



**focusing on**

# **Solutions**



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## **R. BOOE & SON HARDWOODS**

**Family business thrives by providing customers with quality products**



Members of the Booe family who operate R. Booe & Son Hardwoods include Owner/President Richard Booe (third from left) and his children Elliott (far left), Matt and Katrina Kelsheimer.

**KOMATSU®**

# A MESSAGE FROM THE PRESIDENT



Gene Snowden, Jr.

**We share  
your goals of  
high production  
and efficiency**



Dear Valued Customer:

High production and efficiency are your goals, and Komatsu shares those goals. That's why it continues to manufacture quality products that meet or exceed emissions standards while maintaining, or even boosting, your production and efficiency.

In this issue of your Brandeis Focusing on Solutions magazine, you can read about innovative Komatsu products that raise the bar when it comes to increasing your uptime and material movement, while lowering your owning and operating costs. At its recent Demo Days, Komatsu introduced its new *intelligent* Machine Control (iMC) PC490LCi-11 excavator. It is the world's largest excavator with integrated control function and was modeled after Komatsu's iMC PC210LCi-10 excavator, which was the first of its kind. More about the PC490LCi-11 will be released soon.

Komatsu introduced the PC210LCi-10 early last year. It followed several models of iMC dozers that Komatsu began rolling out a few years ago, which feature factory-integrated GPS technology that gives operators automatic blade control from rough-cut to finish grade. You can read about the most recent iMC dozer, the D39i-24, in this issue, along with articles on the new PC30MR-5 and PC35MR-5 excavators and the 931 harvester, the flagship machine of Komatsu's new forestry family.

All Tier 4 Final construction-sized machines are backed by Komatsu CARE, which covers scheduled maintenance for the first three years or 2,000 hours. Our trained technicians perform the work at locations and times convenient for you. We track the machines through KOMTRAX and contact you when it's time to schedule service. Our aim is to minimize or avoid disruption to your production.

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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, reading 'Gene Snowden, Jr.' in a cursive script.

Gene Snowden, Jr.  
President and Chief Operating Officer



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Read how this family-operated business in Center Point, Indiana, thrives by offering quality hardwood products.

### INDUSTRY OUTLOOK

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### DEMO DAYS

Ride along with Brandeis Machinery customers as they take a first-hand look at Komatsu equipment during Demo Days in Cartersville, Georgia.

### PRODUCT IMPROVEMENT

Learn how Komatsu's new D39i-24 *intelligent* Machine Control dozers increase production time and lower fuel consumption.

### NEW PRODUCT

Take a look at how Komatsu's new PC30MR-5 and PC35MR-5 hydraulic excavators pack serious production into a compact frame.

### FORESTRY NEWS

See why the Komatsu 931 harvester defines the next generation of forestry machinery with a host of productive features.

### KOMATSU & YOU

Meet General Manager of Ripley, Tennessee, Parts Operation Abe Riddle and see how his team makes sure customers get the parts they need.

### SPECIAL RECOGNITION

Komatsu CARE, the complimentary maintenance program, celebrated its 60,000th service interval in late March. Read about it inside.



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**KOMATSU®**





## R. BOOE & SON HARDWOODS

### Family business thrives by providing customers with quality products

All Richard Booe wanted was one job. About 40 years ago, he turned back to something familiar and made a decision that led him to his goal.

"I worked three jobs and was looking for a way to get rid of two and still make ends meet," recalled Booe, Owner and President of R. Booe & Son Hardwoods. "At the time, one of the things I was doing involved selling some equipment for my brothers, who were in the lumber industry. I decided to buy the equipment myself and go into business. It resulted in

16-hour days, but I did it. To work only one job and control my own fate – it was worth it."

The days aren't quite so long anymore, but Richard continues passing his more than 40 years of logging and sawmilling knowledge onto his children who have joined him in the Center Point, Indiana, company. The family business includes his sons, Matt and Elliott, and daughter, Katrina Kelsheimer.

Matt runs two to three logging crews and takes care of equipment maintenance. Elliott procures logs to ensure the company maintains effective inventory levels. Katrina handles finance and administrative duties. R. Booe & Son Hardwood's total employee list numbers about 50 people and includes extended family members such as Brad Booe, who does outside lumber sales, and Log Yard Manager Rusty Phillips.

"Dad is the President, but beyond that, we don't put much stock in titles. We each play specific roles that fit our particular skill sets," Katrina explained. "It's nice being part of a family business where we are all working to build something together."

Richard's children represent a fourth generation of Booes in the hardwoods industry, including his father, Dean, who started a sawmill with his brother Donald in Clay City, Indiana, after World War II. That's where Richard cut his teeth in logging and sawmilling before going to college and becoming a math teacher.

"I took the knowledge I had, along with the equipment I bought from my brothers, and built Clay City Sawmill, which opened in 1978," Richard recalled. "For the first several years everything was done manually, including loading and turning logs for sawing by hand. I began adding automation in the late 1980s."

Members of the Booe family who operate R. Booe & Son Hardwoods include Owner/President Richard Booe (third from left) and his children Elliott (far left), Matt and Katrina Kelsheimer.



An R. Booe & Son Hardwoods operator loads finished product onto a truck with a Komatsu WA200-7 wheel loader at the company's facility in Center Point, Indiana.





## ► VIDEO

Komatsu wheel loaders, like this new WA270-7, are used for a variety of tasks at R. Booe & Son Hardwoods. "What really stands out to me is the visibility Komatsu loaders offer," said Matt Booe. "They allow us to see the forks when moving logs and lumber, which had been an issue with other brands."

## Name change

As the company began to grow, it became apparent that Matt had a strong interest in joining his dad in the business full time. In 1994, when Matt was 20, the company's name became R. Booe & Son – the other children were younger, and despite coming on board later, the name has stayed the same. Six years after the name change, R. Booe & Son Hardwoods moved into a new facility in Center Point. Along with the move came significant changes.

"We went from about 1,600 board-feet an hour to nearly 5,000 – and we started producing 11 to 12 million feet per year," Matt said. "Our operations became more efficient with two saws and better equipment, and we began marketing our lumber differently. Instead of only working with the same few customers, we actively pursued expanding our footprint."

## Everything gets used

R. Booe & Son Hardwoods gets timber in a variety of ways. It buys standing timber from private landowners and bids on state forest auctions. Its logging operations supply about 50 percent of its inventory, with the other half coming from "gate logs" the company buys from outside sources. It also contracts with other businesses to log for them.

"We have two logging crews running at all times and add a third as needed," explained



Elliott. "We generally work within a two-hour range of Center Point that includes Indiana and surrounding states. This gives us good access to the hardwood species we specialize in."

Its logging crews mainly harvest white and red oak, cherry, hard and soft maple as well as poplar. R. Booe & Son's trucks transport the logs to the sawmill where they are measured, graded and sorted before being processed into several products. Matt noted that every part of a raw log is used. Even organic material that falls off logs while they are in the yard is collected and becomes fill material.

"Our production falls into three basic product lines – grade lumber, pallet lumber and railroad ties – and each is sawn into varying lengths and widths depending on customer specifications," Matt said. "We ship the end products to companies that use them to make furniture, flooring, trim and pallets. We also market the byproducts, such as sawdust, chips and bark, to companies that turn them into fuel, animal bedding and mulch. We have even sold beechwood chips to Budweiser for use in aging beer."

*Continued . . .*



# Wheel loader is 'bulletproof'

... continued

## Versatility from Komatsu loaders

Within the last year, R. Booe & Son Hardwoods added two Komatsu wheel loaders (a WA270-7 and a WA200-7) to a fleet that already included a WA250PZ it purchased from Brandeis Machinery about six years ago.

"The WA250 was our first Komatsu, and we bought another brand of loader at the same time," Matt noted. "The Komatsu is still here, the other isn't. The WA250 is exceptional. It did have an anomaly that was a one-in-a-million manufacturing issue, causing it to go down for a couple of days. It was out of warranty, but Komatsu and Brandeis stepped up and covered it because of the issue. That told us a lot about how those companies support their machines and customers. Other than that, we haven't done anything to it besides routine maintenance. It's been bulletproof."

R. Booe & Son Hardwoods uses the loaders for various applications. Each is equipped with a quick coupler for convenient changes from buckets to forks and specialty attachments, including ones the company fashioned in-house or had built.

(L-R) R. Booe & Son Hardwoods Owner/President Richard Booe and his son Matt work with Brandeis Machinery Sales Rep Brian Cook. "Brian helped ensure we got the right loaders for our needs, and he checks with us consistently to see how things are going. We appreciate that," said Matt Booe.



The WA250PZ wheel loader that R. Booe & Son Hardwoods purchased about six years ago is still running strong. "We bought another brand of loader at the same time," said Matt Booe. "The Komatsu is still here, the other isn't. It's been bulletproof."

▶ VIDEO



"We move material with the forks and load chips and sawdust onto trucks with the buckets," said Matt. "We also plow snow and use a boom for tasks, such as pulling a motor in the saw mill. What really stands out to me is the visibility Komatsu loaders offer. They allow us to see the forks when moving logs and lumber, which had been an issue with other brands. Handling lumber often means trying to put forks into a four-inch-wide area between two piles. You need to be able to see what you're doing."

Brandeis is taking care of scheduled services on the newest machines for the first 2,000 hours or three years through the Komatsu CARE program.

"Anytime we have needed something – which hasn't been often – Brandeis has been quick to respond, and we can't say that about too many companies we have worked with," said Matt. "Our Sales Rep, Brian Cook, helped ensure we got the right loaders for our needs, and he checks with us consistently to see how things are going. We appreciate that, and we are also happy that Brandeis is now a Barko dealer. We run two Barko knucklebooms in our logging operations and Brandeis is now servicing those machines."

## Ups and downs

Like many industries, logging and sawmilling experience market fluctuations. The Booe family is well-equipped to weather the ups and downs.

"Dealing with multiple species helps," Matt said. "Occasionally, the entire lumber industry takes a dive or goes gangbusters, but for the most part those fluctuations are species-specific. Usually, when one is down, another is up, so there is minimal impact on our operations either way."

Richard said that trends in the market are just one reason why he remains so involved in the business. "It's competitive every day, and there are a lot of macro decisions that need to be made. No two days are the same. My experience allows me to see the long-term trends and pass that knowledge on to the kids. I'm proud that my children became involved in the business. I want them to grow it and be more and more competitive, and they are increasingly taking on added responsibility. I've delegated just about everything, but I retain the right to make critical decisions when necessary. I guess you could say, at this point I'm basically the chief interfeerer." ■



# WA470-8

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# WATER, WATER EVERYWHERE

## Flint's crisis points to larger potential problems in the nation's underground infrastructure

The water crisis in Flint, Michigan, may only be the tip of the proverbial iceberg when it comes to failing systems that carry the nation's drinking water and other critical utilities. Several factors figured into the crisis, including the use of old lead pipes that brought water from the Flint River, through a water treatment plant and eventually into residences.

Failure to treat the water properly caused pipes to corrode and to leach lead and heavy metal. The harmful materials made their way into homes, causing health problems that could plague Flint for a very long time. Efforts are underway to assess and eventually fix Flint's issues, including switching the city back to its original water source, Lake Michigan, and replacing all lead service lines leading to homes. The first

lead-to-copper line replacement was recently completed, but replacing all lines could take years.

Although Flint's crisis is an isolated incident, a problem with the nation's drinking water and other utility lines isn't. Corrosion is a leading cause, but aging pipes and overtaxed systems may be to blame as well.

### A break every two minutes

The American Society of Civil Engineers says that a water main breaks every two minutes in the United States. The same group has graded the country's infrastructure a D<sup>+</sup>. Estimates show that as much as 44 percent of the nation's water infrastructure is approaching or past its useful life, and that about 1.7 trillion gallons of water are wasted each year.

"We have a buried problem that no one sees," said Terry Leeds, Director of Kansas City Water Services and a board member of the National Association of Clean Water Agencies in a recent Kansas City Star article. "Infrastructure has a life span, and now we're seeing a lot of cities are facing the end of it."

That article, "Here's why Flint's water problem isn't likely to happen in Kansas City," highlights what the Missouri city is doing to combat an aging system that saw more than 1,850 water-main breaks in 2012. It began a program to replace 28 miles of pipe per year. Many of the old lines were made of cheap metal and installed during and after World War II. Other cities are facing the same scenario of outdated systems.

### A hefty price tag

The PVC Pipe Association sponsors WaterMainBreakClock.com, a website that tracks the costs associated with aging pipes throughout the country. It shows that about 850 water-main

PVC Pipe Association's WaterMainBreakClock.com notes that corrosion of old lead and other metal pipes eventually contributes to failures. The association estimates that leaking pipes lose more than 2.6 trillion gallons of drinking water every year, or 17 percent of all water pumped in the United States.







PVC and concrete pipe is an alternative to lead and other metal service lines that are subject to corrosion. Kansas City created a program to replace 28 miles of pipe each year after suffering more than 1,850 water-main breaks in 2012. Most of Kansas City's existing infrastructure was made of cheap metal and installed during and after World War II.

breaks occur each day in the United States. Since 2000, there have been more than 5 million breaks. Corrosion costs more than \$50 billion annually; that's about \$652 billion over the past 15 years.

The website notes that corrosion of old lead and other metal pipes eventually contributes to failures, and the costs are not just associated with repairing and replacing those lines. Leaking pipes lose more than 2.6 trillion gallons of drinking water every year, or 17 percent of all water pumped in the United States. This represents \$4.1 billion in wasted electricity annually.

"Corrosion is a significant drag on the economy," the site claims. "Not only is this cost calculated in terms of water-main-break repair, but also in terms of lost water, replacement of corroded pipes and implementation of corrosion-mitigation measures, which are ineffective since they only delay an unavoidable outcome."

An Environmental Protection Agency (EPA) survey shows that \$271 billion is needed throughout the next five years to maintain and improve the nation's wastewater infrastructure. It

has also said it will cost \$385 billion in the next 15 to 20 years. Those figures include pipes that carry wastewater to treatment plants, the technology that treats water and methods of managing stormwater runoff. The EPA also calls for the investment of hundreds of millions of dollars in treatment plants, many of which are several decades old.

"The only way to have clean and reliable water is to have infrastructure that is up to the task," said Joel Beauvais, the EPA's Acting Deputy Assistant Administrator for Water, in a Construction Equipment article. "Our nation has made tremendous progress in modernizing our treatment plants and pipes in recent decades, but this survey tells us that a great deal of work remains."

Many believe the price tag could be much higher. The American Water Works Association, for example, claims that \$1 trillion is needed to replace outdated pipes and meet growth during the next 25 years.

"The future is looking a little dark for something as basic and fundamental as water,"

*Continued . . .*

# Infrastructure solutions necessary, but costly

... continued

said Adam Krantz of the Water Infrastructure Network (WIN) in a San Angelo (Texas) Standard Times article. WIN is a broad-based coalition of local elected officials, drinking water and wastewater providers, state environmental and health administrators, engineers, and others dedicated to preserving and protecting the health, environmental and economic gains that America's drinking water and wastewater infrastructure provides, according to the organization.

## Could your rates rise?

WIN and other groups are pushing Congress to invest more. Federal funding comes from the Drinking Water State Revolving Fund that offers loans to help cities and towns get needed dollars. Cities and towns also rely on taxes, but many fall short of raising enough money to pay for needed upgrades and repairs. More efficient faucets, shower heads and other plumbing systems have made revenue shortfalls worse. Population loss, which reduces taxes, also plays a role in municipalities. That's forcing some local governments to raise rates.

"That's the key that Americans have to understand: If they want this system, they are going to have to be willing to finance it," said

Greg DiLoreto, Past President of the American Society of Civil Engineers in the Times article.

Fitch Ratings, a nationally recognized statistical rating organization, said that in light of the Flint crisis, if the EPA strengthens its Lead and Copper Rule – which is used to regulate drinking-water exposure to lead – the removal of all lead service lines could be mandatory. That would be an expensive proposition.

"Reprioritizing and accelerating the lead pipe replacement would add significant capital needs to the sector and could compete with other critical infrastructure projects, including developing sufficient long-term water supplies and replacing aging infrastructure components other than lead lines," said Fitch in a March press release. "Some sources estimate more than 6 million lead service lines exist across the U.S. We believe the capital costs to replace these lines could exceed \$275 billion. The EPA's latest survey estimated the entire sector needs \$385 billion in water infrastructure improvements through 2030, and this estimate includes the costs to only partially replace lead pipes. Either level of capital cost would likely be manageable for the sector as a whole if it is spread throughout a time frame like the one in the EPA survey. However, implementation across a shorter time span may create stress for individual credits."

Representatives on both sides of the aisle in Congress have called for establishing a National Infrastructure Development Bank to help pay for the costs associated with projects such as roads, bridges and water systems that are critical to Americans, but no bill passed. A recent push came again in February from U.S. Rep. Rosa DeLauro (D-Conn.), who has introduced an act in every Congress since 1994 to create an infrastructure bank.

"Emergencies like the tragedy we are seeing in Flint are a stark reminder of what is at stake when it comes to investment in water projects," said DeLauro in a commentary on TheHill.com. "We cannot continue the pattern of turning attention to critical infrastructure only when disaster strikes – we must make long-term, pro-growth investments to prevent further tragedies from ever occurring." ■

The American Society of Civil Engineers says that a water main breaks every two minutes in the United States. The same group has graded the country's infrastructure a D+.







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## DEMO DAYS

# TAKING A RIDE INTO THE FUTURE

## Customers test Komatsu equipment, including the new PC490LCi-11 excavator, at spring Demo Days

Nearly 230 current and prospective customers attended Komatsu's spring Demo Days at its Training and Demonstration Center in Cartersville, Georgia, in February. The three-day event opened with a single-day record number of attendees. Those in attendance got an early look at the latest additions to the Komatsu *intelligent* Machine Control (iMC) line – the PC490LCi-11 excavator and the D155AXi-8 remote-control dozer.

"Demo Days is a great opportunity for customers to come and operate our machines and get a first-hand feel for them," said Komatsu Director of Marketing Communications Bob Post. "While the event served as a debut for the PC490LCi and the D155AXi with remote control, our other Tier 4 machines that were featured were also a big hit."

Komatsu had 31 machines available for operation at Demo Days. In addition to the highly anticipated PC490LCi-11 – the world's largest excavator with integrated GPS technology – several iMC products were also on display, including three PC210LCi-10 excavators and D51PXi-23, D61PXi-23 and D65PXi-18 dozers.

The line up also featured six wheel loaders (sizes WA200-7 to WA600-8), four dozers (sizes D39PX-24 to D85EX-18), multiple excavators (sizes PC88MR-10 to PC490LC-11), an HM400-5 articulated truck, an HD605-7 mechanical truck and a GD655-6 motor grader.

During the event, attendees had the option of touring Komatsu's Chattanooga Manufacturing Operations Center in Tennessee or attending morning information sessions at the Training and Demonstration Center in Cartersville. The sessions included

"Bottom Line Tactics" and a tire-management class. Presentations covering Komatsu's iMC products and Komatsu Financial followed a catered lunch. After a short safety video and product demonstration, guests had the opportunity to operate machines. ■



Brandeis Sales Rep Tim Kreider (left) and Dan Underfield of Star Excavating visit at Demo Days in Cartersville, Georgia.



Bob Post, Komatsu Director of Marketing Communications



(L-R) Wade Tyner of Star Excavating, Brandeis Sales Rep Tim Kreider, Andy Smelser of Star Excavating and Brandeis Sales Rep Chris Evans meet at Demo Days.

Komatsu's latest *intelligent* Machine Control excavator, the PC490LCi-11, was the main attraction at Demo Days. It is the world's largest GPS-integrated excavator on the market.



# MORE INTELLIGENT DOZING

## Komatsu’s new D39i-24 dozers lower fuel consumption and increase production time with no cables



Jason Anetsberger,  
Komatsu Senior  
Product Manager

Eliminating the need to install and remove blade-mounted sensors each day saves on machine and operator wear and tear, and it converts potential downtime into increased production. Komatsu’s second-generation D39PXi-24 and D39EXi-24 dozers offer that and more with a new Tier 4 Final engine that increases fuel efficiency compared to its predecessor.

“With factory integration and a host of intelligent capabilities, the more that owners run their D39i-24 dozers, the more they save,” said Jason Anetsberger, Komatsu Senior Product Manager. “The monthly production gains from starting sooner, finishing faster, using less fuel and saving on materials can add up quickly.

Skipping the cables, climbing and connections of traditional aftermarket systems saves operators up to 30 minutes a day and is more convenient.”

Rough-cut to final grade, the *intelligent* Machine Control (iMC) dozers extend production gains. Once engaged, the system automatically starts the cut and lowers the blade to grade in a typical dozing pass. If the load increases to maximum capacity, the blade automatically raises to minimize track slip, ensuring productive dozing. This allows the dozer to achieve up to 8-percent-greater efficiency in moving materials, based on start-to-finish grade testing against typical aftermarket machine-control systems.

### New features

Customer feedback led Komatsu to introduce a standard, operator-selectable, automatic Reverse Grading Mode, which enables automatic blade control while reversing, to grade the target surface. Other new features include a Triple Labyrinth final-drive design that provides additional protection for the final drive floating seals.

The more-efficient engine uses a Selective Catalytic Reduction System and Diesel Exhaust Fluid, as well as a new, water-cooled, Variable Flow Turbocharger that improves durability and engine response. The Diesel Oxidation Catalyst provides 100-percent passive regeneration that does not interfere with operation. Auto-idle shutdown helps reduce idle time and saves fuel.

“These dozers are great for everything from stripping to finish grading on a variety of small-to-medium-sized jobsites, such as commercial buildings and residential lots,” said Anetsberger. “As with all Tier 4 construction machines, they are covered under the Komatsu CARE program.” ■

Quick Specs on Komatsu’s D39PXi-24 and D39EXi-24 Dozers			
Model	Net Horsepower	Operating Weight	Blade Capacity
D39EXi-24	105 hp	21,848 lbs	2.89 cu yd
D39PXi-24	105 hp	22,774 lbs	3.14 cu yd

Komatsu’s new D39EXi-24 and D39PXi-24 dozers lower fuel consumption with a Tier 4 Final engine. They also increase production with integrated machine control that eliminates the time needed to install and remove cables.





# D61PXi-23



## PUSHING AHEAD WITH *INTELLIGENT* MACHINE CONTROL

- Automated operation from rough dozing to finish grade
- *intelligent* Machine Control dozing mode and load control features
- No cables between machine and blade
- A factory-installed integrated system



# I AM KOMATSU

CODY GASTON / KOMATSU DOZER DESIGN ENGINEER / CHATTANOOGA, TN

"I'm proud that our Komatsu dozer designs are always breaking new ground, like our forward cab small dozers and now our *intelligent* Machine Control equipment with integrated technology. But it's a team effort and it takes dedicated team members to build in the quality it takes to meet our customers' demands. And that's why I AM KOMATSU."

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009





# PC240LC-11

## TIER 4 FINAL HYDRAULIC EXCAVATOR

- New higher performance 177 HP engine\*
- More efficient through lower fuel costs\*
- Larger LCD color monitor panel\*
- Wide access service doors



# I AM KOMATSU

**MICHAEL THOMAS / WELDER / CHATTANOOGA, TN**

"Komatsu excavators come with the latest in technology. I'm proud to be part of the production team that builds them to hold up to years of daily punishment. I make sure they're as rugged as Komatsu's quality reputation, because it's not just Komatsu's reputation on the line—it's mine and all my friends' too. And that's why I AM KOMATSU."

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\*Compared to previous Komatsu model.

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## NEW PRODUCT

# SMALL PACKAGE, BIG RESULTS

## Komatsu's new PC30MR-5 and PC35MR-5 hydraulic excavators pack serious production into compact frame

Contractors looking for a versatile excavator with a smaller footprint are in luck. Komatsu's new PC30MR-5 and PC35MR-5 utility-sized excavators are a perfect fit for tight worksites.

The new models have a swing-boom design that enables them to easily complete jobs in confined spaces. The excavators are each equipped with a standard dozer blade to help with backfilling and enhanced work modes to help operators match engine speed and pump delivery to the application.

"The swing-boom design allows the machines to dig close to foundations or alongside buildings," said Komatsu Product Marketing Manager Des Jarvis. "The PC30 and PC35's standard dozer blade makes backfilling a breeze and eliminates the need for a second machine."

The excavators come with a Tier 4 Final, 24-horsepower engine and an Exhaust Gas Recirculation Valve to meet emissions standards. They feature a new auto decelerator, auto-idle-shutdown and economy modes to help reduce idle time and save fuel. Additionally, a dial-type knob offers finer throttle control. The excavators are available in three track options – rubber, steel or roadliner – to further their worksite versatility.

### Upgraded comfort

Both the PC30 and PC35 feature an updated cab to provide a durable and secure work environment. The ROPS cab and two-post canopy come equipped with a 3.5-inch, high-resolution LCD screen and Ecology Guidance to help

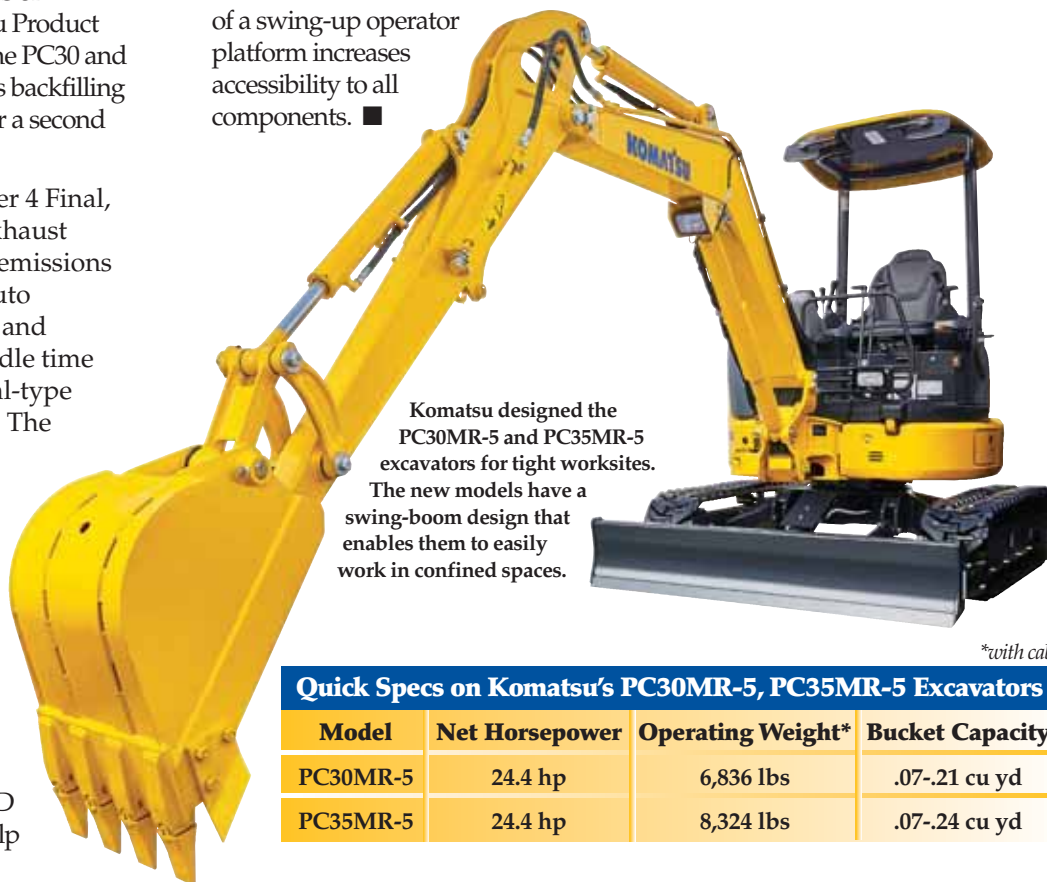
operators monitor machine-performance metrics and maximize fuel efficiency.

Komatsu improved visibility and functionality inside the cab through several enhancements, including a swing-open hinge door. The cab has a flat rear window to increase visibility and reduce replacement costs. The two-post ROPS canopy is designed with no front posts, which can distract the operator.

Daily maintenance and service is easier on the excavators, as both the PC30 and PC35 have wide service doors for access to ground-level maintenance. The addition of a swing-up operator platform increases accessibility to all components. ■



Des Jarvis,  
Komatsu Product  
Marketing Manager



Komatsu designed the PC30MR-5 and PC35MR-5 excavators for tight worksites.

The new models have a swing-boom design that enables them to easily work in confined spaces.

*\*with cab*

### Quick Specs on Komatsu's PC30MR-5, PC35MR-5 Excavators

Model	Net Horsepower	Operating Weight*	Bucket Capacity
PC30MR-5	24.4 hp	6,836 lbs	.07-.21 cu yd
PC35MR-5	24.4 hp	8,324 lbs	.07-.24 cu yd



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## A PROVEN WINNER

### Komatsu's new 931 harvester defines next generation with a host of productive new features

Demanding logging applications require machines that can withstand the rigors of daily use and consistently deliver high productivity. Komatsu's totally new, four-model harvester family – led by its flagship 931 harvester – is doing just that.

"Our new harvester family was designed from the ground up to set the industry benchmark for productivity, operator comfort and eco-friendliness," said Steve Yolitz, Manager, Marketing Forestry, Komatsu America. "The 931 harvester is our high-volume flagship model in the family."

Komatsu designed the 931 harvester for serious productivity by including the new 3-Pump Hydraulic System (3PS), featuring dual circuits with separate pressure levels. The system is power-regulated against the engine and offers a class-leading working hydraulic flow of 139 gallons per minute (528 liters per minute), which is 68-percent-greater than the prior 931.1 model.

Unique pressure and flow optimization enables operators to work considerably faster without losing hydraulic power. Operators can use multiple functions simultaneously with maximum hydraulic power, such as slewing the crane, feeding a log and maneuvering the machine – all with optimally low fuel consumption.

Performance and productivity are further enhanced with the new H-series parallel crane that has greater lift capacity, 360-degree cab/crane rotation and automatic four-way cab/crane leveling, which keeps the operator on a consistent plane and ensures an unobstructed view of the tree at all times. While a variety of harvesting heads are offered to meet specific applications, the

C144 model is a strong overall performer and serves the broadest market segment. It has a maximum cutting diameter of 28 inches, and the powerful four-wheel-drive feed system generates 6,650 pounds of feed force.

The larger, modern cab increases the front line-of-site visibility by 62-percent upward and 17-percent downward. Operator comfort was enhanced with an automotive-grade fit and finish interior, first-class ergonomics and adjustable hand controls.

The 931 harvester has a new 251-horsepower Tier 4 Final engine that is both powerful and more fuel efficient than prior models. A cold-weather starting system, which heats the batteries, engine coolant, diesel exhaust fluid and hydraulic oil, come standard on the harvester.

"Since the first next-gen harvesters began working in the woods last fall, every indication is that we have achieved our productivity, operator comfort and eco-friendliness goals," stated Yolitz. "The 931 harvester is proving to be an outright winner." ■



Steve Yolitz,  
Manager,  
Marketing Forestry,  
Komatsu America

The 931 harvester features a new cab, crane, hydraulic system and a new Tier 4 Final engine, which is more fuel efficient than the prior model.







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ABE RIDDLE / DIRECTOR of PARTS OPERATIONS / RIPLEY, TN

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003



# ENSURING YOUR UPTIME

## Abe Riddle says the aim of Komatsu's Ripley Parts Operation is timely delivery from its vast inventory

**QUESTION:** What is the role of Komatsu's Ripley Parts Operation in Tennessee?

**ANSWER:** It is the central parts warehouse for North America and Latin America, with an emphasis on parts for Komatsu construction, forestry, forklift and industrial press products. We also carry parts for what we call "mining support," which is inventory related to non-electric-drive trucks.

Everything – O-rings, engines, transmissions and some boom-assembly parts – comes through here and is shipped to our distributors or one of our eight regional parts distribution hubs located in the United States and Canada. We serve Komatsu affiliates globally, too, but our primary customer base is in North American and Latin American countries.

Our most important role is ensuring those parts arrive in a timely manner. The Parts Operation Department runs two shifts per day, but we're really a 24/7/365 operation. We have a hotline number (731-635-6120) and staff on-call, so even if customers call during holidays or off hours, we can still process their orders and get them shipped. It's our goal to have most parts orders in customers' hands the same day or the next day.

**QUESTION:** Why is that important?

**ANSWER:** When machines are down, customers are losing money. We understand that, so our response is critical. The faster they get the parts, the faster they can be back up and running. Many customers tell me that service after the sale is a huge factor in what brand of equipment they choose, so we obviously place a heavy emphasis on timely parts support.

*Continued ...*



**Abe Riddle, General Manager,  
Ripley Parts Operation**

*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.*

Abe Riddle joined Komatsu's Ripley Parts Operation (RPO) in Ripley, Tennessee, 10 years ago in an inventory-planning position. He moved into a continuous-improvement role, then into inventory management. Later, he managed the warehouse.

"Through my progression, I think I have touched every area at some point," said Riddle. "It was good preparation for my current position."

Today, Riddle oversees the Master Parts Distribution Center, helping ensure that inventory levels are appropriate and "that the right part gets to the right place at the right time," according to Riddle.

"Our availability is outstanding at more than 96 percent," said Riddle. "I believe Komatsu has built a strong parts-support network, and I'm proud to be a part of a forward-thinking company that emphasizes continuous improvement to better serve customers."

Riddle started in the manufacturing industry at 18, and earned his undergraduate degree in business from Union University in Jackson, Tennessee, by attending classes at night. After joining Komatsu, he completed an MBA through Union while working at the Master Parts Distribution Center.

Abe and his wife, Stephanie, have three children and enjoy spending time together as a family. He also likes to duck hunt.

# Location is key for Ripley Parts Operation in Tennessee

... continued

**QUESTION:** Why is Ripley, Tennessee, a good location?

**ANSWER:** We are strategically located close to a major freight hub in Memphis. That allows us to take orders late in the day and still be able to get parts where they need to be early the next day, in most cases. For example, if someone in Washington state places an order at 6 p.m., they will have it around 10 a.m., depending on what they ordered.

**QUESTION:** How likely is it that you will have the parts on hand that customers need?

**ANSWER:** Highly likely as we carry about \$560 million in inventory. Our target is 95-percent availability, meaning that when an order is placed, we have what's needed on the shelf and ready to go. Currently we are at 96.4 percent.

**QUESTION:** How do you know what inventory to have on hand?

**ANSWER:** There are several factors we take into account. We consider historical demand, and we collaborate with distributors to understand their operations and machine populations. We also use KOMTRAX to monitor data that helps us anticipate future parts needs. In addition, our manufacturing plants give us recommended lists of parts for new machines. All of that information helps us get a strong hold on what we need to build inventory and keep parts stocked at appropriate levels.

**QUESTION:** What about older machines?

**ANSWER:** We maintain a good deal of inventory for machines dating back a decade or more, so we likely have the needed parts on hand. If we don't, we can source parts from trusted suppliers. We will do everything we can to make sure customers get what they need. ■



General Manager, Ripley Parts Operation (RPO), Abe Riddle says the RPO's most important role is ensuring that parts arrive in a timely manner. With nearly 97-percent availability, most orders are filled within 24 hours.



Komatsu's Ripley Parts Operation (RPO) is the central parts warehouse for North America and Latin America. Its inventory includes items for construction, forestry, industrial press and mining support. It also includes parts for Komatsu forklifts, like the one pictured here, which RPO personnel use at the warehouse.



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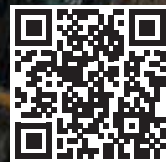


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## SPECIAL RECOGNITION

# TURNING 60,000

## Komatsu CARE program celebrates milestone service interval

Komatsu launched Komatsu CARE in 2011 with one goal in mind: demonstrate the company's commitment to delivering quality parts and reliable service in a manner that ensures a customer's machine performance is never compromised. That goal has been accomplished – 60,000 times. Columbus Equipment Company (CEC), the Komatsu distributor in Ohio, performed the 60,000th Komatsu CARE service interval on a D61EXi-23 dozer for Eramo & Sons in late March.

"We're very honored to participate in Komatsu CARE and to have completed the 60,000th service," said CEC President Josh Stivison. "We're also proud to conduct the service for Eramo & Sons, a company we have a rich history with."

CEC completed the milestone service interval during a ceremony at its Columbus, Ohio, facility and presented Eramo & Sons with a certificate to celebrate the event.

"Through Komatsu CARE, we can make sure our customers' Tier 4 machines are maintained properly," said Komatsu Director of Distributor Development Mike Hayes. "Komatsu CARE secures uptime, increases productivity and protects residual values for the machines. It also keeps service technicians familiar with the customer's equipment, which is great for future maintenance. The service is complimentary, and we contact customers to schedule the maintenance at a convenient time and jobsite location. This way, the customers save time and money and can schedule their maintenance downtime."

The Komatsu CARE complimentary maintenance program provides service on Tier 4, construction-sized machines – whether rented, leased or purchased – for the first three years or 2,000 hours of operation. The program includes scheduled factory maintenance, a 50-point inspection at each service interval and two Komatsu

Diesel Particulate Filter exchanges within the first five years. Komatsu distributors monitor the machines and contact owners when a service is due. Then, a Komatsu CARE-certified service technician performs the maintenance.

Today, Komatsu CARE programs are standard on all Tier 4 and Tier 4 Final machines in the United States and Canada. The program has been a huge success with customers, including Eramo & Sons.

"Komatsu CARE saves us a lot of labor," said Eramo & Sons Chief Mechanic Dave Penwell. "It also keeps me more involved with the service department at the distributorship. Overall, it makes my job easier. They take care of everything."

"We began using Komatsu equipment in the 1970s; it was a decision that has served us well," added Chairman Rocky Eramo. "Komatsu makes an excellent product, and our distributor has always been there to help us. Today, we have about 45 Komatsu machines in our fleet. It's been a great partnership." ■

Officials from Komatsu and Columbus Equipment Company (CEC) present Eramo & Sons' representatives with a certificate to celebrate the 60,000th Komatsu CARE service interval. CEC completed the milestone service on Eramo & Sons' D61EXi-23 dozer in late March.



Mike Hayes,  
Komatsu Director  
of Distributor  
Development





# IN THE SPOTLIGHT

## Komatsu displays WA500-7 Yard Loader arrangement at record-setting asphalt, aggregate events

The co-located 2016 World of Asphalt Show & Conference and AGG1 Academy & Expo set new attendance records with more than 9,000 people checking out the exhibits inside the Music City Center in Nashville. Komatsu was among the exhibitors, displaying a 353-horsepower WA500-7 Yard Loader arrangement that is designed to load 24-ton on-highway trucks in two passes.

"Loading trucks in fewer passes increases production, and that's just one advantage the WA500-7 Yard Loader arrangement presents,"

said Rob Warden, Komatsu National Account Manager. "It's great for moving and stockpiling already-processed materials."

The 79,000-pound-plus loader that Komatsu displayed features a 9.8-cubic-yard, flat-floor bucket, which increases capacity and productivity for applications involving re-handled or loose materials. Komatsu added a larger-diameter bucket cylinder to the WA500-7 Yard Loader arrangement for increased bucket forces and additional counterweight for better stability and tipping loads. The counterweight's unique shape provides more ground clearance for stockpiling materials.

The machine has 29-inch rims and low-profile tires for increased stability; front and rear brake-cooling systems, which maximize brake life in extended-carry and high-speed applications; and full rear fenders for enhanced protection from debris and thrown material.

"The WA500-7 Yard Loader arrangement handles loose stone, sand, gravel and other materials very well downstream from a crusher," said Joe Sollitt, Komatsu Product Marketing Manager. "It fits perfectly into the asphalt and aggregate industries."

### All 50 states represented

Attendees from every state, nine Canadian provinces and more than 60 other countries made their way to the events, which covered a record 157,000 net square feet of exhibit space. The shows featured more than 500 exhibitors, including 150 new ones.

World of Asphalt and AGG1 will be held again March 6-8, 2018, in Houston. The annual shows will skip next year due to CONEXPO-CON/AGG. ■

Attendees of the 2016 Asphalt Show & Conference and AGG1 Academy & Expo check out the Komatsu WA500-7 Yard Loader arrangement. The 79,000-pound-plus loader that Komatsu displayed features a 9.8-cubic-yard, flat-floor bucket, which increases capacity and productivity for applications involving re-handled or loose materials.





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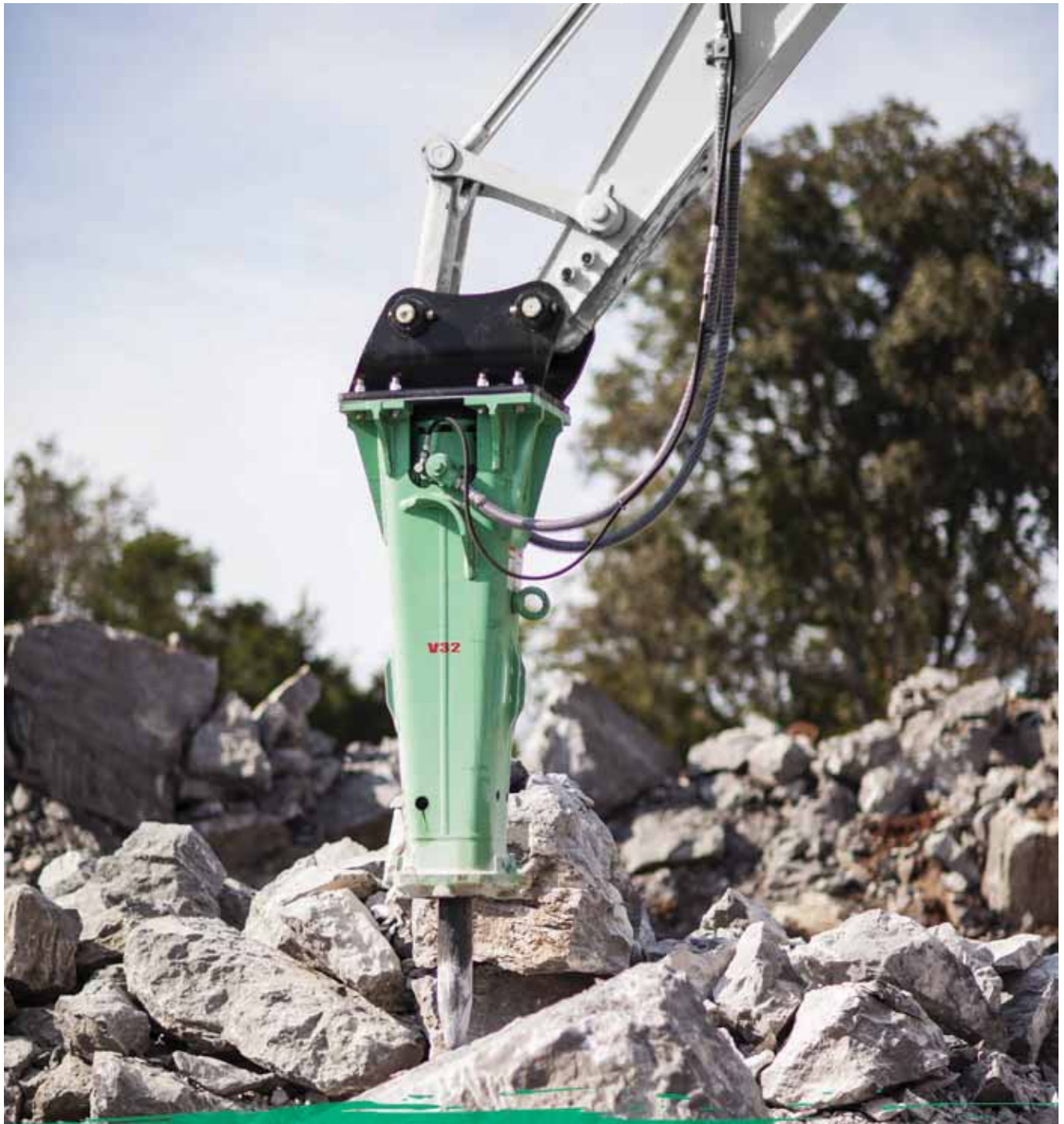
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## NEW PARTNERSHIP

# PLAYING IN THE SAND

## Komatsu, Extreme Sandbox enter partnership aimed at increasing national exposure to construction industry

Komatsu has teamed up with Extreme Sandbox, LLC, a top-rated, heavy-equipment-adventure company, to become its exclusive equipment sponsor. The partnership enables both companies to expose more Americans to the experience of operating heavy equipment.

Extreme Sandbox provides guests with a truly unique opportunity to operate real construction equipment inside a 10-acre "sandbox." Expert instructors help guests learn and operate the machines in a proper operating environment, while creating a fun and memorable experience.

Together, the two companies plan to expand the public's exposure to heavy machinery. By combining Extreme Sandbox's national expansion plans and proven track record of creating memorable experiences, with Komatsu's world-class machines, national reach and global resources, the partnership will introduce a new generation to heavy machinery and an under-explored area for rewarding careers.

"This alliance is an opportunity to transform these impressive marvels of engineering technology from a roadside and work-zone curiosity, to an informative, exciting, hands-on experience," said Rich Smith, Vice President, Product Services Division for Komatsu America. "Long term, we hope climbing inside and feeling the comfort, speed and power of these machines inspires a new generation of men and women who are good with their hands to consider construction careers. The construction industry provides great employment opportunities for future operators, technicians and engineers. The degree to which cutting-edge technology will shape the jobsites and careers in the construction industry of the future is a well-kept secret. We want to change that."

Extreme Sandbox currently has two locations: its Trip-Advisor-No. 1-rated suburban Minneapolis site and its new one about an hour north of Dallas. More sites are planned for several U.S. cities in the next few years. Permanent locations will offer the opportunity to schedule machine and operator training at the high school and community college levels, as well as demonstration and customer appreciation events for local Komatsu distributors.

It will also allow Extreme Sandbox to collaborate with local distributors and embark on periodic road tours that spread the message of a thrilling experience and rewarding careers to local communities across the country, via tailgating events, state fairs, festivals, parades and other avenues. ■



**Rich Smith,**  
Vice President,  
Product Services  
Division for  
Komatsu America



Komatsu teamed up with Extreme Sandbox to become its exclusive equipment sponsor. The partnership enables both companies to expose more Americans to the experience of operating heavy equipment. Extreme Sandbox provides guests with a truly unique opportunity to operate real construction equipment inside a 10-acre "sandbox."



## NEWS & NOTES

### Brandeis team takes second in "fun" division of Derby Bed Races



Events during the weeks prior to the Kentucky Derby are often as exciting as the horse race itself. Among them are the popular Kentucky Derby Bed Races, in which Brandeis Machinery & Supply personnel participated for the first time.

Louisville branch employees participated in the annual Kentucky Derby Bed Races, dressing up their bed to look like a Komatsu D61PXi dozer. The team, which consisted of a driver and four pushers, finished second in the "fun" division.



The Brandeis Machinery team consisted of driver Mary Ann Hoagland and pushers Gene Snowden, Dave McCauley, Josh Webber and Garrett Dykes. The Brandeis team competed in the "fun" division, where it finished second.

The Louisville branch employees completed the figure-eight track in just under 39 seconds, only a quarter-second behind the division's winning team. The Brandeis team is already planning to participate again next year.

Using given specifications, teams constructed their own beds. Each of the 30 teams could decorate its bed as it wished prior to the race, but all decorations were removed before the event. Teams showed off their decorated beds during a pre-race parade. Brandeis Machinery's bed looked like a Komatsu D61PXi *intelligent* Machine Control dozer. ■



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