industry was — at first, we were scared to death when the schools shut down. In reality, the products they no longer needed allowed us to help other people in dire need.

“So, it was a godsend that it happened that way. All of a sudden, health care customers needed 300 to 400 percent more product. Likewise the federal government

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XYNYTH Manufacturing:

Solving Snow And Ice Removal Problems While Remaining Environmentally Conscious

Thirty-six years after it began helping clients solve difficult problems associated with snow and ice removal — while at the same time keeping the environment in mind — **XYNYTH Manufacturing Corp.**, remains committed to building its ice melter portfolio and service offering. Those efforts are directed toward the continual success of its customer base, located coast to coast across the United States and Canada.

According to **XYNYTH President Kevin Wice**, the winter of 2021-22 was a good season for ice melter sales in many parts of North America, as more facilities were open after pandemic-related closures.

“Weather wise, the winter started and ended later than normal in various areas. All-in-all, I was very pleased with the level of our ice melter sales,” Wice said. “Something that XYNYTH has always done, and I’m quite proud of, is offering a complete ice melting program. That not only involves proven products, but support to help our distributor customers remain successful, as they sell ice melter to their customers.”

Pertaining to today’s supply chain challenge, as it relates to ice melter, Wice advises distributors and end-users to plan ahead, book early and take inventory sooner rather than later. To help, XYNYTH offers an early-buy program.

“It’s also important distributors make sure they properly choose which type of products to carry and promote,” Wice said. “Strong backing from an ice melt manufacturer/supplier, such as XYNYTH, is vital.”

The XYNYTH ice melter portfolio includes:

■ **Mountain Organic Natural Icemelter™**, the No. 1 selling item at XYNYTH. It’s specifically designed to melt ice and snow effectively, while posing no risk to users, pets, concrete or the environment, when used as directed. It also does not track into buildings.

Fertilizer-based Mountain Organic Natural Icemelter™ works immediately after application, and is effective to -23°C (-9°F). It also has an unlimited shelf life, and is completely safe to handle, according to Wice.

Due to its potassium content, he added, Mountain actually helps repair damage caused by long-term use of environmentally harmful deicers, such as rock salt.

“At XYNYTH, our focus has always been on the environment, and there remains a very strong following for Mountain — years after its introduction,” Wice said.

■ **Arctic ECO Green Icemelter™** has also been designed with the environment in mind, but at a lower price point. It’s layered with various ingredients that provide many benefits, such as an anti-corrosive feature.

“There are people in the marketplace who want to use environmentally friendly products, but they don’t want to spend extra money,” Wice said. “To answer that challenge, XYNYTH introduced Arctic ECO Green Icemelter™ several years ago, using a special encapsulation process. We take sodium chloride and encapsulate it with CMA (Calcium Magnesium Acetate), which helps eliminate the negative side effects of the sodium.

“Then, we multi-encapsulate the granules with potassium acetate, so that every granule of sodium going into the ground is buffered by potassium, a major ingredient in fertilizer.”

By using sodium chloride, XYNYTH is able to bring the product’s cost down.

“It’s not as high-end a deicer as Mountain Organic Natural Icemelter™, but it’s neutral to the environment, and will not ruin surrounding soil structure,” Wice said. “Arctic ECO Green Icemelter™ is truly a manufactured item, one of the



President Kevin Wice

features that has made this product so popular. Every granule is multi-coated. It’s also dyed green for better application.”

■ **Winter Warrior Enviro LEADer Icemelter™**, specifically designed for use around LEED (Leadership in Energy and Environmental Design) buildings and properties. The product melts ice and snow in temperatures as low as -21°C (-6°F).

“There are certain specifications connected with LEED buildings. For example, all ice melter products used at those facilities must be free of chlorides,” Wice said. “Winter Warrior Enviro LEADer Icemelter™ has been formulated to be reasonably priced and still meet LEED certification. It features a combination of ingredients, including CMA, to pull down the product’s low temperature melting range.”

CMA is made of dolomite lime and acetic acid, and is perfect where corrosion and/or environmental issues are a concern, Wice added.

Winter Warrior Enviro LEADer Icemelter™ is colored green to help prevent over-application, is safe on concrete, when used as directed, and is easy to apply.

“The product is satisfying an important niche in the marketplace,” Wice said. “As a company, XYNYTH’s mantra has been that of an eco-friendly ice melt provider. This deicer adds to our legacy.”

■ **Winter Warrior CMA Icemelter™** is the second XYNYTH deicer to be LEED compliant. The product is made from 100 percent CMA, and is biodegradable, noncorrosive and safe on concrete, when used as directed. It performs to -12°C (10°F), is chloride/nitrogen-free and easy to apply.

■ **Winter Warrior Runway Control™** has provided the impetus for XYNYTH’s newly introduced products. The deicer was originally developed for airport runways and surrounding areas, and meets both LEED, FAA (Federal Aviation Administration) and Transport Canada approval.

“Winter Warrior Runway Control™ and Mountain Organic Natural Icemelter™ are also approved by the Canadian Food Inspection Agency (CFIA) for use in food processing facilities,” Wice said. “They help end-users guard against corrosion in those plants, such as with expensive refrigeration units.”

He added that Winter Warrior Runway Control™ can also be used in parking garages, ship decks, transit platforms, metal fabrication facilities — anywhere there is exposed metal that needs corrosion protection.

■ **Arctic CLEAR Window & Mirror De-icer™**, a liquid hand spray specifically designed to clear ice, frost and light snow from windshields, windows, mirrors, locks, headlights, doors and other surfaces.

The product clears on contact, is streak/ residue free, effective to -42°C (-44°F), prevents ice from forming/refreezing, contains biodegradable ingredients, and is safe on car finishes. Arctic CLEAR Window & Mirror De-icer™ was designed for retail markets, but has also done well within commercial applications.

XYNYTH continues to add ice melter educational materials and supports a training program — all available on the company’s website. It’s a focus that proved very beneficial during the height of the pandemic, as more people worked from home. That focus continues.

“Not all ice melters are the same. It’s important to understand their differences, and the best ways to use such products,” Wice said. “There is also a lot of ‘greenwashing’ and general misinformation with ice melters. XYNYTH was one of the first companies to invent an environmentally friendly ice melter. We can help people determine what can be considered ‘green,’ and thus friendlier to the environment.”



The XYNYTH plant.

Contact: XYNYTH Manufacturing Corp.,

Unit 101, 5950 Imperial St., Burnaby, BC, V5J 4M2 Canada.

Phone: 1-800-635-8423.

Email: sales@xynyth.com.

Website: www.xynyth.com.

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Morgro Ice Melters:

Providing Quality Products, Education, Experience, Dedication And Support

Product consistency and dependable service are critical factors when looking at ice melter options to combat the dangers of ice and snow accumulation on facility grounds. Officials at **Morgro, Inc.**, work through the year with distributors and end-users, making sure they are all on the same page when it comes to fast, safe and effective snow and ice removal.

“We provide quality products, education, experience, dedication and support when it comes to ice melters,” Morgro National Sales Manager Mark Ihme said. “A team effort is in place at Morgro. Some of our employees have been here for 30 years, and are happy to share their wealth of knowledge.”

Morgro’s ice melter portfolio includes:

■ **Sno-Plow**, featuring a combination of sodium chloride and liquid magnesium chloride, which is applied in concentrated form during a manufacturing process. The inhibitor in Sno-Plow’s Liqui-Fire melting enhancer helps to reduce corrosion on exposed metals, and is less toxic than common baking soda, according to Ihme. The product has been approved by the U.S. Department of Agriculture for use around food processing operations.

“Liqui-Fire effectively lowers the working temperature range of Sno-Plow, allowing it to work at a faster rate. It’s also environmentally friendly to vegetation,” Ihme said.

Sno-Plow is safe to use on asphalt and concrete surfaces, leaving no oily residue, and works in temperatures as low as -27°F.

Sno-Plow’s green-colored granules reduce the possibility of over-application, and the product comes in a variety of packaging options — 25- and 50-pound bags, 50- and 100-pound boxes, 50-pound pails and 100-pound drums.

■ **Ice Fighter Plus**, a premium ice melter for end-users who want additional protection for concrete. The product helps protect against the negative influences of the freeze-thaw cycle. It features a two-component system, consisting of sodium chloride granules as well as Propolyice, which is used exclusively in Ice Fighter Plus.

According to Ihme, “Propolyice provides a layer of polymer that settles between water and concrete. That helps eliminate water seeping through pores and cracks in the concrete. We coat each granule with Propolyice, a proprietary chemical compound, as well as one other component, to attain a uniform product.”



Morgro has a large supply of ice melter on hand in preparation for the winter season.

Ice Fighter Plus will not harm vegetation, when used as directed, and the product will melt ice at temperatures as low as -22°F.

■ **Cal-Melt**, which features a combination of sodium chloride and liquid-coated calcium chloride. The product was specifically formulated for those markets or bid requirements that specify a calcium chloride ice melter.

Each granule is coated with liquid calcium chloride and a non-staining pink colorant. Cal-Melt’s pink granules react quickly with moisture in the air to begin the melting process, and feature a maximum melting point of -25°F. The product comes in 50-pound bags.

Unlike some purified forms of calcium chloride products, Ihme said Cal-Melt does not require the use of gloves or respirators, and is safe to apply with bare hands. It’s also safe to use around trees, shrubs and other vegetation, when used as directed. Another advantage of Cal-Melt is that it has a shelf life of several years.

■ **Deep Thaw**, a magnesium chloride-based product that includes sodium chloride and Liqui-Fire. The product comes in 25- and 50-pound bags, as well as 50-pound boxes; will melt snow/ice in temperatures as low as -27°F and is colored green.

All of Morgro’s ice melter brands feature contemporary and upscale graphics and packaging.

“One advantage for Morgro is its location in Salt Lake City, UT, an area with an ample supply of solar salt. Everything we make is made at our Salt Lake City facility, and then distributed throughout the country,” Ihme said. “We start each season with a large supply of product, with literally hundreds of truckloads on the ground ready to ship.”



The Morgro team: Bottom row, left to right, are Luis Cisneros, Shirley Huestis, Nicole Larsen and Edit Ramos. Top row, left to right, are Brad Rasmussen, Jair Gonzalez, Mark Ihme, Eve Dean and Kim Brown.

When it comes to satisfying ice melter needs, Ihme added it’s important distributors and end-users start planning and ordering early. **There is no advantage to waiting until temperatures drop and the snow begins to fall.**

To help, Morgro offers early-order discounts and delayed billing options to incentivize pre-season sales and shipping.

“It’s always good to avoid the mad scramble for ice melter when the weather turns cold and icy,” Ihme said.

Morgro representatives also continue to emphasize the importance of seeking education before using specific ice melt products. Such education should be based on each product’s makeup and how it’s manufactured.

Visitors to www.morgro.com can watch an informational video about ice melter, as well as read various educational materials. That includes articles focused on the science behind Morgro’s snow and ice melting products.

“Our manufactured ice melt products, which are screened to ensure a proper and uniform size, help separate us from the competition, and that is illustrated in the video. Our products are manufactured, not blended,” Ihme said. “We also heavily rely on our broker partners in the field, helping us get important information out about Morgro’s various offerings and services.

“As a company, we feel it’s extremely important to have candid conversations with people, focusing on the major points of difference between products used to melt ice and snow. If we didn’t offer ice melter that came with major points of difference, compared to other sources, then Morgro would be like everybody else in the market.”

According to Ihme, when it comes to ice melter, the cheapest product isn’t always the best one to use or even the most economical.

“It’s important to use an ice melt that delivers the ultimate in performance, while not requiring a large amount to be applied,” he said. “That is what Morgro makes — high-end premium ice melter products.”

Contact: Morgro, Inc.,

145 West Central Ave., Salt Lake City, UT 84107.

Phone: 800-221-1049 or 801-266-1132.

E-mail: customerservice@morgro.com. Website: www.morgro.com.



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Salt Depot:

Creating Value With A Reliable Ice Melt Program

Creating value for distributors and their end-use customers with a reliable ice melt program is the main objective at **Salt Depot Inc.**, a manufacturer of various deicers.

“We keep product in our finished goods inventory for quick delivery. Logistics has been a challenge over the past year, and many companies have experienced issues with their vendors. Salt Depot, however, has added to its list of trucking companies delivering our ice melters, all in an effort to minimize shipping delays,” **Salt Depot Sales & Marketing Director Michelle Brasel** said.

Making sure an ice melter contains the actual ingredients listed on its bag/container is also essential.

“In an unregulated industry, there are bags/containers that come with unsubstantiated claims. **It’s important to ask for documentation from ice melt manufacturers, so that performance and ingredient claims are, in fact, accurate,**” Brasel said. **“At Salt Depot, our products are tested in a lab to ensure everything is correct.”**

Accurate information also allows those using ice melter to know which products are safer to use around people, pets, concrete and landscaping.

Brasel explained many of Salt Depot’s products consist of magnesium chloride blends, which are more pet and environmentally friendly than straight salt or calcium chloride blends. She noted magnesium chloride helps moderate salt.



“For example, **Salt Depot has a line of pet friendly products called Depot Dog. It’s a 100 percent magnesium chloride ice melter and performs at low temperatures (-20 F). It does not sting paws or, if licked, upset an animal’s stomach, and in addition, is friendlier to shrubs and grass,**” Brasel said. “Packaged in attractive 9-pound jugs, 20-pound

bags, and 25-pound rectangular pails with scoops, Depot Dog is a great option for consumers who want to mitigate distress for their furry friends.

“Pet friendly products should not contain calcium chloride, which is *exothermic*. That means it generates heat when it combines with water (from ice, skin/paw moisture, etc). It works fast because of that action, but it can burn hands and paws.”

Salt Depot’s recyclable, plastic pails are a great, reusable way to store ice melt neatly and safely. They can also be refilled as needed from a recyclable bag. This keeps the ice melt from spilling, while the lid hides the product from view and keeps it dry. A simple scoop makes the product ready for use at any time.

“Salt Depot also has 50-pound pails for **Purple Heat** — a tried-and-true brand for the jan/san industry — and **Ice Heat**. Those two products are our No. 1 and No. 2 best sellers. They can be refilled with 50-pound bags,” Brasel said. “Packaged in jugs, bags, pails and boxes, Salt Depot’s ice melt products offer attractive and environmentally sustainable options for end-users.



“Salt Depot also provides its specialty **Viper** line of products, which are non-chloride products that are gentler on concrete. **Viper 2.0** is 100 percent CMA, and the only product approved to melt ice and snow on new concrete.”

To help distributors and end-users choose the best type of ice melter for their needs, Salt Depot’s website contains an extensive list of FAQ’s (Frequently Asked Questions) that cover many customer inquiries. The company also has other strong technical resources available, and its representatives are happy to answer questions that may fall outside the norm.

Brasel described the winter of 2021-22 as “average to light in the West” for weather events that required ice melt application.

“Although some areas were strong while others were not, our overall sales still showed growth. That was due to new customers coming on-board,” she said. “A strong winter this season, in such places as the Pacific Northwest, would certainly boost sales even more.”

When asked to report on the current state of supplies throughout the North American ice melter industry, Brasel responded that raw material is typically not a big inventory issue, but having enough bags and pallets on hand has been challenging over the past year.

“In response, Salt Depot has invested in approximately 1.5 years of bags, which are currently in stock, so that we can respond to weather surges as they come. We also typically keep 400 to 700 truckloads of finished goods inventory on hand, and have built our business on service. We remain committed to taking care of our customers with the best possible products and service,” Brasel said. “Price and availability are the two biggest influencers as distributors talk with their customers about ice melt. **Many end-users make decisions in late summer or early fall about their upcoming ice melter needs. Therefore, we feel it’s important distributors take advantage of early-buy programs from their own suppliers, especially this year, as freight and fuel may affect prices later in the year.**

“It’s also important to remember, if there are issues with limited inside storage space, ice melt can be properly tarped and stored outside.”

Brasel added Salt Depot offers an early-buy promotion available July 1 to October 15.

Contact: Salt Depot Inc.,
5476 W. Wells Park Rd., West Jordan, UT 84081.
Phone: 801-608-9130.
Email: mbrasel@saltdepotinc.com.
Website: www.saltdepotinc.com.



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Rock Depot™ offers decorative bagged landscape rock in a variety of colors and types. Packaged in .5 cu ft transparent, fully recyclable bags, Rock Depot's products are mined ecologically from natural deposits in Utah.

CP Industries: Ice Melters Meeting EPA Guidelines; Tested By Third-Party Reviewers

Premium ice melters used in today's jan/san marketplace are called upon to do many things: melt snow and ice, not harm pavement, be safe when used around vegetation and pets, and to be friendlier toward the environment.

Officials at CP Industries work hard every year to ensure the company's two leading ice melt products, **Superior Sno-N-Ice® Melter** and **Premiere® Ice Melter**, meet the above objectives as well as requirements for the U.S. Environmental Protection Agency's (EPA's) Safer Choice program. Safer Choice helps consumers, businesses and purchasers find products that not only perform well, but are also safer for human health and the environment, according to the U.S. EPA.

"The Safer Choice program is one of the few standards for ice melt that actually proves efficacy," CP Industries Company Chemist Chase Naisbitt said. "Any company can make claims in terms of melting temperature, corrosion prevention and product longevity, but none of this can truly be substantiated without a third party. Being part of the Safer Choice program allows CP Industries to say that Superior and Premiere are meeting certain guidelines set by the EPA, and have been tested by third-party reviewers."

"This is why we believe it's important to be part of the Safer Choice program. The people behind Safer Choice are very strict as to what chemicals we can use pertaining to Superior and Premiere. We must also show the research behind our formulas. We recently did some 'tweaking' to our formulas, due to the strictness of the Safer Choice guidelines, and were happy to do so."

Naisbitt added that Superior and Premiere are safe when applied to concrete and around metal when used as directed. Superior is formulated with a maximum inhibitor package made of 11 different components. The product includes a blend of inhibitors, featuring three main attributes. First, these inhibitors prevent concrete corrosion and spalling by actually adding a layer of protection with CMA (Calcium Magnesium Acetate) that stays on top of the concrete. Secondly, they inhibit metal corrosion; and, thirdly, there is also an additive that makes the product safer to use around vegetation.

Superior also features Meltium®, which allows the product to work at lower temperatures, down to -20°F, "without using calcium chloride or magnesium chloride which are extremely corrosive," Naisbitt said.

Meanwhile, CP Industries' Premiere, as well as **Melt Off®**, are the company's second and third tier products, respectively. They remain very effective ice melters in their own right, but come with a lower percentage of inhibitors as well as lower price points.

"We have added additional corrosion protection for Melt Off®, while still keeping that product's competitive pricing in place," Naisbitt said. "CP Industries' formulas have always been created with external surroundings in mind. We have taken special care and years of research to create formulas that are safe around people, plants, pets, metal and concrete; and are also effective in melting ice and snow for safety."

"Superior is our strongest formula for preventing damage. Premiere is our most popular formula and utilizes much of the same technology as Superior, while Melt-Off® is our most economical brand."

Liquid versions of Superior Sno-N-Ice® Melter and Premiere® Ice Melter are also available. They are ideal for entryways where customers want to prevent tracking and damage to floor finishes. Because liquid deicers are water thin and colorless, they reduce the need for cleanup inside the building. They also work well on exposed stairwells and parking structures where end-users need extra protection from corrosion, and where granular ice melters could pose a slipping hazard.



Chase Naisbitt,
Chemist

"We diligently work to get product out the door as quickly as possible, our typical lead time is within two to three days, but there have been instances where we have shipped same day deliveries to meet our client's needs."

— Chase Naisbitt, Chemist

CP Industries' liquid ice melters can be used in very sensitive areas and on a wide variety of surfaces. The liquids also work very effectively as a pretreatment, and don't have to be applied as often as granular formulas, when used appropriately.

According to Naisbitt, a growing emphasis on environmentally sound and safe ice melt products can be found among such end-use groups as hospitals, schools and government buildings. Caregivers for many of these facilities also look to protect expensive infrastructure, such as entryways and parking garages.

"The importance of using ice melter that is friendlier toward the environment can be a harder sell to those everyday consumers not as familiar with the science behind high-end products, and how these items can better protect their property from corrosion and other problems," Naisbitt said. **"I have found that over time, through proper education, more people start to understand the importance of using quality ice melt products, and become more involved with environmental programs."**

At CP Industries, officials make all testing information of ice melters available to distributors and end-users. This allows people to see firsthand the benefits of the company's products.

"There is also a wealth of other information that CP Industries provides for the benefit of our distributors and their sales reps," Naisbitt said. "This includes articles, synopses and data that we feel are relevant when trying to explain the benefits of our formulas, and why using a high-end ice melter is important."

"As an ice melter manufacturer, we will use all of our resources to help resolve issues. This includes questions about the use of specific ice melters on particular surfaces as well as around vegetation and pets."

Summer is a perfect time for distributors to start planning their upcoming ice melter programs. Education plays a key part in this planning. According to Naisbitt, distributors who are most successful with ice melter sales are the ones who are able to properly educate end-users, teaching them about which type of product works best for specific areas and situations.

"Once again, we at CP Industries are happy to help," he said. "It's also important to be aware of industry changes, such as the growing importance of the U.S. Green Building Council's LEED (Leadership in Energy and Environmental Design) certification. A lot of large corporations, as well as residents, are looking to meet the LEED standard. It's therefore important to understand what this means to ice melt."

"We (CP Industries) work hard to monitor all changes taking place in the jan/san and related industries. It's important that we are able to answer any questions from distributors and end-users."

As in past years, CP Industries succeeded again last winter, because of its reliability and fast lead times.

"We diligently work to get product out the door as quickly as possible, our typical lead time is within two to three days, but there have been instances where we have shipped same day deliveries to meet our client's needs," he said. **"Due to CP Industries' short lead time capabilities, our distributors can save money because they don't have to carry as much ice melt inventory in their own warehouses. We are able to supply them in a timely manner."**

CP Industries produces its broad range of blended ice melters from two production locations — one each in **Salt Lake City, UT**, and **York, PA**.

"We are now producing inventory for next season, and have early bird discounts in place for this summer and fall," Naisbitt said. "We recommend that distributors participate in this program, because once the snow starts falling, demand greatly increases."

"Representatives of CP Industries are always willing to seek out the needs and concerns of our distributors and customers, working with them on an individual basis. CP Industries is a third-generation, family-owned and operated business. We look to continue this strong legacy and enjoy many more years of operation."

"CP Industries' liquid ice melters can be used in very sensitive areas and on a wide variety of surfaces. The liquids also work very effectively as a pretreatment, and don't have to be applied as often as granular formulas, when used appropriately."

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Nextstep Promotes Tonya Burgess

Tonya Burgess, Nextstep Commercial Products, has been promoted to sales and operations liaison. She will be assisting customers with orders that have been shipped, back orders, and freight/product issues. She has been with Nexstep for 10 years, most recently in international and domestic purchasing. She enjoys working with people and the challenge of problem solving.

"This is a well-deserved promotion," said Erin E. Busch, vice president sales and marketing. "Our customers will benefit from her dedication, knowledge, and can-do attitude."

Burgess is married and has a daughter Naomi, age 10, and a son Logan, age 7.



Contact her at tonya@cedar-commercial.com, call toll free 1-800-322-5703, or direct 440-941-2442.

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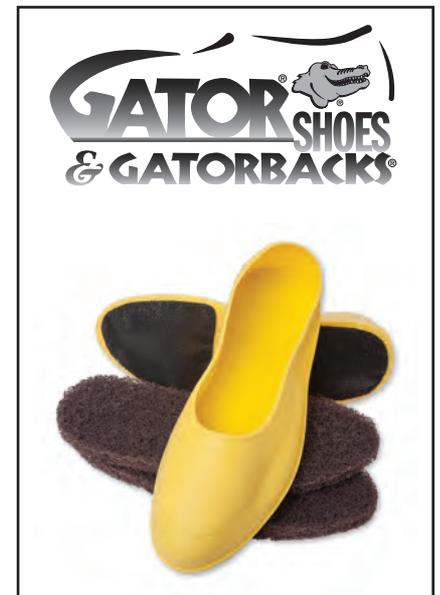
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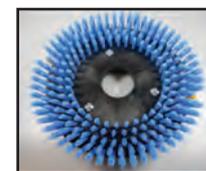
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The MyHousekeeper Micro Floor Scrubber

The MyHousekeeper micro floor scrubber handles any space a traditional mop can, and does a better job of cleaning, according to Intelligent Design Mfg. LLC.



The scrubber includes an ergonomic handle, locking recovery tank, battery charger port allowing charging without removing battery, 360-degree pivot and comes standard with urethane blades.

The cleaning width of the MyHousekeeper micro floor scrubber is 14 inches and its working capacity is 10,764-square-feet per hour. The brush speed is

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voltage is 36v. Providing commercial cleaning power with ease, the MyHousekeeper micro floor scrubber leaves floors dry after use.

Visit IntelligentDesignMfg.com for more information, send email to Leo@IntelligentDesignmfg.com, or call 1-833-554-3628.

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Execs Discuss

Disinfectants & Sanitizers

By Harrell Kerkhoff
Maintenance Sales News Editor

Proper utilization of disinfectants and sanitizers remains essential for facility care and occupant safety within the janitorial/sanitary industry. Such products, however, can require specialized knowledge, training and use.

Maintenance Sales News Magazine recently interviewed company representatives from well-known disinfectant and/or sanitizer producers. The objective was to find out more about their products, and how they continue to help people fight pathogens.

- **Intercon Chemical & Blue Planet Disinfectant**
- **The Bullen Companies**
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INTERCON CHEMICAL & BLUE PLANET DISINFECTANT

Effective, safe and environmentally friendly new “Blue Planet™ Hospital Grade Disinfectant with Stabilized Hypochlorous Acid (S-HOCL)” is now available, exclusively from **Intercon Chemical**.

“We named our patented new product Blue Planet because it breaks down into saline solution ... and our Earth’s blue color, when seen from space, is due to saline solution — salt water — that covers over 70 percent of the Earth’s surface,” **Jim Epstein, CEO of Intercon Chemical**, said. “We feel this product reflects our core commitment to innovation, safety and sustainability.”

With a toxicity rating of IV, Blue Planet carries the lowest toxicity level designated by the Environmental Protection Agency and requires no warning statements on its label, Epstein said. The eco-friendly product is a broad-spectrum hospital-grade bacterial, virucidal and fungicidal disinfectant/cleaner and one-minute food surface contact sanitizer, made with Intercon’s stabilized hypochlorous acid. The product breaks down into simple saline water after use, and evaporates leaving no chemical residue. No rinse is ever required, even on food contact surfaces.

Also, no PPE’s are required. Due to its inherent safety profile, the product requires no gloves, protective eye wear or other personal protective equipment while the user applies with a spray bottle or electrostatic sprayer, according to Epstein.

“What we now have, with Blue Planet, is a breakthrough technology, leveraging a people- and planet-friendly disinfectant that kills 99.9 percent of bacteria in one minute on food contact surfaces and other areas, and does not contain bleach, quats or alcohol. It effectively kills SARS-CoV-2 in two minutes, while remaining people and planet friendly,” Epstein said. “Instead of harsh or toxic ingredients, our patented product contains non-toxic, stabilized hypochlorous acid, which we manufacture in a patented, proprietary process at our factory in St. Louis, MO.

“What we now have, with Blue Planet, is a breakthrough technology, leveraging a people- and planet-friendly disinfectant that kills 99.9 percent of bacteria in one minute on food contact surfaces and other areas, and does not contain bleach, quats or alcohol. It effectively kills SARS-CoV-2 in two minutes, while remaining people and planet friendly.”

— *Jim Epstein, CEO of Intercon Chemical*

“It’s interesting to note that we all produce hypochlorous acid in our white blood cells to attack pathogens in the body, serving as our own natural germ killing agents. It doesn’t get any more natural than that. Once it does its job, Blue Planet’s stabilized hypochlorous acid quickly dissipates into a saline solution. It’s entirely benign and leaves no residue, yet kills bacteria, viruses and fungus. Blue Planet™ Hospital Grade Disinfectant features patented, environmentally friendly, cost effective and responsible chemistry, for the benefit of all end-users.”

That includes those in charge of disinfecting and cleaning such away-from-home settings as office buildings, airport terminals, schools, nursing homes, hospitals, veterinary clinics, doctor and dentist offices, restaurants, car rental facilities and cruise ships.

In a first for a hospital grade disinfectant, Blue Planet™ Hospital Grade Disinfectant has been awarded the Seal of Acceptance endorsement from the National Eczema Association, according to Epstein.

“Unlike some disinfectants and hand sanitizers that can damage and dry out skin, our Blue Planet product is actually beneficial for those with eczema or other dry skin conditions,” Epstein said. “The product is life affirming. It kills germs, while supporting healthy skin.”



*Intercon Chemical
CEO Jim Epstein*

In a first for a hospital grade disinfectant, Blue Planet™ Hospital Grade Disinfectant has been awarded the Seal of Acceptance endorsement from the National Eczema Association.

Blue Planet™ Hospital Grade Disinfectant has also been recognized by the Child Safety Network (CSN)™, receiving its Safe Family Seal Of Approval, and named as a CSN™ Safe Bus and Safe School disinfectant product, recommended for use in schools and school buses nationwide.

Ward Leber, founder and chairman of CSN™, commented: “Over the past 33 years of national public service, we have always challenged chemical companies to create a product that kills bacteria, viruses, fungi, and now COVID-19, without harm to children, pets or the environment. Based on information provided to us by the makers of Blue Planet, and its rating with the EPA and CDC of List-N, sustainable stabilized hypochlorous acid is without a doubt the safest disinfectant choice that we have discovered for schools and families everywhere, when used as directed. CSN™ calls on all schools to get rid of the old toxins and use CSN™-recommended products that are safer for students, staff and the environment.”

“Our product is shelf-stable for 18 months. That makes it commercially viable to produce, package and ship throughout the country and around the world.”

Most hypochlorous acid products are inherently unstable, and once created, are only effective for a few days or a few months. Because of that, hypochlorous acid’s commercial applications have, up until now, been severely limited. However, Epstein said Intercon Chemical has leveraged technology to produce Blue Planet™ Hospital Grade Disinfectant for commercial use.

“Our product is shelf-stable for 18 months,” Epstein said. “That makes it commercially viable to produce, package and ship throughout the country and around the world. It remains efficacious while stored in a distributorship’s warehouse and a customer’s location.”

*Call 314-771-6600
or visit www.cleanblueplanet.com
and www.interconchemical.com
for more information.*

THE BULLEN COMPANIES

Product development continues to grow in importance at **The Bullen Companies**. That includes finding new ways to kill pathogens.

“At the end of 2021, for example, Bullen introduced CitroRX, which is a botanical disinfectant cleaner and odor counteractant,” **The Bullen Companies President Scott Jarden** said. “It’s a ready-to-use product that not only disinfects but, due to its chemical composition, leaves little, if any, residue. It can be used on glass, mirrors and other highly polished surfaces that are not harmed by water.”

He added CitroRX carries an HMIS (Hazardous Materials Identification System) rating of 000X, and does not contain quats, alcohol or peroxide.

Along with providing a variety of products, officials at The Bullen Companies also place a high emphasis on education and training.

“Even though we have all lived through two-plus years of the COVID pandemic, training is still critical for those in charge of properly controlling pathogens,” Jarden said. “The Bullen Companies provides training videos for its products. Information includes kill claims and how each item should be properly used. We have training brochures as well that can be posted in cleaning closets for those who do not have access to our videos.”

“People may see that a product states it kills 99.9 percent of germs and figure that is good enough.

However, if they don’t know the difference between a disinfectant and a sanitizer, the task at hand may not be correctly accomplished. That is where proper training comes into play, which we provide.”

— *The Bullen Companies President Scott Jarden*

“The Bullen Companies also produced weekly video updates, during the height of the COVID pandemic, that discussed supply chain issues and called out various false claims. That included inaccurate residual germicidal activity.”

According to Jarden, despite a decrease in COVID-19 transmission in various parts of North America and abroad, disinfectant use has become the “new normal” for many end-use segments. However, there is still confusion by many on what constitutes a “disinfectant” compared to a “sanitizer.”

“People may see that a product states it kills 99.9 percent of germs and figure that is good enough. However, if they don’t know the difference between a disinfectant and a sanitizer, the task at hand may not be correctly accomplished,” Jarden said. “That is where proper training comes into play, which we provide.”

“The Bullen Companies is known for its consultative support. That includes answering questions from distributors and end-users. Our field support has over 100 years of experience within the industry, and can provide hands-on-help involving a variety of issues.”



*The Bullen Companies President
Scott Jarden*

The Bullen Companies primarily sells through distribution and works with customers to help them see the value of Bullen’s products.

“We do sell direct to the end-user, but that is mainly for home owners who want to get professional products in small quantities,” Jarden said. “Overall, The Bullen Companies is known for its consultative support. That includes answering questions from distributors and end-users. Our field support has over 100 years of experience within the industry, and can provide hands-on-help involving a variety of issues.”

“We can sell any of our branded products to customers or custom formulate products to fit their specific needs.”

“Bullen’s byline is, ‘Craft Blenders Of Specialty Cleaning Products.’ We have everything from dog shampoo to jet aircraft cleaners, and specialize in BYOB (Be Your Own Brand.) We can sell any of our branded products to customers or custom formulate products to fit their specific needs.”

Although challenges within today’s business climate seem omnipresent, Jarden said his company continues to provide the products and services its customers require.

“Like many companies today, one challenge we have faced is finding enough staff for our production area. Fortunately, we have many employees who have worked at The Bullen Companies for 10 to 20 years. They provide a wealth of experience,” Jarden said. “Other uncertainties include ongoing issues with the pandemic, pricing and the global supply chain. I feel The Bullen Companies has handled all of those issues with transparency, while working with customers.”

*Contact: The Bullen Companies,
1640 Delmar Dr., Folcroft, PA 19032.*

Phone: 610-534-8900.

Email: sales@bullenonline.com.

Website: www.bullenonline.com.

SPARTAN CHEMICAL

The COVID-19 pandemic has further shone a spotlight on the importance of using proper cleaning products and procedures, while also driving the need for increased use of disinfectants and sanitizers, when maintaining a variety of industrial and institutional facilities. Today, more than ever, it’s critical to understand how proper cleaning and disinfection/sanitation can work hand-in-hand, in order to keep businesses and workplaces open and safe, according to **Spartan Chemical**.

Three immediate considerations are warranted when addressing infectious disease control:

■ “Hand hygiene should always be considered a first line of defense in preventing the spread of harmful pathogens that cause illness,” **Spartan Chemical Vice President of Marketing & Advertising Cali Sartor** said. “Remember to teach employees the proper way to wash their hands. For ongoing reminders, display signs that describe hand washing best practices in restrooms. Following those steps will result in better hand hygiene; therefore, a safer and cleaner environment.”

The best method for hand washing is:

- 1). Remove all jewelry;
- 2). Wet hands and wrists;
- 3). Dispense soap;
- 4). Wash hands for 20 seconds;
- 5). Rinse hands thoroughly with water;

- 6). Dry hands completely;
- 7). Turn off faucet with towel;
- 8). Open door by grasping it with towel; and finally,
- 9). Throw towel in garbage.

■ It's also important to understand the "level of kill" or level of safety required to make a hard surface safe for contact. These levels relate to proper sanitizing, disinfecting and sterilizing, according to Sartor.

"In 2022, we launched two new products: Profect® HP, a patented hydrogen peroxide disinfectant that kills COVID-19 in 30 seconds; and X-EFFECT® Restroom Cleaner with Citric Acid, a solution for removing bacteria and viruses in the restroom while leaving a fresh lavender fragrance."

— Spartan Chemical Vice President of Marketing & Advertising Cali Sartor



Spartan Chemical Vice President of Marketing & Advertising Cali Sartor

"For most public settings, basic cleaning and disinfecting are appropriate to manage the spread of harmful pathogens and provide a safe environment for facility occupants; however, some areas, such as hospitals, may mandate higher-level disinfection practices," she said.

■ Finally, there may be times when personal protective equipment (PPE) is necessary for appropriate infectious disease control.

"Cleaning staffs should consider the environment when making decisions about PPE. For example, if someone is cleaning for a harmful pathogen, PPE is required regardless of the cleaner or disinfectant's hazard rating," Sartor said. "This will help keep cleaning personnel and building occupants safe."

"At Spartan, we have a variety of disinfectants and sanitizers for the industrial and institutional market. Most recently, in 2022, we launched two new products: Profect® HP, a patented hydrogen peroxide disinfectant that kills COVID-19 in 30 seconds; and X-EFFECT® Restroom Cleaner with Citric Acid, a solution for removing bacteria and viruses in the restroom while leaving a fresh lavender fragrance."

Spartan representatives have reported seeing peroxide-active disinfectants gain market share. Sartor said that is due to several reasons.

"Human safety is the top concern at Spartan. That concern involves cleaning staff members who use our products, as well as the people who occupy the buildings where our products are found. We believe trained workers are safer, more productive and more efficient, and that a documented cleaning program is critical to keeping facilities in top shape."

"First, they can achieve efficacy against a broader range of organisms and at a shorter contact time. Second, many facilities — such as schools and health care locations — have established a preference for disinfectants with a peroxide-active ingredient," she said. "While a variety of disinfectants are typically necessary to fully address all needs, we've made Profect® HP a patented hydrogen peroxide disinfectant that kills COVID-19 in 30 seconds, a key part of our product offering. It's designed to meet added demand for peroxide-active disinfectants."

In explaining the differences between disinfectants and sanitizers, Sartor said disinfectants play a critical role in public health, helping reduce the risk of infection. When used as part of a managed cleaning program, disinfectants kill harmful pathogens on surfaces, preventing their spread through human contact. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs that remain on a surface after cleaning, end-users can further reduce the risk of spreading infection.

Sanitizing, on the other hand, means to reduce the number of germs to a safe level. Many public places, such as hospitals, schools and restaurants, have requirements for what constitutes a "safe level."

"The best practice is to utilize both cleaning — which is the removal of dirt and impurities — and disinfecting or sanitizing, as part of a routine process," Sartor said. "First, clean the soiled surface with the appropriate cleaner, then apply a chemical disinfectant to eliminate the remaining pathogens. Cleaning personnel should remember that disinfectants are more effective if the surface in question has been cleaned first, to remove dirt and other soils. That allows facilities to receive the best overall results."

"At Spartan, we've made great advancements in our product line this year, launching two new disinfectants, Profect® HP and X-EFFECT®. Both releases serve a specific and necessary purpose, allowing facility managers and janitorial staff to pinpoint and address unique needs in their own buildings. That is particularly relevant as we continue to battle COVID-19 and other infectious diseases."

"The best practice is to utilize both cleaning — which is the removal of dirt and impurities — and disinfecting or sanitizing, as part of a routine process. First, clean the soiled surface with the appropriate cleaner, then apply a chemical disinfectant to eliminate the remaining pathogens."

On the industry front, Sartor said Network Distribution has named Spartan Chemical its 2022 Member Choice for being the best all-around service provider, as voted by Network members.

"With this year being our sixth time receiving the award, it showcases our longstanding commitment to distributors, end-users and everyone in between," Sartor said. "Additionally, Spartan joined a key alliance as a contributing member this year. The Responsible Flushing Alliance (RFA) is a quickly growing group of manufacturers and innovators investing in a coordinated national effort to educate consumers on what not to flush."

"Together, with the RFA's group of 26 contributing and advisory members, we're working to launch a #FlushSmart program in California. It's a series of educational materials and resources for consumers, educators, wastewater agencies and other stakeholder groups."

Properly educating distributors and end-users on the proper use of disinfectants and sanitizers is also critical at Spartan Chemical.

"Human safety is the top concern at Spartan. That concern involves cleaning staff members who use our products, as well as the people who occupy the buildings where our products are found. We believe trained workers are

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Learn more at spartanchemical.com



safer, more productive and more efficient, and that a documented cleaning program is critical to keeping facilities in top shape,” Sartor said.

To help, Spartan offers the CleanCheck® training system, available in English and Spanish.

“CleanCheck® is a thorough and cost-effective web-based program that trains people on how to keep a facility clean and compliant,” Sartor said. “It leverages basic and advanced modules for a variety of areas. That includes offices, health care, restrooms, hard floors, carpet and more, helping to build professionalism and confidence, while minimizing complaints and errors.”

Sartor reiterated that Spartan’s solutions are designed to serve a wide variety of industries — including health care, education, manufacturing, food processing, restaurant, retail and more — to ensure everyone has the products and programs in place to fit the needs of their facilities.

“While we have a wide variety of cleaning and disinfection products for any facility need, Spartan also has a deep focus and passion for training to ensure our products are being used safely and correctly. We strive to make the tough task of cleaning simple through effective training, which results in the best facility and the healthiest staff and building occupants,” Sartor said. “The Great Resignation is impacting the workforce with high and continuous turnover. That means some facility managers may be working with a new crew of employees on a weekly, or even daily, basis. For businesses experiencing that type of turnover, we’ve seen an even greater emphasis on the importance of a solid training program, to ensure new employees are appropriately prepared to complete their jobs safely and correctly.

“Customers and end-users are looking at Spartan to help with that challenge. While our full line of products provides everything janitorial staffs will need, we also feel particularly apt to help take on the challenge of training with our CleanCheck® program. It’s proven that a consistent, structured training program is critical in today’s job market. It minimizes safety risks, increases efficiency and even reduces turnover in the workplace — something that’s more important than ever in today’s job market.”

Spartan formulates and manufactures its products from the company’s state-of-the-art facility in Maumee, OH, and sells both domestically and internationally through a select network of distribution. Overall, Spartan’s products and services are used in building service contractor, education, food service and processing, health care, industrial, lodging/hospitality and vehicle care markets.

“For a disinfection/sanitization program to be successful, facility managers and janitorial staff must use the right mix of products and training,” Sartor said. “We, at Spartan, are committed to providing both for those people working in the field. That helps ensure end-to-end cleaning is made as simple and as effective as possible.”

Visit www.spartanchemical.com/about/contact-us/ for more information.

KUTOL PRODUCTS

Hand soap and sanitizer are among the first lines of defense against the spread of germs in a facility. Of primary importance is making sure such products are available and well-stocked — especially hand sanitizer, due to its increased demand and usage, according to **Kutol Products Vice President of Sales & Marketing Brandon Jones**.

“Kutol engages within a solid supply chain to ensure those products are getting to our customers and then, to end-users in facilities. We also offer no-touch, automatic dispensers and floor stands, which help a facility provide hand cleaning where there is no soap and water. The expectation of today’s end-users is for quick, easy and constant access to soap and sanitizer throughout a facility,” Jones said. “Also, a simple reminder to people can go a long way: hands harbor germs, so touching anything means germs get spread. Using automatic dispensers minimizes the spread of germs, as does thorough hand cleaning.

“Jan/san distributors should present no-touch soap and sanitizer dispensers as a first choice for the most sanitary facility, including restrooms.”

He added distributors can suggest where to place dispensers, and offer floor and countertop stands. By placing these in high traffic areas, hand cleaning can occur in all types of locations. Having extra portable bottles of hand sanitizer on hand, such as on desks and tables, is also a good idea.



Kutol Products Vice President of Sales & Marketing Brandon Jones

For more than 100 years, Kutol Products has manufactured hand soaps, sanitizers and dispensing systems for commercial use. The company provides hand hygiene products for every need and dispensers that stand up to the heaviest usage.

“Our hand care products and dispensers can be found across the United States and Canada in schools, restaurants, medical offices and industrial and manufacturing facilities,” Jones said. “Kutol is proud to partner with educational institutions. Our skin care products are also a good fit for

the health care market, including long-term care facilities and medical offices. Kutol’s end-users include employees, students, patients, visitors and patrons in every facility type. Our products are available for purchase and distribution worldwide. Kutol proudly supports independent distributors.”

Health Guard® is Kutol’s general purpose hand care line, while Kutol® Pro is the company’s industrial, heavy-duty option.

“Under those brands, we manufacture all types of hand care products — from foam and liquid soaps and sanitizers to scrubs, creams and wipes,” Jones said. “Additionally, we offer private label and contract soap manufacturing, for more tailored hand care programs.

Distributors can suggest where to place dispensers, and offer floor and countertop stands. By placing these in high traffic areas, hand cleaning can occur in all types of locations. Having extra portable bottles of hand sanitizer on hand, such as on desks and tables, is also a good idea.

— *Kutol Products Vice President of Sales & Marketing Brandon Jones*

“There is also a continued interest and push for environmentally friendly products and sustainable practices. We are proud that Kutol’s alcohol-based hand sanitizers are Green Seal® certified and USDA BioPreferred™. Kutol’s manufacturing facility, meanwhile, is LEED® Silver Certified — recognizing the efforts we take to conserve energy and improve the environment. We will continue to invest in those areas.”

Training is also key. According to Jones, Kutol offers instructional resources related to proper hand hygiene for distributors and end-users.

“While much of that information is general enough to apply to everyone and every situation, we’ve found custom communication — based on industry segment and facility type — can also be very beneficial,” he said. “Proper hand washing and sanitizing signage, available from Kutol at no cost, helps educate distributors and end-users.”

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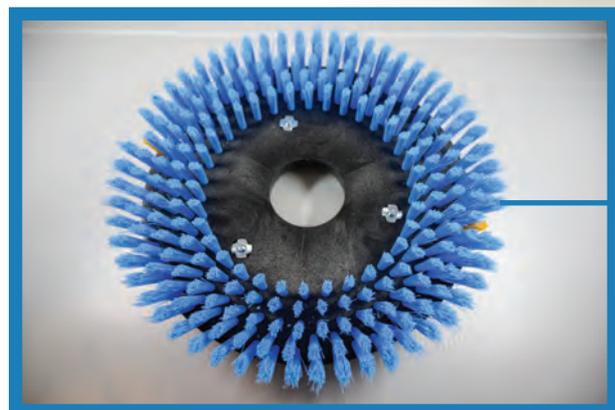
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so has Kutol's desire to be at the forefront of knowledge. In response, the company's new tech center houses increased quality assurance activities.

"New formulations and packaging are being developed. Approvals occur after rigorous trials and testing. State-of-the-art computer-aided work processes ensure our customer and regulatory requirements are consistently met," Jones said. "Because we focus solely on skin care, Kutol remains laser focused on manufacturing products that follow the most stringent government

guidelines, and are in compliance with Current Good Manufacturing Practices.

"Our distributors appreciate that level of commitment, knowing it means our products — hand sanitizers included — are of the highest quality."

Jones further stated that every "Kutol TeamMate" is responsible for the quality of the company's products and services.

"By teaching and following standardized work processes that have been developed under Current Good Manufacturing Practices, we ensure customer and regulatory requirements are consistently met," he said. "We also embrace a culture of continuous improvement, to help Kutol remain competitive and deliver value to customers."

Jones added that Kutol's representatives are optimistic about the company's future.

"Our business maintained solid growth last year, as different industries experienced heightened focus on facility and restroom cleanliness. At the same time, jan/san distributors increased their confidence that Kutol can consistently provide high-quality hand soaps, sanitizers and dispensers needed to keep facilities open and germs at bay," Jones said. "Kutol is also predicting solid growth in the years ahead due, in part, to the company's quality production capabilities, R&D and customer service programs."

Contact: Kutol Products,

100 Partnership Way, Cincinnati, OH 45241.

Phone: 513-527-0968.

Email: bjones@kutol.com. Website: www.kutol.com.

"There is also a continued interest and push for environmentally friendly products and sustainable practices. We are proud that Kutol's alcohol-based hand sanitizers are Green Seal® certified and USDA BioPreferred™. Kutol's manufacturing facility, meanwhile, is LEED® Silver Certified — recognizing the efforts we take to conserve energy and improve the environment. We will continue to invest in those areas."

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ABC Cleaning Products

6800 N.W. 36th Ave.

Miami, FL 33147 USA

Phone: 305-694-2226

Email: chrism@abcproducts.com

Website: www.abcproducts.com

Company Officer(s): Carlos Albir, President; Carlos Albir, Jr., General Manager

Products: ABCO Cleaning Products is a family owned, vertically integrated Minority Business Enterprise, manufacturing and marketing Green Seal GS-20 Certified wet mops and dust mops for use in everyday floor cleaning maintenance programs. Committed to providing high quality sustainable cleaning tools, ABCO now produces plastic injected brooms and brushes, promoting circularity for both textiles and discarded plastic bottles to support industry green initiatives. Additional markets include providing NFSI Certified programs, with products to reduce conditions for slips and falls in restaurants, hotel lobbies and industrial manufacturing building walkway surfaces. 22

ACS Industries, Inc.

One New England Way

Lincoln, RI 02865 USA

Toll Free: 800-222-2880

Email: rbeaudette@acsind.com

Website: www.acs-cp.com

Company Officers: Steven Buckler, President; Rory Beaudette, Vice President Sales & COO; Peter Botvin, Executive Vice President

Products: From the company's beginnings in 1939 as a wire sponge manufacturer in Rhode Island, ACS has grown its product offerings. It is a global organization with corporate and R&D functions in the USA and manufacturing operations in Mexico and China. Vertical integration has taken the company to five facilities with almost 4,000 employees. Its Cleaning Products Division includes hand pads, stainless scrubbers, sponges, soap pads, grill screens and grill bricks. It produces a full range of mops, brooms and brushes. Its floor maintenance line in-

cludes non woven floor pads, steel wool floor pads, sand screens and many specialty floor pads. ACS has achieved UL validation regarding 100 percent recycled material in all of its non woven hand and floor pads, from post-consumer to post-industrial. 22

[\(See Ad On Page 3\)](#)

Briarwood Products LLC

2900 Bradwell Ave.

Cleveland, OH 44109 USA

Phone: 216-398-1107

Email: bp@briarwoodproducts.com

Website: www.BriarwoodProducts.com

Products: Briarwood Products is an innovator and manufacturer of safe correctional cleaning tools. Its extensive product line is comprised of dust mop frames, brooms, brushes, squeegees, and more. All products in the line are made from a plastic that is unable to be sharpened into a weapon, adding an extra level of security to correctional facilities. The design of each cleaning tool enables it to be strong and durable, while disrupting an inmate's ability of hand-crafting shanks and weapons. 22

Creative Poly, Inc.

620 W. Lincoln Ave

Rochelle, IL 61068 USA

Phone: 815-562-9002

Email: creative@creativepoly.com

Website: www.creativepoly.com

Company Officers: Walter Dudziak, Yolanda Garcia
Products: Crown top broom sleeves; Straight edge broom sleeves; Contour shaped broom sleeves (custom holes, knock outs for better fit); Brush bags (as small as 1.75 with half hole handle); Mop bags; and, Roll stock-plain or printed. 22

Direct Mop Sales

7700 Schuele Rd.

Atchison, KS 66002

Toll Free: 866-475-8667

Website: www.directmopsales.com

Products: Dust mops, wet mops, microfiber wet mops, wet mop handles, dust mop handles, microfiber tube mops, microfiber flat mops, microfiber cloths, carpet bonnets and squeegees. No order minimums. 21

[\(See Ad On Page 12\)](#)

Dorden & Co., Inc. a/k/a Dorden Squeegee™

7446 Central Ave., P. O. Box 10247

Detroit, MI 48210 USA

Phone: 313-834-7910, 313-407-7557

Email: mmfgcoinc@gmail.com

Website: www.dordensqueegee.com

Company Officer: Bruce M. Gale, President/Managing Director

Products: Manufacturing "The World's Finest Squeegees™" and made in the USA. Dorden is a contract manufacturer of floor and heavy-duty commercial, industrial and specialty high quality "Not Just For Windows - Window Squeegees™." Dorden can seamlessly expand a customer's product line and increase the bottom line through its "Dorden Private Label Customer-Centric Tailored Squeegee Program™" to fit specific needs. 22

[\(See Ad On Page 44\)](#)

EZShine Diamond Clean Technology Co., Ltd.

12D, No. 88 Xiangyu Road

Xiamen Fujian, China 361006

Phone: +8615305924823

Email: ezshine-eu@ezshinepad.com

Website: www.ezshinepad.com

Products: EZshine is a manufacturer focusing on diamond technology for over 29 years. With the advanced Tough-Flex Polycrystal Diamond Technology applied to the floor cleaning pads, it can be used on all kinds of floors in the application of restoration, cleaning, maintenance and polishing. With water only, no extra chemicals are needed. Users can clean and shine floors in a green, sustainable and easy way. 22

[\(See Ad On Page 47\)](#)

F.M. Brush Co., Inc.

70-02 72nd Place
Glendale, NY 11385 USA

Phone: 718-821-5939

Email: info@fmbrush.com

Website: www.fmbrush.com

Company Officers: Jeffrey A. Mink, President; Gregory F. Mink; Jacqueline M. Mink; and Michael A. Mink

Products: Artist brushes for painting as well as specialty brushes for a wide range of industrial applications. Fill materials include an assortment of both natural hairs and synthetic fibers. Handles are offered in a multitude of lengths, shapes and finishes. All brushes are made by FM Brush, NY, and FM Brush, Thailand. Private label and custom brushes are available. Family owned and operated since 1929. 22

brushes, abrasive nylon brushes, spiral round coil brushes, rotary brushes, fine filament brushes, Thunderon® brushes, dome brushes, acid brushes, power brushes, specialty brushes, hygienic brushes, mops, buffs, dressing sheets and handpads. 22

Ha-Ste Manufacturing, Inc.

P. O. Box 168, Union City, IN 47390 USA

Phone: 800-228-6677 (MOPS) or 937-968-4858

Email: service@hastemops.com

Website: www.hastemops.com

Products: Manufacturer of quality (Made in the USA) mopping products. Specializing in janitorial and industrial hard floor care. Quality product line of wet mops, dust mops, microfiber products, hardware and no-lint monofilament finish mops. Includes custom factory and private labeling as well as construction modifications to suit customers' needs. 21

(See Ad On Page 36)

Golden Star Inc.

6445 Metcalf Ave.
Overland Park, KS 66202 USA

Phone: 816-842-0233

Email: goldenstar@goldenstar.com

Website: www.goldenstar.com

Products: Golden Star is a full line, vertically integrated manufacturer of professional surface cleaning tools, systems and accessories since 1908. The company offers private branding capabilities and marketing tools to better grow customers' brands.

Products include wet and dust mops, microfiber pads and cloths, dusters, bonnets, corn brooms, push brooms and hardware and single use disposable products. 21

(See Ad On Page 41)

Gordon Brush Mfg. Co., Inc.

3737 Capitol Ave.
City of Industry, CA 90601

Phone: 323-724-7777

Email: sales@gordonbrush.com

Website: gordonbrush.com

Company Officer: Kenneth L. Rakusin, President and CEO

Products: Brushes: Hand-held, scratch, platers', medical, instrument cleaning, applicator, detail, parts cleaning, military, block, up-right, paintbrushes, flow-thru, high-pressure, strip, micro-spiral, abrasive, spiral, twisted-in-wire, vacuum, condenser tube, paddle, bore, radiator brushes, spoke, refrigeration and plumbing brushes, tube-fitting brushes, bowl brushes, vat brushes, janitorial brushes, brooms, squeegees, polycorn up-rights, truck wash brushes, lobby brooms, dusters, cylinder brushes, bonded disc brushes, bonded flap

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59 Talman Court, Concord ON L4K 4L5
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Toll Free: 1.844.738.2007 - marino@m2mfg.com | www.m2mfg.com



Haviland Corporation

P. O. Box 769 - 200 S Hwy. U
Linn, MO 65051 US

Products: Since 1946, Haviland Corporation continues to manufacture premium floor and window squeegees; waterbrooms; replacement blades for sweeper scrubbers; and paving tools in the United States. The newest addition to Haviland's floor squeegee selection is the Quick Flip. This versatile squeegee features a blade on each side of the frame. Choose the same type of blade on both sides and increase the life of the unit, or choose different blades to be used on different surfaces. The product saves time, money, and provides more options. 22

[\(See Ad On Page 10\)](#)

Intelligent Design Manufacturing LLC

1620 S Friendswood Dr. #143
Friendswood, TX 77546 USA

Email: Leo@IntelligentDesignMfg.com

Website: www.IntelligentDesignMfg.com

Products: Manufacturer of floor care equipment that specializes in micro scrubbers. 22

[\(See Ad On Page 35\)](#)

Lambskin Specialties

250 Dufferin Ave., Winnipeg, MB R2W 5J1 CAN

Toll Free: 800-665-0202

Email: info@lambskin.com

Website: www.lambskin.com

Products: Manufacturer of DUST WAND wool dusters, wash mitts, Window Pro stripwashers, appli-

cator pads, Floor Master polishing bonnets, and Vac-Guard Bumper Pillow. Also available, feather and synthetic dusters, glider microfiber mops, utility handles, natural synthetic chamois, squeegees, the Biomop biodegradable floor/wall duster, pad holder and MultiFlex flexible multi-purpose tool. 18

Lindhaus USA

12941 Eagle Creek Pkwy., Savage, MN 55378 USA

Toll Free: 800-498-7526

Email: info@lindhaus.com **Website:** lindhaus.com

Company Officer(s): Al Carpenter, President Lindhaus USA; Michele Massaro, Owner/President Lindhaus SRL

Products: Lindhaus offers the RX Hepa two-motor upright vacuum in 15-, 18- and 20-inch widths, the Activa Pro single motor 12-inch upright and the Dynamic two-motor upright available in 12- or 15-inch widths. Lindhaus vacuums feature geared belts, highest filtration, lowest sound and vibration levels and on-board tools. Other products include the Lindwash Pro versatile compact floor scrubber available in 12- or 14-inch widths; the LW46 wide path hybrid floor scrubber/drier – powered by battery or electric; the LS50 wide path vacuum cleaner; the LB-4 world's lightest backpack in either electric or battery powered, also carpet power team option; the LB-3 digital battery powered lightweight commercial upright vacuum; the PB-14 L-ion battery powered power head for backpack, central vacuum or canister vacuum; and the LS-38 sweeper vacuum, electric or battery powered. 22

[\(See Ad On Page 43\)](#)

M2 Professional Cleaning Products Ltd.

59 Talman Ct.

Concord, ON L4K 4L5 CANADA

Phone: 905-738-2007

Email: gabriel.marino@m2mfg.com

Website: www.m2mfg.com

Company Officers: Gabriel Marino, President; Franca Marino, Office Manager

Products: Buckets and wringers, wet mops, dust mops, angle brooms, push brooms, assorted brushes. 22

[\(See Ad On Page 39\)](#)

Magnolia Brush Manufacturers Ltd.

P. O. Box 932 - 1001 N. Cedar

Clarksville, TX 75426 USA

Phone: 903-427-2261

Email: sales@magnoliabrush.com

Website: www.magnoliabrush.com

Products: Full line of floor, street, garage brushes; deck, scrub brushes; floor and window squeegees; dust mops; wet mops; microfiber; galvanized pails; tubs; detail brushes; and other assorted maintenance items. 22

[\(See Ad On Page 45\)](#)

Michigan Brush Mfg. Co., Inc.

P. O. Box 10247,

7446 Central Ave.

Detroit, MI 48210-0247 USA

Phone: 313-834-1070

Toll Free: 800-642-7874



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Website: www.mi-brush.com,
www.michiganbrush.com

Products: Specializing in all types of brooms, brushes, mops, squeegees, paint rollers and related products. Special order products are available for machinery and equipment, including oversize paint rollers, brushes and squeegees. Prototypes, long and short runs invited. 22

Mill-Rose Company, The

7995 Tyler Blvd.

Mentor, OH 44060 USA

Toll Free: 800-321-3533

Email: info@millrose.com

Website: www.millrose.com

Company Officers: Greg Miller; Larry Miller

Products: U.S. manufacturer of twisted-wire brushes and a global market leader for brushes of all uses. Mill-Rose brushes are used in virtually every industry around the world, including, but not limited to, aerospace, agriculture, automotive, defense, energy, manufacturing, medical, technology, and telecommunications. Choose from thousands of "standard" and "not-so-standard" sizes and shapes of brushes that deburr, polish, finish, sort, auger, conduct, dissipate, collect, move and protect materials.

Mill-Rose specializes in designing and manufacturing brushes used in new and unique applications. This may require modifying one of the thousands of standard and not-so-standard brushes it manufactures on a regular basis. If a brush requirement calls for a completely new design, Mill-Rose can design it and make it from configurations for unique applications. 22

Milwaukee Dustless Brush

3737 Capitol Ave.

City of Industry, CA 90601 USA

Phone: 323-724-7777

Email:

sales@milwaukeedustless.com

Website:

www.milwaukeedustless.com

Company Officer: Kenneth L. Rakusin, President/ CEO

Products: Floor brooms, handles, polycorn upright brooms, corn brooms, lobby brooms, dust pans, bench/counter dusters, squeegees (floor), truck wash brushes, sponge mops, bucketless mops, utility brushes, window and feather dusters, commercial kitchen brushes, valve brushes, dish brushes, detail brushes, scoops and shovels, wire brushes, scratch brushes, stencil, acid and parts wash brushes, paintbrushes, specialty brushes, power brushes, block brushes, nail brushes, bowl brushes, scrub brushes and tank brushes. 22

Monahan Partners, Inc.

202 N. Oak St.

Arcola, IL 61910 USA

Phone: 217-268-5771

Website:

www.monahanpartners.com

Company Officers: Kevin

Monahan, President; Pat Monahan, Ambassador; Matt Short, Vice President

Products: Monahan Partners assembles wood, metal and fiberglass mopsticks. It offers a full range of metal and plastic attachments for both wet and dry mops, and sells the component parts for self-assembly. Monahan Partners offers popular plastic and metal janitor quick changes and grippers (jaws), household and janitor springs and levers. And for dust mops, the company offers nylon slide connectors and a patented flexible connector. Other popular products are dust mop frames and cotton heads as well as wedge mop heads and frames.

Monahan Partners also sells broom braces; broom twine; industrial T-bars; plastic/wire connectors for layflat mops; twist mops made with either cotton yarn or non-woven strips; microfiber yarn wet mops; and fiberglass handles with swivel cap and thread. Monahan Partners now also sells competitively-priced wet floor signs; dust pans; large and small angle brooms; and a popular, made in USA, economical, patented lobby dust pan. The company is also a leading producer of fiberglass handle mopsticks. In addition, Monahan Partners is offering a patent-pending, stainless steel, multi-piece "Freight Buster" handle.

Monahan Partners was spun out of The Thomas Monahan Company, in December 2010. Formerly, a division of the family business, Monahan Partners continues a long history of great service. 22

Nexstep Commercial Products
(O-Cedar Commercial)

1450 W. Ottawa Rd., Paxton, IL 60957

Toll Free: 800-252-7666

Email:

customerservice@ocedarcommercial.com

Website: www.ocedarcommercial.com

Company Officers: Todd Leventhal,

President; Joel Hastings, General Manager; Steve Keller, CFO; Erin E. Busch, Vice President of Sales & Marketing

Products: Nexstep Commercial Products is the exclusive licensee of O-Cedar products for the commercial cleaning market. O-Cedar is one of the most recognized and prominent manufacturers of cleaning tools in the USA, and Nexstep's commercial grade tools deliver on the well-known slogan "Makes Your Life Easier." Products are manufactured and distributed in jan/san, foodservice and industrial markets. Over 70 percent of products are made in the USA, including angle brooms and wet mops.

The company's full line includes microfiber products, mops with handles, mopsticks, mop bucket & wringers, cleaning equipment, waste containers, dust mops, plastic brooms, dust pans, floor sweeps, brushes, handles, bathroom accessories, squeegees & scrapers, dusters, gloves, corn brooms, and rotary brushes. Nexstep is dedicated to providing innovative, top quality products at very competitive prices and world-class customer service. 22

(See Ad On Page 37)

Continued on Page 44

Wright-Bernet Brush Co.
Hamilton, Ohio / Made in U.S.A.
800-874-1167

James Cox - Sales / Owner
email - Jimwestern1@aol.com • 513-889-0500 • 800-874-1167 (order line)

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Lindhaus will introduce the FLEXY Hybrid Professional Scrubber Drier in both a 18 and 20 inch version.

Expected to be released later this year **under limited distribution** the FLEXY is a game changer for cleaning and maintenance. With the FLEXY you're able to clean floors faster and more effectively, compared to traditional labor-intensive methods which take lots of hours, effort and chemicals.

"The Flexy has demonstrated an 80 percent reduction in the time it takes to properly clean floors when compared to these outdated methods," said Lindhaus. This allows workers to do so much more than they're currently capable of performing with old equipment. In today's ever worsening labor shortages, the FLEXY can be one of the most impactful pieces of equipment any facility owns.

The Flexy is light weight and maneuverable with a patented 360° turning neck and self-propelling brushes. It can operate for a full hour on one tank of solution due to its electro valve solution control design. This allows users to apply cleaners in a more efficient, controlled manner, thereby eliminating constant tank dumping and refilling. The Flexy can wash and dry an area of over 10,000 square feet in an hour using as little as 6 liters of solution.

The Flexy also introduces a revolutionary power saving Eco-Mode. This power-saving feature has achieved the best charge to run time available.

180 minutes in the charger will provide the user with 90 minutes of run time in Eco-Mode. When paired with the high efficiency Rotafil brushless suction motor the result is amazing performance with longer run times

The optional mini inverter, with 41 feet of cord length will provide users with endless operation when called for.

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- Removable solution tank mounted on the body frame • Recovery tank with Hepa filter integrated in the base • 36V-20Ah lithium-ion battery for 90 minutes of autonomy
- The base is the lowest on the market (8.6 in) • Hourly output above average (8600 to 10750 sqft/h)
- Front and wall washing and drying • Steering nozzle for perfect drying even in curves • Immediate replacement of brushes and squeegee without tools • It folds up on itself for transport even in a car
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Mop, Brush & Broom Manufacturers:

Continued From Page 41

Norshel Industries, Inc.

2933 River Rd.

Croydon, PA 19021 USA

Toll Free: 800-355-MOPS (6677)

Email: sales@norshel.com

Website: www.norshel.com

Company Officer(s): Eric Leibowitz, President; Aaron Leibowitz, Vice President/Secretary

Products: Mops, brooms, handles, brushes, buckets, chemicals, wipers, restroom supplies, paper, deodorants, sweeps, trash cans, trash can liners, scrubs, dust pans, microfiber mops and wiping tools, toilet seat covers, gloves, masks, sanitizer, disinfectants, waste receptacles, JRT, toilet paper, paper towels, scrapers and floorwax. 22

(See Ad Below)

Nyco Products Company

5322 Dansher Rd., Countryside, IL 60525 USA

Toll Free: 800-752-4754

Website: www.nycoproducts.com

Company Officers: Bob Stahurski, CEO; John Wunderlich, President; Brendan Cavanaugh, Vice President of Sales

Products: Manufactures specialty cleaning chemicals and brands to help customers build better brands. Brands include Marvalosa, OM1 Series, ZING Boat Cleaners, e.Logical, ez2mix and e.mix Dilution Control, and Nyco national brand for industry and institutional markets. 22

RJ Schinner (Performance Plus)

N89 W14700 Patria Dr.

Menomonee Falls, WI 53051 USA

Toll Free: 800-234-1460

Email: info@rjschinner.com

Website: www.rjschinner.com

Products: RJ Schinner is one of the largest privately-held redistributors in the United States, with over 70 years of wholesaling experience and distribution centers nationwide. RJ Schinner services the janitorial supply, food service, lodging, grocery, and office supply markets with both RJ Schinner exclusive and national brands. 22

(See Ad On Page 11)

Rol-Brush Mfg.,

Division of Michigan Brush Mfg. Co. Inc.

P. O. Box 10247

7446 Central Ave.

Detroit, MI 48210-0247 USA

Phone: 313-834-1070

Toll Free: 800-642-7874

Website: www.mi-brush.com

Products: Company offers paint rollers, covers and trays. Private label is the company's specialty. Rol-Brush is a prime manufacturer, an OEM source and is a member of the American Brush Manufacturers Association. 22

Royal Paint Roller Mfg. Corp.

248 Wyandanch Ave.

West Babylon, NY 11704 USA

Phone: 631-643-8012

Email: royalpaintroller@aol.com

Products: Paint roller covers made of lambskin, microfiber, kodel, lambswool, synthetic blends, and "Lint Free" woven fabrics. All sizes available. Jumbo 2-1/4" ID to Slim Jim covers, plus roller frames, trays, paintbrushes and a full line of painting accessories for the professional and do-it-yourself markets.

Providing top quality paint rollers and painting accessories for the professional and do-it-yourself markets for over 50 years. It takes pride in the reputation it has established over the years of being more than simply a supplier, but rather a "business partner" to customers. Along with the many items offered in its catalog, the company has increased the number of items it manufactures according to customer specifications. Offers private labeling to many volume purchasers. 19

S.M. Arnold, Inc.

7901 Michigan Ave.

St. Louis, MO 63111 USA

Phone: 314-544-4103

Email: kellyf@smarnoldinc.com

Website: www.smarnoldinc.com

Company Officers: Joseph Arnold, President; Sanford Arnold, Executive Vice President

Products: Brite'n Up line of sponges and scrubbing pads, scrub brushes, wash brushes, push brooms, upright brooms, floor squeegees, counter dusters, dust pans, sheepskin chamois, water sprite drying cloth, dragon glide drying towel, sure-dri towel, microfiber towels, terry towels,



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Sellars Wipers & Sorbents

6565 N. 60th St.
Milwaukee, WI 53223 USA
Toll Free: 800-237-8454
Website: www.sellarscompany.com
Products: Shop towels, disposable wipers, towel & tissue, spill kits, hand soaps and absorbents. 21
(See Ad On Page 29)

Shanghai Jiasheng Products Co., Ltd.

33 Lane, Huanqiao Rd., Pudong Shanghai
Shanghai 201315 CHINA
Phone: +86-21-50890438
Website: www.jiashengco.com
Products: Shanghai Jiasheng Products is a one-stop source for high quality professional cleaning products with competitive prices and good service. The company offers a variety of dust mops and wet mops, covering the full range of yarns, styles and prices.

Also offered are floor squeegees, window squeegees, mop wringer buckets, janitor carts, service carts, trash bins, floor signs, mop and broom accessories, mop sticks, sponge mops, microfiber mops and cloths, trash pickers, wool dusters, dust pans and brooms, brushes, etc. The company also offers OEM and R&D services. 22

Sörbo Products

P. O. Box 1312, Palm Desert, CA 92261 USA
Phone: 760-202-4003
Email: sorbo@sorboproducts.com
Website: www.sorboproducts.com
Products: Window cleaning equipment. Sörbo's products and techniques are created to save the window cleaner time and money. For more than 35 years, Sörbo has engineered and produced high quality, highly efficient reliable squeegees, washers, handles, as well as exclusive products including: the longest squeegee ranging from 48" to 78" in length—Eliminator; the quickest twistlock system on an extension pole—California Dream Pole; bucket stands with tool holders all-in-one—Quadropod & Leifcart; a unique rubber blade trimmer—the Docket; vertical blind or louver window washer and squeegee—the Tricket;

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and the newest development, a scrubber that eliminates detailing frames—the S-ARM Swivel Washer. Products are made in the USA. 22

St. Nick Brush Co.

P. O. Box 15, Burton, OH 44021 USA
Toll Free: 800-798-1269
Website: stnickbrush.com; hardwood-lumber.com
Products: For over 30 years, the St. Nick Brush Company (a division of the Hardwood Lumber Company) has been a start-to-finish business that produces a complete line of consumer and industrial brushes, brooms and brush blocks. Every stage of the manufacturing process is overseen by experienced brush makers who are dedicated to creating the highest quality products.
Products listed as brushes and brooms: street brooms, floor sweeps, scrub brushes and concrete finishing brushes, specializing in African grass street brooms. Products listed as hardwood brush and broom blocks: shoe handle, scratch brush, bagel block, floor sweep, street broom, deck scrub and all types of scrub brush blocks. 21
(See Ad On Page 40)

Wright-Bernet Brush

Division Of Tex Tan Western Leather
1421 Boyle Rd, Building C, Hamilton, OH 45013
Phone: 513-889-0500
Email: jimnwestern1@aol.com
Website: www.textanwesternleatherco.com
Company Officer: James Cox
Products: Animal and horse grooming brushes, specialty brushes and brooms. 22
(See Ad On Page 41)

Zephyr Manufacturing Company, Inc.

200 Mitchell Rd.
Sedalia, MO 65301 USA
Phone: 660-827-0352
Email: rjl@zephyrmfg.com
Website: www.zephyrmfg.com
Company Officer: R.J. Lindstrom, President
Products: Zephyr offers a complete selection of wet mops and dry mops covering the full range of fibers, styles, and prices. Also offered are brooms, brushes and specialty products, handles, frames, dusters, mop sticks and many related items. 22

(See Ad Below Left)

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ISSA Show North America Returns To Chicago

October 10-13

**ISSA Show North America will be in Chicago, IL, October 10-13, 2022,
at McCormick Place Convention Center.**

**The 2022 show will offer opportunities for networking, education, and
product discovery at a time when collaboration and learning are essential.**

Staying up to date on the latest trends and solutions for cleaning, disinfection, and infection prevention and pursuing accreditation, training, and certification helps further evolve the industry and change the way the world views cleaning.

SCHEDULE AT A GLANCE MONDAY, OCTOBER 10

9 a.m.-4 p.m.: Education
11:45 a.m.-1:15 p.m.: Spotlight Event Lunch
4:15-6 p.m.: Cocktails and Conversations
(Formerly Roundtables)
7 p.m.-9 p.m.: Welcome Reception

TUESDAY, OCTOBER 11

9 a.m.-10 a.m.: Spotlight Event
10 a.m.-5 p.m.: EXPO HOURS
10:30 a.m.-5 p.m.: Education sessions.
5:15 p.m.-7 p.m.: Hygieia Networking Event

WEDNESDAY, OCTOBER 12

9 a.m.-10 a.m.: Spotlight Event
10 a.m.-5 p.m.: EXPO HOURS
10:30 a.m.-5 p.m.: Education sessions.
5:30 p.m.-7:30 p.m.: Canada Night

THURSDAY, OCTOBER 13

8:45 a.m.-9:45 a.m.: ISSA General Business Meeting
10 a.m.-2 p.m.: EXPO HOURS
1 p.m.-2 p.m.: Innovation Awards Announcement and Show Floor Happy Hour

TRADE SHOW

The ISSA Show's trade show floor is where attendees will find the latest in cleaning technology,

shop exhibitor products and services.

The Trade Show floor will be open Tuesday, October 11 through Thursday, October 13.

Trade Show hours are:
Tuesday, 10 a.m.- 5 p.m.
Wednesday, 10 a.m.- 5 p.m.
Thursday, 10 a.m.-2 p.m.

EDUCATIONAL SESSIONS

Presentations, educational workshops, seminars and more at ISSA Show North America are all designed to help solve challenges in the global cleaning industry.

Below is a sampling of educational sessions for ISSA Show North America 2022:

MONDAY, OCTOBER 10

Hiring and Retention in Post Pandemic Times

Monday, October 10: 9-10 a.m.

Learn strategies to help with retention efforts. Gain insight on hiring questions to uncover great talent. Learn why it is critical to keep retention high in post pandemic times.

The Number One Time Waster for Salespeople: It's not about time management!

Monday, October 10: 9-10 a.m.

This is not a time management workshop. However, this workshop will help salespeople eliminate one of their biggest time wasters: Chasing deals that will never close.

Redefining Cleaning for Health

Monday, October 10: 1:30-2:30 p.m.

The concept of cleaning for health has been

around for decades, but there are no industry-accepted standards that actually differentiate cleaning for health from cleaning for appearances. This presentation will go beyond simple marketing slogans and will provide a number of methods to actually measure "cleaning for health."

Leading from the Inside Out

Monday, October 10: 1:30-2:30 p.m.

Emotions aren't male or female, black or white, nor are they an expression of weakness. Emotions are powerful assets that leaders can use to increase well-being in their lives and workplace. The fact is that today's workforce is changing and evolving. Professionals want emotionally intelligent leaders who see them, understand them and create cultures that enable people to thrive.

Why Successful Businesses Ultimately Fail - How to Avoid Becoming a Statistic

Monday, October 10: 3-4 p.m.

Many owners of ISSA companies have a common goal of continuing their businesses well into the future. Oftentimes that goal includes family members, at some point, assuming management and ownership of their enterprise.

Unfortunately, this seemingly basic goal may also prove to be one of the greatest challenges business owners face. Statistically, only one-third of all family businesses survive to a second generation and less than 15 percent to a third. Factoring in the many other challenges that confront and sometimes confound business owners, it is more difficult than ever to make the succession of a business a reality.

TUESDAY, OCTOBER 11

Power Your Brand

Tuesday, October 11: 11:30 a.m.-noon

Power Your Brand will teach attendees how to never compete on price again. If you want to stand out in a crowded market you have to build a brand that cannot be ignored. Debbie Sardone is an expert at building and launching sticky brands that grab attention. Those attending will learn how to go from being a ho-hum brand to one that is memorable and inspires customers and employees to be loyal fans.

Cleaning for Health to Create the Healthiest Possible Indoor Environment

Tuesday, October 11: 12:30-1 p.m.

Dr. John McKeon will highlight the need for an integrated approach when it comes to managing indoor air environments.

Hiring: Growing a Workforce that STAYS

October 11: 1:30-2 p.m.

Facilities consultant Scott Perelstein will walk attendees through a hiring funnel that creates transparency for both the employer and future employees. In this talk, he'll show how to manage expectations, present offers correctly and encourage loyalty from the start. Attendees will learn:

- How to make a job description into a marketing document;
- How to "hire for fit" and why it is crucial to reducing employee turnover; and,
- The key to leveraging OnBoarding into an organization's most powerful workplace tool.

Excellent Customer Service: Always

Tuesday, October 11: 2:30-3:30 p.m.

Everyone is in a hurry to provide excellent service. However, because of staffing shortages, lack of proper training and added responsibilities, companies don't always hit the mark.

WEDNESDAY, OCTOBER 12

Education and Certifications Lead to Hidden Cleaning Career Opportunities

Wednesday, October 12: 11:30 a.m.-noon

Massive opportunities exist within the cleaning industry. Whether the goal is to become en-

gaged in the facility service sector, the supply chain sector, or the research and development of equipment, tools or cleaning chemistries, the key to unlock the door involves education, training and certification, as well as a deep understanding of the existing standards.

This program will deliver meaningful details related to cleaning standards and the valuable certifications that can open the door to career path development and new career opportunities.

Consistency: The Secret to Creating Less Drama, More Profits, Happier Customers and Engaged Employees

Wednesday, October 12: 1-2 p.m.

Consistency is what your customers, office staff, and cleaning technicians all crave. Consistency can be defined as sending the same technicians to the same homes at the same times.

How To Hire & Lead Your Administrative Team

Wednesday, October 12: 1-2 p.m.

If those who hope to have a business they can "lead from the beach," the first step to freedom is hiring the right leaders to run day-to-day operations. In this workshop attendees will learn when is the best time to hire an administrative assistant, a scheduler, a sales associate, and an office manager.

Those attending will receive job descriptions, qualifications, and compensation metrics, as well as practical advice on how to scale the leadership team with revenue projections and your time-freedom objectives.

The Measure of Cleanliness — Is Yours Clean Enough?

Wednesday, October 12: 2:30-3 p.m.

You've cleaned and disinfected a space, but how do you know if your adopted protocols are working? Is your clean, clean enough for infectious disease prevention? Explore measuring the level of cleanliness, what technologies exist today, and more.

Understanding, Maintaining Moisture Intrusion in a Facility

Wednesday, October 12: 3:30-4 p.m.

Gain insight and understanding to some of the most common moisture intrusion issues in the built environment, how to identify them and how to best proactively manage moisture related issues. Managing moisture related issues helps maintain a healthy environment by minimizing mold (microbial) growth and protects the materials in the facility from moisture related damage.

THURSDAY, OCTOBER 13

What Would Liz Do?

Thursday, October 13: 10:30-11 a.m.

Join Liz (Trotter) in the Solve for X Theater and get personal "People" questions answered. There are so many places that will tell you what you need to do. But do you want to know HOW to get Susie Q to check her work every single time she cleans? Or HOW to get Mrs. Johnson who is really crabby to not only be happy with a price increase but to tell her friends? Get answers to issues fast and live.

Employee Engagement and How Benefits Play a Strategic Role

Thursday, October 13: 11:30 a.m.-noon

Join Paul Taylor and Brittany Babbs (ESS Clean) as they talk through employee engagement and a few best practices they follow with all of their employees. They'll also discuss employee benefits that they currently offer and how these benefits play a key role in their hiring and recruiting process.

Implementing Standards in An Organization

Thursday, October 13: 11:30 a.m.-noon

New market challenges require an efficient operation: Staffing, training and safety.

Attendees will learn about:

- Pricing for profits: Workloading, implement technology, team cleaning;
- Keep the customer happy: Minimize complaints, customer communication; and,
- Market success: Social media, current customer outreach, certification.

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KAMO Manufacturing Company, Inc.:

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needed 300 to 400 percent more. We doubled our sales, despite about 70 percent of our customers being closed.

“The 30 percent of customers who stayed in business had significant needs, but we had products available because of the 70 percent that were shut down.”

Adjustments were made to help keep employees safe. Protocols were put in place, and cleaning efforts were ramped up.

“We committed from day one that salaries would remain the same, so no one had to be concerned about their living conditions. We kept everybody on the payroll,” Jack Weinstein said.

Shifts were established to minimize the number of people in the facility at any given time.

“That made a big difference by only having a third of our workforce in the building,” Harris Weinstein said. “Obviously, we weren’t able to do that with warehouse personnel and delivery drivers. We allowed people who didn’t need to be here to work from home.”

“In the warehouse, we started having trucks coming in shifts, so we didn’t have 15 or 20 people in the building at the same time. We had some people come in at 6 a.m. The next group didn’t come in until 8 a.m., and by that time, the first group was out delivering.”

The wearing of masks was mandated and the offices were sprayed every day using electrostatic sprayers.

“We had one employee whose sole responsibility was spraying and wiping down touch points throughout the facility,” Harris Weinstein said. “Every day she wiped down trucks, the warehouse, every office and every doorknob.”

KAMO also closed its facility to walk-in business. Eventually, scheduled pickups were allowed, and that transitioned to curbside service.

“We had full curbside service set up for a long time. Customers pulled up, called the number on the sign we set up, and we brought products to their cars,” Harris Weinstein said. “It was contactless service, as we put items in customers’ cars or trunks for them. It was a progression from nothing, to very extensive scheduling, to curbside.”

“The next step was getting back to business as usual. By mid- to late-2021, we began to allow customers into the building.”

As happened with many jan/san distributors, KAMO’s online orders spiked to unmanageable levels. Indeed, it reached a point where the company had to take drastic action.

“We had our IT person turn it off for the public because we were getting hundreds of orders a day that we could never handle,” Harris Weinstein said. “We figured out how we could give accessibility to our existing customers, so they could place orders.”

“At one time, we probably had 2,500 orders in the system from people from all over the country — orders we really had no idea if we could ever fill. We ended up having to cancel a lot of those. However, again, some of the business we obtained we were able to retain. We got business from office buildings all throughout the country that we had never sold to before.

“If we had product available, we got it to them and continued to get orders from the same customers. We went from a regional business to a national business overnight.

“People said, ‘You helped us when nobody else could. If you will continue to do business with us, we will be a customer of yours.’”



KAMO team members include, TOP: Purchasing Assistant Michelle White (left) and Purchasing Manager Jennifer Yakel. MIDDLE: Marketing Director Allie Bentley. BOTTOM: Controller Michele Gibbs.

Harris Weinstein said the company is now back to full operation. Some protocols and initiatives spawned by COVID have evolved as the pandemic and people’s perceptions have changed — for example, mask wearing.

“Our reps wear masks when visiting certain customers, such as in the health care segment, and when customers still require masks in their facilities,” Harris Weinstein said. “In our building, we no longer require masks. We continue to have hand sanitation stations and wipes at every entrance.”

HELPING BUSINESSES REOPEN

KAMO has spent a lot of time and effort in the quest to become the jan/san industry’s frontrunner in showing businesses how to reopen after being shut down because of COVID.

“We spent a lot of time researching, and we built an entire program on how to re-enter business,” Harris Weinstein said. “We knew if our customers were going to reopen, just like us here, people had to feel safe. Since the beginning of 2021, we have spent a lot of our resources building a program. I think our customers looked to us as the experts, as they were trying to re-engage.”

“One of our large customers has 30-plus movie theaters. The owner was afraid people would not feel comfortable or safe coming back.”

KAMO reps met with the customer and designed a program that included signage, training on cleaning, etc., with the goal of making the theaters a welcoming venue so patrons would feel safe returning.

“The customer knew if movie-goers felt comfortable and safe, they would come back,” Weinstein said. “On the other hand, if they didn’t feel comfortable, they wouldn’t come back.”

Harris Weinstein said KAMO is proud that it had the first re-engagement program in its market in the Southeast.

EMPLOYEES MAKING A DIFFERENCE

Most of KAMO’s employees are from 35 to 50 years old, Harris Weinstein said. That means many are in the millennial generation. The youthfulness of the staff, coupled with the experience and expertise of the older team members, bodes well.

The company’s tech-savvy millennial employees have been instrumental in managing KAMO’s online presence, apps and website.

“We also have a millennial in the warehouse,” Harris Weinstein said. “His skill and understanding of such things as the scanning processes and the importance of automation has made a huge difference in our business.”

One of the things KAMO is known for is its own in-house trade show, which is designed to be a mini-ISSA-type event. Again, the company’s tech-savvy staff members play a big role in putting on the annual event.

“We conduct our trade show the week after ISSA every year,” Harris Weinstein said. “In fact, a lot of manufactures ship their stuff to us directly after the ISSA event. The idea, is they can show products to our end-users, before they are seen anywhere else.”

KAMO is expecting this year’s event, which is also a celebration of the company’s 75th anniversary, is going to be 10 times the normal size.

“We expect there will be 500-plus customers attending,” Harris Weinstein said. “In addition to vendor booths, there will be seminars, and we will serve food to attendees.”

In December 2020, because of the COVID crisis, the company’s traditional trade show was not possible.

However, KAMO did not want to nix its annual show, so it opted to put together a virtual event, making the company one of the first, if not the first, to host such an event virtually. Harris Weinstein said the ultimate success of the virtual show had to do with the company’s younger employees, helping to figure out how to successfully pull off such an effort.

During an eight-hour span, 30-minute Zoom seminars covered such topics as new products, education, training, etc.

“Manufacturers had their block of time,” Harris Weinstein said. “Because we have traditionally provided meals for attendees, we didn’t want lose that tradition, during the virtual event. So, we had meals sent to participants at their place of business.”

“In addition, between each session, we had drawings for free giveaways and mailed them to customers.”

Another series of events KAMO is known for is its “Lunch and Learn” seminars. They usually begin at 11 a.m., at the company’s facility, and run to 1 p.m. Again, typically the company treats event-goers to lunch.

“For our Lunch and Learn events, customers come to our facility and we feature a class on a particular topic. We also provide lunch,” Harris Weinstein said. “We conducted Lunch and Learns on a regular basis during COVID by Zoom. We sent gift cards to customers to order food.

“We just didn’t want to lose our identity, which is, we host a lot of Lunch and Learns, and we feed our guests.”

Again, Harris Weinstein attributed the company’s ability to put on such unique events to the creativeness and expertise of the KAMO staff. At the time of the interview with *Maintenance Sales News*, the company was anticipating its first in-person Lunch and Learn since the start of the pandemic.

A second in-house Lunch and Learn, to follow shortly after the first one, Harris Weinstein said, was poised to be the largest the company has ever hosted.

“That tells me people are champing at the bit to get back into what they love about us, and what we were able to do for them pre-COVID,” he said.

MORE ON KAMO’S VALUE-ADDED SERVICES — GREEN, EQUIPMENT, CUSTOMER’S TIMETABLE, DRIVERS

KAMO jumped into the “green” arena about 10 or 12 years ago, before many other jan/san businesses, by developing a sustainability program. The Weinsteins saw there would be a growing demand, especially with its federal government and school system customers, who were likely, sooner or later, to be mandated to use environmentally friendly products for health, safety and other reasons.

“We conduct a lot of business with the Department of Energy, and the Department of Defense,” Harris said. “We saw that they were going to be forced to go that direction. A part of our showroom houses a company we call ‘The Greenway Store.’ At both locations, we have a really strong, full offering of green products.

“The Greenway Store has also become an education hub, where people can come in and learn about sustainability,” Harris Weinstein said. “With our expertise, we support a lot of LEED-certified buildings, helping them to stay compliant with government rules and regulations.”

As the “green movement” evolved and more health care, governmental entities, schools, etc., became more and more interested in sustainability and cleaning for health and safety, KAMO continued to have a strong program in place to service such customers.

“We offer a full, detailed audit, where we go into a building and determine what changes can be made to help the customer meet his/her sustainability goals,” Harris Weinstein said. “I have noticed that people are re-engaging after COVID, to make sure they are meeting their sustainability needs.”

Equipment Service

KAMO operates a full-service equipment service department, with a full staff of techs and vehicles.

“We will travel to hospitals, schools and industrial customers to service equipment,” Harris Weinstein said. “We also have a full staff that does repairs in-house.

“About 50 percent of our service business comes from equipment we sell, and the rest is equipment we don’t sell. We have a lot of national accounts that have direct relationships with equipment manufacturers, that, in turn, depend on us to actually service the equipment.”

KAMO also offers preventive maintenance programs (PMs) on a weekly, monthly and quarterly basis.

Customers’ Timetable

KAMO’s commitment to training and educating customers is evident with its annual trade show and Lunch and Learns. But, that is not the whole picture.

Company reps are also involved in training customers’ cleaning and/or custodial staffs — many times after regular working hours.

“We were recently at one of our hospital customers, working with its

Tech-Savvy KAMO Employees Help Company Maintain Identity During COVID

There are several intertwining elements that can give a company its “identity,” such as its business philosophies, expertise, reputation, honesty, location, facility, service and even an event(s) it conducts for customers.

Certainly, KAMO is known by the general public as, “the guys with the colorful murals.” However, COVID brought to the fore an element of the company’s identity that, in normal times, was maybe taken for granted a little.

In normal times, KAMO hosts its annual ISSA-style trade show at its Augusta, GA, location. In addition, during the year, in-house Lunch and Learn events are also on the calendar.

Because of the expertise of the company’s staff members who were well-versed in the myriad of technological elements to pull off a virtual trade show, KAMO did just that in December 2020 to take the place of the annual in-house trade show.

The company’s tech savvy employees figured how to put on eight-hours-worth of 30-minute Zoom seminars, covering such topics as new products, education, training, etc.

The virtual show was a great accomplishment, but one thing was missing.

To the Weinsteins, one thing that was very important to the company’s identity, was providing plenty of food and drink during the annual trade show — and they didn’t want to lose that aspect during the virtual show.

So, in keeping with its commitment to customer service, KAMO had meals sent to virtual trade show participants at their places of business.

“We didn’t want to forego that tradition,” Harris Weinstein said.

Furthermore, during the pandemic, KAMO’s Lunch and Learns were also conducted virtually. Again, the Weinstein’s did not want to lose the tradition of providing food and drink for those attending the virtual Lunch and Learns — as a result, gift cards were sent to customers to order food.



KAMO team members include, left to right, Sales Consultant-Industrial Dee Dee Kurilla, Warehouse Manager Earl Holliday and Savannah River Site Driver, Coordinator Drew Wikander, KAMO warehouse team member Richard Rogers, and Warehouse Supervisor NaMarcus Dunn.

third-shift employees on floor care,” Harris Weinstein said. “A lot of our training for facilities is completed on the customers’ timetable. Sometimes we train at 6 a.m., and at other times we conduct training at midnight. It all depends on what our customers need.”

As is evident, KAMO’s reps are not 9-to-5, five-days-a-week employees, as they often conduct training all hours of the day and on weekends.

“We recently had a dispenser installation for a large church on a Saturday,” Harris Weinstein. “It is an example of our flexibility. The church needed us on Saturday, so we paid the employees a little extra, and they knocked out the job.”

As the late radio personality Paul Harvey used to say, “And now, for the rest of the story.”

The rest of the story is, because KAMO accommodated the church customer’s need to have the job done on Saturday, the company gained a new customer. It seems the church had difficulty with other companies who did not have the capability or the desire to work at the church on Saturday.

“The answer the church got from everybody else was either put it up yourself or we will do the job from eight to five during the week,” Harris Weinstein said.

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Drivers

Every day, KAMO puts its colorful “rolling billboards” operated by drivers who are “ambassadors” for the company on the road. The colorful delivery trucks and vans are highly visible to customers and the general public and they make their rounds.

“We have been really fortunate to have a great group of long-term drivers,” Weinstein said. “We have everything from small, mid-sized vans, 26-foot box trucks, 18-wheelers, and they are all logoed the same.

“The vehicles are kept clean, and drivers are all dressed in logoed clothing. It is part of our marketing, and how we want to be seen in the marketplace.”

Drivers are trained to give constant feedback to the home office about what they are seeing and hearing in a customer’s facility. They also go the extra mile.

“When we are making deliveries, rather than dropping off orders at the customer’s dock, we put items directly in closets or warehouses,” Harris Weinstein. “Once again, it goes back to our ability, as a smaller company, to be flexible.

“Furthermore, if something is incorrect or damaged, or a customer is not happy, drivers give us that feedback. Then, the sales reps can decide if a visit to the customer is necessary to look into the issue.”

One vexing issue the general public is now facing is high gas prices. Same thing goes for KAMO.

“Fuel costs have doubled,” Harris Weinstein said. “With the major spike in fuel costs, and because margins are not tremendous, we have had to raise prices.

“Furthermore, to be able to retain employees, we have had to pay them more. So, labor costs are up significantly, as well. But, the No. 1 challenge going forward is the supply chain.”

Getting product on time and enough to meet customers orders has been an ongoing challenge. Another challenge has to do with the quality of the depleted labor pool.

“Our customers are struggling with high turnover of cleaning and janitorial staffs. They are not finding the best people,” Harris Weinstein said. “So, we are spending the time and effort to provide extensive training to people who are not going to be there tomorrow.

“We have hospitals that are down 60 positions. Therefore, it is imperative for us to help them find ways to work faster and more efficiently.”

Dealing with national competitors and high inflation are also challenges the company faces as it moves forward.

“I think national competition will be a constant struggle. There will be more and more national competitors,” Harris Weinstein said.

Nonetheless, whenever a national competitor enters KAMO’s market, the Weinsteins see it as an opportunity to show and hone the higher level of services it provides.

“We will make sure we always stay competitive for our customers, so they don’t feel like they need to make a change. I feel very good about the next 75 years,” Harris Weinstein said.

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