

LINDER LINK

A publication for and about Linder Industrial Machinery customers • 2013 No. 2

CELEBRATING

60 LINDER
YEARS STRONG



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KOMATSU

MESSAGE FROM THE PRESIDENT



John Coughlin

Celebrating
60 Years
of Excellence



KOMATSU®



Dear Equipment User,

Like you, we're excited about what lies ahead next year. Economic indicators show a strengthening economy, and construction has been a major beneficiary. Spending hit a four-year high recently, led by a strong rebound in residential construction that includes significant gains in new housing starts. Non-residential construction also continues to do well, and many organizations expect the trend to continue into 2014 and beyond.

Another reason we're looking forward to next year is the upcoming CONEXPO. Held in Las Vegas on March 4-8, it showcases the latest in equipment and technology for the construction industry. As always, the manufacturers we represent, such as Komatsu, will have several innovative new products on display and will feature their world-class product support capabilities. We hope to see you there.

While new products are always exciting, sometimes purchasing a used piece makes perfect sense. In this issue of your *Linder Link* magazine, there's an informative article about Distributor-Certified used equipment available through Komatsu ReMarketing. These thoroughly-inspected machines offer a great alternative to new equipment.

Used or new, we can service your equipment, and encourage you to contact us about special incentives that may apply to parts and repairs on your machinery during the coming months. In some instances, subsidized financing may be available. Contact us for further details.

As always, if we can do anything for you, please call or stop by one of our locations.

Sincerely,
Linder Industrial Machinery Company

John Coughlin
President

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DOLLARS & SENSE

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NEW INCENTIVES

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KOMATSU & YOU

Komatsu Vice President Ed Powers shares his thoughts on building lasting relationships through listening and the "gemba" philosophy.

BREAKING NEWS

Now you can increase your productivity in rock excavation and demolition with the new Xcentric™ Ripper attachments.

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A SALUTE TO A LINDER CUSTOMER

SANDERS UTILITY CONSTRUCTION

The tougher the job, the better for this Charlotte, N.C., company



Hazel Sanders,
President



Steve Sanders,
General Manager

When there's a challenging utility job in or around Charlotte, N.C., there's a small handful of companies ready, willing and able to take it on. Sanders Utility Construction is one of those companies. Sanders Utility and its predecessor, Sanders Brothers, has been a leading heavy sewer and water contractor in the Charlotte area for more than 40 years.

"The vast majority of our work is for municipalities, counties or state governments including the DOT – and the tougher the job, the better," said General Manager Steve Sanders. "We're set up to do deep work in wet conditions, rocky soil or steep terrain. We specialize in jobs that require handling big trench boxes and large diameter pipe, often involving stream crossings and/or drilling and blasting. A lot of companies either can't do or don't like those jobs, but we have the people, the experience and the equipment to do them, and frankly, we enjoy the challenge."

For instance, a few years ago, Sanders Utility laid eight miles of 42-inch pipe in the mountains of South Carolina.

"It was up and down hills with some grades as steep as 20 percent," Sanders recalled. "Sometimes, we had to use dozers to push our pipe-carrying wheel loaders just to get them up the hills. We also had to work around rocks and numerous river crossings. That's the type of job – as well as heavy, large diameter pipe jobs (up to 78 inches) – where our crews shine."

Pride in their work

Sanders Utility employs about 50 people. The management and ownership team consists of Steve Sanders, who in addition to overseeing field operations and equipment, serves as Secretary/Treasurer; his mother Hazel Sanders, who is President and runs the office and company finances; Vice President/Estimator Freddie Young, who makes sure enough work is obtained to keep equipment on jobsites; and Gary Witherspoon, Asst. VP/Boring Superintendent. Steve's sisters, Sherri Leonhardt and Patti Griffin, work in the office. Other key personnel include Head Mechanic Rob Mercer, Safety Coordinator Roger Richards and longtime Crew Foreman Paul Webb.

"We have a really good team and believe our employees are among the best in the business," said Sanders. "Our guys are extremely versatile, and we have a core group of veteran employees who have seen almost everything and share our values of quality work and taking pride in the finished product. We want each job done right, and we're very particular. I'd say we're harder on ourselves than any inspector is. For each job, we have our own checklist, and we don't leave until everything is checked off."

This Sanders Utility operator uses a Komatsu PC290LC-10 to lay 8-inch sewer in a residential neighborhood for the City of Charlotte.

► VIDEO



Long-lasting Komatsu excavators

In utility work, excavators are key pieces. Sanders Utility's fleet of more than a dozen excavators, ranging from an 80-ton PC750 down to a compact PC45, is 100 percent Komatsu.

"We've been Komatsu fans for a long time," said Sanders. "When my dad (Dewey) ran the company, he got one of the first Komatsu track loaders that came into the U.S. in the late 1970s. I'll bet we've owned every single Komatsu excavator model from the Dash-2 up to the current Dash-10. We stick with them because they're fast, reliable and they last a long time.

"We have many Komatsu excavators in the 12,000 - 14,000 hour range, and they still work productively every day," he added. "I hear of some companies changing pins and bushings at 5,000 hours, but we've had a number of Komatsu excavators with original pins and bushings at 12,000 hours and more. Part of that is attributable to a good maintenance program, but it's also because of Komatsu quality."

Sanders says Komatsu longevity has really helped Sanders Utility during the slow economy. "Our excavators are paid off, but we're still getting good production with very limited downtime. As a result, our owning and operating costs are relatively low. Linder Machinery helps too. For example, my mechanic can call the Linder service department, and they'll talk him through a problem. I also appreciate my Linder Sales Rep Bill Cross, who gets me what I want when I need it. I don't require a lot of hand-holding. I want parts support, good service and fair prices. Linder and Bill deliver on all counts."

Doing the right thing

Sanders says business has picked up this year, and he's cautiously optimistic that the worst of the Great Recession is over. But he adds he's not interested in growing the business much beyond its current size. "We're big enough to do large projects, but not so big that our overhead makes us desperate for work. We only want to do jobs that make sense and make money."

Sanders Utility also likes to be able to donate its services for worthwhile causes, such as spearheading a project for about 20 Lincoln



► VIDEO

This Sanders Utility crew uses a Komatsu PC400LC-6 and a Komatsu PC300LC-6 to replace about 1,000 feet of 30-inch pipe at the Coddle Creek Interceptor in Cabarrus County. "We have many high-hour Komatsu excavators that still work productively every day," said General Manager Steve Sanders. "The long life we get keeps our owning and operating costs relatively low, which was very helpful through the recession."



Linder Sales Rep Bill Cross (left) works closely with Steve Sanders on equipment matters. "I want parts support, good service and fair prices, and Bill and Linder deliver on all counts," said Sanders.

County residents who have been severely impacted since the road to their homes was washed away in a recent rain storm.

"We saw the story on the news, and my mom and I wanted to help," Sanders noted. "Within a matter of days after people heard what we were doing, I had a team of contractors, suppliers and vendors willing to join in. They donated time, material and resources to rebuild the road and allow those homeowners to return to a normal life. That's one of the great things about this business. We have the knowledge and ability to help people, and a willingness to pitch in and do the right thing. It makes me proud to be a part of the construction industry." ■



Go online or scan this QR code using an app on your smart phone to watch video.

A SALUTE TO A LINDER CUSTOMER

JOHNSON-DAVIS, INC.

This Palm Beach County, Fla., contractor saw a need for a utility specialist — and met it



Scott Johnson,
President



Bob Hopler,
Vice President

From its home base in Palm Beach County, Johnson-Davis has become one of southeastern Florida's leading utility contractors, but it didn't happen overnight. Herb Johnson started the company in 1977 with his son Scott, three helpers and three rented machines. He got financing help from a New York company, Davis Construction, where Herb worked before moving to Florida. In 1980, he bought out the Davises, but kept the Johnson-Davis name.

"My dad saw the need for a top-notch utility contractor in southern Florida," Scott Johnson noted. "In most of the state, large contractors will do everything — grading, paving and utilities. Here in Palm Beach, they tend to sub out the pipe work, so we made that our specialty."

"In the beginning, it was a struggle. We worked long days and six-day weeks, but little by little the company grew," he recalled. "My brother Chris joined the family business in 1981. He took over my field duties, and I came into the office to learn how to run the business end of the company."

At that time, Johnson-Davis had two crews. Today, it has 21 crews and 175 employees. The company offers employee benefits including health insurance and a 401k retirement plan.

"Our employees are outstanding, and we try to treat them accordingly," said Johnson. "For example, during the downturn, we kept the vast majority of our guys and didn't cut wages. It was important to me that they were still with us when the economy picked back up. Fortunately it seems as if the economy is on the rise — the money is better than it was a few years ago, but there still aren't as many jobs as we'd like to see."

Challenging jobs on time and on budget

Johnson-Davis has expanded beyond Palm Beach and now works from Orlando to Miami, primarily for municipalities, counties and the DOT.

"We'd like to do private work, but there's just not much of it," said Johnson. "So we try to get on as subs for large road jobs and augment that with annual contracts from the DOT, Palm Beach County and the Turnpike. A lot of our jobs are challenging ones that many contractors prefer to avoid. We have specialty equipment such as sheeting and demolition hammers, as well as a sock machine for installation of dewatering systems, that allow us to do many of those out-of-the ordinary projects."

"Another reason we're able to do those jobs is because of our work force," he added. "I think our greatest strength as a company is our people. We have a lot of veteran, skilled employees who've seen almost everything, and as a result, we're able to bring in difficult projects on time and on budget. Our longtime clients know they can trust us — if we make a

Linder Sales Rep Jason Heim (left), Johnson-Davis President Scott Johnson and Linder Regional Manager Jeff Roberts meet at Johnson-Davis headquarters in Lantana, Fla.





► VIDEO

mistake, it's on us, and we're going to make it right."

In addition to Scott and Chris Johnson, top management includes Vice President Bob Hopler; General Superintendent Phil Cartales; and Maintenance Manager Gene Gardner. Scott's son-in-law Clark Cryer also recently joined the business.

Productive and reliable Komatsu equipment

Johnson-Davis has a large equipment fleet that includes six Komatsu wheel loaders and two Komatsu excavators from Linder Industrial Machinery.

"Both of the excavators (PC360 and PC308) are very good machines," said Johnson. "The PC360 is new, and the operator loves it. The PC308 has about 10,000 hours on it, but it still runs great. We are also very pleased with our Komatsu wheel loaders. They are very productive and reliable pieces of equipment."

"The best thing about our Komatsu machines is how well they've held up," added Maintenance Supervisor Gene Gardner. "We have some with very high hours, and we've had very few problems. We've also discovered that the Komatsu undercarriage lasts much longer than the others we have, so we're switching all of our excavators to the Komatsu undercarriage."

Beyond the quality of the equipment, Johnson says he appreciates the support Johnson-Davis gets from Linder Sales Rep Jason Heim, Customer Service Manager Bob Fountain and Regional Manager Jeff Roberts. "We take good



This Johnson-Davis operator uses a Komatsu WA320 wheel loader to move a manhole on a jobsite in West Palm Beach.

Johnson-Davis Maintenance Supervisor Gene Gardner (left) works closely with Linder Customer Service Manager Bob Fountain.

care of the equipment, and it's held up really well, so we don't have to call on Linder all that often, but when we do, Jason and Bob have been right there for us."

Growth is possible

Johnson says he likes the current size of the company, but wouldn't mind growing if it makes sense in the future.

"We'll remain utility specialists because that's what we know and what we're best at, and also because we never want to compete with our current customers. But if the utility work is there, and we've got people within our organization ready for the next step, then, sure, I wouldn't mind adding another crew or two.

"But you can't just decide to do it. You have to have people at every level ready to move up – semi-skilled to skilled; operators to managers; managers to upper level managers. If you have those people and the opportunity arises, then you can expand. I think we have that group of employees with which to grow. Now, we just need an economy that will allow us to do it." ■



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OKTOBERFEST II

Raleigh and Jacksonville host Linder's second annual customer appreciation event

If you like German food, Bavarian maidens serving beer, oompah bands and heavy equipment, Linder's OktoberFest was the place to be. For the second consecutive year, Linder hosted OktoberFest events – this year in Raleigh, N.C. and Jacksonville, Fla.

"It's a way to thank our good customers and show our appreciation for their business," said Linder President John Coughlin. "We also bring in all of our top suppliers, so it's a great way for customers to meet and talk to the manufacturers we represent and learn the latest industry news."

In addition to manufacturer reps being available at machine displays and at tables inside the "beer tent," this year's OktoberFest in Jacksonville included a demo yard where attendees could try out the new Komatsu D61i *intelligent Machine Control* dozer with built-in 3D technology.

From sauerbraten to strudel, German food was enjoyed by all.

"We're excited about the products and services we have for contractors and mining customers in our regions, and we like interacting with them in a relaxed, low-key environment like OktoberFest," said Coughlin. "We hope to see even more people at next year's events."

OktoberFest 2014 is scheduled to be held at the Linder branches in Charlotte, N.C. and Pembroke Pines, Fla. ■

Continued . . .



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▶ VIDEO



The Swinging Bavarians oompah band provided entertainment at Linder's OktoberFest in Jacksonville.

Linder President John Coughlin greets attendees.



Linder customers enjoy OktoberFest and dozer demo

continued



(L-R) Linder President John Coughlin meets with representatives from Vulcan Materials – Kim Duke, Mark Thurston and Matt Arbuckle.



North Carolina customers enjoyed drafts served by Bavarian beer maidens at the OktoberFest event in Raleigh.



In both Raleigh and Jacksonville, customers got the opportunity to see products and meet with Linder vendors.

In Jacksonville, the Bavarian beer maidens helped Linder Machinery Retail Finance Manager Hank Bolding draw for door prizes.



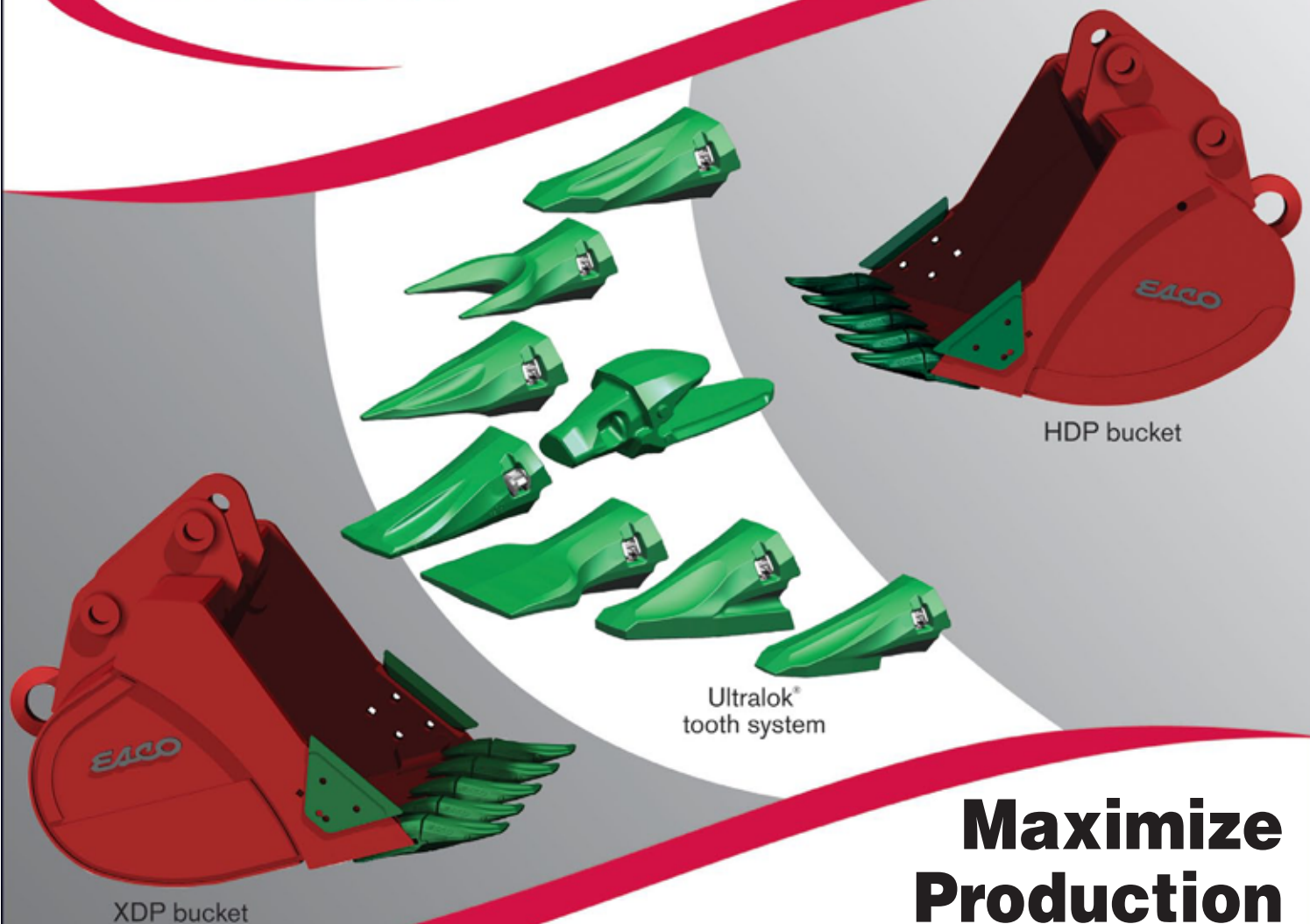
Linder North Florida Regional Manager Grant Adams (pictured above left) talks to a group of customers about the D61i dozer, which was available for demo at the Jacksonville event.



(L-R) Linder Tampa Sales Rep Randy Thomas attended the Jacksonville OktoberFest with Richard Fuist of Ripa and Associates, Robert Spillman of APAC Tampa and Pete Hernandez of Black Rock Milling.



The grand prize winner of a new TV was Daniel Hendricks of Hendricks Septic Tank Service. Daniel is pictured here with Dana Greene.



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LIGHTS! CAMERA! ACTION!

Wirtgen “focuses” on Linder territory to update its promotional publications

When the Wirtgen Group wanted to update its international corporate brochures and videos, it turned to Linder Industrial Machinery to get the shots and footage it was looking for. Wirtgen Group is the Germany-based manufacturer of Wirtgen mills, Vögele pavers, Hamm rollers and Kleemann crushers.

Wirtgen hired top-name commercial photographers to come to Linder territory to get photos and videos for corporate brochures and other company promotions.



Linder facilities and customers will be featured in Wirtgen's 2014 promotional materials.



In August, German photo and video crews came to Florida and North Carolina to take pictures and video of Linder's Plant City facility and to take action shots in the field.

"We have several good customers who use Wirtgen Group machines," said Linder Marketing Administrator Ryan Taylor. "Wirtgen viewed us as a good place to come because we have so many of their machines out on jobs, our weather is almost always nice and we're one of their leading U.S. distributors."

The German photo crew took pictures of Hamm rollers and Wirtgen mills in the Plant City area. At the same time, the video crew filmed a Wirtgen slipform paver and Vögele Vision paver in the Charlotte, N.C., area; another Vögele Vision paver in Fort Myers; a Hamm padfoot roller in Plant City; and a Kleemann crusher and screen in Sarasota.

"The photographer who came here, Alex Schelbert, is very well-known for his commercial work," said Taylor. "We were honored Wirtgen chose Linder territory, and we look forward to seeing the photos in their promotional materials next year." ■



In addition to still photography, crews were on hand to take videos for worldwide use.

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KOMATSU HYBRID EXCAVATOR

Fast and fuel efficient, in the right application, the HB215LC-1 offers unmatched performance

In late 2009, Komatsu introduced the Hybrid PC200LC-8, the first hybrid hydraulic excavator in North America. The second-generation HB215LC-1 remains the only hybrid excavator in the popular 25-ton class size. Today, however, it's not the uniqueness or novelty that sets the unit apart, but the performance.

"People generally associate a hybrid with fuel savings – and the HB215LC-1 is definitely fuel-efficient," said Komatsu

Excavator Product Manager Rob Orłowski. "On average, it uses 25-percent less fuel than the Komatsu PC200LC-8, a similar-size, traditional excavator. In the perfect application (light digging with lots of swinging), we've had reports of fuel-savings much greater than 25 percent.

"But what surprises equipment operators most is the machine's speed," he added. "The swing motor in the hybrid is exclusively dedicated to the swing function, which makes it faster and more productive."

Other benefits include:

- Quiet, inside and outside the cab;
- Better company image among the general public and many governmental entities;
- Komatsu engine, hydraulics and hybrid technology work together for maximum performance.

"Of course, the HB215 is not the ideal machine for all applications," Orłowski noted. "For example, if you're using a hammer (although there is a service valve to power hydraulic attachments) or performing deep, heavy work with limited swing involved, this machine may not be the perfect fit. But, in a swing-heavy application such as truck loading, it's tough to beat the fuel-savings and speed advantages of the HB215."

The HB215LC-1 comes with a five-year, 7,000-hour warranty on hybrid powertrain components. If you're considering purchasing a hybrid, now is a good opportunity as Komatsu Financial is offering special financing on the HB215 for a limited time. ■

Brief specs on the Hybrid HB215LC-1 excavator

Operating Weight	Power	Bucket Capacity
48,175 lbs.	139 hp	1/57 cu. yd.

The Komatsu HB215 hybrid excavator is 25-percent more fuel efficient than the PC200LC-8, and operators report the swing speed is faster than the traditional model.



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Factory installed Intelligent Machine Control —standard on the new D61i-23.
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UP TO THE CHALLENGE

Rugged design of new PC360LC-10 Waste Handler provides maximum uptime in tough applications



Kurt Moncini,
Product Manager,
Excavators

Waste handling can be an extremely tough application for equipment. Not only is waste material highly varied and difficult to handle, it produces a lot of airborne debris that can wreak havoc on engines and other critical systems. Komatsu designed its new PC360LC-10 Waste Handler to stand up to both types of challenges.

"Anyone who works in transfer stations, demolition, scrap handling and recycling centers knows how severe these applications can be," said Kurt Moncini, Product Manager, Excavators. "Komatsu built the PC360LC-10 Waste Handler with these conditions in mind and came up with a package that helps minimize the impact of these unique environments. We reduced associated downtime and kept the focus where it should be: the work at hand."

Brief Specs on the Komatsu PC360LC-10

Model	Net Hp	Operating Weight
PC360LC-10	257 hp	78,255-79,930 lbs.

Komatsu designed the PC360LC-10 Waste Handler for maximum uptime in severe-duty applications such as transfer stations and recycling.

Komatsu engineered the PC360LC-10 Waste Handler with a severe-duty revolving frame undercover that has thicker steel for greater protection of internal components. Operators are also well protected from falling debris with standard cab-top guarding. Additional falling-object protection and front window guards are also available.

The heavy-duty boom and arm are made with high-tensile strength steel and have large cross-sectional areas and one-piece castings in the boom foot and boom and arm tips. The design provides excellent strength and durability.

Debris accumulation reduced

Several features reduce debris accumulation and improve airflow, allowing the operator to focus on the job instead of the temperature gauge. Improvements include a high-capacity Sy-Klone® engine precleaner, remote-mounted A/C condenser, engine door and hood corrugated screening package, auto reversing fan and radiator clean-out covers to keep air flowing through the coolers and make cleaning easier. Engine and hydraulic-compartment gap seals prevent debris from entering the radiator-cooling air stream. A wide core cooling package with wide fin spacing keeps air flowing through the radiator, hydraulic oil and charge air coolers. The standard auto reversing fan changes air flow direction to clean screens and coolers on a regular interval.

"Operators can adjust the interval to match conditions, and they can manually reverse the fan at any time with the flip of a conveniently-located switch on the right-hand console," said Moncini. "Six working modes allow operators to match machine performance to the application, which offers high production in tougher tasks and greater fuel efficiency in less strenuous situations, so users get dual benefits." ■



DASH 10 EXCAVATORS

From Komatsu - The Excavator Experts



Komatsu Dash 10 excavators provide increased horsepower, improved operator comfort and reduced fuel consumption. The excavator experts at Komatsu can help you complete jobs more quickly, while lowering your fuel and maintenance costs.

- Efficient Komatsu Tier 4 Interim engines and advanced hydraulic systems maximize productivity while providing up to 10% lower fuel consumption.
- Enhanced operator environment improves comfort and machine control.
- Komatsu CARE provides complimentary Tier 4 maintenance, including KDPF exchange filters. Contact your Komatsu distributor for details.

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WA500-7

From Komatsu - The Loader Experts



The WA500-7 Tier 4 Interim Wheel Loader is a class-leading performer in the aggregate industry with improvements in production, fuel efficiency, operator comfort and serviceability.

- Large-capacity torque converter with lock-up delivers power, speed and efficiency.
- New operator's cab offers improved visibility and ergonomics.
- Efficient Tier 4 Interim engine provides up to a 7% reduction in fuel consumption.
- Komatsu CARE provides complimentary Tier 4 maintenance, including Komatsu Diesel Particulate Filter exchange. Contact your Komatsu distributor for details.

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TRIED AND TRUE HAULER

Komatsu's 930E mining truck boasts industry-leading availability and longevity

There's a reason you see so many Komatsu 930E haul trucks in mines, not just throughout the U.S., but worldwide. Actually, there are two reasons. First of all, nearly 1,700 930Es have been sold since the model was first introduced in 1996. Second, they last a long time, so once a mine has one, it's not unusual that it's still running 10, 12 or 14 years later.

"It's one thing to have a truck that old with 100,000 or more hours on it; it's another for it to still be producing at a high level," said Tom Stedman, Komatsu Product Marketing Manager, Electric Drive Trucks. "But we have many 930Es out there with double-digit years and six-figure hours delivering exceptionally high availability. Historically, we have had the highest mechanical availability of any of the large-haul trucks, and we're very proud of that."

One of the primary reasons for the success of the 930E is the electrical retarder system.

"We believe dynamic electrical retarding is far superior to the mechanical braking system of our primary competitor," said Stedman. "It virtually eliminates brake wear and requires far less maintenance, which improves operating costs and contributes to our high mechanical availability. The other big advantage is speed on grade. Trucks equipped with an electric dynamic retarder can navigate downhill loaded grades as much as 40-percent faster than an equivalent size mechanical-drive truck."

At 320 tons, the 930E is a perfect four-pass match for a shovel with a common 80 ton bucket.

While Komatsu is already at work on a Tier 4 model that will be required in 2018, Stedman

says the "bones" of the truck will remain the same. "It's still early in the redesign process, but the bulk of the changes will be related to the engine and emissions, including improved fuel economy. We will be building on the elements that have made this model so successful, while modernizing important areas, such as the cab, control system and electronics."

For more information on how the 930E-4 or the 3,500 hp 930E-4SE can improve performance on your mine site, call your local Komatsu Distributor. ■



Tom Stedman,
Komatsu Product
Marketing Manager,
Electric Drive Trucks

Brief Specs on Komatsu 930E-4

Model	Gross Vehicle Weight	Gross Output	Payload
930E-4	1,106,670 lbs.	2,700 hp	320 tons

The dynamic electrical retarding system is one reason Komatsu's 930E-4 haul truck provides maximum uptime. It also allows operators to increase hauling speed and improve productivity.



EXPANDED REMARKETING INVENTORY

Komatsu increases its offering of quality Distributor-Certified used equipment



**Lee Haak,
Director,
ReMarketing**

To view available distributor-certified used pieces available through Komatsu ReMarketing, visit www.komatsuused.com.

In 1999 Komatsu formed its ReMarketing Division to offer quality Distributor-Certified used equipment. Since then, hundreds of contractors throughout North America have taken advantage of these lower-cost alternatives to new equipment.

"We continue to see contractors turning to the rental and used equipment market to augment their fleet so they're not tying up their capital in new machines," said Lee Haak, Director, ReMarketing, which is now a part of Komatsu's Rental and ReMarketing Division. "Komatsu's aim is to offer customers the highest-quality used machinery in the industry, and we've made a concerted effort to expand our organization to meet that goal. For instance, Komatsu employs ReMarketing regional managers (see sidebar)

to work directly with Komatsu distributors. ReMarketing has also trained more than 1,000 Komatsu-certified evaluators at our distributors."

Those evaluators do more than just take a cursory glance at a piece of used equipment to determine its resale value. Each machine is put through a thorough, 200-step evaluation process that checks machines from stem to stern. This process includes measuring items such as the undercarriage on a bulldozer. Any item not meeting Komatsu standards is clearly identified.

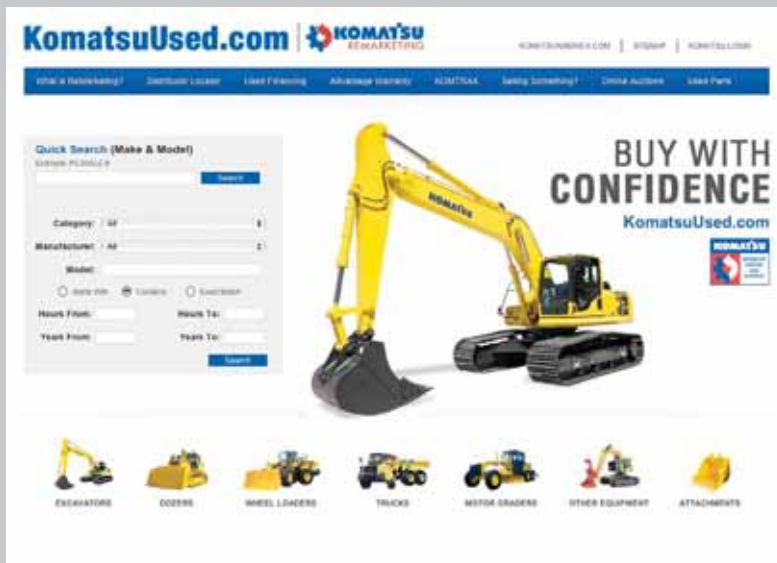
"We strive for consistency in our evaluations no matter who does it or where it's done," said Haak. "That's important for two reasons. One, buyers know exactly what the condition of the machine is and what's been done to it, as opposed to buying a machine at auction or through another source. Two, if they buy from outside their geographic region, they can trust in the machine's condition without investing time and money to physically go look at it."

Used equipment available through Komatsu's Rental and ReMarketing Division is Distributor-Certified, so buyers know the condition of the machine and what has been repaired. "Buying a ReMarketing machine can be a great low-cost alternative to a new purchase," said ReMarketing Director Lee Haak.

Web site available

Haak noted that ReMarketing customers have a large variety of needs. "Some buyers want a machine that's had everything replaced, and others want a fixer-upper that they can buy in the fall and have their mechanics work on during the winter. One contractor may want a used excavator to start a new business, while another is looking for a quality, older wheel loader to park at a gravel pile where they occasionally pull material. We can accommodate practically any need because we have a vast network of inventory available."

Those interested in used equipment will often find certified ReMarketing machines



Meet Komatsu ReMarketing's Management Team



Lee Haak,
Director, ReMarketing

Lee Haak has been with Komatsu for 33 years and Director of ReMarketing during the past seven years. He's overseen the ReMarketing division's expansion throughout North America and recently into Latin America. Haak is one of two management members who covers the United States as part of its regional management team. "Buying a new piece of equipment isn't always necessary or the best option. ReMarketing machines can offer a lower-cost alternative, and buyers know right up front the unit's condition and what's been repaired. It's a solid alternative."



Ken Van Zanten,
Regional Manager –
ReMarketing Division

Kent Van Zanten is ReMarketing's other United States Regional Manager, covering the Northeast and Midwest. Van Zanten has been with Komatsu for nearly 20 years, the last nine with the ReMarketing Division. "Komatsu is synonymous with quality and has a strong dealer network that's invested in customer success. ReMarketing adds to that by providing good-quality, used machines that can help users build their business in a cost-effective way. Customers can also buy with confidence knowing that they will be backed by Komatsu's world-class parts and service support."



Josh Alters,
District Manager,
ReMarketing

Josh Alters joined the ReMarketing team two years ago as a Regional Manager for Canada after 11 years with Komatsu Financial. "Customers have the assurance that machines certified through their Komatsu distributor have been thoroughly inspected and are ready to work. If they view a used unit through their distributor's Web site or our ReMarketing site, they can be confident it will be delivered as represented, with no surprises."



Mario Muxo,
Regional Manager,
Mexico and Latin
America

Mario Muxo covers Mexico and Latin America and has been with Komatsu for 20 years. "I started handling ReMarketing exclusively about three years ago, and what I've found is that customers appreciate that we offer a solid alternative to new machines. Added value comes in knowing that we'll support it with OEM parts and well-trained distributor technicians."



Lauri McNulty,
ReMarketing,
Business Analyst

Lauri McNulty is ReMarketing's Business Analyst and handles data and marketing, including posting certified machines to the division's new komatsuused.com Web site. "ReMarketing has grown considerably during the 10 years that I've been with the division. We have more than 2,000 machines up on our site with pictures, condition and inspection reports upon request. Soon that will include a mobile app. It's a terrific resource for researching what ReMarketing has available."

through their local distributor, according to Haak. "That should be the first place they check. Our Web site that's dedicated to ReMarketing machines is also available at www.komatsuused.com. The Web site allows customers to search by machine and category and has listings from across our distributor network. Information on the Web site includes condition, asking price, location and contact information for each machine."

Many Komatsu ReMarketing machines also qualify for subsidized financing, and warranties are available for purchase. "No other manufacturer does it like we do," said Haak. "We're flexible when it comes to warranties. For example, someone may want a 90-day warranty. Komatsu will do that. If a customer wants a warranty, we'll work with them to purchase one for up to six years and 8,000 hours." ■

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NEW PROGRAM REDUCES COSTS

Komatsu offers incentives and financing to help you make needed repairs now

For many construction companies, the winter months are a time to take stock of and make critical repairs to equipment in order to ensure it's ready for the next season. Among those critical repairs are major items such as hydraulic or drive train overhauls and engine rebuilds, which are designed to bring machines back to like-new performance.

Although repairs can be costly, delaying those repairs can lead to unexpected downtime and higher lost-time costs. Komatsu recognizes this, so it is participating in and supporting distributor incentives for major machine repairs using new and Komatsu Reman parts. Additionally, Komatsu recognizes that it can be difficult to pay in-full for the needed repairs, so they are also providing attractive financing for qualified customers, including zero-percent financing for 12 months and no payments for 90 days through Komatsu Financial.

"We understand that there are a variety of reasons for putting off needed repairs, but doing so could put you at risk for significant downtime when a machine is most needed," said Glenn Schindelar, Senior Marketing Manager. "Komatsu is committed to finding solutions to help ensure those larger repairs get done now so that our customers' machines are running at peak performance when it's time to go to work. This is a way to do that at a reasonable cost that can either be paid for outright or financed over a period of months."

To take advantage of this program, repairs must be done by Linder's Komatsu-certified technicians either in the shop or in the field. All parts carry a one-year, unlimited hours warranty.

"Having the work done by Komatsu-certified technicians offers peace of mind that it's done right, and having a warranty provides added value," said Schindelar. "We encourage those

considering repairs to check out their distributor incentive programs and financing to see if it's right for them. We find that customers who take advantage of specials like these tend to greatly benefit."

Schindelar cited examples, such as a sand and gravel company that was having a difficult time affording the upkeep of its machines during the economic downturn. The company fixed what it could, but a more comprehensive solution was required. Using the local distributor's incentive program, combined with zero-percent financing through Komatsu Financial, the company was able to put one machine back into proper working order. Because the program worked so well, the company decided to finance repairs on two additional machines. This one customer, and many others like him, was able to completely repair his machines and have them totally ready for full production without impacting his short-term cash flow.

"We have many similar stories where customers used an incentive program and financing to lower their cost and manage their payments, so they were able to repair their machines without a major impact to cash flow," said Schindelar. "It showed them that Komatsu and their distributor were committed to their success." ■



Glenn Schindelar,
Senior Marketing
Manager

Komatsu is participating in and supporting dealer incentive programs with discounts on new and Komatsu Reman parts used to make major repairs. Komatsu is also providing attractive financing options for qualified customers, including zero-percent financing for 12 months and no payments for 90 days through Komatsu Financial.





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innovative, problem-solving capabilities. Commitment to product availability. Superior product support. Strong Distributor network. Most of all Allied meets and exceeds customer performance expectations. To put a high performance Allied attachment on your machine, visit a Linder Industrial Machinery Company location nearest you. We've become attached to your machines.

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BUILDING LASTING RELATIONSHIPS

Ed Powers says listening and the “gemba” philosophy lead to improved equipment performance and product support

QUESTION: The initial push for Tier 4 Final machines begins soon. Is Komatsu ready?

ANSWER: Most certainly. As government emissions regulations mandate, we will be introducing our Tier 4 Final products in 2014. As of now, we haven't announced which models are included, but when you visit our booth at ConExpo in March, you will see our introductory-line machines. Komatsu's introduction of Tier 4 Interim machines proved to be very successful, and we expect similar results with our Tier 4 Final machines.

QUESTION: Why were the Tier 4 Interim machines so successful?

ANSWER: Komatsu CARE was one of the major factors in the success of our Tier 4 Interim machines. Prior to their launch, we listened to our customers' concerns relating to this new technology. Their primary concerns were reliability and maintenance. Based on that, we created Komatsu CARE – a complimentary package for all our Tier 4 machines, which provides factory-scheduled maintenance for the first three years or 2,000 hours, whichever comes first, and includes up to two Komatsu Diesel Particulate Filter exchanges. In addition to addressing the required government mandates and supporting our customers' Tier 4 Interim concerns through Komatsu CARE, we also improved the overall efficiency of our products, especially when it came to fuel usage.

A good example of improved efficiencies is our D61i-23 dozer, the next generation of machine-control technology and the first *intelligent Machine Control* (iMC) model in the North American market. It provides automated blade control from rough-cut to finish grading, and it is setting a standard by changing the traditional mast- and cable-aftermarket systems. We plan to introduce more dozer-model sizes

Continued . . .



Ed Powers, Vice President and General Manager, Construction Equipment Division & General Manager, Northern Latin America Division.

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.

This year marks Ed Powers' 25th anniversary with Komatsu. He has served as Vice President and General Manager, Construction Equipment Division for the past five years, and in January 2012, he increased his responsibilities to include General Manager, Northern Latin America Division. Prior to that, he served as Vice President of Construction Equipment Sales, West Region Construction Equipment Manager, Director of North America Sales Utility Division, Regional Manager of Rental Services, Deputy Regional Sales Manager (NJ) and Finance Field Representative.

"I have witnessed our business evolve during the past 25 years. The level of sophistication and how rapidly technology advances is mind-boggling. This is the advantage Komatsu has over the competition – we are recognized as an engineering leader. Most manufacturers have huge marketing campaign budgets, whereas Komatsu prioritizes its budget into research and development. This is how we can provide our customers with the most technologically advanced product in the market – the D61i-23 dozer," said Ed, who graduated from the State University of New York in 1988 and later earned his MBA at Keller Graduate School of Management in Chicago, Ill.

Most of all, Komatsu understands that manufacturing the most advanced products isn't the sole answer to satisfying customers' needs. In this market you must offer a premium product, but what sets Komatsu apart from its competitors, is providing superior product support and progressive telematics capabilities. It's all about preventive maintenance and being able to control your costs. Komatsu can provide all the necessary tools, no matter the objective. We listen, focus on gemba and deliver."

Ed and his wife, Berta, have been married for six years and have two children, three-year-old Joselyne and eight-month-old Liam.

Komatsu providing more options for its customers

... continued

Gemba: a Japanese word meaning "where things are actually taking place." Komatsu regularly visits customers' jobsites (their gemba) to see first-hand how customers use their equipment. The gemba philosophy is one of the key principles Komatsu applies to demonstrate its commitment to quality and reliability.

Komatsu met emissions regulations with its Tier 4 Interim machines, as well as improved productivity and efficiency that resulted in lower owning and operating costs. Tier 4 Final standards begin in earnest next year.

in the months ahead, and we will have an impressive display of our excavator line at ConExpo.

QUESTION: What else is Komatsu doing to make the customer experience better?

ANSWER: Today's construction-equipment users are much more knowledgeable when it comes to owning and operating costs, and they are fully literate in the world of instant communication. Komatsu continues to elevate its telematics capabilities by incorporating new technology, such as KOMTRAX and our new mobile app, which allows users to view real-time critical machine information on their Apple or Android smart phones or via tablet device. Komatsu customers can also order parts online through eParts and communicate with us via text and email. The next generation of contract owners is here, and we are running right along with them.



Komatsu introduced its new D61i-23 intelligent Machine Control dozers with integrated grade-control technology that provides automated blade control from rough-cut to finish grading. According to Komatsu's Ed Powers, the machines have received rave reviews.



Komatsu strives to know its customers and their specific needs, so we've made a commitment to visit customers' work sites and witness first-hand their work flow. This gives us a true understanding of their needs and helps build long-lasting relationships. The Japanese refer to this visualization process as gemba, and during the past few years, Komatsu has aggressively employed the gemba philosophy. I firmly believe that this has contributed to our success today.

This customer-centric approach is very important to Komatsu. The Tier 4 technology is extremely complex and there is still a steep learning curve for some of our customers. Komatsu and its Distributors are working together to help customers tackle that learning curve more quickly, which is another advantage of Komatsu CARE. During the program's regularly scheduled maintenance visits to customers' jobsites, we have additional opportunities to share KOMTRAX data, visualize their applications and personally ensure that customers are entirely satisfied. Komatsu is committed to being more than just an equipment provider – we are a one-stop-shop solution provider.

QUESTION: What market opportunities exist?

The rental market has always been a good opportunity for growth. That's even more apparent now, as the Construction Equipment (CE) market recovers from one of the worst economic downturns since the Great Depression. Typically the rental market has represented approximately 20 percent of our entire CE demand, but it's currently at nearly 45 percent, and we expect it to remain a dominant segment of our business. Through our Rental and ReMarketing Division, Komatsu and our Distributors are ready to enhance and reinforce our rental presence in the growing market.

QUESTION: You mentioned the CE Market returning to pre-recession levels. How are markets looking today?

ANSWER: During the past several years, the CE market recovery has been fueled by the commercial, infrastructure and rental segments, with much of this growth resulting from increased energy demand. We are very optimistic that as the housing market continues to recover at a long-term sustainable rate, the CE demand will also remain solid, which will invigorate the overall economy. ■

NEW ATTACHMENTS

Increase productivity in rock excavation and demolition with Xcentric™ Rippers

If your list of services includes rock excavation and/or demolition, you're always looking for increased performance and production output with lower maintenance costs and less downtime. You can get those benefits with Xcentric™ Ripper attachments.

Nine models are available for seven- to 150-ton excavators, and all were developed with Xcentric's patented Impact Energy Accumulation Technology, which features amplified eccentric gears and enables efficient rock breaking and demolition. It provides high production in even the most severe conditions, and it can be an economical alternative to drilling and blasting in areas where that may not be possible or is limited.

"The unique design provides greater energy and force than traditional hydraulic breakers," said Rob Brittain, Product Manager, Specialty Attachments with Hensley Industries (a Komatsu company). "That patented technology increases the speed and the blows per minute. Depending on size, it could be up to 1,500 bpm."

Xcentric Ripper attachments have two- to five-times higher production rates in most applications and conditions, according to Brittain. "There are a wide range of uses, from trenching in rocky applications to demolition and underwater use, as well as quarries and tunnels. There is an Xcentric Ripper that will suit nearly every need."

Built for durability

Xcentric Rippers are made with wear-resistant steel for long life, and have a simple structure for ease of maintenance and durability. Adding to Xcentric Ripper's durability is a closed-energy chamber that keeps the attachment virtually free

of dust, water and other potential contaminants, even in underwater applications. That helps ensure lower maintenance and repair costs normally associated with severe working conditions.

"Other key benefits include minimal wear-parts consumption and maintenance, with no daily lubrication required; long-life components; less fuel and emissions per ton; easy operation; and increased operator comfort with low-noise performance on par with that of using a bucket," said Brittain, noting the rippers work with competitive brands as well as Komatsu. "We encourage those who do these types of work to consider an Xcentric Ripper. I believe they'll see a noticeable difference in increased production and lower maintenance costs." ■

Xcentric Rippers feature patented Impact Energy Accumulation Technology with amplified eccentric gears that enables efficient rock breaking and demolition. It provides high production in even the most severe conditions, and it can be an economical alternative to drilling and blasting in areas where that may not be possible or is limited.



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CLOSING IN ON TIER 4 FINAL

Last round of emissions regulations to go into effect in 2014

After almost 20 years of engine regulations, the beginning of the end is in sight with Tier 4 Final standards that begin implementation in earnest in 2014. The Final standards are designed to reduce engine emissions of oxides of nitrogen (NOx) and particulate matter from new machinery to near zero.

Engine horsepower determines when equipment manufacturers must meet Tier 4 Final regulations. Smaller, compact equipment must meet the requirements beginning this year, with a much larger wave of new machinery coming next year. Construction, mining and other types of machinery from 175 horsepower to 750 horsepower are to be introduced in 2014, and those with horsepower from 76 horsepower to 174 horsepower will need to meet the standards in 2015. Many new machines meeting Tier 4 Final standards will be on display at CONEXPO next March in Las Vegas.

The goal of reducing engine emissions of NOx and particulate matter began with the

initial Tier 1 standards in 1996. Tier 2 started in 2001, with Tier 3 following five years later. NOx is a key ingredient in smog, while particulate matter is essentially soot. The government considers both to be significant health hazards.

In 2008, Tier 4 standards went into effect as part of a two-stage phase-in, beginning with Tier 4 Interim, which reduced NOx by 45 percent and cut the soot an engine could emit by 90 percent, compared to Tier 3 regulations. Tier 4 also required the use of low-sulfur diesel fuel containing less than 15 ppm sulfur, maintenance-emissions filters and Tier 4-specific engine oil.

Under Tier 4 Final, engine manufacturers will have to cut NOx by an additional 80 percent. The EPA estimates that when Tier 4 Final engines fully replace older engines, they will reduce emissions by about 738,000 tons of NOx and 129,000 tons of particulate matter annually. The EPA says that reduction would prevent an estimated 12,000 premature deaths each year by 2030. ■

Tier 4 Final regulations for machinery from 175 horsepower to 750 horsepower go into effect next year, marking the beginning of the end of the tier standards that were first implemented in the mid-1990s.



On the light side



"Those were the good old days leading Santa's sleigh.
Then along came GPS..."



"I'll work with people from the other party, but
don't expect me to 'Friend' them on Facebook!"



"Looks like Santa was replaced by a Santa app."

Did you know...

- It took only 95 minutes to construct a Model T Ford in 1914.
- The first in-flight movie was shown on an internal U.S. flight in 1929.
- Motorized ambulances were first used in France.
- The average suit of armor weighed between 50-55 pounds.
- The first hurricane named after a man was Hurricane Bob in 1979.
- There are 119 grooves on the edge of a quarter.
- The phrase "The quick brown fox jumps over a lazy dog" contains every letter in the alphabet at least once.
- Alaska has over 5,000 earthquakes each year.
- Tug of War was an Olympic event between 1900 and 1920.
- The largest snowman ever built was made in Maine in 1999. He stood 113 feet tall.

Brain Teasers

Unscramble the letters to reveal some common construction-related words. Answers can be found in the online edition of the magazine at www.TheLinderLink.com

1. NCARE _ _ R _ _ _ _
2. DUBGILIN _ _ _ _ _ D _ _ _ _
3. LEVDEOREP _ _ _ _ _ P _ _ _ _
4. NEREG _ _ _ E _ _ _
5. OBXOLTO _ _ _ _ L _ _ _ _

App allows users to alert Congress to infrastructure deficiencies

If you're stuck in traffic or see what you believe is a bridge defect and want to let someone know about it, there's now an app for that. Available free on mobile devices, the "I'm Stuck" app allows users to alert Congress to conditions such as traffic congestion, airport delays, off-schedule busses and more.

Developed by the organization Building America's Future (BAF), the app is designed so users can directly and immediately e-mail their congressional representatives. BAF is a bipartisan coalition of elected

officials dedicated to new investment in infrastructure, which has consistently received low grades through the years from the American Society of Civil Engineers.

"All elected officials, including me when I was a mayor and governor, pay attention to what the public is saying," said former Pennsylvania governor and BAF Co-Chair Ed Rendell. "The public understands the infrastructure problem. The states have demonstrated a willingness to do their part. So, we're calling on Congress to pass a significant infrastructure investment plan." ■

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Stock # U50222, 1,954 hrs., \$235,000



2004 KOMATSU GD555-3C,
Stock # U50205, 9,595 hrs., \$75,500

Year/Make/Model	Stock#	Hours	Price
EXCAVATORS			
2000 KOMATSU PC35R-8	U5975	2,607	\$15,000
2005 KOMATSU PC35MR-2	U50227	3,747	\$19,500
2008 KOMATSU PC88MR-8	U6016	4,127	\$62,500
2003 KOMATSU PC200LC-7L	U5996	8,267	\$52,000
2010 KOMATSU PC220LL-8	U50203	2,938	\$212,000
2011 KOMATSU PC308USLC-3EO	U50222	1,954	\$235,000
2002 DEERE 330C LC	U6018	12,418	\$52,000
2004 KOMATSU PC400LC-7L	U5909	11,706	\$120,000

GRADER			
2004 KOMATSU GD555-3C	U50205	9,595	\$75,500

DOZER			
1999 CAT D3C LGP	U50215	6,147	\$23,500
2002 NEW HOLLAND DC180	U6002	4,468	\$35,000

WHEEL LOADERS			
1994 KOMATSU WA250-1	U6001	10,362	\$19,900
2011 KOMATSU WA380-7	U50208	1,735	\$185,000

PAVER			
2010 VÖGELE SUPER 2100	U6007	882	\$550,000

COMPACTOR			
1994 INGERSOLL-RAND DD-91	U50175	4,384	\$16,000
1997 INGERSOLL-RAND DD-90	U50190	4,254	\$16,000
2005 BOMAG BW190AD-4	U6009	3,537	\$39,500
2006 BOMAG BW190AD-4	U6010	2,643	\$39,500

CRUSHER			
2004 METSO LT1110S	U6011	10,010	\$195,000

MILL			
2005 WIRTGEN W2000	U6005	8,849	\$210,000

ATTACHMENT			
KOMATSU D275AX-5/RIPPER	C15325		\$40,000

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