



A clear solution

A  British Gas company

DYNOTM

Clearly the best choice for drain services	1
Fast solutions when you need them most	2
Pipe and sewer cleaning	3
All types of pipework	4
Drain and pipework inspection and diagnosis	5
Tracing and mapping of drainage systems	6
Specialist services	7
'No-Dig' drain and sewer repairs	9
Sewer Replacement System (formerly in2)	11
Plumbing services	12

Clearly the best choice for drain services

When it comes to drain services, there is one company that's clearly the market leader, Dyno-Rod. With over 50 years' experience, our reputation has been earned by our commitment to the highest standards of service and our ability to find solutions for all drainage problems. And now, as part of British Gas, we're able to offer even more experience, services and solutions to our valued customers.

A professional service

Our aim is to provide a professional and thoroughly effective service at all times. We never cut corners or compromise, particularly on important matters such as customer safety, Health and Safety, plant maintenance and staff training. All our engineers are DBS checked (formally CRB).

Our engineers are equipped with all the latest tools and technology and wear DYNOROD branded uniforms and will always have ID clearly displayed. Our ongoing commitment to Health and Safety and engineer training includes the following as part of our minimum standards:

- SHEA Water card / CSCS card
- City & Guilds - Confined spaces
- City & Guilds - High pressure water jetting
- New Road and Street Works Act
- CCTV (OS 19 / OS 22)
- Working at height
- Abrasive wheels
- Manual handling
- Trench support and shoring
- Customer service training
- First Aid

They're able to provide a 'first time fix' for most emergency repairs, offer an accurate diagnosis, select the most appropriate and cost-effective repair technique and will always carry out work to the highest possible standards. What's more, you can rest assured that all work practices conform to current Health and Safety regulations.

At Dyno-Rod, we place great importance on what our customers think. That's why we ask for the opinions of thousands of them every year and use their feedback to constantly improve our service.



Fast solutions when you need them most

Dyno-Rod is an experienced and trusted nationwide company. Call our priority customer helpline and we guarantee to give you a fast and efficient response, 24 hours a day, 7 days a week from a national network of over 900 drainage and plumbing engineers.

Together we'll schedule service visits to precisely meet your needs. If it's an emergency we'll usually have an engineer on site within 4 hours, or at a time that's most convenient for you and your business.

Prevention is better than cure with DrainCare

It is a criminal offence under section 1.11 of the Water Industry Act 1991 to discharge into the public sewers any matter which may interfere with the free flow of the sewage system.

In order to help your company comply with current legal and environmental obligations, Dyno-Rod recommend a DrainCare planned maintenance agreement.

What is DrainCare?

DrainCare is a programme of preventative planned maintenance consisting of regular visits during which agreed section(s) of drainage and pipework are thoroughly cleaned and surveyed which can sometimes

help stop problems before they happen. As part of a DrainCare package, Dyno-Rod can supply you with a WINCAN report confirming the direction and location of all your underground drainage assets.

Every year thousands of sewer blockages are caused by Fats, Oils and Greases being disposed of down drains and sewers. With DrainCare we can carry out a free site survey to identify potential problems and offer advice on what level of preventative maintenance may be required.

All our work is guaranteed and our engineers will clearly explain the work that they are going to carry out before they start. Upon completion of the work our engineers will make sure that works have been completed to the customers full satisfaction and will ensure the area is left clean and tidy.



Pipe and sewer cleaning

When you've got a problem with drains you need a solution fast. At Dyno-Rod we're able to react rapidly to blockage problems in all types of pipework systems – from a single fast food takeaway to larger scale schools, hospitals and manufacturing premises.

No matter the size of the problem – from 50mm to 1200mm diameter – our engineers have the expertise to give a quick and accurate diagnosis and dispatch the correct equipment and tools to complete the job effectively.

High pressure water jetting

Fired at pressures of up to 4,000psi, water jets are a formidable cleaning force, capable of stripping hard scale from pipe walls and breaking down solid substances such as concrete, resin, fats, grease, roots, etc.

The water is delivered via a van or trailer-mounted pump, fed through a reinforced hose and converted into needle jets by a nozzle attachment. This nozzle directs the water to remove any obstructions and propel the hose along the pipe. Our high pressure jetting is so effective it can be used for a number of different jobs ranging from removing loose, compacted debris from drains and sewers, to cleaning the bottom of ships' hulls. They can remove oil and grease from production areas and clean pipework, patios, storage tanks and heat exchangers/condensers. We have a vast range of suitable jets for different applications ie. forward facing and rear facing blockage jets, needle point cutting jets, desludging jets, spinning jets, warthog jets, hydraulic root cutting jets and blades.



Electro-mechanical machining

It's not always possible to access blockages using high pressure water jetting equipment in some industrial and commercial premises. Our engineers have access to a full range of electro-mechanical machines which are the backbone of Dyno-Rod's blockage clearing armoury.

Rotating flexible steel cables, fitted with a particular design of blade or cutter that's suited to the type of blockage, are able to quickly cut through debris to restore free-flowing conditions. So whether it's penetrating solid-set concrete and other hard surfaces, negotiating traps, gulleys and bends in sinks, urinals and showers, to reach deposits or simply removing rust, uric salt and light scale – we've got the tools for the job.

All types of pipework

We have the means, the technology and the experience to provide a complete and rapid solution, from a blocked sink waste pipe to a main sewer, or an industrial process pipe to a vertical stack pipe.

For example, mains drainage systems are usually cleared by high pressure water jetting. But when larger sewers and culverts need cleaning, Dyno-Rod tanker jetters are the answer, removing silt and debris fast. Dyno-Rod has a fleet of these specialist vehicles, which provide the perfect solution when a substantial flow of water (up to 90 gallons a minute) is needed to ensure that a larger drain is cleaned effectively.

Applications

High pressure water jet

- Removes compacted or loose debris from drains, sewers and culverts
- Cleans process pipework, interior and exterior storage tanks, heat exchangers and condensers

- Cleans dirt and deposits from surfaces such as patios, paving slabs, walls and marine growth on hulls
- Removes oil and grease from production areas

Electro-mechanical equipment

- Penetrates impacted blockages including hard substances like cement and resin
- Clears deposits in areas such as traps, bends, urinals, food preparation areas, manufacturing and process pipework
- Can clear build up of uric salt, scale, mortar, fat, grease, roots and fibrous materials
- Recovers solid objects lodged in pipework



Drain and pipework inspection and diagnosis

Drains are largely hidden from view, so discovering the nature and cause of any problem can prove very difficult. That's why we use a range of cutting-edge inspection and diagnosis tools to get right to the issue.

Closed Circuit Television – real insight

Using CCTV equipment we're able to take a close look inside drains, sewers, pipes, chimneys and flues to check for structural faults such as cracks, holes and displaced joints.

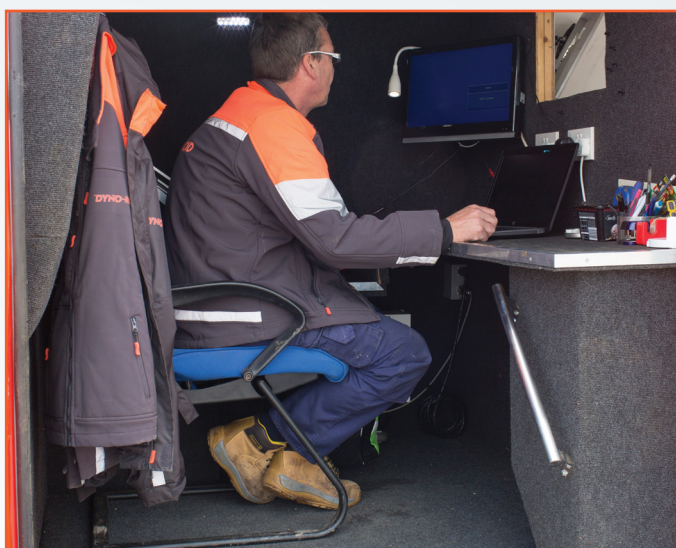
Dyno-Rod use CCTV equipment to undertake the following:

- New build drainage surveys
- Adoption surveys
- Pre and post demolition/construction surveys
- Structural integrity
- Environmental/pollution surveys
- Misconnection surveys
- Drain location and mapping
- Blockage diagnostic
- Manhole inspections
- Pre purchase surveys

A CCTV drain survey is an accurate, cost-effective way to detect the problem, determine the cause and find the best solution. Results are presented in a comprehensive written report, backed up (where necessary) with video evidence.

Dyno-Rod's CCTV surveying capability allows pipes from 50mm (2") up to 1200mm (48"). Survey reports are computer generated (using the WINCAN software) in accordance with BS EN 13508-2 and provide a comprehensive assessment of the structural integrity of a pipework system. Photos and video clips are embedded into the report, for ease of reference.

Where the reported problem is associated with bad smells or leaking sewage our engineers can carry out a series of 'water tightness' tests to locate the problem. If problems occur in pipework above ground or in exposed drains, then air and smoke tests are used to verify and locate leaks and blockages.



Tracing and mapping of drainage systems

Often used with CCTV to provide a full assessment of a site's drainage system, sonar tracing equipment can be used to discover and verify the position of underground services, utility lines or buried manholes.

When there are no site plans to work from, sonar tracing is the ideal solution to get a clear picture of where the problem is.

Applications

CCTV

- Checks structural conditions of drains and pipework
- Investigates the cause of blockages
- Verifies drainage plans/as built drawings
- Provides quality assurance information following cleaning and refurbishment
- Reports on drain integrity for structural engineers, surveyors and property purchasers
- Reports for insurers and loss adjusters to validate claims
- Reporting on cross contamination surveys
- Environmental protection and pollution control surveys



Specialist services

Dyno-Rod's range of technical services includes some specialist applications to tackle difficult cleaning problems.

Tank cleaning and emptying

From cleaning out septic tanks and grease traps, cesspits and petrol interceptors to gully sucking, we're licensed to deal with the removal and disposal of trade effluents and liquid waste, quickly and safely. Pouring fats, oils or grease (FOGs) down the drain can have unpleasant and costly consequences for your business. FOGs can not only result in blocked drains but also bad smells, rodent infestation and if you run a catering business, potential prosecution under the Food Safety Act 1990.

Pigging

The efficiency of process and other pipework systems can suffer as a result of scale, rust, soot and many other residues building up and hardening. When pipework twists and turns, the problem is exacerbated.

Our answer is 'pigs': flexible, polyurethane bullet-shaped plugs which are hydraulically or pneumatically propelled through the pipework to effectively purge and remove residual deposits. Where hardened deposits are present, pigs with an abrasive coating are used to scour the pipe walls removing all aggregated materials in their stride.

Applications - Pigging

- Removal of weld and nodule scale
- Removal of rust, lime scale, tuberculation, wax, ochre, sediment, waste liquid and other superficial deposits
- Swabbing and disinfecting
- Hydrostatic testing
- Gauging

Surface cleaning

Our skilled engineers use the power of high pressure water jetting to remove the toughest dirt, oil, hardened paint and cement spillage.

They use handheld lances to direct laser sharp water jets at affected surfaces or structures, and will introduce sand into the water to give additional abrasion to the cleaning force.

Applications - Surface cleaning

- Jet power spray that removes scale, debris and graffiti from floors, walls and canopies
- Cleans toughest dirt, oil and hardened paint from tanks and machinery to garage floors
- Removes hard rubber deposits from industrial floors and airport runways





Drain Early Warning System (DEWS)

Monitoring water levels is not something that most people worry about, however the effects of levels being too high or too low can have nasty consequences. At one end of the scale, flooding can be disruptive for both businesses and home owners; and at the other a fish pond not monitored in the hot summer months can have devastating effects.

Applications - Drain Early Warning System

- Can detect water levels before they become a flooding risk
- Remotely operated via your mobile phone
- Warnings sent to multiple mobile phones via SMS or call centre
- Monitor fish pond levels in summer to prevent them drying up
- Can install in oil tanks, water tanks, cesspits/septic tanks, manholes
- 10 year battery life
- Self monitoring – confirms status to user via SMS

Watertight Non-Return Valve

Every year across the UK millions of homes are at risk of flood and for some the reality is devastating. Backflow flooding occurs when waste water from the drain or toilet is forced back up the pipes into your home due to flood water or a blockage. Available from Dyno-Rod, the Watertight Non-Return Valve is a simple solution that can help you avoid backflow disasters.

Applications - Watertight Non-Return Valve

- Economical solution that prevents backflow flooding
- Fits neatly into current pipe work, no need to dig another manhole
- Offers defence against pests, stops them entering your property from sewers
- Excludes noxious fumes that can seep back up pipes
- Industry accredited by The Water Research Centre, DEFRA and The Environment Agency



'No-Dig' drain and sewer repairs

Dyno-Rod has developed considerable expertise in the repair of damaged drains and sewers, using the conventional method of excavation and renewal, and also by applying the cost-effective and efficient 'No-Dig' toolbox. This enables us to renovate a cracked, broken or misaligned drain without the expense, inconvenience and surface damage usually involved with digging.

Cured-In-Place Pipe lining

- **CIPP (Cured-In-Place Pipe)** lining is an advanced repair technique for stabilising pipes with extensive longitudinal and/or circumferential cracks, and where several joints are out of alignment, requiring an entire section between manholes to be renovated. Dyno-Rod also uses environmentally friendly materials for CIPP applications.
- **Dyno-Line** – this uses a polyester felt liner which is impregnated with a resin and then winched through the damaged drain pipe and moulded rigidly in place with water or air pressure creating a new pipe within the old damaged one. The resin will then harden through ambient or hot curing depending on the resin used.



- **Brawoliner** – an innovative lining technique that combines a seamless, elasticised 100% polyester textile sock with a flexible inner lining. The lining is impregnated with an epoxy-based resin, which is environmentally friendly and odourless. This is cured by hot water to create a new pipe within the existing broken pipe, creating a highly robust and impervious repair. It smoothly moulds to all bends and sweeps in a pipe without creating unwanted folds or wrinkles and can accommodate a change in diameter.
- **Ultraviolet (UV) Lining** – the system is designed for its speed of installation as it doesn't require large volumes of heated water, and therefore heating equipment and boilers are not needed. The liner, which is factory impregnated with a vinylester or polyester resin, is cured quickly by using a UV light train.
- **The Top Hat Systems** – the system consists of a factory stitched polyester felt top hat impregnated with an epoxy resin and provides a 'No-Dig' solution for bridging the gap between the host lining and the lateral connection.

LocalLine repair system

This innovative technology avoids the expense of re-lining or replacing entire sections of pipes that have one or two isolated faults. Using CCTV equipment, a resin-impregnated LocalLine wrapped around a 'packer' is positioned at the precise point of a localised fault. The 'packer' is inflated using pneumatic pressure to bond tightly with the host pipe and then cured in place to fully restore the drain's structural integrity.

LocalLine has successfully passed both the WRc short-term and long-term external hydrostatic water pressure (leak tightness) tests.



Features

Dyno-Line

- Suitable for 50mm to 300mm diameter pipes
- Stabilising pipes with longitudinal or circumferential cracks
- Sealing multiple displaced and misaligned joints

Brawoliner

- Suitable for 75mm to 225mm diameter pipes
- Repairing / sealing pipes with multiple bends / sweeps
- Preventing root intrusion
- Renovating corroded and / or leaking vertical pipes
- Ability to line dimensional changes from 75mm to 100mm, 100mm to 150mm, 150mm to 225mm
- Successfully passed UK Water Utilities 'Water Infiltration Test'

LocalLine

- Suitable for up to 1200mm diameter pipes
- Repairing localised cracks and fractures
- Sealing localised joint displacement / misalignment
- Successfully passed both short and long-term WRc tests

UV Lining

- Suitable for 150mm to 1200mm diameter pipes
- Circular, egg-shaped, mouth-shaped and box profiles
- Unique stitch bonded fabric, made of Glass Fibre
- UV cured

Top Hat Systems

- Suitable for host linings greater than 150mm diameter
- Available for 100mm, 150mm and 225mm lateral connections
- Bonds to the host lining and lateral connection
- Watertight connection between host lining and lateral

Where 'No-Dig' technologies are not feasible, our drain repair teams will use the conventional method of excavating and replacement.

Dyno-Line & Brawoliner meet the requirements of Water Industry specifications (WIS) 4-34-04: Specifications for renovation of gravity sewers by lining with cured-in-place pipes: March 1995: Issue 2, published by the Water Research Centre (WRc Plc) and BS EN ISO 11296-4 Lining with cured-in-place pipes.



Sewer Replacement System (SRS)

Even if damaged drains are beyond repair, we have the know-how to replace them quickly, without the need and cost of excavation, using our state-of-the-art SRS (formerly in2) technology.

SRS (formerly in2)

SRS is a cutting-edge system that allows a drain to be totally replaced with a new durable factory produced pipe, without the need for excavation. It combines innovative pipe reforming with a new drain replacement process using the latest technology in pipe manufacturing.

The process involves firstly reforming the damaged pipe and then installing sectional 100mm or 150mm SRS pipe. SRS is manufactured in 450mm / 500mm lengths, allowing installation to be undertaken via a standard manhole or a small hole. Alternatively, SRS can be easily installed working from manhole to manhole. The drain is replaced using specialist tools and pipe, which are pulled through from one manhole to the other using a hydraulic machine. Additional pipes are screwed together and pulled through until the full length of the drain is completed.



Benefits

- Replaces existing pipe with a permanent new pipe where the existing pipe has lost structural integrity (clay pipe deformation greater than 10%, pitch fibre / plastic pipe deformation greater than 20%).
- Utilises smaller bursting heads than traditional pipe bursting techniques therefore significantly reduces (and in some cases eliminates) ground heave.

Applications

SRS

- Re-rounding and replacing defective pipes
- Repairing displaced joints
- Bridging across gaps in broken pipes
- Repairing pipes destabilised by circumferential and longitudinal cracks



Plumbing services

Dyno Plumbing's expert team is fully equipped to professionally solve any plumbing problems you may face. Our team of local plumbers are fully qualified and operate to the same exacting standards as the drains team.

Professional expertise you can rely on

Dyno Plumbing is geared to provide rapid response, emergency service 24 hours a day, 365 days a year, aiming to ensure that the disruption caused by burst or leaking pipes is kept to an absolute minimum. Each van is comprehensively stocked with tools, equipment and materials to help ensure a first-time fix whenever possible. Our plumbers are members of the Water Industry Approved Plumber Scheme (WIAPS) / WaterSafe.

Specialist Services

Leak Detection

Dyno Plumbing offers a unique leak detection package. Using sophisticated technology we can trace the leak and repair it all in one visit – which means less disruption and inconvenience for you.

Leaks underneath concrete floors and behind walls can be very difficult to trace and may involve repeat visits to the premises to locate them. We have the equipment and expertise to source the leak and recommend a fix which can be completed then and there.

Dyno Plumbing use three methods to identify the location of the leak – which can often be deep underground or concealed within the structure of the building:

- Thermal Imaging
- Acoustic Testing
- Tracer Gas

Water Supply Pipe

The Water Supply Pipe (WSP) is the part of the service pipe which is owned by the property owner whose premises are supplied by the pipe. Dyno Plumbing has the capability, tools and equipment to trace, locate and repair leaks to the WSP.



There are 3 repair options:

- Localised excavation and spot repair
- Excavate and replace
- Install a new WSP by using non disruptive moling techniques

Applications

We can repair:

- Burst or leaking pipework
- Water Supply Pipes
- Cisterns, radiators and pumps
- Immersion heaters and toilets
- Dishwashers

We can install or replace:

- Taps
- Showers
- Bathroom suites – sinks, baths and toilets
- Washing machines
- Dishwashers
- Glass washers
- Autostopcock
- Water efficiency devices

We can also handle minor repairs and the installation of radiators, water tanks, ball valves, taps, macerators and sanitary-ware.

Sectors we work in

- Residential
- Care homes
- Commercial and Retail
- Construction
- Hotels and Catering
- Industrial
- Civic and Public
- Medical and Healthcare
- Education
- Leisure
- Sports Centres

DYNO - here to help

- 24/7/365 expert emergency response
- Drains unblocked and repaired using 'No-Dig' technology
- Drain survey and repair services carried out to building's insurer requirements
- Bursts and leaks repaired
- Leak detection
- Water efficiency solutions

For further queries, please call

0333 202 9876

or visit dyno.com

*We may record calls to help improve our service to you. Call charges to 03 numbers will cost you no more than 01 or 02 numbers, please check with your phone provider.

Would you like to become a Key Account?

Dyno has a specialist team who look after their key account customers. Based in Edinburgh, the team are on hand 24 hours a day, 365 days a year to assist you with any queries and to make sure that any plumbing or drainage emergencies are dealt with quickly and efficiently by our national network of skilled engineers.

Email the team at: keyaccounts@britishgas.co.uk


A **British Gas** company

Dyno-Rod and the fluorescent colour are registered trade marks. The Dyno-Rod service is provided by franchisees. Dyno-Rod Limited (Registered in England & Wales with registered number 1046906) Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD. Rod9a/BG/05/14

