

# WOOD WORKS

A PUBLICATION FOR AND ABOUT C.N. WOOD CO., INC. CUSTOMERS • 2007 No. 2

Featured in this issue:

## HYLKA CONSTRUCTION CO., INC.

For three generations, this  
sand and gravel business has  
developed a rock-solid  
reputation

See article inside...



(L-R) President Francis Hylka Jr.,  
Secretary/Treasurer Gloria Hylka,  
and Plant Manager Jon Hylka

**KOMATSU**

# A MESSAGE FROM THE PRESIDENT



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Dear Equipment User:

As you might expect, we believe Komatsu equipment is top-of-the-line. Some might argue there are comparable machines within certain models, but top-to-bottom and across-the-board, you're going to be hard-pressed to come up with a more solid lineup — and in specific machines, you're not even going to be able to come close to the performance you get from Komatsu. All we want is a chance to prove to you the difference Komatsu and C.N. Wood Co., Inc. can make in your business.

If you're in the market for a new machine, we ask you not to buy until you've thoroughly investigated your options. Spec the machine out — then try it out. In many cases, the Komatsu advantage will be apparent.

In other ways, the Komatsu advantage may be less apparent, but make no mistake, Komatsu is doing things no other manufacturer is doing. For example, you may not yet be using a remote equipment monitoring and management system, but it's definitely the wave of the future. With Komatsu, the KOMTRAX system is factory-installed as standard equipment on virtually all new machines, and there are no communications charges for the first five years. Compare that with other top brands that charge you for the system and the installation, then charge you a monthly communication fee. Consider Komatsu's totally free system versus the competitors' cost of thousands of dollars per machine. That's a prime example of the Komatsu advantage.

At C.N. Wood, we'll be happy to show you other things we and Komatsu are doing to make your equipment owning and operating experience a pleasant one. Feel free to give us a call, or stop by at any time. We look forward to the opportunity to prove we can and will do whatever it takes to earn your business.

Sincerely,  
C.N. WOOD COMPANY, INC.

Robert S. Benard  
President



**RELIABLE  
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# WOOD WORKS

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C.N. WOOD CO., INC.

RELIABLE EQUIPMENT  
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## A SALUTE TO A CUSTOMER

# HYLKA CONSTRUCTION CO., INC.

**For three generations this sand and gravel business has developed a rock-solid reputation**

In 1948, Francis Hylka Sr. bought a gravel pit and started in the sand and gravel business. Little did he know, almost six decades later, a third generation of the Hylka family would be carrying on this longtime, family-run operation.

"I wish that Francis were here to see it still going," said Gloria Hylka, whose husband passed away in 1997. "He put a lot of work into it."

It's a tradition of hard work and excellence that continues to this day for the Hylka family. Hylka Construction Co., Inc. produces crushed stone and sand at its quarry operation in Charlton, Mass. That includes five different stone products and seven sand products used in construction. Hylka Construction Co. supplies the sand and stone used in bags of

concrete mix sold in home centers all over New England. Plant Manager Jon Hylka, Francis Hylka Sr.'s grandson, estimates they produced 400,000 tons of material in 2006.

"Our product is used in all types of construction — industrial, residential, any use you can imagine," said Jon, who helps oversee daily operations with his father, Fran Hylka Jr. "The material we provide could be used for anything from hot-mix asphalt to ready-mix concrete."

Hylka Construction is also one of the few quarries that delivers its product. Its customers are spread throughout much of Worcester County.

### Dedicated employees

As President, Fran Hylka Jr. has 40 years of experience with Hylka Construction and has run the company since his father passed away 10 years ago. Gloria Hylka has managed the books ever since the company was founded, and at the age of 81, continues to serve as Secretary and Treasurer.

Other longtime employees include Bill Woodcock, who has been with Hylka Construction for 17 years and is in charge of the plant, and Mike Patrowicz, a truck driver for the company for 22 years. Henry Kemp has been operating an excavator and portable crusher for 12 years, and Phil Livernois has five years of experience as a trailer driver.

"Much of the credit for our success goes to our employees," Fran said. "If they didn't care about what they were doing and take an interest in it, we wouldn't be where we are today. There's only so much that Jon and I can do, so we rely on them."

Three generations of the Hylka family run Hylka Construction today, including (L-R) President Francis Hylka Jr., his mother, Gloria Hylka, who serves as Secretary/Treasurer, and his son, Plant Manager Jon Hylka.



## Getting started

Their efforts remain centered on the same pit Fran's father purchased 59 years ago, although the focus of the company has seen some changes since 1948. "When he first got out of the service after World War II, he worked at a textile mill," Gloria recalled. "But a doctor told him he should work outside because he lost a lot of weight when he was at the mill. One day, he came home and told me he had bought a dump truck and a few months later, we bought the gravel pit."

"He started in the sand and gravel business but later he got a couple of cranes and did a lot of crane work," Fran added. "Then he bought bulldozers and started doing excavation work, which lasted until the early 1980s. Then we started getting our sand and gravel business going again."

That's been the focus of the company ever since, and Jon Hylka said his father's progressive approach to business during that time has played an important role in its continued success. "Some quarries aren't interested in upgrading equipment, whether it's loaders and rock trucks or plant equipment," Jon said. "We see a lot of older equipment and I feel lucky that Dad's interested in upgrading."

## Upgrading options

When it comes time for an upgrade, Hylka Construction knows it can expect quality equipment and service from C.N. Wood Co. "We've had a relationship with C.N. Wood since 1988," noted Fran. "That's when we bought our first Komatsu WA500 wheel loader. It has more than 23,000 hours on it and it still works every day."

"At the time we bought that machine we had a couple of used machines and were looking to upgrade," Fran continued. "The salesman told us how good this Komatsu wheel loader was. I said 'Well, bring it down and let me see.' So he brought it to us and it never left."

Fran said operator comfort and visibility with Komatsu equipment have made the difference. "Many customers' trucks that come



Hylka Construction puts its Komatsu PC400LC-7 to work clearing land, sizing rocks, feeding the quarry crusher and loading trucks.



in here to pick up material are very expensive and we don't want to spill on the side of the body or break a sideboard or cause any other damage. So it's very important to be able to see that bucket and exactly where it's going.

"As far as operator comfort goes, the guys are in those loaders for eight to nine hours a day. They need to be comfortable to be productive."

In addition to its original wheel loader, Hylka Construction uses a 1999 Komatsu WA500 wheel loader, a 2003 Komatsu WA500, a 2005 Komatsu WA500 and a 2004 Komatsu PC400 excavator, which is used for land clearing, stripping overburden, loading rock trucks and feeding the quarry crusher. Hylka Construction also uses a Kent hammer attachment it purchased from C.N. Wood.

Hylka Construction's fleet of Komatsu equipment includes four WA500 wheel loaders, which crews use to stockpile product and load customers' trucks at the Charlton, Mass., sand and gravel pit.

*Continued . . .*



**RELIABLE  
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# Dependable equipment aids production

... continued

Thanks in large part to the durability of Komatsu equipment, Fran said Hylka Construction doesn't need a full-time mechanic. A little preventive maintenance, he said, can go a long way.

"We change the oil and filters every 200 hours and grease them daily," he said. "Some have automatic greasers on them. We try to catch the smallest repair that has to be made and fix it right away. It prevents a lot of trouble down the road."



In his spare time, Fran Hylka Jr. restores construction equipment, including this 1948 International TD14 dozer with a V plow.

The Hylka Construction team includes Comet, the company mascot and (L-R) Operator Henry Kemp, Truck Drivers Phil Livernois and Mike Patrowicz, Office and Weigh Scale Manager Deb Gevry, Operator Bill Woodcock, Plant Manager Jon Hylka and President Fran Hylka Jr.



## Reliable, responsive service

When a more complicated issue arises, Jon said Hylka Construction can count on the responsiveness of C.N. Wood. "We're definitely satisfied with the service we get from C.N. Wood," Jon said. "It would be hard for any other company to match it."

"It's nice to be able to get answers," he continued. "With some dealers, if we call and order parts but don't see them for a week, we can call the parts department until we're blue in the face. With C.N. Wood, if I have a question, I call and I get an answer. There's no waiting around or wondering. I can just call and know they'll take care of it."

In addition to durable machinery, the Hylkas said new technology has also played a big role in the company's success. For example, Hylka Construction uses a computer-automated sand classifier to separate its crushed sand.

"I can go into my computer and change the specs as I want," Jon explained. "The computer-controlled systems are starting to become more popular, but I think there are still only three or four in New England."

## Good neighbors

When producing material from its quarry, Jon said the company's goal is to keep blasting to a minimum because maintaining good relations with their neighbors is important.

"We're surrounded by houses, so we try to be nice to our neighbors. They have just as much right to be here as we do, so we respect that."

The Hylkas plan on continuing to work with those neighbors for the foreseeable future. "I think we're at a good size right now," Jon said. "We're going to see what the future brings and play it accordingly."

"We had always hoped that the family would be able to carry on the company," Gloria reflected. "Fran has always loved equipment and that hasn't changed since he was a kid. He's still working in sand; the equipment is just bigger and a little more expensive." ■



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## SPECIAL APPLICATIONS

# DEALING WITH ROCK

## Mass. contractor finds Komatsu PC300HD is the right machine for a tough application

Bartlett & Steadman Company, Inc. knows a thing or two about working in rock. Based in Marblehead, Mass., northeast of Boston, the company has worked an area along the Atlantic coastline.

"In our region, most of the available land left for development has rock on it," said Ken Steadman, President. "We do a lot of residential site development, including underground utility work, and virtually all of it involves moving rock. If you don't know how to deal with it, you're not going to last long around here."

To "deal with it," Bartlett & Steadman bought a Komatsu PC300HD-7 hydraulic excavator. The PC300HD (heavy duty) is a PC300 on top with a PC400 undercarriage. With an operating weight of more than 83,000 pounds, the HD machine is significantly heavier than the standard PC300. The larger undercarriage also means it's much more rugged, according to Steadman.

"Working in this environment puts a lot of additional stress and wear on the machine — and for our application, this is the perfect machine. We use a large, 7,500-pound-class hammer on it when blasting isn't an option, and the PC300HD handles it very well. When we're loading out, we switch over quickly with the JRB coupler. I really appreciate all the extra iron underneath and the stability we get with that. Overall, the PC300HD is a much beefier machine, and we could feel the difference right away. We also appreciate how the machine sits up higher so rocks aren't likely to roll against the cab."

### Productivity and support

Steadman says he's been very pleased with the Komatsu PC300HD. "It's been great. It's definitely moved a lot of rock for us. There's no question that this is a tough application for

an excavator, and the PC300HD has held up very well. We've had it for four years and have had relatively few problems with it throughout that time. This machine has given us a lot of production time and it still has a number of good years left in it."

As good as the machine has been, Steadman says the support he's gotten from C.N. Wood is equally important to him. "C.N. Wood really steps up to the plate when we need parts or service. Their technicians respond quickly and they know what they're doing when they get here. We've really appreciated the way they've treated us and taken care of us through the years." ■



**Ken Steadman,**  
President

### Brief specs on Komatsu PC300HD-7 Hydraulic Excavator

Model	Output	Operating Weight	Bucket Capacity	Digging Depth
PC300HD-7	246 hp	83,555 lbs.	.89 to 2.56 cu. yd.	26' 7"

Hard, rocky ground is no match for Bartlett & Steadman Company's Komatsu PC300HD-7 excavator. A PC300 on top with a PC400 undercarriage, the 246-horsepower machine offers added stability, weight, and ruggedness to meet challenging digging conditions along the Atlantic coastline.



# CRITICAL COMMERCE CORRIDORS

## ARTBA proposes new highway program to move freight more efficiently in future years



Pete Ruane, President,  
American Road  
& Transportation  
Builders Association  
(ARTBA)

ARTBA is proposing a new federal program to improve freight transportation by strategically linking and upgrading ports, airports, border crossings and rail networks — and separating commercial traffic from passenger vehicles where possible.

The development of a national strategy to improve the efficient movement of freight is critical to future U.S. economic productivity and should be a top priority for federal policymakers charged with writing the next highway and transit reauthorization bill in 2009. That's the message American Road & Transportation Builders Association (ARTBA) President Pete Ruane delivered at a recent U.S. Chamber of Commerce Foundation conference.

Ruane cited a Federal Highway Administration (FHWA) report showing that freight bottlenecks are causing trucks more than 243 million hours of delay annually, at a cost of nearly \$8 billion. "If the U.S. economy grows at a conservative annual rate of 2.5 to 3 percent over the next 20 years, domestic freight tonnage will almost double and the volume of freight moving through the largest international gateways may triple or quadruple," the FHWA report says. "Without new strategies to increase capacity, congestion at freight bottlenecks on

highways may impose an unacceptably high cost on the nation's economy."

### Plan addresses future needs

In his remarks, Ruane outlined a two-part plan approved by the ARTBA Board of Directors that is aimed at addressing the nation's future surface-transportation needs. Part one of the plan is to continue the current highway and transit programs, but with better funding to address future safety and mobility priorities.

Part two of the plan establishes a new federal government program called the "Critical Commerce Corridors (3C) Program." Funded by freight-related user fees, it would improve U.S. freight movement and emergency response capabilities. The program would strategically link and upgrade the nation's major water ports, airports, border crossings and rail networks with national intermodal freight transfer centers. Where possible, the network would separate commercial traffic from passenger vehicles.

The scheduled 2009 reauthorization of the highway and transit investment law (SAFETEA-LU) provides a meaningful opportunity for Congress to develop a national freight strategy and allow the U.S. Department of Transportation to assume the lead role in identifying and defining a "Critical Commerce Corridors" system, according to Ruane.

"The result of this initiative would be a clear and focused strategy directed at the growing dilemma of efficiently moving freight," Ruane said. "This challenge is about more than congestion, bottlenecks and delayed deliveries. It is about securing America's place in the global competitive market. The American people and business community deserve nothing less." ■







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## NEW PRODUCTS

# NEW “GO-TO” LARGE EXCAVATOR

## The PC800LC-8 is bigger, faster and more fuel-efficient than its predecessor

For large earthmoving jobs, as well as heavy underground utility projects, the Komatsu PC800LC-8 is the new “go-to” machine. The PC800LC-8, which meets Tier 3 emissions-reduction standards, has replaced the PC750LC-7 in Komatsu’s excavator lineup.

Weighing in at more than 180,000 pounds, the PC800LC-8 is several thousand pounds heavier than its predecessor and has a faster cycle time.

“The additional weight gives the PC800 improved lift capacity and over-the-side stability, which makes it ideal for lifting and placing heavy pipe,” said Komatsu Hydraulic Excavator Product Manager Peter Robson. “The improved cycle time was achieved with a quick arm-return circuit and a faster bucket dump. The result is greater productivity in truck loading.”

Like all Dash-8 excavators, the PC800 delivers outstanding fuel economy, especially when run in the Economy working mode. The machine also has a Heavy Lift mode which delivers 10 percent more lifting force on the boom whenever it’s needed.

The KOMTRAX monitoring system is standard equipment on the PC800LC-8, which also has a hydraulic fan with a Reverse mode that operators can activate through the monitor panel to help clean the radiator when operating in particularly dusty conditions.

### King of the hill

The PC800LC-8 has 487 net horsepower, which is 7 percent more than the PC750LC-7.

“That’s nice, but an excavator is not like a dozer or a truck where you need raw horsepower to pull up a hill,” Robson explained. “With an

excavator, it’s all about how fast you can dig, and top digging performance is achieved through precise engine and hydraulic management, not higher horsepower. If you can use less horsepower to get the production you need, you’re king of the hill. And that’s what we’ve done with the PC800LC-8. We’ve developed a machine that digs faster but uses less fuel.”

Robson says the PC800LC-8 features the durability and reliability that Komatsu excavators are known for, and is also a very smooth machine that operators will appreciate because it handles like a much smaller excavator. ■

*For more information on the PC800LC-8, contact your sales representative, or call our nearest branch location.*



**Peter Robson,**  
Komatsu Hydraulic  
Excavators Product  
Manager

### Brief Specs on Komatsu PC800LC-8

Model	Flywheel horsepower	Operating weight	Bucket capacity
PC800LC-8	487 hp	182,980 lbs.	2.23-5.93 cu. yd.

If you're looking for a large excavator that digs faster and uses less fuel, the new Komatsu PC800LC-8 is the answer. The massive 487-horsepower machine delivers outstanding fuel economy and 10 percent more lifting force in the Heavy Lift mode.







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## MORE NEW PRODUCTS

# NEW WHEEL LOADER

## Mid-size WA430-6 offers better production at a lower cost

Like most equipment users, you're probably looking for a way to lower your fuel costs while maintaining or improving productivity. Komatsu's new WA430-6 wheel loader delivers on both counts.

The WA430-6 replaces the WA400-5 in Komatsu's wheel loader lineup. Like Komatsu's other Dash-6 models (WA380, WA450, WA480, WA500 and WA600), the WA430-6 is powered by an ecot3, Tier 3-compliant engine.

"We've seen significant production and fuel-efficiency increases with the WA430-6 compared to its predecessor," said Rob Warden, Komatsu Wheel Loaders Product Manager. "For example, this machine can use up to 15 percent less fuel to do the same amount of work. Like the other Dash-6 models, it has a large-capacity torque converter, so the user will have a lot of power going up a hill and greater rimpull going into a pile. It also has 21 percent more breakout force than the WA400-5."

The WA430-6 comes standard with a variable-displacement piston pump that works in combination with Komatsu's Closed-center Load Sensing System (CLSS) to deliver only the necessary amount of flow needed for hydraulic function. The design prevents wasted hydraulic flow, which in turn provides better fuel economy.

### Pick the best mode

Fuel efficiency and power are enhanced through several operation modes, including the "E" (Economy) mode for general loading. An automatic transmission with an "Auto Low" mode is used for low-engine-speed operations, and a "P" (Power) mode gives the WA430-6 maximum digging power. An

"Eco" indicator informs the operator when the machine is maximizing fuel efficiency.

Tracking utilization and machine condition is easy with the KOMTRAX equipment monitoring system that comes standard on the WA430-6. The system allows users to monitor machine location, meter reading and error codes, as well as a host of other information.

"The WA400-5 was a great machine, so we took its basics and made it better with the WA430-6," explained Warden. "We believe this machine, like our other Dash-6 models, is an industry leader that will improve performance in a wide range of applications." ■



**Rob Warden,**  
Product Manager

### Comparative Specs for the Komatsu WA430-6

Model	Output	Bucket Capacity	Breakout Force
WA400-5	200 hp	4.1-5.6 cu. yds.	33,290 lbs.
WA430-6	231 hp	4.1-5.6 cu. yds.	40,333 lbs.

Komatsu's new WA430-6 wheel loader, which replaces the WA400-5, provides increased production and fuel efficiency compared to its predecessor. A large-capacity torque converter gives added power for hill climbing and greater rimpull going into a pile.







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## NEW UTILITY PRODUCTS

# NEW BACKHOE LOADER

## Komatsu's WB142-5 offers excellent productivity in an economical package

Owners looking for a solid backhoe loader that's economical, yet powerful enough to tackle a variety of tasks can turn to Komatsu's new WB142-5.

"The WB142-5 is the fifth model in an outstanding line of backhoe loaders from Komatsu," said Jeff Aubrey, Product Manager Backhoe Loaders. "It's aimed at the cost-conscious buyer who wants a machine with lots of performance in a simple package. Therefore, it's priced lower than our high-spec deluxe models. It's what we call an 'entry-level' backhoe loader, but it has many of the same design features of its big brother, the WB146-5."

### High production

Production in both loader and backhoe applications is driven by a Komatsu 76-net-horsepower diesel engine that's housed in a heavy-duty, cast nose guard, which provides integral counterweight and front protection to the engine. Standard four-wheel drive lets operators work on days when other machines are parked.

Unlike many units in its class, the WB142-5 features a high-output (37 gpm), tandem-gear-pump hydraulic system designed for maximum speed, power and control. It even has two settings for the loader and the backhoe, so the operator can choose between maximum performance and maximum fuel economy.

### Roomy work station

Komatsu kept the operator in mind with the new WB142-5, which features a state-of-the-art interior that's rugged, yet elegant. A suspension seat provides a comfortable fit for any size operator. The ROPS/FOPS canopy has a true dual-entry platform. Controls, switches and

gauges are clustered to simplify operation and visibility.

A corner-mounted exhaust allows the operator a full 360-degree unobstructed view, including a clear look at the loader bucket, even at maximum height. Komatsu's new S-boom design is narrow, providing better visibility in both the trench and in loading trucks.

The operator may choose from either Power or Economy mode when using the 14-foot-class backhoe. A one-cubic-yard loader bucket with a bolt-on cutting edge is standard, as are reversible stabilizer pads.

### A pleasure to own

Daily service checks are simple. Just raise the one-piece, tilting hood, and all daily checks are grouped on the left side of the engine. Grease points are conveniently located and fuel filling is at ground level. There's also a standard lockable tool box. And like all Komatsu machines, the WB142-5 uses O-ring face-seal hydraulic fittings for leak-free operation. ■

#### Brief specs on the WB142-5

**Model**  
WB142-5

**Output**  
76 hp

**Operating Weight**  
14,513 lbs.

**Bucket Capacity**  
1.0 cu. yd. (loader)

Komatsu's new WB142-5 offers many of the same benefits as larger Komatsu backhoe loader models — operator comfort, high value, high productivity, ease of service and security.







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## NEW QUARRY PRODUCTS

# HD785-7

## Komatsu's new haul truck features advantages designed to lower users' cost per ton

Part of any efficient quarry operation involves moving materials quickly from the ground to the crusher at the lowest cost per ton possible. Komatsu's new HD785-7 haul truck was designed with maximum efficiency in mind to help you move more material faster with less fuel consumption.

"More and more quarries are going to larger-capacity haul trucks, such as the 100-ton HD785-7," said Tom Stedman, Marketing Manager - Mining Trucks. "It has the tightest turning radius of any truck in its class. In quarry operations, where space is often limited, that's a big advantage."

The HD785-7 has several other features that make it advantageous, including a high-performance engine that delivers nearly 10 percent more horsepower than its predecessor, the HD785-5. Variable Horsepower Control (VHPC) allows selection of two modes, Power and Economy, which can be set according to working conditions. In either mode, the VHPC system detects whether the truck is loaded or empty and selects the optimum horsepower for production and fuel efficiency.

Tracking fuel efficiency and maintenance is easy with the Vehicle Health Management System (VHMS), a fully integrated system that collects data throughout the truck. "It's a great tool for looking at long-term trends," said Stedman. "VHMS provides data gathered from all areas of the truck, including pressures, temperatures and speeds, to name just a few. Customers can use this information to customize their maintenance programs accordingly."

### All-wheel, wet-disc brakes

Komatsu worked to lower maintenance costs with the addition of all-wheel, wet-disc brakes. Each brake is fully sealed to keep contaminants

out, reduce wear, and require no adjustments. "They are much more efficient than dry-disc brakes," Stedman noted. "Over the long haul, they're going to save the user quite a bit."

An Automatic Retard Speed Control (ARSC) utilizes a large-capacity retarder that allows operators to set downhill travel speed at a constant level, so the operator can concentrate on steering. "It's like cruise control for downhill operation," explained Stedman. "When the operator reaches the speed he's comfortable with, he activates the system with the push of a button, and the truck will maintain that speed. It's very good for areas where there are long downhill hauls.

"The ultimate goal of the new HD785-7 is to save the user time and money," he added. "With more horsepower and lower fuel consumption, the cost per ton is fantastic. We'll be bringing these features to more of our haul trucks in the future." ■



**Tom Stedman,**  
Marketing Manager  
Mining Trucks

Komatsu's new 785-7 100-ton haul truck offers 10 percent more horsepower than its predecessor, while lowering fuel consumption. Additional features include all-wheel, wet-disc brakes, Variable Horsepower Control and a Vehicle Health Management System.

### Brief specs on the Komatsu HD785-7

Model	Capacity	Net Horsepower	Vehicle Weight
785-7	100 tons	1,178	366,000 lbs.







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## KOMATSU &amp; YOU

# CONTINUOUS IMPROVEMENT

## Serving customers better is the goal of V.P./General Manager of Construction Division

**QUESTION:** As someone relatively new to Komatsu, what are your initial thoughts on what the company does best?

**ANSWER:** As one of my former bosses used to say, "Product is King," and one of the things I've learned is that Komatsu products are excellent. We make very high-quality, technologically advanced equipment that's productive and reliable. We believe our products provide the best value in the industry when you take into account the performance, the uptime, the longevity and what you'll get in resale or trade-in.

**QUESTION:** At the other end of the spectrum, where does Komatsu need to improve?

**ANSWER:** The biggest thing is product support. Certainly, that's not unique to Komatsu. Probably every equipment manufacturer and every equipment dealer in the country would say they want to improve product support because that's where you create customer loyalty. From what people tell me, Komatsu has improved in that area in recent years. I believe we're doing a good job supporting our product now, but we're still not as good as we want to be or need to be. Our goal is continuous improvement that results in ever greater customer satisfaction.

**QUESTION:** What steps is Komatsu taking to improve the level of support?

**ANSWER:** The Komatsu Training and Demonstration Center in Cartersville, Ga., is a good example of a step we've taken to improve the quality of service we provide. It's a state-of-the-art facility that offers training for distributors' technicians, their in-house trainers and their customers. On the parts side of the

*Continued . . .*



**Greg Hewitt,**  
V.P./General Manager Construction Division,  
Komatsu America Corp.

*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.*

A native of Knoxville, Tenn., Greg Hewitt graduated from the University of Tennessee with a business degree, then joined the Maytag Company. Unlike the Maytag repairman of TV commercial fame, Greg was never the loneliest guy in the world while at Maytag. He spent 17 years there, where he earned an MBA and held a variety of increasingly important jobs. He left Maytag in 2004 to join Textron, a large multi-industry company, as Executive Vice President of the Jacobsen (professional mowers) Division.

Last November, Greg was recruited by Komatsu America Corp. to become V.P. and General Manager of the Construction Division. It's a new position in which Hewitt oversees all activities associated with planning, operations, selling and servicing Komatsu's construction-size equipment line, which consists of D31 to D275 dozers; PC120 to PC1250 excavators; WA150 to WA700 wheel loaders; GD555 to GD675 motor graders; articulated trucks; and rigid trucks less than 715 hp.

"Even though I had never worked in heavy equipment manufacturing, I knew Komatsu was a great company and that this was a great opportunity," said Hewitt. "Having been here for a while now, I'm even more excited about the prospects. One of Komatsu's strengths is a product that, in my opinion, across-the-board, is equal or superior to anything else out there. Our goal is to build on that strength to deliver an unprecedented level of satisfaction to customers."

Hewitt is married with two daughters, ages 8 and 12. "My work days can be fairly long. When I'm away from the job, I enjoy investing time with family, staying in shape, reading and traveling."

# Komatsu to introduce new, small dozer line

... continued

support equation, we continue to open Regional Parts Depots to ensure that our distributors can get same-day or early next-morning delivery of virtually any part. We now have a fill rate in the high 90th percentile, which we'll put up against anybody in the world.

**QUESTION:** Product-wise, what should Komatsu customers be excited about this year?

Komatsu's focus on product support places an emphasis on training. The company's state-of-the-art Training and Demonstration Center in Cartersville, Ga., provides training for distributors' technicians and in-house trainers as well as customers.



To augment its larger dozer line, which includes machines such as this D155AX, Komatsu plans to introduce a new line of small dozers in 2007.

With a wide range of equipment from large mining machines to compact utility equipment, Komatsu produces high-quality, technologically advanced equipment that's productive and reliable. "We believe it's the best value in the industry," stated Greg Hewitt, V.P. /General Manager Construction Division, Komatsu America Corp.



**ANSWER:** Our big launch in 2007 is a new, small dozer line (machines roughly in the 75- to 125-horsepower range). We believe our current Komstat dozers are excellent — highly productive and reliable — and that the new models will be best-in-class by a large margin.

**QUESTION:** If you had one-on-one time with a contractor who's trying to choose between a Komatsu machine and another leading brand, what would you tell him to convince him to buy Komatsu?

**ANSWER:** I would just give him the facts. Fact number one: if production is important, examine horsepower, digging speed, capacity, fuel efficiency, reliability — all of those things. Shop and compare. In most cases, we're going to come out on top. Fact number two: do some research on resale value. Due in part to our commitment to R&D and engineering, our machines last a long time and hold their value better than the competition. Fact number three: look at the big picture. We're a \$16 billion global company. With Komatsu and our distributors, you get the kind of cradle-to-grave total support that only the largest of companies can provide.

Lastly, I'd tell him to look for the best value. If he studies the machine owning and operating costs, we feel confident that Komatsu will be the choice more times than not.

**QUESTION:** What is Komatsu expecting from the construction economy this year?

**ANSWER:** We're fairly positive about the construction market. As everybody knows, housing is down, but everything else is holding its own. The overall industry forecast is for about a mid- to high-single-digit decrease in the total number of units sold this year. On the face of it, that doesn't sound great, but when you consider we're coming off a couple of all-time-record years, it's really not bad at all.

And frankly, at Komatsu, we think there's a potential for us to grow our business even in a slightly slower market. In the overheated environment we've been in, some manufacturers did well largely because they had inventory available. Now, with inventory more plentiful, customers will probably do more shopping around looking for the best value. We welcome that environment as an opportunity to prove our worth to an equipment user. ■



## PRODUCTIVITY POINTERS

# THE KOMTRAX ADVANTAGE

## How Komatsu's wireless equipment-monitoring system can help you improve productivity

Chances are you've heard of KOMTRAX, Komatsu's wireless system that allows you to monitor your equipment from your office computer or laptop. You may know it provides basic information, such as where a machine is and how many hours are on it, which is useful if a machine is stolen, and for service and maintenance. What you may not realize is that the new version of KOMTRAX can also be an extremely useful tool in improving your field productivity.

"Customers who use the full-range of KOMTRAX services have a distinct advantage over those who don't. It's really that simple," said Ken Calvert, Komatsu Director of IT Support. "How? By providing details on asset utilization. How many of your machines are actually working at any given time? Do you need more machines, or could you get by with fewer? Is a machine working or idling? Is it being run in Power mode or Economy mode; and if it's full power, is that really necessary or is it a waste of fuel? These are all money matters that directly impact a contractor's bottom line."

"Of course, KOMTRAX is also still a valuable tool for scheduled maintenance and helping implement a repair-before-failure program for major components," added Chris Wasik, Manager of Service Support Programs for Komatsu. "But we believe KOMTRAX's operational information will help a contractor improve efficiencies, availability and profit."

### The KOMTRAX difference

Komatsu is so convinced that wireless equipment monitoring is a true difference maker for equipment users that it's taken unprecedented steps to make the system available, affordable and user-friendly. These steps include:

- Factory installing KOMTRAX as standard equipment on almost every new Komatsu machine, and making it totally free for five years (top competitors charge more than \$2,000 for the hardware and installation, then also charge a monthly communication fee);
- Having a team of Komatsu and distributor personnel dedicated solely to monitoring KOMTRAX, and communicating with customers to help them keep costs and downtime to a minimum;
- Making the information easy to use and understand, including, in the not-too-distant-future, communicating KOMTRAX info to customers via e-mail.

"Right now, thousands of KOMTRAX-equipped machines are out in the field, but only a small percentage of customers actually use the data," observed Calvert. "We want to increase that number because we're convinced Komatsu customers who use KOMTRAX properly will be more productive and more profitable." ■



**Ken Calvert,**  
Director of IT Support



**Chris Wasik,**  
Manager of Service  
Support Programs

*For more information on how KOMTRAX can work for you, contact our service department today.*

By using all the capabilities of KOMTRAX, machine owners can improve field productivity and improve profitability.



# LONG HOURS AND SAFETY

## New study indicates working overtime is not a major health or safety issue

*It has long been speculated that working long hours, which is not unusual in the construction industry, might negatively impact the health and safety of workers.*

*However, a recent study by Allan Harris Jr., Ph.D., and William Bunn, M.D., indicates that may not be the case.*

There has long been a perception that working more than 40 hours per week adversely affects the health and safety of workers. There were even some research studies indicating that was the case. But now, a new study shows the connection between working overtime and experiencing safety and health problems might be overstated.

The study, published recently in the Journal of Occupational and Environmental Medicine, found that people who work very long hours do indeed have an increased likelihood of health and safety problems — however, it also found that other factors, such as previous health

problems, actually have a much stronger effect on overall worker health, safety and productivity.

“Our results challenge the assumption that each hour of work above 40 hours steadily increases health and safety risks and reduces productivity,” said Allen Harris Jr., Ph.D., lead author of the report. “In fact, no adverse effects were found until the 60-hour-per-week mark.”

Even when workers reached the 60-hour-per-week mark, Allen noted that “the effects were limited to an increased risk of workers’ compensation episodes for hourly female employees with a history of workers’ comp episodes, and to an increased risk of new musculoskeletal diagnoses for older workers.” People not in those categories did not show any added risk.

### More emphasis on prior health

The study was based on a sample of nearly 2,800 people who work at a heavy manufacturing company. Presumably, the results are also applicable for other industries, including construction, where long hours are often the norm.

According to the researchers, moderate overtime (48-59 hours per week) had no bearing on employee health and safety, regardless of their job or demographic characteristics.

“Although work hours are a factor, they should be considered alongside previous health and other factors that comprise the larger context within which employee health, productivity and safety outcomes are determined,” said William Bunn, M.D., co-author of the report. “On both the research and policy fronts, more emphasis needs to be focused on prior health and other antecedents to the number of hours worked that better predict employee safety, lost productivity and future health.” ■

Today’s advanced equipment, such as this Komatsu excavator, is specifically designed for operator safety and comfort, which also makes construction safer.





## INDUSTRY NEWS

# Small business health insurance being studied

The House Small Business Committee recently held a hearing on the state of healthcare for small business. The committee acknowledged that rising healthcare costs are one of the biggest concerns for small businesses, and that fewer entrepreneurs are able to provide adequate health insurance to their employees.

According to the committee, of the 46 million uninsured Americans, more than half live in a household headed by a small-business owner or employee. While most businesses that employ more than 200 provide health insurance to their employees, less than half of small-business employers offer coverage.

As House Small Business Committee Chairman Nydia Velázquez (D-NY) noted, "The high cost of healthcare is a serious

obstacle for small businesses that are trying to compete in the global marketplace. We know small firms pay more per employee to provide health insurance than large firms and that many of our nation's main job creators simply cannot afford it. Meaningful reform that addresses these concerns is a necessity, and this committee will be working to find a solution to this ongoing crisis."

Possible solutions to the problem include changing the tax treatment of health insurance, exploring reinsurance options, and expanding pooling options available to small businesses. A recent AED survey shows that members believe Congress should enact legislation to reduce small-business insurance costs, thus helping members provide health insurance to their employees. ■

*This article appeared in AED's (Associated Equipment Distributors) "Washington Insights" newsletter*



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## BRANCH FOCUS

# C.N. WOOD'S NEW HAVEN BRANCH

## New convenient location offers full service for customers with Vactor and Elgin products



**Mark Szydlowski,**  
Operations Manager

The new year brought a new location for C.N. Wood's branch in New Haven, Conn. Since the first of January, customers have been coming to the new site at 25A Bernhard Road for Vactor and Elgin equipment and for the parts and service to back those products.

"We're in a location that's a little easier for our customers to find, and it's closer to our customers in the Waterbury and Hartford areas," said Sales Representative Bob Cook. "Plus, the office space is much larger. The shop is about the same size but it's much brighter, which makes it a much better working environment."

Cook, who has been with C.N. Wood for 11 years, is one of two sales representatives who work out of the New Haven branch. Ron

Cookish, another C.N. Wood veteran, covers the eastern half of the state while Cook calls on customers in the western half.

### Experienced personnel

Operations Manager for the New Haven branch is Mark Szydlowski and Mike Douglas is Service Manager. Garry Burris is the PSSR; Rich Crowley heads up the shop crew; William Rivera and Jason Hollingsworth are Service Technicians; and the father-and-son team of Eli and Aaron Larkin take care of the parts department.

"We're a small group but we're experienced," pointed out Douglas, who has been Service Manager at New Haven since the branch first opened its doors in 1997 at the old location. He had also been a service manager since 1982 for the distributor that preceded C.N. Wood.

His responsibilities include keeping the work flowing in the service department as well as in the parts department, ordering parts, making sure shelves are stocked, getting the work out to customers and billing the jobs — "a little bit of everything," he described.

### Municipality customers

Most of the New Haven branch's customers are municipalities that use Vactor sewer-cleaning equipment and Elgin street sweepers. The two product lines are well-accepted in the state, according to Douglas, which makes them easier to sell. In fact, C.N. Wood is the largest Elgin dealer in the world. And he said they offer the service and parts to back them up.

"Our customers know we have good service, good mechanics on the road to help them out,

C.N. Wood's new branch in New Haven, Conn., offers full-service sales and product support for Elgin sweepers and Vactor sewer-cleaning products.







C.N. Wood's new branch in New Haven has plenty of shop space to service Vactor and Elgin equipment, such as this Pelican sweeper.

and a good parts department," he confirmed. "C.N. Wood is a very large, multistate company. If we don't have a needed part in stock, we can usually get it from another branch the next day. But we try to stock all the parts we need for any piece of equipment we sell."

### Ongoing training

Ongoing training keeps C.N. Wood's service and parts personnel knowledgeable on the latest technology in equipment, whether the training is at the factory or online. "We're doing more and more training on the computer," noted Douglas. "That way, the guys can always go back and review something if they have a question."

Environmental training is also essential in today's world of strict regulations, and C.N. Wood employees stay on top of the training necessary for certification from EPG, the Environmental Products Group.

It's all part of their goal to do the best they can for their customers, according to Douglas. "We're here for our customers, and we do whatever we can to keep them happy and make them come back," he concluded. "Customer satisfaction is always our goal." ■



(L-R) New Haven Service Technicians William Rivera, Rich Crowley and Jason Hollingsworth are trained to work on both Vactor and Elgin equipment.



The father-and-son team of Eli and Aaron Larkin take care of the parts department at C.N. Wood's New Haven branch.



Mike Douglas,  
Service Manager



Ron Cookish,  
Sales Representative



Bob Cook,  
Sales Representative



Gary Burris,  
PSSR



## MORE INDUSTRY NEWS

# AGC economist says material costs may begin rising toward the end of the year

**V** You probably noticed that construction cost increases, which had been growing rapidly for the past couple of years, slowed considerably in the last half of 2006. That's the good news. The bad news is the construction inflation slowdown is not expected to last.

"The relief is likely to be short-lived and may have ended already," said Associated General Contractors (AGC) Chief Economist Kenneth Simonson. "By the end of 2007, materials costs could be rising again at a 6-percent to 8-percent rate."

In AGC's fourth Construction Inflation Alert released recently, Simonson explained construction is vulnerable to high price increases because the industry has little ability to avoid using materials that are in strong demand and for which supplies increase irregularly. As a result, he says heavy construction is likely to experience much higher cost increases than the general rate of inflation.

"Two factors distinguish construction costs from consumer costs. First, the consumer price index (CPI) includes large amounts of services and goods for which materials are not a significant share of the costs, or for which substitution among materials is possible. Second, every material used in construction must be physically delivered."

In terms of labor, Simonson believes the industry may also be entering an era of accelerating wage and salary costs. He forecasts that wages will rise at a 5-percent pace this year. ■

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## DISTRIBUTOR CERTIFIED

# STRENGTH IN NUMBERS

## How customers benefit from the growth of Komatsu's Certified Used equipment program

Back in 1999, Komatsu started certifying used equipment so buyers would know exactly what they were getting when they bought a Komatsu used machine. No more guesswork. No more hoping you're getting a good deal, but fearing you might be buying somebody else's problem. With Komatsu's Certified Used equipment program, you could buy used with confidence.

The program started with just a handful of distributor technician-evaluators trained to inspect used machines. Today, there are more than 600 such certified inspectors.

"The growth of the program and the growth of the number of trained evaluators is significant because it ensures a high level of consistency from coast-to-coast," said Komatsu Director of ReMarketing Lee Haak. "All of our technician-evaluators are trained to the same standards and certified by the same person, Komatsu ReMarketing Training Manager Alan Christensen. They all use the same worksheet and the same criteria. Wherever you are in North America, if you buy a Komatsu Distributor Certified used machine, you're assured of what you're getting and of what the machine is going to do."

### Full disclosure

The Distributor Certified evaluation process includes diagnostic tests and covers all essential aspects of machine operation, from the engine, drive train and hydraulics to the undercarriage, work equipment and electrical system.

"The inspection and resulting rating basically constitute a 'full disclosure' report to the buyer of that piece of equipment," explained Christensen. "We're providing honest, straightforward and factual information. Sometimes, when we find issues, we repair them. But

mostly, we're here to give a true assessment of a used machine's status."

The inspection/assessment is something each evaluator takes very seriously, according to Christensen. "The evaluator's name is on that report. By signing it, he is, in essence, looking the salesman in the eye and saying, 'You can tell your customer he can buy this with confidence because I've given it a thorough inspection.' It's like his own personal seal of approval."

Because of the rigorous inspection, Komatsu distributors are willing to stand firmly behind the product, which is also often eligible for extended warranties and special rates from Komatsu Financial. ■



*For more information on Komatsu Distributor Certified used equipment, call our sales office today.*



(Left) Following about five hours of classroom training, technicians are critiqued on their practice evaluations.



(Below) Komatsu ReMarketing Training Manager Alan Christensen conducts a training session at a Komatsu distributor.



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**To learn more about Komatsu ReMarketing's Distributor Certified Used Equipment, contact your local Komatsu Distributor or go to our Web site at [www.equipmentcentral.com](http://www.equipmentcentral.com) and click on "used equipment."**





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