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R.A. ALEXANDER & SONS, INC.

This third-generation, Owensboro, Kentucky, firm specializes in developing land for homebuilders



Mark Ballard,
Owner

KOMATSU®

A MESSAGE FROM THE PRESIDENT



Gene Snowden, Jr.

**Good news
on the
transportation
front**



Dear Valued Customer:

Finally! After years of short-term resolutions, Congress passed a comprehensive, multi-year transportation bill, and President Obama signed it into law. Known as the FAST Act, the bill provides five years of relative certainty to highway, bridge and other construction industries.

The FAST Act should contribute to an already positive construction industry outlook for 2016. You can read more about the FAST Act in this issue of your Brandeis Focusing on Solutions magazine. Also featured is Komatsu's newest large construction wheel loader, the WA600-8. It has a Tier 4 Final engine and a new standard bucket that provides increased efficiency in material movement.

As you know, Tier 4 engines require regeneration to reduce emissions. There are different types of regeneration, and each has specific steps that must be taken to complete the process. It's vital that operators know what to do when that situation arises, so make sure to check out the article on proper regeneration.

One main component of emissions control in Komatsu's larger construction machines is the Komatsu Diesel Particulate Filter (KDPF), which is where regeneration occurs. The Komatsu CARE program covers KDPF replacement, as well as provides complimentary scheduled maintenance for the first 2,000 hours or three years on Tier 4 machines. A Brandeis technician will perform all of the work, in addition to a 50-point inspection at each service interval. If you have a Tier 4 machine, you can be sure that we'll contact you when a service is due and schedule it at a time and place convenient for you.

Our goal is to minimize your downtime, which is essential as the new construction season ramps up. We hope you have plenty of work on the books. We're here to help you get it done as productively, efficiently and cost-effectively as possible.

If there's anything we can do for you, please call or stop by one of our branch locations.

Sincerely,
BRANDEIS MACHINERY & SUPPLY COMPANY

A handwritten signature in black ink, appearing to read 'Gene Snowden, Jr.' with a stylized flourish at the end.

Gene Snowden, Jr.
President and Chief Operating Officer



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R.A. ALEXANDER & SONS, INC.

This third-generation, Owensboro, Kentucky, firm specializes in developing land for homebuilders



▶ VIDEO

Mark Ballard,
Owner

Mark Ballard first ran a bulldozer when he was 10 years old. From that time on, his career path was set.

"After high school, I went to college for a semester and learned it wasn't for me," Mark recalled. "There was never any question in my mind what I was going to do with my life. I wanted to be in construction, and I wanted to operate equipment."

Mark went to work for Owensboro, Kentucky-based R.A. Alexander & Sons, the company that had been founded by his grandfather in 1947. By the time Mark joined the company, his parents, George and Marsha, were second-generation owners. In 2008, Mark bought R.A. Alexander & Sons from his parents.

"My dad retired, but he didn't stop working," said Mark. "In fact, at 70 years old, he still works every day, but now he works for me, which I'm very happy about. I've been around him since I was a toddler; sitting by his side on a bulldozer.

We're very close. Having him work here is great for me because I can run ideas by him and ask his advice on almost anything related to the business."

While R.A. Alexander & Sons has been around for almost 70 years, the company is not the same as it was when Mark's grandfather and father were running it.

"The original focus was coal mining, and they had about a dozen employees and some pretty large equipment," Mark noted. "When that slowed down, they got into land development and road work – so they still dealt with some big iron. I chose to downsize and focus on the homebuilding market, and it's worked out well for us."

Today, R.A. Alexander & Sons has just three full-time employees – Mark, George and George's brother Joe, who has worked at the company for more than 20 years.

"We primarily develop land for homes – some individual house lots, but mostly subdivisions," Mark explained. "We work for a number of homebuilders around the Owensboro area, but our largest customers are Jagoe Homes and Thompson Homes, both of which are homebuilders/general contractors. We've done their earthwork for the last 25 years."

Keep the customer happy

R.A. Alexander & Sons' calling card is to do good work and complete it in a timely manner, but Mark claims little credit for the work the company does with Jagoe and Thompson.

"Our relationship with them precedes me," he said. "We've been working for them a long time. They've grown and brought us along. There's a lot of trust and confidence on both sides. We know what they want, and they know what they're going to get from us. It's a close-enough

R.A. Alexander & Sons rents equipment, including this Komatsu PC490LC excavator, from Brandeis Machinery & Supply Company.





R.A. Alexander & Sons Owner Mark Ballard didn't think his company was ready for Komatsu's *intelligent* Machine Control equipment, but this D51PXi dozer has changed his mind. "We've found that on the right job, the Komatsu D51PXi really speeds things up," he said. "My 'old school' dad absolutely loves it."

bond that they often call us when they're considering a project to see what we think. It's like being part of their team, and we appreciate that they respect our opinion enough to make us part of their decision-making process.

"We know they have other options, so we do our best to keep them happy," he added. "For example, if they want something fixed on a project, we go back in and change it at no extra charge. Some people don't understand why we do that, but we don't see anything unusual about it. Our goal is to give our customers the end products they're looking for in order to keep them as regular clients. It's really that simple, and it works for us."

R.A. Alexander & Sons works almost exclusively in the Owensboro/Newburgh/Evansville area.

"My dad, my uncle and I are all operators," said Mark. "We're hands-on and out in the field every day. I've been able to keep overhead to a minimum by coming in at night to do a lot of the estimating, bidding and office work."

When the company has a large job, as it did recently at the Cayman Ridge Subdivision in McCutchanville, Kentucky, Mark hires subs to help him complete it in a timely manner.

"Cayman Ridge was a large dirt-work job that required trucks to move material," Mark

explained. "Since we don't have those, it made more sense to sub out the work rather than acquire more equipment and personnel. We've lost three very good, veteran employees over the last two years. It's difficult to find good, quality help, so instead of replacing them, we've decided to do more with less."

Guaranteed uptime

Mark's minimalist workforce philosophy also extends to his equipment. When R.A. Alexander & Sons downsized, it got rid of almost all of its old machines and turned to fewer, but newer, leased and rental units from Brandeis Machinery & Supply in Evansville and Sales Rep Brandon Russell.

"We didn't need the large pieces anymore, plus, I wanted newer equipment and the improved uptime that would come with it," Mark explained. "It's hard to get a job done when equipment isn't running. With our old stuff, we never knew when it was going to go down, so we had a full-time mechanic. When we turned to newer equipment, we let Brandeis take care of our maintenance and repairs. With the combination of Brandeis' support and the newer equipment, our uptime and productivity has soared."

Komatsu's new leasing program, which is designed to make machine acquisition more affordable, fit nicely with Mark's new approach to equipment.

Continued . . .

'Old-school' employee loves the D51PXi

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"We used to rent a lot of equipment," said Mark. "Once we got three months or more into the rental, we figured we were just throwing money away unless we bought it. Now, with the lease program, the cost is less than renting, and we're always up and running. My thought process is that by leasing or renting from Brandeis – and we still rent when we need an extra machine for the short term – I can budget for that machine payment. There is no budgeting for a breakdown because you never know what the repair is going to cost or how long you're going to be out of commission."

The Komatsu difference

R.A. Alexander & Sons currently has a Komatsu D51PXi-22 dozer and rents a PC490LC excavator from Brandeis.

"Before we started working with Brandeis, we were die-hards for another brand," Mark noted. "When Brandon came to me with the lease program for a Komatsu PC160, I decided to try it out. I quickly discovered it was the best excavator I'd ever operated. We've kept it for a year and a half and plan on turning it in for a PC170."

"When we needed a small dozer, we demo'd all the top brands, and we agreed that the Komatsu D39 was the best of the bunch – and it wasn't close," he added. "It was quiet, comfortable, and the visibility was amazing."

About a year ago, Mark decided he needed a larger dozer and wanted to move up to the

Komatsu D51, but at that time, he didn't want Komatsu's *intelligent* Machine Control (iMC).

"Komatsu was converting all of its D51s to iMC, and I didn't think I was ready for that," said Mark. "Brandon had me try a D61 rental with an aftermarket GPS system on it, so I could get my feet wet with machine control. After having it for two days, I knew GPS grading was something I should have done years ago. That's when I started seriously considering the D51PXi."

"We've found that on the right job, it really speeds things up," he added. "As veteran operators, all three of us have learned that we have to trust the system and let it take control to get the full benefit of it. When we do that, we find the GPS is almost always more efficient than any of us would have been on our own. My 'old-school' dad absolutely loves it. There's no doubt that the D51PXi will make money for us. With it, we can complete contract jobs much faster than we could with a conventional dozer."

Steady growth

R.A. Alexander & Sons has experienced fairly steady growth in dollar volume, despite being a small company. Mark says 2015 was the busiest year since he's been the owner.

"The homebuilding market in this region is very strong, and I could probably grow the company if I wanted to, but getting bigger doesn't interest me a lot. Obviously, it would enable us to do more work and presumably make more money. However, it would also almost certainly bring more headaches – specifically the need to keep bringing in more and more work, which would probably require us to travel more."

"The bottom line is that I'm pretty satisfied with where we are right now," Mark concluded. "I can pay my bills and live comfortably at our present size. I have a wife and two sons, and I enjoy being able to have a home life. One of my sons has shown an interest in the business – much like I did at his age. He's 16 now, so he may be ready to move in about the time my dad is wanting to slow down. If that happens, R.A. Alexander & Sons would become a fourth-generation family business, and that would make me pretty proud." ■

R.A. Alexander & Sons Owner Mark Ballard (left) works with Brandeis Sales Rep Brandon Russell on equipment matters. "When we turned to (Komatsu machines), we decided to let Brandeis take care of our maintenance and repairs," said Ballard. "With the combination of Brandeis support and newer equipment, our uptime and productivity has soared."



D61PXi-23



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PC210LCi-10

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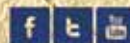
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SPECIAL EVENT



Discover more

KOMATSU DEMO DAYS

Event provides customers an opportunity to operate latest equipment

Komatsu held its Demo Days event in late 2015 at its Training & Demonstration Center in Cartersville, Georgia, giving attendees an opportunity to test drive a large number of machines. The lineup included nearly the entire family of *intelligent* Machine Control (iMC) dozers, as well as the world's first iMC excavator, the PC210LCi-10.

"Our customers appreciate that we let them operate machines during our Demo Days events," said Bob Post, Komatsu America Director of Marketing Communications. "It gives them a better idea of what the equipment can do when it comes time to purchase, rent or lease. Of course, the iMC products have been popular during our most recent Demo Days, but there was strong interest in our other Tier 4 products, too."

Komatsu displayed almost 30 machines, including brand-new products such as the WA500-8 and WA600-8 wheel loaders, as well as the recently introduced WA380-8 and WA470-8 loaders. The lineup also included D61PX-24, D65-18 and D155AX-8 dozers; excavators

Continued . . .

Mulzer Crushed Stone Maintenance Supervisor Mike Martin (left) is with Brandeis Sales Rep Dustin Olander. "The PC210LCi excavator worked really well," said Martin. "It was very user-friendly. Demo Days is a great event. It gives us an opportunity to see all of the latest innovations and intelligent machines."



(L-R) Brandeis VP/Regional Sales Manager David Coultas and Sales Rep Gene Snowden III catch up with Komatsu's Todd Daugherty at Demo Days in Cartersville, Georgia.



Bob Post,
Director of Marketing
Communications



The Training & Demonstration Center's "job trailer" allowed customers to see real-time information about machines working on a jobsite with Topcon's Sitelink3D.

Customers operated a variety of equipment, including *intelligent* Machine Control dozers and Dash-11 excavators.



▶ VIDEO



Equipment, information on-hand at Demo Days

... continued

ranging in size from the tight-tail-swing PC55MR-10 to the PC490LC-11; HM300-5 and HM400-5 articulated trucks; and a GD655-6 motor grader.



(L-R) Jamie Crook of Envision Contracting, Brad Pollard of Pollard & Sons Excavating and Brandeis Sales Rep Brandon Russell talk at Demo Days.

In addition to running equipment, attendees could tour Komatsu's Chattanooga Manufacturing Operation or attend presentations that offered valuable information, such as the "Bottom Line Tactics" session that Komatsu's Business Solutions Group held. Another seminar offered insight into tire management.

"We want to help customers increase profitability and also become more efficient and productive," said Post. "Demo Days offers us a chance to showcase the solutions Komatsu has to meet those goals, along with our products. We appreciate that customers take the time to attend these events." ■

Talk to your distributor to find out when the next Komatsu Demo Days will be held.



Danny Webb of Louisville-based Danny Webb (left) takes in his first Demo Days with Brandeis Sales Rep Barry Bubnar. "Demo Days is a first-class event," said Webb. "It's very nice, and I've had a good time."



Davis Dozing's Chris Davis (left) meets with Brandeis Sales Rep Craig Stickler after testing the PC210LCi-10 excavator at Demo Days in Cartersville, Georgia.

Among the recently introduced machines available for demonstration were WA380-8 and WA470-8 wheel loaders.



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TRANSPORTATION BILL APPROVED

President Obama signs \$305 billion FAST Act, first long-term measure passed in a decade

For the first time in more than a decade, the nation has a long-term transportation bill. Signed into law in December, the Fixing America's Surface Transportation (FAST) Act calls for spending more than \$300 billion on highway, bridge and transit projects over the next five years.

The FAST Act authorizes approximately \$207 billion for highway projects and \$48 billion for transit projects. The remaining money in the bill will go to a variety of projects for ports and railways, and provide almost \$1 billion for the National Highway Traffic

Safety Administration's programs. Each state gets a 5.1-percent increase in formula funds for highway investment in fiscal year 2016, followed by annual increases to help offset projected inflation during subsequent fiscal years.

The measure is the first long-term transportation bill since SAFETEA-LU was passed in 2005 and expired in 2009. Since that time, Congress has passed several short-term, stopgap-funding measures. The only multi-year deal during the past six years was enacted in 2013, a two-year bill known as MAP-21.

Continued . . .



The FAST Act authorizes approximately \$207 billion for highways and provides almost \$1 billion for the National Highway Traffic Safety Administration's programs.

FAST Act designed to promote project delivery

... continued

"Our roads and highways have gone without necessary maintenance and improvement through years of short-term surface transportation extensions," said Mike Acott, President of the National Asphalt Pavement Association. "This bill gives states and industry the certainty needed to move forward aggressively to improve safety, performance and drivability."

New initiatives

The FAST Act maintains much of the structure of MAP-21 with a few changes, including expanding the Surface Transportation Program into a Surface Transportation Block Grant Program. It still requires a fraction of the money to be distributed by population, and a portion must be used for pedestrian, bicycle and environmental activities.

The National Freight Program and Nationally Significant Freight and Highway Projects Program are new under the FAST Act. The first funds freight-related highway improvements. States are allocated funds by formula. With stipulations, they may obligate up to 10 percent of their freight funds for improvements to freight rail or ports.

The Nationally Significant program provides grants for highway, bridge, rail-grade crossing, intermodal and freight rail projects costing more than \$100 million that improve movement of both freight and people, increase competitiveness, reduce bottlenecks and improve intermodal connectivity. At least 25 percent of the funds must be spent in rural areas. The Secretary of Transportation will

award all projects, and Congress will have 60 days to reject them by joint resolution.

The new bill is also designed to accelerate project delivery. It reduces duplication of environmental reviews and builds upon MAP-21's efforts to use deadlines to speed up the review and approval process among initiatives.

Mixed reviews

The FAST Act should be good news to Americans frustrated with driving across bridges deemed structurally deficient and congested roads that often have not been properly maintained due to lack of funding. The American Society of Civil Engineers' most recent report card gave America's overall infrastructure a D-plus. Bridges and rail received a C-plus, ports a C and roads a D.

A poll conducted by AAA found that 70 percent of Americans favored more federal spending on infrastructure. Nine out of 10 believe routine maintenance on roads and bridges is important. Roughly two-thirds support both traffic safety training programs and reducing traffic congestion by expanding lanes.

"Potholes and bad roads increase driver stress and can cause significant vehicle damage, requiring costly repairs," said AAA President and CEO Marshall Doney after the poll was released. Upon passage of the FAST Act, he noted, "It is encouraging to see Congress come together to make the compromises necessary to pass legislation of this magnitude. Millions of Americans drive every day, and they deserve a highway system that safely moves people and goods as quickly as possible."

Other industry groups had mixed reviews following the FAST Act's passage. The American Road & Transportation Builders Association (ARTBA) praised the bipartisan bill's five-year funding predictability and reduction of federal red tape for state transportation improvement programs. However, ARTBA was not completely satisfied with the bill.

"Congress and the Obama Administration again sidestepped a golden opportunity to put

New initiatives under the FAST Act are a National Freight Program and a Nationally Significant Freight and Highway Projects Program.



Continued...



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Creative funding key to FAST Act

... continued

the federal highway and transit investment program back on solid financial footing for the long-term,” said ARTBA President & CEO Pete Ruane. “(They also) fell short in providing the level of investment that would result in demonstrable improvement in the overall physical conditions, performance and safety of the transportation system. At best, we will be treading water.”

No gas tax increase

Most of the money for the FAST Act will continue to come from the 18.4-cents-per-gallon gas tax that was reauthorized in the new bill. The gas tax was last raised in 1993, but with rising inflation and more fuel-efficient cars, it has largely fallen short of covering annual transportation spending. That forced lawmakers to tap into general funds to make up the difference. Because the gas tax was not increased, it will not fully fund the FAST Act either.

Additional financing provisions include a requirement that the government use private collection agencies to recoup certain outstanding taxes; denying new passports to individuals owing more than \$50,000 in back taxes; the sale of 66 million barrels of oil from the Strategic Petroleum Reserve; cutting the Federal Reserve’s annual dividend payments to large commercial banks; and using money from the Fed’s rainy-day fund.

Future funding could also come from increased tolling. Congress lifted the ban imposed 60 years ago on state tolls for existing federal interstates. Three states already have pilot programs in the works, and more are considering the option.

“The good news is that the long winter of uncertainty for state DOTs has come to an end,” said Transportation Secretary Anthony Foxx, who has been touring the country in an effort to raise awareness of surface transportation needs. “The FAST Act also takes the important step of increasing funding. Under the act, funding will go up by roughly 11 percent over five years. This is a down-payment for building a 21st-century transportation system, though it is still far short of the amount needed to reduce congestion on our roads and meet the increasing demands on our transportation systems.”

The FAST Act is about \$173 billion less than President Obama called for prior to its passage and his signing.

“This bill is not perfect, but it is a commonsense compromise, and an important first step in the right direction,” Obama said in a statement prior to signing the bill. “As we applaud the kind of bipartisan compromise (it took to pass this bill), we should also recognize that we still have work to do.” ■

While the majority of funding goes to highways, bridges and other surface transportation, the FAST Act also provides money for a variety of other projects such as ports and rail.





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PRODUCTION NUMBERS IMPROVED

New WA600-8 features larger standard bucket and increased fuel efficiency



Rob McMahon,
Komatsu Product
Marketing Manager

How do you measure enhanced performance? Komatsu's new WA600-8 wheel loader provides answers with numbers that show you can move more material with lower fuel consumption.

Komatsu optimized engine power control in the Tier 4 Final WA600-8, and improved power train and hydraulic efficiency, reducing fuel consumption up to 13 percent, compared to its Tier 3 predecessor. The loader combines Komatsu's SmartLoader Logic with an enhanced lockup torque converter that activates in second, third and fourth gears. Together, the system provides optimal engine torque for improved acceleration, hill climbing, fuel savings and a higher top speed.

Komatsu's new WA600-8 features optimized engine power control and improved power train and hydraulic efficiency to help reduce fuel consumption by up to 13 percent, compared to its Tier 3 predecessor. Standard bucket capacity was increased to 9.2 cubic yards, and Komatsu designed it to fill easier, retain material better and give operators greater visibility.

Quick Specs on Komatsu's WA600-8 Wheel Loaders

Model	Net Horsepower	Operating Weight	Bucket Capacity
WA600-8	529 hp	122,268-124,473 lbs	9.2 cu yds
WA600-8*	529 hp	126,678 lbs	10.2 cu yds

* Load-and-carry configuration with additional counterweight

Bucket capacity of the standard WA600-8 increased to 9.2 cubic yards, and Komatsu designed it to fill easier, retain material better and give operators greater visibility. A load-and-carry configuration for the WA600-8 is available with added counterweight and a 10.2-cubic-yard bucket. A new auto-dig function reduces operator effort required to fill the bucket, and Komatsu-integrated load meter data is available on the machine monitor and remotely via the Internet.

"With significant enhancements in production capacity and fuel economy, the WA600-8 is designed to maximize production efficiency in loading off-highway trucks or load-and-carry applications," said Rob McMahon, Komatsu Product Marketing Manager. "Owners and operators consistently tell us they are impressed with the machine's productivity and stability."

Increased cab comfort

The cab features a new air-suspension, high-back, heated seat that softens machine vibration. The seat's cast frame members increase strength, and seat-mounted electronic pilot-control levers add ergonomic comfort and convenience. The KOMTRAX Plus telematics system provides key machine metrics and performance information that can be accessed remotely by smart phone.

"Full rear fenders and steps with handrails at both sides of the loader add convenience for daily inspections," said McMahon. "Similar to other Tier 4 machines, the WA600-8 is covered by the Komatsu CARE program for the first 2,000 hours or three years, which further reduces owning and operating costs. Add it all up, and the savings are significant. We encourage anyone needing a production loader to check out the new WA600-8." ■

▶ VIDEO



WA470-8

INCREASE PRODUCTION WHILE LOWERING FUEL COSTS

- Komatsu SmartLoader Logic for optimal energy savings
- Large capacity torque converter with lock-up
- All-new cab for comfort and visibility
- Powerful 272 HP engine



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OLANJUWON LUKIE / ASSEMBLER / NEWBERRY, SC

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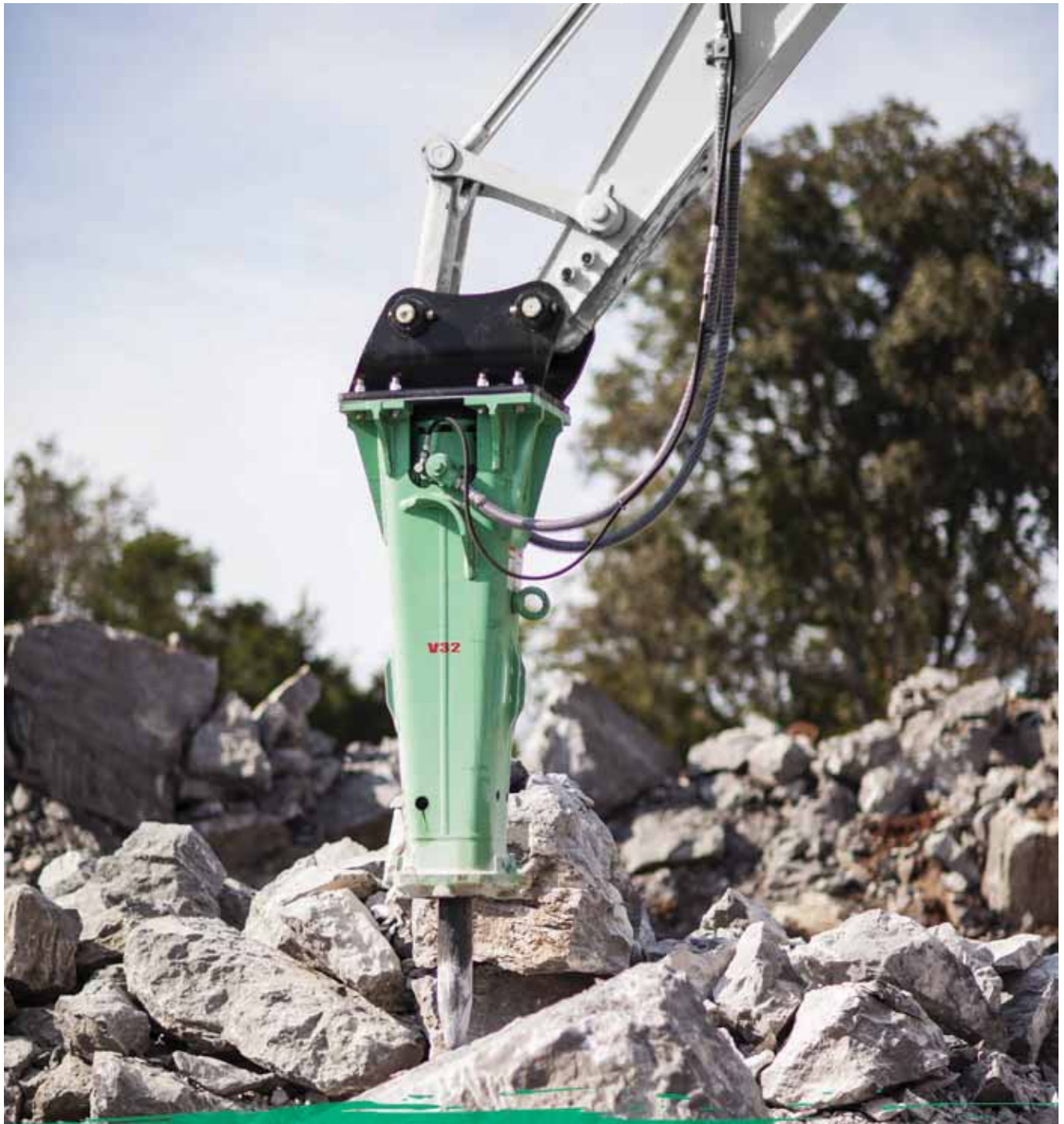
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INCREASED EFFICIENCY

If not for Komatsu iMC machines, Robcor Contracting 'wouldn't be doing dirt projects'

For more than 20 years, Rob Forman and his wife, Corrie, moved dirt as site-development contractors. About six years ago, they shifted focus and founded Robcor Contracting, a crushing/recycling business in Sebring, Florida.

Processing old building materials into new products accounts for 85 percent of Robcor's volume of work, but the Formans recently added earthwork back into the mix. Currently, Robcor is performing mass grading/dirt work on Reunion Resorts, a 600-acre project that began in the spring of 2015 and is expected to be completed in three to five years.

Robcor will move millions of yards of dirt as it completes mass excavation, preps pads for construction and does finish work. To maximize efficiency, Robcor is using Komatsu *intelligent* Machine Control (iMC) dozers (a D51PXi and a D61PXi) as well as a PC210LCi-10 iMC excavator.

"If it weren't for the iMC machines, we wouldn't be doing dirt projects," said Forman. "The dozers save us so much time and money. I have run a dozer for more than 20 years, and I can't imagine going back. These are by far the best dozers I have ever run.

"The PC210LCi excavator allows us to move more dirt, more efficiently than with a bigger machine that doesn't have *intelligent* Machine Control," he added. "No matter where we excavate on a project, we are on-grade. That's amazing. It eliminates overexcavation, so the time and material savings are significant."

No staking

At Reunion Resorts, Robcor uploads 3D models of the jobsite plans into the machines

and lets the integrated GPS technology take over. The company has not used a single stake on the project.

"The machines pay for themselves in the first 500 hours of operation," said Forman. "Normally, we would have to schedule layout and staking. Now, we upload a 3D model of the plans, and 45 seconds later, we're moving dirt to finish-grades. I don't see how we could compete without the iMC machines. They have made us so much more efficient and given us the ability to take on larger site projects. We wouldn't be able to do that with conventional machines." ■



Rob Forman,
Vice President

Robcor Contracting Vice President Rob Forman says the crushing/recycling company would not do dirt work without Komatsu *intelligent* Machine Control equipment, including this PC210LCi-10 excavator. "The PC210LCi allows us to move more dirt, more efficiently than with a bigger machine that doesn't have *intelligent* Machine Control."

▶ VIDEO



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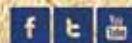
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002

SAVINGS BY DESIGN

PUTTING THE 'PLUS' IN DOZING

Komatsu expands innovative undercarriage design to its D85-18 models

A significant portion of dozer operating costs per hour come from undercarriage repair and replacement, so reducing wear and extending component life can make a significant improvement to your bottom line. Komatsu's Parallel Link Undercarriage System (PLUS) helps, with a revolutionary design that virtually eliminates pin and bushing turns. It is now available on the new D85EX-18 and D85PX-18 models.

Both of the shoe widths – 26-inch and 36-inch – are made for extreme service and maximum durability to provide up to twice the life of a conventional undercarriage, lowering repair and maintenance costs as much as 40 percent in certain applications. PLUS components are designed for equal wear life and are built to withstand diverse ground conditions.

"PLUS cuts maintenance costs, extends wear life and excels in high-impact, rocky conditions, as well as low-impact, sandy jobsites," said Chuck Murawski, Komatsu Product Manager, Dozers. "This leading-edge track technology has become standard equipment on all Komatsu dozer models smaller than the D85-18."

Free-to-rotate bushing

PLUS uses oil-lubricated bushings that are free to rotate, unlike fixed bushings used on conventional undercarriage systems. Links have increased wear material and depth hardness and have a strutted design for extended life and added strength. All link assembly components can be field-replaced individually, as opposed to changing an entire undercarriage system. Sprockets are segmented for simple replacement and designed to minimize material packing.

The Komatsu PLUS undercarriage assurance program covers leakage and breakage due to defects in material or workmanship for three years or 4,000 hours, whichever occurs first. Komatsu distributors can also offer supplemental wear-life coverage.

"The D85-18s are excellent construction and/or quarry machines, and PLUS enhances their value by further reducing the already low owning and operating costs that these highly efficient and productive Tier 4 machines provide," said Murawski. "We encourage anyone thinking about adding a 60,000-pound-plus dozer to their fleet to talk with their local Komatsu distributor and check out the benefits a D85-18 with PLUS can provide." ■



Chuck Murawski,
Komatsu Product
Manager, Dozers



Komatsu's Parallel Link Undercarriage System (PLUS) is now available for its large construction/quarry D85-18 dozers. PLUS eliminates pin and bushing turns, reducing undercarriage maintenance and repair costs.





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TEAM EFFORT

Ken Calvert says Komatsu's new Business Solutions Group provides 'tiny solutions' with tangible benefits

QUESTION: What is the Business Solutions Group?

ANSWER: We are a team of individuals working in collaboration to provide service and support to customers, Komatsu distributors and Komatsu corporate personnel. Any one of those three can approach us with an idea, a concern, etc., and we'll tackle it in an effort to bring about a positive outcome.

The Business Solutions Group can do that because our team brings several different perspectives and experiences to the table. Some of us have been with Komatsu for several years in assorted capacities. We also have customer perspectives on board, as one team member worked for a distributor before joining the group. Another was with a large construction company. This allows us to approach solutions from a variety of angles.

We're not here to set the world on fire, only to provide what we call "tiny solutions" with tangible benefits.

QUESTION: Could you give examples of what you have provided so far?

ANSWER: We give customers "bottom line tactics" to improve their productivity and efficiency by providing individual machine or fleet recommendations; owning and operating estimates; operator and telematics-based insights; and more. We offer this service to all types of companies, no matter their size. Each company's needs are unique, so our solutions are as well.

Machine recommendations are a prime example. A customer may be thinking that a 30-ton excavator is the best fit. However, our analysis of the business and the type of work it performs may show that the owner will only use

Continued ...



**Ken Calvert,
Director,
Business Solutions Group**

This is one of a series of articles based on interviews with key people at Komatsu discussing the company's commitment to its customers in the construction and mining industries – and their visions for the future.

Ken Calvert has been with Komatsu since 2001. He was recently named Director of Komatsu's new Business Solutions Group, which he describes as a "team of individuals working in collaboration to provide service and support to customers, Komatsu distributors and Komatsu corporate personnel."

Ken's career includes management positions with the world's two most prominent equipment manufacturers, with a major equipment distributor and as an end user. His responsibilities have involved logistics, manufacturing, marketing, sales and finance. He has held previous roles with Komatsu, including Director of Product Support Systems and Director, KOMTRAX.

"My business passions are process and process improvement, and they align perfectly with this new position," said Calvert. "The KOMTRAX team became the Business Solutions Group a few months ago, but it's more of an extension than a replacement. We still rely heavily on KOMTRAX data, which we use as part of our solutions for customers, distributors and manufacturers. We have the ability to offer so many more services now, and what we really like is when someone brings us a new idea or challenge that we can really dig into and find ways to resolve."

A resource for customers, manufacturers and distributors

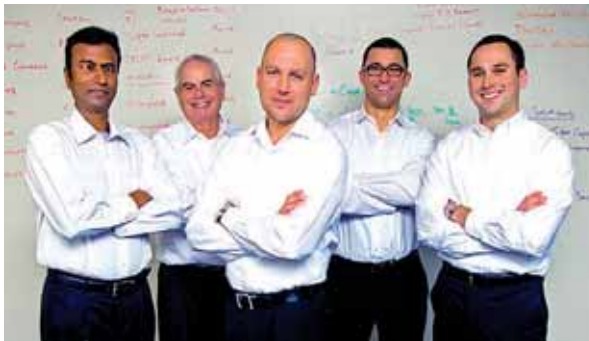
... continued

a 30-ton machine 5 percent of the time. We would use this information to let the owner know that it would be more beneficial to purchase a 20-ton excavator and rent a 30-ton as needed.

One way we helped Komatsu – and, in turn, our customers – was through a campaign to bring greater awareness about regeneration. Tier 4

engines require it, but there are two different processes that need to be carried out depending on the type of alert an operator receives. The concern was that operators weren't taking the appropriate action when they saw a regeneration icon pop up in their Komatsu machine. We designed posters and key tags that outline what to do based on the type of icon that appears.

(L-R) The Business Solutions Group includes Muthaiya Kiliour, Director Ken Calvert, Deputy Director Matt Beinlich, Goran Zeravica and Robert Hussey. Calvert says the group's aim is to be "a resource for all three legs of the industry stool: customer, manufacturer and distributor."



Komatsu's Business Solutions Group provides customers with a wide variety of services, including "bottom line tactics" to help improve productivity and efficiency through individual machine or fleet recommendations; owning and operating estimates; operator and telematics-based insights; and more. "We offer this service to all types of companies, no matter their size," said Director Ken Calvert. "Each company's needs are unique, so our solutions are as well."



One of the services Komatsu's Business Solutions Group offers is jobsite analysis designed to help customers maximize production and reduce owning and operating costs. "Our team has keyed into a slogan: the right machine, operated the right way and buoyed by superior service," said Director Ken Calvert. "Our aim is to help customers in all three aspects by helping them choose the best machines for their needs; showing them how to be the most efficient and effective with their equipment; and providing world-class support that includes managing parts, service, financing and other items that affect their bottom lines."



To go along with that, we created a Tier 4 dashboard for our distributors through KOMTRAX, Komatsu's remote monitoring system. It provides vital information such as how often a customer's machine is regenerating and if it's being done correctly. The distributor can then contact the customer and address the issue to avoid a potentially costly repair down the road.

QUESTION: Where did the idea for forming the new Business Solutions Group come from?

ANSWER: Komatsu believes strongly in listening to customers and visiting their jobsites to understand their specific needs. One common theme we heard was that companies would like to build stronger relationships with the people that design and manufacture their machinery. Our group facilitates that, but we wanted to be more than a liaison between the customers and the factory. We want our customers' relationships with Komatsu to be strong bonds. Our aim is to be a resource for all three legs of the industry stool: customer, manufacturer and distributor. Feedback continues to be positive across the board, and we encourage everyone to continue bringing us their needs, ideas and suggestions for ways the Business Solutions Group can be of benefit. Customers can do that through their distributors. ■

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ENSURE PROPER GREASING

Graco Automatic Lubrication System now an available option on some new Komatsu equipment



Scott Ruderman,
Komatsu Marketing
Engineer



Gabe Elmhurst,
Global Market
Specialist, Graco
Lubrication
Equipment

Greasing your equipment aids in maintaining long-term component performance by reducing unnecessary wear and premature breakdown. A Graco Automatic Lubrication System on your Komatsu equipment can help ensure components are always properly greased. Systems are now available pre-installed on new machines or as a field-install kit for equipment already in production.

"We worked hand-in-hand with Komatsu's engineering department to ensure our lubrication systems meet machine requirements," said Gabe Elmhurst, Global Market Specialist, Graco Lubrication Equipment. "We took everything into consideration, including where the components are mounted, what fittings are acceptable, how hoses are routed – even where we can weld on the machine during installation. Our system functions as part of the machine itself."

The Graco Automatic Lubrication System consists of three main components. Mounted outside the machine is the G3 pump with a translucent blue reservoir that is UV protected and sealed to virtually eliminate the introduction of contaminants. A stir paddle inside the reservoir reduces separation by agitating the grease each time the pump is engaged. A ground-level-access fill port allows new grease to be pumped into the system without the need for climbing on the machine.

Modular series progressive divider valves deliver a predetermined volume of grease to the machine's lubrication points, and each can be set to a specific amount. Cycle and performance indicators aid in monitoring the movement of grease through the system and inform operators if there is an interruption in the lubrication cycle.

Operators receive both visual and audio alarms in addition to other information in real-time through the GLC-2200 controller located in the cab. It has a digital display with touchpad controls and LED lighting for simplified programming.

"Operators still need to visually inspect equipment daily to ensure everything is in good working order, but a Graco Automatic Lubrication System reduces the time needed for daily greasing and overall maintenance costs," said Scott Ruderman, Komatsu Marketing Engineer. "We encourage customers to order it already installed on new machines. If they want to add it to their current fleet of machines, it can be done easily by Graco, through a local Komatsu distributor or on their own. We worked closely with Graco to create detailed machine-specific installation manuals with simple step-by-step instructions, so regardless of who installs the kit, or where they do it, the end result is consistent." ■



The Graco Automatic Lubrication System has three main components (L-R): a G3 pump with translucent blue reservoir that is UV protected and sealed to virtually eliminate the introduction of contaminants; modular series progressive divider valves that deliver a predetermined volume of grease to the machine's lubrication points; and a GLC-2200 controller located in the cab.

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'REGENERATE' THE RIGHT WAY

Following proper procedures is imperative for Tier 4 equipment – here's how to do it



Matt Beinlich,
Deputy Director,
Business Solutions
Group, Products and
Services Division

The advent of Tier 4 ushered in further reductions in machine emissions such as soot. Most Komatsu machines use a Komatsu Diesel Particulate Filter (KDPF) to capture the soot produced by the engine, and these filters have a self-cleaning ability called regeneration, which uses heat to oxidize soot into gases that leave the filter. Regeneration is a normal part of running machines with a KDPF, and the process rarely gets in the way of operating.

"Regeneration falls into two categories – active and manual – and each involves

Operators will know whether active or manual regeneration is required based on the alert symbols indicated by the machine. Yellow means active, and the machine should be worked hard. Red is for manual, and operators need to park and properly idle the machine.



Tier 4 machines require either active or manual regeneration, and proper procedures should be followed. Regeneration is a normal part of running machines with a Komatsu Diesel Particulate Filter, and the process rarely gets in the way of operating.

specific actions that should be taken by the operator," said Matt Beinlich, Deputy Director of Komatsu's Business Solutions Group, Products and Services Division. "Operators will know what to do based on alert symbols, which are either yellow or red. Yellow is active, and red is manual."

During active regeneration, the operator should work the piece of equipment hard because a loaded engine creates hotter exhaust gas, which is better for the process. Shutting down the machine is fine, as it will pick up where it left off at the next restart. If the alert symbol is red, it's imperative to park the machine in a safe location and initialize the proper idle procedure.

Idle correctly

"If for some reason the operator can't work the machine during active regeneration, or is following the appropriate course of action during manual regeneration, proper idle is imperative," said Beinlich. "There are specific instructions for both tracked and wheeled machines. Following these procedures will optimize regeneration."

Proper idle includes:

- In tracked machines: All lock levers must be in the "lock" position with the throttle dial turned down to minimum.
- In a wheeled machine: The transmission needs to be in neutral, the parking brake applied and the accelerator pedal released.
- If a machine is going to be shut down completely: The operator should let it cool for five minutes before turning off the key. ■



NEWS & NOTES

DOT releases annual statistics report

The U.S. Department of Transportation's Bureau of Transportation Statistics released its annual State Transportation Statistics (STS) report, which provides information for all 50 states and the District of Columbia. It includes seven chapters: infrastructure, safety, freight transportation, passenger travel, registered vehicles/

vehicle miles traveled, economy and finance, and energy and environment.

The detailed report consists of 116 tables of data and is a companion document to the quarterly National Transportation Statistics report that the Bureau of Transportation Statistics publishes. The entire STS report can be viewed at www.rita.dot.gov/bts. ■

Komatsu acquires quick coupler manufacturer

Komatsu purchased Lehnhoff Hartstahl, a German manufacturer of quick coupler systems for excavator attachments. The

Lehnhoff brand will remain, and the business will continue to supply Komatsu and other manufacturers. ■



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