

# LINDER LINK

A publication for and about Linder Industrial Machinery customers • April 2021



Pictured above: A James Julian Grading, LLC operator utilizes the technology of a Komatsu D61PXi-24 iMC dozer.

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## A Message from Linder



John Coughlin

**Looking  
forward to  
what's ahead**

# LINDER

Dear Valued Customer:

We hope your year is off to a good start. Like you, we were pleased to see the end of 2020. With renewed optimism, we look forward to better things in 2021 and beyond. Although there is still a bit of uncertainty in some markets, many experts are forecasting positive results.

There are always questions whenever the term 2.0, 3.0 or any other update is mentioned. Is this new version really an upgrade? Will it improve my operations and make us more productive? When it comes to Komatsu's intelligent Machine Control (iMC), the answer is a resounding, "Yes!" Komatsu was the first to bring integrated GPS grade control to the market, and we are excited to show you how iMC 2.0 dozers and excavators build on the originals. Look inside this issue of your Linder Link magazine to learn more.

The first iMC 2.0 dozers, the D51i-24 and D61i-24, were recently recognized as top products; however, they were not the only Komatsu machines to earn that designation. Several standard and specialty products also made the list. Look for the article that highlights them and how they were designed and manufactured with input from customers like you.

Komatsu is also at the forefront of technology to make your overall operations more efficient. Its innovative Smart Construction suite of solutions helps your business improve operations across all steps of the construction process. They can digitally transform your job site and potentially make you more profitable. Read more about one solution, Smart Construction Remote, inside.

As always, if there's anything we can do for you, please call one of our branch locations.

Sincerely,  
Linder Industrial Machinery Company



John Coughlin,  
President and CEO

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# Tucker Paving, Inc. utilizes cutting-edge technology to stay competitive for diverse range of projects in central Florida



**Chip Tucker,**  
President and Owner  
of Tucker Paving, Inc.



**Barret Tucker,**  
Vice President of  
Tucker Paving, Inc.



**Patrick Braisted,**  
Executive Vice  
President of Tucker  
Paving, Inc.

**Y**ou could say that the construction industry is in Chip Tucker's blood. Growing up, he traveled to job sites with his dad and learned the industry firsthand. In 1995, Tucker established Tucker Paving, Inc. out of Winter Haven, Fla., and has steadily grown the business over the last 26 years.

"I grew up working for my dad, who was a general contractor," recalled Tucker. "As a teenager I started out tying rebar and pouring concrete, as I eventually worked my way up through the business. After attending the University of Florida, I came back to work for him until I was ready to start my own company.

"In 1995, I left my dad's contracting company and started Tucker Paving," continued Tucker. "I had one employee and relied on a worn-out loader and an older dozer that I was borrowing from a friend. Fortunately, I was able to continue to partner with my dad until he passed away in 2009. Since then, we have invested our full resources into Tucker Paving."

Over the last several years, the company's focus has shifted from commercial and theme park projects to commercial, public and residential subdivision work.

"During the recession, we worked with many of the major theme parks around Orlando to pay the bills and keep the company going," noted Tucker. "Many of the jobs we took on

during that time were relationship-based. Clients hired us because they knew we would do the right thing and finish the project.

"We've since shifted our focus toward subdivision work for developers throughout central Florida," he continued. "We offer turnkey service and are capable of doing everything – including earthwork, utilities, concrete, basework and asphalt. Much of our success has come from the long-lasting relationships we've built with our customers over the years and also with our employees, which we have focused on continuing to develop."

Keeping everyone safe at the job site is a priority for Tucker. "I don't want anybody getting hurt. It's important that, at the end of the day, everyone goes home safely to their family. We have a responsibility to provide a safe work environment and have built a reputation around doing the right thing."

Tucker runs the business with his son, Vice President Barret Tucker; his cousin, Vice President Terry Tucker; and his step brother, Executive Vice President Patrick Braisted. The firm employs 280 people and includes their sister companies and Concrete Construction Services.

### Diversifying projects

While subdivision work is the bread and butter of business for Tucker Paving, it continues to take on a mix of public, private and commercial projects.

"We run about 50 million dollars in revenue annually," stated Tucker. "Most of our work is in the private sector, but we like to keep our business diversified. That includes taking on jobs that can range anywhere from one day to a couple of years to complete. We've done everything from milling and resurfacing a parking lot to a 30 million dollar project for a theme park. It's really about the location, the client and how the project fits within our portfolio of work.

"Many of our larger jobs have been based on established relationships with customers. We recently finished some hotels and theme park rides for several of the major theme parks," continued Tucker. "We also recently

**At a residential subdivision project, an operator pushes dirt using a Komatsu D61PXi-24 dozer. The dozer utilizes Komatsu's intelligent Machine Control (iMC) integrated GPS technology to cut to grade without requiring stakes.**







Operators load haul trucks using a pair of Komatsu PC490LCi-11 excavators at a residential subdivision project in central Florida. The excavators use Komatsu's intelligent Machine Control (iMC) with integrated GPS to cut to grade without over digging. "A new operator can receive training in a fraction of the time it used to take and start cutting to grade like somebody that has been operating their whole life," said Chip Tucker, President and Owner of Tucker Paving, Inc.

completed a five million dollar RV resort in Polk county. At any given time, we'll have multiple active subdivision projects that range anywhere from five million to 15 million dollars. On top of that, we have annual County contracts and are taking on more park and school projects."

Other notable projects include completing the initial site work for the Orlando International Airport control tower and the Chain of Lakes Fieldhouse project in Winter Haven.

### **Technology & dealer relationship key**

To help the firm find the right machines to complete its diverse range of projects on time and within budget, Tucker works closely with Linder Industrial Machinery and Sales Rep Ray Phillips.

"When Tucker Paving was still a new company, Ray Phillips came out to one of our job sites and asked me if I was interested in a new machine. I told him I couldn't afford a new one," recalled Tucker. "He still delivered a Komatsu WA250 to the job and let me run it for a while. After a week he came back to see what I thought of the machine, and I told him I was still broke and couldn't afford it. To his

credit, he was able to work out a deal for an RPO, and we've built a relationship with him and Linder since then."

Tucker continued, "Over the last 20-plus years, Ray has been our only salesman with Komatsu and Linder. During that time we've added a lot more equipment from Linder, and they have done a great job of servicing us. Dealer support is important to me."

When Komatsu introduced its intelligent Machine Control (iMC) dozers with fully integrated GPS technology, Tucker Paving jumped at the opportunity to add the machines to its fleet. "We were one of Linder's first customers to add the iMC dozers when they were introduced. It immediately impacted our efficiency and profitability."

Today, the company's fleet of iMC equipment includes multiple D51PXi, D61PXi and D39PXi dozers. It also utilizes PC490LCi-11 excavators for mass earthwork and PC360LCi-11 excavators for pipelaying. In addition to its fleet of Komatsu dozers, excavators and wheel loaders, the firm partners with Linder and the WIRTGEN Group for its milling and paving equipment needs.

*Continued . . .*



# 'We want to stay on the cutting edge'

... continued



A Linder technician provides factory scheduled maintenance through the Komatsu Care program for a Komatsu D61PXi-24 iMC dozer at one of Tucker Paving's residential subdivision projects in central Florida. "(Over the last 20-plus years) we've added a lot more equipment from Linder, and they have done a great job of servicing us. Dealer support is important to me," stated Chip Tucker, President and Owner of Tucker Paving, Inc.



From L to R: Linder Sales Rep Ray Phillips, Linder PSSR Chris Brazel, Tucker Paving President and Owner Chip Tucker and Tucker Paving Vice President Barret Tucker walk around Tucker Paving's new facility in Winter Haven, Fla. For the past two decades, Chip Tucker has worked closely with Ray Phillips to fulfill Tucker Paving's equipment and service needs.

An operator utilizes a Komatsu PC360LCi-11 iMC excavator to place underground utility infrastructure inside a ditch at a residential subdivision project in central Florida.



"We want to stay on the cutting edge of technology for the construction industry, whether that's estimating software or equipment," said Tucker. "It helps us control cost. I've seen companies get left behind that were too slow to implement new technology. Komatsu and WIRTGEN both deliver industry leading technology that improves our company's capabilities and competitiveness in the marketplace.

"The technology also opens up opportunities for beginning operators," he continued. "A new operator can receive training in a fraction of the time it used to take and start cutting to grade like somebody that has been operating their whole life. It allows us to give someone that's not highly skilled or experienced the ability to operate a machine. We're a company that wants to be diversified. We want to give everybody the same opportunities – whether you're a man or a woman. It doesn't matter if you've been in the industry for many years, or if you're fresh out of high school or college. Having a mixed group of people is important."

## Future Outlook

Continuing to stay efficient and grow remains the focus for Tucker Paving. Currently, it's in the process of completing a new facility in Winter Haven to increase its production capabilities.

"The new facility will give us the resources to increase our work capacity," said Tucker. "We'll have new offices, a large yard and machine shop, a crushing operation and the ability to hold up to 30,000 gallons of fuel. We plan to keep our backlogs stacked up and run a safe operation." ■



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# James Julian Grading, LLC utilizes new technology to offer turnkey grading work for subdivisions near Greenville, S.C.



**James Julian,  
Owner of James  
Julian Grading, LLC**



Discover more at  
[TheLinderLink.com](http://TheLinderLink.com)

**Owner James Julian utilizes a Komatsu D61PXi-24 dozer with intelligent Machine Control technology to cut to grade without using stakes at a job site west of Greenville, S.C.**

James Julian has nearly five decades of experience in the heavy equipment industry. He spent his early career as a truck driver before starting his own contracting business. A love of working with the soil initially drew him to the industry and keeps him involved to this day.

"My dad and I were farmers, and I grew up loving the smell of dirt," recalled Julian. "I bought my first tractor while working for a trucking company, just to play with. It was an old machine at the time, but I enjoyed being in the open air.

"In 1972, I quit trucking and started a small clearing business with my brother," continued Julian. "We worked together for 10 years before the bottom fell out of the economy, and I went back to trucking. Shortly after, I realized I had grown to enjoy moving dirt and quit trucking for the second time to establish James Julian Grading."

The company is based out of Simpsonville, S.C., and runs a small crew of five employees. While that number has fluctuated over the years, Julian prefers the smaller operation.

"I enjoy being on a tractor more than I do filing paperwork, and having a small crew allows me to get out and run the dozer," said Julian. "It's a lot simpler once I'm operating. At the end of the day, I'm able to look back and see what I've accomplished. To me, these jobs are more than making money. I take a sense of pride in what I do and want that to be reflected in my work."

Today, James Julian Grading primarily focuses on residential projects but historically has completed a wide range of commercial and

private work. The firm provides turnkey operations and will partner with other local contractors to complete jobs.

"Typically, we will take a project from clearing to a point where it's ready for landscaping," explained Julian. "Sometimes we'll subcontract for one of the contractors that I've mentored over the years. Being able to pass on my knowledge and teach young people that are eager to learn has been a blessing and has paid dividends for me over the years."

### Making operating easier

At a residential subdivision west of Greenville, S.C., Julian is subcontracting for someone he helped train.

"I am grading the roads, building the ponds and creating roughly 100 pads," he noted. "Coming from mainly having worked on commercial projects, there was an initial learning curve for us of how to build subdivisions. Now that we've figured out the process, we've come to prefer this type of work.

"Historically, we always moved soil with scrapers which were ideal for large, flat job sites," continued Julian. "We have recently transitioned to using GPS machines, which have exceeded my expectations. The GPS technology has changed how we move dirt and improved our efficiency."

James Julian Grading uses a Komatsu D61PXi-24 dozer with intelligent Machine Control (iMC) technology as its GPS solution for residential projects.

"Normally we'd use the scraper to take off all of the topsoil, pile it somewhere, then grade the project and respread the dirt," explained Julian. "With the D61, I can work on a single pad and know exactly where I'm at as I go. It allows me to work on an individual pad as I see fit. It's completely changed the way I grade a project."

Removing stakes from the job site was a quick transition for Julian. "At first, I didn't believe it was possible to grade without stakes in the ground. I had wondered how people did it but didn't take the time to find out the difference it could make in productivity. By the second day of running the 61i dozer, I was comfortable with the GPS technology and really saw the difference it could make on any project.







## ▶ VIDEO

Linder TSE Rhett Pilgrim explains some of the features of the intelligent Machine Control technology on the Komatsu D61PXi-24 dozer to Owner James Julian. "Rhett was great about teaching us the capabilities of the machine when we first got it. He's been there to support us every step of the way whenever we have a question. He and Linder have been a lot of help to get us up and running."

"I'm able to get on the machine and go straight to cut instead of worrying about stakes," continued Julian. "When I'm moving dirt, I can push it to where it needs to go instead of piling it up and then transferring it back. Our productivity and efficiency have greatly improved since adding the dozer."

While Julian was used to operating open cab dozers, the enclosed cab on the D61 was an unexpected benefit for him. "I never used to like cabs that weren't open but have come to love the enclosed cab. On cold days I can work out here by myself without stopping. I have the project layout on the screen in front of me, my body isn't cold and the seat is comfortable to operate from. Everything about the machine makes life a lot easier for me."

## Expert support

Since the early '90s Julian has worked with Komatsu equipment. To find the right machines, he partners with Linder Industrial Machinery and Sales Rep Andy Chapman.

"I've built a very good relationship with Andy and Linder over the years," said Julian. "I enjoy Komatsu equipment because it has stood up over time and is backed by great support from Linder. Whether I'm working with someone in Linder's shop or in the sales department, they are always willing to stop what they're doing and help me."

When Julian added the Komatsu D61PXi-24 dozer, he received training from Linder Technology Solutions Expert (TSE) Rhett



Pilgrim. "Rhett was great about teaching us the capabilities of the machine when we first got it. He's been there to support us every step of the way whenever we have a question. He and Linder have been a lot of help to get us up and running."

## Looking ahead

Julian remains enthusiastic about working every day and has no plans to slow down operating the equipment.

"As long as I'm enjoying it and my health is good, I plan to keep operating," said Julian. "At some point I might not be able to jump on the machines anymore, but I suspect that if I were to quit operating, I wouldn't be around much longer. A lot of people my age enjoy fishing and golfing — my passion is moving dirt." ■

Linder Industrial Machinery TSE Rhett Pilgrim (left) and Sales Rep Andy Chapman (Right) work with Owner James Julian (Center) to support all of James Julian Grading's equipment and service needs.



# Successful companies know investing in training and retaining is essential even during the toughest of times



Rachel Burris,  
Communications  
Manager, NCCER

Historically, training is one of the things companies curtail during tough times. Although halting training may be fiscally understandable, it's short-sighted and hurts your program and the construction industry as a whole in the long run. This is the time to really focus on current projects and ensure people are working at their maximum capacity.

Proactive, successful companies have traditionally managed to maintain training through difficult times. It may not look the same and may be adapted, but progressive companies will not quit training. Why?

### 3 key reasons

1. **The skills shortage won't disappear.** Before COVID-19, the construction industry was already facing an estimated shortage of one

million skilled workers by 2023. In August 2019, the Associated General Contractors of America found that 80% of contractors were having difficulty finding qualified craft professionals.

Training and retaining our workforce must remain a priority or we'll be facing an even more extreme shortage after the crisis. ManpowerGroup reports that skilled craft professionals and construction laborers remain in the top 10 most difficult roles to fill.

2. **Training increases productivity.** Doing targeted, job site specific training helps get workers re-engaged and increases productivity. Concerns about job security and the industry are prevalent across the workforce – training helps combat those feelings of apprehension.

Continued training during this time also builds your sense of community in your workplace culture. The McKinsey Engineering Construction and Building Materials Practice points out that “balancing performance and health is critical at any point – and it's much more important in these turbulent times.”

3. **It's strategic.** To be an employer of choice in construction is all about training and retaining your workforce. Instead of “turning off the electricity to save on electricity when times get tough,” it an opportunity to be more strategic.

Companies have typically already invested significantly in establishing workforce development programs to recruit. During times when companies are not bringing new people in, trying to maintain the employees who you may have already invested in with a year or two of training is tactically important.

This momentary slump cannot affect the construction industry's vision of the future. As an essential business, the world needs construction. We remain the industry that builds America. ■

*Editor's note: Rachel Burris is the Communications Manager at the National Center for Construction Education and Research (NCCER). This article is excerpted from a blog post and reprinted with permission from “Breaking Ground: The NCCER Blog” at [blog.nccer.org](http://blog.nccer.org).*



Rachel Burris emphasizes that it's short-sighted to cut training during difficult times. “Proactive, successful companies have historically managed to maintain training through difficult times. It may not look the same and may be adapted, but progressive companies will not quit training,” said Burris, Communications Manager for National Center for Construction Education and Research.



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# Construction industry forecasters predict rise in overall starts led by single-family housing, non-building segments

**U**ncertain? Cautiously optimistic? Upbeat? Construction forecasters are making their best predictions, with most seeing positive territory for overall starts in 2021 as well as significant gains for certain market segments.

Dodge Data & Analytics (Dodge) looks the most bullish, forecasting an overall 4% increase in starts. The Portland Cement Association (PCA) predicts a 0.6% rise. On the flip side, FMI Corp. estimates an 8.7% decline.

The Northeast region of the country will be the most robust, according to Dodge. Its forecast sees a 14% jump in 2021, followed by the South Atlantic at plus 5% and the South Central at 4%. It believes the Midwest will be flat, while the West will fall 3%.

The industry is coming off a rough year in 2020, particularly the first half when COVID-19 caused a deep drop in construction starts, according to Dodge Chief Economist Richard Branch in a press release announcing the organization's outlook. He said to expect bumps along the way.

"While the recovery is underway, the road to full recovery will be long and fraught with potential potholes," said Branch.

### Low rates spur home building, ownership

Single-family housing was one bright market segment last year, increasing by 4% compared

to 2019. It also seems to be one area of broad agreement among forecasters. Dodge's outlook has it rising another 7% to \$254 billion, which would be its highest since 2007.

The National Association of Home Builders (NAHB) appears to concur, forecasting a 3% increase this year followed by 2% more in 2022. PCA sees a 4% rise in total residential building.

"Overall, homebuilder confidence is at a data series high as sales have outpaced construction," said Robert Dietz, Senior Vice President and Chief Economist at NAHB in a recent *Engineering News-Record* article. "Housing demand is driven by historically low interest rates, demographic tailwinds and a desire for more space, which, in turn, is leading to construction gains in lower-density markets."

There are opposite indications for multifamily housing starts. Dodge has a positive outlook at plus 7%. However, FMI, which sees a decline for 2021 in single-family, also predicts a 16.7% decrease in multifamily homes, and NAHB sees a 15% drop.

Anirban Basu, Chief Economist of the Associated Builders and Contractors (ABC), wrote in a December 2020 online article for *Construction Executive* that single-family housing has been and will continue to be a bright spot. Similar to others, he sees the ongoing decline in multifamily extending into 2021.

**The picture is unclear when it comes to transportation spending, including roads and bridges. Dodge Data & Analytics sees a slight increase. The American Road & Transportation Builders Association, FMI Corp. and the Portland Cement Association predict negatives.**







**Construction industry forecasters agree that single-family housing will remain strong in 2021 spurred by low mortgage rates. Dodge Data & Analytics sees it increasing by 7% to \$254 billion, which would be its highest since 2007.**

“Among the most buoyant segments at present is owner-occupied housing,” said Basu. “With more and more millennials coming of age, coupled with the high rate of people looking to social distance, take advantage of low mortgage rates and acquire enough space for a home office, housing demand has raced even higher during the pandemic. But that surging demand has crashed into a dearth of available, unsold inventory, resulting in rapidly rising home prices and the highest homebuilder confidence on record.”

### **Contradictory indications for nonresidential, transportation**

Conflicting outlooks are also evident in the nonresidential sector, which includes offices, lodging and commercial properties, as well as warehouses, educational, health care and other institutional buildings. FMI, PCA and the American Institute of Architects (AIA) all see relatively sizable declines, while Dodge expects a 3% overall increase with the warehouse, health care and office buildings segments all up more than 5%.

Dodge’s optimism also remains for overall non-building construction with a 7% forecast gain. That market includes highways and bridges, environmental, public works and

electric utilities. It believes the latter category will be especially robust with a 35% increase after falling more than 40% in 2020. Dodge indicated that several natural gas export facilities and a large number of wind farms are expected to break ground this year.

It projects a slight increase for highways and bridges. The American Road & Transportation Builders Association (ARTBA) sees it differently. It estimates that highway construction will fall 4.4%, with a decline of almost 2% for bridges. FMI and PCA predict negatives as well.

These sectors could be affected by additional infrastructure funding. The most recent highway bill was set to expire in September 2020; however, Congress provided an additional year of funding as part of a short-term continuing resolution. Biden administration transportation advisor John D. Porcari said Congress is likely to seek an increase for core federal programs as well as others, such as BUILD grants awarded by the Department of Transportation.

“I think you need to kind of flood the zone with more (dollars) on the formula side, more on the competitive-grant side,” said Porcari during an annual meeting of the American Association of State Highway and Transportation Officials. ■



# Six machines named to magazine's list of best products deliver improvements driven by in-the-field customer conversations

What does a new intelligent dozer, two excavators of vastly different sizes, a specialty pipelayer and two mid-to-large-size wheel loaders have in common? For one, they were named among the Top 100 products by *Construction Equipment* magazine. More importantly, they were built with new efficiency and production features driven by customer input.

Among the prominent machines on the list are intelligent Machine Control 2.0 D51i-24 and D61i-24 dozers with integrated GPS technology that is proven to boost production by as much as 60%. They feature proactive dozing control that lets operators cut and strip like an experienced operator from first pass to last. (See related article on page 16 for additional features.)

### Large, small excavators

Earthmoving companies of all sizes appreciate a basic digging machine that's easily transported from job to job. They like it even better when the machine offers fast cycle times, deep digging capabilities and high production, such as the new PC130-11, according to Andrew Earing, Komatsu Senior Product Manager.

"Mobility is a real asset with the PC130-11," said Earing of the 28,660-pound excavator that digs

more than 17 feet deep. "When a contractor finishes one job, they can quickly load this excavator and be on the way to the next site. When they get there, it's a matter of minutes to unload and start digging. That increases production time."

He added that the PC130-11 is built with steel castings in the boom foot, boom nose and arm tip for exceptional durability. It is available with plus-one piping as an option, so you can run attachments for a wide range of applications and potentially boost profits.

The much larger 200-ton class PC2000-11 mining excavator is built for high-volume digging and can move up to 17.9 cubic yards of material in a single scoop.

"Customers told us they want better multifunction performance and productivity than the previous model and the competition," said Joe Sollitt, Komatsu Senior Product Manager, Mining Support Equipment. "With more available engine horsepower, we were able to increase pump absorption and re-engineer the engine-pump-control logic. In combination with a more efficient hydraulic system, the PC2000-11 can load out more material per shift."

Sollitt emphasized that Komatsu designed the 1,046-horsepower excavator for greater reliability and durability with thicker, stronger boom plates and castings that are highly resistant to bending and torsional stress. The center and track frame were strengthened, and it has larger diameter carrier rollers for extended service life. He added that a ground-level service center is standard, and the power module that service personnel grew to love was maintained.

### Loaders prove more productive

Komatsu incorporated next-generation technology with considerable benefits to make its new WA475-10 wheel loader an ideal fit for quarry, waste, infrastructure, forestry and non-residential applications. Feedback received in the field guided improvements, which made it 30% more fuel efficient than its predecessor, leading to savings that can potentially make you more competitive and profitable.



Earthmoving companies of all sizes appreciate a basic digging machine that's easily transported from job to job. They like it even better when the machine offers fast cycle times, deep digging capabilities and high production, such as the new 28,660-pound PC130-11.

Continued . . .



## New iMC 2.0 dozers increase production up to 60% with the ability to use automatics from grass-to-grade



Intelligent Machine Control 2.0 D51i-24 and D61i-24 dozers feature patent-pending proactive dozing control that automatically cuts and strips from existing terrain like an experienced operator – 100% of the time, from grass to grade. The dozers also have improved automation with patent-pending lift layer control, tilt steering control and quick surface creation.

Jon Jennings,  
Komatsu Product Marketing Manager

When experienced operators retire, they take with them their knowledge about how to move dirt as productively and efficiently as possible. That could potentially slow down your operations. What if it could be faster for your new or less-experienced operators to become as productive as those who left? It's possible.

One of the key attributes of Komatsu's new intelligent Machine Control (iMC) 2.0 dozers is patent-pending proactive dozing control that automatically cuts and strips from existing terrain like an experienced operator – 100% of the time, from grass to grade. This technology increased production by as much as 60% compared to the first-generation dozers, according to Komatsu Product Marketing Manager Jon Jennings.

"The ability to use automatics from first pass to last, instead of just during the finish grading, significantly reduces the time it takes to reach target elevation," said Jennings. "Proactive dozing control logic decides the appropriate action, such as whether to cut and carry material, spread or fill that material or whether it should finish grade."

The system provides the real-time position of the dozers to the job site to create a highly accurate elevation for it to drive the blade to the precise grade needed. During operation, the dozers measure the terrain as they track and use the track-level data to plan the next pass.

### New automation, satellite systems

Improved automation is also part of iMC 2.0, including patent-pending lift layer control, which automatically spreads

fill from existing terrain with the press of a button. Much like proactive dozing control, this feature tracks the terrain and uses the data to plan the next pass, which doubles production and achieves consistent layers for quality compaction.

Additional automation features include tilt steering control that automatically tilts the blade to maintain straight travel during rough dozing, reducing the need for operator steering input by 80%. Quick surface creation produces a temporary design surface with one press of a button without the need for a complex 3D model.

Other upgrades include a second GPS antenna, which Jennings noted will aid in side-slope work. The new machines also gain access to three additional satellite systems.

"The biggest advantage is greater overall accuracy," he said. "More satellite systems increase production through the ability to use GPS in places where it may have been a big challenge before, such as at the edge of a wooded area or close to buildings on an urban project."

In addition to the new D51i-24 and D61i-24 models recently touted by *Construction Equipment* magazine as top products, the D39i-24 and the highly anticipated D71i-24 that was introduced last year at CONEXPO will soon be available.

"We had numerous orders for these machines before they were available because customers realized how much the new dozers will increase their production," said Jennings. "We encourage anyone looking for the same in their business to contact their distributor for a demo, more information or to add one to their fleet." ■



# New features improve cycle time

... continued

The WA475-10 has 18% greater horsepower but achieves increased fuel efficiency with its Komatsu hydraulic mechanical transmission. Contributing to better economy and productivity is the independent work equipment control that simplifies operation by separating the accelerator pedal from the speed of the work equipment.

To further boost productivity, the boom lift force was bolstered by 20% and breakout force increased by 8%. A new bucket design improves pile penetration and better retains material in load-and-carry applications.

"Additional conversations with equipment users also led to an improved operating environment that includes an updated cab with floor-to-ceiling glass, ergonomically designed switch layouts and a fully adjustable five-axis console for enhanced operator comfort," noted Bruce Boebel, Komatsu Senior Product Manager.

The WA800-8 wheel loader also has a new bucket shape that incorporates an increased radius and floor inclination to make it easier to fill and retain material. The spill guard

was adjusted to give operators improved visibility to the pile, and sweeper wings on either side protect the front tires. In larger quarry, aggregate and mining applications, the 254,700-pound machine is an ideal match for 60- to 100-ton trucks.

The loader features new, key automatic and semi-automatic systems that assist operators and contribute to productivity and efficiency. The three features can be used together or separately to automate the work phases when V-cycle loading, one of which is automatic dig to optimize bucket load. This actuates the bucket and lifting operations by sensing the pressure applied to the work equipment.

A semi-automatic approach raises the boom automatically when reversing out of the pile. The lift arms elevate until reaching the upper setting of the boom positioner, allowing the operator to focus on the travel path of the loader.

Semi-automatic dump raises the lift arms automatically and dumps the bucket with the push of a button. After dumping, it levels the bucket and returns the lift arms to the lower boom positioner setting; however, the lift arms will not lower until the bucket has cleared the truck.

"We also responded to customer requests by introducing a modulation clutch for optimal tractive effort and throttle lock that improves cycle times by maintaining high work-equipment performance and saving fuel with auto deceleration," said Komatsu Product Marketing Manager Robert Hussey.

## New pipelayer designed for exceptional stability

Komatsu worked closely with pipeline companies to develop its new D155CX-8 pipelayer that has an oval design nine-roller track with 12 feet, 10 inches of track on ground for stability. It also features 32-inch track shoes.

Heavy final drive components are close to the ground, which lowers the center of gravity. The rollers are fixed suspension and don't oscillate like a dozer for greater ground contact.

With a 170,000-pound lift capacity, the D155CX-8 can handle up to 36-inch steel pipe. It has a K170 pipelayer package with a standard 24-foot boom length. An optional 28-foot boom is available.

"It's essential that we get feedback from the contractors who will ultimately use a pipelayer like our new D155CX-8," said Chuck Murawski, Product Manager, Dozers. "One item they recommended was a larger steering motor, so we incorporated one into the machine to give it better displacement and more torque." ■

Komatsu incorporated next-generation technology with considerable benefits to make its new WA475-10 wheel loader an ideal fit for quarry, waste, infrastructure, forestry and non-residential applications. It's 30% more fuel efficient, has 18% greater horsepower, 20% more boom lift force and a breakout force increase of 8% compared to its predecessor model.



The new D155CX-8 pipelayer has an oval design nine-roller track that features 12 feet, 10 inches of track on ground for stability. With a 170,000-pound lift capacity, the D155CX-8 can handle up to 36-inch steel pipe. It offers a K170 pipelayer package with a standard 24-foot boom length.





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

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# New iMC 2.0 excavator delivers greater accuracy, comfort and versatility for increased productivity

What if you could dig basements, footings or utility trenches without worrying about overexcavating? How about using the same machine to accurately excavate slopes and finish grade ponds with limited movement? What if you could do it all with little or no need for a finish dozer, stakes or surveying?

According to Komatsu Senior Product Manager Andrew Earing, Komatsu's new intelligent Machine Control (iMC) 2.0 PC210LCi-11 excavator with integrated GPS lets you do all of those tasks and more. Earing noted that testing showed the latest-generation machine improves production by up to 33% and efficiency as much as 63% compared to conventional excavation and grading methods.

"The new iMC 2.0 PC210LCi-11 has added additional satellite systems improving satellite coverage and ability to work in more challenging areas such as near woods or on urban job sites," said Earing.

### Bucket angle hold, new monitor

With iMC 2.0 comes bucket angle hold. When activated, it automatically holds the bucket to the design surface during arm-in operation.

"It's less fatiguing for operators, which makes them more productive throughout a shift," said Earing. "It also produces a better finish-grade surface, so there are multiple benefits."

Additional new features include a smaller, slimmer 10.4-inch monitor with more memory and faster processing speed. It has pinch-to-zoom and swipe functionality similar to a smartphone or tablet.

"Customers told us they wanted a more streamlined monitor," said Earing. "This is intuitive and easier to use, so there's decreased downtime navigating through it and more time producing."

### Options up versatility

Earing added that users can boost efficiency further with optional features such as automatic tilt bucket control. Using an add-on inertial measuring unit, it allows machine control to manage the angle movement of a tilt bucket to dig and grade surfaces that are not perpendicular to the machine. Users provide their choice of bucket.

*Continued . . .*



**Andrew Earing,**  
Komatsu Senior  
Product Manager

A new feature of the latest-generation PC210LCi-11 intelligent Machine Control 2.0 excavator includes bucket angle hold. When activated, it automatically holds the bucket to the design surface during arm-in operation. "It's less fatiguing for operators, which makes them more productive throughout a shift," said Komatsu Senior Product Manager Andrew Earing. "It also produces a better finish-grade surface, so there are multiple benefits."





# 'Useful on projects with varying contours'

... continued

"While excavating a deep trench, you can slope the sides back without moving the excavator," explained Earing. "It's also useful on projects with varying contours, such as swales and ponds. Operators can sit in a fixed position and shape those transitions. Less movement saves time and wear and tear on the machine and the operator. We believe most contractors will want to take advantage of this.

"Another feature is optional pressure and flow control for plus-one piping," he continued. "This lets you fine-tune hydraulic pressure and flow on attachments such as hammers, vibratory compactors, processors and more for improved control and versatility."

## Semi-automatic functions

The iMC 2.0 PC210LCi-11 maintains the main functions of the first-generation iMC excavators, including the ability to switch from manual to semi-automatic modes.

Among a host of standout features is an exclusive control function that goes beyond simple guidance to semi-automatically limit overexcavation and trace a target surface. Once the target elevation is reached, no matter

how hard an operator tries to move the joystick to lower the boom, the excavator won't allow it. This reduces wasted time and the need for expensive fill materials.

Productivity and efficiency features include:

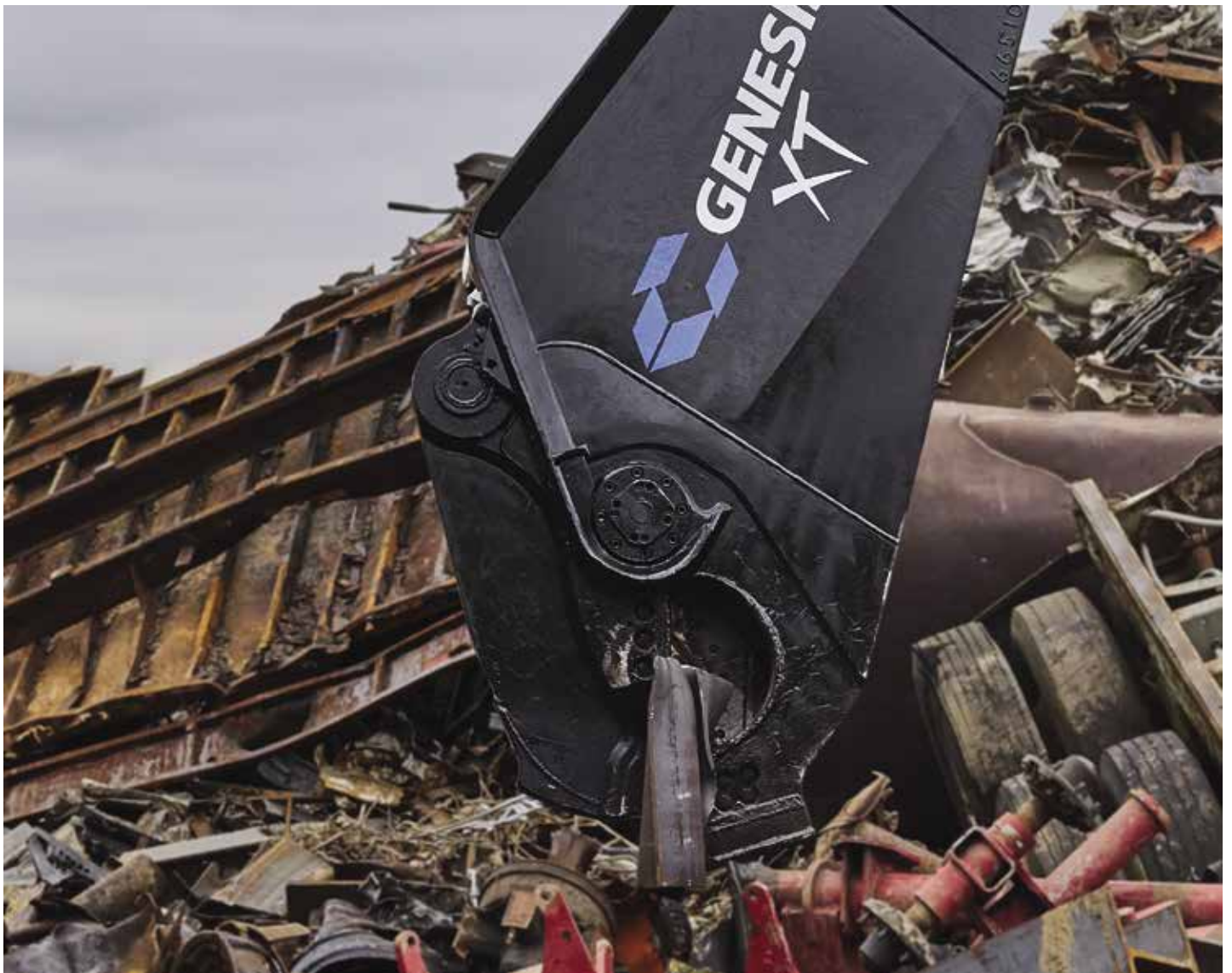
- In semi-automatic mode the boom adjusts the bucket height to trace the target surface and minimizes the chance of digging too deep.
- Auto stop control halts the working equipment when the bucket edge reaches the design surface to reduce design surface damage.
- Minimum distance control regulates the bucket by automatically selecting the point on the bucket closest to the target surface.
- The facing angle compass shows the operator the facing angle in relation to the target surface, allowing the bucket edge to be accurately positioned square to the target surface.

"Existing and new technology in the iMC 2.0 excavators has proven to increase production and efficiency while reducing costs," said Earing. "We encourage anyone looking for those attributes to contact their distributor and test one for themselves." ■

**The new intelligent Machine Control (iMC) 2.0 PC210LCi-11 maintains the semi-automatic features of the first-generation iMC excavators, including auto stop control, minimum distance control and a facing angle compass to limit overexcavation.**







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# Tracey Drechsel says new structure delivers better service as regional teams work together to be your one point of contact



*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.*

**Tracey Drechsel,**  
Komatsu Business Director,  
East Region

Tracey Drechsel's career with Komatsu began right out of college. The 1998 Austin Peay State University graduate started with Komatsu Financial and held various roles in operations, sales and marketing. She spent six years as the Finance Sales Manager, working at Komatsu's Newberry, S.C., plant before returning to the Chicago area. Along the way, she earned a master's degree from North Central College.

"As a kid, I never thought construction equipment would be my life. I wanted to be a marine biologist and swim with dolphins," shared Drechsel. "The gig with Flipper didn't work out, so here I am helping people dig holes and push dirt."

"The best part of the industry, and personally, the most rewarding, is the human interaction," she added. "I get to meet people from different backgrounds and find ways to make a difference in their lives. I have been very fortunate to wake up every day for 22 years and enjoy who I work for and who I work with; and I don't take that for granted."

In 2017, Drechsel was promoted to Director/Sales Marketing for the North Region of Komatsu's construction equipment division. In late 2020, she was named Business Director, East Region, which includes states from Michigan to Maine and down to Florida.

A two-sport athlete in college, basketball and softball, she enjoys staying active today. Drechsel likes to run, workout, boat, walk her dogs and travel. She also may be the only person in Chicago who cheers for both the Cubs and White Sox and dislikes deep-dish pizza.

**QUESTION:** Komatsu has made some structural changes with personnel taking on new roles, including those of regional business directors. What's the customer benefit?

**ANSWER:** As always, our focus is on helping customers find solutions by utilizing our dealer network, products, technology and, most importantly, our people who care at all levels. Speed to market and technical resolution is something we really focused on improving with this new structure. We empowered our people to make more decisions in the field to improve our response times to customers and distributors.

With this new concept, all business units within a region – parts, sales, finance, warranty, etc. – are now part of the same channel, whereas before it was more individualized. We've created small, focused regional teams with diverse skills to address the entire life cycle of customer needs. We are packaging our solutions as "Komatsu" and are aligned to act in the best interest of the customer.

**QUESTION:** How are members of each regional team working together?

**ANSWER:** Internally, we are leveraging each other's skill sets in more proactive ways to add value to our individual knowledge base as well as to our customer interactions. In the past, our collaboration had a tendency to be more reactive.

Now, we're meeting and talking on a consistent basis about what's happening within our region. Individuals and groups can bounce ideas off of each other; and we can discuss best practices in customer satisfaction as we share success stories and customer feedback.

Ultimately, it's a great opportunity to better serve our markets and moves us toward our goal of creating one point of contact that our customer value chain can trust and rely on.

**QUESTION:** Last year was certainly different from many perspectives. How did events





Komatsu's focus is on helping customers find solutions by utilizing its dealer network, products, technology and, most importantly, its people who care at all levels said Tracey Drechsel, Komatsu Business Director, East Region.

**affect the construction markets and what do you see looking forward?**

**ANSWER:** COVID-19 accelerated the acknowledgment and need for digital solutions in our industry. The pandemic provided a real-life example of the role technologies, such as online meetings and Smart Construction (the digital transformation of the job site), can play in keeping customers' businesses and projects on track. Those customers who were hesitant or skeptical about adopting GPS systems, intelligent machines and Smart Construction, now see the value in investing in those solutions.

Many are also utilizing our fleet management site, My Komatsu, more often. It enables them to remotely track production, idle time, fuel usage and other data with a tablet, smartphone or desktop computer. It allows them to reference manuals for their fleet, find the needed parts and purchase them quickly and easily. Again, it's actionable information they get without the need to be present at the job site. The complimentary service can save time and improve practices. ■



The use of Smart Construction solutions and My Komatsu for fleet management increased during the past year. "COVID-19 accelerated the acknowledgment and need for digital solutions in our industry," said Tracey Drechsel, Komatsu Business Director, East Region. "The pandemic provided a real-life example of the role technologies, such as online meetings and Smart Construction (the digital transformation of the job site), can play in keeping customers' businesses and projects on track."



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# New solution saves time, expense by delivering design changes directly to machines, eliminating travel to job sites

If you manage construction projects, you know design changes come with the territory. You also realize that delays in updating plans could adversely affect production and your profits.

"It's critical to communicate new information as quickly as possible," stated Bryce Satterly, Komatsu Smart Construction Solutions Manager. "Technology is making that virtually instantaneous. Our Smart Construction Remote solution is a good example. It allows users to send design data to machines in the field and remotely support operators without traveling to the job site, reducing costly downtime."

Managers can log into target machines, pinpoint their location, view the machines' monitors and upload or download files at anytime from anywhere, according to Satterly. He added that updates can be transferred to multiple machines with one click.

Smart Construction Remote's software is compatible with Komatsu intelligent Machine

Control dozers and excavators as well as with select aftermarket grade control systems. It's one of several Smart Construction solutions created to help you more efficiently plan, schedule, manage, streamline costs and optimize processes remotely.

### Distant troubleshooting capabilities

In addition to project design file updates, Smart Construction Remote provides distanced troubleshooting capabilities. Offsite personnel can view what operators are seeing in the field, and even operate the machine control monitor, through their connected devices.

"The operator, survey manager and others can communicate remotely in real time, and resolve issues faster," said Satterly.

"Not having to make that trip to either update a machine or troubleshoot it saves time and reduces fuel costs and emissions associated with driving to the site. Those are added benefits." ■



**Bryce Satterly,**  
Komatsu Smart  
Construction  
Solutions Manager



Smart Construction Remote lets you log into target machines, pinpoint their location, view the machines' monitors and upload or download files at anytime from anywhere. Smart Construction Remote also provides distanced troubleshooting capabilities.



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# Komatsu offers a wide range of genuine batteries proven to perform and last in tough conditions

When you turn the key on a machine or a vehicle, you expect it to start. Several systems play a role in whether this does or does not happen, but one of the most important factors is the battery.

"It is essential to use one that's proven to perform under all circumstances," emphasized Dimitra Balafoutis, Komatsu Product Manager, Consumables. "We recommend using genuine Komatsu batteries in our machines because they are manufactured to stand up to challenging conditions such as extreme temperatures and high vibrations, which are common on our customers' job sites. They were designed and built to ensure durability and reduce downtime."

Balafoutis noted that Komatsu genuine batteries undergo more than 300 quality-control checks throughout the manufacturing process. With proper maintenance, they typically last three years or longer. Komatsu supports all batteries with its standard parts warranty, which is one or two years depending on part number.

"A wide range of 6- and 12-volt sizes are available," said Balafoutis. "Our distributors stock the most common ones, so they are easily available. If a less common type is needed, you can order it through your distributor or on the My Komatsu web

application ([www.komatsuamerica.com/mykomatsu](http://www.komatsuamerica.com/mykomatsu)) and have it shipped to the distributor or your location."

### Power your vehicles too

With Komatsu's all-makes program, customers can also order OEM batteries for their Komatsu equipment and its competitors through their local Komatsu branch, explained Balafoutis. This includes construction, agriculture, mining, forestry and forklift products.

"Those OEM options are available if customers want them; however, Komatsu genuine batteries work in most brands of machinery," Balafoutis pointed out. "Distributors can assist customers in determining the right fit for their needs."

She noted that Komatsu genuine batteries are ideal for cars, pickups or other vehicles.

"If you think they are great in your equipment, consider them for other uses," said Balafoutis. "They power class 1 through class 8 on-highway trucks, boats, recreation vehicles, power sports products such as four-wheelers, golf carts and more. Your Komatsu distributor can be a one-stop shop for all of your battery needs. They will even install them if you like." ■



**Dimitra Balafoutis,**  
Komatsu Product  
Manager,  
Consumables



Komatsu genuine batteries power your Komatsu equipment. They can do the same for competitive machinery as well as your vehicles, including pickups, cars, boats, RVs, golf carts and more.



# WORK SMARTER WITH TRACK TRUCKS

When heavy rains turn jobsites into mud pits R. H. Price, Inc., relies on Terramac RT14R crawlers to stay on schedule and productive.

“The Terramac units are nearly unstoppable when it gets muddy, we wouldn’t be able to do the job with any other machine. These Terramacs are basically a lifesaver.”

**Jimmy Price**  
*President*  
R.H. PRICE, INC.



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- Aerial Lift



AVAILABLE THROUGH LINDER INDUSTRIAL MACHINERY

# Residential, commercial contractor sees sizable savings with intelligent Machine Control excavators

Like his father, David Smith II went straight to work after graduating from high school. At 17, he ran residential crews in the family business, which performed site work for developers on subdivisions as well as single lots for private homeowners.

"When the markets crashed in 2008, housing pretty much dried up," recalled Smith, who along with his father owns and operates what is now S3 Sitework. "Dad sent me to do a commercial job. He figured the project would take around six weeks, but I had it done in three. The experience of working in close quarters near houses was a big help because it's where I learned speed and efficiency."

That project spurred additional commercial work and also served as the catalyst for a move toward more automated excavating for the Smiths and S3 Sitework.

"I knew how to run a machine – period. Dad sent another guy to set and check grade and drive stakes," said Smith. "I was really good at wiping them out, which meant resetting. I thought it was inefficient and costly, so we bought a base and rover. Now, GPS technology plays a big role in our operations."

He added that S3 Sitework is saving time and money by using Komatsu intelligent Machine Control (iMC) PC360LCi-11 and PC490LCi-11 excavators. The Smiths put them in their

fleet about a year ago and appreciate the factory-integrated GPS grade control.

### Flawless transitions

S3 Sitework builds models, uploads them to the machines and cuts to grade using the iMC excavators' semi-automatic features.

"They prevent overdigging. Once the teeth contact the set design grade, no matter how much you push the joysticks, the excavators will not let you go deeper," explained Smith. "That saves time and material expenses in subgrade preparation."

He noted a particular job where the excavators stood out. "On one subdivision we had to cut a road, house lots and bar ditches. The ditches had three-to-one slopes, so there were sizable transitions from the bottom of those to the pads and onto the street subgrade. Using the models, the operators and machines made the changes flawlessly without stakes. We only needed to check grade occasionally, and it was spot-on."

Smith said he knew the iMC excavators were the right machines for S3 Sitework from the first time he demonstrated a PC360LCi-11 on a channel cut.

"It had one-to-one slopes and had to be concrete lined. There was no way to cut that with a dozer," said Smith. "We dug the channel extremely fast with no overrun on the materials." ■



David Smith II,  
Owner



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### ► VIDEO



An S3 Sitework operator digs a ditch with a Komatsu intelligent Machine Control PC360LCi-11 excavator. The company also has a PC490LCi-11. "We don't need someone constantly checking grade or setting stakes because the machines know where they are in relation to the design elevation," said Owner David Smith II. "That saves us time and labor costs."



## New Asheville, N.C., branch unveils on-site training facilities and plans for proving grounds



**Jim Trowbridge,**  
Linder Regional Vice  
President, Western  
North Carolina



Discover more at  
[TheLinderLink.com](https://TheLinderLink.com)

In December 2020, Linder Industrial Machinery opened its newest branch in Asheville, N.C., to service the western half of North Carolina. Relocated from downtown Asheville, the new 18-acre property overlooks the French Broad River and includes a main office building for parts & service, a machine service bay, a training facility, two additional outlying buildings, an equipment wash rack, machine proving grounds and a grandstand.

“The intention with the facility is two-part,” stated Linder Regional Vice President, Western North Carolina Jim Trowbridge. “First, we’re able to service and sell machines like a typical dealership. Second, we’re able to provide training and additional resources to our customers that will enhance their knowledge of the equipment and improve their operations.”

The training facility provides training and support for both Linder employees and customers seeking to further their knowledge of Linder’s supported equipment and manufacturer lines.

“The training facility allows us to provide more in-depth training throughout the entire year to Linder’s sales team, technicians and parts department by bringing manufacturers within our own footprint instead of sending the employees to each manufacturer for training,” explained Trowbridge. “With regards to the

customer, we’re able to bring them on site and walk them through many of the more technical capabilities of the machines. As we develop the proving grounds and training facility, we’ll be able to provide support that extends from general operators to technicians.”

The improving national economy and increasing number of people moving to North Carolina led Linder to establish its solution-focused branch. The facility services customers between the Virginia, Georgia and Tennessee borders, and extends halfway to Charlotte.

“Asheville and western North Carolina are experiencing an influx of people moving in from other parts of the country,” noted Trowbridge. “Customers are looking for a one-stop-shop as well as a dealership that can respond quickly to their needs. One step we’ve taken is to add service techs to improve our responsiveness to our customers working in more geographically challenging locations.

“We recognize the need to increase our services at every level to provide the best support possible to our customers,” continued Trowbridge. “This facility is the next step to show that Linder is here to do more than sell tractors. We see the challenges our customers face, and we’re offering solutions to meet and overcome those challenges head-on.” ■

The new 18-acre Asheville, N.C., branch overlooks the French Broad River and includes a main office building for parts & service, a machine service bay, a training facility, two additional outlying buildings, an equipment wash rack, machine proving grounds and a grandstand.

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2018 HAMM  
HD-701-V0  
40 HOURS - E00044624  
**\$92,500**



2016 KOMATSU  
D65PXI-18  
4,580 HOURS - E00044776  
**\$154,000**



2016 SUPERIOR BROOM  
S180X  
2,885 HOURS - E00039075  
**\$20,500**



2017 TERRAMAC  
RT14  
1,183 HOURS - E00041655  
**\$73,000**



2016 KOMATSU  
PC360LC-11/WITH HAMMER  
4,543 HOURS - E00043274  
**\$139,500**

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