



Linder Link

A publication for and about Linder Industrial Machinery customers • 2006 No. 1

Featured in this issue:

GULF STREAM CONSTRUCTION CO.

Commitment to "nothing less than excellence" drives this Charleston, S.C., contractor

See article inside...



Ken Holseberg,
President



Featured in this issue:

M.A. GOLF

Jacksonville firm expands from golf course work to total site developments

See article inside...



Kurt Curley,
Project Manager



KOMATSU

A MESSAGE FROM THE PRESIDENT



Jeff Cox



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Dear Equipment User:

Each year, Komatsu updates and improves its product line, upgrading designated models. But rarely, if ever, have there been as many changes as this year. The improvement affects virtually every product category and many of the most popular sizes.

Of course, one of the driving forces behind some of the changes is the EPA Tier 3 rule, which beginning this year, requires significantly lower emissions from off-road equipment between 175 hp and 750 hp. Because of that rule, Komatsu introduced a new engine (the ecot3) for all machines within that size range. But beyond the new engine, Komatsu took several additional steps to upgrade many machines, including new Dash-8 hydraulic excavators and Dash-6 wheel loaders.

In this issue of your *Linder Link* magazine, you can read about the new PC200LC-8 and PC220LC-8, as well as the new WA500-6 and WA600-6. All these units represent the next generation of Komatsu machines, which emphasize improved fuel efficiency as well as power and performance enhancements.

Of course, at Linder Industrial Machinery Company, we're proud to carry such industry-leading products, but we know that's only part of the equation. Equally important, if not more important, is how we, as a distributor, support that product — and support you, our customer.

Be assured, we're committed to helping you keep downtime to a minimum and helping you reduce your equipment owning and operating costs. How? By adding field service technicians and improving their training; by boosting off-the-shelf parts availability; and by offering repair and maintenance programs, which over time, we're convinced will save you substantial money.

Product support improvements are an ongoing effort at Linder. We believe there's always room for improvement and we're determined to do even better when it comes to supporting our customers and our products.

If you have any comments or suggestions about what we're doing, how we're doing it, and how we can further improve — I'd be happy to hear from you.

Sincerely,
Linder Industrial Machinery Company

Jeff Cox
President & CEO



IN THIS ISSUE

M.A. GOLF

Find out how this Jacksonville firm expanded from golf course work to total site developments.

GULF STREAM CONSTRUCTION CO.

A commitment to "nothing less than excellence" drives this Charleston, S.C., contractor.

GUEST OPINION

Analyst Andy Fanter shares his thoughts on the construction industry and where it's headed in the coming year.

NEW PRODUCTS

Read all about the new Dash-8 excavators, which have more power, speed and reliability than previous counterparts, while offering significantly improved fuel economy.

PRODUCT INNOVATION

If you are looking for large wheel loaders that can improve production and reduce operating costs, take a look at Komatsu's new Dash-6 series of wheel loaders.

FIELD NOTES

Here's a recap of the machines featured at Komatsu's Field Days event in Las Vegas.

PRODUCT IMPROVEMENT

Learn why Komatsu has made its new, advanced KOMTRAX system standard equipment on most new machines and how it helps customers better monitor and maintain their equipment.

KOMATSU & YOU

Komatsu's Director of Product Marketing Erik Wilde answers questions about the new Tier 3 engines and other changes the manufacturer has made to its equipment this year.

SERVING YOU BETTER

Komatsu is developing a new demonstration site at its Georgia training center. Find out what it will offer distributors and customers.

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KOMATSU

A SALUTE TO A LINDER CUSTOMER

M.A. GOLF

Jacksonville firm expands from golf course work to total site developments



Kurt Curley,
Project Manager

Kent Curley got his start selling sprinkler heads. That led him into doing some small irrigation projects, which in turn led to golf course construction. A few years ago, Curley's company, M.A. Golf, branched out yet again, expanding into full-service site work for residential developments.

"It's been a fairly steady and natural progression," said Kent's son Kurt Curley, who serves as Project Manager of M.A. Golf. "And I don't think we're through evolving yet. As we learn new skills and become proficient at doing more things, it continually opens doors for us and gives us more options and opportunities."

When the elder Curley first started doing golf courses, he called the company Aquaturf. In the late 1980s, he acquired Metro Golf and changed the name of the new company to M.A. Golf. Since that time, the company has built golf courses, not just in Florida, but throughout the U.S. and the world.

"In the 1980s, he worked on many golf courses out west in Texas, New Mexico and Colorado," said Kurt. "And from the early- to

mid-'90s, Kent was building courses overseas, including the countries of Turkey and Belgium."

Several years ago, M.A. Golf was hired to build the unique Golfplex at the University of North Florida. Golfplex is primarily a practice facility that includes four championship holes. But what really made it unique from M.A. Golf's perspective was that it was built in a wetlands area and is an Audubon International Golf Course, which means any ecological impact must be minimized in an effort to coexist with native wildlife.

"That's where we realized we could start branching out and do a lot more than just golf courses," said Kurt. "We had already started work on our first subdivision, Creekside Oaks, and here we were doing all the clearing, all the dirt work and all the lake excavations, as well as laying all the pipe for Golfplex. I think at that time, we recognized that we were doing nearly everything a full-service general contractor would do at any site-development project. We realized if we upgraded and up-sized our equipment a little, we could do that type of work too."

Panther Creek is a residential community/ golf course built by M.A. Golf in west Jacksonville.



Panther Creek

After completing Golfplex, Kent Curley teamed up in 2001 with some landowners to build Panther Creek, M.A. Golf's signature project to date. Panther Creek is a combination golf course and residential development 10 miles west of downtown Jacksonville. It's a 640-acre property, much of which was mitigated for wetlands. It includes 200 homes and a 27-hole golf course.

"It could have been a project where you just try to jam as many homesites on it as possible," said Kurt. "But that's not the way Kent and his



M.A. Golf owns three Komatsu WA250 wheel loaders, including this Dash-5 model.

partners like to do things. For example, on many such golf course/residential developments, homes are built right up against the course. But at Panther Creek, houses border only five of the 27 holes on the golf course. The rest of the course remains heavily wooded and secluded. There's plenty of extra space built into the project."

Kurt says M.A. Golf's work at Panther Creek also helped the company make its name with the Jacksonville Electric Authority (JEA), which handles water, sewer and electric services for the city.

"Because of the wetlands and because JEA wanted to be able to service future developments that would be coming to the area, the utility work there was very deep. The lift station, for example, was 40 feet underground. I think the fact that we did it and handled it professionally, really impressed JEA. They knew us as the guys who were doing the deep, difficult sewer work and it's paid off for us. We now have an excellent relationship with JEA inspectors because of the work we did at Panther Creek."

In addition to Creekside Oaks and Panther Creek, M.A. Golf is now at work on Blue Lake Estates, a new 200-unit subdivision, also in west Jacksonville, that includes a large lake and recreation areas. "We did all the clearing, the lake excavation, the dirt moving and all four utility systems — sewer, storm, water and electric," said Kurt.

A good team

As M.A. Golf began to evolve from its golf course roots, it needed to expand its work force. The company currently employs about 25 people. One key hire was Superintendent Gary Hand.

"Gary had a lot of utility expertise — especially storm drain — which we really needed," said Kurt. "He also had a great deal of experience in clearing and excavation. With



Project Manager Kurt Curley used M.A. Golf's Komatsu PC400LC-7 at the company's latest development project, Blue Lake Estates. "The PC400 is a fantastic machine," said Curley. "It's very powerful, but at the same time, extremely responsive."



M.A. Golf also owns a Komatsu D65 dozer for its golf course and grading work.

the type of work we were going to be doing, we knew we needed somebody like Gary. He really helped us hit the ground running on these projects.

"We have a really good team in place right now," acknowledged Kurt. "This is difficult work. It can be hot, dirty and physical. It takes guys with a very strong work ethic. The guys we have are hardworking. They're also talented and reliable and they're the main reason we've been able to accomplish what we have."

Versatile equipment

Productive equipment is also an important element of M.A. Golf's ability to do site work quickly and efficiently. The company's fleet consists primarily of Komatsu equipment from Linder Industrial Machinery in Jacksonville.

The company has a Komatsu PC400LC-7 and a PC300LC-6 for excavating and laying pipe, a D65 dozer for moving dirt and grading,

Continued . . .

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M.A. Golf continues to grow and diversify

... continued

and three WA250 wheel loaders (two new Dash-5 models and an older Dash-3 model) for carrying pipe and backfilling.

"The Komatsu loaders seem to be able to get into and out of places more easily than competitive brands — and they're very powerful," said Kurt. "Sometimes with a loader, when you get a full bucket, the machine tends to bog down and spin its tires, which creates a messy and difficult jobsite. Our Komatsu loaders, especially the new ones, seldom do that.

"And the PC400 is a fantastic machine — very versatile," he added. "It's delicate enough to dig a ditch for eight-inch sewer pipe, but strong enough to move copious amounts of dirt or easily lay 48-inch reinforced concrete pipe. It's a really smooth, yet powerful machine."

Curley also appreciates the support he gets from Linder and Sales Representative Craig

Morris. "Linder gives us the service we need," said Kurt. "Their technicians are knowledgeable and responsive. We typically use them to service all of our machines, not just the Komatsus. We also know that we can always trust Craig to be fair in his dealings with us. He and my dad go back to the Aquaturf days and he's always been supportive and willing to help in any way he can."

Continued diversification

Kurt Curley says M.A. Golf is continuing to diversify. He says the company's next step will be to begin doing municipal work for JEA and the city of Jacksonville.

"It's a natural extension for us," he said. "We're comfortable doing pipe work and we've established a good relationship with JEA. I see us starting out doing some small water and sewer renovations and we'll see where that leads us. I just recently acquired my General Contractors License and will be the qualifying agent for the company. This will expand our ability to keep more of our work (in house) and establish a foundation for managing vertical construction within our developments. We'll continue to do private subdivision work, both for Kent and his partners and possibly other developers as well. I would also anticipate that we'll continue to do some golf course work, especially renovation."

In order to do municipal jobs along with the company's other work load, Kent says he expects M.A. Golf will have to grow, but he says he never wants it to be a large firm. "We want to be able to continue to manage the company effectively and that becomes increasingly difficult the bigger you get. It's also difficult to find and train a lot of good people.

"Besides, we're fairly low-key and that's how we like it," he added. "Kent is the owner, but he's just Kent to all the guys. We don't want to get to a size where we have a lot of overhead and layers of supervision that require us to spend a lot of time inside managing an office. Our main concern is to do good-quality work, do it quickly, and do it in a way that makes money for both our customers and us. We don't believe we have to be a huge company to do that." ■

Kurt Curley (left) meets with Linder Sales Representative Craig Morris. "We like the support we get from Linder," said Curley. "Because of that, we call on them to service not just our Komatsu equipment, but most of our non-Komatsu machines as well."



This is the 9th hole at M.A. Golf's Panther Creek Golf Club in west Jacksonville.



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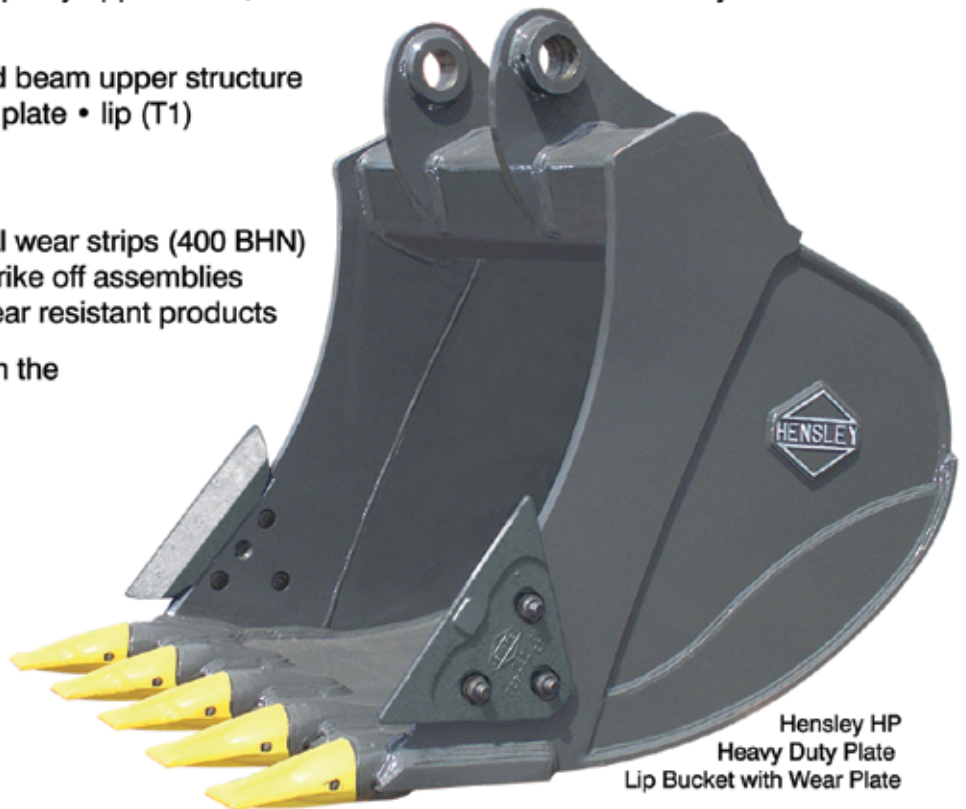
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A SALUTE TO A LINDER CUSTOMER

GULF STREAM CONSTRUCTION CO.

**Commitment to “nothing less than excellence”
drives this Charleston, S.C., contractor**



**Ken Hulseberg,
President**



**Johnny Ruple,
General Superintendent**

Everyone at Gulf Stream Construction Co. is on the same page when it comes to customer service and putting together a finished project. They know Gulf Stream Construction has a solid reputation for quality work in the booming Charleston, S.C., construction market because everybody adheres to its guiding philosophy, “Accept nothing less than excellence.”

“We keep that phrase in front of us at all times,” said Ken Hulseberg, President of Gulf Stream’s site division. “It’s on our letterhead, our Web site, our business cards. We’ve always had the attitude that, no matter what, we won’t let our quality slip. We go the extra mile to make sure that when our projects are finished, they look right. It means doing things such as fine grading the shoulder on a road so it looks like a golf course instead of like someone threw a bunch of boulders down. That attitude gives us pride in our work and has helped us grow.”

Growth in Gulf Stream’s site division has been steady and impressive, with nearly a 1,000

percent increase in payroll since its inception 22 years ago. Gulf Stream Construction is a wholly owned subsidiary of the highly respected Beach Company, a longtime developer headquartered in Charleston. Gulf Stream operates two divisions, building and site prep. The building division concentrates on commercial construction while the site division handles all phases of site development and improvement. The site division, which began operations in 1983, handles site prep for the building division, but also does work for a variety of customers in the Charleston area.

“The site division predominantly started out doing work for the Beach Company and some of its sister companies,” explained General Superintendent Johnny Ruple, who was one of the first members of the site division. “It was a small outfit, clearing and grading lots and putting in building pads. We had one superintendent who was part of a crew, but we always had a plan to grow. About 10 years ago things really took off, and now we have 20 superintendents, a couple of general superintendents and about 130 employees total in the site division.”

Satisfied customers

“When someone hires us, they’re looking to have a site completely ready so they can put a building up,” said General Superintendent Kevin Williamson. “We do that for them. We clear the land, move the dirt and put in the utilities and paving. Some of the work we sub out, such as the water, sewer and paving, but it’s still part of our package to get it done. Our customers like that we’re the only contractor they have to deal with to get their sites ready. We’ve become a full-blown company that handles more than just work for our other division.”

Gulf Stream Construction relies on a vast fleet of Komatsu excavators and dozers. Here, Superintendent Doyle Long uses a Komatsu D39PX-21 dozer to grade a new condominium site on Daniel Island.



In fact, Holseberg said only a fraction of the site division's work is for Gulf Stream's building division. The rest is for developers who want a full site package done by a company they know they can count on to get the job done right. Ruple said much of Gulf Stream's work is for repeat customers who have come to trust the company to turn out a project quickly, efficiently and on budget.

"We have a long list of satisfied customers because we take pride in every job we do," Ruple said. "We've worked very hard to build and maintain a reputation for quality work and a job done right. We have very few call backs, and if we do, we take care of them right away. Another thing our customers like is that we look for ways to save them money on their projects. We sit down with them before we start and look over their jobs carefully to see if there's a more economical way of doing something. We're not looking to cut corners, but if we can save them money by doing a job more efficiently, it's a benefit to them and us. That, along with our reputation for producing a quality product, has created good relationships with developers in the area. It's led to quite a lot of repeat business."

Outstanding employees

With the increase in business came a need for quality employees who are committed to maintaining Gulf Stream's reputation for excellence. The majority of the work force has been with the company for more than a decade, with most of the superintendents working their way up the ranks, which Ruple says is ideal.

"It's the best situation because they understand how we work and they are able to do a variety of tasks because of their experience," Ruple noted. "Our superintendents are not just finger pointers who tell others what to do. They operate equipment as part of running a crew. They understand the tasks that the people they're overseeing are doing because they've done them before.

"Our employees know they have a chance to move up because we do promote from within," he added. "I believe that's one reason why our employees are loyal to us, and that loyalty means we have a low turnover rate. That in turn has been a big reason why we've been able to



grow. We also offer a good benefits package, and we strive to take care of our employees. For instance, we've never had to lay anyone off because of a lack of work, so they know they can count on a steady paycheck. They reward us with exceptional work."

Exceptional equipment

Gulf Stream expects exceptional work from its equipment, too. That's why, according to Ruple and Williamson, Gulf Stream relies heavily on Komatsu excavators and dozers purchased from Linder Industrial Machinery's Charleston branch through Sales Representative Mick Weber. Among the more than 30 pieces of Komatsu equipment Gulf Stream owns are two new 50,660-pound PC228USLC-3 excavators that augment a large contingent of PC200, PC220 and PC300 excavators, including two PC300LC-7s. Dozers range from the smallest D31P to the mid-size D58E, and include several 95-horsepower D39PX-21 wide tracks. The company also owns a Komatsu WA180 wheel loader and several Ingersoll-Rand compactors purchased from Linder.

"We've used Komatsu excavators and dozers as long as I've been here," said Williamson, who's been with Gulf Stream 14 years. "We've had a lot of success with them over the years. The excavators have tremendous power, which is a benefit to us because we work quite a number of places where the conditions are wet. That means we have to muck the dirt out and replace it. The dirt's heavy and hard to lift, but the Komatsus handle it very well. On the dozer side, we have had great success, and we especially like the D39 widetrack. It's got good

A Gulf Stream operator uses a Komatsu PC228USLC-3 excavator to load excess material from the Dubose Elementary School project in Knightsville.



Kevin Williamson,
General Superintendent

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Gulf Stream planning for future growth

... continued

power to push dirt, but it also is great for fine grading. It's not too big, so we can get it into tight places, but yet it's not too small, so we can use it to push dirt."

"We bought our first Komatsu in 1990, a D31 dozer that we just sold in 2004," Ruple recalled. "Our aim is to get as much out of our equipment as we can, as long as it doesn't cost us a bunch of money in repairs. That's one of the reasons we've stayed with Komatsu. It's allowed us to get the most out of a machine. Wear parts are always going to need replacement, but I don't think we've ever had to do a major repair on a piece of Komatsu equipment. It's very dependable."

Gulf Stream also looks for dependability in its equipment dealers, and Weber and Linder have been up to the task, according to Ruple. "I really appreciate the job Mick and Linder do for us," Ruple stated. "Linder is very good about keeping parts on hand and getting us service when we need it. We handle most of the maintenance ourselves, but when we've needed something, Mick and Linder have always responded quickly. They understand customer satisfaction."

Abundance of awards

The same can be said for Gulf Stream Construction. Its exceptional work has led to an extensive list of awards for Gulf Stream, including the prestigious 2005 General Contractor of the Year Award from

the Charleston Chapter of the American Subcontractors Association of the Carolinas. In April of 2005, Gulf Stream was ranked as one of the Top 10 General Contractors in South Carolina. The Charleston Business Journal has twice named the company the Top General Contractor operating in the Charleston tri-county region.

In 2004, Gulf Stream received a Palmetto Architecture Construction and Engineering (PACE) Award for construction excellence and expertise on the Hungry Neck Boulevard Project it completed in Mount Pleasant. "I believe it was the first time a road project ever won that award," Holseberg said. "It was an extensive project that involved connecting a couple of major roads and improving the existing roads we were tying together. We had to construct a four-lane road that crossed some landfills and had some other tough conditions. We broke it up into three sections and had a superintendent on each one. We hauled a massive amount of dirt in to build up the road and did extensive storm drainage work."

"Gulf Stream worked hand-in-hand with the DOT and the city of Mount Pleasant to engineer the project," he added. "We not only were under budget, but we finished four months ahead of schedule."

Forward thinking

Despite an impressive list of accomplishments and a collection of satisfied customers, the members of the Gulf Stream Construction team aren't content to sit back and rest on their laurels. Holseberg said the company already has plans in place for future growth. "We're always looking ahead, looking for ways to better serve our customers," he said. "We've grown over the years because Gulf Stream hasn't been afraid to go beyond what's expected of us when we take on a job. Our customers have come to appreciate that about us, and that's why they call us back. But we can't sit back and think that everything is perfect because of our track record. Our customers expect excellence from us, and that means we have to work that much harder to make sure they get it. I believe our people are up to the challenge, so we'll continue to move forward and grow." ■



Superintendent Doyle Long uses an Ingersoll-Rand SD-77 DX soil compactor at a new condominium site on Daniel Island.



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CONSTRUCTION OUTLOOK

Analyst says growth trend remains strong throughout the U.S.



Andy Fanter is an analyst with Cyclost-Intercast, a sales forecasting firm that works with more than 65 equipment distributors and manufacturers throughout the U.S.

Road building will be one of the lynchpins of this year's construction economy with spending expected to be up by about 14 percent.

The year 2006 is certainly looking to be another excellent year in the construction business. Despite many critics, the housing market continues to show strength. For the year, we should have about 2.2 million permits and two percent growth in housing. Some overheated regions will almost certainly see a slowdown, but even if there were a dramatic downturn in those areas, it would not have a major effect on the construction economy. It would not even significantly ease the shortage of machines or building materials in other areas of the U.S.

Rebuilding efforts in the Gulf Coast are finally getting under way. While New Orleans got much of the attention with 200,000 damaged or destroyed homes, the entire area east of New Orleans to the Florida Panhandle had over two million homes damaged or destroyed. What this means to contractors around the U.S. is that labor, machines and materials will be heading to the southeast parts of the U.S. in greater

quantities. This will put a strain on an already overburdened supply market.

The highway bill has been passed and actual construction on some projects will begin in the latter half of 2006 and throughout 2007. You will need to plan for material costs and availability carefully. Concrete remains in very short supply. With reconstruction in the South, rebar will also be in short supply. Energy costs continue to climb and this will affect the price of material transportation, machine fuel costs and the cost of plastics. Machines remain in short supply. On the average, I would expect highway spending to be up around 14 percent or more.

The growth in aggregate production in response to highway and nonresidential growth will be around 5 percent. The limiting factors in aggregates are the difficult permitting process and the lack of large equipment available to quarries. Quarry and mining work around the world is booming and manufacturers have been able to produce machines, but are still having difficulty with tire availability. Contractors should take exceptional care of their tires at this point of the economy. A damaged tire could take several days or longer to replace.

Nonresidential construction is continuing to boom. The majority of this growth is from box retail construction — in response to the growing housing market. Tax collections for states have been good for the past two years. There will be growth in the governmental construction market police substations, fire stations and sewer transfer stations. Expect nonresidential growth to be 15 percent or more in 2006.

In summary, there's a lot of work going on this year, but to ensure that you're able to make money doing that work, you'll need to plan well and be smart. ■





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411-1479

NEW PRODUCTS

DASH-8 EXCAVATORS

Komatsu's newest generation of PC200 and PC220 excavators raises the bar on efficiency and productivity



Peter Robson,
Product Manager,
Hydraulic Excavators

As a contractor who prides himself on doing quality work quickly, you're probably always looking for more from your equipment. More power. More speed. More reliability.

Komatsu's new Dash-8 hydraulic excavators, including the popular PC200 and PC220 size classes, deliver on all those counts, while at the same time providing significantly improved fuel efficiency.

Like all new Komatsu excavators, both the PC200LC-8 and PC220LC-8 feature the new ecot3 engine, which significantly reduces emissions as well as improves fuel efficiency by about 10 percent. A quick-return arm circuit that improves cycle times boosts productivity.



"In highly competitive size classes like the PC200 and PC220 (roughly 23 to 27 tons), we'd gone about as far as we could go in terms of weight and horsepower — the old 'bigger is better' mentality," said Peter Robson, Komatsu Product Manager for Hydraulic Excavators. "Don't get me wrong — the PC200LC-8 and PC220LC-8 are more productive than the Dash-7 models, primarily because of improved cycle times and other hydraulic improvements that give outstanding performance. But the efficiencies we've built into these new machines are at least as important as those performance enhancements."

Those efficiencies include using significantly less fuel (about 10 percent less) and putting out significantly fewer emissions than the Dash-7s. Combine that with impressive upgrades in information technology and operator comfort and you get a machine that delivers the ultimate for a contractor — high productivity and low-cost operation.

New engine/new monitor

The PC220LC-8 has 168 flywheel horsepower, the same as the PC220LC-7. The PC200LC-8 has 148 horsepower, up from 143 horsepower. Both units are powered by the newly developed, low-emission Komatsu SAA6D107E-1 engine that significantly reduces NOx emissions, which EPA Tier 3 regulations require.

Productivity enhancements include a new, quick-return circuit, which allows the arm to go out and return faster, improving cycle times.

Both units have five working modes. In addition to Power, Economy, Breaker and Lifting, there's also a new Attachment mode.

An operator simply presses a button to get the proper flow he needs for the work he's going to do. The modes, along with most other machine functions, are selected through a new seven-inch color monitor.

"The monitor is one of the biggest improvements in the new Dash-8 models," indicated Robson. "You match your machine to the job application through the monitor. You pick up maintenance codes and troubleshooting functions on the monitor. You control AC through the monitor. It's an impressive system that's very user-friendly."

Fuel-efficient operation

Yet another advancement on the monitor is an "eco-gauge," which serves as a guide to efficient operation. It provides the operator with instant feedback regarding the load he's putting on the machine and how that impacts fuel consumption. It also alerts the operator if he's idling for too long, which is another way fuel is wasted.

"We think the high cost of fuel is here to stay, so equipment owners will be looking for ways to cut back on fuel usage," predicted Robson. "The PC200LC-8 and PC220LC-8 are both about 10 percent more fuel efficient in Power mode. With the information the machine provides, the operator will be able to try some different things to further lower fuel consumption."

Both machines also come wired with the latest Komtrax technology. Komtrax is a wireless equipment monitoring system that can send detailed machine operating information back to the home office and/or to your Komatsu distributor. Komtrax information includes machine location, service meter readings, cautions, abnormality codes, load frequency and much more — all of which can be invaluable in helping you to reduce downtime and lower your owning and operating costs.

In addition to being Komtrax-ready, the PC220LC-8 and PC200LC-8 come with Komatsu's EMMS (Equipment Management Monitoring System), which stores trouble data,



Both the PC220LC-8 and PC200LC-8 have five working modes, including a new attachment mode. The units also feature a large, new color monitor with an "eco-gauge" to further improve fuel efficiency.

Brief Specs on the PC200LC-8 and PC220LC-8

Model	Output	Operating weight	Bucket capacity
PC200LC-8	148 hp	46,080 - 47,260 lbs.	.66-1.57 cu. yd.
PC220LC-8	168 hp	54,309 - 54,926 lbs.	.76-1.85 cu. yd.

displays abnormalities and notifies an operator when it's time to change oil and filters.

Comfort and safety

In addition to the new, large monitor, an operator will immediately notice and appreciate cab comfort features that include a high-back seat and an arm rest that moves with the console so the pilot control joystick is always where he wants and expects it to be.

Komatsu also designed the new cab with pipe-structured framework to improve operator protection in the event of a tip or rollover. Vibration inside the cab, and noise — both inside and out — has significantly decreased.

"Komatsu has always challenged themselves to set an industry standard with each new hydraulic excavator series introduction," said Robson. "From the legendary Dash-3 version of the 1980s right up through the Dash-7, we've led rather than followed. That's a trend we're confident we're continuing with the new Dash-8s." ■

For more information on how the Komatsu PC200LC-8 or PC220LC-8 can improve your operation, contact your sales representative or our nearest branch location.



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PRODUCT INNOVATION

NEW WHEEL LOADERS

Increased production and lower fuel consumption are hallmarks of new Komatsu Dash-6 models

Equipment users are always looking for ways to boost production and/or reduce operating costs. Komatsu kept those goals in mind in designing its new Dash-6 wheel loader line. Currently available are the WA500-6 and WA600-6 wheel loaders, both of which are significantly larger and more powerful than the Dash-3 versions they replace in the Komatsu lineup. Both are also considerably more fuel-efficient than their predecessors.

The WA500-6 and WA600-6 are powered by Komatsu's new ecot3, Tier 3-compliant engine, which not only lowers emissions, but also decreases fuel consumption, and does so without sacrificing power. A Dual Mode Engine Power Select System lets the operator adjust the machine's performance by using either the "E Mode" for maximum fuel efficiency in general loading, or "P Mode" for powerful output in hard digging or hill-climbing applications.

"The most notable difference users will see in our new wheel loaders compared to previous models is a decrease in fuel consumption, with an increase in productivity being a close second," said Rob Warden, Product Manager, Wheel Loaders. "We've designed these machines to be highly efficient so users can get more work done in less time, while using less high-priced fuel. The result is more money in the pocket of the user."

Both loaders are suitable for a variety of functions, according to Warden. "The WA500-6 works well in sand-and-gravel operations, and as a loading machine for highway trucks. The WA600-6 is a significant upgrade from its predecessor and is ideal for small quarry applications. It will load a 70-ton haul truck, such as our Komatsu HD605, in five passes."

New components minimize waste

Standard on the loaders is a newly designed variable displacement piston pump that combines with Komatsu's Closed-center Load Sensing System (CLSS) to deliver only the necessary amount of flow needed for hydraulic function. The new design prevents wasted hydraulic flow, which in turn provides better fuel economy.

"Our previous series used gear pumps, which always provided maximum flow," Warden explained. "The machine used what it needed and the rest was returned to the tank. The variable piston pump is an on-demand system, so it only delivers what is required. As a result, it



Rob Warden,
Product Manager,
Wheel Loaders

Continued . . .

Brief specs on WA500-6 and WA600-6

Model	Output	Operating weight	Bucket capacity
WA500-6	332 hp	74,010 lbs.	7.3 cu. yd.
WA600-6	502 hp	118,385 lbs.	8.4 cu. yd.

Komatsu's new WA600-6 has major changes from its predecessor, offering increased horsepower and operating weight, and a larger dump clearance. "It's ideal for small quarry applications," said Rob Warden, Product Manager, Wheel Loaders. "It will load a 70-ton haul truck, such as our Komatsu HD605, in five passes."



New loaders' performance markedly improved

... continued

uses less power and burns less fuel. Users could see up to a 15 percent reduction in fuel use."

Komatsu further enhanced fuel economy with its newly designed drive train featuring a large-capacity, lock-up torque converter that provides production efficiency, reduced cycle times and optimum fuel savings in load-and-carry or hill-climbing operations.

"These features — variable piston pumps and large-capacity torque converters — will become standard across the Komatsu wheel loader line over time," Warden noted. "Our aim is to standardize our line as much as possible so a customer with multiple machines on the same jobsite can go from one machine to another and not miss a beat."

Increased production

Several new features contribute to better production, according to Warden. For example, both machines have stronger loader frames and components, which extend machine life and lower repair and maintenance costs. Both units are also larger, have more horsepower and greater bucket capacity than their Dash-3 counterparts.

The WA500 went from 315 horsepower in the Dash-3 model to 332 horsepower in the new Dash-6 version. The machine's operating weight of 74,010 pounds is a jump of almost 10 percent.

"The WA500-6 is almost completely new compared to the Dash-3 model," Warden pointed out. "Not only is it larger with more horsepower, but we also added a larger torque converter to better match the engine. That provides more rim

pull, which allows the machine to climb virtually any ramp with the bucket loaded."

The WA600 underwent even more radical changes. Output increased from 450 horsepower in the Dash-3 model to 502 horsepower in the new WA600-6. Operating weight increased from less than 100,000 pounds to 118,385 pounds.

"The WA600-6 has major changes from its predecessor," Warden asserted. "It features a much larger dump clearance, going from 11'7" to 13'1", so it loads large trucks more easily. It comes standard with the long boom, but customers have the option of putting a short boom on the machine if they use it mostly for load-and-carry operations or charging a hopper."

Everyone knows a comfortable operator is a productive operator. So, operators will certainly appreciate the new Advanced Joystick Steering System (AJSS) in the new WA600-6 loader. It's a low-effort system in which the operator controls direction and gear-shifting functions with just the wrist and thumb. Users will also enjoy a roomier cab that provides up to 15 percent more space and 11 percent better visibility than previous models.

Raising the bar

The specs of the WA500-6 and WA600-6 speak for themselves — they generate markedly improved performance.

"Everyone who's used the WA500-6 and WA600-6 loaders has raved about the quickness, power and speed they offer," confirmed Warden. "We've done our own in-house studies, which show a remarkable improvement in production efficiency of 25 percent to 30 percent over the previous, Dash-3 generation of wheel loaders. As those numbers suggest, we definitely believe we've significantly raised the bar with the release of the Dash-6 models."

The WA500-6 and WA600-6 are the first Dash-6 units available to customers. Komatsu is in the process of releasing the rest of its Tier 3 mid-size wheel loaders, which will include the WA380, WA430, WA450 and WA480-6. The balance of the wheel loader product line is currently undergoing design changes to meet new emission standards. The new HST line of smaller wheel loaders being upgraded will be available in 2007. ■

For more information on the WA500-6 or WA600-6, call your sales representative or our nearest branch location.

Komatsu's new line of wheel loaders, including the WA500-6, was designed for maximum production and fuel economy. Komatsu's ecot3, Tier 3-compliant engines decrease emissions and fuel consumption without sacrificing power. Large-capacity lock-up torque converters provide production efficiency, reduced cycle times and optimum fuel savings.





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Three Models
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FIELD NOTES

KOMATSU FIELD DAYS

Las Vegas event gives equipment users the opportunity to operate full range of new products from manufacturer

The opportunity to operate a full range of new Komatsu products — combined with the excitement of Las Vegas — made the recent Komatsu Field Days event a memorable trip for many equipment users throughout North America.

Accompanied by their Komatsu distributors, more than 2,000 customers attended one of the 12 sessions from February 27 through March 23.

This year's event, held for the second time in Las Vegas, included accommodations at the Rio All-Suite Hotel & Casino. Komatsu held a welcome reception at the hotel on the first night of each session. The following day, customers were transported to a quarry site where they had the opportunity to operate 45 Komatsu machines, including a host of new and upgraded models. The full range of construction and utility equipment encompassed hydraulic excavators, wheel loaders, dozers, motor graders, trucks, backhoe loaders, skid steer loaders, mobile crushers and a crawler carrier.

"What makes Field Days great is the chance for customers to operate our new products in a real-world working environment. It exposes them to all the advanced products, technology and services we offer," said Les Scott, Manager, Komatsu Working Gear Group. "Customers tell me the experience is very worthwhile."

Next generation of products

This year, Komatsu used Field Days to introduce many new products, such as six new excavator models, including the 180,000-pound-plus PC800LC-8, a new model that replaces the PC750LC-7. Komatsu also introduced its new series of Dash-6 wheel loaders, including the WA600-6, WA500-6 and WA380-6; the first new Dash-2 articulated dump truck, the HM300-2; the

new D155AX-6 SIGMA dozer; the new WB146-5 backhoe loader and many more new products.

"We enjoy showing customers our equipment capabilities through hands-on operation. It shows them how a particular product might fit into their operations back home," noted Scott. "We also hope they take home this message: if we can produce large machines such as our 1.5-million-pound PC8000 mining shovel, then we can certainly build smaller size-class machines that can operate in their businesses." ■



**Les Scott, Manager,
Komatsu Working
Gear Group**



**Field Days participants
watched machine
demonstrations and
features/benefits
presentations from this
shaded grandstand at
the demo site.**

Komatsu Field Days showcased a full range of equipment, including the new PC800LC-8 excavator (foreground) and articulated and rigid-frame trucks (at left), which participants could operate.



Construction materials costs are on the rise

Construction materials costs are outpacing overall consumer and producer prices by a wide margin. The government's February report showed that while the overall producer price index (PPI) fell 1.4 percent in the month, the PPI for construction materials and components rose 0.3 percent.

Based on a strong outlook for construction, Associated General Contractors Chief Economist Ken Simonson says the trend of construction materials prices rising faster than the overall rates of consumer or producer prices is likely to continue throughout the year.

"The rate of increase for construction materials and components prices could be closer to the 10.1 percent rate of 2004 than the 6.1 percent rate

of 2005," said Simonson. "Once again, however, prices are likely to vary greatly by type of material and project."

Simonson noted that oil and natural gas prices have fallen sharply from their post-hurricane highs, but also pointed out that production from the Gulf of Mexico is still down by more than 15 percent, keeping supplies tight. "It appears that diesel for 2006 as a whole will be up 10 percent to 30 percent from 2005, with wide month-to-month variation," he said.

Beyond the higher cost of diesel fuel itself, the cost of other energy and energy-affected materials is also likely to rise, according to Simonson. These include asphalt, construction plastics, paints and coatings, insulation and brick. ■



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PRODUCT IMPROVEMENT

NEW, ADVANCED KOMTRAX™

Upgraded wireless equipment monitoring system is now standard on most new KOMATSU Tier 3 machines

Would you like to know the exact location of each machine in your equipment fleet? Would you like to know precisely how each piece of equipment is being used? And would you like to get that information when you need it?

Now, you can get that kind of information, and much more, with Komatsu's new, next-generation KOMTRAX wireless equipment monitoring system. KOMTRAX uses satellite technology to relay vital machine information back to the office computer or laptop of the owner or equipment manager, as well as to the local Komatsu distributor, if the customer authorizes it.

Komatsu first introduced KOMTRAX several years ago as an option buyers could have installed on Komatsu equipment. That first generation provided three basic pieces of information — machine location; service meter readings; and daily hours of operation.

In comparison, the new KOMTRAX is standard equipment on almost all new Komatsu machines and reports on all aspects of machine operation. In addition to location, meter readings and daily operation, available information from the new, advanced KOMTRAX includes: *

- Cautions,
- Error codes,
- Load frequencies,
- Notification of maintenance,
- Average hourly fuel consumption,
- Fuel level and water temperature readings,
- Geofencing and engine lock (theft prevention),
- Monthly and annual reports.

** Features are dependent on machine model.*

Next best thing to being there

For an owner or equipment manager, KOMTRAX is like being right inside the cab with the operator.

"You no longer have to wonder where a machine is or what it's doing," said Ken Calvert, Director, KOMTRAX Support Group, Komatsu America Corp. "You no longer have to wonder how an operator is operating or whether a machine is making you money. With KOMTRAX, you know what's going on, any time of the day or night."

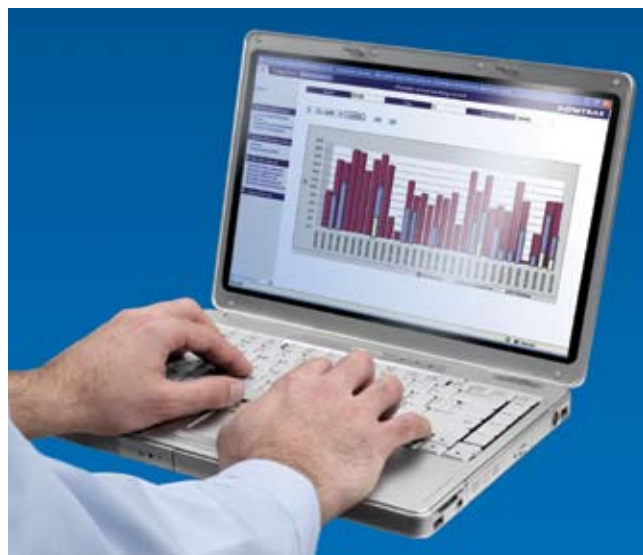
In an age where information is power, KOMTRAX is one of the most powerful tools an equipment user can ever have.

"KOMTRAX helps an owner be proactive with his business," said Calvert. "He can make decisions based on accurate, up-to-date information from a system that's easy to use. Bottom line, it's going to help business owners or managers reduce downtime, lower operating costs and manage a fleet more efficiently."



**Ken Calvert, Director,
KOMTRAX Support
Group, Komatsu
America Corp.**

Continued . . .



Detailed, easy-to-use machine information is right at your fingertips, anytime of the day or night, with the new KOMTRAX wireless equipment monitoring system.

New KOMTRAX cuts costs and downtime

... continued



Komatsu is installing its new, advanced KOMTRAX system on nearly all new machines with Tier 3 engines. The new wireless equipment monitoring system is a powerful tool that helps users reduce operating costs and downtime.

In addition to all the ways KOMTRAX can benefit a company by keeping equipment up and running, it also maintains a complete and accurate record of a machine's life history, which can significantly increase the trade-in or resale value of the unit.

KOMTRAX can be installed in any piece of equipment using a 12V or 24V electrical system, including service trucks and utility machines. Additionally, KOMTRAX is available as a retrofit for older machines or non-Komatsu equipment.

While KOMTRAX is standard-equipped on most new Komatsu machines starting this year, please contact your local authorized Komatsu distributor to begin receiving the information. ■

How one large, successful company uses KOMTRAX



Jim Shaw,
Hall-Irwin
Equipment Manager

The new, next-generation KOMTRAX system is just now getting into the hands of customers. But many large Komatsu users are already familiar with KOMTRAX. Those who have installed the original system on much of their fleet are sold on its benefits.

"We started using KOMTRAX in 2004," said Jim Shaw, Equipment Manager for Hall-Irwin Corporation, one of Colorado's largest and most-respected full-service contracting firms. "Today we have it on 44 machines, which constitutes about 70 percent of our Komatsu fleet."

Hall-Irwin uses KOMTRAX to check service meters and schedule preventive maintenance; to locate equipment on large jobsites and monitor machine movement; and to chart daily hours of operation to help manage the fleet for maximum utilization.

"We've found KOMTRAX to be an excellent fleet management tool," asserted Shaw. "We run numerous weekly KOMTRAX reports that help us make educated short-term and long-term decisions about our fleet — for example, what machines we need and where we need them. Also, the PM servicing aspect is very beneficial. It helps ensure all our PMs are done at the correct hour reading, which in turn helps us reduce downtime, lower repair costs and maximize the working life of our machines."

Theft prevention

In addition to operational benefits, Shaw says KOMTRAX helps prevent equipment theft — and in the event that a machine is stolen, helps in the retrieval process. He knows this firsthand.

"We recently had a skid steer stolen from a jobsite on a Saturday night. We didn't work Sunday, then got rained out on Monday and Tuesday, so we didn't discover the theft until Wednesday. Police told us the fact that the machine was equipped with KOMTRAX was instrumental in helping them track it down and bust a theft ring. We're happy about that, but the best thing for us was, because of KOMTRAX, we had that skid steer back on the job on Friday."

Additional benefits with new KOMTRAX

Shaw says Hall-Irwin is looking forward to using the upgraded KOMTRAX system that's now available.

"The additional information such as error codes, capacities and operating temperatures will be invaluable to our maintenance staff. We also share KOMTRAX information with our Komatsu distributor, and the machine operating information they receive will certainly help them help us when it comes to parts availability, troubleshooting and making emergency repairs more quickly."

KOMATSU & YOU

NEW ENGINES/NEW MODELS

New Komatsu machines are more efficient and more reliable says Director of Product Marketing

QUESTION: With the introduction of many machines with Tier 3 engines this year, is 2006 one of the busiest years in recent Komatsu history in terms of new product launches?

ANSWER: Yes. All machines between 175 and 750 horsepower, which make up a large chunk of our lineup, are required to meet Tier 3 emissions levels in 2006. That means they all must now be built with our new Komatsu ecot 3 engines, which will reduce emissions to below mandated levels.

At Komatsu, we've actually included more machines than required, such as the PC200 excavator, because there was no reason not to. Those machines are on the same platform as larger models, which we had to change. With the new engine, they are a significant improvement over the previous generation.

QUESTION: Did Komatsu do more than just replace engines to meet the Tier 3 requirements?

ANSWER: Yes, in most cases, we did much more. That's why we have so many model changes this year. The new Dash-8 series of hydraulic excavators and the new Dash-6 series of wheel loaders are examples. If all we had done was put in the new Tier 3 engine, we wouldn't have called them new models.

QUESTION: What kind of changes did Komatsu make?

ANSWER: It depends on the machine. Generally speaking, the mid-size Dash-8 excavators are about 10 percent more fuel-efficient than the Dash-7s. Beyond that, there are things like a new industry-leading innovative cab design that protects the operator where risk of tip or rollover exists, as well as a new, full-color monitor with a



Erik Wilde,
Director of Product Marketing

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.

A San Francisco Bay-area native, Erik Wilde once harbored hopes of a career in basketball. He was good enough to play college ball at Boise State University until a serious knee injury ended his playing days and dashed any hope of a professional career.

Upon graduation with a degree in business management, Wilde took a job as operations manager at an Idaho ski resort. He learned about electric systems while handling all the service and maintenance associated with the ski lifts, and used that knowledge to get a job with Komatsu in 1997 as a Warranty Coordinator. He quickly moved into a position as an Assistant Service Engineer for large (mining) bulldozers.

Wilde stayed with the Komatsu mining division for almost four years, serving in various product support capacities, before moving to the construction division as Product Manager of hydraulic excavators in 2001. To expand his marketing knowledge he attended Keller Graduate School of Management and completed his MBA in Marketing in November of 2003. Nine months later, he became Manager of Product Marketing, and recently was promoted to Director of Product Marketing. As Director, he oversees the efforts of all construction division product managers, and directs advertising, promotional activities and trade shows for all three divisions (construction, mining and utility).

"We believe Komatsu makes superior products that are, for the most part, across-the-board faster, more productive, more precise and more reliable than competitive products," said Wilde. "My job is to help our product managers and our distributors get that message out to equipment users so they'll at least try Komatsu to learn first-hand what it has to offer."

The knee injury he suffered years ago still keeps Wilde off the basketball court for the most part — but with three children age five and under, he doesn't have much time for hoops anymore anyway.

Continued . . .

Improvements put Komatsu ahead of competition

... continued

seven-inch screen that operators will absolutely love. When it comes to switching attachments, we've made it much more user friendly. An operator can actually change hydraulic flow and settings for up to four pre-programmed attachments with the touch of a few buttons, without bringing in a mechanic.

In the case of the WA600-6, it's basically a brand-new wheel loader. Fuel efficiency is up to 15 percent better and the cab is all new and much larger. The machine is also much more powerful and can handle a larger bucket, which combined with the improved fuel efficiency, dramatically lowers a producer's cost per ton.

QUESTION: Some equipment users believe that in this day and age, all equipment is good

and there's really not much difference between one brand and another. Is that true?

ANSWER: As a manufacturer, certainly we believe there are differences, many of which you can discover by comparing specs. Which lifts the most? Which reaches the farthest? Things like that. Other differences you can discover in a demo — which machine is faster, smoother, more precise or more comfortable? Other significant differences such as reliability, longevity and resale value become evident over time.

Of course, at Komatsu, we believe we offer the best combination of all these factors throughout our product line. Reliability, productivity, comfort and value — those are the qualities we build into each and every machine.

QUESTION: In your opinion, what are Komatsu strengths compared to the competition?

ANSWER: Number one is reliability. That's what we hang our hat on. If a Komatsu unit is properly maintained with a good preventive maintenance program that emphasizes repair before failure, we believe our units will outperform any other manufacturer's. That means emergency downtime will be minimal and machine longevity will be at the outer limits.

Our other major strength is that we're usually a step ahead of the competition, technologically. A big reason for that is our heavy investment into research and development. Also, because we make every type of equipment and compete in every size class, we're often able to share and integrate our technological advancements across product lines. For example, we're now incorporating our excavator piston-pump hydraulic technology, which has long been an industry leader, into our wheel loaders to produce a smoother, more efficient machine.

QUESTION: What do you foresee happening down the road in regard to equipment?

ANSWER: I don't know that there's any new technology on the horizon that's going to revolutionize the industry in the near future. But at Komatsu, I can assure you, we're going to continue to make improvements to increase reliability, productivity and efficiency, and in that way, give our customers an edge over their competitors. ■



Among a host of new Komatsu products this year is the HM300-2 articulated truck. The unit features a significantly reinforced front bumper and engine guard as well as a new transmission guard. The new ecot3 engine boosts horsepower and low-end torque, which helps make the new truck about 11 percent more productive than its predecessor.



All new Dash-6 Komatsu wheel loaders, like the WA600-6 shown here, as well as all new Dash-8 excavators feature the new ecot3, Tier 3-compliant engine, which lowers both emissions and fuel consumption.



SERVING YOU BETTER

NEW DEMONSTRATION SITE

Customers will soon come to Komatsu Training Center in Georgia to try out new machines

Komatsu is in the process of developing a large tract of land next to its training center in Cartersville, Ga., to serve as a demonstration/training site for new equipment and as a permanent site for its popular Field Days event.

"The main advantage to having our own, large demonstration site is that we'll be able to host Field-Days-like events numerous times a year, rather than just during a one-month period in the spring," said Ed Warner, Manager Demonstration Site. "We'll also have a full slate of new equipment on site at all times, so distributors and their customers will be able to come to check out specific machines whenever they want to."

Currently under construction, the site will consist of an 11- to 12-acre flat arena, a viewing area with a grandstand and a haul road in excess of 2,700 feet with up to 10-percent grades for truck testing.

Groups of products to be featured

With the new demonstration area, Komatsu intends to focus on key products and/or groups of products that appeal to particular segments of the construction industry.

"For example, rather than Field Days, which showcases a broad representation of machines from compact excavators and backhoe loaders up to mining dozers and large haul trucks, we could have Quarry Days, where we feature quarry machines, or NUCA Days, where we feature utility equipment," said Warner. "It will be more industry- and product-specific. In that way it will be even more useful to equipment users."

Added benefits include the training center, which has classrooms, and a theater area right next to the demonstration grounds; nearby hotels; and Komatsu's Chattanooga Manufacturing Operation, which is within easy driving distance (about 75 miles).

"We're really looking forward to opening the demo area," said Warner. "Field Days was a great event. But this is going to be even more useful, convenient and cost-effective for us and for our customers."

Komatsu expects the demonstration site to be finished late this summer, with the first planned events beginning in October. ■



**Ed Warner, Manager,
Demonstration Site**



The new Komatsu equipment demonstration site will be located immediately adjacent to the Komatsu Training Center in Cartersville, Ga.

Now under construction, the 11- to 12-acre demo site is expected to be finished by late summer.



AT YOUR SERVICE

TECHNICIAN CONTEST

Top Komatsu distributor technicians compete for prizes and pride



Cloyce Lamb,
Director, Komatsu
Training Center

More than 40 Komatsu distributor technicians from across the country competed in the Komatsu Advanced Technic Contest (ATC) at the Komatsu Training Center in Cartersville, Ga., in March.

ATC is an annual competition at which Komatsu trainers program two problems into a hydraulic excavator, a wheel loader, a dozer, a backhoe loader and an ecot3 engine — and the technician contestants have one hour to troubleshoot and find out what's wrong. Komatsu personnel judge contestants not only on whether they find the problems, but on how they use shop manuals and diagnostic tools, what questions they ask the operator/judge to help them find the problems, and how safely they work.

At the Komatsu Advanced Technic Contest (ATC), technicians (top right and bottom) troubleshoot equipment under the watchful eye of Komatsu judges (top left) who score the contestants based on how well they use their manuals and tools to diagnose pre-set problems.



Many of the contestants had won internal contests at their respective distributorships to earn the right to compete in the ATC for trophies and significant cash prizes (\$3,000 for first place in each category, \$2,000 for runner-up and \$1,000 for second runner-up).

While the money is certainly an incentive, Komatsu Training Center Director Cloyce Lamb says most of the contestants compete just for the challenge. "These are highly motivated and competitive people. They take a lot of pride in what they do and they like the challenge of going up against their counterparts at other distributorships to see where they stand."

Customers are real winners

Komatsu's goal in sponsoring the ATC is to encourage technicians to improve their skill levels. "There are various ways to do that including factory schools and in-house training," said Lamb. "But one of the most effective ways to improve as a technician is to study on your own. We find that almost everyone who competes in the ATC does a lot of self-study."

Lamb says he has no doubt that ATC competitors go back to their distributorships as better technicians.

"Because of the ATC, many technicians are better able to diagnose a problem sooner and make a repair more quickly than they otherwise would be able to do. We're confident they also share ideas they get here with other technicians back home, so the knowledge is spread around. As a result, the real winners of this contest are customers who use Komatsu equipment because it means less downtime." ■

TECHNICALLY SPEAKING

NATIONAL CHAMP

Linder technician wins top honor at a nationwide Komatsu competition

The Komatsu Advanced Technic Contest (ATC) brings together top Komatsu distributor technicians from across the country to compete against each other in a troubleshooting competition (for more information on the ATC, see article on previous page). This year, there were five categories: excavator, wheel loader, dozer, backhoe loader and Tier 3 engine.

The team representing Linder Industrial Machinery did very well at this year's ATC. Michael Young out of the High Point, N.C., branch, won the \$3,000 top prize as champion in the wheel loader competition, while Chris Ferrell of the Charlotte branch and Jerry Sands from Raleigh received honorable mention (4th place) awards in the crawler dozer and backhoe loader categories respectively. Other team members were Jay Allegretti (Charlotte) and Scott Phillips (Greer, S.C.). Linder training instructors are Larry Lowe and Rick Cabaniss in Florida and Ken Hyme in the Carolinas.

"It's a tremendous honor for Michael and the entire team because they were competing against the best technicians in the country," said Hyme. "We're very pleased with our showing."

Customers benefit

Linder has always emphasized technician training and offers an in-house skills assessment exam to technicians hoping to compete at ATC. "A large percentage of our technicians take the skills assessment exam and we send the five highest machine-specific scorers to the national competition," said Lowe.

"ATC is beneficial because it encourages the technicians to do a lot of study on their own

or with a fellow technician," said Hyme. "Of course, the real benefit is to our customers. We hope our showing demonstrates Linder's commitment to having dedicated and talented technicians who can troubleshoot and make repairs quickly, and in that way, keep downtime to a minimum for our customers." ■



Linder Technician Michael Young was champion in the wheel loader competition at this year's ATC.

The team representing Linder at Komatsu's ATC included (L-R) In-house Instructor Larry Lowe, Jay Allegretti, Chris Ferrell (honorable mention, dozers), Michael Young (champion, wheel loaders), Jerry Sands (honorable mention, backhoe loaders), Scott Phillips and In-house Instructor Rick Cabaniss. Not pictured is In-house Instructor Ken Hyme.





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DISTRIBUTOR CERTIFIED

VALUE IN USED MACHINES

Komatsu ReMarketing aids distributors in their efforts to meet customers' equipment needs

Gary Beal knows the used equipment business about as well as anybody. He owned a used equipment business for a number of years and has headed up the used equipment departments of a number of distributorships. Today, he's Vice President of Used Equipment at a large Komatsu distributorship in the Southwest.

"The key to used equipment is that it provides value to the buyer," said Beal. "That means we have to acquire used equipment at a fair price, sell it at a fair price, and stand behind it. It's really that simple. The important thing is to do that consistently, which is how you earn a reputation as a trustworthy supplier of used equipment."

As a used equipment man, Beal says working for a Komatsu distributor is a major plus because it means having the backing of Komatsu ReMarketing. "A rule of thumb is that there are three used machines sold for every new machine. That means we need to be constantly replenishing our supply. Komatsu ReMarketing is a major source of equipment for us. In addition, Komatsu ReMarketing and Director Lee Haak have been very helpful in working with us to realign our inventory and get our used equipment program on track. I've worked for another manufacturer and their used equipment program is very primitive by comparison."

Beyond being a source for equipment, Beal says Komatsu ReMarketing is also a source for parts, components and special attachments. "Basically, ReMarketing has fostered an excellent working relationship among Komatsu distributorships across the country. One way they've done that is by establishing a ReMarketing e-mail system. If we're looking for a particular machine, a part or something special — we can send out an e-mail and often find exactly what we need. For example, I recently located a long arm for a PC600

excavator from another distributor through our ReMarketing e-mail system."

Everybody's a customer

When it comes to used equipment, Beal says everybody's a customer.

"From the young guy just starting out, to the large, established company that needs a specialty piece for a specific job, virtually everyone is in the market for an excellent used machine at a great price. Everybody in the construction industry has equipment needs — and in used equipment, we have the solutions."

For equipment users, the advantage of buying a Komatsu Distributor Certified used machine is that it's been inspected and rated according to specific criteria. Because it's known to be a high-quality unit, it often qualifies for special financing and a warranty.

Beal says the reason Komatsu distributors are able to do that is because Komatsu makes such high-quality equipment to begin with. "Komatsu machines are durable and reliable and because of that, those of us in the used equipment business have plenty of confidence when we put a Komatsu Distributor Certified used machine in the marketplace for a second life." ■



Gary Beal,
V.P., Used Equipment



For more information on Komatsu Distributor Certified used machines, contact your sales representative or our used equipment department.

Komatsu Distributor Certified used equipment often qualifies for special low financing and an extended warranty.



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