

INSPECTION EQUIPMENT IS ESSENTIAL FOR PLUMBER FRANK TACIAK

RIDGID® INSPECTION EQUIPMENT TESTIMONIAL

NAME: FRANK TACIAK
TITLE: OWNER/PLUMBER
COMPANY: C.A. TACIAK & SONS

15

NO. OF YEARS TACIAK'S K-60
DRAIN CLEANER WORKED
WITHOUT A PROBLEM

76

NUMBER OF YEARS
C.A. TACIAK & SONS HAS
BEEN IN BUSINESS

PLUMBER FRANK TACIAK REFUSES TO WORK BLIND.

"You should never hit the dirt with a digging machine without knowing where you're digging and what you're digging for," he said. "You cannot guess. They run pipes the goofiest, craziest way. You think it's going to come out of a building here and it's somewhere else. You've got to always locate it before you start digging."

That's why the owner of C.A. Taciak & Sons in Towson, Md., always uses RIDGID® inspection tools before he breaks ground.

"THAT'S ONE THING I LIKE ABOUT RIDGID, THE INTERCHANGEABILITY. YOU CAN UPGRADE ONE COMPONENT WITHOUT HAVING TO CHANGE THE ENTIRE PACKAGE."

"It's crazy if you call yourself a plumber who works on sewers and you don't have a camera. It's as vital as a pipe wrench," he said.

Taciak, who took over the business his father started in 1940, has a variety of

RIDGID inspection tools he uses for sewer and septic work in suburban Baltimore, including the SeeSnake® microReel Video Inspection System, SeeSnake Mini Video Inspection System, SeekTech® SR-20 Locator and two SeeSnake CS6Pak Digital Recording Monitors, which he uses with 200-foot reels and self-leveling camera heads.

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"They've all done well," said Taciak, who added that he tried and discarded other brands before buying RIDGID.

His first RIDGID sewer machine, a K-60 drain cleaner with a 7/8" cable, worked for nearly 15 years without a problem, said Taciak. "Portability is a big issue," he said, noting that he carries it in and out of as many as six basements on some days.

The SeeSnake camera system and ability to digitally record inspections build and strengthen relationships with customers,

he said. His business often gets calls from customers who've been told by drain cleaners that they need a new line.

"I always ask if the cleaners put a camera in the line and usually the answer is no. Then I say I'll be happy to come out, but we don't want to replace everything or anything if it's not necessary," he said. "Everybody loves to hear that."

Only about half the customers want to see the inspection video, but even the offer to share helps eliminate any doubts on their part, he said.

Taciak started in the business more than 30 years ago, well before cameras, and he remembers strapping sondes to cables and sending them down lines and using locators to find obstructions.

RIDGID makes it easy to affordably upgrade equipment, he said, noting that he's been able to integrate new monitors and self-leveling cameras with existing equipment.

"That's one thing I like about RIDGID, the interchangeability," he said. "You can upgrade one component without having to change the entire package."