### CANADIAN



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Publication Mail Agreement #40065710.

Printed in Canada ISSN 0383-7920

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> Subscription Rates Canada- 1 Year \$45.00 + tax U.S.A. - 1 Year \$79.00

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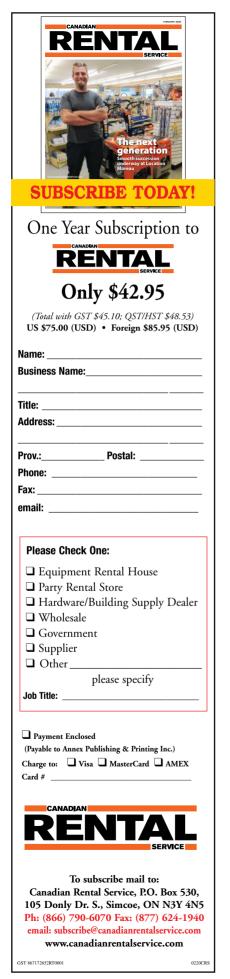
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## A new way to talk

We're excited to launch Counter Talks, our new podcast.

eep your eye out for a lot more podcasts coming from *Canadian Rental Service* this year. I have to say I just love the format. For those of you who haven't sampled this wonder of online communication, here's a quick overview.

A podcast is really just a recorded conversation on a topic. It's essentially a long interview with an expert or other noteworthy person, similar to what CBC radio does on shows like As It Happens or Steve Paiken does on The Agenda. Podcasts, though, can be even longer – some of them go two or even three hours. I won't be going that long, but it isn't hard to fill an hour with a guest that has good things to say.

The long-format conversation has a lot of advantages over a TV or radio interview. There's a chance to really go back and forth and examine an issue. No one is getting cut off or having to condense their thinking into sound bites. You can go over as much terrain as the guest can cover and do so as thoroughly as the topic demands. When it comes to taking a deep dive into some area of interest, podcasts exceed even the ability of a print article to deliver lots of interesting points.

The other great thing about podcasts is the delivery model. You get podcasts by subscribing to them, usually for free, on a podcasting app. Apple and Android phones include one on the device and the big online services include SoundCloud, Spotify

## ON THE WEB:

#### Seen the new site yet?

We revamped canadianrentalservice.com last year and the results are impressive! It's easier than ever to find articles, product reviews and industry information. The videos section has links to all the past Rental News Now episodes - it's a great way to catch up on anything you've missed.

#### Pressline

Pressline puts the latest product information from top manufacturers in front of you in one convenient online section. It's details of the hottest technology, right from the horse's mouth. Check it out on our home page.

## EDITORIAL

by Patrick Flannery



and Audible. Podcasts can also be played off any internet browser – ours will be posted online at canadianrentalservice. com. To find the podcast you want, you simply open the app and search for the name. Once you've subscribed, each episode of the podcast gets downloaded to your device where you can listen to it at your leisure. On a plane or in a car with no WiFi? No problem. Unlike live broadcasts, you can stop the recording any time you want and start it again later. Since it's voice-only, the demand on your attention is less than video. Podcasts are perfect when you're doing something else, like cutting the lawn, driving or working in your garage. I like to shut off the sound on a video game and listen to a podcast while I play.

Our podcast is going to be called Counter Talks and I'm going to use it to bring voices from the industry to you with information to help your business. One thing we will do is bring on the *Canadian Rental Service* columnists you read each issue to discuss their last column and expand and enhance their expert advice. We're planning discussions about propane regulations and mechanic training, virtual reality and rental rates. And we'll be bringing prominent rental people on board to talk about their experiences and stories in the industry, and their opinions of the issues of the day. We'll release a new Counter Talks every two weeks or so. Have something to say to the industry? Or know someone you'd like to hear from? Drop me a line and I'll put your suggestion in the mix.

If you are like me, you've viewed a lot of the social media out there these days with some skepticism. There's a lot of talking going on and not much being said. I can promise Counter Talks won't just be part of the general noise you'd like to tune out. Whether you're an experienced podcast listener or someone who only uses a phone to make phone calls, I hope you'll give Counter Talks a try. **CRS** 



#### OCTOBER 20-21 MISSISSAUGA, ON | THE INTERNATIONAL CENTRE

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## INDUSTRY NEWS

#### BRANDT ACQUIRES NORTRAX CANADA



The Brandt Group announced it has acquired the businesses of Nortrax Canada and Nortrax Quebec. The deal will unite all John Deere Construction and Forestry dealerships in Canada under the Brandt banner. Brandt will own and operate 56 John Deere Construction and Forestry dealerships across Canada with an additional 30 service points and will employ over 3,400 people.

"The addition of Nortrax's impressive branch and distribution network gives us an unprecedented opportunity to offer customers anywhere in Canada a consistent customer support experience, no matter where their projects take them." said Brandt president and CEO, Shaun Semple. "We are very proud to deliver the quality products and support services that Canadian customers rely on for their success, every single day."

Brandt says the deal will make it the largest privately-owned John Deere Construction and Forestry dealership in the world.

#### **AEM TO EDUCATE DEALERS ON MARKETING**

The Association of Equipment Manufacturers and the National Agri-Marketing Association are coming together during NAMA's 2020 Agri-Marketing Conference with a pre-conference workshop with content targeted specifically for small and medium-sized equipment dealers, retailers and rental stores. The event, titled Equipping Your Small Marketing Department to Survive and Thrive, will be hosted by Curt Blades, senior vice-president of agriculture services at AEM, and will include three sessions.

"Media strategies for (almost) every budget" with Pat Reese of Rooster Strategic Solutions will help small and medium-sized companies determine media priorities, become better advertising space buyers, measure success and dig into digital.

A panel discussion with marketing pros, including Jesse Cler of CHS, Dave Patterson of Krone North America and Jennifer Todd of Empire Cat will explore timely topics like utilizing co-op funds, earning media coverage and discussing how to localize a national brand. The panel will be moderated by Sara Steever, president of Poulsen.

The final session is a best practices roundtable drawing on the experience of all participants in working with social media, direct marketing, media strategies and much more.

"We know these marketers face similar challenges, and too often they face them understaffed and without support," said NAMA CEO, Jenny Pickett. "This pre-conference workshop will help give them the confidence and tools to be better marketers in this challenging era."

The session is included in the main conference fee, so no extra fees or registration are required for Agri-Marketing Conference attendees. Online registration is available at nama.org.

#### SUNBELT BUYS WHITES



William F. White International (Whites) has been sold to Ashtead Group through an affiliate of its wholly owned subsidiary, Sunbelt Rentals of Canada. Whites is Canada's oldest and largest rental provider of production equipment, services and studio facilities to the motion picture, television, and digital media industries. Whites operates out of 13 locations across Canada and has over 450 employees. The company was established in 1963.

"This transaction with Sunbelt is a watershed moment for me personally and Whites," said Whites chairman and CEO, Paul Bronfman. "As Canada's production industry undergoes exponential growth, Whites faces the most exciting opportunity in the company's history over the next few years. I felt it was time for Whites to align itself with a firm that has the resources, scale and culture to create growth opportunities for our employees. This enables the business to better serve our customers' ever-expanding needs, allowing Sunbelt to take Whites to the next level. This deal is in the best interest of Whites and my employees."

Ashtead's CEO, Brendan Horgan, commented, "Whites significantly enhances our capability to provide equipment to the film and television production market where increased demand for content is driving high growth opportunities. The acquisition will provide significant opportunities to cross-sell our existing product range in Canada and develop our offering to this end market in the U.S. This acquisition is consistent with our long-term strategy to take advantage of structural growth opportunities through both organic investment and bolt-on acquisitions. I would like to welcome all Whites employees who have built this business into the iconic brand it is today to the overall Sunbelt team. We look forward to working with them to deliver on the major opportunities ahead."

Bronfman will continue in his role as CEO through April 2020 to aid in the transition.

## ELEVATING ACCESS

6

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## INDUSTRY NEWS

#### ACCES LOCATION TO CARRY DIECI



Acces Location has announced a partnership agreement with Equipements FDS that will see it become a dealer for Dieci equipment in the greater Montreal region. At a meeting in Italy, Luc Bertrand, president of Acces Location, and Dieci president, Ciro Correggi, reached the agreement including Dieci's popular rotative forklift range. The \$3 million fleet investment will be gradually integrated by April, 2020. Dieci has produced construction machinery since 1962 and developed a range of telescopic forklifts in 1983. The company now manufactures 143 models of equipment for construction and agriculture.

#### **FRED FREEMAN 1928 - 2019**

Fred Freeman, founder of Rentquip, has passed away at the age of 91. Freeman was an iconic figure in the Canadian rental industry, especially in Ontario, because of his pioneering approach to rental store supply and his enthusiastic support for the industry. Freeman entered the rental business in 1967 with an A-Z franchise. When that company went out of business, he was alarmed at how difficult it was for rental stores to obtain needed fleet items from equipment OEMs. Larger



manufacturers and AED houses were often reluctant sell in the low volumes smaller rental stores required and to work with stores with weak credit. His response was to form Rentquip in Embro, Ont., in 1975 with Jack Bell and Tony Nadalin. Early offerings included 12-gauge extension cord to replace the 16-gauge many contractors were using even on high-amp applications, causing armature burnouts. Freeman's approach was to carry the unusual things rental stores needed that weren't easily found elsewhere, such as equipment decals, crown-and-anchor wheels and blackjack tables. Freeman's son, Jim, who took over the company in 1990, remembers his father sitting in the truck counting out equipment decals because a customer wanted to buy fewer than the 50 found in an \$8.50 package. Another innovation was to offer a higher-thanstandard seven per cent discount for cash purchases to keep the company out of trouble with receivables. As it grew, Rentquip moved to two different locations in Woodstock, Ont., before landing at its current location on Jack Ross Ave. Fred retired in 1990, and Jim built on his legacy in partnership with Shawn Parks of P&M Sales to create one of Canada's largest national rental supply companies with warehouses in B.C., Ontario and Quebec. Rentquip won Supplier of the Year awards from the Canadian Rental Association several times during his tenure.

Freeman was born in Iroquois Falls, Ont. He worked at several industries in Brantford, Ont., prior to moving to St. Catharines and joining Ontario Hydro in 1949. Betty and Fred were married in 1951 and raised three children, Bill, Jim and Diane, who gave them 12 grandchildren and 16 great-grandchildren. Freeman had a keen interest in coin collecting and worked to educate young people and promote the hobby across the country. He also loved Woodstock and always said it was the friendliest place to live of all of the places he and Betty resided. As president of the Oxford Historical Society in 2001, he requested Woodstock city council to rebrand the city from "The Industrial City" to "The Friendly City" in honour of its 100th anniversary. Council approved the change and rebranded the City.

### COMING EVENTS

#### **Feb. 4 – 7** World of Concrete

Las Vegas, Nev.

Feb. 10 – 12 The ARA Show Orlando, Fla. ∽⊕ arashow.org

March 9 World of Asphalt Atlanta, Ga. ∽ worldofasphalt.com

March 9 -12 The Special Event Las Vegas, Nev. Thespecialeventshow.com

March 11 – 14 ConExpo/ConAgg Las Vegas, Nev. Conexpoconagg.com

April 14 – 17 NAMA Agri-Marketing Conference Overland Park, Kan. ~ ch nama.org

> April 23 IPAF Summit London, U.K. ^(†) ipaf.org

June 16 – 18 Canada's Farm Progress Show Regina, Sask. ∽⊕ myfarmshow.ca

> Sept. 28 ICUEE Louisville, Kty. Cticuee.com

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## INDUSTRY NEWS



#### NEW CENTRAL CANADA REP FOR BROKK

Brokk has announced the hiring of John-Paul Duquette as regional sales manager for central Canada. Duquette manages sales for Brokk

robotic demolition machines and provides support for new and existing customers throughout Ontario, Manitoba and Saskatchewan. Duquette joins Brokk with 20 years' experience in equipment service, sales and management. He received certification as an automotive and heavy truck technician from Conestoga College before joining Hewitt Material Handling, a comprehensive lift truck dealership. During his decade at Hewitt, he returned to Conestoga College to complete the Ontario Management Development Program. Most recently he spent nine years at Liftow Limited, another full-service lift truck dealership operating across southern Ontario. At Liftow Limited he worked first as a customer service manager and transitioned into the manager of the new business development sales team.

"I'm excited to join the Brokk team and connect Canadian contractors to the machines that will open up new markets and opportunities for their businesses," Duquette said.

Duquette resides in St. Agatha, Ont., with his family

#### **NEW IPAF LEADERSHIP**



The International Powered Access Federation has introduced Peter Douglas as its new CEO and managing director. Douglas will be based in the U.K.

Norty Turner, IPAF president, said, "This will consolidate IPAF's global headquarters and enable full-service support of the organisation's core market

and membership. From its formation in the UK in 1983, IPAF has grown into a truly worldwide federation, expanding into new territories and now delivering training, safety guidance and technical expertise in multiple languages in 70 countries. It's certainly an exciting time for Peter to come on board."

Douglas commented, "I am delighted and honoured to have the opportunity to lead such a well-recognised and respected global safety, technical and training organisation. I am looking forward to the challenge of making the powered access industry worldwide as safe as it possibly can be."

In other IPAF news, two new members have been seconded to the board of directors: Ben Hirst of Horizon Platforms and Julie Houston Smyth of Lolex, joining Riwal CEO Pedro Torres, who was seconded this summer. The additions bring the number of people around the Federation's boardroom table to 10.

#### **ARW EXPANDS ACROSS THE WEST**



ARW Truck Equipment has announced the expansion of its service area to cover all of Saskatchewan, as well as northeast and southeast British Columbia including Golden, Cranbrook, Fernie, Dawson Creek, Fort St. John, Chetwynd and Fort Nelson. The company will service the Fort St. John area through its established ARW Truck facility in Grande Prairie. ARW Truck Equipment Ltd. has its roots as a Canadian institution since 1895. In 1942 it established a firm foothold in Alberta selling and servicing the materials handling, light construction, and truck-mounted equipment markets. ARW Truck has been the exclusive factoryauthorized sales and service dealer in Alberta for HIAB cranes, Moffett forklifts and Multilift hooklifts since 1997.

"It was time to roll out our operations," said Trevor Steinke, general manager of ARW Edmonton. "There was a great demand for our products, in-depth knowledge and unmatched expertise in truck-mounted equipment in other parts of the west, and we're well-positioned to meet those needs."

In Saskatchewan, ARW has partnered with Cervus Equipment to be the authorized parts and service provider through their locations in Saskatoon and Regina.

#### FAZEKAS JOINS WACKER NEUSON



Wacker Neuson has welcomed Dan Fazekas to its Canadian organization. Fazekas has been named district sales manager for the province of Ontario. His primary responsibility will be market share growth of Wacker Neuson's wide array of construction products, both in the rental segment and dealer

network. Fazekas' industrial sales experience and customer-centric approach aligns well with Wacker Neuson's culture. He had worked previously within the construction equipment sector at Atlas Copco and more recently at Rototilt, where he covered the North Eastern U.S.A. as a regional manager.

"We expect a smooth transition into the new role as Dan is familiar with the product and already has existing relationships with much of our customer base," said Troy Murphy, managing director for Wacker Neuson in Canada.

"I am excited to be back in the Canadian industry and to have the opportunity to work for an organization that has a top-tier product along with a well-developed Canadian team that is focused on growth," Fazekas commented.

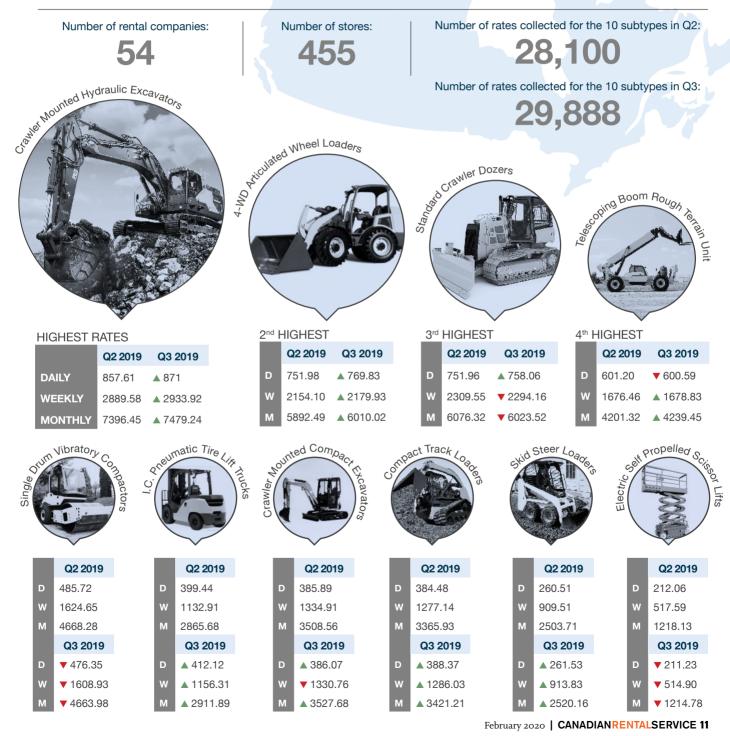


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# **Cross-Canada Rate Report**

## A look at average national rental rates

The Cross-Canada Rate Report is provided to Canadian Rental Service as a free service to the Canadian rental industry. Rate data shown are national averages generated by quarterly surveys of 325 Canadian rental stores. For in-depth analysis and a chance to interact with EquipmentWatch researchers, tune in to the next Counter Talks podcast. See canadianrentalservice.com for details.



## AT YOUR SERVICE

## Innovate with a plan

Different is only better if it's done intelligently.

#### by Russ Dantu

e cool! Stand out! Be so different that people cannot help but want to do business with you.

In theory, that is a great idea but you may have noticed some businesses just don't seem to think things through properly.

My wife and I, along with another couple, just got back from a wonderful vacation in Negril, Jamaica, where we spent 11 days in pure bliss. We stayed at the Couples Swept Away Resort and it lived up to its reputation. Warm, friendly staff; magnificent food options; decent entertainment; and, of course, seven miles of white sand beach on the turquoise blue Caribbean Sea. I highly recommend this property.

I'd say Couples Swept Away has thought things through pretty well. But in order to get to Jamaica, we had to go through Lester B. Pearson airport in Toronto to connect to another flight. This happens regularly when flying from Western Canada to those parts of the Caribbean. You can get direct flights but on the days we were flying, we could not. Pearson is the largest airport in Canada. Like most airports, the vendors in there seem to have higher prices for most products you buy. We all suck it up if we want a chocolate bar and a bottle of water as we know it costs more in an airport, but we pay it and move on.

I see an awesome opportunity in most airports for restaurants and shops to really up their game in the "being cool and standing out" area. But there was one restaurant in Pearson that became an example of how not to do this. We needed breakfast and it was fairly close to our gate. It had a variety of "pick up and fly" products you could just buy, but they also offered full cooked breakfasts. On each table were iPads with the menus which also doubled as different games you could play while waiting for your order. Cool idea...and different. There didn't seem to be any staff around except the cashier and one person clearing plates from tables.

We glanced at the menu and I decided to ask

at the counter if they could make the breakfast quickly so we could make our flight. I got up there, said good morning and ordered two of the bacon and egg breakfasts. She replied, "Sorry sir, I cannot take your order. You have to order from your iPad. You pay through that and then the meal will come out when it's ready."

I said, "Hey, I'd much prefer just ordering it through you as we are a bit tight on time. Can we please do that?"

"Sorry sir, I cannot do that through this register. You can only buy the pre-packaged items behind you. Would you like to do that instead?"

As I walked away, two older couples were next in line behind me. I could hear them also failing to order breakfast. One of them explained that they didn't do technology so could someone help them. That wasn't possible either...there were only two staff working.

As I paid almost \$28 for a couple bottles of water and yogurt parfaits I thought about this restaurant's incredible opportunity to be different than any other restaurant in the airport. Being cool and standing out is definitely what we should strive to do, but in this case, they really didn't think it through. Seniors travel a lot because they are retired. Frustrating seniors because they cannot order at the till just doesn't make good business sense. Innovation is fabulous, but cutting too many staff to try to make some extra money on top of the silly amount the place was already charging risks alienating customers from returning. Many people use airports frequently and will remember their good and bad experiences.

Be cool and definitely be different, but think about what you do from the point of view of all your customers. **CRS** 

Russ Dantu is a 30-year veteran of the rental industry and has been delivering workshops, seminars and keynotes on customer service for over 15 years. Visit russdantu.com.





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## PROFILE

# THE NEXT GENERATION

### Location Moreau talks smooth succession planning

orking with family isn't for everyone. But at Location Moreau in New Richmond, Que., family is far from a dirty F-word. The closeness that the Moreau family shares has allowed for their equipment rental company to successfully service a large territory on the coast of the Gaspe Peninsula.

#### by ANDREW SNOOK

It has also aided in the smooth succession of the business from its founder – Normand Moreau, who started the business as a small repair centre for power tools in 1975 – to their two children: Andre and Valerie Moreau.

Too often is the case that you hear about the first generation building a company out of nothing, only to have it fail when it is passed on the next generation. While there are many reasons for why this happens – shifts in consumer needs, evolving technologies, a poor economy – poor succession planning is definitely a major factor. Preparing the next generation to takeover the

family business, no matter the industry, can't be done overnight. It takes a great deal of time, training and generations working together to ensure a smooth, successful transition.

"We had a very smooth transition, very positive," Valerie says, who officially took over the company with her brother eight years ago. "Sometimes within a family there will be friction, but there was none of that because we had lots of respect from both sides."

She says her parents rolled out different responsibilities to Valerie and Andre over several years as they became ready to hand over various



Andre has rental in the blood, having helped out around the store since he was seven. He was recognized in our Top 10 Under 40 feature last August. aspects of running the business. Valerie looks after the administrative side of the business, along with a few other responsibilities, while Andre looks after the dayto-day operation of the rental store.

"My mother (Jeanne) was doing the accounting, so she decided to teach me so she could retire. It was an easy let-go for her," Valerie recalls. "My father was still the owner, very involved in the daily activities, so he started teaching me parts of the management he was doing a little bit at a time. When he was ready to let go of a bit, he would spring it to me until my brother and I had total control over daily operation and management. We ran it for just about a year before we signed the papers for a complete buyout."

For Andre, running the day-to-day operations of the store was all very familiar. He had been working alongside his father coming to the shop since he was seven years old – a tradition he has now passed down to his son, Benjamin, 7, who now goes to the store with his father on a regular basis. For Valerie,

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TELESCOPIC BOOM LIFT POWERFUL 4 WHEEL DRIVE | PROPORTIONAL CONTROLS TRI-ENTRY PLATFORM working regularly at Location Moreau came a little later in life after graduating university with a degree in biology.

"When I moved back after my studies, I had only summer jobs so I was on unemployment," she says. "My father told me, 'You know, I have a special project. I want you to put all of the retail inventory on the computer,' and then I never left. He'd just tease me with another special project and that continued into the spring, and then continued into something else into the summer."

When it came time for the two siblings to discuss the succession of the business with their parents, Valerie says everyone had a lot of respect for the emotions involved in a transition like this one, as well as respect for the shifting balance of power.

"As we were taking more power slowly, my father was letting it go," Valerie says. "He acknowledged that we now want to make some decisions, but we also kept in mind that his counselling and advice were heard and taken into consideration. So there was a lot of respect in that transition... we understood that there are some methods he didn't want to let go, just to make sure the company and the family doesn't suffer."

Valerie acknowledges that her family's smooth succession isn't par-for-thecourse when it comes to handing over the family business.

"This is not necessarily the typical case you see in every single transition," she says. "The next generation will sometimes take over the power of the business and the family is excluded, or there are fights between siblings, or fights with the first generation – something nobody wants. It's really emotional when you see someone build a business for years and you say to that person, 'Well, from now on you're not being heard anymore.""

Andre and Valerie were sensitive to the emotions involved in the succession process, and respected all the years of hard work their father put into building the family business. This resulted in a smooth transition along with an additional bonus.

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## PROFILE

"It's great now. My father comes and if he wants to work, we give him work. He's become cheap labour and gives good advice," Valerie laughs, adding that her father trusts their decisions – even those he may not fully understand related to technological upgrades for the business. "We're making decisions he doesn't understand fully, like on [new] software, and he's okay with that."

Valerie says being part of a multi-generation, family-run business offers additional advantages beyond having her parent's knowledge at her fingertips.

"We don't have to plan family activities, we're together every day. And we get along well, so that's another plus," she says. "Our father, being the person that he is, has the wisdom of history, and we have the knowledge of technology, so we can put it together to understand how things were done in the past, and get together to help out with new tools needed."

#### HITTING THE HAT TRICK

Location Moreau has had great success over the past 12 months. The company was awarded the CRA Quebec Chapter Rental House of the Year Award in 2018, which was followed up by Andre's *Canadian Rental Service* Top 10 Under 40 Award [read all about it in the August 2019 issue], and the company's most recent achievement: the 2019 service excellence award in the large company category presented by the Chamber of Commerce of Bonaventure (based on annual revenue – the company has four employees outside of Valerie and Andre).

"For us, this year is a hat trick," Valerie says, adding that winning the Chamber of Commerce of Bonaventure's award offered a fantastic opportunity to showcase the company's latest successes. "I made sure to let everyone know that Andre was a Top 10 Under 40."

Valerie saw many familiar faces at the Chamber of Commerce of Bonaventure's awards gala.

"I was looking all across the room and was like, 'You're my client, and you're my client.' Most of those businesses are clients for our store, so we made sure to let them know that we were also recognized in our industry."

"The Gaspe coast is kind of a line, so I go 100 kilometres one way and 100 kilo-



Andre and Valerie are doing most of the day-to-day management, now. But they are sensitive to dad Normand's desire to stay involved. Together, they are winning awards at a fast clip.

metres the other way. We're all living on the side of the ocean," Andre explains. It goes to show that rental stores don't have to be huge and serving big urban markets to gain admiration in the industry.

Becoming active in the Canadian Rental Association's Quebec Chapter over the past few years has been one of Valerie's most enjoyable aspects of being in the rental industry.

"We've been a lot more involved with the activities of the CRA and the Quebec Chapter and that's nice – to meet other people who do stuff like you, and share knowledge that helps make us better," she says. "When you get out of your own little jar, you realize that your challenges and other people's are the same. Sometimes you can solve those challenges by being inspired by other people's solutions... sometimes the first step is intimidating, but once you get welcomed by this big family, it becomes very easy and comfortable."

When it comes to future plans for the family business, both Andre and Valerie would like to expand Location Moreau's rental inventory to include more large tools for their contractor clients. The company recently started adding more inventory in this regard, with the purchase of an aerial work platform and a telehandler, but would like to keep growing their fleet.

But for now the bread-and-butter is still the kinds of equipment rental stores all over the country rely on because they have broad appeal and will be out on rent most of the time. Compactors, excavators, pumps, compressors and concrete mixers figure heavily into Location Moreau's construction offering. As befits the small market, they don't shy away from the small stuff, carrying hand tools and gardening equipment. And they haven't overlooked the opportunity in event rentals, offering portable toilets, popcorn machines, helium balloon canisters and everything else for weddings and parties. Key brands include Mikasa, Doosan, Brooks, Tsurumi, Kubota, Takeuchi, Skyjack and Cisolift.

Then there's the repair services, a legacy of Normand's earliest days in business. In addition to general equipment and tool repairs, Location Moreau is a certified dealer and service centre for several vacuum cleaner and central vacuum brands. The store also carries a full line of welding supplies and is one of the largest Air Liquide compressed gas depots in the region.

That said, what the Moreau siblings want to do more than anything is continue to help their customers find the right tools for the right jobs.

"We're at the service of our clients. We're there to solve their problems," Valerie says. "Getting the client to realize there is a right tool for the right job, and with the right people... I like that a lot." **CRS** 

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# WARMING IT UP

### Heating cables an effective solution for de-icing.

#### eating cables are commonly referred to as heat trace cables, heat tracing, or heat tape. The most advanced cable design, selfregulating heating cables, are also known as self-limiting cables.

by PETER LEAL

Whatever they are called, all work largely on the same principle: when voltage is applied across a length of wire of a given resistance, it then dissipates a fixed level of power in the form of radiating heat based on Ohms law. Heat is emitted due to the resistance in the cable alloys as the current moves through it, thereby warming up the immediate physical surroundings.

For that reason, heating cables are used in a multitude of applications, from pipe freeze protection; to snow melting on a sidewalk or driveway; to preventing ice dams on roofs; to keeping dangerous icicles from forming in gutters and downspouts; to indoor floor warming when installed under tiles or hardwood floors. In addition, heating cables are used in a range of industrial freeze-protection and process-maintenance applications to keep liquids in pipes at a constant temperature to prevent degradation of the liquid or to maintain viscosity for flow conditions. Industrial heating cables will not be addressed in this article.

#### **TWO TYPES**

Constant-wattage heating cables are the most basic of the two. These types of fixed-length cables are either on at full 100 per cent heat output or off at zero heat output. They usually require a thermostat to maintain a constant temperature. Constant-wattage cable cannot be overlapped, as this could cause it to overheat. A break in a section of cable will cause a complete failure of the entire system. They offer the advantage of being inexpensive but cannot be cut on site. Instead, they are sold in specific lengths and wattage outputs, making them less versatile than self-regulating cables. Constantwattage cable can be used on indoor and outdoor water supply lines that are subject to freezing temperatures. They are ideal for use in crawlspaces, cottages, barns and outbuildings that are not regularly heated.

Self-regulating heating cables overcome the constrictions of constant-wattage cables. In this type of cable, the electrical power wires are co-extruded into a heating element consisting of a polymer-based material with carbon particles. This provides a resistance path, hence a circuit along the length of the heating cable. This resistance, and therefore the output of the heating cable, varies depending upon the temperature due to microscopic expansion and contraction of the polymer. Power output is reduced as temperature increases.



**LEFT:** Heating cables can be permently installed in walkways, but portable units can also be used to keep a high-traffic area clear at key times, such as during a move or renovations.

**RIGHT:** Preventing ice dams is one application for heating cables people don't always think of. But ice causing water to back up under roof shingles is a major cause of damage.



Conversely, at lower temperatures, the power is increased. No thermostat is required because they automatically vary their heat output based on changes in the surrounding temperature. Designed for industrial, commercial and residential applications, they deliver maximum freeze protection and temperature maintenance, plus they can be cut to any length on site quickly and easily. Because they are designed to vary heat output as the surrounding temperature changes, they are ideal for use on metal or plastic water supply and drain pipe applications that are subject to freezing temperatures, for processing applications where piped liquids require a constant temperature, and as freeze protection for branch sprinkler systems.

#### **PIPE PROTECTION**

Consider this: a volume of water, when frozen, will expand to nine per cent greater than original. So it is no surprise that a fully or partially frozen pipe will swell up and crack, in particular when there is air trapped in it.

A bulge or crack in a pipe with ice seeping out is a clear indication of a burst pipe. Occasionally, however, the pipe may look fine and a homeowner may not see the small fractures caused by ice expansion. Unfortunately, once the ice inside a frozen pipe begins to melt and water seeps out, it is already too late. Depending on the extent of the damage, total cleanup costs from a burst pipe can soar to tens of thousands of dollars. State Farm Insurance estimates the average insurance claim for water damage from frozen pipes is approximately \$15,000.

If a building owner knows that a certain part of a structure with active water pipes may experience temperatures below freezing, the smart solution is to install a heating cable. When combined with an integrated thermostat, the system is automatically turned on when temperatures drop below freezing. The cables provide the needed level of heat to keep the pipes from freezing but not enough to heat the water inside the pipes. The thermostat provides automatic control of the system so it saves energy by powering the cable only when required. For optimal performance of the system, pipe insulation can be installed over the cable to help retain

heat, and plastic pipes can be wrapped in aluminum foil so the heat is dissipated evenly in the pipe

The benefit of this design is that the cables are installed once and left mounted on pipes for years — even when temperatures drop as low as minus 40 C.

#### **PREVENTING ICE DAMS**

An ice dam is a formation of ice that appears at the eaves of a roof during

extended periods of snow and cold weather. Ice dams form when ice builds up along the edge of the roof, creating a dam that traps water in a pool. If a large enough amount of water collects, it can force its way underneath the roof shingles and all the way into a building, causing extensive damage to ceilings, floors and behind walls. Repairing a roof is expensive. Even a minor repair as small as a couple square feet typically costs



## TECH TIPS

\$1,000 or more. Larger repairs, or slate and metal roof repairs, can costs thousands more. A complete re-roof, meaning tearing off the old roof from the house and replacing it with a new one, can range in cost from \$4,000 up to \$25,000.

Again, the proven solution to roof and gutter de-icing are heating cables. By preventing ice dam formation along roof edges, in gutters, drains and downspouts, the cables create a path for melted water off the roof that prevents ice dams from forming. An automatic controller, included with most systems, makes operation more energy-efficient. By connecting the controller between the electric outlet and the cable, the controller will turn the system on when temperatures are below three degrees and there is a presence of water on the sensor's surface. If only one of the above-mentioned conditions exists, the control will not activate the system. When the temperature rises above nine degrees, the controller turns the system off.

#### SNOWMELTING

Heating cables can be installed underneath concrete or asphalt driveways, sidewalks or patios to fight off snow or ice. This is a much more efficient and green alternative to shoveling or applying environmentally harmful salt. Formed into mats of varying sizes, the heating cable system is applied underneath the concrete or asphalt surface area or pavers. The mats are extremely cost-effective and eliminate the expensive, labour-intensive hassles of snow removal by automatically maintaining a surface temperature above freezing. Two conditions must be present concurrently for the mats to activate: the temperature must be freezing and the system must detect moisture or snowfall. Even in Canadian cities, the actual time of snowfall to the ground is under 30 hours per year. From a cost standpoint, that translates to just a few dollars per year. It also means no more calling costly snowplow services that can range into hundreds or even thousands of dollars per year. Plus, if it snows in the middle of the night, the homeowner will wake up to an already cleared sidewalk and driveway - unlike their

neighbours. Another less obvious advantage is that the mats are noiseless. Anyone who has had to listen to a snowblower operating in the wee hours of the morning will appreciate this.

In most cases, snow will melt at a rate that keeps up with average snowfall, minimizing accumulation of snow on the heated surface. Depending on the voltage available and the configuration, the mats can easily be combined and tailored to cover a unique walk, stair, patio and driveway layout.

Businesses and homeowners benefit from safer walkways, lower insurance rates and compliance with regulations for disabled access. Loading docks, ambulance entries and passenger platforms at transportation depots also benefit from this protection where pedestrians can move securely on the protected surface.

#### **FLOOR WARMING**

Hardwood and tile floors can feel uncomfortably cold even in warm climates. Under-floor warming cables remove the chill with gentle, continuous warmth when used as supplemental heat to make the floor cozy, or as space heat to warm an entire room. Depending on the manufacturer, systems can be used with numerous choices in surfaces including ceramic, porcelain, terrazzo, glass mosaic, marble and natural stone and agglomerates, as well as under engineered wood and laminate. Cables can even be installed in tiled showers or other wet areas, although it is recommended that the homeowner check with their local electrical inspector first to verify that this application is allowed in the jurisdiction.

Besides comfort, floor-warming systems are safe, energy-efficient and economical. Once installed, it's nearly impossible to damage or cut the cables. In addition, a GFCI-protected programmable thermostat will instantly cut power in the event of a short. The thermostat also offers precise temperature control, monitoring and regulating the floor temperature to provide the optimal warmth. Cost is minimal: at 12 watts per square foot, a 30-squarefoot mat draws the equivalent of an electric blanket. Plus, it is esti-



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mated that adding floor warming throughout a home can increase its resale value by as much as four per cent.

Modern floor-warming systems are manufactured as either free-form cables that provide maximum design versatility, or in fixed cable mats for labour savings in standard-shaped rooms.

Free-form cables are loose, so they can be turned and positioned in any pattern to fit areas with curves, angles or obstacles. The cable spacing is not fixed and it is recommended that a two- to three-inch gap be maintained between them. It is also highly recommended to create a buffer area on the floor plan, where heating is not essential and which can be used to run leftover cable. While it is common practice, duct tape is not recommended for securing cables since it does not guarantee proper spacing and may result in insufficient or leftover cable lengths and uneven heat output. Instead, free-form cables should be installed using clips or uncoupling membranes directly onto the subfloor structure, and are then embedded in thin-set or a self-leveling underlayment.

As you would expect, fixed-cable installation is a faster, less labour-intensive process than free-form cables. Self-adhesivemat floor warming systems are even easier. The mats are commercially available in standard sizes of pre-fabricated rectangular mats with a self-adhesive, wide-spaced backing to help reduce installation time and labour. The mats can be placed on the substrate and will stay put while the mat is embedded in thin-set or a self-leveling underlayment. At less than 1/8-inch thick, the mats result in virtually no floor height buildup, significantly reducing retrofit costs since the door or trim work does not need to be raised. CRS

Peter K. Leal, is product marketing manager for Emerson, and has been with Emerson for eight years. He has responsibility for all EasyHeat branded products, which includes heating cables and thermostats. He has a degree in industrial engineering and has over 20 years experience in product management and new product development, along with over 10 years experience in the consumer/retail market.



## TECH TIPS

# 2020 TRUCK PREVIEW

### Mario has the goods on the new 2020 pick-up models.

#### by MARIO CYWINSKI

While FCA added one to its Ram 1500 a few years ago, it is now introducing a new version on its 2020 truck. General Motors is also adding a diesel option to its Chevrolet Silverado and GMC Sierra, while Ford added a diesel to the F-150 in 2019.

Safety and technology also takes centre stage for 2020, as many brands are adding features not usually seen on pick-up trucks in the past. These include cameras to better see around the vehicle, automatic emergency braking, adaptive cruise control, and options to help with towing.

For 2020, a new player is added to the mix, as the Jeep Gladiator makes its debut in the mid-size segment. Heavyduty models also see updates for 2020, as both Ford (Super Duty) and General Motors (Chevrolet Silverado HD and GMC Sierra HD) are all-new. Nissan has updated its Titan and Titan XD.

Here's our look at what is new, updated, and available in the pick-up truck market for 2020.

#### FORD

**Super Duty** – Ford has updated the Super Duty for 2020, with engine, capability, design, and technology changes. A new engine is added to the line-up, as a 7.3 litre V-8 gasoline engine with 430 horsepower and 475 foot/pounds of torque make its debut. The 6.7L Power Stroke diesel engine gets an update and now offers 475hp and 1,050 ft/lbs of torque. The standard engine continues nce exclusive to heavy-duty pick-up trucks and a selection of full-size vans, trucks brands are now adding diesel engines to their light-duty trucks.

to be a 6.2L gasoline engine. A new 10-speed heavy-duty automatic transmission is also added to the Super Duty and features drive modes that include normal, tow/haul, eco, slippery, and deep sand and snow.

The updated diesel engine allows the Super Duty to now offer gooseneck towing of 16,783 kilograms, fifth-wheel towing of 14,742kg, and conventional towing of 10,977kg. Maximum towing numbers are increased for all Super Duty models for 2020 (F-250, F-350, and F-450).

Ford has optimized the front end of the Super Duty to help with cooling, including a new front bumper and air dam. The rear tailgate, taillights, and rear bumper are all updated. LED headlights are also updated, as are DRLS on higher trims.

Technology and safety changes were



After an influx of new products hit the truck market in 2019, this model year is more of a transition year for many brands.

also introduced, as Pro Trailer Backup Assist is now offered and allows the truck's Trailer Reverse Guidance to be compatible with fifth-wheel and gooseneck trailers. Automatic emergency braking, lane-keeping alert and blind spot monitoring are now standard on XLT trim and above. Other standard features, now include FordPass Connect with a 4G LTE modem, available wireless charging and Ford Telematics.

A new Tremor off-road package is also added to the line-up for 2020, featuring an upgraded suspension, running boards, 35-inch tires and Trail Control (described as cruise control for off-road driving by Ford).

Other vehicles – Canada's top selling pick-up truck, Ford F-150, goes into 2020 with only minor package and colour changes. All-new in 2019, the mid-size Ranger carries over into 2020 with minor changes.

#### **GENERAL MOTORS**

**Chevrolet Silverado** – After being all-new for 2019 model year, the 2020 model gets a new 3.0L turbocharged inline-six diesel engine that offers 277hp and 460 ft/lbs of torque, with maximum towing for four-wheel-drive models of 4,218kg and maximum payload of 848.2kg. A 10-speed automatic transmission is now available on 5.3L V-8 models. Silverado will also receive available 15 camera views and adaptive cruise control with camera.



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**Chevrolet Colorado** – Carrying over into 2020, Chevrolet has announced an all-new Colorado to come for the 2021 model year. It will offer an updated lower fascia, front skid plates and centre bars; new logos; an embossed tailgate; and unique looks for each trim. The ZR2 model will feature a lettered Chevrolet front fascia.

**GMC Sierra HD** – As both the GMC Sierra HD and the Chevrolet Silverado HD are all-new for 2020 and share many changes, we will focus on the GMC model to save space. The Sierra HD features an all-new design that makes it taller, longer, larger and with a longer wheelbase. Redesigned lighting is prominent as headlights, taillights, fog lights, roof marker lights and DRLs are all available in LED. Additionally, the grille is larger and hood scoops are more functional.



Technology upgrades have lately focused on improving towing safety, including emergency braking and adaptive cruise.

In the back, the cargo bed volume is improved, 12-corner tie-downs are included and a 120v power outlet is available. The cargo bed steps are new and in addition to the current corner steps, and the MultiPro tailgate, which debuted on the Sierra in 2019, is available on HD models

Technology is also front and centre, as GMC's ProGrade Trailering system is now available on HD models, as is an available 15 camera views. Additional technologies available are an automatic electric parking brake, park grade hold assist and tow/haul mode that stays on until the next time the vehicle is turned on (up to four hours).

Power wise, Sierra HD now offers a 10-speed automatic transmission on its 6.6L turbocharged diesel engine that outputs 445hp and 910 ft/lbs of torque.

An AT4 off-road version is also added for 2020.

**Other vehicles** – GMC Sierra models also receive the 3.oL diesel engine as all-new for 2020. GMC Canyon sees the addition of an AT<sub>4</sub> off-road variant for 2020. A maximum towing capacity of 13,607 kg is expected.

#### JEEP

**Gladiator** – All-new for 2020, the Jeep Gladiator is the newest member of the mid-size pick-up truck market. It brings Jeep's off-road pedigree, so when it is driven off the main road – something that many contractors, job site workers and others experience on a daily basis – it doesn't miss a beat. It has a wheelbase of 3,487 millimetres, a five-foot cargo box (1,531 mm with the tailgate closed), and towing capacity of 1,814kg to 3,469kg (depending on how its equipped).

Power for the Gladiator comes from the Pentastar 3.6L V-6 with 285 hp and 260 ft/lbs of torque mated to an eight-speed automatic transmission or a six-speed manual transmission. A 3.0L diesel engine will also be available and offer 260 hp and 442 ft/lbs of torque, mated to an eight-speed automatic transmission as standard.

The vehicle is available with trailer sway control. The cargo box offers standard cargo lights, a dampened tailgate, tie-down loops, an optional spray-in bedliner and a roll-up tonneau cover.

Three sizes of FCA's uConnect system are available: a standard fiveinch screen, a seven-inch and an 8.4inch. The instrument cluster comes with a standard 3.5-inch screen, or an optional seven-inch.

Gladiator is available in Sport, Overland, and Rubicon models.

#### **NISSAN**

**Titan** – For 2020, Nissan has updated the exterior styling of the Titan, which it dubs the Powerful Warrior design. The new design now offers a unique grille for each of its three trim levels, PRO-4X and Platinum grades now offer standard new head-lights, LED DRLs and available LED fog lights. The bed now has all-LED lighting with four light sources. Also, the rear of the Titan now has LED lighting. The exterior changes also include an updated front bumper, fog lights, badging and wheel designs.

On the interior, Titan now offers an available nine-inch touchscreen (an eight-inch screen is standard) as part of its integrated command center, which also includes Apple CarPlay, Android Auto and a Wi-Fi router (subscription required).

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## TECH TIPS

A seven-inch driver information display is also included. With a new NissanConnect on the 2020 Titan, it now has over-the-air software updates.

For 2020, Nissan has also updated its 5.6L V-8 engine, which now offers 400 hp and 413 ft/lbs of torque and is mated to a new nine-speed automatic transmission. Nissan Safety Shield 360 technology is now standard on all Titan models. It offers automatic emergency braking (with pedestrian detection); blind spot monitoring; a rear cross-traffic alert; lane departure warning; automatic high beams; and rear emergency braking.

The larger Titan XD model shares the updates of the smaller Titan. It will now be offered in a crew cab body with a 6.5foot bed and four-wheel-drive as the only configuration available in SV, PRO-4X, and Platinum Reserve trims.

#### RAM

**1500** – Introduced as an all-new model in 2019, for 2020 a diesel engine is added to the lineup. The 3.0L EcoDiesel V-6 engine offers 260 hp and 480 ft/lbs of torque, and has a towing capacity of 5,697 kg (12,560 lbs). It joins the 3.6L eTorque Pentastar V-6 with 305hp and 269 ft/lbs of torque and the 5.7L Hemi V-8 (with or without eTorque) outputting 395hp and 410 ft/lbs of torque.

Added for 2020 is a Night Edition model that offers a monochromatic design with black wheels (22 inches on Laramie, 20 inches on Big Horn), black badging, and a variety of colour options. The Rebel model offers a Black Appearance package with black wheels, a black skid plate and a black interior (red is optional). It now has a safety package with adaptive cruise control, automatic emergency braking, lane departure warning and automatic high beams.

**2500 Heavy Duty** – For 2020, the HD models also get a new Night Edition, with similar options. Ram also adds lane keeping and adaptive steering as available equipment on all trims. Additionally, trailer tire pressure monitoring and blind spot monitoring (including coverage for a trailer) are added, as is an auxiliary camera system that can have two cameras added. The crew cab with an eight-foot bed now comes standard with an 187L fuel tank. Colour and wheel changes have also been introduced.

#### ΤΟΥΟΤΑ

Tacoma – The mid-size Tacoma sees incremental changes for 2020 with all models now offering Toyota Connected Services Audio with a seven- or eightinch touchscreen with Apple CarPlay and Android Auto. Some models get a multi-terrain view monitor and a birdseye-view monitor. TRD Pro models get new colours and features, while other trim levels get equipment updates. Tacoma is available with a 3.5L V-6 engine with 278hp and 265 ft/lbs of torque, mated to a six-speed automatic transmission with a six-speed manual transmission available on several TRD models. Access cab and double cab are available in 4x4 configuration.

Toyota Safety Sense P is standard on all Tacoma models. It offers adaptive cruise control; lane departure warning; automatic high beams; and automatic emergency braking with pedestrian detection.

All 4x2 and four-cylinder models are discontinued for 2020.

Tundra – The Tundra full-size pick-up is a carryover for 2020, with Connected Services Audio offered just like with the Tacoma. It also comes standard with Toyota Safety Sense P. Added for 2020 is a Premium trim for TRD Sport and Offroad models. It offers premium audio with a remote and has embedded navigation with destination assist; leather seat cladding and a leather-wrapped steering wheel; dual zone automatic climate control; blind spot monitoring with rear cross-traffic alert; and a spray-in bed liner. Also, for 2020 is a standard Smart Key with push-button start on TRD Sport/Off Road trims and above. CRS

Mario Cywinski is the Editor of Machinery and Equipment MRO magazine. He is a member of the Automobile Journalists Association of Canada (AJAC).



The ground will thaw soon. Help your customers dig, plant and prepare the soil for summer.

# LANDSCAPING Showcase



#### UNIQUE SCREEN DESIGN

\* easternfarmmachinery.com The economical, walk-behind Model 45HP topdresser from Earth and Turf is ideal for spreading compost with up to 25 per cent moisture content on lawns and small turf areas. The unit's easy, three-wheel manoeuverability makes it possible to get jobs done fast, even in tight quarters. The 45HP features a 4.5 cubic foot hopper capacity to keep re-loadings to a minimum. It is 30 inches wide and spreads materials using a unique reciprocating screen design, which produces in one pass an even, full-width spread pattern 1/8 to 1/4 inches thick.

#### **BETTER GERMINATION**

" classenturfcare.com The Classen Pro HTS20 hydro-drive overseeder features a unique 40-pound floating seed box to follow undulating terrain and 26 1 1/2-inch-spaced slicing blades to allow for higher rates of germination. Equipped with turf tread flotation tires for



reduced soil compaction and thumb controls for forward and reverse, the HTS20's fold down handle provides for easy transportation and storage.

#### MAXIMUM VERSATILITY

<sup>•</sup> baumalight.com The TRL620D mini track loader from Baumalight features a compact design at 40 inches wide (without the



bucket). Baumalight mini track loaders can easily navigate through tight spaces for exceptional productivity. The hydrostatic drive is set up with true joystick controls and hydraulic pilot lines just like large skidsteers. A three-pump hydraulic operating system is used, one for hydraulic flow to run the machine's auxiliary and boom and two pumps for the propulsion systems, one







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#### LANDSCAPING SHOWCASE

for each drive motor. There is also a dedicated oil cooler to better manage hydraulic heat generation. The auxiliary hydraulic pump system with a case drain delivers hydraulic flow at 10.5 gallons per minute at 3,000 PSI for optimal operating performance. The 24.5 horsepower Kubota diesel-powered mini track loader also features durable rubber tracks that can handle uneven or rough terrain; a self-leveling bucket for efficient loading and unloading; a tipping limit of 1,800 pounds at bucket edge; and a ride-on platform for improved visibility while manoeuvering through confined areas. This extremely versatile machine is able to power various attachments including post hole auger drives, tree pullers, tillers, trenchers, flail mowers, tree saws, stump grinders, snow blowers, power sweepers and virtually any lifting attachment.



#### SPREADS THE TOUGH STUFF

𝔅 snoway.com Poly dual-electric RVB spreaders from SnoWay are built with the professional contractor in mind. They are available in a variety of sizes from 10-cubic foot UTV-mount designs to large 2 1/2-yard truck-mount applications. Equipped with easy on/ off rear spinners, tarps and tie down straps, they feature a computerized controller in conjunction with the two strategically located vibrators to allow spreading of numerous wet or hard-to-spread de-icing products.



#### CURVED ROLLER EDGES

A brouwerkesmac.com The new Brouwer BTR30 Pro heavy-duty walk-behind turf roller incorporates an advanced drive system. The new design includes a dedicated pump, a variable-speed directional valve and an external oil cooler. The stainless steel cooler dissipates heat faster and the replaceable oil filter insures clean oil for longer life. The BTR30 Pro is designed to live up to the demanding workload of the landscape contractor and rental environment. It includes a heavy-duty traction drum, a power protection cover and is powered by a dependable 5.5-horsepower Honda engine. The edges of the roller are curved to avoid damaging soft turf. The long handle makes turning easy, even when the drum is filled with water. The BTR30 is ideal for the rental market because it is easy to operate, durable, carries low maintenance costs and is available with factory-direct pricing.



HIGH TIP SPEEDS → *bybravo.com* The Ybravo Generation II 25-inch commercial mower is suitable for any rental store. The Generation II is light-

weight with easy-control handles and offers side discharge, mulch or superior bagging performance of wet or dry grass due to its high blade-tip speeds. The Generation II comes with a five-year commercial warranty. Excellent for retail as well.



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Bob-Cat 6000 Series commercial mowers are equipped with 4400 Series integrated drives or with dual 12 cubic centimeter pump/ motor drive systems. The Predator-Pro 7000, ProCat 6000MX, ProCat 6000, ProCat 5000 and QuickCat 4000 have high production AirFX mowing decks offering a superior quality cut. Built with operator comfort and ergonomic design in mind, they are equipped with large tires, a large comfortable seat, almond-shaped steering handles, ergonomic controls and easy access service points.

#### **ADJUSTS TO TERRAIN**

A barretomfg.com The Barreto STK Tracked Trencher is powered by a 12 horsepower Honda engine and



is available in 24- or 30-inch depths. Barreto's Independent floating track system provides a more fluid operation than traditional track trenchers. When working in rough or uneven conditions, undercarriage idlers move in response to the terrain reducing ground pressure and increasing traction. The adjustable trenching controls are operator friendly, making this unit ideal for both homeowner or contractor rentals.



THIS BLOWS

𝗘 scag.com

The Scag Windstorm stand-on blower is ultra compact, agile and ergonomically designed with surefooted traction and smooth clutch engagement. Powered by a 37-horsepower Briggs Vanguard Big Block EFI engine, it produces up to 7,500 cubic feet per minute - ideal for leaf/debris or road construction cleanup. With 18 degrees of vertical tilt, the fingertip nozzle direction system controls deliver maximum air output in any direction the nozzle is aimed.



THREE APPLICATIONS

A brownproducts.com The multi-use Redefiner 450HA from Brown allows rental stores to offer clients three configurations: a bed redefiner, a WireMaster model to install invisible dog fencing, or the standard sidewalk edger. Powered by a Honda GX160 engine, the 450HA achieves bed-redefining productivity of up to 60 feet per minute or dog fence installation up to 25 feet per minute. This commercial unit is light, manoeuverable and includes fold-down handles for easy transport, making it ideal for home owners and contractors alike.

#### **REMOTE MOWING**

 $^{\circ}$  easternfarmmachinery.com The MDB Green Climber LV 300 PRO remote control mower has a flail cutting head with undercarriage tracks. The Green Climber's main feature is that it can be used without an operator on board and can tackle steep gradients



up to more than 60 degrees uphill, downhill and diagonally thanks to the extendable undercarriage tracks and low weight, which enables a better grip on the terrain. The Green Climber is a mulcher or slasher designed to carry out maintenance of green areas, roadsides and highways particularly inconvenient or dangerous to reach. Its light weight and its total versatility makes Green Climber an extremely useful machine for all remote control vegetation management as well as other beneficial functions depending on which head attachment accessoriesare used. The remote control system of the Green Climber makes the job easy and, most importantly, safe. It also allows the machine to move with speed and precision. It is equipped with an electronic direction correctional system which controls the natural inclination of the machine towards the descent. The Green Climber's quick coupling system has been designed to allow rapid interchangeability of accessories without the use of keys. The flail head has a side-shifting movement of 400 millimeters to both right and left sides.



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## SAFETY FIRST AND LAST

# Unquestionable



#### Not training on lift safety is not an option.

by Jeff Thorne

f you have lifting devices in the workplace you may be tempted to ask the question: do my operators require training or refresher training? The answer is always a resounding "Yes." However, many employers tend to get caught in the legislative trap: if it doesn't say it, I'm not going to do it. From a health and safety management and risk mitigation perspective, that just doesn't cut it.

"But wait," some say, "the legislation doesn't list my specific type of equipment." Or, "The legislation doesn't say anything at all about lifting devices, so I don't have to train." Those statements may very well be true depending on your province. Unfortunately, the legislation may not be clear cut.

For example, British Columbia regulations specifically state that cranes and hoists be operated by a qualified person who has been instructed to operate the equipment, but you'd be hard-pressed to find specific clauses pertaining to operator training for other types of lifting devices. However, the regulation also requires all machinery and equipment to be used and operated in accordance with the manufacturer's instructions and safe work practices. Manufacturers' instructions always indicate the need for operator training. Alberta's requirements are similar: an employer must ensure that a worker is trained in the safe operation of the equipment the worker is required to operate. This makes it pretty simple for Albertans.

Ontario, Prince Edward Island, Nova Scotia and New Brunswick all speak to lifting devices or work platforms being operated by a competent person. A competent person is commonly defined as an individual that is qualified because of knowledge, training and experience, has familiarity with the legislation applicable to the work and has knowledge of the actual and potential hazards.

Some provinces require the equipment be operated in accordance with the applicable Canadian Standards Association (CSA) standard. CSA standards outline the requirements for operator knowledge and practical testing requirements. A word to the wise: if your province references the applicable CSA Standard, that standard may be enforceable by the regulatory body having jurisdiction. Therefore, it's always a great idea to build lifting device programs around these standards.

Whether your province references CSA standards or the specific lifting device, the spirit and intent of the legislation and the duty imposed upon the employer is to provide a healthy and safe work environment. Labour laws in Ontario, for instance, include a general duty to take reasonable steps to protect the safety of workers. In practice this means that, in the event of an incident where the Ministry gets involved, the court will have to determine what could reasonably be expected of your company. How will it do that? You guessed it: by referring to the relevant standards. Following CSA and provincial regulations for training is not a guarantee of avoiding penalties if someone gets hurt, but you are pretty much assured to take fire if you do not. Since penalties for not safeguarding workers can extend to jail time, there's really no question remaining as to the right course of action.

The first step towards improving lifting device safety is the development and implementation of a lifting device safety program. It's important to recognize that training, although essential, is not enough to reduce lifting device incidents. To be most effective, operator training should be part of a larger, comprehensive lifting device program. Beyond operator training, a lifting device program should include hazard identification, assessment of the operating environment, proper equipment selection, inspections, preventative maintenance, safe operating practices and supervisor involvement.

To train or not to train really isn't the question. No matter how you spin it, operators require training. Elements supporting operator training allow the operator to make informed decisions, assess and navigate hazards and allow those around them to work safely and successfully. CRS

Jeff Thorne is manager of training at Occupational Safety Group.



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