

WOOD WORKS

A PUBLICATION FOR AND ABOUT C.N. WOOD CO., INC. CUSTOMERS • 2005 No. 2

Featured in this issue:

C.J. MABARDY TRUCKING, INC.

From humble roots, Cambridge excavation and trucking company blossoms into premier contractor in tri-state area

See article inside...

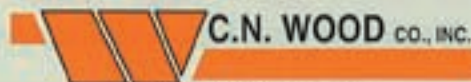


KOMATSU

Chuck Mabardy,
president



A MESSAGE FROM THE PRESIDENT



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Dear Equipment User:

From our standpoint as an equipment distributor, the famous quote from Charles Dickens' "A Tale of Two Cities," rings pretty true these days. These are "the best of times and the worst of times."

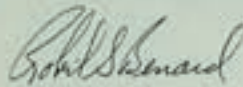
On the one hand, we're selling a lot of equipment. That's good news for us, and because you wouldn't be buying equipment if you didn't have the work to keep it busy, it's also good news for you. The bad news for both of us is that the demand for machines has been so great that we may not be able to meet all your equipment needs in the time frame that you want or that we want. For certain units, you can expect to wait several months or more for delivery. The strong demand has also put a strain on used and rental units.

At C.N. Wood Co., Inc., our goal is always to have *what* you need, *when* you need it. Be assured, we're going to do our best to get whatever piece you're looking for, and you can help by letting us know what you think you're going to need as early as possible. Additional lead time will allow us to explore all options.

While you may need some new, used or rental machines to meet your work load this year, something else you'll certainly want to do is extend the life of your existing equipment fleet. One way to do that is to let us take care of your routine maintenance and repairs. We offer a full range of repair and maintenance contracts that we're convinced will save you money in the long run and we'll be happy to explain the programs to you. You can also read more about it in this issue of your *WOOD WORKS* magazine.

As always, we hope you'll allow C.N. Wood to be a part of your equipment solution. We look forward to proving what we can do for you, in good times and bad.

Sincerely,
C.N. WOOD COMPANY, INC.


Robert S. Benard
President

**Good times for
equipment users may
mean machine
supply shortages**

WOOD WORKS

IN THIS ISSUE

C.J. MABARDY TRUCKING, INC.

Find out how this Cambridge excavation and trucking company has blossomed into a premier contractor in the tri-state area.

CAREER DAYS

Take a look at one of the ways C.N. Wood donates time and machinery to offer students a close-up look at the construction industry.

INDUSTRY EVENT

The biggest construction industry show ever just took place and Komatsu was there in full force. Here's a recap of what you might have seen if you attended or what you missed if you didn't make it to CONEXPO-CON/AGG 2005.

EQUIPMENT FOCUS

Komatsu is serious about its "Quality you can rely on" motto. Learn what it means for equipment users in practical terms.

NEW PRODUCT

If you've been looking for a vertical-lift skid steer loader that's larger and more powerful, this is it. Read all about Komatsu's new SK1026-5.

KOMATSU & YOU

Three Komatsu America leaders share their insights about equipment, parts support, the construction industry outlook and other topics.

SERVICE NOTES

Find out why more equipment users are turning to Komatsu distributors to handle routine machine maintenance with PM contracts.

Published by Construction Publications, Inc. for

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C.J. MABARDY TRUCKING, INC.

From humble roots, Cambridge excavation and trucking company blossoms into premier contractor in tri-state area



Chuck Mabardy,
president

Chuck Mabardy had no idea when he started his own contracting business in 1968 that it would grow into one of the premier excavation and trucking companies in eastern Massachusetts. In fact, when he opened the doors on C.J. Mabardy Trucking, Inc., he didn't know what he was doing — he had no previous experience in the trucking and excavation industries.

"Not in my wildest dream did I imagine that we would become what we are today," admitted Mabardy, owner of the Cambridge-based company. "I really had no intention for the business to get as big as it has. I really didn't know what I was getting into."

"I was working as a film tester at the time," Mabardy said. "I rode around with a friend in his tandem truck for a couple days and fell in love with construction. I ended up buying his truck and went into business. Eventually, we

went into excavation work, doing small jobs here and there. It blossomed."

Diversity is key

Today, the company holds to its trucking roots, but also does demolition and site work in Massachusetts, New Hampshire and Rhode Island. Mabardy maintains that adding new facets to the business has been a major factor in C.J. Mabardy Trucking's success.

The first of those facets developed in the early 1970s when the company began a gravel pit operation in Winchendon, which it still runs. The company built its own crushing plant on the site, where it manufactures a variety of sand and gravel products. C.J. Mabardy Trucking began hauling materials from the gravel pit to a transfer station in Cambridge in the mid '70s.

"We could see that gravel pits were moving farther and farther away from the cities, so we saw a need for the transfer station," Mabardy recalled. "We haul the materials to the transfer station in large dump trailers and reload the materials onto smaller trucks. It's saved us having to go so far to get materials for jobs that are nearby."

In the early '80s, the company began operating a demolition transfer station in Cambridge that handles materials from the company's numerous demolition projects.

"We're a rather diverse company," Mabardy commented. "We've always been willing to try new things, and I think that's been a key to the company's success. We have quite a few divisions: trucking; sand and gravel sales; demolition; special projects, which are jobs less than \$100,000; and site work, which is more than \$100,000. We have anywhere from 10 to 12 projects going at once, and do about 20 a year."

C.J. Mabardy Trucking has found many uses for its Komatsu WA450 wheel loaders, including moving material at its construction waste transfer station in Cambridge, Mass.





C.J. Mabardy Trucking operator Bob Hoey uses a Komatsu PC300LC-7 excavator to "stump" and remove boulders for the roadway at a 230-acre, 90-home development in Acton, Mass.

Variety of projects

Sometimes those jobs last several years, like the one C.J. Mabardy Trucking is currently doing in Acton for a large developer. The project involves developing nearly 230 acres for a 90-home residential housing development. C.J. Mabardy Trucking is clearing the land and doing site work, including importing more than 400,000 yards of material to build up the site. The company is also doing all the utility work and putting in ponds for storm water management.

"It's a challenging job because the water table is very high," superintendent Hal Andrews noted. "That's why there's so much fill to bring in. We'll end up with six crews working on the project when it really gets going. It's going to be about a three-year project."

The company is also doing site work for an assisted-living building in Georgetown and duplexes in Grafton. Both projects will take nearly two years.

"We'll do almost everything on those jobs except build the structures," Mabardy said. "That's fairly typical of how things have gone for us lately. We've been doing quite a bit of private



Operator Tom Duane backfills along a roadway at the development in Acton.

development work recently. It seems like the public work has dried up some. We're willing to do everything from projects like these to one-day private residence jobs. That helps us keep busy."

Continued ...

Diversity and quality reputation boost growth

... continued

Employees fuel success

Another reason the company stays busy is its reputation for quality work. Mabardy knows his employees are key to maintaining that image. C.J. Mabardy Trucking employs nearly 80 during peak season, many of whom have been with the company for many years. The business runs 10 crews that handle a variety of



Ed Curran has been a loyal employee since 1971. He built the large, permanent crushing plant at C.J. Mabardy's gravel pit in Winchendon, Mass., and has managed the 180-acre site since 1972. In addition to his plant manager duties, Curran is also C.J. Mabardy's safety officer and demolition manager.



General manager Ken Racicot (left) meets regularly with Jeff Sherwin, general superintendent at the company's jobsite in Acton, Mass.

C.J. Mabardy Trucking puts its Komatsu PC300LC-7 excavator to work loading trucks with debris at its construction waste transfer station in Cambridge, Mass.

jobs, including grading, site utilities and demolition.

"We wouldn't have nearly the success we have without them," Mabardy acknowledged. "Most of our employees have been with us 10 years or more, and I think that's another big reason we've grown. We believe in promoting from within, so our foremen were laborers for us at one time.

"It's important to take care of them, and we do," he added. "Keeping employees around for a long time might cost more in payroll, but it pays off in the long run. They know what needs to be done on a job, so there's less time teaching them what to do, and more time spent getting the job done. Our employees are topnotch."

One of those is his brother Buddy, who joined the company full time in 1978, after working part time for seven years. He handles financial aspects for the company.

Besides Buddy, other key employees include general manager Ken Racicot, general superintendent Jeff Sherwin, service operations manager Bob Ferrazzani, superintendent Hal Andrews and truck manager Danny Pasquarosa. Thirty-year employee Ed Curran serves as plant manager, foreman and demolition manager as well as C.J. Mabardy's safety officer.

Quality equipment keeps working

In addition to good employees, Mabardy relies on a large fleet of equipment, including numerous dependable Komatsu machines from C.N. Wood Company, Inc., purchased through V.P. of sales Bud Barrelle and general manager Jim Maxwell.

The company recently invested in several new machines, including PC300LC-7 and PC400LC-7 excavators and WA380-5 and WA450-5 wheel loaders. It also purchased attachments for the machines, as well as a Hypac C855A roller from C.N. Wood.

"We use the excavators for a variety of applications, everything from demolition to digging underground utilities," Mabardy said of the mid-size machines. "Their versatility makes them very cost effective for us. They cycle faster than other machines we've had and they have good balance and better visibility in the cab.



"The wheel loaders are a great asset for us, too," he continued. "We can use them for quite a number of jobs as well, like backfilling trenches, loading trucks and cleaning up debris. They have so many uses."

"Komatsu equipment is high-quality," Mabardy affirmed. "The longevity of the machines is second-to-none. We have quite a few Komatsu machines with a large number of hours on them, some as many as 12,000 to 14,000. We haven't done anything to them other than routine maintenance. That's a good return on our investment."

Mabardy also appreciates the high level of service C.J. Mabardy Trucking receives from Barrelle, Maxwell and C.N. Wood.

"They're excellent people to deal with," Mabardy stated. "Almost every dealer sells good machinery, so the bottom line is that service is very important to us. C.N. Wood has been very good to us over the years. They've always been there whenever we've needed something. We have our own mechanics to handle the basics, and rely on C.N. Wood to deliver when we encounter something beyond our capabilities. They've always stepped up and done a very good job for us. Buddy and Jim also give us personal attention. That's an important part of working with C.N. Wood."

The personal touch

Personal attention is something that has contributed to C.J. Mabardy Trucking's phenomenal growth as well. It's a philosophy Mabardy maintains and doesn't want to change.

"We have quite a few projects going on right now, some that will last us for a good long time," he noted. "That's a good accomplishment from where we started. I think we're just about the right size now. Bigger isn't always better, so I don't see us making a push to increase our size."

"I believe in being hands on," Mabardy said. "I may not be running equipment like I used to, but I get out on nearly every job every day. It's important to me to know what's going on and to meet with our customers as often as possible. It's that personal touch that sets us apart from other businesses and made us what we are today." ■



Tyler Stretch, operator of the Hypac C855A single-drum compactor, is compacting a new roadway at the Acton jobsite.



Chuck Mabardy (left) and his brother Buddy (right) appreciate the personal attention they get from C.N. Wood V.P. of sales Bud Barrelle.



Dan Pasquarosa manages the trucking and outside sales of sand and gravel for C.J. Mabardy Trucking.



Service operations manager Bob Ferrazzani (left) and assistant service operations manager John Lynch help keep C.J. Mabardy Trucking's equipment running.



Hal Andrews, superintendent

CAREER DAYS

C.N. Wood donates time, machinery to offer students an up-close look at construction industry

For the third straight year, C.N. Wood Company, Inc. participated in the Massachusetts Construction Career Days. The Massachusetts Department of Education organizes the two-day event, which several groups sponsor, including the Massachusetts Highway Department, the federal highway department and the Massachusetts Department of Education.

This year's event, held May 10-11 in Hopkinton, Mass., drew more than 1,400 students and chaperones from comprehensive, academic and vocational/technical high schools.

C.N. Wood donated time and machinery, including a Komatsu PC200LC-7 excavator and a WB150-2 backhoe loader, to give students the opportunity to see what it's like to run equipment.

"This is a great event and we're proud to be part of it," said Tom Pond, service support specialist with C.N. Wood. "Most students don't understand what it takes to operate equipment. We hope they come away with a better understanding and appreciation for the job."

More than a field trip

Educators and students attend the event for a variety of reasons, including the chance to see what's ahead in the field of construction.

"It gives students the opportunity to run equipment and talk to people about career choices in this field," said Al Bouchard, head of the agricultural mechanics diesel technology department at Bristol County Agricultural High School. "There's a tremendous shortage of labor in the construction industry, so this is a way to get kids interested and help fill that gap. It's a good program."

"This isn't just a field trip, it's an educational experience for these students," noted Martha Hass of the Massachusetts Department of Education. "It's an opportunity for them to see firsthand what's available to them beyond high school."

Hass said she's pleased with how the construction industry has responded to the annual event. Many sponsors donate money to cover the cost of hard hats, safety equipment, lunch and busing necessary for students to attend the event.

"The support from the construction industry has been phenomenal," she added. "Several companies give up a day of their equipment and labor to come here and help. We really appreciate that. Without their help this wouldn't be as successful as it is." ■

During Construction Career Days, students learned firsthand what it's like to be a machine operator





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LARGE CROWDS AT CONEXPO

A positive construction environment helps boost attendance at triennial industry event

It's not as rare as Halley's Comet, a Cubs or Red Sox World Series win, or even a presidential election. But make no mistake, CONEXPO-CON/AGG, which occurs once every three years, is a highly anticipated event for many people in the construction and aggregate industries.

More than 124,000 equipment users and other interested parties attended this year's show, which concluded its five-day run at the Las Vegas Convention Center on March 19. Almost 2,000 exhibitors used 1.88 million net square feet of exhibit space. Combined with the co-located International Exposition for Power Transmission, more than 45 acres — or about 41 football fields of space — were taken up by the event.

Equipment users from across the country descended upon the Las Vegas Convention Center in March for CONEXPO-CON/AGG, a showcase of new machinery, held every third year.

Show officials were pleased with the turnout, which was attributed largely to a construction economy that continues to be very strong. Three years ago, the show was held during an economic downturn and just a few short months after the 9/11 tragedy. As a result, attendance dropped substantially from the record number that attended in 1999. This year, the crowds were back again as equipment users took advantage of the unique comparison shopping opportunity CONEXPO provides them as they look to replace aging fleets.

Equipment and more

CONEXPO-CON/AGG encompasses virtually every aspect of the construction and aggregate industries. For most attendees, the highlight of the show is seeing what's new on the equipment front. All the major manufacturers were there with huge display areas to show their latest machines and personnel were on hand to answer any questions a visitor might have.

The Komatsu booth consisted of 25 machines, including 11 pieces from the company's growing utility equipment division. Construction-size machines included dozers ranging from the D39 to the D85, the new PC300LC-7 "Power Plus" hydraulic excavator that features added lifting capacity, and two models in the manufacturer's "unique and unrivaled" line of hydrostatic wheel loaders. Also on display were an HM300 articulated truck, an HD465 rigid-frame truck, the innovative BR380JG mobile crusher and a GD675 motor grader.

In addition to the new products, Komatsu ReMarketing showed a Distributor Certified used machine. Komatsu also displayed its new





CONEXPO gives equipment users an opportunity to check out new machines, such as this Komatsu skid steer loader, and visit with product managers like Komatsu utility specialist Bob Lessner (left).

Tier III engine known as ecot 3 (economy and ecology technology).

On the lighter side, Komatsu had a live Internet feed from the bucket of a PC180U excavator, where attendees could show the folks back home that they were indeed at CONEXPO. There was also the "Komatsu Challenge," which gave operators a chance to test their skills against others in an articulated-truck-driving video game contest.

Education and information

While equipment is unquestionably the star of the show, it's far from the only reason that people from across the U.S., and in fact from throughout the world (international attendance of more than 21,000 was an all-time record), attend CONEXPO. Educational and informational opportunities are abundant as well.

With more than 115 different offerings, the seminar program was extensive. Specific tracks included Aggregates, Asphalt, Concrete, Construction Project Management, Equipment Maintenance Management, Equipment Maintenance Operations, Environmental Regulations, Management, Personal Development, Recycling, Safety and Utility Construction.

The Information Technology Pavilion displayed the latest construction-related computer software, hardware and peripherals, as well as telecommunications equipment.

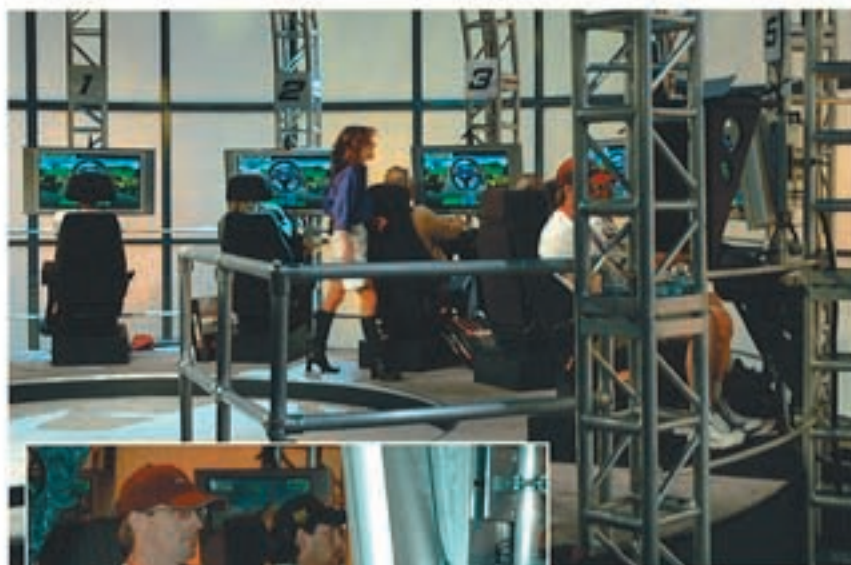
For contractors and material producers interested in doing business beyond U.S. borders, an International Forum provided valuable information.

Industry meeting place

Beyond the new product information and the educational opportunities, CONEXPO-



The Komatsu CONEXPO display featured 25 machines, a stage show explaining Komatsu products and services, and a Komatsu merchandise store.



CONEXPO attendees at the Komatsu booth also got the chance to test their skills against other competitors in a simulated articulated-truck driving contest.

CON/AGG 2005 presented equipment users with an opportunity to interact with people like themselves from other parts of the country. Informal contacts while having lunch, sitting on an outside bench or viewing a machine frequently lead to information sharing that many contractors discover valuable as they apply it to their own businesses.

An example of the industry-wide attraction of CONEXPO-CON/AGG is the impressive list of sponsors and supporting organizations.

Continued...

CONEXPO considered big success

... continued



Educational opportunities abound at CONEXPO. This was one of more than 115 seminars that were offered.

Primary sponsors are the Association of Equipment Manufacturers (AEM); National Ready Mixed Concrete Association; National Stone, Sand & Gravel Association; and Associated General Contractors (AGC).

In addition, more than 100 other allied industry groups were supporting organizations. These included the American Association of State Highway & Transportation Officials (AASHTO); American Road & Transportation Builders Association (ARTBA); Asphalt Institute; Association of Builders & Contractors; Associated Equipment Distributors (AED); Institute of Scrap Recycling Industries (ISRI); National Asphalt Pavement Association (NAPA); National Utility Contractors Association (NUCA); Portland Cement Association; and Specialty Carriers & Rigging Association (SCRA).

CONEXPO will return to Las Vegas in March 2008. ■

Why they come to CONEXPO



Jim Shaw, equipment manager, Hall-Irwin, Milliken, Colo.: "We're here to look at the iron. It's a great place to see everything that's new in equipment."



Scott Sockness, Stenstrom Construction, Rockford, Ill.: "I like the equipment, but this is also a great opportunity to see all aspects of the construction industry."



T.J. Ribbe, Ribbe Trucking, Danville, Ill.: "I come to CONEXPO primarily to see all the new technology. There's a bunch of it here."



Ben Russell, Russell Lands, Alexander City, Ala.: "If you use equipment and you like equipment, it's the place to be. For me, it's like being a kid in a candy store."



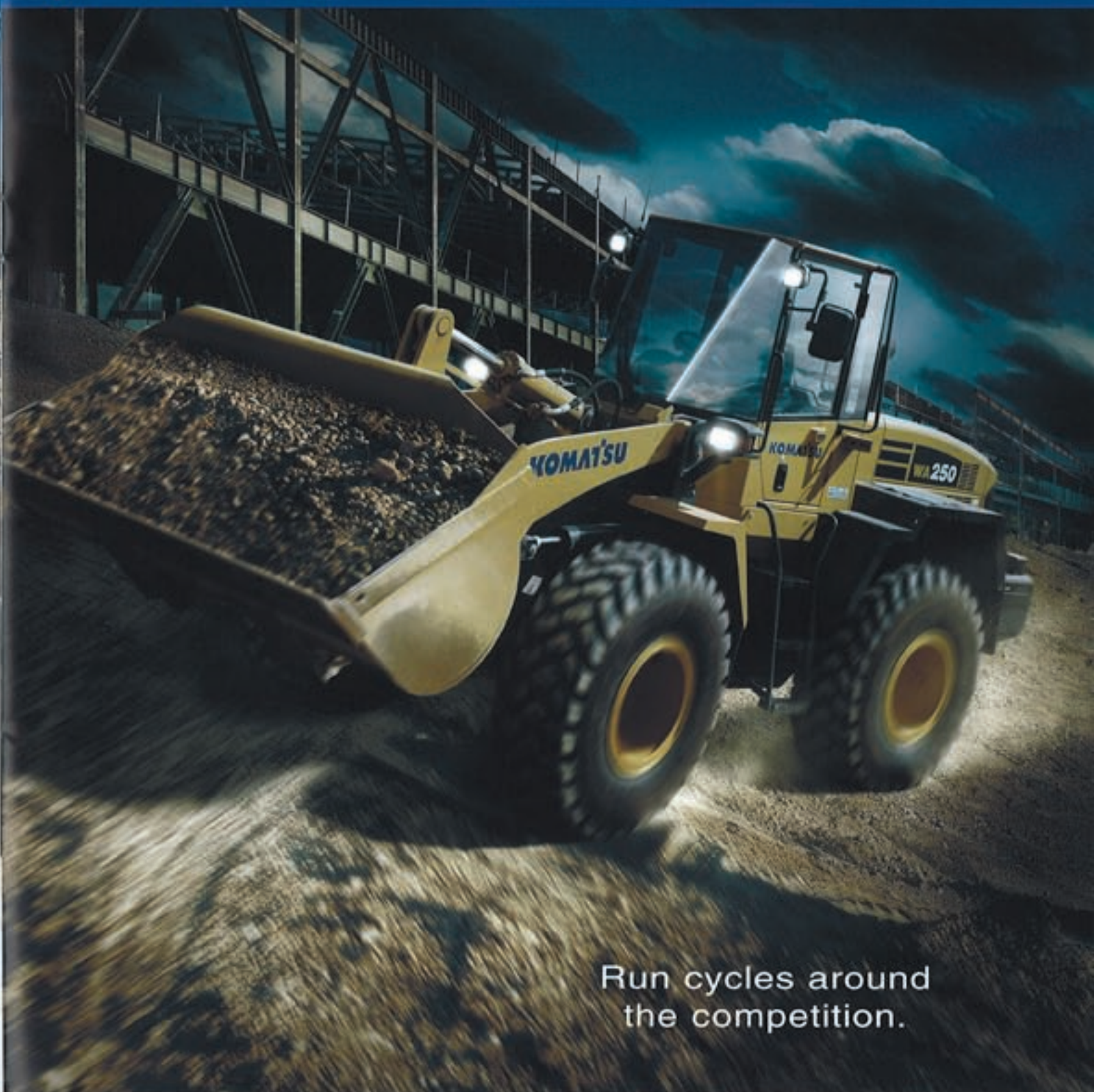
For many attendees, the highlight of the show is checking out the latest offerings in information and technology.



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"QUALITY YOU CAN RELY ON"

Why and how Komatsu's motto has real meaning to equipment users

Almost anybody in the equipment industry will tell you that the overall quality of utility, construction and mining machines has improved markedly during the last decade or two — and that this improvement is evident virtually across-the-board, covering all machines and manufacturers. In other words, no matter what brand you buy today, you're more or less assured of getting a decent piece of equipment.

So, as an equipment user, you'd be foolish to buy anything but the lowest-priced machine on the market, right? "Wrong!" says Lee Haak, director of Komatsu ReMarketing, which oversees Komatsu's Distributor Certified used equipment program. While it's true that all manufacturers have improved, it doesn't mean that all machines are now created equal. Komatsu's motto, "Quality you can rely on," demonstrates that the manufacturer believes significant differences in equipment still do exist, and that these differences are particularly noticeable over time.

"Any new machine will probably give you fairly good production with relatively few problems for the first year or two," acknowledged Haak. "The differences start becoming apparent as the machine ages. For small to mid-size machines, quality can start becoming a significant factor, perhaps in the 6,000- to 10,000-hour range."

Once it reaches that level of service, inferior equipment may be either on its last legs or is beginning to cost its owner a lot of money in downtime and repairs, or perhaps is in need of a major rebuild. But many longtime

Komatsu users have found their machines are still going strong at 10,000 hours, and showing no signs of slowing down.

Wheel loaders "just getting started"

"Honestly, we feel like we're just getting started at 10,000 hours," stated Bob Umbrello, general superintendent of Cape Cod Aggregates, a Massachusetts material supplier that owns about 25 Komatsu WA500 wheel loaders. "We have a Komatsu WA500 that we purchased in 1982 that's still on the job for us, and we have a number of units in the 25,000- to 30,000-hour range that work right alongside our new Dash-5 Komatsu loaders."

Of course, in order to get that type of longevity, Cape Cod Aggregates has an excellent preventive maintenance program. The company scrupulously tracks service intervals to make sure oil, fluids and filters are all changed at the appropriate time.



Bob Umbrello,
general
superintendent,
Cape Cod
Aggregates



Lee Haak,
director,
Komatsu
ReMarketing

Continued...

This Komatsu wheel loader is one of several WA500s owned by Cape Cod Aggregates that is still on the job despite having logged more than 25,000 hours.





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Machines built to high standards

... continued

"That's another plus for Komatsu," Umbrello pointed out. "Maintenance is fairly easy to do. But the main thing is that Komatsu wheel loaders are so structurally sound, we don't hesitate to put a little money into them at 20,000 hours. If we have to do a line boring or replace the pins and bushings, that's fine. It's such a solid machine, we know we're going to recoup our costs many times over."

"Among companies that take good care of their Komatsu equipment, that type of service isn't unusual," reported Bob Post, Komatsu wheel loader product manager. "Like all our equipment, Komatsu wheel loaders are built to last. They feature very heavy frames with lots of steel in high-stress areas, and transmissions that are built to a high standard and spec'd on the high side. Throughout the machine, our first-line components are built to last, and we have data showing those components do last longer than any of our competitors, bar none."



Bob Post,
Komatsu
product mgr.,
wheel loaders

Dozers "set the standard"

A long life span is certainly not unique to wheel loaders in the Komatsu product lineup. In fact, bulldozers were the first Komatsu products, and because of the way they were made, many old Komatsu tractors are still in service.

"I bought my first Komatsu dozer, a D65E-6, in 1985," recalled Bob Stout of Bob Stout Construction in Mountain City, Tenn. "The thing is, it was a 1973 model that I bought used, so it was basically 13 years old when I got it. I didn't do anything to it. I took it out and worked it and never had a single problem. That dozer literally put me in business."



Bob Stout,
president,
Bob Stout
Construction

And yes, in case you're wondering, Stout still has the dozer. Now 32 years old (its hours are a mystery as the meter broke a long time ago), it still works and, according to Stout, "is ready to go whenever we need it."

Stout also has a couple of Dash-8 models of the D65 that are "only" about 20 years old. "The great thing about Komatsu dozers is, not only have they gotten much better through the years, but they forced the entire dozer industry to get better, or be left behind. In my opinion, they set a standard for quality and dependability that raised the bar for everybody."

Komatsu dozer product manager Ed Warner says the Komatsu difference is in the details.

"We are one of the few manufacturers that builds virtually everything ourselves. Engines, transmissions, pumps, motors, hydraulic cylinders and valves — they're all designed and built by Komatsu, in a Komatsu factory, specifically for Komatsu equipment. It's tailor-made for us, just the way we want it. That's a big plus compared to a manufacturer that buys a pump motor system off the shelf from a supplier and says 'this will work,' or that tries to adapt its machine to the component it gets. The Komatsu way provides optimum performance and the longest life."

Also adding to machine longevity is the fact that the Komatsu frame is carefully built and assembled for maximum strength. "We use only the highest-quality steel," said Warner. "We use castings as opposed to weldments wherever castings are warranted. We build rigidity into the machine where rigidity is needed. Everything works together to provide the strength that Komatsu customers have come to expect."



Ed Warner,
Komatsu
product mgr.,
dozers

Continued ...

This is one of two 20-year-old Komatsu D65-8 dozers owned by Bob Stout Construction. The company also has a D65-6 that's 32 years old and "ready to go whenever we need it," according to Stout.



Equipment that's built to last

...continued

Durable, long-lasting excavators

For many years, Komatsu has been considered an industry leader in the design and manufacture of hydraulic excavators. It's a reputation that dates to some of the first models that made their way to the U.S. Always regarded as technologically advanced machines, Komatsu excavators are also renowned for their durability.

"That's why our entire fleet of hydraulic excavators is Komatsu," related Jim McClelland, superintendent for SACC, Inc., an underground utilities specialist based in San Antonio, Texas. "They're very durable, almost trouble-free and extremely long-lasting machines. We have a number of Komatsus that are 11 or 12 years old, and the service we've gotten from them is the major reason we've stayed with Komatsu when we've added to the fleet or replaced a unit. We currently have a number of their new Dash-7 models, in addition to the older Dash-6 and Dash-5 units."



Jim McClelland,
superintendent,
SACC Inc.

Such comments are no surprise to Carl Heggen, Komatsu hydraulic excavator product manager. "When a customer buys a Komatsu excavator, he's buying because of quality — not price. He's willing to pay a little more for a machine that's reliable and productive, that will last a long time and hold its value."

This PC300LC-5 owned by SACC, Inc. is a relative newcomer compared to some Dash-3s, and even some Dash-1 Komatsu excavators still working across the country.

The other thing a Komatsu excavator user is getting, according to Heggen, is a machine that will hold up in a tough application. "Rock digging, serving as a carrier for a hydraulic hammer, demolition — those are the kinds of things that push an excavator to its limits. Because of the way they're designed and built, Komatsu excavators are able to handle those severe-duty jobs and still provide a long life."



Carl Heggen,
Komatsu
product mgr.,
excavators

Quality is the "highest priority"

That type of rugged performance is part of Komatsu's "Quality you can rely on" heritage, according to Bill Campbell, Komatsu America director of manufacturing. Campbell helps oversee four North American plants (Chattanooga, Tenn.; Newberry, S.C.; Peoria, Ill.; and Candiaca, Canada) which produce excavators, articulated trucks, wheel loaders, utility equipment and mining trucks.



Bill Campbell,
Komatsu
America
director of
manufacturing

"Building a quality machine is our highest priority. Komatsu engineers are very particular about the raw materials and components that we use and how the various parts are built, which is why we build most of our own major components. The manufacturing process itself is very precise with numerous inspections along the way. The importance of quality is underscored by the fact that most of our top executives attend our monthly corporate quality review meetings."

While he's proud of the company's reputation as a leading manufacturer of high-quality equipment, Campbell says there's no resting on laurels at Komatsu. "Our charge is to always do better the next time. Komatsu's philosophy is steady improvement, achieved by continually setting the bar higher, with the ultimate goal being to make equipment that stands the test of time." ■





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NEW PRODUCT

NEW SKID STEER LOADER

Komatsu introduces its largest model with vertical-lift loader arm

For more information on the SK1026-5 skid steer loader, call your salesman or our nearest branch location today.

For increased performance in a variety of material-handling applications, Komatsu has introduced its latest skid steer loader model, the SK1026-5. It's the third and largest model in Komatsu's family of vertical-lift skid steer loaders. Komatsu also makes three models of conventional or radial-arm design skid steers.

"The primary benefit of vertical lift is its ability to achieve maximum dump reach at full dump height," said Komatsu skid steer loader product manager Bob Beesley. "Because of that, we see this unit as being ideal for the landscape contractor, especially in a truck-loading (10 feet and lower) application. Because the bucket remains close to the machine, the SK1026-5 is also an excellent load-and-carry skid steer."

Brief specs on the Komatsu SK1026-5

Model	Output	Operating Weight	Breakout Force
SK1026-5	84 hp	8,068 lbs.	5,400 lbs.

The vertical-lift SK1026-5 features standard two-speed travel, HydrauMind™ hydraulics, and more capacity than any other Komatsu skid steer loader.

Due to the vertical-lift design, the 84-hp SK1026-5 has more capacity than does the SK1020-5, which is Komatsu's comparably sized conventional skid steer loader. The new model's operating capacity is 2,650 pounds with a breakout force up to 5,400 pounds. Komatsu's exclusive standard two-speed travel allows for low impact, shift-on-the-go speed changes between the 6.5-mph work range and 10-mph travel range, which improve cycle times.

Smooth and powerful

"The SK1026-5 has more horsepower than most competitors as well as one of the longest wheel bases in its class," said Lessner. "But what really sets it apart is Komatsu's exclusive HydrauMind™ hydraulic system, which Komatsu excavators also have. HydrauMind provides smooth and responsive hydraulic control."

Also boosting performance on the SK1026-5 is the Automatic Power Control (APC) system, which is Komatsu's patented engine anti-stall system. An auxiliary hydraulic circuit with a flow of 21 gallons per minute comes standard on the unit. An additional "Super Flow" auxiliary hydraulic circuit with a maximum flow of 34 gpm is also available.

Operators have the choice of three control patterns ranging from traditional hand and foot controls to two variations of all-hand controls. Other options include a fully enclosed cab with heating and air conditioning, and a ride-control feature that smooths out some of the bumps an operator feels.

More than 40 attachments are available for the SK1026-5. ■





Quality you can rely on



Work hard. Rest easy.



SKID STEER LOADERS

Five Models

Operating Capacity,
1,350 - 2,200 lbs.



BACKHOE LOADERS

Three Models

Dig Depth, 14'7" - 18'4"



COMPACT HYDRAULIC EXCAVATORS

Nine Models

Dig Depth, 4'11" - 13'8"



COMPACT DOZERS

Two Models

Operating Weight,
8,710 - 9,220 lbs.



CRAWLER CARRIERS

Two Models

Payload Capacity,
13,280 - 24,250 lbs.



COMPACT WHEEL LOADERS

Five Models

Bucket Capacity,
0.52 - 1.63 cu. yd.

WORK HARD

Feel the power and the productivity thanks to the skid steer loader's two speed transmission — a standard feature. Capable of speeds of up to 10 mph. Plus, Automatic Power Control allows for full utilization of engine power without stall outs.

REST EASY

Maintenance is a breeze thanks to the 250 hour greasing intervals for all pins and bushings. Eliminates daily greasing. And the 1,000 hour hydraulic oil change interval means lower maintenance cost.

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"UNPRECEDENTED TIMES"

Komatsu America CEO is optimistic about present and future of construction and mining industries



David Grzelak,
chairman and CEO
Komatsu America Corp.

The following "Komatsu & You" segment comes from a Komatsu news conference held at CONEXPO. Speakers included Komatsu America chairman and CEO David Grzelak, director of product marketing and planning John Koetz and vice president and general manager of construction equipment sales Ed Powers.

Grzelak on the equipment market:

We project the market for our products — utility, construction and mining equipment — will be up about 5 percent this year compared to last year. Mining is particularly strong as commodity prices are very good.

Komatsu's utility product line continues to grow. Among the most recent additions are the PC18MR-2 and PC20MR-2 compact excavators.

Komatsu Ltd. will post record-high sales this fiscal year (ending in March 2005). For the first time in history, the North American region will lead the company in sales, exceeding Japan in the construction and mining equipment business. Retail activity in North America will be 30 to 35 percent higher than a year ago.

Grzelak on why he's optimistic:

There are many good things going on. Housing starts are at a 21-year high. The Highway Bill will finally be approved. Interest rates continue to be very competitive. And most of all, our distributors, 36 in the U.S. and six in Canada, are all upbeat and very positive.

These are unprecedented times from the point-of-view that every market in the world happens to be up. Historically, America might be up when Europe or Asia is down, or vice versa. But right now, everywhere in the world is up at the same time.

Komatsu invests considerable amounts of money, 3 percent to 4 percent of total sales or about \$350 million to \$400 million, in research and development to remain on the cutting edge of new technology.

Grzelak on Komatsu utility efforts:

In North America, mini-excavators, skid steer loaders, backhoe loaders and similar compact machines constitute the largest market in numbers of units sold, roughly doubling the construction market.

If you look at Komatsu's utility product line today compared to just a few years ago, we now represent about 85 percent of the full product offering. So we're continuing to grow the utility business with our distributors.





In order to help meet the high demand for articulated trucks, Komatsu is now producing the units in Chattanooga, as well as in Japan.

Grzelak on increasing inventory of articulated dump trucks:

This year, Komatsu started manufacturing articulated dump trucks in Chattanooga, Tennessee, where our hydraulic excavators are also manufactured. To my knowledge, it's the only articulated dump truck manufactured in North America. We'll be increasing production both here and in Japan to meet increased demand for the product.

Grzelak on regional parts depots:

From a support point-of-view, it's very important that we take care of our customers. [In regard to parts] our goal is to have replacement parts available anywhere in the country by 7 a.m. the next day. [In order to do that] we're opening regional emergency parts depots. The first one is already operational in Pittsburgh and we're announcing today that we'll soon be opening our second one right here in Las Vegas. When we're done, we'll have six or seven such emergency parts depots strategically placed throughout North America.

Koetz on "unique and unrivaled" products:

Our goal as a manufacturer is to have equipment that is truly superior to the competition. [To that end] we've developed a "unique and unrivaled" product strategy. That means developing and manufacturing machines that, compared to the competition, will significantly improve the productivity, profitability and success of our customers. We're striving to have 25 percent of our model lineup be "unique and unrivaled." Examples of such products today include our PC400LC-7 hydraulic excavator and our Dash-5 line of hydrostatic wheel loaders.

Koetz on Komatsu Tier III engines:

Komatsu has a 70-year history of engine development and manufacture. Our ecot 3



CONEXPO attendees check out Komatsu's ecot 3 engine, which will not only meet Tier III emissions standards, but will also provide improved fuel efficiency, lower noise and higher low-end torque. The ecot 3 engine will be in new Komatsu models coming this fall and winter.

(Ecology and Economy Technology) engine will use proven technology (high-pressure, common-rail fuel injection and a heavy-duty exhaust gas recirculation system) to meet Tier III emission standards when they go into effect in January 2006.

The important aspect of this is not that we're just meeting new regulations, but that we're going to do it in a way that provides exceptional customer benefits through lower emissions, improved fuel efficiency, lower noise, higher low-end torque and excellent reliability. We already have tens of thousands of hours of lab and field testing on the ecot 3 engines and look forward to introducing them in our new models later this year.

Powers on sales successes:

As Dave mentioned, our sales were strong last year and we're optimistic about 2005. One sale we're very proud of was to the U.S. military for D155 dozers, PC300 excavators and skid steer loaders. We're also pleased to have opened some avenues with some large companies that we've never done business with before.

We attribute these new opportunities to our "unrivaled" products strategy, to a strong distributor network, and to our ongoing commitment to focus on the success of our customers. Our thought is, if we make ourselves an invaluable part of our customer's success, he'll make sure we're successful as well. ■



John Koetz, director of product marketing and planning Komatsu America Corp.



Ed Powers, vice president and general manager of construction equipment sales Komatsu America Corp.



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PM CONTRACTS

More equipment users are turning to Komatsu distributors for machine maintenance

There's no question that regular preventive maintenance (PM) is the single most important thing you can do to get the longest life from any piece of equipment you own. Doing all oil, fluid and filter changes properly, and at the hour intervals called for in the owner's manual, will also go a long way toward limiting breakdowns that may result in costly repair bills and even costlier, unexpected downtime.

In recent years, many equipment users have turned to their Komatsu distributor to do their routine PM work. With a PM contract, a trained technician will come to your jobsite at precise intervals to do all the maintenance items you've specified, according to a pre-determined checklist. He'll also do a complete machine inspection and properly dispose of all fluids and filters.

"Maintenance contracts have become much more common as equipment users have come to recognize that there are many, very real benefits that come from having their distributor do their fluid and filter changes," said Komatsu senior product manager Tom Brakeall. "The primary benefit is one that goes right to their bottom line — they get more work done. Why? Because most distributors will do the PM after hours, when the machine would be down anyway."

Another production advantage you'll likely notice from a PM contract is less emergency downtime. The reason is twofold. One is the walk-around inspection where the technician *visibly* examines the machine for signs of potential problems like oil or hydraulic leaks. The other factor is that the PM contract also includes oil sampling through the Komatsu Oil and Wear Analysis (KOWA) program, which helps predict *invisible* problems that may be developing inside your machine, so they can be addressed before they cause component failure.

Peace of mind

Other benefits of a PM contract include exclusive use of Komatsu OEM products, and better machine resale or trade-in value.

"Some equipment owners might be hesitant to use PM contracts if they think they can do it more cheaply themselves," said Brakeall. "But when you figure in the cost of a mechanic, the need to have a truck and/or shop, and the potential staggering cost of even one emergency repair bill that might have been avoided — we think any potential savings disappear rather quickly."

"And beyond the dollars and cents, what is peace of mind worth to you?" Brakeall asks. "With a PM contract from your Komatsu distributor, you know your maintenance is being done and being done right, and that you're doing everything possible to ensure your machine works to its fullest for the longest possible time." ■

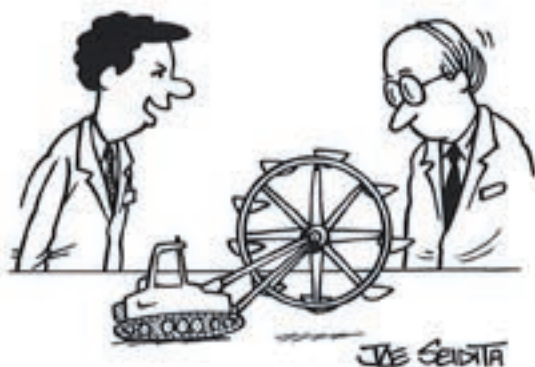
For more information on PM contracts and how they can help you improve your company's bottom line, contact your sales representative or our service department today.

PM contracts are becoming increasingly popular among equipment owners who want to maximize equipment availability, minimize unexpected repair bills and improve longevity.

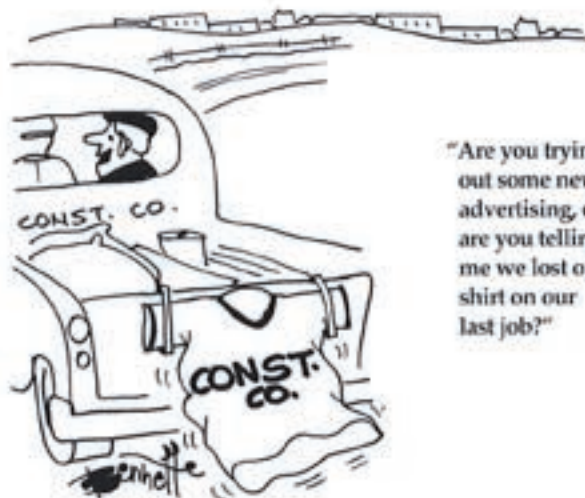


ON THE LIGHT SIDE

RESEARCH AND DEVELOPMENT



"I got the idea while I was at an amusement park."



"Are you trying out some new advertising, or are you telling me we lost our shirt on our last job?"

"You're the best partner anyone could have ... you never complain, argue or want your own way."

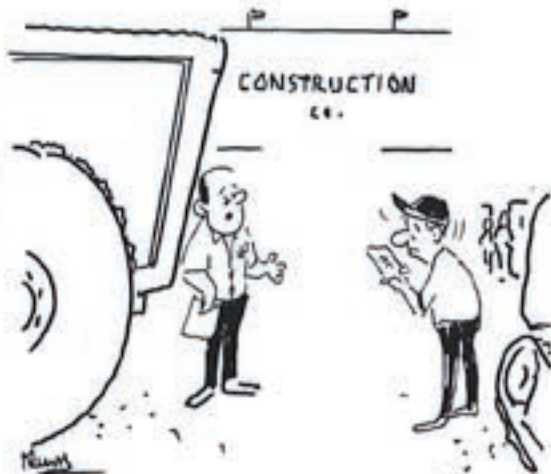


"Honey, you know you said I could choose our next RV, well I think I found the perfect recreational vehicle!"



JOE SEDITA

"Yes, the bid is a little higher than last time. But look at the bright side: It's probably lower than the next one will be."



"The computer with the schedule is down. I guess that means we get to prove we know what we're doing today."

JEREMY CARLQUIST, PARTSMAN

Experience and gaining equipment knowledge are key to his goal for the future

Jeremy Carlquist works hard in his job as partsman at C.N. Wood's Woburn branch to support the branch's field and shop service technicians. "The mechanics are just like our customers," said Jeremy. "I do my best to take care of them."

Jeremy arrives at 7 a.m. and starts up the computer. "Usually the field technicians are already here, waiting to get their parts," he noted. "I take care of them first so they can get out on the road." C.N. Wood employs seven field service technicians at the Woburn branch.

The rest of Jeremy's day is devoted to filling the needs of the shop mechanics. "I stick close to the window in case they need a part," he said. "I order parts from the forms they give me and pull the parts. I order all the shop's Komatsu paint, bulk oil and cleaners. I also make all the hoses for the mechanics. We have a Parker crimp hose system. Every once in a while, I make hoses for walk-in customers."

Jeremy started at C.N. Wood three years ago as a warehouse helper and delivery person. He moved up to working "at the window" two years ago. Before coming to C.N. Wood, Jeremy worked in the parts department of a Colorado bus company. He moved to Massachusetts when his brother, Jason Carlquist, helped him get a job in C.N. Wood's warehouse. Jason works at the branch's parts counter.

Challenging part of job

The most challenging part of Jeremy's job is locating obscure parts. "For example, right now we have a bucket on which we're repacking all the cylinders," he explained. "For some reason, it has two different cylinders on it and no parts numbers. We're trying to identify which seal kit

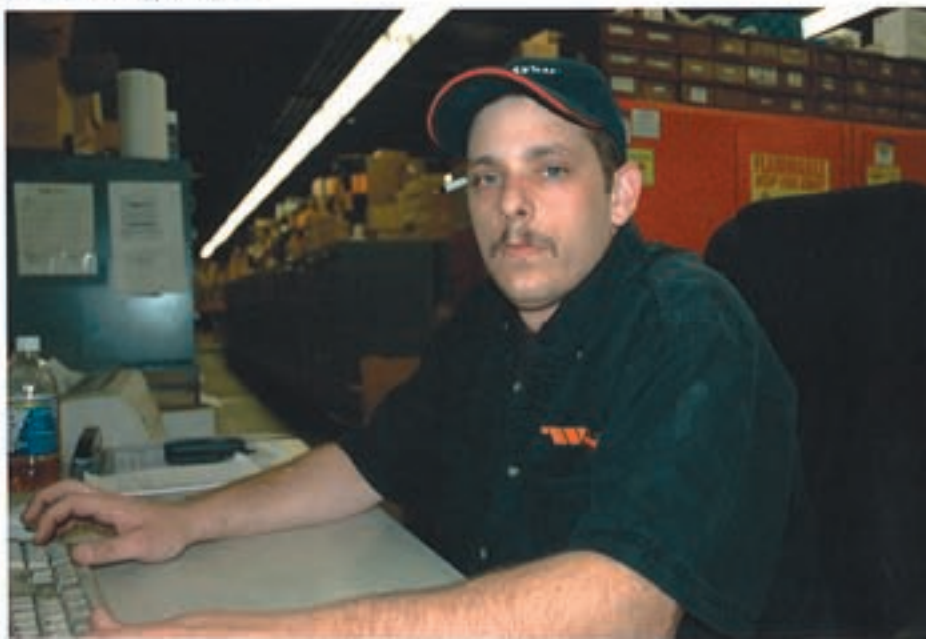
to use. I've been working with the bucket manufacturer, which sent me a couple of drawings. We're trying to match the cylinders so we can get the correct seal kit."

Ultimate goal

Jeremy's ultimate goal is to become a master partsman, which means being in the business for at least 10 years and developing a wide range of equipment knowledge. "I'm a C classification now, which is basically a helper," said Jeremy. "I want to be reclassified and move up. My goal is to work toward a higher classification by learning as much as I can about the machines we service and their parts. They say they like my work here, and I love the job. C.N. Wood has treated me well since day one."

In his free time, Jeremy enjoys fishing and four-wheeling. ■

Partsman Jeremy Carlquist





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441-1535

DISTRIBUTOR CERTIFIED USED EQUIPMENT

STILL IN ITS "WORK CLOTHES"

Komatsu ReMarketing shows a Distributor Certified used machine at CONEXPO

Typically at CONEXPO, you expect to see the latest and greatest in equipment, and machines that are flawless in their appearance. Paint jobs are often superior to factory-direct models. So what was that machine with a little ding on its backside and a rusty bucket doing at the Komatsu CONEXPO display?

"We left it in its work clothes, so to speak, to make a point," explained Lee Haak, director of Komatsu ReMarketing, which oversees Komatsu's Distributor Certified used equipment program. "We wanted to show equipment buyers that we never try to cover up or mask any potential problems that a machine might have. With a Komatsu Distributor Certified used machine, what you see is what you get. And what you can't see, well, we're going to tell you the truth about that too."

Haak says the philosophy behind the Komatsu Distributor Certified used equipment program is simple.

"It's all about providing value and reducing risk for the used equipment buyer. Our used machines are evaluated inside and out by a trained technician, including testing and diagnostics, to establish a true performance level based on age, hours and component wear. We then share that information with the buyer so he doesn't have to guess or wonder what he's getting. With a Komatsu Distributor Certified machine, he knows exactly what he's getting."

Warranty, financing and inventory

Komatsu is so confident in its Distributor Certified used equipment that subsidized financing and factory warranties are available for most machines.

"We stand behind our Certified machines and, more important, our distributors stand behind them," said Haak. "We think that fact alone should provide a lot of peace of mind for customers."

According to Haak, Komatsu Distributor Certified used equipment is available in most models. The distributor has access to a nationwide database of Certified machines along with photos and an evaluation of each unit.

"For contractors who are looking for reliability at a cost substantially below new, we're confident this is the best option out there. And we'd certainly like to prove that to anyone who's in the market for a used machine." ■



(L-R) The Komatsu ReMarketing team of Lee Haak, Alan Christianson, Lauri McNulty, Kent Van Zanten and Allen Stokke (not pictured) showed this Distributor Certified used PC128USLC-3 at CONEXPO. "We wanted to show equipment buyers that we never try to cover up any potential problems," said Haak. "Our goal is to provide information so a buyer knows exactly what he's getting."





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 Certified 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 Certified Used Equipment can help deal you a winning hand on your next job, contact your Komatsu Distributor today.

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