



NEWSLETTER

Summer 2010



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WHAT'S NEW

TRADESHOWS

Stop by Nu Flow's booth at the following tradeshow to learn more about our products, applications and solutions. See how we can save you valuable time and money.



IFMA's WORLD WORKPLACE 2010 Conference & Expo

IFMA

IFMA's World Workplace
2010 Conference & Expo
Booth 1327
October 27 - 29, 2010
Atlanta, GA

SOCIAL MEDIA EXPANSION

Following the launch of our new website, we have expanded our social media presence. Through various online social media networks, Nu Flow will share updates, news, pictures, videos, events and more.



www.twitter.com



www.youtube.com



www.facebook.com



www.linkedin.com

In an effort to engage and interact with our clients, licensees and the industry, we have joined the above social media sites and encourage you to sign up and connect with Nu Flow.

RECENT EVENTS



The Nu Flow exhibit at the CAI 2010 National Conference held April 28 through May 1 in Las Vegas was a great success. With more than 1,700 participants, CAI's 2010 National Conference was the most well-attended national event in the Institute's 37-year history.



The BOMA 2010 International Conference & The Every Building Show in Long Beach, California was a great networking event and an opportunity for Nu Flow to highlight their wide range of pipe rehabilitation products.

Case Study:

NASA

Nu Flow has successfully completed a pipe-retrofitting project at NASA's Goddard Space Flight Center without disruption to normal operations.

Nu Flow used their epoxy coating technology to upgrade the durability of the piping system and extend its useful life by creating a barrier between the existing pipe and the water flowing through it.

Project: Line the secondary heating system consisting of carbon steel and copper pipe without disruption to day-to-day operations.

Customer: NASA's Goddard Space Flight Center, Greenbelt, Maryland, a major NASA space research laboratory and home to the nation's largest organization of combined scientists, engineers and technologists that build spacecraft, instruments and new technology to study the Earth, the sun, our solar system and the universe.

Site: Building Four of the Goddard Space Flight Center, which includes the offices for all facility managers for the flight center.

System: The secondary heating system including 600 feet of mainline and 130 feet of lateral line



pipes. The system consists of carbon steel and copper piping ranging from 1/2" to 3" in diameter. It includes 64 induction units in 28 offices and 160 valves.

Solution: Nu Flow proved to the Goddard Space Flight Center that their epoxy coating process is an effective solution to corroded piping systems. The Repipe Alternative™ from Nu Flow removed the need to rip through walls and ceilings.

Existing connections were used so other access to the pipes wasn't required. Nu Flow retrofitted the system by applying an evenly coated layer of epoxy to the inside walls of the piping system. To prevent facility downtime, Nu Flow created a detailed work schedule that meshed with the day-to-day operations of the Flight Center Staff.

Corrosion in pipe systems, whether made of copper or steel, is common in commercial, industrial and residential buildings. Whether you are experiencing problems now or are interested in preventing the inevitable failure of your plumbing system, Nu Flow is available to restore your peace of mind.



Case Study: Inn at Sunset Cliffs



Nu Flow has successfully completed a pipe-retrofitting project at the Inn at Sunset Cliffs without the need to destroy their newly renovated rooms and floors. The pipe system was rehabilitated with the patented Nu Flow process by pulling a seamless structural liner into place, avoiding costly and disruptive repairs.

Key benefits of the Nu Flow lining process include the ability to line the smaller diameter pipes inside and under buildings and the ability to start and stop the liner anywhere in the pipe which means that Nu Flow avoided the cost and delay of reinstating each of the laterals. Nu Flow's liner eliminated the leaks since it can retrofit broken and missing pipe segments in place. Overall, Nu Flow's liner restored the drain system's functionality and saved the customer from a very undesirable alternative.

Project: Retrofit the main sewer lines under the foundation, in the vertical risers and in between the floors of a two-building beachfront inn, eliminating drain problems without destroying the recently remodeled property.

Customer: The Inn at Sunset Cliffs, located in historical Point Loma, California, is one of only a few San Diego hotels truly located on the Pacific Ocean, just steps away from the beach.

Site: Two two-story buildings originally built in the 1950s. The Inn includes 24 suites recently remodeled including new wood and tile floors.

System: The waste water system is comprised of cast iron pipes, including over 200 feet of 4" diameter main lines and about 200 feet of 1 1/2" and 2" pipes in the laterals and vertical risers. The main lines are completely under the slab and finished flooring of each building. A 60-foot segment of 4" pipe connects the main line from one building to the other from which point they share a common path to the main sewer line.

Situation: The drain system was experiencing failures due to build up, age deterioration (cracks) and root intrusions. The Inn had experienced multiple back ups and a break in the pipe. Since the pipes are completely under the slabs, replacing those pipes would have required trenching the foundation inside each of the first floor rooms.

Replacing the vertical pipes and other laterals would have required destroying the floors, walls and ceilings to access the pipes to the second level. The customer absolutely wanted to avoid demolition to the rooms and floors that they had just refinished. Furthermore, they wanted to avoid closing the hotel during the repair process.

Solution: Nu Flow was able to solve all of their problems and provided multiple benefits over the pipe replacement alternative. Nu Flow isolated the work in segments allowing the hotel to stay open during the renovation process with minimal disruption to their guests. A camera inspection and thorough de-scaling / cleaning process prepared the pipes for renovation.

Where needed, Nu Flow upgraded the system with new clean-outs. Nu Flow then used their Pull-in-Place structural liner to retrofit the main lines, risers and laterals without the need to dig trenches or access points.

On the Job:

With Regional Manager Peter Coles

Get to know Nu Flow better by reading interviews with our featured employees. Learn what it's like in the industry: the challenges, rewards and comradery had on the job. This newsletter features Peter Coles, Regional Manager of Toronto Installations who has been with Nu Flow since its inception.



Peter Coles, Regional Manager

Q: HOW LONG HAVE YOU BEEN IN THE INDUSTRY AND WITH NU FLOW?

I've been in the industry since 1996. I started out with Nu Flow manufacturing liner with Cameron in his garage in July of 1999. We worked out of several shops throughout Bowmanville, Ontario before moving to the current manufacturing facility in Oshawa, Ontario. We've been here about 7 years.

Q: WHAT IS YOUR CURRENT JOB DESCRIPTION?

My current title is Regional Manager of Toronto Installations. I am responsible for managing the installations of the Toronto region and all day-to-day operations. All training for drain licensees is done out of this office along with 24/7 technical support. It's a challenging role and I've really grown with the job.

Q: WHAT IS THE MOST CHALLENGING PART OF YOUR JOB?

The most challenging part of my job would be the tight timelines. Our technology gives us the opportunity to complete projects over a shorter period of time compared to traditional pipe replacements, but you have to be focused and on top of everything. It gives us our competitive edge.

Q: WHAT IS THE MOST REWARDING PART OF YOUR JOB?

The most rewarding part of my job is being able to do things that some say is impossible. I have worked on sites you would typically not get the chance to see including Donald Trump's resort in Mar-a-Lago and a job in Hawaii underneath a 42-story building. I have been to all but two states, as well as Europe where I had the chance to work on a hospital in Finland with a licensee.

Q: WHAT'S THE MOST EXCITING JOB YOU'VE WORKED ON?

There are so many jobs I have had the chance to work on. Donald Trump's Mar-a-Lago was very nice. Discovery Bay was also a special job where the pipe was buried in the ocean. We had to come up with a way to stop the water from infiltrating the pipe.

Nu Flow CEO Ontario Finalist for Ernst & Young Entrepreneur Of The Year 2010

TORONTO, Ont., July 7, 2010 -- Nu Flow, the world's leading inside-infrastructure corporation, has announced that its Founder and CEO, Cameron Manners, has been honored for the second time as a finalist for the Ernst & Young Entrepreneur Of The Year Award in the Cleantech category for the Ontario region.

Manners founded Nu Flow in 1998 to manufacture and install patented and proprietary trenchless drain and sewer lining solutions. Today, Nu Flow offers multiple green solutions including epoxy pipe coatings, which coat the interior walls of pipes and mechanical systems, and cured-in-place structural liners, which create a new structural pipe inside the host pipe.

"I am honored for the opportunity to take part in the Ernst & Young Entrepreneur Awards," said Cameron Manners. "This recognition is a reflection of more than our recent growth -- it is a reflection of Nu Flow as a technology and market leader in the growing trenchless and inside infrastructure market. Over the past year, we have realized significant growth in large commercial properties addressing all variety of mechanical pipe systems. An entrepreneurial spirit within Nu Flow and our growing family of channel partners worldwide continues to uncover opportunities and provide new value to our customers and market."

According to Ernst & Young LLP, Entrepreneur Of The Year recognizes high-achieving entrepreneurs in Canada and around the world who drive growth, build communities and transform industries. The Canadian program is in its 17th year of honoring the country's most impressive entrepreneurs from all areas of business.

The names of the Ontario winners will be announced at a gala banquet in Toronto on October 13 and the overall winner will represent Ontario at the national banquet in Toronto on November 17.

About Nu Flow

Nu Flow is the market leader in trenchless technologies that rehabilitate inside infrastructure drinking water pipes, sewer drain and sanitary lines, lead service piping, mechanical systems such as HVAC, chiller and heating lines, fire suppression systems, compressed air systems, process pipes and pool lines. Since 1987, Nu Flow has lead the industry as the first company to rehabilitate inside infrastructure pipe systems in commercial and domestic structures, hotels, multi-unit residential buildings, hospitals, schools, office buildings, manufacturing facilities, utilities, municipal buildings, military bases, ships, homes and more.

Case Study: St. Croix Club

Over time, piping systems reach their expected useful life and require replacement to avoid failure. However, replacement isn't always an optimal solution for aging systems, especially when pipes are located within or beneath a building. Using a patented epoxy coating, Nu Flow can rehabilitate pipe systems with a non-invasive process, avoiding destruction to the building.

Project: Pull structural liner spot repairs in place to seal existing holes before lining chiller system main, risers and returns using Nu Flow's patented epoxy coating.

Customer: St. Croix Club Condominium Association, Naples, Florida, representing a condominium complex on the Gulf of Mexico.

Site: Three six-story beachfront mid-rise buildings, each with twelve units built in 1972.

System: A chiller main consisting of approximately 800 feet of 6" galvanized pipe, 420 feet of 4" galvanized risers with returns and connections in each of the 36 rooms.

Situation: The chiller system was experiencing degraded performance and leaks due to hard mineral build-up, corrosion and reduced diameter. When St. Croix realized the system was working inefficiently, they made several system improvements including replacing the 15 hp pump with a 25 hp pump in a failed attempt to improve water flow through the pipes.

According to the Project Engineer, Bill VanRite, pressure gauges on the system indicated the real problem. The pressure on the supply and return lines should be about equal however there was a significant difference (42 psi on the supply side and 19 psi on the return). After completing a camera inspection, it was clear the problem was in the pipes.

Solution: Nu Flow's solution saved the customer from the cost and logistics of repairing and replacing the system by using existing connections to rehabilitate the pipes in place. First, Nu Flow removed the buildup and corrosion using waterless technology. Spot repairs



were then pulled into place to seal holes in the system. Once complete, Nu Flow applied an evenly coated layer of their patented epoxy to stop corrosion and prevent future leaks.

Bill VanRite downsized the pump back to an appropriate 15 hp pump and the system was working again. Given that the 25 hp pump with estimated motor efficiency of 90% was replaced by a 15 hp pump with a 96% motor efficiency, St. Croix now saves over \$7,000 per year in electricity costs not to mention the cost of the water to constantly replace what was leaking from the system.

Hard mineral build-up, corrosion and reduced diameter are all common in commercial, industrial and residential building pipes. Whether you are experiencing problems now or are interested in preventing the inevitable failure of your plumbing system, Nu Flow is available to restore your peace of mind.



Five No-Cost Marketing Tips

By Laura Lake, About.com Guide

Are there ways to market your business that will not cost you a fortune? How can you get the word out without driving your company into a financial black hole?

Truth is most marketing does take money, but there are some low-cost and no-cost options that you can put into action that will help you to get the word out about your products and service. While these ideas will not cost you a lot of money they will cost you time, so prepare for that.

These are fantastic ideas for the company that is just getting started. They also work! Choose two out of the five and move forward on them this week. Once you begin to see that in fact these promotional ideas can bring you business your momentum will build and drive you to pick two more.

- 1. Network at events.** Go to Chamber of Commerce meetings, BNI Group meetings, and other organizational meetings that will be attracting your “ideal” client. Gather business cards. Get as many as you can and then begin to phone and email to follow up. Do this immediately while you are still fresh in their mind. If they cannot use your services, ask them if they know of someone who can and get their contact information.
- 2. Attend public meetings.** At every public meeting, make a commitment to say something that could be useful to those that are attending. This is a great way to not only share you knowledge and help others, but it also puts you in the eye of those who could use your services.
- 3. Create a “useful” handout.** A handout that when given to a recipient they keep because it has value. For example with my business I have one entitled the “Top Ten Marketing Tactics Your Competition Wish They Knew.” Make sure that you include your name, phone number, email address, website information and your 30 second commercial that tells the recipient about your business.
- 4. Create joint-ventures.** Find colleagues and business associates whose business compliments yours and do joint promotions. For example I do joint-ventures with a copywriter and graphic designer. Who could you partner with?
- 5. Write letters to editors of local newspapers and business publications.** Make them interesting and newsworthy. You’ll be surprised at how often a good letter will get printed. Do not forget to include your contact information and website address.

By committing to one of these items on a weekly basis within one month you will see your business gain recognition and business. You can get the word out there without spending hundreds of dollars.

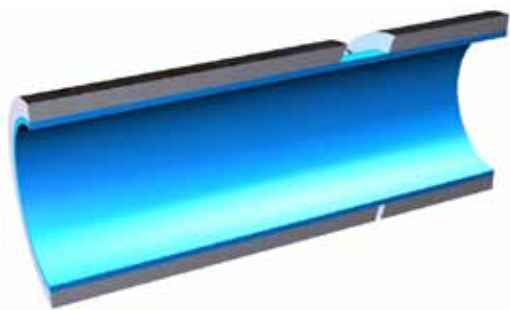
Want to receive marketing tips every month?

Visit <http://marketing.about.com/> to sign up for newsletters or check back regularly for new and exciting tips!

Case Study: Eastgate Square Mall



Nu Flow retrofits drain pipes in place with a liner installed inside the existing pipe.



Over time, piping systems reach their expected useful life and require replacement to avoid failure. However, replacement isn't always an optimal solution for aging systems, especially when pipes are located within or beneath a building. Using a patented epoxy coating, Nu Flow can rehabilitate pipe systems with a non-invasive process, avoiding destruction to the building.

Project: Rehabilitate roof drain system using Nu Flow's cured-in-place structural liner.

Customer: Redcliff Realty Management Inc., a fully integrated real estate company in Toronto, Ontario, Canada.

Site: Eastgate Square, a mall in Hamilton, Ontario, was established in 1973 and has more than 100 stores that are open seven days a week.

System: A 30 foot tall 4" diameter roof drain surrounded by wiring and other piping. The cast iron system included a Wye ("Y") connection and a 90-degree elbow in the middle of the pipe.

Situation: The aged cast iron roof drain from the 1970s was cracked and leaking into a dental office located inside the mall. Traditional pipe replacement was not a viable solution to the failing roof drain system as wiring and other pipes block access to the pipe.

Solution: Nu Flow rehabilitated the failing roof drain system with an effective alternative to repiping. With only one access point, Nu Flow used their pushrod system in order to correctly place the structural liner inside the existing pipe. The liner was left to cure overnight and was returned to service the next day.

The patented Nu Flow process preserved the structure and avoided costly and disruptive demolition and reconstruction. Eliminating cracks in the pipe, the process greatly extended the useful life of Eastgate Square Mall's pipes.

Licensee News:

Nu Flow Licensee Pulls Drain Retrofit Into Smallest Finland Pipes

Nu Flow licensee, Antium in Finland, has successfully completed a shower drain lining project without disruption to normal activities of residents in an apartment complex. The building's pipes were restored to full capacity and protected against future problems using Nu Flow's pull-in-place pipe lining technology.

Project: Clean and line shower drain lines without disruption to tenants' day-to-day operations.

Site: Privately-owned apartment building built in the mid 1950s in downtown Turku, Finland. The building has nine floors and includes 45 condos.

System: Drain lines consisting of 1" and 1 1/2" copper pipe, each connecting to a floor trap with a 90-degree elbow.



Situation: The copper pipe located inside the concrete floor was experiencing pinhole leaks that lead to moisture in the floor. Tearing apart the bathroom to get at the pipes would have meant at least a week disruption for residents.

Solution: Nu Flow's solution saved the customer from the need to tear up residents' bathrooms and replace the system, avoiding disruption. First, Antium cleaned the copper pipes using a special, small brush. To prevent future problems, they pulled Nu Flow's seamless structural liner into place between each floor trap and shower drain, which provided access to the shower pipe located inside the concrete floor.

As you can see in the picture, the installers protected the finished tile with tape around the drain (top left of photo) and a tarp under the equipment used to cure the liner inside the pipe. The Nu Flow liner is a unique solution for pipes this small and pipes that include 90-degree elbows. To the customer's and tenants' great satisfaction, the solution restored the copper pipe, preserving the structure and avoiding demolition and reconstruction.



How to be Featured:

Send us your licensee news or job completion to be featured in our quarterly publication.

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or cluttrell@nuflowtech.com

Interested in Becoming a Licensee?

Contact one of the following Nu Flow Account Managers for more information.

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