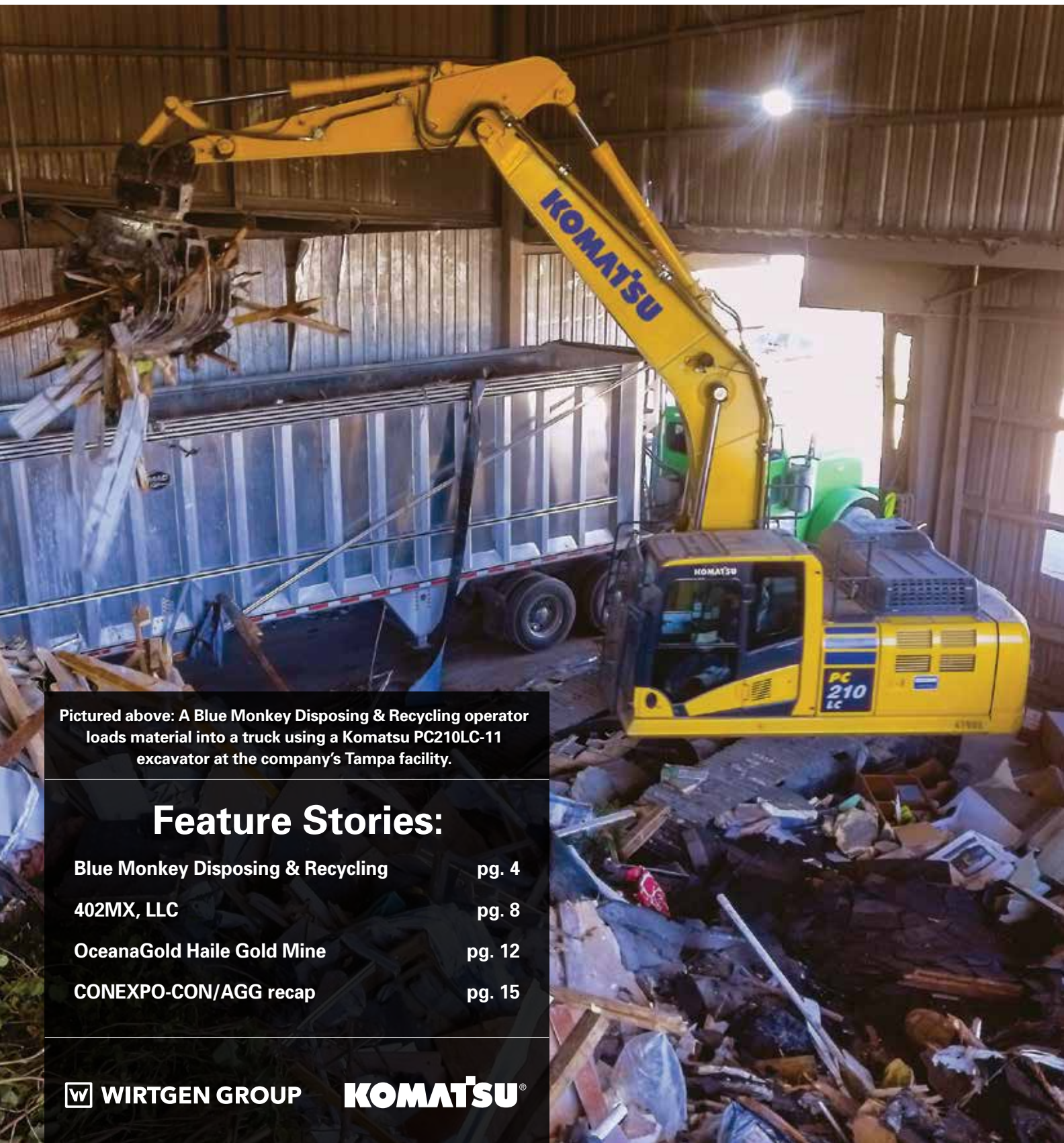


LINDER LINK

A publication for and about Linder Industrial Machinery customers • May 2020



Pictured above: A Blue Monkey Disposing & Recycling operator loads material into a truck using a Komatsu PC210LC-11 excavator at the company's Tampa facility.

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A Message from Linder



John Coughlin

**We are here
for you**

LINDER

Dear Valued Customer:

Linder is committed to supporting our customers and employees especially through difficult times like now. Our priority has always been the safety of our customers, employees and their families as well as our local communities. Realizing the vulnerability in light of COVID-19, we are taking immediate action in all areas of human interaction.

In a focused effort to limit the spread of COVID-19, we have made some changes in our operations, while maintaining the unmatched quality of parts, service and equipment sales our customers are accustomed to. These adjustments will follow guidelines set forth by the CDC, EEOC and other public health agencies to ensure the safety of everyone.

Technology is a part of our everyday lives. During the past several years, its prominence in the construction, mining, quarry and other equipment-intensive industries has grown astronomically. Today's machinery is more advanced than ever with integrated GPS and telematics that provide information remotely to enable tracking and automation.

Komatsu has always been on the cutting edge. Twenty years ago, it began looking at ways to implement this technology into its construction machinery. Hours and location were the first bits of information supplied by what, in time, became KOMTRAX. Today, it and KOMTRAX Plus for mining machines, offer a wealth of data that can potentially lower your total cost of ownership. See more in this issue of your Linder Link magazine.

If you have any questions or concerns, please email us at info@linder.com or contact the region manager for your nearest location. We will continue to communicate any changes in our operations and do everything possible to help you keep your equipment operating at its best.

Thank you for helping us to minimize the possibility of spreading this virus. We will do whatever we can to help you with your business. Stay safe and productive!

Sincerely,
Linder Industrial Machinery Company

John Coughlin,
President and CEO

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Blue Monkey Disposing & Recycling offers convenient C&D class 3 transfer station for Tampa area customers



Jason McMahan,
President

In 2011, Jason McMahan and Joshua Doddy saw an opportunity to buy a construction and debris (C&D) Class III transfer station in Tampa, Fla. The name Blue Monkey Disposing was unique and easy to remember. After three years of limited improvement, Jason asked his brother, Wesley, to join the business and help it grow.



Joshua Doddy,
Vice President

"My brother called me out of the blue one day and said he needed somebody he could trust, was dependable and would show up every day to take care of things when he wasn't around," recalled Wesley. "My wife and I decided to sell everything we owned and make the leap from Arkansas to Tampa. My background in the trucking industry as a shop foreman, mechanic and manager lent itself well."

Located just east of downtown Tampa, the company operates as a C&D Class III material recycling transfer station. It now has 11 employees and handles an average of 400 tons of material per day. Customers haul debris from a 35-minute-drive radius to use the facility.

"Typically, people will dump two to 10 tons per load," explained Wesley. "One of the first changes was installing a scale. It's a much more efficient process and has improved our bottom line."

"We also updated the tipping facility so that two customers can dump material at the same time," continued Wesley. "Previously, whenever a trailer had an issue dumping, the line backed up, and we got complaints. We listened to our customers' feedback and added the second lane to make it a better experience."

Emphasizing customer service is a major part of Blue Monkey's philosophy.

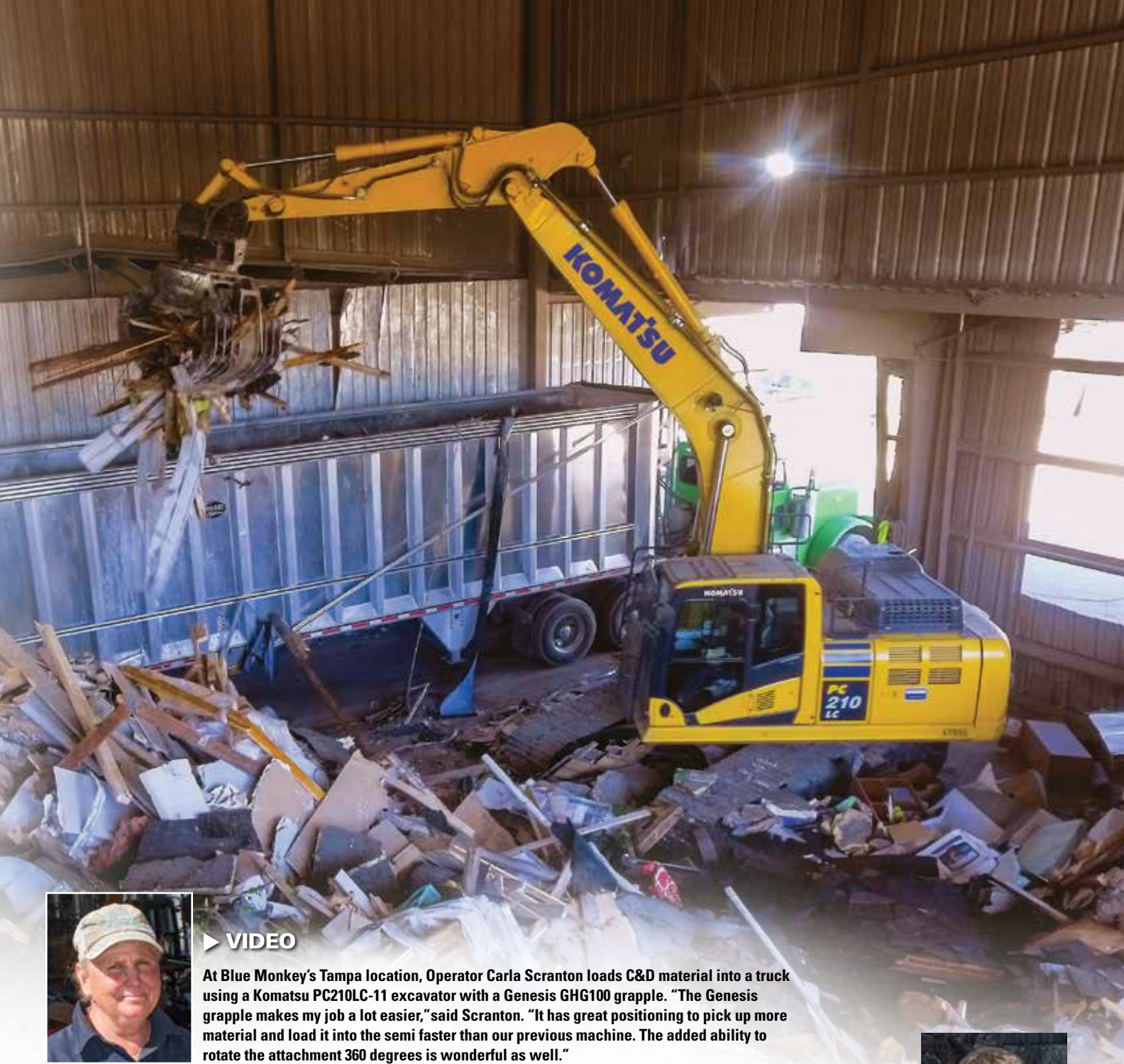
"Our workers and spotters do the small things, like opening and closing doors for customers," explained Wesley. "They appreciate that because our number-one goal is to get them in and out without any problems. Unlike many other facilities in the area, we're a family-owned operation and take pride in that."

Added efficiency

To help the business operate more efficiently, Blue Monkey recently began using a Komatsu PC210LC-11 excavator with a Genesis Handling Grapple (GHG)100 attachment.



An operator moves recyclable scrap material from a pile using a Komatsu WA270-8 wheel loader at Blue Monkey Disposing and Recycling's facility in Tampa. "The wheel loader is mainly used for cleaning the tipping floor and the area where our trucks get loaded, but we can switch to a fork attachment and pull recyclable material to another staging area," explained Outside Operations Manager Wesley McMahan.



▶ VIDEO

At Blue Monkey's Tampa location, Operator Carla Scranton loads C&D material into a truck using a Komatsu PC210LC-11 excavator with a Genesis GHG100 grapple. "The Genesis grapple makes my job a lot easier," said Scranton. "It has great positioning to pick up more material and load it into the semi faster than our previous machine. The added ability to rotate the attachment 360 degrees is wonderful as well."

"Our old machine with a standard size thumb and bucket took almost 50 minutes to load a truck," recalled Wesley. "We believed that if we could load a truck faster and with a bigger basket, we would be able to get more volume through the facility and increase our efficiency. So far, it's been amazing to see what the excavator with the attachment can grab and throw in the trailer."

"One early concern was what would happen if a load was too heavy and caused the machine to sway," continued Wesley. "We learned the answer pretty quickly when we had a couple of customers dump an entire

trailer load of shingles on an empty floor. The operator grabbed the whole bundle and just threw it right in the trailer without any issues."

The GHG100 offers a capacity of one cubic yard and 360-degree rotation. It is specifically designed to handle waste and sort C&D more efficiently than a standard bucket. The PC210 has a 9-foot, 7-inch arm and 18-foot, 8-inch boom that allows the operator to reach material throughout the facility without moving the machine.



Wesley McMahan,
Outside Operations
Manager



Discover more at
TheLinderLink.com

Continued . . .

'Linder's customer service is top-notch'

... continued

"Since we've added the PC210 and GHG100 our loading times and productivity have improved," stated Wesley. "The grapple's rotation and reach of the excavator give our operators the ability to work the material instead of working the machine. The grapple is also a safer option because the operator can cut material that's hanging off the side of the truck or compact loads further into the walking-floor trailer."

"The Genesis grapple makes my job a lot easier," noted Operator Carla Scranton. "It has great positioning to pick up more material and load it into the semi faster than our previous machine. The added ability to rotate the attachment 360 degrees is wonderful as well."



Outside Operations Manager Wesley McMahan (left) calls on Linder Industrial Machinery and Sales Rep Randy Thomas for Blue Monkey's equipment needs.

Working with Linder

When Wesley, Jason and Joshua decided to add new equipment, they turned to Linder Industrial Machinery and Sales Rep Randy Thomas. In addition to the grapple and excavator, the firm also added a Komatsu WA270-8 wheel loader with solid rubber tires and a three-yard bucket.

"The wheel loader is mainly used for cleaning the tipping floor and the area where our trucks are loaded, but we can switch to a fork attachment and pull recyclable material to another staging area," explained Wesley. "And because we're located in the south, our operators appreciate having a closed cab with air conditioning. The versatility of the machine to accommodate my older operators who like using an actual shifter and my newer operators who are more comfortable with a joystick makes it a great fit."

Finding the best equipment was as important as selecting the right distributor for Blue Monkey, according to Wesley.

"We had a lot of issues with our previous distributor and wanted somebody that could work closely with us," said Wesley. "Jason did a lot of research on different attachments and distributors before choosing Linder and Genesis.

"If we need anything, Linder's customer service is top-notch," continued Wesley. "We appreciate the similarities between our businesses in that regard. Our equipment, thanks to Linder and Genesis, has brought this company another step ahead."

Continued growth

"Our permit was renewed to where we're able to dump C&D outside in an overflow area and can now handle the additional business," noted Wesley. "There's a lot of construction in the Tampa area, and the old material can't get trucked out fast enough. It's more efficient for drivers to dump material at our facility rather than hauling it two hours to the landfill.

"We're in a prime location now and plan to stay," continued Wesley. "Our goal in the near future is to build a brand-new facility here that is even more efficient. If we keep on track as we are right now and the economy stays strong, we're going to keep growing." ■

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Tampa, FL

Featuring 360-degree rotation for versatile positioning to pick up more material, the Genesis Handling Grapple is Blue Monkey Disposing & Recycling's grapple of choice.

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402MX, LLC creates turnkey motocross and supercross tracks and facilities throughout the Southeast



**Brad Stone,
Owner**

P Brad Stone never imagined that his passion for riding BMX and motocross as a kid would eventually lead to a career building competitive tracks across the country.

"I was six or seven years old with a shovel in the backyard when it all started," recalled Stone, who is the Owner of 402MX, LLC. "I loved riding bikes and was just digging my own jumps when some friends started asking me to help build tracks in their backyards as well. When I got a little older a buddy's dad, who had an excavation company, let me borrow the backhoe and kind of figure out things on a larger scale."

In 2002, things became official for Stone when he and some friends built a mountain bike park at Wintergreen Resort in Virginia's Blue Ridge Mountains.

"We did that first track just to have a nice place to ride," recalled Stone. "Since then I've done projects in Jamaica, Mexico, Canada, Alaska and throughout the lower United States. Some jobs are more challenging than others, but when it all comes together it's pretty cool."

His experience with riding bikes is integral to Stone's ability to shape a track for any type or skill level of rider.

An operator uses a Komatsu PC390LC-11 excavator to shape a jump at a supercross facility near Morganton, N.C. "The hydraulics give the operator great control over the bucket, stick and the boom," noted Owner Brad Stone. "He's able to shape the rhythm lanes pretty closely using only the excavator."



"I can take my background from knowing what a bike will do and apply that to creating a track and shaping the earth a specific way to make the bike do certain things," explained Stone. "Essentially, I can cater tracks to a wider audience at a commercial site or create a specific element for a private build. Every jobsite is a new experience because no two tracks are the same."

Stone currently focuses on creating and regrooming motocross and supercross tracks for private and commercial customers throughout the Southeast. Projects range in size from \$15,000 to \$150,000 and take from one week to two months to complete. While 402MX is widely recognized for building tracks, Stone emphasizes that his company can take on full site development for customers as well.

"A lot of the pros want their own training facilities, and we'll take their project from nothing to a full site," said Stone. "We can go from clearing a wooded area to really bringing the master plan together. We're a 100 percent turnkey operation."

For example, in 2019, 402MX built a commercial complex in Lugoff, S.C., where it handled the project from first cut to final grade in a month.

"The landowner sold 50 acres of timber, so we started by cleaning up what the loggers left," said Stone. "We installed all of the road infrastructure, gates, three tracks, main building pad, 10 RV sites and handled some other dirt work. It was a big project, and we hope to do more like it."

Fine grading

To kick off 2020, 402MX finalized a project near Morganton, N.C., for supermini rider Daxton Bennick.

"We completed a knock down rebuild of a supercross track at Bennick's compound that we built three years ago," explained Stone. "Daxton is one of the biggest athletes in our sport and is the next level of talent coming through supercross, so we stepped up his track in difficulty. It's pretty cool to work with him



402MX Owner Brad Stone grades the surface of a supercross track in North Carolina using a Komatsu D39PX-24 dozer. "Supercross has a lot of tight transitions and super peaky jumps, and the dozer's balance provides smooth transitioning over the peaks," said Stone. "The vision out of the cab is great as well, so I can always see what I'm doing and where my blade is for the really technical grading."

and see his growth as a rider on tracks that 402MX created."

In just five days, the firm moved 9,000 yards of dirt throughout an area roughly the size of a football field. This project required highly technical grading to finely shape each jump and transition.

"Supercross riders are the top level of the sport, and they can tell when a jump is one or two feet off," noted Stone. "Our ability to be precise when creating a track goes right back to the athlete. It also keeps us at the top of our industry."

Precision and speed play equally important roles when competing in the sport as they do in building the tracks. For Stone, the quicker and more efficiently he can finish a project, the sooner he can get on to the next jobsite. To that end, adding the Komatsu D39PX-24 and D51PX-24 dozers, equipped with Leica iCON iGD4SP – 3D systems machine control technology, as well as the Komatsu PC228 and PC390LC-11 excavators, two years ago has played a pivotal role in transforming 402MX.

"I use either the D39 or D51 dozer to trim the rhythm lanes for a supercross track," noted Stone. "Supercross has a lot of tight transitions

and super peaky jumps, and the dozer's balance provides smooth transitioning over the peaks. The vision from the cab is great as well, so I can always see what I'm doing and where my blade is for the really technical grading.

"As far as grading a pad or anything, it's almost like the dozer does it for me," continued Stone. "I don't have to fight the machine and there's no stabbing. I thought I was a pretty good operator, although after switching to Komatsu, I immediately became more productive."

Ramping up

Adding the machine control technology has taken Stone's business a notch further.

"It's eliminated the need to pull strings and measure things multiples times, which easily saves us several days of work," stated Stone. "I can build a facility faster, cheaper and more profitably than someone without it."

Stone utilizes the excavators to move earth around the jobsite and create the jumps.

"The PC228 has zero tail swing, which is a huge advantage," noted Stone. "Some of our jobsites are fairly small, so I'm getting a lot of digging power from the machine and can still fit in some tight places.



Discover more at
TheLinderLink.com

Continued . . .

PC228 excavator provides 'a lot of digging power'

... continued

"The PC390 is a huge machine, but it's really fast," continued Stone. "The hydraulics give the operator great control over the bucket, stick and the boom. He's able to shape the rhythm lanes pretty closely using only the excavator."

Komatsu, Linder support

When looking for new equipment, Stone turns to Linder Industrial Machinery and Sales Rep Mike Malloy.

"I can call Mike if I want to trade in a machine or demo some equipment and he's on it," said Stone. "What's great about Linder is if I'm in Florida or the Carolinas, I have one guy who

I talk to. That was a big part of working with Linder; they cover a lot of the territory where I operate."

Stone relies on Linder and the Komatsu distributor network to service his equipment when he travels. He appreciates the Komatsu CARE program, a complimentary, three-year or 2,000-hour routine maintenance service for Tier 4 equipment.

"Although we are a small company, it's almost like we have our own maintenance staff," offered Stone. "If I happen to be out of Linder's territory, other Komatsu dealers perform the work and keep us running. That's been one of the coolest things about owning Komatsu equipment."

Jumping ahead

The nature of his business means that Stone is constantly on the road. His wife, Laura, and son, Link, accompany him and support his efforts to advance the sport he loves.

"I want to hit it hard for a couple more years, as I'm doing now," said Stone. "I'd like to have some help when my son starts school in two years, so that I'm on the road a little less. I definitely want to keep growing this and see where it goes." ■

A rising star of supermini motocross, Daxton Bennick, recently upgraded his track's difficulty and relied on Brad Stone and 402MX to get the job done.

► VIDEO



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OceanaGold Haile Gold Mine partners with Linder Industrial Machinery to spotlight health topics



Jim Whittaker,
Executive General
Manager



Discover more at
TheLinderLink.com

OceanaGold's Haile Gold Mine in Kershaw, S.C., utilizes two Komatsu 730E-10 electric mining trucks. What makes these vehicles special is the company asked Linder Industrial Machinery to paint one pink and the other blue to shed light on breast cancer and mental health issues. OceanaGold then hosted an event where they displayed the colorful trucks and invited representatives to provide more information about breast cancer and mental health.

"We wanted to make a statement about two vital topics in our community," said Jim Whittaker, Executive General Manager of Haile Gold Mine. "As miners, these trucks are a good way to physically represent our commitment to raise awareness for breast cancer and mental health. Many people from the area had the opportunity to look at the trucks and see what we've been doing.

"I think the most important thing is involving the community," continued Whittaker. "These issues affect people in South Carolina and all throughout the United States. Painting the trucks pink and blue makes a statement that we care about everyone in our community who has been affected by breast cancer or mental health issues."

Personal impact

Karen Anderson, who operates the truck that was painted blue, shared why the event was meaningful to her.

"Mental health has touched my life quite closely," shared Anderson. "I always look out for people who might be lonely, suicidal or are feeling down. I try to be friends with everyone."

► VIDEO

OceanaGold's Haile Gold Mine in Kershaw, S.C., painted Komatsu 730E-10 electric mining trucks to show support for breast cancer and mental health awareness.



"Breast cancer and mental health awareness are things I've never seen at any gold mine where I've worked," she continued. "It's good to take away the stigma surrounding mental health and remind people that it's just as important to be mentally and emotionally healthy as to be physically healthy. Those things are part of being a whole person."

Anderson named her truck KomatsBlue as a nod to the Komatsu equipment and her company's relationship with Linder.

"I am incredibly impressed with the personal touch that Linder puts on the work they do," said Anderson. "I have not been on a team that cares about breast cancer and mental health awareness like Linder and OceanaGold. I'm proud to be an employee of this company." ■



Beverly Adams, Haile Gold Mine Community Liaison (left) and Lisa Riente, Communications Administrator, External Affairs, pose in front of the pink Komatsu 730E-10 electric mining truck at the community awareness event.



Karen Anderson, Operator



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Crowd pours into Las Vegas for CONEXPO-CON/AGG, IFPE triennial gathering

The crowd was much better than expected under the circumstances,” said David Price, Chairperson of International Fluid Power Exhibition (IFPE), which had a co-located event with CONEXPO-CON/AGG’s show at the Las Vegas Convention Center and Festival Grounds. “We were very pleased with the strong showing from the 300-plus exhibitors at IFPE 2020, and we are looking forward to the 2023 gathering.”

Even amid concerns about COVID-19, CONEXPO-CON/AGG and IFPE drew large daily attendance. The showcase featured the latest machinery and technology for the construction, mining, scrap handling, waste, forestry and other industries. Registrations for the show totaled more than 130,000.

“CONEXPO is a great way to see what’s new,” said Seth Wisney with McGuirk Sand-Gravel of Mt. Pleasant, Mich. “It’s very impressive.”

Despite the last day being cancelled, the event reached some key metrics according to organizers, including overall contractor and producer attendance growth of 14 percent. Attendees purchased a record-breaking 75,622 tickets for educational sessions, a 46 percent increase from three years ago.

“We refer to this as the ‘heavy metal’ show, but it’s much more than that,” stated Mary Erholtz, CONEXPO-CON/AGG Show Chairperson. “It has giant machines, incredible exhibits, fantastic education and huge expectations. Organizers have a legacy of building and innovating on previous shows, and the 2020 gathering extended that record of success.”

Technology at the forefront

CONEXPO-CON/AGG highlighted technology in today’s and tomorrow’s construction industry with the Tech Experience. This exhibit emphasized the effects of artificial intelligence, autonomous equipment, big data, sustainability, smart cities and modern mobility.

“I’m amazed at what some of the minds at the Tech Experience think up,” said Helen Horner, Director of Education Programs at the Association of Equipment

Manufacturers (AEM), the organization that co-owns and operates CONEXPO-CON/AGG. “What we’re seeing in bringing all of these ideas to one place is how some connect to form new ideas. Hopefully, those germinate after the show to give us even more amazing technology to explore at the next CONEXPO-CON/AGG.”

Continued . . .



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Pam Fee and Greg Loflin of Loflin Fabrication LLC enjoy the Komatsu area at CONEXPO-CON/AGG.



Bailey Grading & Hauling, LLC's Dustin Bailey (left) and Matt Vernon take a look at Komatsu equipment in Las Vegas.

A large contingent of people checked out the Komatsu booth during the co-located CONEXPO-CON/AGG and IFPE show in Las Vegas.



▶ VIDEO

Looking to the future of the industry

... continued



(L-R) Miller's Construction Company's Matt Miller, Brady Miller and Buck Sisk check out a Komatsu PC360LCi-11 excavator.



J.R. Harrah (left) of Catawba Civil LLC and Jordan Adams of SJ Hamill Construction Co., visit the Komatsu booth.

Attendees gathered information about equipment and technology from Komatsu personnel who answered questions and provided details about new machines, *intelligent* Machine Control 2.0, Smart Construction, MyKomatsu and much more.



Tech talk topics included Driving Decisions with Artificial Intelligence; Smart Cities; 3D Printing Buildings – Current Possibilities and Future Implications; Wireless Energy Transfer; and Prevention and Protection of Traumatic Brain Injuries.

“New ideas and connections are the core of what we want people to experience at CONEXPO-CON/AGG,” said Show Director Dana Wuesthoff. “The big iron and big deals are definitely fun, but the technology, information and education are what secure the future of the industry and the continuing viability of the businesses that attend and exhibit here.”

“Creating Connections”

Komatsu, with its exhibit theme of “Creating Connections” was among those making a strong showing with both equipment and technology. The company debuted machines for multiple industries, including the D71PXi-24, its newest and largest hydrostatic transmission dozer. It features Komatsu’s *intelligent* Machine Control (iMC) 2.0, which also was introduced in Las Vegas.

Komatsu showcased its upcoming suite of 11 Smart Construction solutions that will roll out over the next year. By tapping into the Internet of Things, customers will soon be able to control construction planning, management, scheduling and costs, and optimize processes remotely and in near real time.

The D155CX-8 pipelayer, designed in conjunction with pipeline companies, made its global premiere in Komatsu’s 40,000-square-foot exhibit space. Previously previewed machines that were formally introduced at the event included the PC130-11 excavator and the WA475-10 and WA800-8 wheel loaders.

“CONEXPO provides a unique opportunity for contractors to see not only where the equipment industry is today, but also where it’s headed; and we believe Komatsu is leading the way,” said Rich Smith, Vice President, Product and Services Division. “We wanted attendees to see Komatsu’s commitment to advanced products backed by innovative solutions that can potentially reduce overall ownership and operating costs significantly. The feedback we received shows we achieved our objective.” ■

Construction, mining and aggregate customers demo latest equipment and technology

Komatsu welcomed customers to recent hands-on events where they had the chance to operate a variety of heavy equipment. Demo Days took place at Komatsu's Cartersville Customer Center in Georgia, where guests met with product experts and learned about the latest advancements in construction technology. Quarry Days sessions were held at the company's Arizona Proving Grounds in Sahuarita, Ariz.

Demo Days

"It's fun to see and run all of the new equipment to get a great feel for what the technology is truly doing," said Rachel Contracting Operations Manager Robbie Koopmeiners. "To be front and center with the newest and greatest technology is something that can't be replaced."

Headlining the new machinery and technology on display was Komatsu's Proactive Dozing Control logic, available on the D51i-24 and D61i-24.

"We featured our *intelligent* Machine Control dozers with Proactive Dozing Control," said Komatsu District Manager Isaac Rollor. "We debuted this technology last spring, and a lot of customers were ready to get into the dozers and get first-hand experience with how it really works."

The three-day event featured 25 machines ranging from utility equipment to mining and aggregate pieces, including the full lineup

of *intelligent* Machine Control dozers and excavators.

"We design Demo Days as a highly interactive experience," said Rollor. "With machine demos and Komatsu experts, plus games, booths and other information, we want customers to get all of their questions answered before they leave. It's our goal to provide the best experience possible."

Customers agreed that Komatsu accomplished its mission.

Continued . . .



Isaac Rollor,
Komatsu District
Manager



(L-R) Grant Scott and Dewayne Kirkland, Palmetto Sitework Services; and Michael Malloy, Linder Industrial Machinery, get ready to test equipment.



Bubba Tupper (left) of Tupperway Siteworks and Brian Chappell, Linder Industrial Machinery, check out the latest excavators.

▶ VIDEO



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Demo Days attendees had the opportunity to operate a wide array of equipment as well as gather information and other tips from Komatsu product experts at the Cartersville Customer Center in Georgia.

Events offer time for meaningful conversation

... continued

"I'm blown away at the hospitality Komatsu provided," said War Paint Enterprises Owner Brock Parker. "You have the opportunity to see and run everything. Plus, you get to talk to the people who designed these machines and learn a lot about the equipment. I would definitely recommend coming to Demo Days."



(L-R) Adam Cockerham, Linder Industrial Machinery; Adam Griffin, Carl Conley and Paul Graham, Prestige Site Works, meet at Demo Days.

A Komatsu WA900-8 wheel loader drops dirt into the bed of a Komatsu HD785-8 haul truck at Komatsu's Arizona Proving Grounds during Quarry Days. "The HD785-8 includes a wide range of technological upgrades and is a perfect match with the WA900-8 wheel loader," noted Komatsu Senior Product Manager Joe Sollitt.

▶ VIDEO



Quarry Days

More than 140 customer and dealer attendees representing 25 different companies across mining and aggregate industries attended a session during the two-week Quarry Days event.

"This is a unique opportunity to bring our customers into an actual mining site where they can operate equipment, and we can demonstrate it in an application that is representative of their working environment," explained Komatsu Senior Product Manager Joe Sollitt.

"We bring in a lot of larger gear and encourage customers to engage with our product experts, equipment trainers and staff to learn about the machines," he added. "The group sizes are limited each day so that guests and employees have more time to engage in meaningful conversation."

Quarry Days highlighted the recently introduced Komatsu HD785-8 haul truck and previewed the WA475-10 wheel loader. The HD785-8 has a rated payload of 101.6 tons and offers operators a bird's-eye view with KomVision (see related article on page 21). The WA475-10 wheel loader has an all new hydromechanical transmission to increase efficiency.

"We're really excited to preview the WA475-10 because it's a major technological step that increases productivity and reduces fuel consumption," noted Sollitt. "The HD785-8 also includes a wide range of technological upgrades and is a perfect match with the WA900-8 wheel loader." ■

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Marv Selge (with Noah & Justin) / Selge Construction, Inc. / Niles, MI

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Mining, quarry and aggregate operations want to move large quantities of material as quickly as possible. Trucks with a tight turning radius, that are highly maneuverable when spotting to be loaded and positioning to dump, can provide an advantage in achieving those goals.

With a turning radius of 33 feet, 2 inches, Komatsu's new 1,140 net horsepower HD785-8 rigid-frame, off-highway truck helps users reach their objectives while delivering a payload capacity of 101.6 tons. The truck has a 7-speed, fully automatic transmission with two selectable reverse speeds. The Komatsu Advanced Transmission with Optimum Modulation Control System ensures smooth clutch engagement for a more comfortable ride and reduced material spillage.

Get more done in less time

"Thanks to its Tier 4 engine, the HD785-8 has the highest in-class horsepower in North America for the best travel performance on grade," said Robert Hussey, Komatsu Product Marketing Manager. "Additionally, it delivers

fast acceleration out of the pit when loaded and short return times to the loading area for more hauling cycles and increased production per hour."

The Komatsu Traction Control System is standard and automatically applies pressure to independent brake assemblies for optimum traction in various ground conditions, without the need for differential lock-up, so steering performance is not compromised.

"The wet multiple disc brakes on all four wheels provide excellent downhill brake retarding performance," said Hussey. "The Automatic Retard Speed Control maintains a selected downhill travel speed, rather than engine RPM, so operators can keep their focus on the haul road." ■



Robert Hussey,
Komatsu Product
Marketing Manager



Discover more

Quick Specs on Komatsu's HD785-8 Off-Highway Truck

Model	Net Horsepower	Payload Capacity	Industries
HD785-8	1,140 hp	101.6 ton	Aggregate, Quarry, Mining

Komatsu's new HD785-8 rigid-frame, off-highway truck has a turning radius of 33 feet, 2 inches, making it highly maneuverable. "It delivers fast acceleration out of the pit when loaded and short return times to the loading area for more hauling cycles and increased production per hour," said Robert Hussey, Komatsu Product Marketing Manager.





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President Rich Fikis says Komatsu Financial customizes solutions to fit needs of individual businesses

QUESTION: More than 80 percent of Komatsu construction equipment is acquired using Komatsu Financial. What makes it such an attractive lending source?

ANSWER: During the past several years, we have made a concerted effort to be closer to customers and better understand their specific needs. It helps us know what they are looking for in a monthly payment; whether they do maintenance in-house or need long-term maintenance plans built into their payment or lease structure; what their machine applications are; and more. Those items are important in making sure we focus on their success, rather than simply providing blanket financing at a certain rate during a given time frame.

As an example, in some parts of the country winter can be especially rough for contractors. They may not work for an extended time. We can build payment skips into their financing that allow them to finalize purchasing or leasing decisions, maintain good cash flow and start making payments again in the spring when projects are up and running and their receivables are better.

I believe another reason is our strong relationship to Komatsu's distributor network. Komatsu Financial provides training and works closely with sales personnel at the distributorships to ensure they are every bit as qualified to talk about Komatsu Financial products as we are. We are in lockstep with one another.

QUESTION: How long does it take to receive a financing decision?

ANSWER: The average time is about four business hours after the distributor submits the application to us. That's our goal; however, the vast majority are quicker. That's due, in part, to having numerous repeat customers and automatic approval capabilities.

QUESTION: How much of your business comes from repeat customers?

ANSWER: More than 70 percent, which is an excellent number for our industry. A lot

of that is a result of our willingness to work with customers and being flexible; they really appreciate it.

QUESTION: Do you finance more than equipment?

ANSWER: Yes, we also finance Komatsu Genuine Parts and service handled by our distributor network. We pre-approve a specific amount to help make the decision to have maintenance and repairs done. Our standard

Continued...



Rich Fikis,
President, Komatsu Financial

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.

Rich Fikis started with Komatsu Financial in 1997. At the time, he and his colleagues worked in a building that was separate from Komatsu America. "That's no longer the case; today we are a much bigger part of the picture," said Fikis. "We are closer than ever to our distributors and customers, which allows us to better understand their perspectives on financing and how we can build plans and programs tailored to their needs."

Fikis began his career in the operations area and spent four years in collections before moving into credit and then to a regional manager position. He also worked in financial planning and analysis for Komatsu America before becoming President of Komatsu Financial.

"I really enjoy going out to our distributors and sitting down with customers, listening to what their needs are and finding solutions to help," said Fikis.

He and his wife, Tami, have three sons who are active in sports, and the couple enjoys attending their athletic events.

Working to better utilize technology

... continued

term is 15 months of equal payments, which allows for a major repair without hampering monthly cash flow; however, we can develop customized payment plans as well.

QUESTION: What does the future hold for Komatsu Financial?



Repeat customers account for more than 70 percent of Komatsu Financial's business. "That's an excellent number for our industry," stated President Rich Fikis. "A lot of that is a result of our willingness to work with customers and being flexible; they really appreciate it."

ANSWER: We are looking at some enhancements to tailor lease programs specifically to Komatsu Care Certified used machinery. We can look at KOMTRAX and check distributor records to verify that all of the services were done as scheduled, so when those machines go out, we and the customer are confident in their condition and value.

We continue to better utilize technology, and right now we are getting ready to launch a more dealer-friendly portal that will allow them to quickly submit an application and receive lease quote information. The enhancement of our KomatsuFinancial.com website continues as well and will offer customers the option to make payments, view their information, pull up invoices and more.

QUESTION: What is your outlook for 2020?

ANSWER: Everything we see shows that the general fundamentals of the economy are strong. Low unemployment is a positive, as are the manufacturing indexes of late. We still think there's some opportunity in the housing market. All indicators point to another strong market in 2020. ■

President Rich Fikis says Komatsu Financial does more than provide blanket rates for certain periods of time. "During the past several years, we have made a concerted effort to be closer to the customers and better understand their specific needs," said Fikis. "That's why more than 80 percent of Komatsu construction equipment acquisitions are financed through Komatsu Financial."



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

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After 20 years, telematics system continues to help owners use equipment data for more cost-effective practices

KKnowing where your machines are located and the number of hours on them are critical pieces of information when maintaining a fleet. Those capabilities were the original features of Komatsu's remote monitoring KOMTRAX telematics system, which celebrates its 20th birthday in 2020.

"After all of these years, those are still two important functions, although KOMTRAX has considerably more capabilities now," said Steve Day, who served as Komatsu's Director of Service in 2000, and was instrumental in the adoption and implementation of KOMTRAX. He recently retired from Tractor & Equipment Company where he was Executive Vice President/General Manager-Product Support. "It evolved into a tool for monitoring equipment health, idle time, fuel consumption and much more. The information can be used to address changes that lead to better practices, which reduce owning and operating costs."

Depending on the machine, today's KOMTRAX can deliver information on cautions, abnormality codes, actual working hours versus idle time, hydraulic relief hours, load frequency and digging hours, among other critical data. The latest version, KOMTRAX 5.0, is standard on Tier 4 construction machinery and includes Komatsu Diesel Particulate Filter

soot count, active regeneration time, operator identification and diesel exhaust fluid level.

"Early on, we recognized how valuable the data could be to customers, our distributors and to Komatsu as a manufacturer, and each has played a significant role in its evolution," emphasized Komatsu Director of Parts Marketing Chris Wasik, who also worked on the initiative that eventually led to KOMTRAX. "There was some discussion in the initial stages about what to charge for the service. However, we quickly saw such great potential benefit that we decided to provide it complimentary, and we still do."

Continued . . .



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► VIDEO
Steve Day,
former Komatsu
Director of Service,
now retired



Chris Wasik,
Komatsu Director of
Parts Marketing

KOMTRAX, Komatsu's remote monitoring telematics system, turns 20 this year and has evolved from a box that offered basic information on location and hours to an integrated system that provides comprehensive data on machine health, usage and more.



'The customer benefit is better support'

... continued



Rizwan Mirza,
Komatsu Manager,
KOMTRAX –
Technical Support &
Product Quality,
Products & Services
Division

Beneficial to all

Wasik said that Komatsu now monitors hundreds of thousands of machines equipped with the technology to analyze trends and assess data, which may determine manufacturing levels and inventory. Distributors keep track of equipment in their territories to determine when to perform service intervals, what parts to stock and to remotely diagnose error codes and more.

"The customer benefit is better support," said Wasik. "For instance, when a machine has a fault code, KOMTRAX sends an alert. Before driving to a customer's site to check the machine, the technician can pull the parts that may be needed and take them along. In the past, the technician may have needed to assess the machine, determine the required parts, then go back to the shop and get them. KOMTRAX reduces downtime, and because it shows where a machine is located, the tech can drive right to it, which saves time and travel expense."

Customers can keep an eye on their machines through a secure website via desktop and laptop computers, tablets or with a smartphone using the KOMTRAX app. McManus Construction, LLC Fleet Manager James Bedgood utilizes the service to research error codes as well as to track idle time and hours.

"If I'm out of the shop, I check it through the app on my phone," said Bedgood. "It's a great

tool that allows us to be even more proactive regarding service."

Dorado Construction Group Fleet Manager/Equipment Manager Clay Butler consistently uses KOMTRAX to track how his company's Komatsu equipment is running.

"The increases in productivity and efficiency we get across the board with Komatsu are fantastic," said Butler. "I see it every day when I look up the machines through KOMTRAX on my desktop computer or tablet. If a code pops up, it alerts us so that we can address it quickly."

Rizwan Mirza, Komatsu Manager, KOMTRAX – Technical Support & Production Quality, Products & Services Division said that this kind of end-user adoption has always been one of Komatsu's goals.

"We want customers to utilize it to its fullest and reap the benefits of what's available," added Mirza. "Whether it's basic hours and location or more advanced data, such as idle versus production time, economy mode versus power mode functionalities, unnecessary travel or something else, it's beneficial to their operations. Komatsu and our distributors can consult with customers to use the information in a way that maximizes production and efficiency."

Total solutions tool

KOMTRAX has exceeded the initial development team's expectations.

"Telematics were being used in the trucking industry, and someone had the foresight to see its applications for construction equipment," Day recalled. "We started with a box and put it on one excavator to do some field testing and see what we could do with the information."

"It was introduced on four machines, and the benefits were so great that we expanded it," added Wasik. "KOMTRAX was so well-received, that we manufactured retrofit packages for older models. Some customers put it on their competitive brands and other types of equipment to track them as well."

Mirza said predictive analysis could be the next step in the evolution of KOMTRAX. "A machine may tell the customer that it's nearly time to replace a component, for instance. We are working to marry it with our MyKomatsu website and other business aspects as part of our total solutions package." ■

Equipment users can track a machine's hours, idle time, usage, operation modes and much more with KOMTRAX. "The increases in productivity and efficiency we get across the board with Komatsu are fantastic," said Dorado Construction Group Fleet Manager/Equipment Manager Clay Butler. "I see it every day when I look up the machines through KOMTRAX on my desktop computer or tablet."



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Aileen Collins encourages both women and men to pursue service technician careers

“I wanted a career that would never get boring. This definitely hits the mark.”

When people ask Aileen Collins why she didn't become a doctor or a nurse, her answer is, “I sort of did. The patients are just bigger and not human. They come to us, and we take care of them. Like people, sometimes the issues are big. Other times, it's a checkup and some maintenance.”

In 2018, Collins became the first woman to graduate from a Komatsu Advanced Career Training (ACT) program when she earned an Associate of Applied Science in Diesel and Heavy Equipment, Komatsu ATC Technology degree at Oklahoma State University Institute of Technology (OSUIT). The two-year curriculum at the school in Okmulgee, Okla., combines classroom and hands-on courses on campus, with real-world work in the shops of sponsoring Komatsu distributors.

Collins' patients represent a cross-section of heavy equipment, including dozers, excavators, wheel loaders and more. As a service technician for a Komatsu

distributorship, she can diagnose and fix what ails them.

‘Very rewarding’

“I wanted a career that would never get boring,” stated Collins. “This definitely hits the mark. No two days are ever the same, and there are always opportunities to learn something new.”

While in high school Collins knew she wanted to pursue a career working on machinery. In 2014, she graduated with a degree in diesel and heavy equipment from a technical college, then went to work for her dad's plumbing business. After a few years, she decided to further her education.

“I didn't realize I was the first female until a couple months before graduation,” said Collins. “I hope that more women consider becoming technicians. In fact, I encourage anyone – male or female – to pursue this as a career. It is very rewarding.” ■

Service technician Aileen Collins was the first woman to graduate from a Komatsu Advanced Career Training program. Now, she tells others about the benefits and opportunities afforded to service technicians. “I encourage anyone – male or female – to pursue this as a career. It is very rewarding,” said Collins.



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