

WHAT'S NEW AT SCOTT'S

NEW WEBSITE

SCOTT'S PRESSURE WASH'S Website has received a complete makeover! The new site provides a wealth of information on SCOTT'S' services and history, and provides a quick and easy way to request quotes, book services and contact SCOTT'S for more information.

To learn more about:

- Mobile Fleet Washing
- Heavy Equipment Cleaning
- Rail Industry
- Commercial Property Cleaning
- Painting Services
- The Truck Wash Bays

Check us out at:

www.scottspressurewash.com

ONE CALL DOES IT ALL!

SCOTT'S PRESSURE WASH has a new toll free Central Dispatch Number.

To obtain a quote, book an appointment or have a question, call: **1-888-320-WASH (9274)** ■

Scotts has **THREE** Full-Service Truck & Trailer Wash Bays

Open everyday from 8:00 a.m. – 5 p.m.

4747-68 Avenue SE, Calgary

REKRETE ADDED TO SERVICE OFFERING

Scotts secures Canadian Distribution rights for innovative new product



After extensive field-testing of ReKrete – an environmentally friendly product that cleans petroleum stains from concrete without the use of water – SCOTT'S PRESSURE WASH was impressed! So impressed that the company went after, and secured, exclusive Canadian distribution rights for the product.

“ReKrete is considered to be breakthrough technology for the power washing industry, eliminating the need for water before, during and after the cleaning process,” explains Sales Manager, Bill Rokosh. “Water management and environmental stewardship are essential to our industry, so we embrace anything that will minimize water use.”

The dry, finely granulated powder was tested in several scenarios, including both industrial and residential applications. In all cases, SCOTT'S' employees and property owners gave the product rave reviews.

What's Unique About ReKrete?

ReKrete is composed of active cleaning agents and chemically engineered bio-organics. It is non-hazardous, non-corrosive and non-toxic (to humans, plants and animals) and it eliminates the risk of hazardous petroleum-based chemicals leaching from the concrete and flushed down sewer drains or absorbed in groundwater.

Once applied to a petroleum-based stain, ReKrete penetrates deep into the concrete pores. Over the course of about 24 hours, it breaks down the hydrocarbon chain of the petroleum stain, decomposing and dissolving the hydrocarbons. Once complete, the granules are simply swept up and disposed of.

Rokosh says that SCOTT'S' Service Technicians are now using ReKrete for a variety of commercial applications. To ensure customers can clean petroleum spills between regular servicing, 20-pound pails of ReKrete are also available for purchase. Technicians will provide instruction on how to properly apply the product to ensure maximum results.

ReKrete is currently available at SCOTT'S PRESSURE WASH'S Calgary Head Office, as well as direct from technicians in Vancouver, Edmonton, Saskatoon and Regina. Opportunities to be direct distributors across Canada are also available. For more information, call SCOTT'S' Central Dispatch at 1-888-320-WASH (9274). ■



STAFF STOPLIGHT: CESAR ARREVILLAGA - MOBILE TECHNICIAN



"Since I began working as a mobile service technician at *SCOTT'S PRESSURE WASH* in March 2009, I have learned that every day has the potential to be a new adventure," says Cesar Arrevillaga. "I could be asked to do fleet washing for a regular customer or sent to a new part of the city to help clean buildings or heavy equipment. Because I am new to the city, I enjoy figuring out how to travel to all the different communities and I learn something new every day."



Arrevillaga emigrated from Mexico City on a work permit about two years ago. Although he had earned a degree in journalism and communications from a University in Mexico and was working in the publishing industry, he says that he found the work extremely stressful. With a love of travel and heart for adventure, he set his sights on moving to Canada.

He worked through a consulting agency to find work and, for the first 18 months after he arrived here, Cesar worked in Barrhead, Alberta. Then, after he was laid off due to the recession, he relocated to Calgary and was offered the position of a Mobile Service Technician at *SCOTT'S PRESSURE WASH*. Although he sometimes

misses his parents, brothers and extended family in Mexico, it is a move that he has not regretted.

"I love Canada and I love my job at *SCOTT'S*," says Arrevillaga. "The people are extremely nice and my co-workers are always willing to share their knowledge with me."

In his free time, Arrevillaga enjoys participating in sports. He plays basketball, volleyball or soccer at least three nights a week. The leagues, he says, provide an opportunity to exercise and to meet others who are new to Canada or to Calgary. ■

SCOTT'S IS #1 IN CONSUMER CHOICE AWARDS FOR THE SECOND YEAR



And the winner is... *SCOTT'S PRESSURE WASH*! Calgary's annual *Consumers' Choice for Business Excellence Awards* have named *SCOTT'S PRESSURE WASH* as "the best power wash company" for the second consecutive year. "We are thrilled to have been recognized not once, but twice, for this service award," said Paul Horsley. "Being presented with the *Consumers' Choice Award* is a reflection of our customers' support of our business. We are honoured to be helping our customers manage corporate images that drive *their* success." ■



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*A Division of *SCOTT'S PRESSURE WASH SERVICES*

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EXCELLENT SERVICE IS A TOP PRIORITY

Kleyesen Group LP is a diversified Canadian-based transportation company serving businesses and industries from Quebec to British Columbia, as well as cross-border to and from any point in the continental United States. With a fleet of thousands of units and a team of over 1,000 people, Kleyesen Group is takes pride their ability to provide personalized service.

“Knowing the importance of *giving* great service, we also appreciate *getting* great service,” says Kleyesen’s Calgary Manager, Stephen Bruchet.

Bruchet says that Scott’s Pressure Wash has been working with Kleyesen for many years, providing mobile fleet washing at the company’s Calgary and Edmonton locations.

In a recent email to Scotts Pressure Wash, Bruchet wrote:

“I just wanted to take a moment to send a note of appreciation to all of the staff at Scotts Pressure Wash. While some people may not think service people have value... we certainly do! Scotts’ employees are always polite, professional and always go beyond the call of duty. I really appreciate what they do for us. Anyone who provides good service deserves a compliment and I think Scotts Mobile Service Technicians are top notch.”

“I look forward to a long lasting relationship with Scott’s and their fine employees. Thank-you for the great power washing service that you provide to the Kleyesen Group LP!” ■

JUST WHAT THE DOCTORS ORDERED SCOTT’S aids U of C Veterinary Faculty with site clean-up



When the University of Calgary Faculty of Veterinary Medicine went looking for off-campus facilities to house cattle, they found the barns of a decommissioned dairy farm fit all of their criteria. The only problem was the mess!

“The barns had not been used for several years,” explains Assistant Professor, Dr. Jeroen De Buck. “One of the barns was reasonably clean, but the second one had become home to a flock of pigeons. It was littered with bird droppings, as well as long ago leftover cattle manure on the floors and walls. Considering that these buildings are to be used as part of the veterinary research program, it was essential that they be in pristine condition, with no trace of contamination or communicable diseases.”

SCOTT’S PRESSURE WASH was called in to assist with sanitizing the structures, which are

comprised of concrete floors and footings, metal siding on the 10-to-12-foot high walls and an even higher peaked roof, plus wooden wall strapping, posts and beams. Prior to starting any pressure washing, U of C staff removed wooden planks that were screwed to the walls – revealing an alarming accumulation of bird’s nests and debris. Then SCOTT’S thoroughly dry-swept the building. When the pressure washing equipment was moved in, a lift was used to enable thorough access to the full wall height, rafters and ceilings. A disinfectant was added to the final rinse to sanitize the buildings. In total, more than 35,000+ square feet of vertical and flat surfaces were cleaned.

“We are very happy with the work that SCOTT’S PRESSURE WASH did at this location,” concludes Dr. De Buck. “They were very thorough and the barns are now ready for livestock.” ■



WINTER PRESENTS SEASONAL CLEANING CHALLENGE

Sloppy, salty road conditions and cold temperatures combine to make truck driving in winter more difficult. In addition to driving with extra caution, operators must also pay extra attention to their rigs’ care and maintenance. Keeping units clean is an important part of the process.

SCOTT’S PRESSURE WASH combines its proprietary industrial soap, hot water and water pressure to effectively remove mud, road salt and chemical de-icers from trucks and trailers. During winter, however, it may appear that some units are not thoroughly rinsed after power

washing, because a soap-like residue appears after the unit dries.

“This residue is road salt, not soap,” explains Paul Horsley, President of SCOTT’S PRESSURE WASH. “In our experience, even after considerable rinsing, salt may still seep out of key lock areas, from around headlights, lights above the windshield, and other areas where road salt accumulates. We want our fleet customers to understand that we are aware of this problem, and we will endeavor to do the best possible clean and rinse of your fleets under these difficult winter conditions.” ■

HYDRA'S HOME WORK HINTS

Paint Preparation



There are many applications where a small power washer – such as the ones sold by Hydra Equipment – can help you do your 'home work.'

To remove paint – including graffiti – from flat surfaces, nothing beats the speed and thoroughness of a pressure washer!

To help you get the job done right, here are some helpful hints from HYDRA:

Paint removal using a pressure washer is appropriate for a variety of tasks and projects in and around your home or business. However, before you grab your pressure washer and get to work, be sure to talk to your Hydra representative about your project. He can help determine whether or not the surface you are considering can be safely pressure washed!

Once you and your Hydra representative have determined the surface is appropriate, follow these simple guidelines:

Protect yourself and the surrounding areas from damage or injury from water and flying

debris. All windows and glass surfaces should be protected and covered. There are a variety of materials you can use for this purpose including tarps, plastic sheeting, oilpaper, and water resistant tape.

Pick the right pressure washer, nozzles, gauges, hoses for the nature and scope of your project.

Adjust and test the pressure washer to ensure efficient, smooth and functional operation.

Test the water speed, angle and distance for maximum efficiency. Try different angles and distances until you get the desired result for your project.

A rotary nozzle provides powerful scrubbing power by utilizing a propelling jet stream of rotating water to blast through layers of paint.

High-speed rotation allows you to work quickly and clean a wide area in a relatively short period of time. ■

TOP FIVE QUESTIONS FROM CUSTOMERS

1) Do you need an appointment for the Truck Wash Bay?

Absolutely not! Wash Bay Technicians are 'at your service' seven-days a week from 8:00 a.m. – 5:00 p.m. and operate on a first come, first served basis.

2) Are mobile services available on demand?

Yes... and no. SCOTTS works hard to accommodate every customer's individual needs and, in order to provide the best service at the best price, most work is conducted on a pre-scheduled basis. In the event of an emergency, however, SCOTTS may be able to respond immediately to an existing customer's on demand request.

3) Do you perform wastewater recovery?

All of SCOTTS' employees are trained in the importance of correctly disposing of wastewater used in the power washing process. In service areas not supported by wastewater disposal infrastructure, wastewater is vacuumed into storage tanks and transported to an appropriate disposal facility.

4) Is your soap environmentally friendly?

Yes! SCOTTS PRESSURE WASH is proactive in establishing environmental protection and awareness strategies. As environmental awareness and regulations have increased globally, SCOTTS has developed a commitment to environmental stewardship that remains unrivaled in the Canadian power washing industry. All of SCOTTS' proprietary cleansing agents are environmentally friendly. SCOTTS further minimizes environmental impact through the effective use of Best Management Practices (BMPs).

5) Do you use hot water? Why?

Hot water cleans faster and deeper than cold water and is especially effective in removing grease, grime and oil. Hot water pressure washers typically generate a spray of 180°F or higher. While even hotter water is sometimes needed (steam), it has been proven that hot water under pressure cleans faster and better than steam (low pressure). Pressure washing with cold water is adequate for some applications, but hot water does a better job in a fraction of the time. ■

'HOME WORK HINTS' is sponsored by:

HYDRA EQUIPMENT,
your authorized
LANDA
sales and service centre.

For all your home and industrial pressure washing equipment and service needs call:

(403) 771-7774

www.hydraequipment.com



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CUSTOMER SERVICE THAT'S SECOND TO NONE!

In 2009 Scotts washed over 12,000 rigs at the Calgary Truck Wash Bays.

Come and see why customers keep coming back!

Have your rig washed while you wait in the comfort of the customer lounge and enjoy complimentary SCOTTS' bottled water, coffee, newspapers and satellite TV.

**Redeem this ad for \$10 off
one Express Wash at:**

SCOTTS PRESSURE WASH TRUCK BAYS

4747-68th Avenue SE, Calgary, Alberta

Expires April 30, 2010. No cash value.

