

# LINDER LINK

A publication for and about Linder Industrial Machinery customers • 2015 No. 2

**LINDER** | INDUSTRIAL  
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COMPANY



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## Feature Stories:

- |  |        |
|--|--------|
| United Brothers Development Corp.            | pg. 4  |
| Callahan Grading                             | pg. 8  |
| Komatsu PC360LC-11 and PC390LC-11 Excavators | pg. 13 |
| Komatsu D65i-18 and D65-18 Dozers            | pg. 17 |
| Linder Customer Service Manager John Suggs   | pg. 30 |

## MESSAGE FROM THE PRESIDENT



John Coughlin

**Komatsu adds  
value while  
meeting  
regulations**

### LINDER | INDUSTRIAL MACHINERY COMPANY

Dear Valued Customer:

When new emissions regulations were introduced several years ago, Komatsu decided to provide more for its customers than simply machines that lowered emissions. Yes, it met the standards to reduce NO<sub>x</sub> and soot, but it went a step further by producing machines that offer greater efficiency, while maintaining or improving production.

Komatsu has already introduced a significant number of new products this year, and we anticipate even more throughout the year. Some are Tier 4 Final and some are *intelligent* Machine Control products. Komatsu built all of them on the solid foundation of the Tier 1 machines it introduced 20 years ago. Several of these new machines are featured in this issue of your Linder Link magazine.

Komatsu's value goes far beyond the machines themselves. A decade ago, it introduced its first version of KOMTRAX, the remote machine-monitoring system that allows users to track their equipment. Throughout the years, Komatsu bolstered the information available in an effort to give customers additional vital statistics. For more information on KOMTRAX, read the featured article and see what customers have to say about it.

Komatsu added additional value once again by providing complimentary scheduled maintenance on its Tier 4 and *intelligent* Machine Control products through the Komatsu CARE program. For the first three years or 2,000 hours, our technicians perform the services at your convenience, and at the same time, we perform a 50-point inspection at no charge.

You expect maximum uptime. Komatsu CARE, KOMTRAX and what we believe are the best construction, forestry, specialty and mining machines in the industry, help meet your expectations. We'd love to show you Komatsu's value, as well as how the other outstanding manufacturing lines we carry can meet your unique and specific needs.

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

Sincerely,  
Linder Industrial Machinery Company

John Coughlin  
President



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## IN THIS ISSUE

### UNITED BROTHERS DEVELOPMENT CORP.

Read how this Jacksonville site developer applies a "perfectionist attitude" to his work.

### CALLAHAN GRADING

Learn about this Charlotte-area company, which specializes in completing subdivision sites "on time and on budget."

### PRODUCT SPOTLIGHT

Study the enhancements Komatsu made to its PC360LC-11 and PC390LC-11 excavators to increase performance and lower per-ton costs.

### INNOVATIVE PRODUCT

Komatsu introduced a new *intelligent* Machine Control, Tier 4 Final version of its popular D65 dozer. Read about it inside.

### NEW PRODUCT

Take a look at Komatsu's new D85-18 dozer, which features a SIGMADOZER blade that ups production by as much as 15 percent.

### PRODUCT IMPROVEMENT

Discover Komatsu's new GD655-6 motor grader that provides superior grading performance with a class-leading wheelbase.

### FORESTRY NEWS

Check out Komatsu's XT-3 Series of track feller bunchers and harvesters, built to improve operator comfort, ease of operation, productivity and reliability.

### APPLIED TECHNOLOGY

Learn about KOMTRAX, Komatsu's remote machine-monitoring system that has evolved into a useful tool for lowering owning and operating costs.

### KOMATSU & YOU

Read the Q&A with Komatsu General Manager Bruce Nelson, who says Komatsu's Chattanooga Manufacturing Operation is dedicated to high-quality and quickly delivered products.

### THE PEOPLE INSIDE

Meet Linder Customer Service Manager John Suggs, who finds helping customers therapeutic and strives to be the single point of contact after their purchases.

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# UNITED BROTHERS DEVELOPMENT CORP.

## Jacksonville site developer possesses “perfectionist attitude” and a wide range of skills



David Dostie,  
President

David Dostie grew up in a Jacksonville, Fla., family of homebuilders. One of his duties was overseeing the site development aspect of homebuilding.

“We would buy 200-, 300-, 400-acre parcels, then hire a contractor to develop it so we could build houses on it,” Dostie recalled. “I would watch these guys and think, ‘Man, they’re just playing in the dirt, and it looks like a lot of fun.’ Of course, it’s more than that, but I was tired of building houses. I talked to my dad and proposed that we do our own development work rather than sub it out. He agreed, so in 1986, my two brothers and I started United Brothers Development Corp.”

As it turned out, David’s brothers didn’t like site development, so they returned to homebuilding almost immediately. David, however, did like it, so he kept at it. By 1991, the Dostie family homebuilding business was not enough to keep United Brothers busy, so Dostie started doing municipal utility work. Eventually, the company became a full-fledged site development contractor, bidding and doing earthwork and utility jobs for other homebuilders and developers, as well as municipalities in and around Jacksonville.

United Brothers specializes in site development work throughout Jacksonville, Fla. The company owns eight WA270 Komatsu wheel loaders. “We did a wheel loader demo, and there was no comparison,” said President David Dostie. “All of our operators preferred Komatsu over the competitors.”

Today, United Brothers Development Corp. is one of the leading civil construction firms in northeastern Florida. David remains Owner and President. His sons, David Oliver and Derek, joined the business within the past few years after graduating college (David Oliver, Civil Engineering, Auburn – Derek, Business, Ole Miss) and are Project Coordinators. David’s wife, Heather, oversees the administrative side of the family business.

“We self-perform a wide range of activities, which allows us to complete almost any type of site development work,” said David. “We perform clearing and grading. We build roads and prepare sites for residential, schools, business and industry. We do water, sewer and drainage work. We have a lot of pumping expertise, so one of our specialties is deep-gravity sewer work. We also do concrete crushing, where we go on site and custom-crush material to specified aggregate sizes.”

Heather Dostie says the greatest strength of United Brothers is the pride the company takes in the final product.

“David has very high standards and demands the same from the boys and our crews. We make sure everything is right and is done to the customer’s satisfaction. We don’t sweep problems under the rug. If something’s wrong and we know it, we’re going to fix it, even if it costs us money.”

“Because of that perfectionist attitude, we often get called to fix troubled projects where other contractors have failed,” noted David Oliver. “It’s certainly not the way we prefer to get jobs, but we try to help customers whenever we can.”

“For us, it’s all about doing quality work,” said Derek. “Our numbers may not always look the



▶ VIDEO





► VIDEO

United Brothers' fleet includes the new Komatsu *intelligent* Machine Control D51PXi dozer and an HM300 artic truck. "We love the D51i," said Project Manager Derek Dostie. "It's easy to operate and saves us a lot of time and money."

lowest because we don't underbid, then make it up with add-ons. We give a fair price up-front and do the job right the first time."

## Big jobs and valued employees

United Brothers typically has several jobs going on at any one time, virtually all of them within about a 50-mile radius of downtown Jacksonville. One large current project is the site work for a new intermodal container-transfer facility for the Jacksonville Port Authority.

"We're building a new road to circle the entire site," said David Oliver, who's overseeing the \$9 million job. "We're also doing all the drainage and retention ponds, as well as bringing water and sewer onto the site for buildings, and setting a pump station. In addition to the road, we're building parking lots. We're doing everything ourselves except for the asphalt, which we'll sub out. We started last summer, and the facility should be up and running in December of this year."

The company will also soon be starting a project for the city of Jacksonville.

"The job involves the rehab of an existing road. We will be repairing sewer lines, water mains and re-installing drainage, as well as reconstructing the roads. We like to see the city put money back into its infrastructure – it provides contractors with work and also improves our city. We hope they continue to put work like this out to bid," said Derek.



► VIDEO

During the recession, when private work was difficult to find, United Brothers did a lot of infrastructure work for municipalities in the region.

"We went into old neighborhoods and replaced all of the water, sewer and drainage lines – then rebuilt the roads and sidewalks," said David. "We haven't had very much of that type of work lately, but we're hopeful it will start coming back soon."

In order to do those jobs in a productive, efficient manner, United Brothers has a talented and dedicated team of longtime employees. Charles Blevins is Chief Estimator/Project Manager. Denise Haller is the company Controller. Mark Melzer is the Shop Foreman.

"Charles has been with me since the beginning and is invaluable," said David. "Denise has been here more than a decade and keeps a close eye on the financials. Mark is a phenomenal mechanic/service manager – probably one of the few college graduates, Georgia Tech no less, doing that type of work. And it's certainly not just our managers. We have a lot of longtime employees. Many of the guys we lost during the recession have come back since we started hiring again. I think the fact that they want to come back speaks well for us as a place to work. We also know it makes us a better company to have employees who understand our expectations and share our work ethic."



Discover more

Continued . . .

# United Brothers Development grows with Jacksonville

... continued

## Productive equipment and reliable service

To help ensure maximum productivity from those employees, United Brothers has an equipment fleet that includes more than a dozen Komatsu machines from Linder Industrial Machinery in Jacksonville. The fleet includes nine Komatsu wheel loaders (eight WA270s and one WA380); three Komatsu excavators (two PC360s and one PC210); two Komatsu dozers (a D51PXi and a D39); and an HM300 articulated haul truck.

"We used to have a fleet that included a mix of all the leading brands, but a few years ago, we did a wheel loader demo, and there was no comparison," said David. "All of our operators preferred the Komatsu WA270 over the competitors' models. It was easier to run, more comfortable to operate and had much better visibility to the bucket or forks. A lot of little things added up to a big difference. So now, the vast majority of our equipment is Komatsu."

"Our Komatsu D51i is Komatsu's new intelligent Machine Control dozer, and we love it," said Derek. "We can put a young operator in it, and with the load-sensing hydraulics that automatically control the blade, within a week or two he's dozing like a guy who's been doing it all his life. Because we don't have to remove the mast and cable every night like a traditional GPS system, the D51i saves us a lot of time and money."

United Brothers is a true "family business." (L-R) Project Coordinator Derek Dostie, President David Dostie, Office Manager Heather Dostie and Project Coordinator David Oliver Dostie are with Linder Sales Rep David Peacock.



"KOMTRAX is a big plus too," added David Oliver. "With the location tracker, we know where each machine is every hour of the day. We also use KOMTRAX to reduce idle time. Komatsu brought that to our attention a couple of years ago. We really bought into it as a way to save money and extend the life and value of our machines. In fact, Komatsu ran a nationwide contest, and we had the best idle-time improvement throughout Linder's three-state territory."

"All of the Komatsu advantages are important, but they melt away if you can't get top service from the dealer," said David. "With Linder, we don't worry about that. Linder Industrial Machinery Company provides excellent parts and service support. All I have to do is pick up the phone and call our Sales Rep David Peacock, and I know he's going to take care of us. We also appreciate the Komatsu CARE program, which provides complimentary maintenance for three years or 2,000 hours."

## Future looks bright

Like most construction companies, United Brothers struggled during the depths of the recession, but the company survived and now is growing again.

"When things were booming in 2004 and 2005, we had as many as 100 employees," said David. "In 2009, '10 and '11, we had as few as 15. Today, we're back up to just under 50 people. The economy has definitely improved – 2014 was better than 2013. We're hoping 2015 will be better still."

David says the improved economy is one reason United Brothers is growing, but he also credits his sons.

"They came in with their own ideas and some new perspectives. As we go forward, David Oliver will probably begin to move more into estimating, and Derek, who currently handles our crushing side, among other duties, will start doing more project management. At some point, the business will likely be theirs, and the company will truly be United Brothers again. But that's still a few years away. Until then, we'll just keep doing quality work at a reasonable price and keep our customers happy. If we do that consistently, I'm optimistic that we'll be in good shape for the foreseeable future." ■



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# CALLAHAN GRADING

## This Charlotte-area company specializes in completing subdivision sites “on time and on budget”



Jarrett Callahan,  
Owner/President



Paul Graham,  
General Manager



Steve Scism,  
Operations Manager

When Jarrett Callahan took over Callahan Grading from his father, Tony, in 2006, the Charlotte, N.C.,-area economy was going strong. The company focused primarily on residential construction, and at its peak, it employed about 60 people. However, within a couple of years, the bottom fell out of the economy. Residential construction all but stopped.

“It wasn’t the best time to be starting a business, which essentially is what we were doing,” Callahan noted. “I took over my dad’s company, but while his focus was residential, I wanted to transition into doing full subdivisions. We started strong and were growing, but by 2009, very few new subdivisions were being built. We got down to about 40 key people – people I kept because I knew I’d need them when the economy turned back up again.”

As the economy has recovered from the great recession, so has Fort Mill, S.C.,-based Callahan Grading. Subdivision construction today is booming in and around Charlotte, and Callahan Grading’s employment has

reached in excess of 150 people, making it a significantly larger company than it was before Jarrett got involved.

“We’ve grown a lot, especially in the last year or two,” said Callahan. “We do all aspects of subdivision site work, including clearing, grinding, grading, utilities, concrete work and asphalt paving. We take a site from raw land to buildable lots, and we do it all in-house with our own personnel, which helps us better control the quality of the work and the time line for completion. Getting done on time or early and within budget – that’s what we’re known for. It’s also why we have so many repeat customers.”

### “We like a challenge”

Callahan Grading has become one of the “go-to” subdivision contractors in the Charlotte area. It may have as many as a dozen jobs or more going on at the same time, in various stages of completion. The company’s projects range in size from \$750,000 to \$12 million.

“We do some commercial work, such as churches and charter schools,” said Callahan. “We recently completed the Transformation Church in Charlotte, and we’re currently working on a charter school in Charleston, but the vast majority of what we do is subdivision work. That’s our specialty. It’s what we’re built for, and we’re really good at it. Commercial work is fairly simple and straightforward. Anybody can do it, but subdivision work can throw some curveballs. It can be very challenging, and that’s fine with us. We like a challenge. We enjoy figuring things out.”

One such subdivision job, currently under construction, is on Lake Norman, north of Charlotte.

A Callahan Grading operator uses a Komatsu D37 to push dirt at Huntley Glen, a subdivision under construction in the Charlotte suburb of Pineville, N.C.

▶ VIDEO





"It includes some of the last lake lots in one of the most desirable neighborhoods in the region," said Callahan. "It's about 150 lots on roughly 80 acres. We're handling all the site work, which includes utilities, concrete and paving, as well as erosion control. That's a big deal. There's zero tolerance for sediment runoff into the lake. We expect to finish our work at Lake Norman in November."

To do work like that requires a top team. Callahan thinks his employees are among the best.

"We've got a lot of talent and a lot of experience throughout our workforce. Our management and supervisory personnel are outstanding. I would also put our field guys – foremen, operators and laborers – up against any other crew in the area. The people who work here are the ones who've made us successful, and they are what make this business enjoyable for me. We're like a family."

Key personnel include General Manager Paul Graham; Operations Manager Steve Scism; Asphalt Superintendent Steve Callahan, who is also Jarrett's uncle; Concrete Division President Ken Warner; Superintendents Josh Darby and Jerry Dixon; and Dispatcher Patrick Walker.

"Steve usually puts our bids together, then we sit down as a group and go over the numbers to make sure we haven't missed anything," said Callahan. "I try to touch base with every job once a week, but all of our managers and crews – the guys who are on the jobs every day – are the main reason we have a successful performance record that keeps us in demand."

## Komatsu, Wirtgen and Linder

Callahan Grading's equipment fleet consists of about 150 machines, much of it Komatsu and Wirtgen Group pieces from Linder Industrial Machinery and Territory Manager Bill Cross. Callahan estimates he has three dozen or so Komatsu units, with a dozen units purchased in the last couple of years (eight excavators ranging from a PC45 to a PC360, and eight dozers from a D37 to a D65). The company also uses Hamm rollers from Linder (soil and asphalt) and recently added a new Wirtgen SP 15 slipform paver.



► VIDEO

An operator uses a Komatsu PC210 to load an HM300 articulated truck at Huntley Glen. "I'm an equipment guy," said Owner Jarrett Callahan. "I like Komatsu equipment for its productivity, reliability and uptime. Good resale value is also part of the equation."



► VIDEO

Callahan Grading has become one of the "go-to" subdivision contractors in the Charlotte area. Here, an operator places pipe with a Komatsu PC210 at the one of Callahan's current jobsites, the Huntley Glen subdivision.

"I'm an equipment guy," said Callahan. "I like being around it, and I like what it can do. Probably one of the reasons I got into subdivision work is because it requires a lot of equipment. Komatsu and Wirtgen are top names in the equipment industry for a reason. Their machines are productive, reliable and deliver great uptime. Good resale value is also part of the equation for us, because we tend to keep a relatively new fleet. Once a machine reaches about 7,000 hours, we're looking to trade it in on a new unit. The reason we do that is to avoid the downtime and repair costs often associated with running high-hour equipment."

Callahan's Komatsu fleet includes hydraulic excavators, dozers, wheel loaders and three 30-ton HM300-5 articulated haul trucks. The Wirtgen SP 15 slipform paver was purchased when Callahan Grading added concrete work – curb,



Discover more

Continued . . .



# Rapid recent growth for Callahan Grading

... continued



Steve Callahan,  
Asphalt  
Superintendent



Ken Warner,  
Concrete Division  
President



Patrick Walker,  
Dispatcher



Stan Frame,  
Superintendent

gutter and sidewalk – to its list of services late last year.

"It's a really good machine," said Callahan Grading Concrete Division President Ken Warner. "We've been very happy with it. It's highly maneuverable, strong and easy to change molds. It's also a very user-friendly machine. With the auto-pilot feature, we don't have to do any staking, which is a significant savings. A job that used to take half a day now takes about an hour."

Operations Manager Steve Scism says he appreciates KOMTRAX, Komatsu's remote machine-monitoring system, and the Komatsu CARE program, which provides complimentary service intervals for three years or 2,000 hours.

"I use KOMTRAX often for detailed reports on fuel consumption, usage time

and geo-fencing. Komatsu and Linder also showed us how we can use it to help reduce idle time, which we've figured out was costing us several hundred thousand dollars annually. As for Komatsu CARE, that's also a significant savings, not to mention an extra set of eyes keeping track of our Komatsu machines."

Callahan likes the performance and productivity of his Komatsu equipment, and he especially likes the personalized service he gets from Linder and Territory Manager Bill Cross.

"Bill takes great care of us. If I need something, I call him, and he gets it. It's really that simple. If he doesn't have it right away, he'll loan me something until he can find what I'm looking for. It's a great working relationship. Linder Customer Service Manager John Suggs is also very helpful. The Linder/Komatsu commitment to Callahan Grading has been very impressive, and we appreciate it."

## Optimistic about what lies ahead

As subdivision work in and around Charlotte has increased significantly in the past couple of years, Callahan Grading has grown right along with it. Today, at 150-plus people, Callahan says his company is about as big as he wants it to be.

"If we get much bigger, it will be harder for me to have a handle on everything we're doing. We would also probably lose some of the family atmosphere that I like most about Callahan Grading. That said, we might extend our service territory beyond Charlotte. We're currently doing a job in Charleston, S.C., and that's going well, so we might try to do more work down there. If that happens, it would likely require us to hire at least some additional people.

"Regardless of whether we expand our territory and grow, or stay right where we are, our philosophy will remain the same. In a nutshell, that philosophy is to build long-term relationships with subdivision developers by delivering a quality finished product, completed on budget and turned over on time or early. By continuing to do that consistently, I'm hopeful about what lies ahead for Callahan Grading." ■



Owner/President Jarrett Callahan (left) works closely with Linder Territory Manager Bill Cross on equipment matters. "Bill takes great care of us," said Callahan. "If I need something, I call him, and he gets it. It's a great working relationship."

This padfoot soil compactor is one of many Hamm rollers that Callahan Grading uses.





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## IMPROVED PERFORMANCE

### Enhancements give PC360LC-11, PC390LC-11 increased performance and lower per-ton costs

Building on the success of the previous models, Komatsu has designed its new PC360LC-11 and PC390LC-11 excavators to increase production. These Tier 4 Final versions have 257-horsepower, environmentally friendly engines that provide high levels of performance, while reducing operating costs and improving fuel efficiency.

Komatsu enhanced the new excavators' Power mode with improved hydraulic-control logic, resulting in better performance, according to Kurt Moncini, Komatsu Product Manager, Excavators. Power is one of six working modes that allow operators to match the machine performance to the application.

"The enhanced Power mode combines flow from both pumps and has an improved engine

power match to the hydraulics when digging," said Moncini. "That creates better cycle times and digging performance and lowers per-ton costs. During testing, we saw up to 4-percent improved performance, although, it would not surprise us to see even greater performance with experienced operators."

Additional new features include an Operator Identification System, which reports key information for different operators, applications or job locations, and the Auto Idle Shutdown function that helps reduce idle time, as well as operating costs. Both features can be tracked through the latest KOMTRAX technology,



**Kurt Moncini,**  
Komatsu Product  
Manager,  
Excavators

*Continued . . .*

#### Quick Specs on the PC360LC-11 and PC390LC-11

Model	Net Horsepower	Operating Weight	Bucket Capacity
PC360LC-11	257 hp	78,645-80,547 lbs.	.82-2.56 cu. yds.
PC390LC-11	257 hp	87,388-89,248 lbs.	.89-2.91 cu. yds.

▶ VIDEO



Komatsu's new excavators feature an enhanced Power mode with improved hydraulic-control logic, resulting in better performance.



PC360LC-11



PC390LC-11

# Operator comforts and technology upgrades built into cab

... continued

which provides essential data, such as fuel and diesel-exhaust fluid levels, operating hours, location, cautions and maintenance alerts.

## **"Snappy response"**

The excavators maintain the horsepower of their predecessors, with a less-than-1-percent increase in operating weight. The PC390LC-11 continues to feature a one-class-size-larger undercarriage with heavy-duty components, which gives it high lift capacity and lateral stability. The larger undercarriage has a 6-percent-wider track gauge and offers up to 18-percent-greater over-the-side lift capacity than the PC360LC-11.

"The PC360LC-11 is a good fit, right in between a utility-size machine and bigger excavators," said Moncini. "It's great for site development, trenching, pipeline and general construction applications. It's easy to transport and provides high performance.

"When a company needs extra lift capacity, that's where the PC390LC-11 comes in," he added. "Even though we didn't change the

horsepower, we're seeing a better response from this model. During testing, users described it as 'snappy' and were extremely pleased with the increased production they were getting."

## **Large, comfortable cab**

Both models feature a large, comfortable cab specifically designed for hydraulic excavators. It is both ROPS and OPG Level 1 certified and gains strength from a reinforced box-structure framework. The cab is mounted on viscous isolation dampers, which provide low vibration levels. A standard, heated, air-suspension high-back seat with fully adjustable armrests provides improved comfort. In addition to a standard AM/FM stereo, an auxiliary input for connecting external devices is provided to play music through the cab's speakers. Additionally, both models feature two 12-volt power ports, and optional joysticks are available with proportional controls for attachment operation.

For global support, the high-resolution, 7-inch LCD color monitor has enhanced capabilities and displays information in 33 languages. The monitor panel provides information on DEF level, eco guidance, operational records, fuel-consumption history and utilization. A new display interface combines vehicle information with a wide landscape view from the standard rearview camera, so the operator can easily view the working area directly behind the machine.

The new excavators are equipped with the exclusive Komatsu EMMS (Equipment Management Monitoring System). The system has diagnostic features to give operators and technicians greater monitoring and troubleshooting capabilities for preventive maintenance, which minimizes diagnostic and repair time.

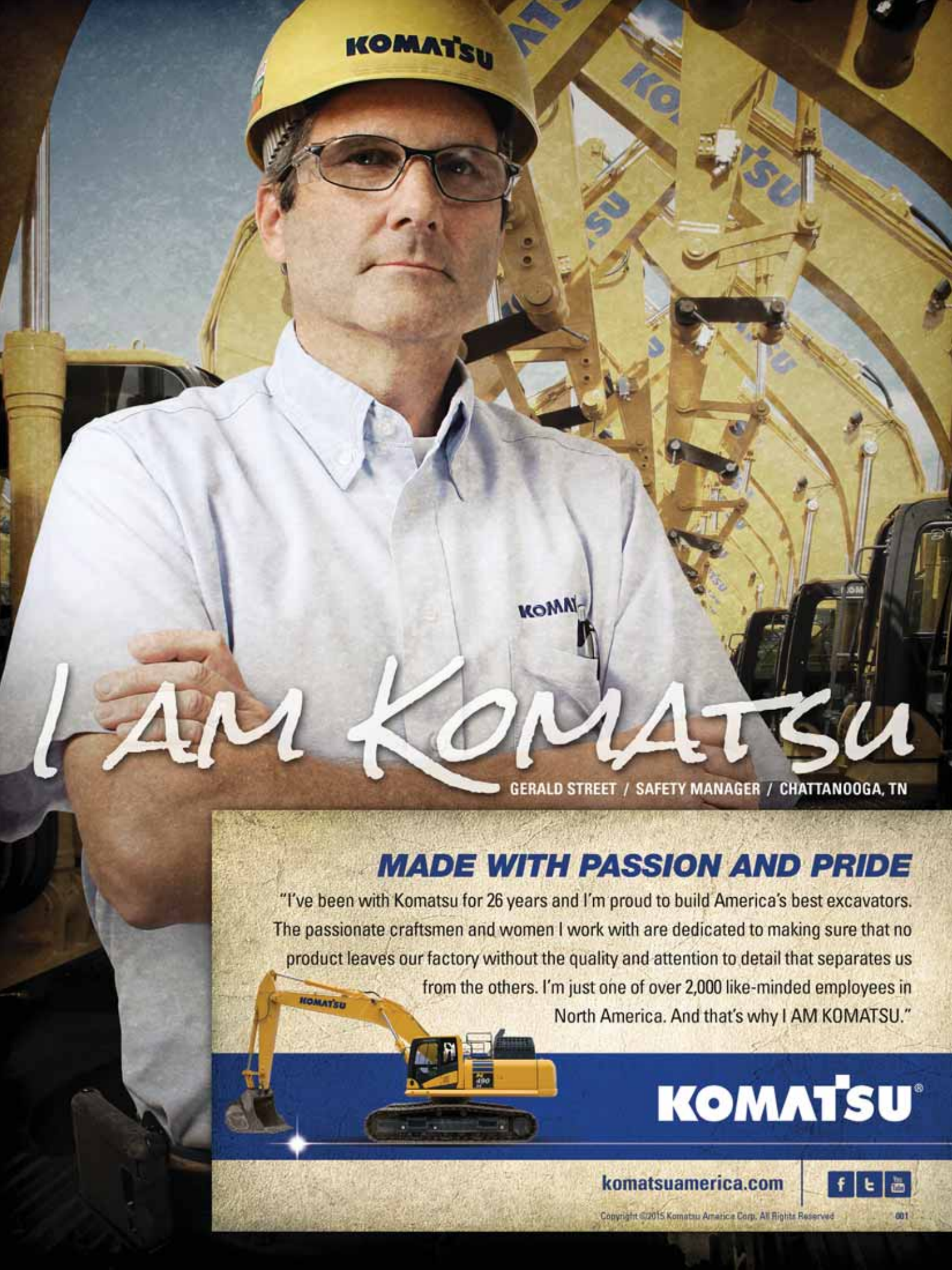
"Komatsu covers routine scheduled service complimentary through our Komatsu CARE program for the first three years or 2,000 hours," said Moncini. "The PC360LC and PC390LC have been among our most popular models for many years due to their productivity and efficiency, and these new models build on the foundation of their predecessors." ■

The new PC390LC-11 continues to feature a one-class-size-larger undercarriage with heavy-duty components, which gives it high lift capacity and lateral stability. The larger undercarriage has a 6-percent-wider track gauge and offers up to 18-percent-greater over-the-side lift capacity than the PC360LC-11.

► VIDEO







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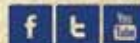
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001





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003



## STRONG CHOICES

### Komatsu introduces new *intelligent* Machine Control, Tier 4 Final version of popular D65 dozer

Komatsu continues to lead by example in dozer automation and integration with its new D65PXi-18. Like the other members of the integrated machine-control family, the new dozer offers automatic blade control from rough-cut to finish grade.

The D65PXi-18 is an *intelligent* Machine Control (iMC) dozer with factory-integrated machine-control system components, which eliminate the need for traditional blade-mounted masts and cables. A Global Navigation Satellite System antenna is

mounted on top of the cab. Additional components include robust, stroke-sensing hydraulic cylinders, an enhanced inertial measurement unit and a touch-screen display mounted inside the cab.

A stroke-sensing angle cylinder measures the actual angle of the blade for high-precision grading accuracy on a cross-slope, whether the blade is angled or not. The dozers are significantly more efficient compared to

*Continued . . .*



Jason Anetsberger,  
Komatsu Product  
Manager, Intelligent  
Machine Control



Chuck Murawski,  
Komatsu Product  
Manager, Dozers

**Quick Specs on the Komatsu D65i-18 and D65-18 Dozers**

Model	Net Horsepower	Operating Weight	Blade Capacity
D65EXi-18	217 hp	45,780 lbs.	7.3 cu. yds.*
D65PXi-18	217 hp	50,420 lbs.	5.8 cu. yds.**
D65EX-18	217 hp	45,628 lbs.	7.34 cu. yds.*
D65WX-18	217 hp	48,760 lbs.	7.72 cu. yds.*
D65PX-18	217 hp	51,960 lbs.	5.78 cu. yds.**

\* With standard SIGMADOZER blade

\*\* With standard PAT blade



Discover more

Komatsu's new D65PXi-18 *intelligent* Machine Control dozer features automatic blade control from rough-cut to finish grade. Operators can also adjust the blade-load settings to match actual material conditions for added efficiency.

# The new D65s reduce fuel consumption, increase productivity

... continued

conventional aftermarket machine-control systems, depending on operation and conditions.

"The system senses excess blade load during rough-cut and automatically raises the blade to minimize track slip, as needed, and to maintain momentum," said Jason Anetsberger, Komatsu Product Manager, Intelligent Machine Control. "It also automatically lowers the blade to push as much material as possible until the grade is reached, thereby maximizing production in all situations."

## Selectable dozing modes

Operators can select different dozing modes, which tailor the system response to the machine operation and optimize performance. Operators can also adjust the blade-load settings to match material conditions for added efficiency.

"As with all of our *intelligent* Machine Control dozers, the D65PXi-18 produces results that lower owning and operating costs associated with traditional blade-mounted sensors and makes the next generation of machine operators more productive and efficient," said Anetsberger.

New Tier 4 Final D65-18 dozers have more powerful engines, and the D65EXi-18, D65EX-18 and D65WX-18 dozers are equipped with a patented Komatsu SIGMADOZER blade that provides large-capacity dozing of 7.3, 7.34 and 7.72 cubic yards, respectively.

► VIDEO



## New, more powerful engine

The iMC dozers were one of many machines to receive an upgrade. All Komatsu D65PXi-18 dozers, whether iMC or not, feature a stronger, 217-horsepower engine that delivers high performance and low fuel usage and operating costs.

The all-new D65-18 also has an automatic transmission with lockup torque converter, which lowers fuel consumption and raises powertrain efficiency. The lockup mechanics of the torque converter automatically transfer engine power directly to the transmission, reducing fuel consumption by as much as 10 percent. Operators can easily choose from two gearshift modes, Automatic and Manual, to fit the appropriate application: Auto for general dozing and Manual for dozing and ripping in rough ground.

## Patented SIGMADOZER blade

The D65-18 SIGMADOZER blade increases soil capture and limits spillage by rolling material to the center of the blade. It also reduces digging resistance, producing smoother material flow; more dozed soil with less power; and up to 15-percent-more productivity, compared to conventional Semi-U blades.

"The D65-18s are great, all-around machines," said Chuck Murawski, Komatsu Product Manager, Dozers. "They remain among the most popular in their size class because they offer excellent production for large dozing jobs but are small enough for finish grading on most jobsites. They manage to burn less fuel, while being more productive than their predecessors."

The D65-18 dozers come standard with Komatsu's new Operator Identification System, which reports key information for multiple operators, and the new Auto Idle Shutdown function that helps reduce idle time and operating costs. The new dozers have the latest version of KOMTRAX, providing data on fuel and DEF levels, operating hours, locations, cautions and other vital information. The machines are also covered by the pioneering Komatsu CARE maintenance and service program. ■



# INCREASED DOZING CAPACITY

## New D85-18 features SIGMADOZER blade that ups production by as much as 15 percent

If you use large construction and/or small mining dozers, chances are high that production is your main goal. Komatsu's new Tier 4 Final D85-18 dozers provide that, with the added advantages of greater efficiency and lower fuel consumption, even though operating weight increased by nearly 10 percent, compared to the previous, Dash-15 models.

The D85-18 is now equipped with a 9.4-cubic-yard, high-capacity Komatsu SIGMADOZER blade with power pitch. This improves performance and increases productivity by up to 15 percent, compared to a conventional Semi-U blade. The SIGMADOZER blade's unique frontal design rolls material to the center of the blade and increases soil-holding capacity. Digging resistance is reduced for a smoother flow of material, so larger amounts of soil can be dozed with less power.

"The protruding edge of the SIGMADOZER resembles a spade-nose shovel, whereas the straight cutting edge of a conventional Semi-U blade resembles a flat shovel," explained Chuck Murawski, Komatsu Product Manager, Dozers. "The SIGMADOZER works similar to a spade-nose shovel, because it is easier to push through the soil and requires less energy."

The Dash-18 D85 features a new automatic transmission that reduces fuel consumption by up to 5 percent, compared to previous models, and offers greater power-train efficiency. Two gearshift modes – Automatic and Manual – can be easily selected to fit the application: Automatic for all general dozing and Manual for dozing and ripping rough ground. For added efficiency, operators can choose E mode for all general dozing, leveling and spreading. E mode provides adequate speed and power, while saving up to 10-percent fuel usage.

### Large, quiet ROPS cab

The large, quiet cab is more comfortable, allowing operators to concentrate on the work at

hand for increased productivity. It has a high-capacity, air-suspension seat with standard heat, and its mounts reduce shock and vibration, even in adverse conditions. A new, 7-inch, high-resolution color monitor has pull-down menus that enable quick operational adjustments and enhanced service diagnostics capabilities. A new rearview monitoring system can be set to synchronize with reverse operation, and the integrated ROPS cab improves visibility.

"Of course, as with all Tier 4 models, Komatsu covers the scheduled maintenance for the first three years or 2,000 hours through our Komatsu CARE program," said Murawski. "We believe this is the most efficient and productive dozer in its class size, and we're sure that users will feel the same. It will push mass quantities of material, and we encourage anyone needing a large construction/small mining dozer to try one and see the advantages for themselves." ■

*\*D85EX-18 with SIGMADOZER blade, D85PX-18 with straight-tilt blade*

### Quick Specs on the Komatsu D85-18 dozer

Model	Horsepower	Operating Weight	Blade Capacity*
D85EX-18	264 hp	68,165 lbs.	9.4 cu. yds.
D85PX-18	264 hp	63,800 lbs.	7.7 cu. yds.

Komatsu's new D85-18 dozer features an automatic transmission that provides greater power-train efficiency and lowers fuel consumption. It also has Komatsu's patented SIGMADOZER blade, which will carry up to 15-percent-more material than an equivalent-size Semi-U blade.



Chuck Murawski,  
Komatsu Product  
Manager, Dozers



Discover more



# MOTOR GRADER IMPROVED

## New Komatsu GD655-6 provides superior grading performance with class-leading wheelbase



Joe Sollitt,  
Komatsu Product  
Marketing  
Manager



Discover more

Komatsu's new GD655-6 motor grader delivers both excellent production and increased efficiency by combining the strengths of previous models with a new, Tier 4 Final engine. In addition, improvements to the front frame, as well as to the circle and draw bar, increase structural strength and durability.

"The GD655-6 provides superior grading performance, in part because it has the longest wheelbase in its class, at 21 feet 4 inches, and maintains its tight-turning radius of 24 feet 3 inches, so it's extremely maneuverable and productive during tight road work," said Komatsu Product Marketing Manager Joe Sollitt. "At the same time, it's

even more efficient than the previous Dash-5 model. In Power mode, users can expect to burn 5-percent-less fuel and 15-percent-less fuel in Economy mode."

Sollitt said the dual-mode transmission is what sets the GD655-6 apart from the competition. It was designed and built specifically for Komatsu graders and incorporates a powershift transmission with eight forward speeds and four reverse speeds. It is coupled with the engine by both a torque converter and a direct-drive lock-up clutch. This design gives operators high travel speeds, low fuel usage, increased tractive effort and fine control at lower speeds. Engine stall prevention is controlled electronically and automatically by disengaging the lock-up clutch when handling heavy loads.

### Ten control valves

Direct-acting control valves provide outstanding operator "feel" and predictable system response. The new motor grader has 10 control valves, including two valves with linkage for additional attachments. Standard features include independent blade lift float, a Turbo II precleaner, front-mounted work lights and a lockable toolbox. It also has provisions for ripper and grade-control installations.

"We maintained the large, low-profile cab with excellent visibility, as well as the tilting, center console, and added a new high-resolution monitor with enhanced capabilities and a new rearview camera," said Sollitt. "We believe the GD655-6 sets a new standard for motor graders, and we encourage anyone who uses graders to test it and see the difference." ■

Komatsu's new Tier 4 Final GD655-6 motor grader provides excellent production with increased efficiency. It has 10 control valves, including two valves with linkage for additional attachments.

#### Quick Specs on the Komatsu GD655-6 Motor Grader

Model	Horsepower	Operating Weight	Blade Length
GD655-6	218 hp	37,346 lbs.	14 ft.





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# NEW FORESTRY MODELS

## Komatsu's XT-3 Series improves operator comfort, ease of operation, productivity and reliability



Steve Yoltz,  
Manager,  
Marketing Forestry,  
for Komatsu  
America Corp.



Discover more

Productivity and reliability are essential in logging. Komatsu's new XT-3 Series track feller bunchers and harvesters improve both, as well as operator comfort and ease of operation. Four models are available, and each provides superior maneuverability, multi-function capability and high production, even in the most demanding forest environments.

### New cab features "First in the Forest" technology

Komatsu focused on the operators with a completely redesigned, more spacious cab that has a sloped roofline, which increases headroom above and in front of the seat and reduces debris buildup. The floor-to-ceiling front window is 10-percent larger than in previous models, and larger side windows and skylight window further increase visibility. It's quieter; pressurized with fresh, filtered air for the new automatic heating, cooling and defrosting system; and has an ergonomic seat with easy-to-reach instrumentation.

The XT-3 Series cab features the new "First in the Forest" IQAN-MD4 programmable digital control system, one of the most advanced systems on the market, and highly intuitive Komatsu programming makes it very easy to use. All former analog gauges and warning lights are now prominently displayed on the highly visible and durable 7-inch LED color touchscreen monitor. It accommodates individual preference settings for multiple operators, records harvest data and provides advanced diagnostic reports.

"From the start of the Komatsu XT-3 family project, the primary objective was to improve operator productivity through 'attention to the details' from the operator's perspective," stated Steve Yoltz, Manager, Marketing Forestry, for Komatsu America Corp. "The most visible result of this is the totally new, state-of-the-art forestry cab. Everything from the cab layout to cab-feature content was designed to improve operator comfort, ease of operation and productivity."

### Quick Specs on the Komatsu XT-3 Series

Model	Operating Weight	Peak Horsepower	Swing Torque
XT430-3 (non-leveling)	62,240 lbs.	300 hp	58,400 lb.-ft.
XT430L-3	64,460 lbs.	300 hp	58,400 lb.-ft.
XT445L-3	68,180 lbs.	300 hp	58,400 lb.-ft.
XT460L-3	74,320 lbs.	300 hp	58,400 lb.-ft.

Komatsu's new XT-3 Series of track feller bunchers and harvesters provides significant improvements in production and reliability compared to previous models.



Upgrades to the hydraulics and undercarriage deliver greater productivity, reliability and durability. The XT460L-3 has a 37-percent-greater lift capacity at full reach compared to the XT450L-2 model. The undercarriages feature a new chain-guide design, which uses stronger materials for increased service life.

The XT-3 Series can be equipped to meet a wide range of customer applications. Komatsu offers as many as nine hydraulic system arrangements, two heavy-duty booms and four heavy-duty arm options that accept a broad range of cutting attachments, including a disc saw, bar saw and processing head. Advanced, parallel-boom geometry allows fast boom movement and smooth control, which increases operator productivity and reduces fatigue. ■



# A DECADE OF KOMTRAX

## Komatsu's remote monitoring system evolves into useful tool for lowering O&O costs

The past decade saw huge advancements in machine technology. One prominent area is remote machine monitoring, and Komatsu led the way with its KOMTRAX system, which was designed for users to track equipment performance and plan for maintenance needs. It is also used as a teaching tool to make operators more productive and efficient.

"The initiative behind KOMTRAX was driven by Komatsu's senior management, and many give the company's legendary former CEO Masahiro "Shank" Sakane credit for the vision," said Ken Calvert, Komatsu

Director, KOMTRAX. "KOMTRAX fits with the 'Komatsu Way,' which is our philosophy of core values that feature seven guiding principles. For instance, one is commitment to quality and reliability. Our design and quality engineers all use KOMTRAX to make sure that Komatsu equipment works well and performs as intended. Another principle is to be customer oriented. KOMTRAX helps customers improve their operations through jobsite efficiencies and lower owning and operating costs."

*Continued . . .*



Ken Calvert,  
Komatsu Director,  
KOMTRAX



Rizwan Mirza,  
Komatsu Manager,  
KOMTRAX



Discover more

KOMTRAX on Tier 4 machines includes information such as diesel particulate filter levels, idle time and other pertinent information to help reduce owning and operating costs.

# KOMTRAX improves to benefit customers' bottom lines

... continued

## What users are saying about KOMTRAX

"It allows us to locate a piece of equipment from the office and see vital information, such as hours and idle time. It's a valuable tool."

*Jerry Morgan,  
President,  
Kart Construction*

"We often work in remote locations, so I can't always be on site. KOMTRAX allows me to see a machine's location, hours, idle time and other necessary information. It helps me be a better manager. I wouldn't have a machine without it."

*Steve McNew,  
Vice President,  
DKM Enterprises*

"It's a great tool that allows me to see fuel usage and if someone is idling excessively. I also like that Komatsu tracks the machines and alerts me to error codes."

*Andy Fornea,  
Owner, A.S. Fornea  
Construction*

Komatsu first introduced KOMTRAX as an option that buyers could have installed on their Komatsu equipment. The first generation provided three basic pieces of information – machine location, service meter readings and daily hours of operation.

Within a short time, Komatsu made KOMTRAX standard on almost all new machines, and added even more valuable information, such as cautions; error codes; load frequencies; maintenance notifications; average hourly fuel consumption; fuel level and water temperature readings; geofencing; engine lock for theft prevention; and monthly and annual reports.

## Several means of accessing info

Calvert said that the technology used to meet emissions regulations led to even further changes. Tier 4 Interim machines allowed users to monitor the diesel particulate filter's performance. With Tier 4 Final, KOMTRAX provided information on diesel exhaust fluid consumption. The latest iteration, KOMTRAX 5.0, allows users to track idle time and other pertinent information related to owning and operating costs, such as travel hours and distance, working modes and cycle times.



Customers can now access information from smart phones and other mobile devices, which was not available in earlier versions. In its latest iteration, KOMTRAX 5.0, users can track idle time and other pertinent information related to owning and operating costs, such as travel hours and distance, working modes and cycle times. The KOMTRAX team continues to look for improvements to benefit its customers' bottom lines.

Users can access information in a variety of ways from a secure website. Office and home computers, tablets and smartphones can all be used to view specific, detailed information.

"Construction has always been a highly mobile field, and the KOMTRAX Mobile app plays right into that," said Rizwan Mirza, Komatsu Manager, KOMTRAX. "Similar to traditional KOMTRAX, users can find information through the app that helps them make decisions to potentially reduce their owning and operating costs, without being tied to an office or a laptop. Many equipment users now carry a mobile device, so we evolved KOMTRAX to the mobile world."

## Proven to work

As always, the evolution will continue. Today's KOMTRAX is much more comprehensive than its first version, and Calvert and the KOMTRAX team continually look for improvements that will benefit their customers' bottom lines. The system is on hundreds of thousands of machines worldwide, all of which Komatsu can track for critical information to help companies see trends, plan inventories, contact customers with information, such as error codes, and more.

"KOMTRAX remains popular because it has proven that it works," said Calvert. "The system is robust, accurate and provides valuable information. It drives decisions and business practices, especially after the Great Recession, when everyone started looking more closely at their operations and balance sheets. A system such as KOMTRAX offers greater information on utilization and proper machine deployment, and it helps owners identify training and coaching opportunities for maintenance staff and operators.

"All forward-thinking business leaders realize that leveraging information from systems such as KOMTRAX will be key to remaining competitive, whether it's an equipment manufacturer using KOMTRAX to track machines for maintenance issues or machine owners who know KOMTRAX will help them get their work done on time, on spec and under cost." ■



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# MEETING, EXCEEDING EXPECTATIONS

## General Manager Bruce Nelson says Komatsu's CMO is dedicated to high-quality products delivered quickly



*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.*

**Bruce Nelson,**  
General Manager, Chattanooga  
Manufacturing Operation

Bruce Nelson started with Komatsu in 1993 as a welding engineer at the Chattanooga Manufacturing Operation. Nearly 20 years later, he became General Manager at CMO, where he oversees production of hydraulic excavators and forestry machines. During his tenure, Nelson served as Fabrication Manager, Y2K Project Manager, Operation Manager, SAP Project Manager and nine years as Senior Manager of Administration.

Nelson helped create Komatsu's Supply Chain Division in 2009 and was General Manager of that division until moving into the General Manager role at CMO in 2012, upon the retirement of Dennis Riddell.

A year prior to joining Komatsu, he graduated from Auburn University with a degree in Industrial Engineering and worked for a small manufacturing company. Nelson is a Certified Supply Chain Professional and is Certified in Production and Inventory Management.

Bruce enjoys vacationing in central Florida and taking cruises. He likes to spend time with his wife and two daughters, who enjoy being anywhere it's warm.

**QUESTION:** What products are produced at the Chattanooga Manufacturing Operation (CMO)?

**ANSWER:** We currently produce six sizes of hydraulic excavators, ranging from the PC210LC-11 to the PC490LC-11. These models are primarily sold in North America, but we also export one model to Latin America and South America. In addition, we produce three sizes of forestry excavators, from a PC210LL-10 to a PC390LL-10, and four sizes of forestry tracked harvesters and tracked feller bunchers, from the XT430-3 to the XT460-3. We are the only Komatsu plant in the world that builds specialized forestry track machines, and we ship them all over the globe.

**QUESTION:** Why should a customer buy a machine produced at CMO?

**ANSWER:** The hydraulic excavators we build at CMO are also built in several other Komatsu factories around the world, in order to better serve local markets. Each factory uses the same parts, designs and quality standards, so users should not be able to tell the difference between an excavator built in a plant in Japan or the United Kingdom versus one built at CMO. In addition to high quality, CMO's mission is quick delivery with whatever options a customer may need. Our staff works regularly with distributors and customers to ensure we meet or exceed their expectations. Being a part of the North American market means we can offer options on our machines that are not normally found in other parts of the world. For example, we offer pipeline spec hydraulic excavators with single grouser tracks and severe-duty revolving-frame undercovers.

**QUESTION:** How do you prepare for new models, such as the Tier 4 Final products?

**ANSWER:** We start planning almost a year before our first build date, determining equipment



requirements and laying out a detailed schedule of events. For all model changes, we work closely with the engineering and manufacturing groups to understand the fabrication and assembly differences. We have weekly meetings with all departments involved to understand the status of everyone's activities and ensure we are all on schedule. We invite a staff member from the hydraulic excavator design group to stay at our plant during our first builds, so we have immediate feedback if we have any questions during the assembly process. After completing the first machine, we send it to our Cartersville Demonstration Center for operation and final evaluation. Once everything is complete, the product is released for sale to customers.

**QUESTION: What are the markets (construction, utility) like now, and how do you adjust to ensure machines are available?**

**ANSWER:** The construction-equipment market in North America has been growing throughout the last five years. Our plant works closely with Komatsu America's Supply Chain Division to make sure our production plans are in sync with market requirements. We use KOMTRAX to see usage trends by model, which helps us predict and verify marketing forecasts. We have worked hard during the last several years to reduce our lead times to our customers. The time from receiving a distributor order to making the machine ready to ship was two months in 2009. Now, it's three to five days, on average.

**QUESTION: Do you encourage customers to visit CMO, and why or why not?**

**ANSWER:** CMO always welcomes customer visits. We have customers at the plant on a weekly basis. A tour can be as small as one contractor with his wife and children passing through the Chattanooga area to as large as 75 people a day as part of Demo Days activities held just down the road at Cartersville. We love to show off our facility and allow people to see how the Komatsu machines, which we consider to be the best, are manufactured. Customers can see for themselves that we strive to keep the plant safe and clean for our workforce. They can also see how we build quality into each step of the process as frames are welded or as machines move down the assembly line. ■



Komatsu's Chattanooga Manufacturing Operation produces six sizes of hydraulic excavators, ranging from the PC210LC-11 to the PC490LC-11.



Four sizes of forestry tracked harvesters and tracked feller bunchers are produced at Komatsu's CMO, among them are new Dash-3 models, including the XT460.



General Manager Bruce Nelson says CMO has worked hard to reduce lead times to customers. In 2009, that was two months. Now, he says it averages three to five days to get a machine ready to ship after receiving a distributor order.



# A ROAD MAP FOR THE LONG HAUL

## DOT official says long-term infrastructure funding needed – then lays out plans to get it

U.S. Department of Transportation (DOT) Deputy Secretary Victor Mendez emphasized the need to focus on rebuilding the nation's infrastructure during an address at the Associated Equipment Distributors annual Summit. The speech touched on proposals put forth by the Obama administration to increase funding for areas such as surface transportation.

Mendez outlined the administration's GROW AMERICA Act, which would increase surface-transportation infrastructure funding during the next six years, with an investment of nearly a half-trillion dollars. It would be a significant boost compared to the current highway bill, help create jobs and provide significant economic benefits, according to Mendez.

"Maintaining current levels is not good enough," said Mendez. "We will fall further behind in our infrastructure deficit. The GROW

AMERICA Act provides a strong investment for aging highways and bridges across the nation and ensures that they are safe, reliable and well-maintained."

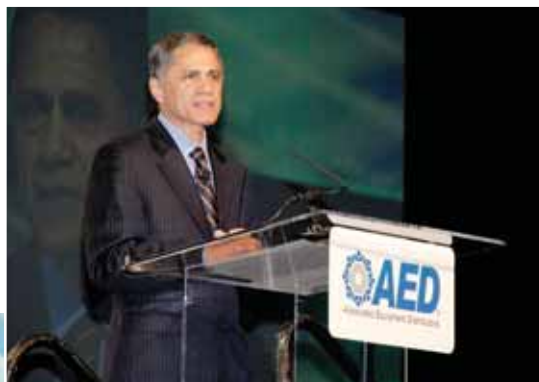
### 30-year framework

Mendez also spoke about the department's initiative, Beyond Traffic: U.S. DOT's 30-Year Framework for the Future. Beyond Traffic is an invitation to the American public – including users, developers, owners and operators of the transportation network and the policy officials who shape it – to have a frank conversation about the shape, size and condition of that system and how it will meet the needs and goals of our nation for decades to come, according to the DOT's website.

It's a draft framework for the future; it's not prescriptive, the site says. It does not advocate for specific policy solutions. Rather it underscores critical decision points facing the country, by means of data-driven analysis, research, expert opinions and public engagement.

"We must look at all components as part of a larger whole," said Mendez. "We don't want to lose sight of the challenges of today. We haven't invested like we should have. There are a backlog of projects. We have to look ahead too. We need a long-term plan." ■

The United States Department of Transportation Deputy Secretary Victor Mendez (right) said long-term infrastructure funding, including surface transportation through a new highway bill, is critical.





### FAA releases proposed rules for small drones

If you use drones on your construction site, don't fly them at night or out of the operator's site. Those are part of the new rules proposed by the Federal Aviation Administration (FAA) for small commercial unmanned aircraft, which can now map sites and record projects. Final rules are expected in two to three years.

The proposed requirements for commercial operators include passing an FAA-administered test and security checks. Drones could fly up to 100 mph at altitudes of 500 feet or lower. Flights over people, other than those operating the drones, would be prohibited. ■

### Group calls for gas tax increase

The American Road & Transportation Builders Association (ARTBA) called for an increase in the federal gas tax of 15 cents per gallon to help pay for infrastructure. It would

raise about \$400 billion, according to the group, and President Pete Ruane said the increase would be more viable than other proposals to fund a transportation shortfall. ■



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# JOHN SUGGS

## CSM finds helping customers therapeutic and strives to be the single point of contact after their purchases

John Suggs has two passions: service and being “in the dirt.” His role as a Customer Support Manager helps satisfy both.

“I love what I do,” said Suggs, who works with customers throughout the Carolinas and is based at Linder Industrial Machinery’s Charlotte location. “About 75 percent of my daily activities are out in the field meeting with customers. Most of that time is spent on their jobsites, which helps me get to know their businesses and how we can best serve them. I can directly check on their equipment and see how it’s performing, as well as perform routine inspections, such as checking on things like lights and seat belts to be sure they are working properly.”

The balance of Suggs’ time is spent reviewing work orders; putting together quotes for service and preventive

maintenance and then scheduling those items; keeping up with customers’ machines through KOMTRAX; and other tasks.

“We want to be more than a delivery service for parts, although we do quote parts such as ground engaging tools, and we will deliver on occasion,” said Suggs. “We strive for maximum uptime and want to be the single point of contact for customers after their purchase. I believe in a proactive approach.”

### Part of a team approach

Suggs knows what it takes to keep customers’ machines moving. Before becoming a Customer Support Manager, he was a service technician. He spent 15 years in the field in that role.

“I always enjoyed talking and dealing with equipment owners and operators, so moving into my current position was a relatively smooth transition. It’s about relationships,” he said. “Linder looks at it as we’re building a business partnership with our customers, and we all have a stake in making it work. We take a team approach to sales, customer support and parts and service, so everyone is invested in our customers’ success. None of us wants to be a rogue player.”

Suggs doesn’t have much interest in outside activities. He’d rather pursue his passions.

“I don’t hunt, fish or golf,” said Suggs. “It may sound cliché or corny, but this job is my therapy. Nothing is more satisfying to me than taking care of our customers’ needs. All they have to do is call, day or night, and I’ll respond.” ■

Customer Support Manager John Suggs covers a base of customers in the Carolinas from Linder Industrial Machinery’s Charlotte, N.C., location.







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