

LINDER@LINK

A publication for and about Linder Industrial Machinery customers • September 2017



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Developing, Inc. pg. 4

South Florida Milling pg. 8

New Fort Mill, S.C., Branch pg. 12

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 **WIRTGEN GROUP**

MESSAGE FROM THE PRESIDENT



John Coughlin

**New Komatsu
machines build
on successful
platforms**

LINDER

Dear Valued Customer:

This issue of your Linder Link magazine highlights some of the standout machines Komatsu recently introduced, including new D51EX-24 and D51PX-24 dozers that combine a decade of award-winning design with the latest technology to increase fuel efficiency and boost productivity. The D51-22s were Komatsu's original slant-nose dozers, and the Dash-24s prove you can enhance and build on a successful platform.

That's also true when it comes to hybrid technology. Komatsu was the first to introduce a hybrid excavator, and now it unveils a true 36-ton size class model with the Hybrid HB365LC-3. Like previous models, it captures energy normally lost during a swing cycle and uses it to assist the machine. It's more fuel-efficient than a comparable standard excavator, and in applications where swinging is prevalent, such as loading trucks, users will find it equally or more productive than a PC360LC-11. See inside for more details and read the other articles spotlighting Komatsu products, including the new PC170LC-11 excavator.

These new machines are covered by Komatsu's extended Undercarriage Assurance Program. You can learn more about the program in this issue as well. I think you will also be interested in the article related to an award Komatsu received for its support of educational programs, as well as our Komatsu & You spotlight, among others.

As always, 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

LINDER & LINK

A publication for and about Linder customers

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A SALUTE TO A LINDER CUSTOMER

SAWYER'S LAND DEVELOPING, INC.

Dedication to hard work has helped this second-generation company flourish



William Sawyer Jr.,
President

In the early 1970s, North Carolina was experiencing a farming boom, and many people were converting large tracts of land into farms. William Sawyer Sr. saw an opportunity to start his own business and formed Sawyer's Land Developing, Inc. After 45 years and hundreds of thousands of cleared acres, the company remains a leader in the industry.

"There was a big push for farmland, and many areas were being deforested to meet that demand," recalled William Sawyer Jr., who took over for his father as President in 1992 and became owner of the Bellhaven-based business after William Sr. passed away in 2014. "Dad bought some equipment and started the business. Two of his first projects were 20,000-acre farms, some of the largest in the area at the time."

Today, land clearing remains a central component of the company, which expanded its services to include heavy highway projects. Sawyer's Land Developing has 45 full-time and as many as 20 temporary employees during busier times. It specializes in clearing and

grubbing land then building roads and canals on-site.

"Usually, we are the first people on site," explained Sawyer. "We remove the trees, stumps and other debris and get the site cleared and ready. If the job requires a road to be built, we can handle that as well."

Although the company's time is split between private, land-clearing contracts and projects for the North Carolina Department of Transportation (NCDOT), the types of work are similar and require more than just cutting down trees.

"If a site has trees that can be logged, we'll have a company come in to remove them, and then we'll finish clearing," explained Sawyer. "However, it's more than clear-cutting an area. We have specific procedures for how we sort and burn the brush we've removed. Also, if the spot is in a wetland or other protected environment, we may have to cut and remove the brush by hand in order to conserve the area."

"One advantage to doing this type of work for such a long time is that we are familiar with these policies and the techniques necessary to finish a job," he added. "Most people who drive past our sites can't really imagine the effort that went into developing them."

Cleared acres

In a typical year, Sawyer's Land Developing handles approximately 10 to 15 projects, ranging from yearlong wetland restorations to three-day right-of-way clearings. Two of the company's current assignments require it to clear large tracts of land both effectively and meticulously.

One of the firm's largest undertakings was for a mineral company. Sawyer's Land Developing completed a 3,700-acre wetland restoration that

Komatsu HM400 articulated trucks are important pieces of the Sawyer's Land Developing fleet. "We started using the HM400s about four years ago, and we couldn't be happier," noted President William Sawyer Jr. "The efficiency of the trucks is outstanding, and we have had very little down time."





▶ VIDEO

A Sawyer's Land Developing operator uses a Komatsu D65EX dozer to remove topsoil at a jobsite in North Carolina. "The (Komatsu) dozers' undercarriages hold up better than the competitors'," said President William Sawyer Jr.

took three years to finish. It built large spillways that were used to drain on-site ponds for sand and other material that will be used in various ways at the site. The company cleared a 700-acre section and removed a foot of topsoil. Sawyer's Land Developing also worked on a 24-acre parking lot.

"Our work at that site accounted for nearly 70 to 75 percent of our business at the time," estimated Sawyer. "It was a very large job, and we liked working there."

In addition to that massive undertaking, Sawyer's Land Developing completed a 16-mile stretch of land for the NCDOT in 2016.

"We cleared land for 12 miles of new road and widened the area around four existing miles," said Sawyer. "We removed a 250-foot-wide section that ran the entire length of the project. Then we took all the material we collected, piled it, shook the dirt out and burned it. The entire effort will span five years, but our phase was done by the end of 2016."

The right equipment

Sawyer says that having the proper equipment is major advantage for his firm. Linder Industrial Machinery Company and Sales Rep Jared Gray ensure that Sawyer has all the Komatsu pieces he needs to stay on top of the industry.

"We've been running Komatsu equipment for years," reported Sawyer. "We were one of the



This Komatsu D85PX dozer is equipped with a c-frame and KG blade for removing stumps. The blade has a spear that Sawyer's Land Developing uses to split and remove stumps.

first in the area to use Komatsu. The machines have been awesome for us. They have great fuel-efficiency, and they are very reliable."

With the help of Linder, Sawyer's Land Developing has built a fleet that includes six HM400 articulated trucks, seven PC210LC excavators, a PC360LC excavator, five D85 dozers, two D65 dozers and a D61 dozer.

"We started using the HM400s about four years ago, and we couldn't be happier," noted Sawyer. "The efficiency of the trucks is outstanding, and we have experienced little downtime. The



Discover more at
TheLinderLink.com

Continued . . .

KOMTRAX provides beneficial information

...continued

excavators have plenty of power, the swing is faster compared to other brands and the visibility is great. Also, the dozers' undercarriages hold up better than the competitors'.

"On top of their efficiency and durability, all of the Komatsu machines are comfortable," he continued. "We appreciate that. When the operators are comfortable, they get more done."

Another vital piece of equipment for the company is a KG blade. The angled blade attaches to the dozer's c-frame and also features a single spear to help split stumps and remove debris.

"The spear splits the stump and the blade helps pull it out of the ground, then we come in with root rakes behind our dozers to pile everything together," related Sawyer. "We've been highly efficient with this process. With the KG blade, we can clear more than three and a half acres of 15- to 20-inch stumps a day."

When it comes to service, Linder is also there for Sawyer's Land Developing. Linder handles the maintenance on the rental machines, and also maintains Sawyer's leased machines for the first 2,000 hours of operation. For the Tier 4 machines that Sawyer owns, Linder provides complimentary scheduled maintenance for the first three years or 2,000 hours through the Komatsu CARE program. Sawyer also purchased extended warranties to ensure that Linder continues servicing his machines.

"We must have our equipment up and running," stated Sawyer. "We do maintenance on a majority of our machines in-house, but we can get behind, so it's nice to know that Linder is going to handle a portion of our fleet. Linder and Jared are excellent. They've been going above and beyond for us since day one."

KOMTRAX, Komatsu's telematics system, is also a useful tool for the company.

"It has helped us to understand how our equipment is running," said Sawyer. "We know where it's at, how much it runs and how long it idles. It's beneficial to have that information."

Hard work, great people

Sawyer says that there are no shortcuts to success. His company's reputation has been built with a commitment to quality results and great employees.

"The Lord has helped us find success, but we also put in a lot of hard work," observed Sawyer. "We want to make sure that we're on top of things and finish on time and in a professional manner. Because of that, we have developed a good reputation, and many customers come to us through referrals. That says a great deal."

"Another important part of our success is our people," he added. "We have top-notch supervisors and operators who do a wonderful job. Supervisors Larry Gibbs, Maurice Mackey, Martin Jones and Will Beacham, as well as Safety Coordinators Randy Moore and Jonathan Smith really stay on top of things for us."

With a dedication to hard work and terrific people, Sawyer believes the future is bright.

"This isn't an easy business, but it's what we do," he said. "We are dedicated to it, and I think that will keep us successful in the future." ■

Sawyer's Land Developing uses Komatsu excavators, like this PC210LC, to help clean and organize debris piles at jobsites.



President William Sawyer Jr. (left) calls on Linder and Sales Rep Jared Gray for Komatsu equipment and maintenance.



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is the best."

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"Komatsu's i-machines definitely make my operators better at what they do. I mean, we haven't been using this technology for the past twenty years, so it's pretty new. But this tech makes it easier to do our job—makes it so that my operators can work more efficiently, and we get a better finished product."



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A SALUTE TO A LINDER CUSTOMER

SOUTH FLORIDA MILLING

Great employees, ability to offer turnkey packages have this Naples company on the fast track



Daniel Banks,
Co-Owner

It all started with a cup of coffee. Mike Weaver invited his friend Daniel Banks for coffee in 2014 to ask him if he knew of anyone in the Naples area who was selling millings. Weaver was looking to expand his striping business in order to offer a more complete package of services. Banks had a plan too; he was due to start a new job with a milling company in Tampa. Before the coffee had time to cool, South Florida Milling was born.

"Literally within a cup of coffee we had a business idea," joked Banks. "Mike asked me, 'Why don't we just do this together?' I was interested, but was in the middle of a move, so I had a decision to make. The next morning, I called Mike and told him that I was in. The rest is history."

Success followed the same accelerated time line as the business' formation. South Florida Milling started with a single mill, six weeks later it added a second and within five months,

a third was in the fleet. By year two, the firm had its own concrete company, in addition to the original striping business.

Today, the company has more than 70 employees and handles milling, concrete finishing, striping and trucking services for paving projects. The duo credits the company's popularity to its ability to fill a void in the industry, which remained even after the post-recession recovery.

"The recession eliminated many smaller companies that focused only on the striping or concrete side, and they never came back," recalled Weaver, who is Co-Owner along with Banks. "We noticed this and tried to capitalize on it. Once we got together and added the milling and concrete finishing to the striping business, it was like putting gasoline on a fire."

South Florida Milling works in conjunction with its two sister companies, Southern Striping Solutions and Collier Paving and

The Wirtgen W 200i cold milling machine is a workhorse for South Florida Milling. "I love the new streamlined body. It provides much better vision to both sides of the machine," explained Co-Owner Daniel Banks.





This crew from South Florida Milling uses a Wirtgen W 200i cold milling machine on a highway project in Naples. "I've always run Wirtgen machines, and there's no other manufacturer that comes close," said Co-Owner Daniel Banks. "You can do jobs with Wirtgen mills that you can't with others. They produce excellent work."

Concrete. After careful thought, Banks and Weaver decided to give each company its own identity instead of creating one umbrella name to cover all three. No matter the name, all of the businesses are on the same team.

"Each company has its service as part of its name. If we had a generic road construction name, we thought that a customer who needs a small striping or paving job might not know to call us. But, it's pretty clear what Southern Striping Solutions, South Florida Milling and Collier Paving and Concrete do," explained Banks.

On a typical project, the full roster chips in.

"We usually act as a general contractor and have a supervisor on site at all times, even during the paving, because our name's on it," explained Weaver. "We're one of the few companies around that can offer a complete, turnkey package to customers. Partnering with large asphalt companies – we usually perform a lot of their smaller projects – has been vital in allowing us to do that. We work with those businesses, not against them."

Taking a chance

Today, South Florida Milling is thriving on the Sunshine state's southwest coast with a full calendar and ambitions to expand. Although Banks and Weaver were confident that their endeavor would work, they needed help getting it off the ground.

"We're just normal guys; we don't come from money," stated Banks. "We knew this company would be successful, but that doesn't pay the bills. We needed someone who would take a chance on us, and that's exactly what Komatsu Financial and Linder Machinery did."

"We were maxed-out financially when we started," added Weaver. "We had some money saved, but we still took out lines of credit to buy materials and pay employees – and that was before we even started a job, let alone were paid for it. We owe a lot to Komatsu Financial and Linder Vice President – Southeast Florida Jeff Roberts. We never thought we'd be where we are today, but they saw something in us."

The relationship has continued, and the bond remains strong. South Florida Milling turns to Linder and Sales Rep Heath Draper for its Wirtgen Group machines as well as parts and service.

"We love our Wirtgen products and going through Linder to use Komatsu Financial to purchase them has been great," said Weaver. "We appreciate that they took the time to look beyond our name and see that we had solid contracts lined up and a strong business plan. On paper, we were just another new milling company, but Linder went the extra mile and continues to help us. It's a partnership we value."

Continued . . .

Giving back to the community is important

... continued

Milling with Wirtgen

On every project, South Florida Milling trusts one brand of equipment – Wirtgen. From parking lots to interstates, the company deploys one of its W 200i or W 210 cold milling machines.

“I’ve always run Wirtgen machines, and there’s nothing else that comes close,” said Banks. “You can do jobs with Wirtgen mills that you can’t with others. They produce excellent work. I love the new streamlined body. It provides much better vision to both sides of the machine – and I think it makes them look cool, too. They are the Ferraris of milling machines.”

Whether it’s a 500-square-yard parking lot or a 300,000-square-yard interstate project, South Florida Milling’s five Wirtgens are running constantly. Among the firm’s three concrete crews, Banks estimates the machines perform 25-30 shifts per week, milling between 5,000 and 10,000 square yards per shift.

Wirtgen’s Level Pro software, an ultra-precise, proprietary leveling system that includes software and integrated milling depth as well as cross-slope monitoring sensors to ensure a consistent finish, is a favorite at South Florida Milling.



(L-R) South Florida Milling Co-Owners Daniel Banks and Mike Weaver call on Linder Sales Rep Heath Draper for Wirtgen machines and Komatsu financing.

“Level Pro is a fantastic system,” shared Banks. “It’s the best I’ve ever run. It gives us a very clear picture of what we’re dealing with while we’re milling. It keeps us on target, while also moving at full speed. It’s just amazing.”

Sharing the success

In the rare instance that Banks and Weaver get a chance to step back from their breakneck schedule and reflect on the achievements of the last three years, they understand they are living a reality that most business owners only dream about. The pair also realizes that they didn’t do it on their own, which is why they take great measures to share their success with employees and the community.

“Certainly, we started this business to make money, but that’s not our sole mission,” explained Banks. “We want to ensure that we take care of our employees and help in the community. We wouldn’t be here without either.”

South Florida Milling routinely supports local law enforcement. In addition to participating in several fund-raisers, the company recently partnered with Five Guys in Collier County to provide a free lunch for everyone in the Collier County Sheriff’s Department.

“It’s nice to be at a stage where we can give back, and the local law enforcement officers are great partners,” said Weaver. “We work with them frequently, both in community service and on our jobsites. They do a lot for us in construction zones, and we like to show our appreciation.”

South Florida Milling also takes care of its employees, who Banks credits for the company’s rapid growth. He says that keeping them happy and safe are his primary goals. “I think overall, wages are low for what people in our industry do. We make it our goal to pay competitive rates and offer packages that are better than the market average.

“Safety is also a priority,” he continued. “Often, our crews are working just a few feet from cars traveling at 70 miles per hour. Our employees have families, and we want them to go home and see them after their shifts. Good employees are crucial, and as long as we have them, we’ll continue to be successful.” ■

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AT YOUR SERVICE

BETTER COVERAGE

New Fort Mill branch aims to provide customers with better coverage for parts and service



Gene Landers,
General Parts
Manager, Carolinas

Linder Industrial Machinery's newest branch in Fort Mill, S.C., opened this spring, bolstering its service offerings in the southern Charlotte area.

"This is one of the busiest regions for our company," said Kevin Harrison, Parts Lead at the branch. "A lot of our business in the Charlotte area comes from the southern part of the city

and its suburbs. This site has been in our plans since we moved our main branch from Charlotte to Concord and is something our customers have been asking for. We're excited to be here."

The branch serves as a parts warehouse for customers in Charlotte, York County, Rock Hill, Union County and Monroe. Harrison and Daniel Williams staff the parts counter while Product Support Sales Rep Scott Furr, Sales Rep Bill Cross and other sales reps work out of the location.

"This new facility certainly improves response time for those in this area who are looking for parts," noted General Parts Manager, Carolinas, Gene Landers. "The Fort Mill site is a smaller satellite to our larger Concord branch. This added location will be a great benefit for our customers in the region."



Bill Cross,
Sales Rep



Kevin Harrison,
Parts Lead



Scott Furr,
Product Support
Sales Rep



Daniel Williams,
Parts Lead

Going the extra mile

In addition to parts, the staff at Fort Mill also offer a wealth of knowledge and a passion for customer service.

"I've been working at Linder for 27 years, and I love it here," shared Harrison. "Having parts available is our goal, and we pride ourselves on going the extra mile for our customers. When someone calls the store, I do my best to help troubleshoot the issue instead of just looking up a part number or scheduling service. It can save customers a lot of time and money if they can simply change a spring or an air filter instead of shutting down the machine until a service tech can look at it. Little things like that go a long way, and that's why I've remained with Linder for many years. Linder does right by its customers."

The Fort Mill branch is located at 300 Springhill Farm Road, Suite 108 in Fort Mill, S.C. Customers may call the shop at 803-832-2103. ■



Linder Industrial Machinery's new Fort Mill, S.C., branch provides better service and parts coverage for customers south of Charlotte.

READY TO SERVE

Linder open house celebrates the opening of its North Charleston branch

This spring, Linder Industrial Machinery Company welcomed nearly 200 customers to the grand opening of its new North Charleston branch in Ladson, S.C. Attendees had the opportunity to tour the facility, eat lunch, check out machines and meet with the Linder employees who call the new facility home.

"We are very excited about the opening of this branch," said Linder Vice President of South Carolina Sam Light. "The Charleston area is among the ten fastest growing in the nation. There is a lot of activity nearby as many of our customers routinely work here as the Charleston market accounts for nearly 90 percent of our business in the state. This is a prime location for the branch."

The new facility features six service bays, a wash bay, parts warehouse and will house a significant rental fleet, including Komatsu construction equipment and Wirtgen Group products. Four sales representatives and three product support sales representatives operate out of the branch. The garage boasts 13 service technicians and features two lube trucks as well as six on-the-road trucks.

Continued . . .



Sam Light,
Vice President of
South Carolina



Kapstone Paper Company's Barry McKenzie (left) chats with Linder Service Manager Michael Lowe.

Tanner Garrett (left) and Scotty Kachelmier of Paragon Site Work inspect a Komatsu PC210LC.



Trey Banks of Banks Construction (left) talks with Linder President John Coughlin.



Rudy Hearne of D&E Manufacturing (left) takes a look around the new branch with Sales Rep Mick Weber.

Linder's new North Charleston branch in Ladson, S.C., features six service bays, a wash bay, parts warehouse, rental yard and a full staff.



Thankful for our customers

...continued



(L-R) Kip Carter, Joe Daniel and Terry Roberts of Dorchester County Public Works Department check out the rental equipment yard with Rental Sales Rep Larry Toto.



(L-R) Banks Construction's Matt Cummings, Jamie Caruso and Guy Stillinger meet with Linder Parts Manager Steve Lowe at the open house.

Sam Light Linder Vice President of South Carolina (third from left) gives a tour to a group from the Charleston County Public Works Department.



"We want to be the solution provider in this market, and our facility will allow us to do that," stated Light. "Having a fully staffed branch will really improve our presence here and serve our loyal customers even better.

"This was the perfect kick-off for the branch. We are so thankful to the customers who took time out of their schedules to take part in our open house," he continued. "We have great customers, and we're excited at the opportunities this facility holds." ■



(L-R) Brad Singleton and Jim Healey of Cox Industries visit with Linder Sales Rep Michael Malloy.



(L-R) Logan Bunning of RH Moore takes in the open house with Terramac Regional Sales Rep David Soliday and Linder Sales Rep Charles Richardson.

Front row: Daryle Wall of Kinder Morgan (left) and Linder's Sam Light enjoy lunch with Larry Tracy (back row left) and Daryne Wall of Kinder Morgan.



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020

SPECIAL RECOGNITION

DEDICATION TO EXCELLENCE

Linder service techs continue education through Komatsu program



Kevin Chastain,
Vice President of
Service

Technology is ever-evolving in today's world, and the construction industry is no exception. In order to provide top-level service and maintenance on construction equipment, Linder Industrial Machinery Company service technicians take part in continuing education programs designed to help teach the skills they need. This summer, 39 service technicians at 16 branches were honored for achieving benchmarks in the Komatsu Master Technician program.

"We are committed to getting our employees the training and skills necessary to be successful," said Vice President of Service Kevin Chastain. "The Komatsu Master Technician program is vital for our technicians

to be able to work on machines and serve our customers to the best of our abilities. Today's equipment is highly advanced, and without proper training, it would be impossible to work on it."

Sixteen Linder employees from 10 different branches earned the Komatsu Master Technician distinction, the highest of the four levels in the Komatsu-sponsored program awards. Two employees reached Senior Technician status, six attained the Advanced Technician level and 15 from Linder's ranks received Komatsu Technician awards.

The technician levels are achieved by completing a series of online and classroom

(L-R) Linder Industrial Machinery Company President John Coughlin presents Frank Chapman, Ken Sheppard, Brandon Gray, Austin Ormond and JT Floyd with certificates marking their status in the Komatsu Master Technician program, along with General Service Manager, Carolinas, Jay Butcavage.



courses, which are tailored to cover the latest advancements in Komatsu construction equipment. Other program requirements include years of work experience and testing. Service technicians completed the coursework both at their home branches and through additional training at Komatsu's Cartersville Customer Center in Cartersville, Ga.

Trained for whatever comes in

"All of our technicians receive extra training, both in the classroom and in the shop, to make sure they are ready for anything that comes in," noted Chastain. "It's our goal for each technician to complete 80 hours of training a year. Last year, we averaged more than 126 hours of training per technician, which shows that our employees have bought in as well."

Chastain says the training ensures that the technicians can service the equipment, and it helps to strengthen the relationships between Linder and its customers.

"Our service technicians are the backbone of our branches," he added. "It's not just a cliché – while sales reps sell the first machines, the service department sells the second, third and fourth. Our service technicians are the ones who create repeat business through quality work."

The 39 technicians were recognized at branch ceremonies where they received certificates to mark their achievements. ■



Columbia Service Technician Frank Chapman (left) receives a Komatsu Master Technician pin from Linder Industrial Machinery Company President John Coughlin at an awards ceremony this summer.

Linder Industrial Machinery Co. Service Technician Recognition

Corporate

Bryan McCauley, Master Technician

Arden

Arden Robert Davis Jr., Master Technician

Columbia

Frank Chapman, Master Technician
Kenneth Sheppard, Master Technician
JT Floyd, Advanced Technician
Brandon Gray, Komatsu Technician
Austin Ormond, Komatsu Technician

Concord

Raymond Tate Jr., Master Technician
Anthony Iannacone III, Advanced Technician

Fort Myers

Joseph DeOreo, Master Technician
Joe Mernin, Master Technician
Chet Kirby, Komatsu Technician

Greenville

Alan Hosey, Advanced Technician

Greer

Kyle Thoma, Komatsu Technician

Jacksonville

Kenneth Kimball, Master Technician
Billy Larrison, Master Technician
Dane Kernop, Senior Technician
Tom Martin, Advanced Technician
Larry McKenzie, Komatsu Technician

Ladson

Wade Gore, Advanced Technician

Ocala

Darrell Gaughf, Master Technician

Orlando

Ron Back, Komatsu Technician
Junior Edwards, Komatsu Technician
Mansa Jawwo, Komatsu Technician

Pembroke

Jorge Moreno, Komatsu Technician

Plant City

Kevin Harvard, Master Technician
John Rogers, Master Technician
Raymond Wittle, Master Technician
Trevor Anderson, Komatsu Technician
Craig Brooks, Komatsu Technician
Jay Richardson, Komatsu Technician
Timothy Deiter, Komatsu Technician

Raleigh

Anthony Bishop, Master Technician
Darryl Davis, Master Technician
Aaron Twine, Komatsu Technician

West Palm Beach

Joseph Pastore, Master Technician
Chris Giordano, Senior Technician
Robert Fountain Jr., Komatsu Technician

Wilmington

William Fulford, Advanced Technician

HANDS-ON EXPERIENCE

TEST-DRIVING THE FUTURE

Customers have opportunity to experience the latest offerings from Komatsu



Tom Suess,
Komatsu Director
of Training and
Publications

Nearly 180 customers attended Komatsu's spring Demo Days at its Cartersville Customer Center in Georgia. The three-day event featured the company's latest products, including its industry-leading *intelligent* Machine Control equipment and new SMARTCONSTRUCTION service that debuted at CONEXPO-CON/AGG 2017.

"Our Demo Days are great events because they give customers the chance to operate equipment and talk to our experts, so they get a real feel for everything these machines can do," said Komatsu Director of Training

and Publications Tom Suess. "The technology on our *intelligent* Machine Control pieces is amazing, and to give customers the chance to experience them first-hand is really valuable."

In the morning, attendees had the option to tour Komatsu's Chattanooga Manufacturing Operation in Tennessee or take part in a SMARTCONSTRUCTION session and learn more about the service that helps customers achieve maximum performance through their *intelligent* Machine Control equipment. The SMARTCONSTRUCTION session was held in the recently renovated theatre at the Cartersville Customer Center.

After lunch, attendees had the remainder of the afternoon to operate more than 30 machines, including Komatsu's latest releases, the HB365LC-3 hybrid excavator, PC650LC-11 excavator, PC170LC-11 excavator, HD605-8 haul truck and D51PX-24 dozer. The lineup also featured the entire family of *intelligent* Machine Control excavators and dozers.

Julie Lockhart
(left) of Komatsu
America talks
with Harley
Englebert of
Vulcan Materials
Company.



(L-R) Drew
Blankenship and
Tracy Skipper of
Linder Industrial
Machinery
welcome Jesse
and John Crisp of
Crisp & Crisp, Inc.



Mike Worley (left) of Brock Grading discusses Komatsu's SMARTCONSTRUCTION jobsite solutions with Linder Sales Rep Michael Malloy.



► VIDEO

A customer tests Komatsu's PC650LC-11 excavator at Demo Days in Cartersville, Ga.

Komatsu's operator-training simulator, Worksite VR, unveiled at CONEXPO-CON/AGG, was available for customers to try out as well. Attendees completed a series of excavator tasks using a pair of virtual-reality goggles and working joysticks.

Many firsts

The event also served as a welcome for Komatsu America's new President and Chief Operating Officer Hank Takatsuki.

"Demo Days are always exciting, but this was special because there were so many firsts," said Suess. "It was our initial event after

CONEXPO-CON/AGG that gave customers the chance to test all of the things they may have seen or heard about from the exhibit; we were able to show off our recent renovations; and we had the opportunity to welcome Hank. It was an awesome week and a great springboard into the future." ■



Using Komatsu's Worksite VR operator-training simulator, this customer completes a series of tasks on a computer-generated excavator.



Craig Grindstaff of Quartz Corp. gets ready to test equipment at Demo Days in Cartersville, GA.



Isaac English of Quartz Corp. enjoys the demo opportunities.



Nemecio Hernandez of Progressive Equipment shares his first impressions on the D39i dozer. "It has great visibility and power," he noted.



Discover more at
TheLinderLink.com

A CLOSER LOOK

BUILDING ON SUCCESS

New D51-24 dozer features improve efficiency, durability of original award-winning design



Jonathan Tolomeo,
Komatsu Product
Manager



Chuck Murawski,
Komatsu Product
Manager

Ten years ago Komatsu introduced its first super-slant nose dozers, the D51-22s. A year later they earned an International Design Excellence Award for the unique design which allows operators to see objects that are close to the blade, dramatically increasing efficiency and production on the jobsite. During the past decade, Komatsu brought that same innovation to additional dozer models, including its new Dash-24 D51s.

“The super-slant nose design moves the operator forward 20 inches, which delivers unrivaled visibility to the six-way power angle tilt blade and the work at hand,” said Jonathan Tolomeo, Komatsu Product Manager. “Visibility is further improved because Komatsu moved the air intake and the exhaust stack to the left side of the slant-nose hood so that it’s in line with the pillar. This offers the operator an unrivaled view, compared to the rest of the industry.”

Komatsu’s new D51EX-24 and D51PX-24 dozers maintain the award-winning slant-nose design, but new features provide better fuel efficiency and productivity. A parallel linkage undercarriage system (PLUS) with rotating bushings is now standard.

More efficient engine, transmission

Two models are available – D51EX-24 and D51PX-24 – both with a more efficient Tier 4 Final engine that lowers fuel consumption by up to 13 percent, while at the same time boosting production by as much as 15 percent. The engines use a Diesel Oxidization Catalyst and Selective Catalytic Reduction system, eliminating the need for a Diesel Particulate Filter. It has a variable geometry, water-cooled turbocharger that automatically controls back pressure and the exhaust system to maintain temperatures for better regeneration.

“Like their predecessors, the new D51-24 dozers feature a hydrostatic transmission (HST) that gives them excellent maneuverability and a smooth, comfortable ride,” reported Komatsu Product Manager Chuck Murawski. “The HST is customizable with quick-shift settings and variable-speed selection for maximum efficiency during fine and rough grading operations, with travel speeds to match job conditions and operator preference.”

Standard PLUS undercarriage

A parallel linkage undercarriage system (PLUS) with rotating bushings is now standard, as are a triple-labyrinth-seal final drive and a debris shield that provides longer undercarriage life and lowers repair and maintenance costs. The final-drive seal creates a restricted path for debris, while the shield directs debris away from the final drive and the floating seal area.

Self-adjusting idler support provides constant and even idler tension, reducing vibration and increasing undercarriage life. Komatsu’s PLUS undercarriage system now includes five-year or 6,000-hour assurance. (See related article on Komatsu’s Undercarriage Assurance Program).





Quick Specs on Komatsu's D51EX-24 and D51PX-24 Dozers

Model	Horsepower	Operating Weight	Bucket Capacity
D51EX-24	131 hp	30,821 lb	3.8 cu yd
D51PX-24	131 hp	31,438 lb	4.4 cu yd

Komatsu improved the durability of the dozers by utilizing heavy-plate steel for the nose as well for the hydraulic and fuel tanks. Reinforced mold boards on the blades of the D51EX-24 and D51PX-24 provide greater wear resistance.

More durable frame, blade

Komatsu improved the durability of the dozers by utilizing heavy-plate steel for the nose as well as for the hydraulic and fuel tanks. The dozer frame is manufactured with full steel castings.

The U frame behind the blade is reinforced, and the box section is thicker with fewer welds. Reinforced mold boards on the blades of the D51EX-24 and D51PX-24 provide greater wear resistance. The D51PX-24 offers a higher-capacity 4.4-yard blade, which can increase production by up to 15 percent.

Both dozers have manually adjustable blade pitch that boosts productivity. Operators can choose from three blade modes (Fast, Fine or Normal) to match conditions and preferences. For example, Fast mode increases blade speed while using the same amount of lever movement.

Enhanced technology

A redesigned cab features new technology that includes an easy-to-read and use, large, 7-inch, high-resolution, multi-color LCD monitor with Ecology guidance and onboard diagnostics that require no additional tooling. Hundreds of parameters can be measured through the monitor, and operators can make adjustments to blade settings and travel speeds.

An integrated rearview camera can be synchronized with the travel lever, so that when the dozer is shifted into reverse it displays what's behind the machine. This saves the operator from turning around, reducing overall fatigue.

The D51-24s now have one pedal with two modes, Braking and Deceleration. "Deceleration slows down the travel speed and the engine rpm," explained Murawski. "Braking keeps the rpm constant and slows the machine, which is handy for fine grading and on jobsites where there are lots of contour changes and blade motion during grading."

Additionally, the D51-24s have Komatsu's Auto Idle Shutdown that reduces excessive idle time and the Operator Identification System, which provides KOMTRAX data for machine operation and applications for up to 100 individual ID codes. A disconnect switch lets operators completely shut down the machine's power for storage. An operating-system lamp sends an alert if the machine is not ready for a complete shut down.

"Customer feedback tells us the D51-24s are highly versatile," shared Tolomeo. "They are very effective for final and fine grading. The D51-24s are also high-production pushing machines, so they are extremely versatile for a variety of applications, including landscaping, site preparation and road construction among others." ■



D51EX-24



D51PX-24

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ANTHONY CARLTON

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019

INNOVATIVE PRODUCT

BIG-TIME VERSATILITY

Komatsu's PC170LC-11 excavator provides flexible options for utility contractors

Operators looking for a lightweight excavator have found an answer with Komatsu's new PC170LC-11. The 40,000-pound-class hydraulic excavator also gives owners a choice between two counterweights to best fit the machine to its application.

"The PC170LC-11 is well-suited for a wide variety of smaller, general construction jobs like grading, excavating and loading applications," said Andrew Earing, Komatsu Project Manager - Excavators. "A standard PC170LC-11 is below the 40,000-pound limit, so it can be towed behind a truck with a trailer. The ease of transporting and versatility are very beneficial for customers who need to handle multiple jobs in a day with minimal equipment."

The machine operates at 38,730 pounds with a standard counterweight configuration and at 41,338 pounds with the heavier counterweight.

"For operators who are running couplers, thumbs and other attachments, the heavier counterweight helps maintain the over-the-side lift capabilities as they would have with the standard counterweight," explained Earing.

Small frame, big power

The new excavator boasts a 121-horsepower, Tier 4 Final engine that, with the Komatsu Diesel Oxidation Catalyst, eliminates the need for active and manual regeneration. In addition, the new machine includes Selective Catalytic Reduction to lower nitrogen oxide emissions, Komatsu Auto Idle Shutdown and wide-access service doors to make it easy to reach components for ground-level maintenance.

Also, an enhanced P mode provides up to 6-percent improvement in productivity when

compared to the previous model. Like the rest of Komatsu's Tier 4 machines, the PC170LC-11 is covered by Komatsu CARE for the first 2,000 hours or three years of operation.

Comfortable and efficient

Operator comfort and efficiency were also upgraded in the new PC170LC-11. The integrated ROPS cab features a high-back, heated, air-suspension seat with adjustable arm rests.

The cab also includes a 7-inch, high-resolution LCD display monitor that gives operators enhanced hydraulic attachment control, with one-way/two-way flow and programmable work tool names and settings. It features a rearview camera display and the ability to store up to 100 individual ID codes. ■



Andrew Earing,
Komatsu Product
Manager - Excavators



Discover more at
TheLinderLink.com

Quick Specs on Komatsu's PC170LC-11 Excavator

Model	Net Horsepower	Operating Weight	Bucket Capacity
PC170LC-11	121 hp	38,730 - 41,338 lb	0.48 - 1.24 cu yd

Komatsu's new 121-horsepower, Tier 4 Final PC170LC-11 excavator has two counterweight options to best fit the machine to its application.



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021

POWER AND EFFICIENCY

Komatsu releases new Hybrid HB365LC-3 excavator built for performance, fuel savings

Equipment owners are always looking for ways to increase production while decreasing costs. Komatsu's new Hybrid HB365LC-3 excavator – the industry's first true hybrid in the 36-ton size class – offers increased fuel efficiency without sacrificing performance, providing owners the best of both worlds.

"The Hybrid HB365 will be equal or better than our standard PC360LC excavator in terms of production, but with fuel savings that could be as much as 20 percent," said Kurt Moncini, Komatsu Senior Product Manager – Tracked Products.

Komatsu's unique hybrid system reduces fuel consumption through an electric swing motor-generator that captures and regenerates energy as the upper structure slows down and converts it into electric energy. The regenerated energy is stored in the capacitor and is used by the motor generator to provide swing power. An engine-mounted motor generator also uses stored energy to provide engine assistance when required.

"The Hybrid HB365LC will be a great fit for customers who use their excavators in high-swing applications," stated Moncini. "Each time the excavator swings, the capacitor is getting charged. That allows the engine to use electric power instead of fuel and operate at a lower rpm."

Tier 4 and more

The excavator features a Tier 4 Final, 269-horsepower, six-cylinder engine with a motor-generator and capacitor. The design of these two components also allows all swing energy that is captured to be used for boom and arm function.

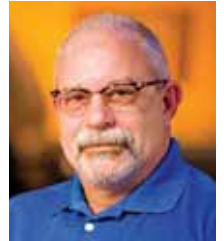
"When it comes to the boom arm and bucket, the capacitor drives the swing and all available engine horsepower can go into the hydraulic

system," explained Moncini. "This creates faster cycle times and a very quick, responsive swing."

The engine has a Komatsu aftertreatment system that meets U.S. EPA Tier 4 Final emissions regulations. A Komatsu Diesel Particulate Filter and Selective Catalytic Reduction work together to inject Diesel Exhaust Fluid and decompose nitrous oxide into non-toxic water and nitrogen.

The ROPS cab gives operators a spacious and safe working environment. Features include vibration-dampening mounting and a fully adjustable, air-suspension seat and arm rests.

Another important element is the 7-inch, color LCD monitor, which shows key machine information. The monitor displays a capacitor charge gauge, DEF levels and rearview camera. It has an Operator ID system that records machine-operation and application data for up to 100 individual ID codes. ■



Kurt Moncini,
Komatsu Senior
Product Manager –
Tracked Products

Quick Specs on Komatsu's Hybrid HB365LC-3 Excavator

Model	Horsepower	Operating Weight	Bucket Capacity
HB365LC-3	269 hp	78,645-80,547 lb	0.89-2.56 cu yd

Komatsu says the Hybrid HB365LC-3 will be equal or better than its standard PC360LC excavator, but with up to 20-percent greater fuel efficiency.



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VERSATILE PRODUCT

GENESIS GDT 390 RAZER

New attachment opens wider, reaches farther and processes more

Whether involved with demolition, recycling, C&D processing or other heavy-duty jobs, the right attachment is essential for getting the work done. The versatile new GDT 390 Razer from Genesis Attachments fits the bill for a wide number of applications.

The largest of the Razer trio, the GDT 390 has a 46-inch jaw opening and 45-inch jaw depth for processing thick concrete and rebar. Its four-way indexable metal cutting blades located in the back of the jaw feature an apex design to draw material deeper into the jaw for greater cutting efficiency. With its 10.5-foot reach, this attachment fits both standard 90,000-pound and high-reach excavators.

Like its smaller counterparts, the GDT 390 offers a lighter-weight design and a short, flat-top head with bolt-on bracket for quick installation and switching between excavators at jobsites. The number of crushing teeth and their locations are customizable to meet specific project needs, and the easily installed, bolt-on teeth can be interchanged and reversed front to back for longer life and lower cost of operation and ownership. ■



The GDT 390 Razer features a 46-inch jaw opening to take on heavy-duty demolition jobs.

USDOT REPORT

Infrastructure challenges highlighted

A final report from the U.S. Department of Transportation (USDOT) showed the country's current transportation system won't be able to meet future demands. Titled, "Beyond Traffic 2045," the report emphasizes the challenges the transportation sector will face in the next few decades. Its original draft was released nearly two years ago, with the final report released in early 2017.

"Beyond Traffic started a long overdue conversation about whether the transportation infrastructure will keep pace with our changing country," said former Transportation Secretary

Anthony Foxx. "The final report again shows that if we do not invest in our infrastructure, we will let conditions move us backward."

Several key topics are covered, including how we move as a population, how we move freight and how we align revenue to match transportation decisions. The USDOT also designated 18 non-profit Beyond Traffic Innovation Centers to lead research on the transportation challenges identified in the study. The full report is available at www.transportation.gov/policy-initiatives/beyond-traffic-2045-final-report. ■

NEWS & NOTES

Better wages lead construction employment back to pre-recession level

An Associated General Contractors of America (AGC) analysis of government data showed construction employment recently increased to its highest level since November 2008. The government report noted that better wages were one reason for the rise, with companies paying more in an effort to attract new employees at a time when there is a chronic worker shortage in the construction industry.

"This report aligns with what contractors have been telling AGC – that the construction

industry is still eager to add workers," said Ken Simonson, AGC's Chief Economist. "The employment gains would be even larger if there were enough workers with the right skills available to hire."

Construction employment reached a little more than 6.8 million in January, and average hourly earnings rose 3.2 percent in the past year to \$28.52. Construction's hourly earnings are rising faster than those for all private-sector workers and are currently 10-percent higher than the private-sector average of \$26 per hour. ■



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LOWERING UNIT COSTS

Mining groups help customers evaluate proper equipment and best practices for improvement



J.D. Wientjes,
Director,
Komatsu Application
Engineering Group



Pat McCarthy,
Director, Komatsu
Mining Optimization
Group

Komatsu Mining's Application Engineering Group helps mines determine the proper fleet and equipment size. "This exercise typically involves reviewing site productivity and operating goals, as well as equipment performance objectives, both near- and long-term," said Director J.D. Wientjes.

Mining involves moving materials from point to point at the lowest per-ton costs possible. To accomplish that takes the proper equipment as well as a solid plan for how to best use it in a particular operation. Komatsu Mining helps customers with both aspects, utilizing the experience of two groups focused directly on making companies more efficient, productive and cost effective.

Selecting the right equipment is about more than getting big machines and putting them to work. Komatsu Application Engineering Group Director J.D. Wientjes explained that it's important to take many factors into consideration, and his team is happy to help with that process.

"Primarily, we work with customers prior to a purchase to determine items such as proper fleet and equipment size,"

said Wientjes. "This exercise typically involves reviewing site productivity and operating goals, as well as equipment performance objectives, both near- and long-term."

Wientjes says sometimes it's not necessary for customers to buy new equipment to increase production and realize greater efficiency.

"We come in with an earnest approach to identify the optimum means of production, and determine if the equipment the mining company is looking to purchase makes the most sense," he said. "Occasionally it doesn't, and it might be best to change practices to better utilize what they already have. We recommend what we believe is most beneficial, and then it's up to the customer to decide what to do."

The Application Engineering Group has numerous examples of these study types.

"Recently, a quarry asked us to look at its historical mining methodology, which had always been to use large dozers pushing long distances at steep incline angles," Wientjes noted. "It wanted to know if there was a better way. Given its existing fleet size and other aspects of its material-handling system, we suggested that the company keep using dozers, but not push long, uphill grades.

"To achieve this, we noted that the available highwall length could be used to develop sequential working faces of varying heights," he added. "This application change would allow the dozers to mine in a stair-step fashion to optimize performance."





The Mining Optimization Group helps mines identify ways to improve practices and maximize production. “Mines change over time. Pits get deeper, haul roads become steeper and other factors come into play,” said Director Pat McCarthy. “Companies have to adapt and change to maintain or gain production. Otherwise, they risk per-ton costs going up and losing their competitive edge.”

Focusing on goals

Mining customers also benefit from Komatsu’s Mining Optimization Group. Headed by Director Pat McCarthy, it identifies ways to improve practices and maximize production.

“Mines change over time. Pits get deeper, haul roads become steeper and other factors come into play,” said McCarthy. “Companies have to adapt and change to maintain or gain production. Otherwise, they risk per-ton costs going up and losing their competitive edge.”

McCarthy and his team collaborate with mine personnel to gather information on the operations and the customer’s goals. Then, the Mining Optimization Group forms a plan to help achieve those aims.

“We look for detailed information in every meeting,” said McCarthy. “As we build the plan, our team tackles the most prominent concern first and then moves down the list. Customers may only implement an item or two, and that’s fine. We’re happy to help any way we can.”

McCarthy cited a prime example of how the Mining Optimization Group solved a common problem that plagues mines and created an innovative approach for improvement.

“There is an optimal target load for every truck, but shovel operators can have difficulty

meeting that each time,” McCarthy explained. “We asked our engineers to develop software for the trucks to identify the actual load on each haul cycle, and this solution is now known as the Optimized Loading Software for the payload management system. It provides the tonnage number to the operator so that person knows exactly to what point to load the truck. This software has helped tighten the distribution curve by calculating the allowable load on each cycle. Mines are seeing up to 30 percent improvement compared to a few years ago.”

No need to get out your wallet

Neither mining group charges for its services. The assistance is all part of Komatsu’s commitment to maximizing customers’ operations.

“Our goal is to help increase the bottom line of our customers,” said Wientjes. “This helps build loyalty with customers who use Komatsu equipment. Hopefully, our services lead to a better, longer-lasting relationship that keeps them purchasing Komatsu products.”

“Anyone considering new Komatsu equipment, or currently using it and looking for better utilization, can contact us anytime,” added McCarthy. ■

IMPROVED OPERATIONS

Vijay Dara explains how continuous, measured improvement drives manufacturing process



Vijay Dara, Director,
Manufacturing Administration

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.

Vijay Dara joined Komatsu nine years ago and began his tenure in corporate strategy. He has worked in manufacturing administration for the last five years. In his current role as Director, Manufacturing Administration, he serves as an internal advisor and supporter to the Komatsu America production and warehouse locations to enable standardization of all strategic and tactical activities for safety, legal compliance, quality, delivery and cost (SLQDC).

"The SLQDC acronym is a very common and important one in manufacturing," said Dara. "All aspects need to work together to have a successful operation, and all aspects are important."

Dara has more than 20 years of experience in manufacturing, procurement, design engineering and information technology in off-highway and automotive industries.

Originally from India, Dara earned his bachelor's degree in mechanical engineering from the University of Mumbai, India, as well as an MBA from the University of Michigan, Ann Arbor.

In addition to his manufacturing responsibilities, Dara is also involved in Komatsu America's Leadership Development Program "Trax."

"Trax is a great thing for Komatsu to offer," he said. "It has helped me develop as an individual and to contribute both at work and at home."

Outside of work, Dara enjoys spending time with his wife, Samatha, and their two children.

QUESTION: What has Komatsu done to make its manufacturing operation more efficient?

ANSWER: Two years ago we began to include spare or service parts warehousing, along with production/assembly, in our definition of manufacturing. While this may seem like a small detail, it is important because it requires us to consider the entire machine's life cycle and integrated supply chain when making decisions.

QUESTION: What is the impact of this change?

ANSWER: It has helped us to better understand how the entire process works together. One example is with spare parts availability. There isn't any difference between a part that is made for a new machine or one that is stocked for spare parts – one gets put on a machine, the other goes into a box – the engineering and manufacturing/procurement are the same.

Prior to including parts warehousing in our definition, the warehouses and production facilities worked independently of each other. Now, if a customer needed a part that was out of stock, the warehouse could call the production plant, that would then make or procure a new one, pull one from its production line or take the part from a machine that was in production.

By including warehousing under one umbrella, all areas are now on the same page. They work together particularly to plan inventory, procurement and transportation needs; and unexpected needs are easier to manage, which is an advantage to Komatsu. However, customers also benefit because it means that warehouses should have more access to parts in-stock or be able to get them faster.

QUESTION: How do you think that process will evolve in the future?

ANSWER: I think we will eventually see warehouses located closer to the production plants. The proximity will have a very positive effect on the whole process. The parts are made at the production plant, and if they aren't installed on a machine, they are put on a shelf. It eliminates many logistical costs and makes communication between production and warehousing a lot more efficient. It gives the parts warehouse access to all of the manufacturing operation's resources as well.

QUESTION: What process does Komatsu use to check the quality of its parts after they leave the manufacturing plant?

ANSWER: Every plant has a Quality Assurance (QA) Manager who is responsible for seeing that the quality of the products meets customers' needs. After a machine leaves the plant we use customer-driven metrics to evaluate the quality. When a customer files a warranty claim on a part (100 hours, 500 hours or later) or even when the plant identifies a nonconformity before shipment, we really dig into the claim to see what occurred through the entire supply chain. It is our goal to determine if the issue was isolated or something that affects every part/machine and causes us to reevaluate our engineering and manufacturing processes. The QA Manager works with other personnel within and outside of Manufacturing to address quality issues in a streamlined manner utilizing QC concepts to correct the concern.

QUESTION: Will there ever come a time when there are no claims?

ANSWER: That is always our desire. We know that it is realistically improbable, but we believe we can continue to improve if our goal is zero. As long as we are improving, we do not get discouraged when we receive a claim. Instead, we see every claim as an opportunity to learn and better our machines. So, in a way, we actually view a claim's "bad news" as good news. ■



By locating spare parts warehouses closer to production facilities, warehouses have better access to the resources of the manufacturing plants and increased availability.



While Komatsu strives for zero customer claims on its parts and machines, Komatsu Director, Manufacturing Administration, Vijay Dara sees each claim as an opportunity to improve engineering and manufacturing processes.



Komatsu began including spare parts warehousing in its definition of manufacturing two years ago.

AWARD WINNER

THE AED FOUNDATION HONORS KOMATSU

Company receives Partner Award for education

Komatsu America has long advocated for education in the construction industry, especially service technician training. The AED Foundation recognized Komatsu for its efforts with the Foundation Partner Award during its annual convention, AED Summit, held earlier this year.

Mike Hayes, Komatsu Director of Distributor Development, received the award on behalf of Komatsu at The AED Foundation Fundraising Gala. Proceeds from this fundraiser help provide educational opportunities in the industry. Hayes has served on The AED Foundation's board for several years and has helped with its workforce goals, such as developing school accreditation programs.

Komatsu Director of Distributor Development Mike Hayes (left) receives The AED Foundation's Partner Award from The AED Foundation President Robert Henderson.



More than 90 percent of students from two-year diesel technician programs with an emphasis on Komatsu equipment find work prior to graduation.



"There is a real skills gap in the industry today, and we have to be proactive in finding and recruiting those individuals who will fill the numerous job openings in the construction industry today and in the future," said Hayes. "Komatsu is doing that by partnering with schools, such as the Oklahoma State University Institute of Technology (OSUIT) and the North Dakota State College of Science (NDSCS), that provide two-year programs in diesel technology with a specific emphasis on Komatsu equipment. We have a 20-year history with OSUIT, and last year the first class graduated from NDSCS."

Classroom, hands-on

Both programs are accredited by The AED Foundation, and Hayes is talking with other schools about starting similar training options. Komatsu supplies some machinery and parts that students use to gain practical knowledge. The schools offer both classroom and hands-on experience. Students rotate attendance between their school and a Komatsu dealership where they work in a shop at a branch location. Dealerships sponsor students and usually provide financial and other incentives to complete their degrees – and often jobs when they have successfully finished the program.

Hayes recently told AED's Construction Equipment Distributor magazine that enrolling in such programs is a great investment in the future, both for students and the industry as a whole. "Schools can teach theory, and they have the latest and greatest technology from manufacturers," according to Hayes. "Many of the technical colleges I talk to report that students have no problem securing employment upon graduation. More than 90 percent have already found work by the time they graduate." ■

DIGGING DEEPER

AED Foundation study provides state-specific insight on how to fill technical jobs

The Associated Equipment Distributors (AED) Foundation released findings in early 2016 from a study it commissioned that showed a severe shortage of qualified equipment technicians and detailed the financial hardships it was causing equipment distributors. A year later, it released the results of a second study, one that outlined the economic benefits of career technical education programs and suggested ways that states can strengthen them. The findings of the second study were released during a live press conference at AED's 2017 Summit and Construction Dealer Expo in Chicago.

"Last year, we released a study which found that AED members were losing a combined \$2.4 billion annually because of their inability to fill technical jobs," said AED President and CEO Brian McGuire. "In response to those findings, we wanted to see what could be done about it. The researchers produced an impressive array of resources, analysis and data. They've provided a road map of how we can find and take advantage of the access points to technical-education policy in each state."

State scorecards

The study – done in conjunction with the College of William & Mary – produced a scorecard that graded states on eight best-practices criteria for skills-based learning. The results provide insight on where states excel and where they need improvement. The study also categorized funding information to enable The AED Foundation to better organize its efforts for improving policies nationwide.

The correlation between education and potential earnings was highlighted in the study, which includes a section that estimates how much employees' earnings can increase by continuing their education. Additionally, the

study outlined what percentage of jobs in each state was skills-based and the percent of the population that was educated to perform those jobs. It also included information on key contacts who employers can access in their states to help address the skills-gap issue.

"We wanted to identify the best practices that are being implemented at the state level," said Jesse Jordan, a graduate student at the College of William & Mary, who worked on the study. "While there are certainly opportunities for employers to advocate the expansion of career technical education, we were very encouraged by a few specific areas. These included work-based learning and dual-credit opportunities for high school students to earn post-secondary credit for their work at the high school level."

"We conducted this report to give employers the tools needed to address the problems they are facing," he added. "We came up with some deliverables that can be used in advocacy areas as well as to work in tandem with local education agencies at a grassroots level."

The full report, as well as individual state playbooks, can be found online at AEDFoundation.org/dealer-resources. ■



Brian McGuire,
AED President
and CEO



Discover more

The College of William & Mary's Jesse Jordan (far left) explains the findings from a joint study with The Associated Equipment Distributors Foundation at the AED Summit and Construction Dealer Expo in January.



LOOKING TO THE FUTURE

Komatsu's recruitment day gives students an opportunity to meet with future employers

Finding qualified employees is a challenge facing much of the construction industry. Identifying and growing the next generation of employees is imperative for the health of the industry going forward. To help address the issue, Komatsu America hosted 35 students from three colleges along with three equipment distributors at its Customer Center in Cartersville, Ga., in January.

The event gave construction-focused students from Kennesaw State University, Reinhardt University and Chattahoochee Technical College the opportunity to meet with representatives from Tractor & Equipment Company, Linder Industrial Machinery Company and Bramco, which operates Power Equipment Company and Brandeis Machinery & Supply Company. The

one-day program enabled students to learn more about the dealers and to interview with them.

"This was designed to introduce students to Komatsu distributors who are looking to hire," said Komatsu Director of Training and Publications Tom Suess. "We had an excellent turnout; and it was a great opportunity for all parties involved."

Representatives from participating Komatsu distributors gave an overview of their companies and cultures. The students could also operate several Komatsu machines, including *intelligent* Machine Control dozers and excavators, on the Customer Center's training ground.

"All of the students here have a desire to work in this industry, many as technicians, which is a big need for many of our distributors," said Suess. "It was valuable for the students to listen to recruiting pitches from our distributors and then interview with them."

"It was also fun for them to get on the machines, see how they operate and use the technology," he added. "For most students, it was their first time operating our equipment, and they got the chance to do it with our technicians on-hand. We're very happy that we were able to provide them with all of these experiences." ■

Recruitment day attendees get hands-on experience operating several Komatsu excavators and dozers.



Discover more at
TheLinderLink.com

Students, faculty and distributor representatives pose on a Komatsu HD605 mining truck during Komatsu's Recruitment Day at its Customer Center in Cartersville, Ga. The students met and interviewed with Komatsu distributors at the event.



▶ VIDEO



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022

LONGER UNDERCARRIAGE COVERAGE

New Assurance Program sets industry standard



Jim Funk,
Komatsu Senior
Product Manager -
Undercarriage

How does Komatsu evaluate the quality of its undercarriage components? One way is by analyzing the dependability of components and also collecting insight on the user experience to gather feedback from those who use the product.

"We believed that the previous terms were not indicative of how positively we feel about the quality of our undercarriage," said Jim Funk, Komatsu Senior Product Manager - Undercarriage. "That led us to extend our terms for all dozers and excavators and, in turn, really separate Komatsu from the competition."

Komatsu's new Undercarriage Assurance Program covers all conventional and PLUS (Parallel Link Undercarriage System)

Komatsu's new Undercarriage Assurance Program covers conventional undercarriage components against leakage and breakage for four years or 5,000 hours, whichever comes first. PLUS (Parallel Link Undercarriage System) undercarriages are covered for five years or 6,000 hours. The extension is now standard and the industry's longest.

components against leakage and breaks. Conventional components are covered for four years or 5,000 hours, whichever comes first. PLUS undercarriages are covered for five years or 6,000 hours. Also, this new policy allows coverage terms to restart on any group of components replaced while supported by both the customer and Komatsu. Previously, all Komatsu undercarriage components were included under the same terms, three years or 4,000 hours.

"This new assurance program is the longest in the industry," noted Funk. "Every major undercarriage component is included in this policy – link assemblies, rollers, idlers and shoes. If there is an issue that is not due to improper use or other influences, customers can expect that Komatsu will stand behind the product and provide support."

Manufactured for durability

Funk added, "We are proud to say that Komatsu undercarriage components are built and designed by Komatsu, specifically made for our machines. They are precision-machined and heat-treated for exceptional performance and durability."

All sizes of dozers and excavators put in use starting from July 1, 2016, now fall under the Undercarriage Assurance Program, as do replacement undercarriages installed since that date.

"This is not a short-term deal," Funk emphasized. "It's now our standard and another Komatsu mark that sets the industry standard. We understand our customers expect quality and value. This new coverage shows that they are going to get both when purchasing Komatsu Genuine Undercarriage." ■



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WHEEL LOADERS

2016 KOMATSU WA270-7, Stock #E00040641, S/N 81117, 1,174 hrs	\$139,500
2016 KOMATSU WA270-7, Stock #E00041050, S/N A27611, 1,041 hrs	\$132,500

DOZERS

2000 KOMATSU D41P-6, Stock #E00041425, S/N B21603	\$21,000
2014 KOMATSU D61PXI-23, UHF, Stock #E00042020, S/N 30444, 6,028 hrs	\$186,500
2016 KOMATSU D61PXI-23, Stock #E00042019, S/N 31616, 2,012 hrs	\$299,500
2016 KOMATSU D51PXI-22, Stock #E00035976, S/N B14243, 2,205 hrs	CALL
2016 KOMATSU D51PXI-22, UHF, Stock #E00041545, S/N B14249, 1,603 hrs	\$220,500
2016 KOMATSU D51PXI-22, UHF, Stock #E00041556, S/N B14389, 1,534 hrs	\$220,500
2016 KOMATSU D51PXI-22, UHF, Stock #E00041550, S/N B14435, 1,786 hrs	\$220,500
2016 KOMATSU D51PXI-22, UHF, Stock #E00041551, S/N B14446, 1,407 hrs	\$220,500

EXCAVATORS

2008 KOMATSU PC600LC-8, Stock #E00036378, S/N 55168, 10,102 hrs	CALL
2013 KOMATSU PC138USLC-8, Stock #E00042074, S/N 28117, 2,526 hrs	\$95,000
2014 KOMATSU PC490LC-10, Stock #E00041592, S/N A40539, 5,342 hrs	\$179,500
2015 KOMATSU PC490LC-10, With counter weight remover, Stock #E00033759, S/N A40769, 3,018 hrs	CALL
2015 KOMATSU PC490LC-11, Stock #E00042000, S/N A41038, 5,077 hrs	\$239,500

PAVERS/COMPACTORS/CRUSHERS/MILLING

2012 HAMM 3307 P, Single-drum roller-padfoot, Stock #E00041481, S/N H1890568, 729 hrs	\$52,500
2013 HAMM H 11i-P, Compactor with vibratory padfoot drum, Stock #E00040886, S/N H2110079, 843 hrs	\$85,000
2013 HAMM H 11i-P, Compactor with vibratory padfoot drum, Stock #E00041487, S/N H2110086, 1,079 hrs	\$81,000
2013 HAMM H 11i-P, Compactor with vibratory padfoot drum, Stock #E00041251, S/N H2110087, 574 hrs	\$85,000
2014 HAMM H 11iX-P, Compactor with vibratory padfoot drum, Stock #E00041488, S/N H2100036, 1,443 hrs	\$75,000
2014 HAMM H 11i-P, Compactor with vibratory padfoot drum, Stock #E00040971, S/N H2110308, 392 hrs	\$85,000
2013 HAMM H 11i, Compactor with vibratory smooth drum, Stock #E00040884, S/N H2110027, 1,106 hrs	\$85,000
2009 WIRTGEN AMERICA W 150, Milling machine, Stock #E00041757, S/N 05.13.0071, 6,780 hrs	CALL
2015 WIRTGEN AMERICA SP 15i, Multipurpose slipform paver, Stock #E00036447, S/N 14SP0017, 132 hrs	CALL
2012 VOGËLE (PRO-PAVE) 5203-2, Paver (6x2), Stock #E00038347, S/N 07750116, 3,984 hrs	\$99,500
2015 KLEEMANN MS19Z, Mobile screen, Stock #E00036276, S/N K054.0278, 81 hrs	CALL
2006 BOMAG BW120AD-4, Double-drum roller, Stock #E00040966, S/N 1018800237051, 1,400 hrs	\$14,500

BACKHOE

2004 NEW HOLLAND LB90, Stock #E00041700, S/N 031048827, 2,480 hrs	\$18,000
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LIFT TRUCKS

2015 KONECRANES SMV16-1200B, 16-ton capacity, Stock #E00033547, S/N M10061, 72 hrs	CALL
2015 KONECRANES SMV25-1200B, 25-ton capacity, Stock #E00033544, S/N M10064, 125 hrs	CALL
2015 KONECRANES SMV16-1200B, 16-ton capacity, Stock #E00033548, S/N M9924-15760, 23 hrs	CALL

MATERIAL HANDLERS

2014 ATLAS 300MH, Stock #E00034812, S/N 300M301270	CALL
2015 ATLAS 520MH, Stock #E00034879, S/N 520M301282, 12 hrs	CALL
2015 MANTSINEN 70-EM, Hybri-lift, Stock #E00034161, S/N 70M262913	CALL

OFF-ROAD TRUCKS

2011 KOMATSU HM400-2, Water truck, Stock #E00041559, S/N 2671, 7,673 hrs	CALL
2015 KOMATSU HM300-5, Articulated haul truck, Stock #E00035208, S/N 10075, 2,802 hrs	CALL
2015 KOMATSU HM300-5, Articulated haul truck, Stock #E00035209, S/N 10082, 3,203 hrs	CALL
2015 KOMATSU HM300-5, Articulated haul truck, Stock #E00035211, S/N 10091, 3,019 hrs	CALL
2015 KOMATSU HM300-5, Articulated haul truck, Stock #E00035212, S/N 10092, 2,820 hrs	CALL
2015 KOMATSU HM300-5, Articulated haul truck, Stock #E00035214, S/N 10096, 2,294 hrs	CALL
2015 KOMATSU HM300-5, Articulated haul truck, Stock #E00035712, S/N 10109, 2,401 hrs	CALL

MISCELLANEOUS

KOMATSU ACC-HM400 BODY-LC, 31.4 cy body with lift cylinders, Stock #C00020048, S/N E00034033	\$4,500
KOMATSU ACC-HM400 BODY-LC, 31.4 cy body with lift cylinders, Stock #C00020047, S/N E00041559	\$4,500



2013 HAMM H 11i-P, compactor with vibratory padfoot drum,
Stock #E00041251, S/N H2110087, 574 hrs\$85,000



2016 KOMATSU D51PXI-22, UHF, Stock #E00041551,
S/N B14446, 1,407 hrs.....\$220,500



2015 KOMATSU PC490LC-11, Stock #E00042000,
S/N A41038, 5,077 hrs.....\$239,500

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