

LINDER LINK

A publication for and about Linder Industrial Machinery customers • June 2019

GREATER PRODUCTIVITY

See how North Carolina and Florida firms succeed with equipment from Linder Industrial Machinery



Pictured above: A Terrahawk Civil Contractors operator uses a Komatsu D51PX dozer to move dirt at Chidley Residence Hall on the North Carolina Central University campus in Durham, N.C.

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MESSAGE FROM THE PRESIDENT



John Coughlin

**Komatsu
leads the tech
revolution**

LINDER

Dear Valued Customer,

This year has been off to a great and exciting start from so many perspectives. Construction's technological revolution is on a dizzying pace and Komatsu continues to be at the forefront with *intelligent* Machine Control dozers and excavators. Linder was so proud to display some of these machine offerings at our ribbon cutting and grand-opening event for our new state-of-art-facility in Concord, N.C. We were humbled to celebrate with customers, local officials and business partners. This facility will enable Linder to build on the excellent service and support on which we pride ourselves.

One of the most rewarding aspects of being an equipment dealer is not only working alongside so many diverse and amazing customers – it's seeing how our role supports their achievements. In this issue, you will learn more about two customers who share their journeys and success stories. With several large projects to manage simultaneously, Terrahawk Civil Contractors talks about the importance of purchasing durable equipment and limiting downtime. Carlos Alvarado, based in South Florida, takes us through his story of seeing a need in the market for a more reliable milling service and deciding to open C & R Milling & Paving, Inc. 15 years ago. Today, C & R is a thriving company with an impressive fleet of 13 Wirtgen milling machines.

If you want a wealth of information about your machinery, as well as the ability to find parts and fulfill service needs, the new MyKomatsu website provides it all in one convenient place. More details are in this issue. We also have informative stories about a customer using *intelligent* Machine Control dozers as well as Komatsu corporate trainers who can help you maximize production.

We hope 2019's construction season is a busy and profitable one for you. If there's anything we can do to assist you, please call or stop by one of our branch locations.

Sincerely,
Linder Industrial Machinery Company



John Coughlin,
President and CEO

LINDER@LINK

A publication for and about Linder customers

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A SALUTE TO A LINDER CUSTOMER

TERRAHAWK CIVIL CONTRACTORS

Apex, N.C., company thrives on challenging projects from first cut to final grade



Daniel Horne,
President

In 1969, Frank Horne began excavating ditches and canals for farmers south of Raleigh, N.C., near the South Carolina border using only a jerry-rigged dragline. His son, Kenny, took a keen interest in the industry and followed in his father's footsteps, eventually spinning off his own commercial site-work business in the early 1990s. In 2015, Kenny's son and third-generation construction professional, Daniel, opened Terrahawk Civil Contractors in Apex, N.C.

"As soon as I was old enough to work, I was in a machine," recalled Daniel. "I started on a

pipe crew with my dad's company and then, toward the end of high school and college, moved into the estimating side. In 2013, I completed my master's in civil engineering from North Carolina State University. Work and education have always been important to me."

In addition to serving as a guest lecturer for North Carolina State's senior engineering classes, Daniel practices what he preaches and offers scholarships to employees who wish to further their education. He attributes Terrahawk's growth and successes to his dedicated staff. Terrahawk Civil Contractors currently employs more than 50 people.

Unique endeavors

The company spends 40 percent of its time on commercial work, an equal amount on residential and the remaining 20 percent on public projects throughout eastern North Carolina. For Daniel, the more complex the work, the better.

"We like the jobs that scare everyone else away. Our motto is to be the go-to contractor for the work that is too important to trust to anybody else," said Daniel. "I developed that mindset from working on those types of projects with my Dad. There's a real market for the more challenging contracts, and we offer the total package when it comes to field, office and staff management to do the job right."

At any time, the firm is working on 10 to 20 projects ranging from \$1 million to \$25 million. Assignments typically span from one to two years and require the removal of at least 200,000 yards of earth. Currently, Terrahawk is creating a new type of subdivision, called an agrihood, at Wetrock Farm in Bahama, N.C.



Daniel Horne (left) is a third-generation construction professional; he got his start helping his father, Kenny, in his commercial site-work business. "As soon as I was old enough to work, I was in a machine," recalled Daniel.



▶ VIDEO

A Terrahawk Civil Contractors operator uses a Komatsu D51PX dozer to move dirt at Chidley Residence Hall on the North Carolina Central University campus in Durham, N.C. “The refinement of Komatsu equipment compared to competitive brands is night and day,” noted President Daniel Horne. “The dozer cabs are quieter and provide the operator with a lot better view of the blade.”

“The concept is to create a sustainable neighborhood that is agriculturally based,” explained Daniel. “It’s a 230-acre area that will resemble more of a farming community once it’s finished. The housing lots are larger, and the layout includes access to orchards, gardens and a community barn for the residents.

“The infrastructure has been a very technical process,” continued Daniel. “We aren’t connecting to any county or municipal sewer systems. Instead, the neighborhood has huge drain fields at different locations that create a complex network of low-pressure systems. It’s a unique concept, and a project we’re proud to be a part of.”

Another challenging assignment has Terrahawk going back to school, so to speak, as it tackles a residence hall development at North Carolina Central University (NCCU) in Durham.

“We’re laying the groundwork for dorms in three locations, all of which have a lot of old infrastructure exactly where we’re digging,” noted Daniel. “In one area, we need to tunnel through rock and underneath an active 100-year-old steam tunnel buried 15-feet deep

below a stretch of road. We cross under the steam tunnel multiple times, which requires shoring and support stabilization to make sure the weight from the road above won’t cause it to collapse. Essentially, we’re tunneling under a tunnel.”

The company also works closely with North Carolina State University in Raleigh, where crews recently removed 80,000 yards of material during the wettest season on record. They dug down 40 feet for a parking garage and a student housing project called The Standard, which is located near the heart of campus. Terrahawk coordinated with concrete and shoring subcontractors and then exported the dirt to a landfill where it was used as cover material.

Linder, Komatsu deliver

With a large number of projects happening simultaneously, purchasing durable equipment and limiting downtime are essential for Terrahawk. The firm turns to Linder Industrial Machinery and Sales Rep Matt Sharpe for all of its equipment and service needs.



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Continued . . .

'Komatsus are balanced'

... continued



Terrahawk Civil Contractors President Daniel Horne (left) counts on Linder Industrial Machinery and Sales Rep Matt Sharpe for his equipment needs. "Linder has been our partner since the beginning and continues to provide quality machines backed by excellent service," said Daniel.

An operator covers piping at the Wetrock Farm agrihood in Bahama, N.C., using a Komatsu PC360LC excavator. The subdivision will be self-sustaining and use a complex network of drainage fields and low-pressure systems to provide sewer and water services.



"I'm always juggling a million things, and Matt is great about staying on top of what my company needs to be successful," shared Daniel. "Heavy machinery is a large investment and the support is just as important as the product. Linder has been our partner since the beginning and continues to provide quality machines backed by excellent service."

Terrahawk owns and rents a large fleet of Komatsu equipment, including dozers from the *intelligent* Machine Control D39PXi to a standard D155AX; excavators ranging from a PC88MR to the PC400LC; and a GD655-6 motor grader.

"If you wanted to compare to cars, Komatsu would be a premium brand and the competitors would be like an economy model," equated Daniel. "Komatsus are balanced, and our operators don't have to fight the machines to get them to do what they want. The refinement of Komatsu equipment in relation to competitive brands is night and day."

"For example, the dozer cabs are quieter and provide the operator with a much better view of the blade," continued Daniel. "Our five dozers with *intelligent* Machine Control technology are easy for an operator to use, and they aren't jumpy like the machines outfitted with aftermarket GPS technology. The motor grader is very similar. It has greater power, and the blade is more responsive than competitive brands we've tried."

Expanding west

Before finalizing any hiring decisions, Daniel studies housing and labor market trends in the area. While he plans to add staff in the summer months to meet the increased demand for construction work, he also recognizes the need to proceed cautiously.

"Right now, we're at a plateau where we can either stay where we are or continue to grow," said Daniel. "I want to fine-tune our process before taking the next step. I don't want to get too big and have a freight train going down the tracks before the railroad is finished. Once the tracks are laid, the next logical step is to expand west into the Charlotte market." ■

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A SALUTE TO A LINDER CUSTOMER

C & R MILLING & PAVING, INC.

South Florida firm provides full package of services from Miami to Orlando



Carlos Alvarado,
President

In 1986, Carlos Alvarado moved to Miami from Honduras and began working in the construction industry as a day laborer for a local contractor. His work ethic eventually led to a promotion as superintendent, and this is when he began noticing that a serious shortage of equipment was slowing down paving projects throughout the area.

"Every time I called a subcontractor for milling equipment, they were two or three weeks behind," recalled Alvarado. "We had to wait in line because there were no machines available; it didn't make sense to me."

After seeing little to no improvement in the problem through the years, Alvarado decided to open C & R Milling & Paving, Inc., to

provide a more reliable milling service for local companies. The business was a quick success.

"I bought my first two machines within three months of each other because the demand was so strong," noted Alvarado. "Today, we have 40 employees and are running 13 milling machines around the clock. Our goal is to never say no to a customer. We will always have a machine available for them."

C & R Milling & Paving, based in Homestead, has established itself as one of the largest milling companies in Florida by providing a full suite of services, including milling, trucking, clean up and paving.

"People like working with us because we simplify the process for them," explained Alvarado. "Instead of using multiple subcontractors, we can provide a complete package from start to finish. We take care of it all."

Alvarado recognizes that his employees have played an important role in establishing the company.

"We're able to stay in business because of the people who work here," said Alvarado. "They maintain and support everything we do. It feels like one big family."

No job too big or too small

It might be easier to name the projects between Miami and Orlando that C & R Milling & Paving has not played a role in during the past 15 years, than to list the ones in which they have been involved.

Notable contracts include work with the Homestead Air Reserve Base and the Army Corps of Engineers; extensive projects along the Florida Turnpike and Interstates 595, 95 and 836; as well as runway and surface work for the Miami International Airport, Fort Lauderdale-

C & R Milling & Paving, Inc. Operator Yosbel Mendoza (left) meets with Linder Industrial Machinery Sales Rep Jon Novaro at a jobsite in Belle Glades, Fla.





Hollywood International Airport and the Palm Beach International Airport.

"There's no job too big or too small for us," offered Alvarado. "Our work ranges from a simple mill up to multiple millions of dollars. Whenever a customer calls, especially in an emergency, we're right there."

Recently, a customer contacted the company to repair a runway that was causing delays at the Palm Beach International Airport. Later that day, a crew and milling machine were on-site to complete the work.

"That was a smaller, yet typical, job that took less than 30 minutes," said Alvarado. "We don't let our customers down."

Annually, the firm spends 70 percent of its time on milling projects and the remaining 30 percent is devoted to paving assignments.

"Milling is our specialty, and we frequently take on a mix of government, private and commercial contracts for that side of the business," said Alvarado. "Projects that include paving and clean-up services tend to be through private contractors. Either way, we're always willing to help a customer find a solution."

Reliable equipment

When machines are running, they are making money, which is why maximizing uptime is an important part of C & R Milling & Paving's business. Alvarado relies on Linder Industrial Machinery and Sales Rep Jon

Novaro to provide the equipment and keep it running at peak performance.

"Every machine we've purchased since our first two pieces has been through Linder," shared Alvarado. "They have been a great company to work with. Jon is the kind of guy that if you have a problem, he will work with you to find the best solution, and do it quickly."

C & R Milling & Paving's fleet is comprised of a variety of equipment, including Wirtgen milling machines ranging from a W120i to two W2200 models. The W200i is the most prevalent machine, with seven in the company's lineup.

"Wirtgen machines are reliable, strong and overall the best equipment out there," said Alvarado. "We've tried other brands in the past; however, Wirtgen has always outperformed them. We've reached the point where we only want to use Wirtgen."

Expanding milling services

Alvarado believes that increasing milling operations is the best way to bolster the growth of his company. The strong economy and investment into improving roadways throughout the state provides steady business and opportunities for expansion.

"Dedicating more resources to our milling operation will allow us to serve a larger portion of Florida," explained Alvarado. "I'm happy with our current paving and clean-up operation. Our short-term goals include adding new equipment and hiring more high-quality people." ■

Crew members from C & R Paving & Milling, Inc., use one of the company's seven Wirtgen W200i milling machines at a jobsite in Belle Glades, Fla. "Wirtgen machines are reliable, strong and overall the best equipment out there," said President Carlos Alvarado.

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BRANCHING OUT

CELEBRATING IN CONCORD

Customers enjoy festivities to open Linder Industrial Machinery's state-of-the-art facility

The grand opening of Linder Industrial Machinery's Concord, N.C., location is a milestone for the company. It is the first of 10 planned new and renovated branches in the next nine years throughout North Carolina, South Carolina and Florida. The site is the first step in enhancing the customer experience through technology, innovation and service.

"We are very proud to open a site in Concord, just outside of Charlotte," said Coughlin. "It is state-of-the-art with the latest technology in all areas. We've been very fortunate to establish extremely strong partners in the area who have enabled us to grow."

Komatsu America Corporation President and COO Hank Takatsuki, Kannapolis Mayor M. Darrell Hinnant as well as Linder Industrial Machinery President John Coughlin participated in the ribbon-cutting ceremony. Customers had the opportunity to talk with all three officials throughout the day, in addition to touring the 44,000-square-foot facility, which is situated on a 20-acre site. Door prizes were raffled during the complimentary lunch, where Takatsuki presented Coughlin with a gift to commemorate the new branch.

"This event was extremely eye-opening for customers who were accustomed to our previous facilities," said Coughlin. "This branch has a parts warehouse, showroom, parts kiosks, sales offices, three conference rooms, two training rooms and a 22,000-square-foot shop. Our shop capacity has nearly doubled due to the demand from the local customers. They're seeing how we can now turn equipment around faster, perform repairs in a very timely fashion and stock more parts than ever before." ■



John Coughlin,
President



Linder President John Coughlin (center) and Kannapolis Mayor M. Darrell Hinnant cut the ceremonial ribbon as other dignitaries look on. The Concord, N.C., site is the first of 10 planned new and renovated branches scheduled for the next nine years throughout North Carolina, South Carolina and Florida.



► VIDEO



Discover more at
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The recently opened Concord, N.C., branch includes a parts warehouse, showroom, parts kiosks, sales offices, three conference rooms, two training rooms and a 22,000-square-foot shop.

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Hunter and Clint Shackelford
Shackelford Construction / Yazoo City, MS

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COMPLETE LINEUP

Customers test wide range of Komatsu equipment using a variety of materials at Demo Days

Construction equipment owners and operators from across the United States met at the Cartersville Customer Center in Georgia for the three-day fall Komatsu Demo Days event. To provide realistic working conditions, sand, gravel and rocks of various sizes were available so that customers could test machines to their fullest capabilities using materials consistent with their usual jobsites.

Each day began with a tour of the Chattanooga Manufacturing Operation in Tennessee, where many Komatsu excavator models are assembled. After a catered lunch and an informational session about KOMTRAX and Komatsu CARE, attendees made their way to the 45-acre demonstration site to test the latest equipment Komatsu offers.

"Demo Days featured more than 40 Komatsu machines for attendees to operate," explained Komatsu Director of Training and Publications Bill Chimley. "Customers could try out our full range of equipment, with Komatsu experts ready to answer any questions."

Continued . . .



Lucas Conner (left) and Kenneth Horne of Terrahawk Civil Contractors



Daniel Horne, Terrahawk Civil Contractors (left) and Matt Sharpe, Linder Industrial Machinery

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Scan to watch a video of one customer's experience at Demo Days.

► VIDEO



The recent, three-day Demo Days event included more than 40 machines for guests to operate at the 45-acre Cartersville Customer Center demonstration site.



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Providing a new experience at every visit

... continued

New competition

The newest addition to the event was a timed competition where participants used a Komatsu PC55MR-5 compact excavator to pick up and drop three rubber balls into a tub



(L-R) Randy Dominguez, Linder Industrial Machinery; Sam LoBue, Downrite Engineering; Raul Gonzalez, H&R Paving; and Jeff Roberts, Linder Industrial Machinery



(L-R) Stephen Benson and Joe Williams, Benson Construction; Owen Smith, Linder Industrial Machinery; and Bill Jacobi, Komatsu America

(L-R) Rob Leavel, Linder Industrial Machinery; Bill Jacobi, Komatsu America; Jack Horne and Paul Pruett, Horne Brothers Construction; and Owen Smith, Linder Industrial Machinery



as quickly as possible. Daily winners earned a Komatsu jacket and all who finished in 30 seconds or less received a Komatsu hat.

"We work in a very competitive industry and wanted to introduce some of that spirit into the event," said Rich Smith, Vice President, Product and Services Division, Komatsu America. "Our goal is to give the customers a new experience every time they visit the Cartersville Customer Center." ■



Howard Murrell, Quality Environmental Co. (left) and Chris Wilkes, Linder Industrial Machinery



(L-R) Mark Brantley, Centerline Contractors; Eddie Love, Linder Industrial Machinery; and Danny Franklin, Lynn Thomas Grading

Brian Chappell, Linder Industrial Machinery (left) and Alex Jolly, Martin Marietta



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Dawn Mallard / D.Grimm, Inc. / Conroe, TX

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RT14R



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'OUR BRAND OF CHOICE'

High production, costs savings with *intelligent Machine Control* dozer spur growing firm to build Komatsu fleet

Good decisions are often directly tied to profitability and prosperity. Justin Lott, Co-owner/Senior Vice President of Southern Transport & Equipment, LLC, learned that lesson after completing fire school.

"I had my sights set on being a firefighter, but I had to finish EMT training as well," recalled Lott. "The summer after I graduated, I took a job working for an oil-field company to make some money. I quickly realized that type of work paid much better than I was projected to make as a firefighter. I was given an opportunity to grow with the business that I worked for, so I took it."

Lott started his own land-clearing and earthwork firm to keep busy during breaks in the company's two-weeks-on, two-weeks-off schedule. Those side jobs eventually evolved into a full-time business, and after a few years, he combined forces with three other entrepreneurs to form Southern Transport & Equipment in 2017.

First impressions

The new venture needed a dozer to make aggressive pushes in tough material. A colleague suggested a standard Komatsu D155. A visit with the local Komatsu distributor convinced Lott to demo an *intelligent Machine Control* D155AXi-8.

"The material at the test site was a very coarse aggregate, and the dozer handled it with ease," Lott recalled. "The grade control is phenomenal, and the fact that we can use a machine of its size from first pass to last on large-scale projects is incredible."

After purchasing the initial D155AXi-8 and then a second, Southern Transport & Equipment also added two *intelligent Machine*

Control D65PXi-18s, a D61PXi-24 and a D85PXi-18. "No matter the size of the dozer, the integrated GPS system works flawlessly," reported Lott. "The costs savings are apparent. Fuel usage is down, while production and efficiency are up. We love that there are no masts or cables to install or remove every day. That increases time spent moving material."

The company has invested in standard Komatsu machinery as well, including a WA500 wheel loader it uses to fill trucks at a gravel pit. On some projects, Southern Transport & Equipment utilizes PC360LC-11 excavators and HM400 articulated trucks to move mass amounts of material.

"Once we tried the *intelligent* dozers, Komatsu equipment became our brand of choice," declared Lott. ■

Southern Transport & Equipment relies heavily on Komatsu *intelligent Machine Control* dozers. "No matter the size, the integrated system works flawlessly," said Justin Lott, Co-owner/Senior Vice President. "The cost savings are apparent. Fuel usage is down, while production and efficiency are up."



Justin Lott,
Co-owner/Senior
Vice President,
Southern Transport &
Equipment



Discover more at
TheLinderLink.com

▶ VIDEO



MODERN JOBSITE SOLUTIONS

SMARTCONSTRUCTION provides a full suite of offerings to help implement technology



Jason Anetsberger,
Komatsu Senior
Product Manager



Discover more

Technology continues to evolve at a rapid pace in the construction industry, and those companies that embrace and fully utilize it are more likely to win future bids and finish jobs faster and more profitably. Komatsu is committed to helping customers optimize their jobsite productivity through its SMARTCONSTRUCTION suite of offerings, including *intelligent* Machine Control dozers and excavators.

Available through Komatsu distributors, SMARTCONSTRUCTION provides aerial mapping, 3-D modeling, training and consultation, GPS hardware and jobsite setup. Komatsu-certified Technology Solutions Experts (TSEs) and SMARTCONSTRUCTION

consultants can assist customers with technology implementation as well as optimization of the jobsite.

“We want every user to realize the full potential of their jobsite,” stated Jason Anetsberger, Komatsu Senior Product Manager. “Technology is changing every day, and our customers want to be on the cutting edge. With SMARTCONSTRUCTION, we can help them access the latest innovations. Our TSEs and consultants have the knowledge and skills to help with every aspect, whether it’s choosing the right *intelligent* machinery and implementing it into a fleet, training on base and rover usage or providing aerial mapping and other solutions that maximize production and efficiency.”

Komatsu sparked a revolutionary leap in machinery with the introduction of its GPS-integrated *intelligent* Machine Control dozers in 2013. Excavators followed soon after. Komatsu developed SMARTCONSTRUCTION as a one-stop source for solutions that help *intelligent* Machine Control users maximize production and efficiency.

“For those new to *intelligent* Machine Control equipment, we offer initial instruction from our certified trainers on how to quickly and easily adopt the technology,” said Anetsberger. “From there, we focus on consulting with customers to deliver the targeted jobsite efficiency improvements.”

Improved accuracy with aerial mapping

One popular SMARTCONSTRUCTION service is aerial mapping, which gathers topographic data from above. Surveys can be



Komatsu’s SMARTCONSTRUCTION program provides one-stop solutions to help *intelligent* Machine Control users maximize the advantages of the technology throughout a project.



Komatsu and its distributors have partnered with leaders in aerial mapping technology so that customers can enjoy the benefits of highly accurate, yet quickly gathered topographic data.

completed before, during and after a project to measure existing and ongoing volumetric changes, stockpile calculations, record amounts of material moved and gather final as-built data.

Anetsberger said customers are amazed by the resolution and accuracy of the data collected. The highly detailed information gathered prior to the start of a project helps in preparing better estimates and bids, as well as in jobsite planning for greater production and efficiency.

During the construction phase, drones can finish numerous surveys per day without disrupting an active jobsite. That allows companies to get a more accurate picture of progress in less time compared to traditional methods.

"Aerial mapping with drones is something that customers request frequently," said Anetsberger. "Time savings is one of the main reasons. We find that it takes one drone operator roughly 30 minutes to survey a 40-acre site. Compare that to the half-day it typically takes a manned topography crew, and it's easy to see why there's a demand for



Komatsu Technology Solutions Experts and SMARTCONSTRUCTION consultants play a vital role delivering SMARTCONSTRUCTION services on the jobsite. Trained and certified by Komatsu, they are specialists at deploying technology to help operations run at peak efficiency.

this service. Additionally, on many jobsites, manned topography may measure only every 20 or 50 feet on a grid, whereas a drone can map nearly every tenth of a foot. That offers greater resolution and improved accuracy."

Allows excavation companies to concentrate on moving dirt

SMARTCONSTRUCTION personnel can not only help companies utilize the data collected from aerial mapping, but also with other data services such as takeoffs.

3-D data modeling services are offered to provide customers of all sizes and capabilities with information for their GPS equipment.

"We are providing quality 3-D data, and our TSEs and consultants know how to optimize it for the machine and the application," said Anetsberger. "With SMARTCONSTRUCTION, we are able to take all of the knowledge and data we have compiled and use it as a total solution to help our customers operate their jobsites at maximum efficiency. That lets earthmoving and excavation companies concentrate on what they do best – move dirt." ■

PASSING THE TEST

Attention to detail is the key for Komatsu's Arizona Proving Grounds General Manager Neil Johnson



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.

Neil Johnson, General Manager,
Komatsu's Arizona Proving Grounds

Neil Johnson has spent his entire career with Komatsu. After graduating with a degree in mechanical engineering in Newcastle, England, he began conducting research and development on excavators for Komatsu UK Limited.

"For nine years, I worked with wheeled, crawler, high-reach, road-rail, super-long-front and utility excavators," recalled Johnson.

In 2009, he moved stateside to Komatsu's U.S. Test Group (USTG) in Cartersville, Ga.

"When I came to the States, I visited customer sites and conducted many field tests," shared Johnson. "Then, I got involved with the *intelligent* Machine Control machines, which used a D51-22 dozer that was converted to the prototype for the D61PXi dozer."

Two years after arriving in Georgia, he moved to the Arizona Proving Grounds, where he served as Chief Engineer and was eventually promoted to his current role of General Manager. His tenure at the facility has included several exciting projects.

"One of the major events was moving to this current facility in 2015," noted Johnson. "We put a lot of thought into the building design, test courses and the mining site, in addition to installing permanent infrastructure for the Autonomous Haulage System."

In his free time, Johnson enjoys traveling with his wife, Angela, and riding motorcycles, in addition to mechanical projects.

QUESTION: What is the Komatsu Arizona Proving Grounds?

ANSWER: It's a 660-acre facility in Sahuarita, Ariz., where up to 40 employees conduct research and development primarily for Komatsu mining haul trucks. However, with the formation of Komatsu Mining, we are expanding our reach to test other mining products. We currently have a PC7000 excavator and P&H 77XR drill here.

QUESTION: What kind of testing takes place at the facility?

ANSWER: We focus on three types of testing: performance, structural and durability. Typically, we address the first two on our site. We have a mine operation set up here, and we spend hours running the equipment through various exercises. Once we complete performance and structural testing, we closely monitor the durability of the machine at a customer's site for approximately 2,500 hours.

QUESTION: What role does the Arizona Proving Grounds play in the development and testing of Komatsu's Autonomous Haulage System (AHS)?

ANSWER: We are the only Komatsu site that engages in AHS development and benchmarking. We have the same testing process for AHS as we do for the trucks. The group in Peoria, Ill., handles the design and integration, and we put it to work in the field to validate performance. We ensure that the sensors in all structures meet life expectancy and measure stress as well as vibration on those components.

Here in Arizona, we also analyze software updates before they are integrated into Komatsu



Komatsu's Arizona Proving Grounds is a 660-acre facility north of Tucson in Sahuarita, Ariz. It primarily handles research and development for mining haul trucks and recently began testing other Komatsu Mining equipment and alternative technology.

equipment. Our group performs a stability test, which is a 150-hour exercise that searches for any failures in the system. If issues are detected, they are addressed and testing begins again. We pride ourselves on delivering products and technology that perform to our customers' high standards from the very beginning.

QUESTION: In addition to addressing equipment and technology, are there other ways you help customers increase productivity?

ANSWER: While equipment and technology are major components to efficient operation, we also look at site design. Sometimes removing three stop signs from an operation or changing an incline can result in significant fuel savings, so we work with customers to address those as well.

QUESTION: What does the future look like for the Arizona Proving Grounds?

ANSWER: We have several new things coming up, including larger customer events. In the past, we primarily hosted individual customer demos, but, for the first time, we recently held an AHS event for a group of customers, and we have others planned. It's exciting to open the doors to the facility so that people can see it and experience the equipment, because both are really impressive.



Equipment goes through rigorous testing at the Arizona Proving Grounds. "We focus on three types of testing: performance, structural and durability," said General Manager Neil Johnson. "We have a mine operation set up here, and we spend hours running the equipment through various exercises."



In addition to equipment and technology testing, the Arizona Proving Grounds evaluates mining site plans to help customers layout their operations in the most efficient manner.

We will continue to work with AHS, including testing the Innovative Autonomous Haul Vehicle. It is the world's first cabless, driverless haul truck. Komatsu debuted the prototype at MINExpo in 2016. After the show, it came straight here for testing. It's been a very good research platform. ■



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BIRD'S-EYE VIEW

New camera system gives operators unparalleled look at work area from excavator cab

Jobsites are often described as choreographed chaos – multiple machines and workers completing tasks in tight spaces and under extreme deadline pressure. That is why Komatsu developed KomVision, a multi-camera system that helps operators better track activity around their machines.

“Rearview cameras are already standard on our machines today; this was the next logical step,” said Komatsu Senior Product Marketing Manager, Tracked Products Kurt Moncini. “Inside an excavator, the counterweight as well as the engine and pump compartments create unavoidable blind spots for the operator. KomVision helps eliminate them and improve situational awareness for everyone on a jobsite.”

KomVision uses software to stitch together video from mounted cameras and then displays it on the in-cab monitor in real-time as one image that looks as if it were filmed from above the machine.

“It gives the operator a bird’s-eye view of everything surrounding the excavator,” Moncini added. “This is a great feature, especially for those who work in confined spaces. The operator has a complete view of the area to locate poles, equipment or crew members near the machine. It significantly improves situational awareness.”

KomVision is currently available on six Komatsu excavators – PC170LC, PC238USLC, HB365LC, PC650LC, PC1250 and PC1250LC – and Moncini expects that number to increase in the near future.

Customized views

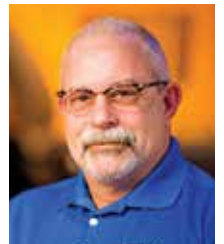
On standard excavators, the four-camera system captures a 300-degree view, while short-tail models use three cameras to monitor 240 degrees, with the remaining area in clear,

first-person view of the operator. KomVision’s view reaches beyond a fully extended arm and bucket to cover the entire work zone. Additionally, the counterweight swing radius is marked with a red line while a yellow one denotes a “caution area” with a radius that is two meters wider.

“You get an optimal view of your surroundings to easily identify any potential hazards within those zones,” noted Moncini. “Increasing an operator’s situational awareness is the primary objective.”

Operators can use the default, split-screen mode, which displays the bird’s-eye view on the left and a selectable camera view on the right, or they can switch to full-screen mode to display the feed from all cameras simultaneously.

“When backing up, for example, the operator can use the split-screen mode to see the rearview camera on one side and the overhead view on the other,” noted Moncini. “It’s customizable and easy to toggle between cameras.” ■



Kurt Moncini,
Komatsu Senior
Product Marketing
Manager, Tracked
Products



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KomVision uses multiple cameras mounted on the exterior of an excavator to compile video from the machine’s blind spot and then uses software to stitch it all together and display a real-time, bird’s-eye view on the in-cab monitor.

► VIDEO



MAKING MORE TOP OPERATORS

Komatsu helps build combination of skilled operators and well-designed machines for maximum production



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Ask any group of construction equipment owners about the importance of their operators, and chances are you will hear very positive comments about the people in their cabs. That's because, according to Kurt Wilson, it takes a combination of well-designed machines and proficient operators to achieve top production.

Wilson is one of three corporate trainers certified and qualified by Komatsu to offer expert-level instruction. They work with equipment owners and their staff members to help them get the most from Komatsu machines. With years of experience running equipment – as well as delivering training – all Komatsu corporate trainers have the skills and knowledge to help companies increase job efficiencies and operators enhance their skills.

They offer training at Komatsu's Cartersville Customer Center in Georgia or at a customer's requested location.

"As we work with operators, we are learning too," said Wilson. "We have techniques, tips and information about the machines that we

can share based on our experiences. At the same time, they often provide us with valuable insight that we can incorporate into our training and pass along to others. It's a two-way street."

Focusing on safety

Safety is of utmost importance, so Komatsu corporate trainers emphasize it in every session. "Once we have established that safety comes first, then we typically begin with classroom activities," explained Todd Bresemann, another Komatsu trainer. "During these meetings, we present information about the machines, and, at the same time, participants help us better understand their particular circumstances and needs."

When a group moves from the classroom to a site, they begin with a complete walkaround of the machine. "We go over pre-operation inspections thoroughly, then move to systems, functions and actual operation," said Jason Gillard, the third training team member.

"We help operators familiarize themselves with the latest machine features as well as proven operational techniques," noted Gillard. "Our aim is to assist those who run equipment to boost operational effectiveness, and to do so in ways that reduce maintenance issues. That leads to increased machine availability, which, in turn, provides even greater output and lower per-ton and per-yard costs."

"Observing people in action is always part of the process, with the goal of pointing out strategies to use the machinery most effectively," added Wilson. "We want to see companies achieve the greatest returns on their equipment investment as possible, and we know that skilled employees are one of the keys to doing that." ■

(L-R) Komatsu Corporate Trainers Kurt Wilson, Todd Bresemann and Jason Gillard assist companies in improving return on investment through hands-on and classroom learning. Training can be arranged through your Komatsu distributor.



▶ VIDEO

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Brian (left) and Thomas Cronin / Prosperity Construction / Jackson, MS

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ALL IN ONE PLACE

'MyKomatsu' website brings together wealth of machine information and support items



Rizwan Mirza,
Komatsu Manager,
KOMTRAX, Products
and Services Division



Dan Chapeck,
Manager,
Retail Marketing,
Komatsu Parts

What if you could check the location of your machines, their health and how they are being used and then order parts or learn the status of an order already placed, all from the same tool? Soon, you will be able to do all of that and more with the MyKomatsu website, set to launch in early 2019. The rollout across the country in the months to follow promises to bring a variety of information about your fleet and the support you need to maintain it, right to your desktop, laptop, tablet or mobile device.

"Customers told us they wanted comprehensive information in one convenient spot, instead of looking for it through multiple applications," said Rizwan Mirza, Komatsu Manager, KOMTRAX, Products and Services Division. "We responded with the new MyKomatsu website. Owners can monitor their fleet and find the necessary items to maintain it with a solid integration of the parts world."

MyKomatsu is more than just a telematics tool, it's also a complete redesign of Komatsu America's eCommerce solution. "MyKomatsu is designed to bring eCommerce and parts ordering back into the comprehensive fleet

management conversation," says Dan Chapeck, Manager of Retail Marketing, Komatsu Parts. "We understand our customers require a tool that brings everything into one place, so our goal was to create a single environment where owners can learn about their machines, monitor jobsites, and maintain equipment with the highest quality Komatsu Genuine Parts, all in the same place."

Free and easy-to-use

The MyKomatsu website (<https://mykomatsu.komatsu>) will offer a familiar suite of all-inclusive telematics solutions, allowing owners to access information about their equipment location, machine hours, load factors, cautions and more, as reported through Komatsu's existing telematics resources, such as KOMTRAX or KOMTRAX Plus. Signing up for an account is free and simple and can be done through your local Komatsu distributor.

"You can get a general overview of an entire fleet, such as average idle time, as well as have the ability to drill down to specific machines for greater detail," said Mirza. "For example, owners can take a quick glance at the machine's performance or health; pull up a specific machine's spec sheet; look up operator and maintenance manuals or parts and service news; plus use a catalog to find a part and place an order online with a local Komatsu distributor."

"To best serve our customers and continue to earn the right to be their partner in business, we are offering tools to simplify the entire ownership experience. Being able to view and manage your business in this environment in the same way as you do in reality was the smartest place to start," added Chapeck. ■



The MyKomatsu website (<https://mykomatsu.komatsu>) provides a wide range of information to track equipment, including hours, load factors, cautions and more. "Users can monitor their fleet and find the items necessary to maintain it," said Rizwan Mirza, Komatsu Manager, KOMTRAX, Products and Services Division.

For more information or to register for MyKomatsu, contact your local authorized Komatsu distributor.

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Field Service Technician
Manny Carrera rebuilds
part of an engine for
a Linder Industrial
Machinery customer at
the Plant City, Fla., shop.

Working on large machines is in Manny Carrera's DNA. His grandfather had a lifelong career driving and repairing trucks, while his father spent two decades working for a heavy equipment dealer before retiring. Growing up near Tampa Bay, Fla., the Linder Industrial Machinery field service technician frequently found himself tagging along to jobsites with both men and soaking up their knowledge.

"I've been around heavy equipment and diesel engines for my whole life," offered Carrera. "When I was younger, I was able to go with my dad and grandpa almost anywhere and watch them work. As I got older and regulations became stricter, I still helped them with projects at home."

After finishing high school, Carrera followed in his father's footsteps and began a career as a technician. He quickly excelled but eventually found himself ready for the challenge of working for a different company. Several friends suggested that he apply at Linder Industrial Machinery, and following the initial interview, Carrera was sold on the new job.

"I took my friends' word that Linder would be a good experience," said Carrera. "They were absolutely right. Everybody gets along and looks out for each other here. I see Linder as a family."

Keeping a balance

Carrera's family at home, however, is his main priority.

"I spend as much time as I can with my wife, two daughters and son," noted Carrera. "My wife and I like to take the kids to the park. Anytime we get a chance to go to a museum or an amusement park, we do. When I'm working on a project at home, my son is a lot like me and takes an interest in what I do."

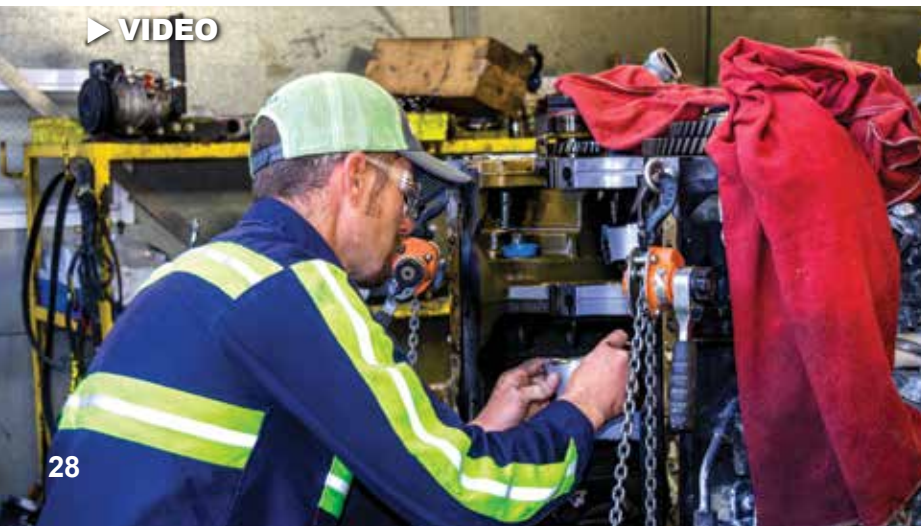
As a field service technician, Carrera is able to balance his work-life schedule. He enjoys traveling to different jobsites with unique challenges and still arriving back home before dark. One especially noteworthy project stands out clearly in his mind.

"A customer had two old bulldozers – one with a bad motor and another with a bad transmission," recalled Carrera. "We removed a lot of parts from one and put them in the other, essentially combining the two broken bulldozers into one functioning machine."

Customers have taken notice of Carrera's expertise and often specifically request that he look at a machine, no matter how big or small the problem.

"Downtime kills customers," stated Carrera. "I try to minimize how long a machine isn't working. I think what customers really appreciate is that I am upfront about what I can do and that I'm all about efficiency." ■

▶ VIDEO



CONEXPO-CON/AGG named top U.S. exhibition; ICUEE tabbed as third

CONEXPO-CON/AGG was named as the number-one exhibition in any industry in the United States, and ICUEE-The Demo Expo took the number-three spot in the annual Gold 100 list of top U.S. trade shows. Trade Show Executive (TSE) magazine compiles the rankings based on exhibit space size and also presents awards in several exhibition categories.

As owner and producer of the shows, Association of Equipment Manufacturers (AEM) earned three

best-in-class Grand Awards, including Best Use of Data Analysis and Marketing Genius for CONEXPO-CON/AGG and Knowledge is Power for ICUEE. In announcing the awards, TSE cited CONEXPO-CON/AGG's new tech experience for bringing "high-tech construction innovators to the show floor," and ICUEE's "ample opportunities for test drives as well as interactive product demonstrations."

ICUEE returns October 1-3, 2019, to Louisville, Ky.; CONEXPO-CON/AGG is next slated for March 10-14, 2020, in Las Vegas. ■



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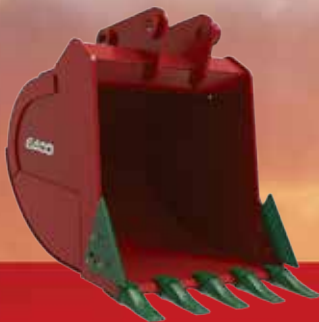
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