

WOOD WORKS

A PUBLICATION FOR AND ABOUT C.N. WOOD CO., INC. CUSTOMERS • 2004 No. 2

Featured in this issue:

AXL INCORPORATED

Customer service is the
cornerstone of this
New England
trucking company

See article Inside



"Alky," president
of AXL Incorporated

KOMATSU

A MESSAGE FROM THE PRESIDENT



C.N. WOOD CO., INC.

CONTRACTORS' EQUIPMENT

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Dear Equipment User:

Some contractors maintain there's not much difference between one brand of equipment and another. In their minds, any new machine is going to be pretty good. What's important to these contractors is service and price.

We fully agree that responsive, knowledgeable service is crucial to the success of your business. At C.N. Wood Co., we've increased our capabilities over the years in terms of parts availability, shop facilities, field technicians, tools and training to help us better meet your support needs and expectations. Our goal is to get you back up and running with the least amount of downtime, and we believe we can accomplish that as well as, or better than, any other dealer.

Regarding price, we agree that it should be a factor in your equipment-buying decision. But we believe the real issue is not so much price itself, but what you're getting for the price you pay, which is value. If a machine is built better — with stronger materials that make it last longer, and more advanced technology that makes it more productive and lowers operating costs — then that machine will probably cost more to build, and it stands to reason that it's going to be priced higher. In the end, if you get more work done at a lower operating cost for a longer period of time, the higher-priced machine is worth more to you and is the better value.

We honestly believe that across the product line — from the largest mining machines in the world to the smallest utility pieces and all the construction-size equipment in between — Komatsu is the best value on the market. Are we the cheapest? No. But we definitely try to be price-competitive. And in terms of all the other factors — including productivity, longevity, uptime, operating costs and resale value — we're confident that we more than stack up against the competition, and we'd like the opportunity to prove it to you.

So the next time you're in the market for a piece of equipment, stop in or give us a call. We'll be happy to spec out and demo any machine for you, because when it comes to giving you your money's worth, we're confident nobody offers more than we do.

Sincerely,
C.N. WOOD COMPANY, INC.

Robert S. Benard
President

**Our goal is to always
give you your
money's worth — in
equipment and
in service**

WOOD WORKS

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SERVING YOU BETTER

Sweeper operators attended a training session at C.N. Wood, where proper maintenance and operation are emphasized.

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KOMATSU

AXL INCORPORATED

Customer service is the cornerstone of this New England trucking company



"Alky",
AXL Incorporated
founder and owner

"Alky" likes to joke around a lot. He has a funny line for almost any occasion. But one thing he doesn't joke about is what his Greenland, N. H., trucking company, AXL Incorporated, can do for customers.

"You get to be successful in this business, and probably in any business, by providing two things: service and dependability," said Alky, founder and president of AXL. "At AXL, that's been our credo since I started the company 25 years ago. At that time, it was just me with one truck. But if you hired me to move something, you could count on the fact that I was going to get it there — and get it there on time."

Today, AXL has 17 trucks, 32 trailers and 22 employees, but the philosophy remains the same.

"Our customers have production schedules and time frames to meet, and in order to do that,

they count on us for timely delivery of materials," said Alky. "It's a big responsibility that we take seriously, and over the years, I believe we've proven ourselves to be a reliable hauler."

Steady clientele

Because of that reliability, AXL has maintained a list of steady clients. For the last 15 years, the company has had a contract to deliver gypsum (that arrives by ship) from the harbor to a manufacturing plant in Newington, which uses the mineral to make sheet rock.

"For the past 10 years, we've also had a contract to distribute salt that comes into the harbor to cities and towns throughout the region during the winter months," noted Alky. "The salt and gypsum contracts are our bread and butter, accounting for up to 50 percent of our annual business."

Both the gypsum and salt contracts involve loading as well as trucking the material.

In addition to those two ongoing, long-term contracts, AXL also hauls a considerable amount of bark mulch and processed material for area companies, and does lowbed hauling of equipment and other large miscellaneous items.

"We're very proud of the fact that we have these longtime customers," said Alky. "It tells us that we've been fairly successful at accomplishing our goal, which is to provide excellent service at a fair price."

Employees are key

While AXL has grown substantially over the years, it's still a "lean and mean operation," according to Alky. "I handle almost all office duties by myself. That means paying the bills, dispatching the trucks and answering the phone.



AXL loads and trucks gypsum 24 hours a day, seven days a week. To keep up with that schedule, operator Bob Wessell uses this Komatsu WA500 wheel loader. Here, he loads 30 tons of gypsum into one of AXL's trucks which will carry it to a manufacturing plant in Newington, N.H.





AXL operator Marty Martel uses the company's new Komatsu WA480-5 wheel loader to load trucks with road salt. The WA480-5 loads 32 tons in only five passes. "There's nothing about this machine that I don't like," he affirms.



I also make pretty good coffee. I do whatever needs to be done around the office because I'm too cheap to hire any help," he joked.

Alky says handling all the inside work keeps overhead to a minimum and lets him keep a close eye on how the business is doing. He credits a dedicated group of longtime employees for allowing him to spend his workday at the desk.

"Because of the quality of the guys who work here, I don't have to be out, constantly checking to see how things are going in the field. I know the work's getting done right because many of these guys have been doing it for me for the past 15 to 20 years. I consider myself lucky to have such excellent people across the board, both drivers and operators. They're the ones who've made the business grow into what it is today."

Alky singled out loader operators Marty Martel, Bob Wessell and Don Robertson, along with driver/operator Roger Libby. "Marty is a neighbor and a good friend; Bob is very talented and has been here forever; and Don is a retired farmer who is in charge of our overnight loader shift seven days a week. As for Roger, he says he's just here to separate me from my money and sometimes I believe him because he doesn't really need to work," Alky added in jest. "But seriously, he's typical of a lot

of our guys, just a great attitude and a great outlook on life."

Productive equipment

AXL's skilled operators depend on Komatsu wheel loaders (a WA480-5 and a WA500-3) to load the gypsum and salt quickly and efficiently into its trucks. "We use the WA480, which is our newest machine, for the salt and other miscellaneous jobs," explained Alky. "The WA500 works around the clock, 24 hours a day, seven days a week loading gypsum."

"I'm on my ninth and 10th Komatsu loaders now," he added. "They've all been good, and I'd say each generation has been significantly better than the preceding one. The new WA480-5, for example, seems to be about the same size as our original WA500, so it can handle a bigger bucket, but still has the quickness of a smaller machine. With it, we're able to load our trucks in five passes where before it took six, so that's increasing our productivity right there."

Marty Martel is the primary operator of the WA480-5. "It's fast and it brakes well. It's also extremely comfortable with lots of room and all the controls right at your fingertips. I love running good equipment and I'd say this is great equipment. There's nothing about this machine that I don't like."

Continued...

Excellent equipment and support are necessary

... continued

"The people at Komatsu must really be listening because they've put together a machine that operators love," Alky asserted. "As an owner, I like Komatsu loaders for their reliability, fuel efficiency and the fact that there's negligible downtime or repair work."

AXL Incorporated buys a new wheel loader about every two years to ensure maximum uptime and productivity.

Dealer support

While he's been very pleased with all his Komatsu wheel loaders, Alky says he wouldn't continue to buy them if he hadn't received outstanding support through the years from C.N. Wood. "As good as any machine is, it's still only as good as the dealer who sold it to you and who's going to back it up. C.N. Wood proved to me right from the beginning that they were committed to outstanding support."

The way Alky remembers it, his business was struggling a bit 15 years ago when it first took over the gypsum contract. "I had another brand of machine in here and I was happy with it for about half a second before it started to nickel and dime me to death. The dealer's repair truck was out here more than I was. I started asking around and one of the people I talked to recommended C.N. Wood. I called on a Friday afternoon, and reached Bob Benard, the company president, although I didn't know it at the time. He told me

he'd have somebody up there that same day. I was a little skeptical, but about an hour and a half later, Bob himself was here.

"Bob operated the machine for 10 minutes, then proceeded to tell me exactly what was wrong with it, which I already knew since I'd been running it for six months. I was pretty impressed by that, and even more impressed by the deal Bob offered for a trade-in on a new WA500. He beat the price I had in my head by a long shot and I've been a loyal Komatsu and C.N. Wood customer ever since."

Today, Allen Austin is the salesman who works with Alky. "Bob, Allen and Buddy Barrelle (vice-president of sales & marketing) all take very good care of us. And we've been more than happy with the service department at C.N. Wood. Honestly, we don't have to call them often, but when we do, they respond immediately. We can get Tom Pond (C.N. Wood's technical support manager) on the phone and describe a problem to him and 99 times out of 100, he understands exactly what we're talking about. So he's able to send the right man with the right parts and tools to do the job quickly and efficiently. That doesn't happen with every dealer and it's just a pleasure doing business with people like that."

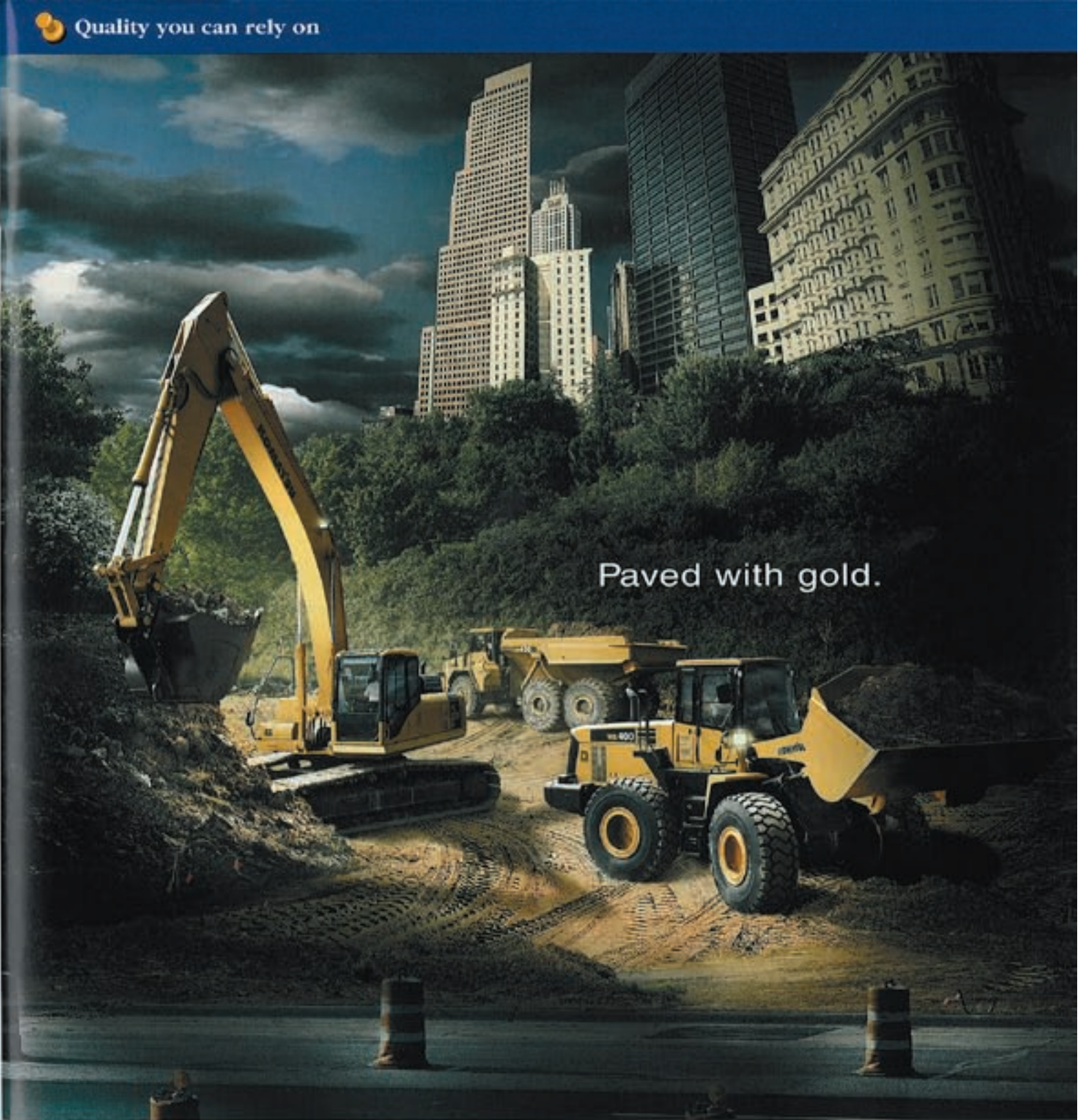
Working hard and having fun

Alky says he never really had a dream of owning a good-size trucking company. He just saw an opportunity and took a chance — and it's all worked out for the best. "It's been very satisfying and rewarding, and I'd even call it fun. What I like most about this business are the people — the guys I work with, our customers, and our vendors, like C.N. Wood. Because of the business, I've developed many friendships that I truly value.

"As for the future, there are always new challenges," he added. "When customers' needs change, you've got to be able to adapt in order to provide the services they want. At AXL, we've been able to do that in the past, and with the talent we have in our company, I'm optimistic that we'll be able to continue to do it as we move forward. As long as our employees are willing to work with us, I think we'll have plenty of opportunity for growth." ■

C.N. Wood salesman Allen Austin (left) helps "Alky" meet AXL's heavy equipment needs.





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TRAFFIC BOTTLENECKS

New study reports they are growing in number, but can be contained with reconstruction



Diane Steed, president and CEO of AHUA

If you work in or around a metropolitan area, you probably know where you're apt to run into traffic problems, especially during rush hours. These so-called "traffic bottlenecks" occur with or without accidents, simply because there are more vehicles than road capacity to carry them. And if you think the situation has become worse rather than better, you're right — but not in all cases.

In 1999, the American Highway Users Alliance (AHUA) commissioned a study on traffic bottlenecks that identified 167 major highway problem areas in 30 states plus the District of Columbia. A recently released study update entitled "Unclogging America's Arteries: Effective Relief for Highway Bottlenecks" shows that five years later, those numbers have grown to 233 bottlenecks in 33 states plus D.C. That's a 40 percent increase.

But despite the growing problem, the study provides evidence that gridlock is not inevitable. In fact, seven of the top 18 bottlenecks identified in 1999 no longer appear on the list because major

reconstruction projects are either completed or underway at those sites.

"The good news is that the study shows there's hope for curing congestion on our highways," said Diane Steed, president and CEO of AHUA. "While the figures clearly show gridlock has grown over the past five years, motorists in cities that have moved aggressively to unclog bottlenecks are now reaping the benefits of improved traffic flow."

Benefits of reducing congestion

According to the study, conducted by the transportation research firm Cambridge Systematics, bringing traffic flow to minimum acceptable levels at all 233 bottlenecks would, over a 20-year life of the improved projects:

- Prevent almost 450,000 crashes including 1,750 fatalities,
- Cut pollution at the bottlenecks in half,
- Conserve more than 40 billion gallons of fuel,
- Reduce rush hour delays by more than 30 minutes per day.

The report recommends a balanced approach to tackling the overall problem of traffic congestion. In addition to increased road capacity, it suggests improving mass transit, increasing carpooling, using high-tech traffic management systems, and using reversible commuter lanes.

"While there is no single solution for reducing congestion, fixing traffic bottlenecks is a critical starting point," said Steed, who urged the federal government to kick in a significant amount of critically needed funding to finance the improvement projects. ■

A new study reveals there are about 40 percent more traffic bottlenecks that regularly clog traffic in U.S. cities than there were five years ago. According to the study, reconstruction is the key to solving the problem.





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MASCON 2004

New England's largest construction exhibit is showplace for C.N. Wood



(Left to right) C.N. Wood president Bob Benard, Steve Siskowitz, president, and Mark Siskowitz, vice-president of Atlantic Excavation, stand in front of Atlantic's new Komatsu PC35MR compact excavator.

Fathers and sons (L-R) Dustin White, Devin White, Trey Deloury and Dave Deloury, all of Deloury Industries, take a closer look at the Komatsu equipment on display.



In the construction industry few things remain unchanged. This year's 15th annual MASCON exhibition on March 10 and 11 gave attendees plenty of opportunities to see what's new and different in construction equipment.

"That's one reason we've been a part of MASCON for 15 years," stated Jim Maxwell, C. N. Wood's general sales manager. "It's a great opportunity to show our customers the new technology and advancements in Komatsu equipment. They can see how these features benefit their operations in terms of reduced costs, higher efficiency, less maintenance and improved operator comfort."

The entire C.N. Wood sales force and representatives from Komatsu America were in Boston's World Trade Center for MASCON 2004. They greeted longtime customers and had a chance to introduce others to Komatsu equipment and C.N. Wood.

Continued...



Anthony Pacillo III brought his wife, Stephanie, and children Arianna and Anthony, to MASCON for a look at their new Komatsu PC300LC-7 excavator, on display at the C.N. Wood exhibit.



Scott Mennino (left) of Mennino Construction and his son, Anthony Mennino, visit with C.N. Wood president Bob Benard.



(L-R) Ralph Surianello, president of Ralph Surianello, Inc.; Joseph Surianello; and Kerry Causer, C.N. Wood sales rep.



C.N. Wood sales rep. Roger Vincent (center) visits with Bartolini Builders owner David Bartolini (right) and his son, Dave Bartolini.



Enjoying MASCON 2004 are C.N. Wood customers (L-R) Anthony Pacillo, president of A.F. Pacillo; Tim Ditunno, mechanic; Barry Greenwood, owner; Jimmy Gorman, supervisor; and Kevin McNeeley, all with Greenwood & Sons; and Brendan Larkin, owner of Larkin & Larkin.



(L-R) Mike Clery, owner of M.C. Clery Jr., Inc., with his sons, Michael Clery and Stephen Clery

(L-R) Ron Pacella, RJV Construction supervisor; Bob Rosa, C.N. Wood sales rep.; Rico Ferrara, A. Ferrara Construction; David Pacella and Christopher Pacella, RJV Construction operators



C.N. Wood shows off new equipment

... continued



(L-R) Jim Kidney, R.W. Arnenses project manager; owner Mark Irvin, Irvin & Sons; and C.N. Wood sales rep. Kerry Causer



Steve Shattuck (left), Middlesex Corp. maintenance supervisor with Paul Oliveira, C.N. Wood inside sales



Envirocon owner Ayaz Zaffar (left) with C.N. Wood sales rep. Brian Doherty



C.N. Wood sales rep. Roger Vincent (left) with Dan Favreau, president of D.L. Favreau Corp.



C.N. Wood sales rep. Fred McKay (left) and Jimmy Hall of Aquidneck Construction

The C.N. Wood exhibit featured three new Komatsu machines: a PC300LC-7 excavator owned by Anthony Pacillo of A.F. Pacillo, a PC35MR compact excavator belonging to Steve and Mark Siskowitz of Atlantic Excavation Corp., and a PW220-7 wheeled excavator. C. N. Wood also had a number of attachments and related equipment on display.

"This exhibit lets us showcase new products while providing the opportunity for equipment owners and users to get a first-hand look at the latest products and technology. It's a great prelude to the busy spring/summer construction season and a good time to socialize as well," Maxwell added. ■



Buddy Burrelle, C.N. Wood VP of sales and marketing (left), talks with customers Anthony Pacillo Jr. (foreground) and Joe Zanni.



Roger Langlois (left) of Marois Bros. Construction Co. checks out the Komatsu PW220-7 cab with sales rep. Roger Vincent.



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Pelican Series P



Pelican Series SE



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Turning, speed control and diagnostics all upgraded in new Komstat II series

Even with small bulldozers, the name of the game is productivity. At the end of the day, if you've been able to move more dirt, you're a step closer to finishing the job — and a step ahead of your competition.

According to the Komatsu product managers, improving contractors' productivity was Komatsu's goal in designing the new Komstat II series of small dozers. The new series includes the D31-21, D37-21 and D39-21. At 75 hp, 85 hp and 95 hp, all models have the highest horsepower in their respective classes and all are available in a standard (EX) track or a wide (PX) track.

"The biggest change with the Komstat II from the original Komstat series is full electronic control," said Komatsu small dozer product manager Rob Warden. "With it, we've been able to significantly upgrade the machine in several different ways, all of which contribute to increased productivity."

One of those upgrades, according to Warden, is greatly improved hydrostatic steering. "The operator of a Komstat II dozer can now control each track independently, which is most beneficial in a turn," he said. "Our previous small dozers would reach a point in a turn where flow to the inside track was cut off and the operator would essentially have to make a pivot turn. But with the Komstat II, the inside track continues to operate, resulting in full power throughout the turn, which keeps more material on the blade."

Another upgrade resulting from electronic control is incremental (sometimes called infinitely variable) speed settings. "Our old system had distinct speed settings at F1, F2 and F3," Warden explained. "Now we have 20 different incremental settings, so you can start at your slowest speed and increase 19 more increments to your top speed, just by clicking the up button

on the Palm Command Control System (PCCS). And for people who prefer the old system, it's still on the machine and they can go back to it with the flip of a switch."

The Komstat II also offers adjustable reverse speed so an operator can back up slower or faster than the dozing speed, which improves cycle times and reduces operator fatigue.

Continued...

Quick specs: Komstat II Dozers

Model	Output	Operating weight	Blade capacity
D31EX-21	75 hp	15,720 lbs.	1.95 cu. yd.
D31PX-21	75 hp	16,870 lbs.	2.03 cu. yd.
D37EX-21	85 hp	16,340 lbs.	2.25 cu. yd.
D37PX-21	85 hp	17,130 lbs.	2.50 cu. yd.
D39EX-21	95 hp	18,780 lbs.	2.87 cu. yd.
D39PX-21	95 hp	19,620 lbs.	3.0 cu. yd.

Full electronic control in the Komstat II series greatly improves steering, offers incremental speed settings and features the most advanced monitoring system in the industry, with full onboard diagnostics.



Ed Warner,
product manager



Rob Warden,
product manager



Advanced technology in Komstat II series

... continued

For more information on Komatsu's Komstat II series of small dozers, contact your sales representative or our nearest branch location.

Less downtime

While improved turning and incremental speed control are significant, product manager Ed Warner believes the real advantage of electronic controls in Komstat II is that they support a new monitoring system with full, onboard diagnostics. According to Warner, it's the most advanced monitoring system in the industry.

"Nobody else has anything like it," he said. "The competitors' technicians are out traveling with pressure gauges and laptops to help them troubleshoot. But with our system, when a machine malfunctions, the operator can simply sit in his seat and go through the monitor panel to find an error code, which he reports to his Komatsu distributor."

The dispatched technician knows the error code and what it means, so he arrives at the jobsite ready to work. "He already knows what he's looking for," said Warner. "Because he has much less troubleshooting to do, he finishes the

job quicker, at a lower cost to the contractor. And most significantly — downtime is reduced. With onboard diagnostics, our Komstat II machines sit less and work more."

Large cab and blade

Beyond the electronic improvements, Komatsu says the new Komstat II dozers have numerous other features that help boost productivity and improve uptime. Among them are:

- A spacious cab (larger than competitors' cabs) with excellent ventilation and visibility,
- Redesigned blade curvature and larger blade radius to promote better material roll,
- A new blade center ball that's larger, easier to lubricate and more durable,
- A punched radiator grill that's stronger than horizontal slats and keeps out material better.

Large dozer technology

To a large extent, what Komatsu did was take the design characteristics of the new large and mid-size dozers and incorporate them into the smaller Komstat II machines.

"Our decision to do that made the small dozers much more technologically advanced," said Warden. "Beyond that, it provided commonality advantages throughout the Komatsu dozer line. Because all the levers and buttons in all our dozers look and work the same, there's no learning curve when an operator goes from one machine to another. He can be on a D31 in the morning and switch to a D155 in the afternoon and not miss a beat."

With the D31, D37 and D39 Komstat II series, Komatsu is convinced it has the most productive small dozer on the market.

"In our own tests, we consistently outperform the competition," said Warner. "That's just straight production, without taking into account the additional long-term benefits such as the cost savings and increased uptime that result from our onboard diagnostics system. We invite anybody who needs a small dozer to spec out a Komstat II machine and demo it against a competitive unit to see for himself the improvements we've made and how they translate to his bottom line." ■

A larger blade with redesigned curvature promotes better material roll and allows an operator to do big work with a small dozer.





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NEW PRODUCTS

COMPACT EXCAVATORS

How Komatsu's new MR-2 series increases performance and productivity

Because of their ability to work productively in confined spaces — as well as their cost effectiveness in a wide variety of applications — compact excavators have become a part of many contractors' fleets. Komatsu was one of the leaders in the first generation of compact excavators and now, with the release of the MR-2 series, the manufacturer has significantly upgraded its entire line.

With nine models all featuring the tight-tail-swing design, Komatsu has compact excavators that range from the 2,000-pound, 8-hp PC09 up to the 17,000-pound, 54-hp PC78.

For construction, utility and landscape work, the mid-size compact models are the most popular. They include the Komatsu PC35MR-2, PC40MR-2 and PC50MR-2 (MR stands for multiple radius, which means the counterweight can be removed, turning a tight-tail-swing machine into a true zero-tail-swing machine).

Improvements throughout

In virtually every "spec" category, Komatsu has improved the MR-2 machines over its previous models and the competition.

"Working ranges are virtually 'best in class' no matter what category you look at," said Komatsu Utility Division product manager Bob Lessner. "Dumping height, digging depth, drawbar pull, arm crowd force, lifting capacity — anything you want to measure — we're going to be at the top or very close to it. But probably the largest single improvement is that the operator will feel less cramped in the MR-2."

Komatsu's two-post ROPS canopy design provides a large area for the operator to easily get on and off the MR-2 machines from either side. By automating the travel speed, Komatsu eliminated a pedal so there's more foot space (an

air conditioned cab, available as an option, offers foot space equivalent to that of the PC228US-3). A reclining suspension seat also provides a roomier feel and lessens operator fatigue.

The MR-2 machines are easy to service and maintain. The operator's compartment tilts forward for easy access to hydraulic engine components, and a full-opening hood lets users get at service points quickly and simply. Komatsu extended maintenance intervals to 500 hours for engine oil, equipment bushings and swing circle.

"Komatsu excavators have always been highly regarded for their HydrauMind™ hydraulics and technological innovation," said Lessner. "With the MR-2 series, a contractor is going to get everything he gets in a full-size excavator — just in a smaller package." ■



Bob Lessner,
product manager

For more information on Komatsu's MR-2 series of compact hydraulic excavators, contact your sales representative or our nearest branch location today.

Quick specs: Komatsu Compact Excavators

Model	PC35MR-2	PC40MR-2	PC50MR-2
Operating weight	8,245 lbs.	10,560 lbs.	11,010 lbs.
Horsepower	29.1 hp	39.4 hp	39.4 hp
Digging depth	10' 5"	11' 6"	12' 6"

Komatsu's MR-2 series features additional foot space so the operator feels less cramped than in previous compact models.





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MORE NEW PRODUCTS

FASTEST, MOST POWERFUL ARTICS

New Komatsu trucks designed to increase on-the-job productivity

Few wheeled machines work as hard as, or in a more difficult environment than an articulated dump truck. An articulated truck, also known as an artic or ADT, is expected to carry a significant load (25-40 tons) through off-road conditions that may include deep mud, ruts and steep slopes.

In designing and building Komatsu articulated trucks, engineers said they wanted their artic to not only do that work, but do it faster, more efficiently, more comfortably and for a longer period of time than competitive units.

"Being newer to the articulated truck market than some of our competitors, we knew we couldn't just come out with a mediocre hauler," said product manager Steve Moore. "Our goal was to come out with the world's best articulated trucks, and with the introduction of the HM300-1, HM350-1 and HM400-1, we feel we've done just that."

Production advantages

In each size class, against every top competitor, Komatsu artic trucks have the highest net horsepower and the highest top speed. For example, Komatsu's 30-ton HM300 checks in at 324 hp, an industry best. With a top speed of 36.7 mph, it's almost 4 mph (about 15 percent) faster than the closest competitive unit.

"What does more power and more speed mean to a contractor?" asked Moore. "In the case of an articulated truck, it means moving more material in less time. At the end of the day, that increased productivity is really all that matters."

The Komatsu artic specs reveal other significant productivity advantages. Among them are:

- Highest reverse speed (12.6 mph) in all classes,
- Highest engine displacement in 35- and 40-ton classes,

- Lowest loading height in 35- and 40-ton classes,
- Two-stage, double-acting body cylinders for quick, efficient dumping.

Lower operating costs

In addition to direct productivity enhancements, Komatsu articulated trucks also feature numerous cost-saving operational features.

"We're the only articulated truck with a totally sealed, basically maintenance-free wet-brake system," said Moore. "The sealed system keeps out contaminants, which means much



Steve Moore,
product manager

Continued...

Quick specs: Komatsu Articulated Trucks

Model	HM300-1	HM350-1	HM400-1
Empty weight	49,600 lbs.	62,940 lbs.	66,800 lbs.
Capacity	30 tons	35 tons	40 tons
Output (Net)	324 hp	389 hp	430 hp
Top speed	36.7 mph	35.4 mph	36.4 mph
Loading height	9' 2"	9' 4"	9' 9"

Komatsu articulated trucks feature low loading heights, totally sealed wet brakes, a maintenance-free oscillating center hitch, and a monitoring/diagnostic system built into the dashboard. "They're the most technologically advanced artic trucks on the market," said Moore.



Komatsu artics — built for operators

... continued

For more information on Komatsu articulated dump trucks, call your sales representative or our nearest branch location today.

lower maintenance costs and greatly improved brake life. This can be quite significant, given the tough conditions in which articulated trucks frequently work."

Another unique feature that helps limit a contractor's operating costs is Komatsu's maintenance-free, oscillating center hitch. "You never have to touch it," said Moore. "No greasing, ever, which is unheard of in the industry. Some competitive units require greasing the center hitch daily."

There's also a great deal of parts commonality. All Komatsu articulated trucks share the same oil and hydraulic filters. And not only are common parts shared by the trucks, but by other Komatsu equipment as well. For example, the engine in the HM300 is the same Komatsu engine that's in the D85 dozer, WA450 wheel loader and PC400 hydraulic excavator. And although the six-speed, countershaft transmission was specifically designed for the artics, it uses the same K-Atomics electronic shifting found in Komatsu's heavy-duty, rigid-frame haul trucks.

Improved serviceability

For daily maintenance items, the hood tilts up for easy access to the engine compartment. Also, when a technician needs to do certain transmission, rear engine or even some electronic work, he can get to it with relative

ease, thanks to a tiltable cab that can be powered up and moved out of the way.

"Another significant item in all our articulated trucks is a new monitoring system, the same one that's in the new Dash-5 wheel loaders," said Moore. "The unique aspect is that the system is built right into the dashboard, so a technician doesn't need a laptop computer. He can get direct readouts in the cab. By eliminating much of the complicated diagnostics, the technician can more quickly locate the source of the problem and start fixing it immediately."

Operator comfort

For operators, who are used to getting jolted around inside an articulated truck, the most important thing about an ADT may be how it rides. Komatsu uses hydropneumatic suspension (nitrogen-over-oil struts in both the front and the rear) to smooth out the ride for the operator.

"We also use a trailing-arm suspension design, while all industry competitors use a leading-arm design," said Moore. "Komatsu's design, in conjunction with the hydropneumatic suspension, provides what operators tell us is the smoothest ride in the industry."

And because the ride is already smooth, Komatsu doesn't have to put the operator right in the middle of the truck like most other manufacturers. "We have the operator offset about 18 inches to the left, which greatly improves both front and rear visibility," Moore explained. "It also means there's plenty of room for a passenger, so the operator can more easily train a new driver, or pick up a dozer operator to bring him back in at the end of the day."

Built to last

Komatsu may be the new kid on the block when it comes to articulated trucks, but the manufacturer has years of experience with rigid-frame trucks, and has incorporated many of their features into its artics.

"One common complaint about articulated trucks in general is that they don't last as long as most contractors wish they would," said Moore. "In order to improve reliability and longevity, Komatsu has included heavy-duty components and many other rock-truck technology features in its artics. The units are built to last." ■

With the highest horsepower in each size class, Komatsu articulated trucks are faster and more productive than competitive units.





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411-1332

Chairman says North American equipment market is critically important to Komatsu



Toshitaka Hagiwara,
chairman of the board of
directors, Komatsu Ltd.

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.

Born, raised and educated in Tokyo, Toshitaka Hagiwara joined Komatsu in 1969 after earning a master's degree in law at the Graduate School of Waseda University. At that time, Komatsu was already well-known in Japan, and had begun its efforts to become a major player on the international stage. Mr. Hagiwara was brought in for his expertise in contracts and negotiations, particularly those involving overseas ventures. He played a large role in helping to restructure joint ventures with U.S. firms like Bucyrus-Erie, International Harvester, Cummins and Dresser.

One of Mr. Hagiwara's achievements at Komatsu was to create a legal department for the company, which he headed as general manager. He also served as senior manager of the Corporate Planning Department, general manager of the International Division, general manager of the Construction Equipment Division and executive vice president of Komatsu Ltd. Mr. Hagiwara was appointed to his present position as chairman of the board of Komatsu Ltd. in June 2003. While he has held numerous positions through the years, he always remained involved with important international contracts, and continues to do so today.

As chairman, Mr. Hagiwara, along with Masahiro Sakane, president and CEO, heads the Komatsu Group, the world's second-largest manufacturer of construction and mining equipment. It's a responsibility he takes very seriously.

"We have an obligation to our employees, our investors, our distributors, and our suppliers — but most of all to our customers — to guide the company in the right direction," he said.

"In 1961, Komatsu adopted a TQC (Total Quality Control) Initiative as its guiding principle," he noted. "It means a commitment to 'Total Quality,' not only in the development and production of equipment, but in the sale and service of that equipment as well. We want to assure all equipment users that more than 40 years later, 'Total Quality' remains our guiding principle and is the goal we strive to achieve every day."

QUESTION: With manufacturing plants located throughout the world, Komatsu is very much a global company today. How important is North America to Komatsu?

ANSWER: It is our top priority. Why? Because more than one-fourth of worldwide demand for construction, mining and utility equipment is from North America, making it the largest and most important equipment market in the world. Furthermore, virtually every equipment manufacturer — including our largest competitor, whose home ground is North America — is competing there. For those reasons, I think it's safe to say that success in North America will lead to success in the world.

Regarding our manufacturing plants, it's Komatsu's policy to manufacture products near its customers. That's why we have plants all over the world. And the fact that five of our 28 plants are located in North America is something we hope demonstrates our commitment to that important marketplace, and to the customers who live and work there.

QUESTION: As you mention, there is strong competition. Why should equipment users in the United States choose Komatsu?

ANSWER: Number one, because of the quality and competitiveness of our equipment. We spend between 4 percent and 5 percent of total sales each year on research and development. In designing equipment, we are always looking for ways to improve productivity, reliability, operating costs and safety.

Number two, because of our commitment to "Total Support." From Komatsu parts and



The Chattanooga Manufacturing Operation is one of five Komatsu manufacturing plants in North America. "Because of its size and influence, North America is critically important to Komatsu," said chairman Hagiwara. "That is why we have expanded our manufacturing operations there and why we will continue to look for future opportunities there."



service to individual Komatsu distributors, we are making a great effort to provide customers with a completely satisfactory equipment-owning experience.

QUESTION: Komatsu recently unveiled what it calls an "Unrivaled Product" strategy. Can you explain that?

ANSWER: It is an effort to provide equipment which has significantly superior functions or structures, which our competitors will not easily be able to replicate. We are striving to dramatically improve specific areas that have a large bearing on operating costs, like fuel consumption. We're going to develop very low-noise machines that will improve operator comfort and, in that way, help boost productivity. Our intention is to make the differentiation between our products and those of our competitors so great, that it will take them several years to catch up.

QUESTION: It sounds like leading-edge technology will be the cornerstone of this "Unrivaled Product" strategy. Is that the case?

ANSWER: Definitely. The key factor is to incorporate leading-edge technology that enables us to substantially improve our products. Make no mistake, technology is our foundation, and a technology company is what we consider ourselves to be.

In fact, technology is part of our name. When you see the Komatsu logo, the mark above the letter "T" that probably looks like an apostrophe to many people, is actually a "Technology T." So the Komatsu logo itself shows our corporate stance that we think technology first.



With class-leading production, comfort and fuel efficiency, the new PC400LC-7 is a forerunner of what Komatsu calls an "Unrivaled Product." That means it is clearly superior to competitive equipment, with improvements that can't be easily duplicated by other manufacturers.



To help demonstrate the importance of the North American equipment market to Komatsu, chairman Hagiwara recently toured a mining property in New Mexico where 930E haul trucks are used.

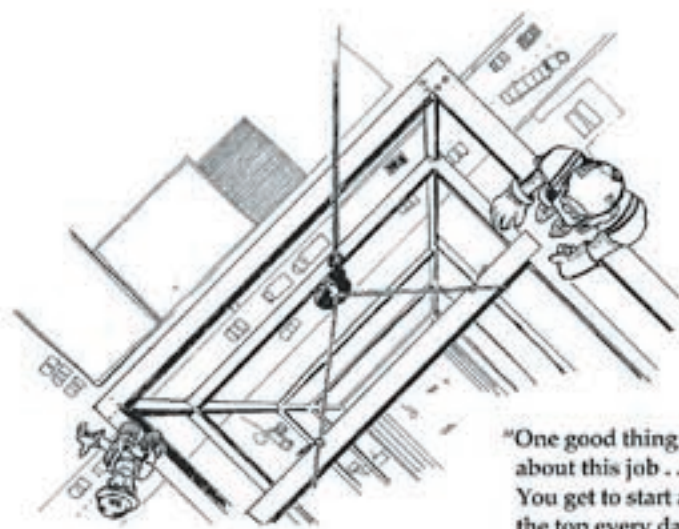
QUESTION: What do you look for in 2004?

ANSWER: Market-wise, as long as there is no extraordinary event, we expect the market will turn upward, except for some regions, including Japan. In particular, we place high hopes on North America, China, the Middle East and Russia. ■

ON THE LIGHT SIDE



"I guess this means either we're working late tonight, digging pretty deep ... or maybe some new regs go into effect today?"



"One good thing about this job ... You get to start at the top every day!"

"Nothing messes up a filing system more than looking for something in it"



"I don't mind the pop-ups. They're just like bid requests for new jobs ... Every once in a while a good one shows up."

"Business must be improving ... we've met more new customers than new bankers this year."



"He's one of those people who can make a job easier to understand by not trying to explain it."



SERVING YOU BETTER

SWEEPER TRAINING

C.N. Wood hosts event to teach proper operation, maintenance to extend sweeper life

Throughout Massachusetts and the rest of New England, municipalities use sweepers to keep their streets clean. But according to the world's premier sweeper manufacturer, many sweeper operators don't really understand the machine they're using.

"Just like construction equipment, sweepers are complex and expensive machines," said Gary Eatinger, a customer service representative for Elgin Sweeper. "The biggest problem is that operators who are not familiar with a sweeper can do a lot of damage to it, damage that could be avoided if they had even a little working knowledge of the machine."

To give sweeper users a chance to gain some of that "working knowledge," the Bay State Roads Program, which is the Local Technical Assistance Program (LTAP) for Massachusetts municipal and highway people, sponsored a one-day sweeper training session at the C.N. Wood facility in Woburn, Mass. Elgin, in particular the three-wheel Pelican series, is the number one sweeper in the world. C.N. Wood is the Elgin Sweeper dealer for the region.

"We frequently train engineers, but we've also found that there's a large need to train crews," said Chris Ahmadkian of the Bay State Roads Program. "We weren't sure what the response would be for sweeper training, but we thought there was a need, so we scheduled the session. We were very gratified when more than 130 people signed up for 40 slots."

Teaching the basics

The session was primarily designed for mechanics and operators.

"At our headquarters in Illinois, we offer three-day classes where we take a machine apart and go through everything," said Eatinger. "In a

session like this, we don't have time to do that, but we do go through the basics. That's important because many of these guys, especially the operators, have never had any training at all.

"What we try to get across to operators is the importance of proper operation, and recognizing when the machine isn't working right," he added. "Proper operation and maintenance will extend the life of a sweeper and lower repair costs. Equally important, the operator needs to know that continuing to use a sweeper that's not working properly could make the situation much worse. Therefore, when something goes wrong, he needs to take corrective action immediately."

C.N. Wood technicians are trained and know how to maintain and repair Elgin sweepers. Additionally, Eatinger and other Elgin service specialists are on call and available for field repairs when needed.

For more information on Elgin sweepers, call your local C.N. Wood sales representative. For support issues, call our service department.



Gary Eatinger,
Elgin customer service
representative



Chris Ahmadkian,
Bay State Roads
Program

LTAP recently sponsored an Elgin Sweeper training seminar at C.N. Wood's Woburn, Mass., facility. The program focused on proper operation and maintenance.



INVENTORY LOOKUP SYSTEM

This new Komatsu system helps find the exact machine you're looking for

As a contractor, nobody knows your equipment needs better than you. Whether you're replacing a machine or adding to your fleet, you know what type and size of machine you need, how it should be configured for the work you do, and how much you're willing to pay for it. Before going to a dealer, you probably already know if you want a new machine or whether a used one will do fine. And if you're looking for a used machine, you have a good idea how many hours you're comfortable with.

Now, your Komatsu distributor has a way to ensure that you get precisely the machine you're looking for. It's called the Inventory Lookup System (ILS). With ILS, your distributor has online access to the inventories, new and used, of all participating Komatsu distributors nationwide.

"In the past, if the distributor you went to didn't have a machine on the lot that met your

criteria and couldn't find a reasonable alternative, he'd probably start making calls to other distributors to try to locate one," said Raul Rodriguez, manager, Komatsu Online Sales Support.

"It might require calls to several distributors, and often, the person with the information might not be around when the call was made, so messages would be left and phone calls remade. It was not an efficient way to do business in this fast-paced age where contractors frequently have to act quickly."

Get answers faster

The beauty of ILS is that machine information is now available to Komatsu distributors, almost immediately. "It's still going to take a phone call by the distributor to make sure the machine is still available, and to work out transportation costs and perhaps a few other details," Rodriguez noted. "But now it's a much faster process with answers coming in a matter of hours rather than days."

ILS is especially valuable if you're an equipment user seeking a specialized piece. Perhaps you're looking for a low-hour, used, 75,000-pound long-reach excavator with a thumb to do some demolition work.

"By combining the resources of all Komatsu distributors nationwide through ILS, the chances of finding that specialized machine are greatly improved. Needless to say, odds for finding a more typically configured machine are also improved. With ILS, Komatsu distributors are working together to provide a service that benefits their individual customers," Rodriguez concluded. ■

Now Komatsu distributors can help customers locate even the most specialized new or used equipment via the Inventory Lookup System. With ILS, your local Komatsu distributor has access to the inventories of all participating Komatsu distributors nationwide.



DISTRIBUTOR QUALIFIED USED EQUIPMENT

RELIABILITY AND LONGEVITY

How Komatsu Distributor Qualified used wheel loader fills the bill for New England nursery

Freshwater Farms uses compact equipment for loading mulch, shrubs, bricks and other products the nursery sells to homeowners and landscapers from its store in Atkinson, N. H. One of Freshwater Farms' machines broke down recently, despite the fact that it was just three years old with only about 3,000 hours. When the company learned the repair bill was going to be \$10,000, they decided to look for a new brand of equipment.

"I want something that's going to give me 8,000 to 10,000 hours before it needs any major work," said Aaron McGurty, who oversees equipment purchases for Freshwater Farms. "I wanted a small wheel loader because I felt it was more apt to give me those kind of hours than a skid steer. We tried out one leading brand, which was okay, but I wanted to compare before making a final decision. I knew Komatsu's reputation, so I called the local distributor to see if they had anything."

What the distributor had was a late-model Komatsu Distributor Qualified WA75-3 wheel loader with 750 hours. "We tried it and it outperformed the competitive unit," said McGurty. "It is bigger and stronger, which means we can load material faster. The controls are more user-friendly, which is important because we have multiple people using it each day and none is what you'd call a professional operator. And it was priced right."

Inspected and certified

What McGurty also liked was that the Komatsu Distributor Qualified WA75-3 had been thoroughly inspected and certified to meet operational criteria. Also significant was the standard six-month warranty Komatsu provided (extended warranties are also

available) compared to the 30-day warranty offered on the competitive unit.

"Overall, the Komatsu was a better machine and a better deal — a like-new machine at a used machine price," said McGurty. "Also, because it's a Distributor Qualified machine, I'm confident that my Komatsu distributor will stand behind the product, should any problems arise."

Freshwater Farms has had the unit for several months and McGurty says, "It's been great. We used it to plow snow during the winter. And now we're entering our busy season with a machine that we're confident is going to work reliably for many years to come." ■

For more information on Distributor Qualified used equipment from Komatsu ReMarketing, visit www.equipmentcentral.com or call your sales representative or our nearest branch location today.



Aaron McGurty,
Freshwater Farms



This Komatsu Distributor Qualified WA75-3 wheel loader was the perfect answer to Freshwater Farms' need for a highly reliable and economical loader.





You don't have to gamble on used equipment

The contracting business is enough of a gamble, so don't gamble on used equipment. Komatsu Distributor Qualified Used Equipment is a sure bet when you're looking for high quality, affordable machines. Each machine is inspected and evaluated by your Komatsu Distributor's certified service technicians to ensure they meet factory specifications — and deliver maximum productivity. All the cards are laid out on the table so you'll know what you're buying. What's more, your Komatsu Distributor "ups the ante" on the value of the equipment with special finance and warranty plans as well as strong parts and service support. To see how Komatsu Distributor Qualified Used Equipment can help deal you a winning hand on your next job, contact your Komatsu Distributor today.

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