

WOOD WORKS

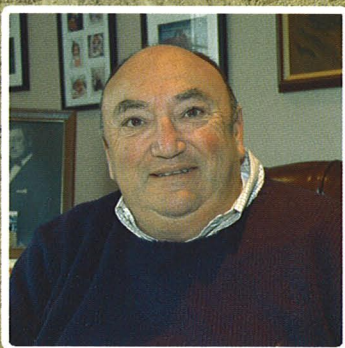
A PUBLICATION FOR AND ABOUT C.N. WOOD CO., INC. CUSTOMERS • 2004 No. 4

Featured in this issue:

CAPE COD AGGREGATES CORP.

More growth in mind for
the next generation of this
Massachusetts family
aggregate business

See article inside...



Sam Lorusso Sr.,
president

KOMATSU

A MESSAGE FROM THE PRESIDENT

**Strong construction
activity and economic
growth point to a
successful year for
our customers**



C.N. WOOD CO., INC.

CONTRACTORS' EQUIPMENT

200 Merrimac Street
Woburn, MA 01801

Tel. (781) 935-1919
Fax (781) 937-9809

Dear Equipment User:

At the end of another calendar year, it's a good time to take a look at where our industry is and where it's going.

Over the past few years, construction activity could probably best be described as "okay." It basically held steady, which isn't all bad at a time when the nation's overall economy is slow. It appears however, that the stagnation is over. According to the latest figures from the U.S. Commerce Department, construction put-in-place should total \$1 trillion in 2004. Led by the continued boom in residential, as well as strong spending in the health care and power industries, and on sewage and waste disposal systems, overall construction spending is expected to be almost 10 percent higher than 2003.

Where do we go from here? Most economic forecasters expect construction growth to continue, although not at the same level as 2004, which benefitted from some pent-up activity. Regardless, it's a fairly optimistic picture as we look to 2005. Most contractors should be in a position to increase their dollar volume if they want to.

We hope that you wound up 2004 successfully and are heading into the new year with plenty of work and the equipment to accomplish it cost-effectively. For many equipment users, this is the perfect time to take care of repairs and routine maintenance and evaluate equipment needs for the coming year.

So, whether you need new or used equipment, parts, service or just somebody to talk to about your plans or ideas, we're here to help in any way we can. At C.N. Wood, our goal is always to help you make your business as successful as you would like it to be, so please don't hesitate to call or stop in. Meanwhile, we wish you the very best in the coming year.

Sincerely,
C.N. WOOD COMPANY, INC.

Robert S. Benard
President

WOOD WORKS

IN THIS ISSUE

CAPE COD AGGREGATES CORP.

This contractor's business goal can be summed up in two words: keep growing. Learn about the company's plan to grow for the next generation of this Massachusetts family aggregate business.

SERVING YOU BETTER

As the cold weather rolls into New England, it's time to prepare for winter. Hundreds of visitors to the second annual New England Snow & Ice Show were doing just that. C.N. Wood featured a variety of equipment and services at the expo.

INDUSTRY INTEREST

Every three years, the construction industry stages the country's largest exhibition, CONEXPO-CON/AGG. Get a preview of what's to come in next spring's show.

PRODUCT UPDATE

Komatsu has improved its compact D21 dozer to boost power and performance. See how this small but mighty machine can fit your special jobsite demands.

EQUIPMENT FOCUS

Take a closer look at the Komatsu Laterra motor graders and learn why they are more versatile and easier to operate than other graders.

PRODUCTIVITY POINTERS

Big jobs demand big machines. While size isn't everything, Komatsu's powerful, large construction excavators offer productivity advantages over other machines.

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CAPE COD AGGREGATES CORP.

More growth in mind for the next generation of this Massachusetts family aggregate business

Cape Cod Aggregates' business goal can be summed up in two words: keep growing.

Headquartered in Hyannis, Mass., the company has been doing just that since the early 1900s, when Saverio Lorusso founded S.M. Lorusso & Sons, a sewer, water and road construction outfit. In the 1950s, the second generation, under the guidance of Saverio's son Tony, transitioned the company into an aggregate producer and supplier.

Today, the third and fourth generations run a family operation that has become a leading supplier of aggregates in southeast Massachusetts and one of the top producers in the state.

Cape Cod Aggregates produces a variety of products including washed concrete sand, mason sand, dry screened sand for septic systems and block sand for concrete block. Stone products

include 3/8- to 1 1/2-inch washed stone, crushed stone and native dense graded stone.

"We supply about everything asphalt and concrete plants, road builders and general contractors need," said Sam Lorusso Sr., Tony's son and president of the family business. "On the Cape, I'd say half our business comes from concrete and asphalt plants, and a big section is from homeowners and landscapers."

Cape Cod Aggregates has four sand and gravel plants in Hyannis, Falmouth, Sandwich and Bourne on the Cape. In addition, the company operates a large barge-loading facility in New Bedford. There, the product is shipped to points around New England.

Another goal that drives the business daily is getting customers what they need, when they need it.

"When customers need a special product or a certain amount delivered at a certain time, we really go the extra mile to provide that to them," noted sales manager Dave Peterson. "I think we're known for outstanding service, and we've built a substantial loyal customer base because of it."

(L-R) Cape Cod Aggregates Corp. general superintendent Bob Umbrello, Falmouth operations manager Paul Lorusso, president Sam Lorusso Sr., fleet equipment supervisor Sam Lorusso Jr., and sales manager David Peterson gather at the Hyannis plant.



Catch-22 dilemma

Expanding and continuing to meet customers' supply needs has presented some tricky challenges for Cape Cod Aggregates. While the company benefits from new construction development, it also becomes difficult to find raw materials and it puts plants already in operation closer to new neighborhoods. The dust, noise and trucks from the plants, along with increased vehicle traffic from new neighborhoods, have posed problems for the company and communities.

"It's a real Catch-22 because we need that



Operator Ron Zylinski, a 35-year employee of Cape Cod Aggregates, uses this Komatsu WA500 wheel loader to pick up a load of sand at the Hyannis, Mass., sand and gravel plant. "The Komatsu WA500 is a great-performing machine. Breakdowns are nil. I can go 12,000 to 16,000 hours with nothing major happening to the machine."



market growth to sustain our growth and viability as a company," Peterson observed.

To address these concerns, the company is taking a proactive approach to its relationships with communities. Sound barriers have been constructed in several locations. Some roads in the plants have been paved, and truck washes have been installed to cut down on the amount of dirt trucks bring onto the roads. Operating and delivery schedules are adjusted with peak traffic times in mind.

Cape Cod Aggregates furthers its relationships by giving back to the communities in numerous ways. Sam Sr. and his wife Judy donated computers and plasma screens for the new community center in Bourne as well as labor and equipment to build a football field in Sandwich. They also regularly provide stone for septic systems for Habitat for Humanity, which provides housing for local families.

Family atmosphere extends to employees

When it comes to running the company, the Lorusso's have a hands-on, family approach. In addition to Sam Sr., sons Sam Jr. and Paul serve as fleet equipment supervisor/loader operator and Falmouth operation manager respectively. Daughter Laura Peterson is the human resource director/office manager in Hyannis and son-in-law Dave Peterson serves as sales manager.

Sam Sr.'s brother Tony and Tony's son A.J. Lorusso III oversee plant operations at S. M. Lorusso & Sons.

According to Sam Lorusso Sr., the family members work well together because they all understand and respect the distinct personality and expertise each brings to his or her job.

That family atmosphere and respect also extend to the 52 employees at Cape Cod Aggregates and the 165 workers at the company's off-Cape locations.

"We've surrounded ourselves with good people and we treat them right and they all seem to do that little bit extra," noted Lorusso. "We don't ask them to do anything we wouldn't do ourselves."

As a result, many of those valuable employees have a long history with the company. Bob Umbrello, a 24-year employee, serves as general superintendent and Sam Sr.'s right-hand man; Bill McMahon, a 20-year employee, is supervisor at the Falmouth location; Mark Favulli, a 15-year employee, is in charge of the Sandwich operation; Glenn Meserve serves as Bourne supervisor; Mitch Sullivan oversees equipment maintenance; Mike Thomas, a 10-year employee, handles the dispatch area; and Ronnie Zylinski, a 35-year employee, is an equipment operator.

Continued . . .

Family atmosphere a key to success

... continued

Long relationship with C.N. Wood

Lorusso also has a long relationship with C.N. Wood president Bob Benard. The first Komatsu machines, WA500 wheel loaders, were purchased from C.N. Wood in 1982, and one of those wheel loaders is still being used by operators today.

"Bob has always treated us right," said Lorusso. "He gives us service and a quality product. He's a good friend of mine."

Laura Lorusso Peterson pauses for a photo with daughters Olivia and Grace.



Operator Bob Umbrello Jr. stockpiles sand at the Hyannis, Mass., sand and gravel plant with a Komatsu WA500 wheel loader. Cape Cod Aggregates has nearly 35 Komatsu wheel loaders in its fleet.



"Anything we need in parts, service or equipment we call sales representative Bill Mallard and he's right on it," added general superintendent Umbrello.

This year, the Lorusso family purchased nine new Komatsu machines, including six WA500 wheel loaders and three 60-ton end-dump trucks. Lorusso says the low interest rates and good loan terms available through Komatsu Financial were big incentives to purchase the new equipment.

The company's fleet now includes approximately 25 Komatsu WA500 wheel loaders; 10 Komatsu 60-ton end-dump trucks; several Komatsu rigid-dump trucks; several WA30 front end loaders; a Komatsu D155 dozer; and a Komatsu PC300 excavator.

Operators are still running some Komatsu machines with up to 27,000 hours on them. Ronnie Zylinski has been operating wheel loaders for the last 35 years and says the Komatsu WA500 is a great-performing machine.

"Everything's hydraulic so it doesn't freeze up in the winter on cold days," said Zylinski. "Breakdowns are nil. I can go 12,000 to 16,000 hours with nothing major happening to the machine. I like the visibility of the new windshield design and the extra room in the new cab."

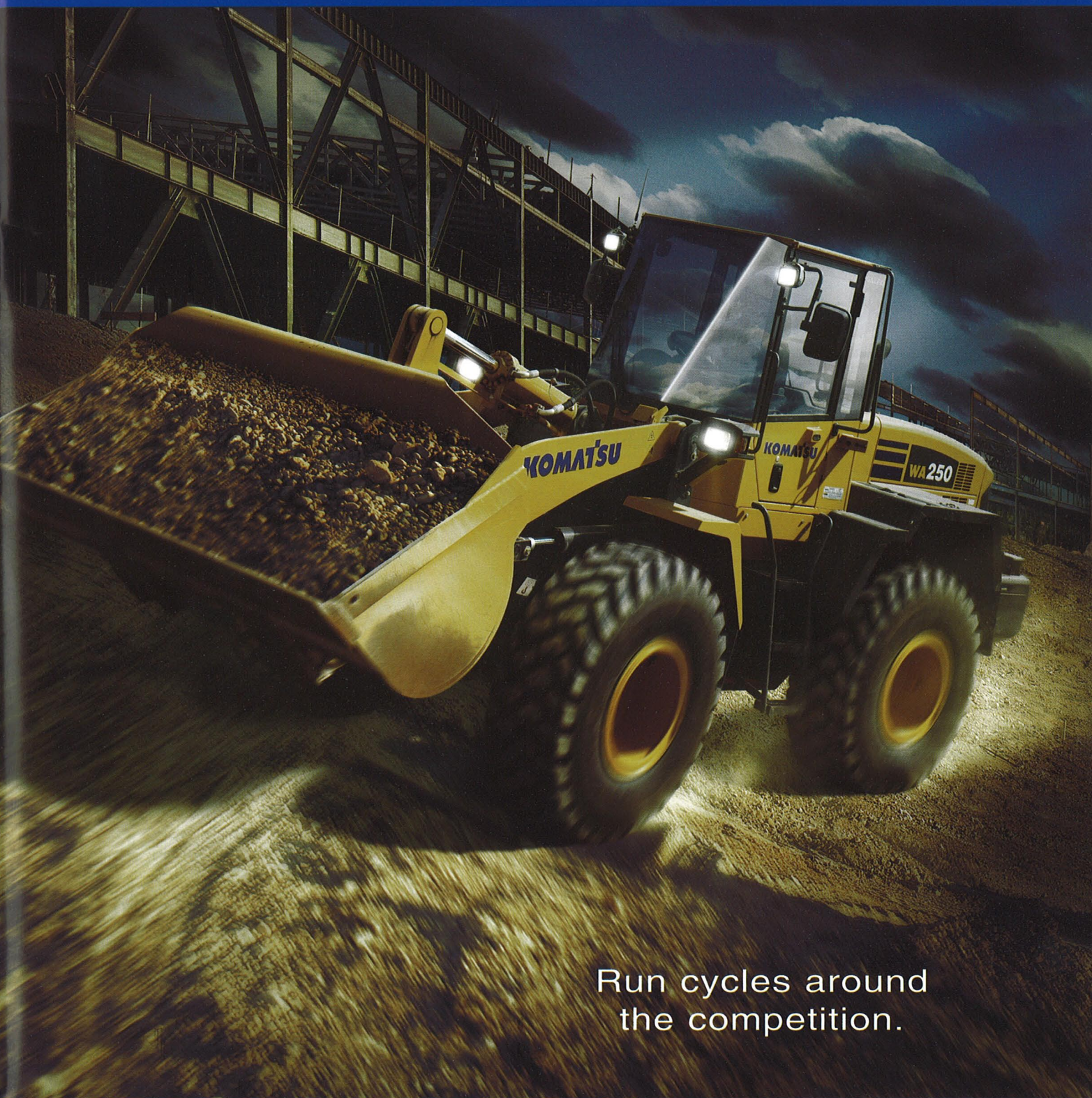
Building reserves for the future

The immediate concern of the company is finding more reserves of raw materials so it can continue to supply aggregate 10 to 15 years down the road. The family is looking at a number of locations.

Meanwhile, Lorusso is looking forward to slowing down. He spends winter months in the South and soon would like to be able to relax while he checks in on the business.

The fourth generation feels like they've had great teachers to prepare them for taking over the longtime family business.

"Sam and his brothers have shown us what it takes to make this business work," said Sam Jr. "We need to build on those business practices they found to be successful so we can pass on a healthy, strong company to the next generation." ■

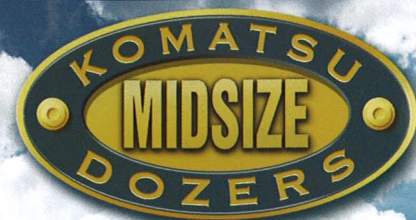


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NEW ENGLAND SNOW & ICE SHOW

C.N. Wood features variety of equipment and services at second annual expo

When cold weather rolls into New England, it's time to think about snow and ice. That's just what hundreds of attendees of the New England Snow & Ice Removal Expo did on November 9 and 10.

The second annual show, held at the Royal Plaza Trade Center in Marlboro, Mass., featured the latest advancements in snow removal. The event showcased 16,000 square feet of exhibits displaying snow and ice removal chemicals, equipment, supplies and tools. Visitors to the expo included general contractors, subcontractors, facility managers, building owners, physical and

Continued . . .



C.N. Wood sales rep Roger Vincent (left) visits with Murray Clark Jr. and Dana Clark at the C.N. Wood display. Murray is president of Landscape Solutions and Dana is owner of D.P. Clark Construction, both based in Westminster, Mass.

C.N. Wood's display area included a Komatsu SK1020-5 skid steer loader equipped with a JRB snow plow attachment.



Snow show a success for C.N. Wood

...continued

plant engineers, maintenance managers, landscapers, earthmoving firms, public works officials and others responsible for snow and ice removal.

C.N. Wood was again pleased to present an exhibit that featured several pieces of

snow removal equipment. Visitors to the C.N. Wood display could take a closer look at a Komatsu SK1020-5 skid steer loader equipped with a special JRB plow, ideal for removing snow from smaller areas. C.N. Wood also showed off an epoke brand EpoMini® bulk spreader. This convenient push spreader makes it easy to safeguard pathways and sidewalks.

The large 20-by-20-foot booth also featured a video monitor to display the full range of equipment C.N. Wood offers to the snow removal market. Plenty of literature was also available, detailing everything from Komatsu wheel loaders to small spreaders.

A full contingent of C.N. Wood representatives were on hand to talk to potential new customers and visit with longtime friends. Those working the C.N. Wood booth included sales reps Roger Vincent (Worcester County), Paul Fioravanti (municipal sales, Rhode Island), Steve Russell (Boston area), Bob Cook (Connecticut), epoke sales rep Mike Bergeron and Barbara Galante, sales and marketing for C.N. Wood.

"There's no avoiding snow and ice in this part of the country," said Roger. "Many of our contractor customers and, of course, governmental entities are involved in snow removal during the winter. This show was a perfect opportunity to meet with them, discuss their needs and show them how C.N. Wood can help."

"We really want to promote our line of snow removal equipment," added Bob. "We've got everything from large, heavy equipment, like graders and wheel loaders, down to utility equipment and hand-operated spreaders," he noted.

"This is our second year at this show and we're pleased with the turnout of visitors to our booth," commented Steve. "We look forward to serving our customers throughout Connecticut, Rhode Island, Massachusetts and southern New Hampshire with the equipment, parts and service they need during this winter's snow removal season." ■



Dave Bristol (left) and Tim Bristol, owners of J.F. Price in Weymouth, enjoy the C.N. Wood display.

Randy Chavoar and his son Kyle, both with Larry Chavoar & Son Plowing & Sand of Worcester, Mass., were looking for new ideas at the Snow & Ice Removal Expo. They have been in the snow removal business for 34 years.



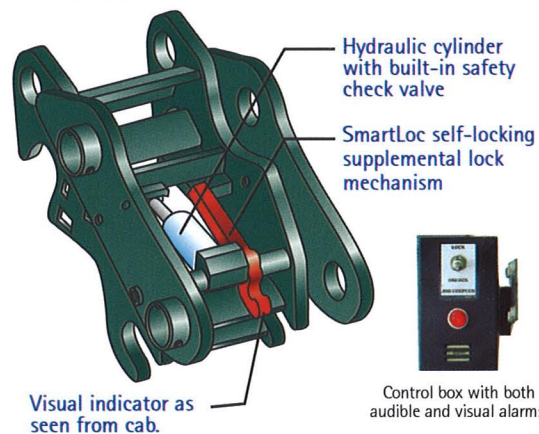


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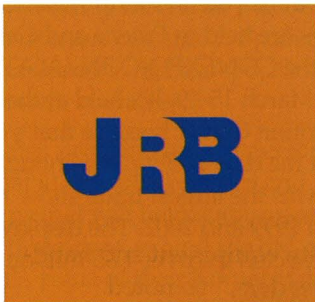
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CONEXPO-CON/AGG 2005

Timing for giant construction equipment show appears much improved from 2002

Three years ago, all was not well in the construction industry, nor in the nation as a whole. Construction-wise, the record growth of the 1990s had settled into stagnation. With the dot-com bust, the nation's overall economy was struggling as well, if not actually recessing. Add to that the unparalleled shock of 9-11, and you come up with a time that could be described as "uneasy" at best.

Those were the conditions that existed on the eve of the construction industry's triennial mega-event, CONEXPO-CON/AGG. It was a recipe for a potentially very disappointing show. But in the end, the industry demonstrated its optimism. More than 100,000 people attended the 2002 expo. While it wasn't a record number, it was nonetheless a very strong showing, given the climate at the time.

CONEXPO, the triennial construction show, is expected to draw more than 100,000 industry professionals to the Las Vegas Convention Center March 15-19, 2005.

Now, with CONEXPO-CON/AGG 2005 rapidly approaching, things are looking up.

"The economic climate for both the country and the industry is much more promising than three years ago," said show managing director Ken Snover. "Equipment users have work, so they feel good and they're buying machines. As a result, we're very optimistic about the 2005 show. We expect a record amount of exhibit space to be taken and large crowds."

History

Both CONEXPO, which began as a construction exposition road show, and CON/AGG, the concrete and aggregates show, debuted in the early 1900s. The initial CONEXPO promotion urged people to come out and see "amazing new devices that do the work of 15 horse-drawn units." CONEXPO made Las Vegas its home in the 1980s. CON/AGG joined with CONEXPO in 1996.

Held every third year in North America (similar shows are held in France and Germany in off years), the CONEXPO-CON/AGG 2005 show will be March 15-19. It's held at the Las Vegas Convention Center because that's one of the few, if not the only facility, big enough to handle what was the largest trade show in the nation in both 1999 and 2002. The display area this year is expected to cover 1.85 million net square feet of space.

Equipment everywhere

For most attendees, the highlight of the show is the massive equipment display, which is known as "the ultimate in equipment comparison shopping."

All major manufacturers and most minor ones (more than 2,000 manufacturers and





Equipment is the main attraction for most CONEXPO attendees. More than 2,000 manufacturers and service providers will display their latest wares at CONEXPO 2005.

service providers are expected) will have extensive displays at CONEXPO-CON/AGG 2005. Products will be grouped into concentration areas to make it easier for attendees to navigate the site. For example, much of the largest earthmoving equipment will be in the North Hall as well as the adjoining outdoor Gold parking lot.

Komatsu, as always, will have one of the largest equipment displays. Dash-7 excavators, Dash-5 hydrostatic wheel loaders, Dash-15 bulldozers, Laterra motor graders, articulated trucks and utility machines will be among the units contractors can study. Product managers will be on hand to discuss specific machine benefits with attendees.

Komatsu product support personnel will also be available to explain service and maintenance programs that will help equipment users reduce downtime, extend the life, and increase the resale value of their Komatsu equipment.

Industry meeting place

While equipment is the big draw, CONEXPO-CON/AGG is much more than that. It's also the unquestioned gathering place for construction industry professionals from across the globe. This year, numerous organizations will hold their annual conventions in conjunction with the show.



Associations holding conventions at CONEXPO-CON/AGG include:

- American Concrete Pumping Association (ACPA),
- American Road & Transportation Builders Association (ARTBA),
- Associated General Contractors (AGC),
- Association of Equipment Management Professionals (AEMP),
- Construction Materials Recycling Association (CMRA),
- Land Improvement Contractors of America (LICA),
- National Drilling Association,
- National Ready Mixed Concrete Association (NRMCA) and,
- National Stone, Sand and Gravel Association (NSSGA).

An opportunity to visit face-to-face with product managers about specific machine features and benefits is something many equipment users appreciate about CONEXPO.

Continued . . .

CONEXPO: "An awesome sight and experience"

... continued

NRMCA and NSSGA, along with the Association of Equipment Manufacturers (AEM) are owners of the show. AGC is a cosponsor. The National Utility Contractors Association (NUCA), National Asphalt Pavement Association (NAPA), and Portland Cement Association are among the more than 75 supporting organizations.

A place to learn

Educational opportunities abound at CONEXPO-CON/AGG. More than 115

The Information Technology Pavilion features computer hardware and software designed specifically for the construction industry.



More than 115 wide-ranging seminar sessions will be offered throughout the four-day CONEXPO show.

seminar sessions will be offered. These sessions focus in on specific industries from aggregate, asphalt, concrete, recycling and utility construction, to construction project management, equipment maintenance, environmental regulations and safety. Presenters are industry experts who will provide specific ideas and recommendations that attendees can put to use in their operations.

The Information Technology Pavilion is where visitors will find cutting-edge computer software and hardware that can help increase productivity and profits.

"For people who've never been here before, I'd tell them the equipment, the seminars and the technology booths are all good reasons, in and of themselves, to come to CONEXPO-CON/AGG," said Snover. "But there's also informal networking and information sharing among contractors and other industry professionals from all over the country. The end result is that attendees often leave here with new ideas they simply couldn't get anywhere else. And beyond that, it's an awesome sight and an experience that makes you proud to be a part of this industry."

Attendees include superintendents, foremen, operators and mechanics, as well as company owners, presidents and managers. Recent attendance trends show 95,000 people attended in 1996; 124,000 in 1999; and 108,000 in 2002.

Register early and save

Registrations for CONEXPO-CON/AGG 2005 are currently being accepted. Advance registration (before Feb. 11) costs \$40 per person for the exhibit only. Seminar tickets are available singly for \$75. Four-ticket seminar packs are available for \$195 and a 12-ticket pack is \$425. For those who wait to register on site, the exhibit-only pass will cost \$70, a single session seminar ticket will be \$100, a four-ticket pack, \$295, and \$550 for a 12-ticket pack.

To get a brochure with a registration form and a list of seminars, or for more information on the event, call (800) 867-6060 or (414) 298-4141. To view a list of seminars, obtain other show details and get a registration form, visit www.conexpoconagg.com. ■





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PRODUCT UPDATE

COMPACT DOZER IMPROVED

Power and performance upgrades for Komatsu's new D21-8

If you do much fine grading or slope work, especially if your jobs tend to be smaller and/or spread out, Komatsu's upgraded D21-8 compact crawler dozer may be just what you need for maximum performance and effectiveness.

Available in a standard (D21A-8) or wide (D21P-8) undercarriage, the machines feature HYDROSHIFT drive transmissions and powerful, fuel-efficient Komatsu engines for advanced grading control, ease of operation and increased power and maneuverability. One of the benefits of the lightweight, compact tractor is that it can be transported on the same trailer you'd use for a skid steer.

Equipped with long tracks and a well-positioned center of gravity, the D21-8 excels on sloped, muddy and other adverse ground conditions. Komatsu offers a rubber-track option for contractors who work in especially sandy or swampy applications or who frequently have to move the machine over asphalt and concrete.

Smooth, precise and easy to maintain

The D21-8's power is delivered through a direct-drive power train that uses Komatsu's unique HYDROSHIFT transmission for smooth gearshifts, powerful traction and low fuel consumption. The HYDROSHIFT transmission efficiently converts engine power to traction with minimal power loss, providing more efficient operation in steady-load applications.

Other features include a single, left-side Pressure Proportional Control (PPC) joystick for direction and gear changes. The single, mechanical blade-control lever located at the operator's right hand controls the blade lift, tilt, dig and angle functions. Adding to the ease of operation and precise control are the

transmission inching pedal and an optional decelerator pedal.

The D21-8 is as easy to maintain as it is to use. A conveniently located instrument panel makes it simple to check the machine's vital information. Spin-on filters throughout the machine are easily replaceable. Lifetime lubricated idlers and track rollers eliminate periodic greasing and minimize pin and bushing wear.

Both the D21A-8 and D21P-8 come with a ROPS canopy. A ROPS cab is available as an option. ■

For more information on the Komatsu D21-8 compact dozer, contact your sales representative or our nearest branch location today.

Brief Specs of the Komatsu D21-8 dozer

Model	Output	Operating weight	Blade capacity
D21A-8	40 hp	8,690 lbs.	.75 cu. yd.
D21P-8	40 hp	9,350 lbs.	.89 cu. yd.

Featuring the HYDROSHIFT transmission for smooth gear changes and excellent traction, the Komatsu compact D21-8 is ideal for fine grading and slope work.





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KOMATSU GRADERS

Direct drive and lock-up torque converter give Laterra motor graders maximum versatility

Sometimes products come along that are truly different and truly better. Komatsu's Laterra motor graders may just be such revolutionary products. According to Bob Post, Komatsu's motor grader product specialist, what makes them unique is the one-of-a-kind Komatsu dual-mode transmission. It lets the operator, at the flip of a switch, choose between direct drive or a torque-converter system.

"The direct-drive system, which all our competitors use, is good when you need speed or for very long pushes," Post said. "It's ideal for snow removal or for traveling. But in a fine-grading application, a torque-converter system is significantly better because it eliminates the need for shifting or an inching pedal."

Other advantages of the torque converter, according to Komatsu, are greater traction for tough grading, and simpler operation.

"The motor grader is, without doubt, the most difficult machine to master," said Post. "It takes many years for an operator to develop really good fine-grading skills. But the torque-converter system is easier to learn and more forgiving. Therefore, it lets new operators get up to speed and become productive that much faster."

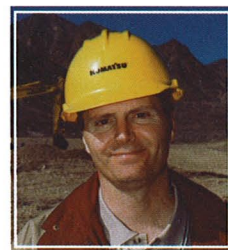
Visibility, power and reach

The Komatsu Laterra model is available in three sizes — the 140-hp GD555-3, the 165-hp GD655-3, and the 180-hp GD675-3.

In addition to the direct-drive/torque-converter option, the Laterras feature outstanding visibility front and back; Komatsu hydraulics for great feel and power on demand; and extra-long lift cylinders that create what Komatsu calls the most versatile moldboard in the industry, with the ability to reach more than 32 inches below grade.

With its unmatched fine-grading capabilities, Komatsu designed the Laterra with the contractor in mind, but Post says it's also a great governmental machine. "States, counties and municipalities need a grader with good reach for ditch work and the Laterra has excellent reach and power. The fact that it's easier to use is also a bonus. In short, the Laterra does everything competitors' graders can do, and some things they can't." ■

For more information on how the Komatsu Laterra can improve your grading performance, contact your sales representative or our nearest branch location today.



Bob Post,
product manager,
motor graders

Quick specs: Komatsu Laterra Graders

Model	Net output	Operating weight	Blade length
GD555-3	140 hp	30,525 lbs.	12 feet
GD655-3	165 hp	32,630 lbs.	12 feet
GD675-3	180 hp	34,390 lbs.	14 feet

As the only motor grader with both a direct-drive transmission system and a torque converter, Komatsu says its Laterra models provide grader users with maximum versatility and ease of operation.



LARGE CONSTRUCTION EXCAVATORS

**Komatsu's PC600LC-7 and PC750LC-7 are
"leaders in productivity and reliability"**

For heavy excavation work, quarry applications or large pipeline jobs, the right hydraulic excavator can make a big difference in how quickly and cost effectively you're able to get a job done. Many contractors have discovered that in the 60- to 90-ton class range, the Komatsu PC600LC-7 and Komatsu PC750LC-7 offer substantial productivity advantages over previous Komatsu models and comparably sized competitive machines.

Quick specs: Komatsu PC600LC-7 and PC750LC-7

Model	Output	Operating weight	Bucket capacity
PC600LC-7	385 hp @ 1800 rpm	133,160 lbs.	3.00-5.75 cu. yd.
PC750LC-7	454 hp @ 1800 rpm	175,033 lbs.	3.5-7.25 cu. yd.

The PC600LC-7 and PC750LC-7 are more productive and more fuel-efficient than their predecessors, and have a cab that's 14 percent larger.

"The engines are cleaner-burning and more efficient," said Komatsu excavator product manager Carl Heggen. "Hydraulic systems were improved so the machines are speedier on the front end. The cabs are larger and more comfortable. Uptime was improved by extending maintenance intervals and installing the industry's most advanced onboard monitoring system."

The PC600LC-7 is a 385-hp machine that weighs 133,000 pounds. The bucket digging force is 64,150 lbs., arm crowd force ranges from 41,010 lbs. to 53,570 lbs., and drawbar pull is 93,250 ft. lbs.

The PC750LC-7 is a 454-hp unit weighing 175,000 pounds with bucket digging force of 66,580 lbs., arm crowd force ranges from 40,790 lbs. to 53,350 lbs., and drawbar pull is 125,660 lbs.

Application-specific modes

Both the PC600LC-7 and PC750LC-7 can be run in active mode for full power or economy mode for maximum fuel efficiency. In addition, a two-mode boom allows the operator to choose power mode for heavy work or smooth mode for fine work. There's also a heavy-lift mode which gives 10 percent more power to the boom circuit only for additional lift capacity. The PC600LC-7 features a power max function that temporarily increases digging force by 8 percent.

The Komatsu PC600LC-7 and PC750LC-7 also feature a swing priority setting. "Swing priority, which allows the operator to speed up either the boom or swing function, is most useful in truck loading," explained Heggen. "For example, if the operator is loading trucks at 90 degrees, he needs to raise the boom faster — if it's 180 degrees, he needs to swing faster. With swing priority, he can



send more oil flow to either the boom or the swing, thereby speeding up that function. It's especially helpful when an operator's loading angle changes frequently.

"Swing priority and all our modes are designed to do one thing — make the excavator and operator more productive," Heggen continued. "By allowing an operator to tune the machine's performance to the precise job at hand, he's going to be able to do the job faster, more efficiently, more precisely."

Operator comfort

No matter how many work modes or special features an excavator has, nothing enhances production more than a comfortable operator compartment. "A comfortable operator works longer and more efficiently than one who's hot, cramped and being bounced around all day," Heggen asserted. "For that reason, we took steps to greatly improve the cabs on the PC600LC-7 and PC750LC-7."

Among the improvements are 14-percent-larger cabs that feature a multiple, viscous-mount, automobile-like suspension system for noise and vibration reduction; excellent visibility; and a standard large-capacity automatic climate control system.

Easy service and maintenance

Komatsu doubled the maintenance interval for changing engine oil and filters on the PC600LC-7 and PC750LC-7 to 500 hours. "It cuts in half the downtime and expenses resulting from routine engine maintenance, and also cuts in half the headaches associated with disposing of used oil and filters," noted Heggen.

Komatsu also doubled the life of hydraulic oil filters in the units to 1,000 hours. "Hydraulic system filtration is crucial in an excavator because hydraulic pumps power virtually everything on the machine," said Heggen. "Komatsu has the most extensive hydraulic filtration system in the industry, and uses high-pressure, in-line filters (one per pump) as standard equipment to reduce failures caused by contamination."

Going hand-in-hand with simplified maintenance is Komatsu's Equipment



Management Monitoring System (EMMS), a highly sophisticated, onboard preventive maintenance and technician diagnostic tool.

"It alerts the operator to any machine problems and allows him to track preventive maintenance," said Heggen. "The other thing it does is allow a distributor technician or a company's own trained mechanic to read error codes without a laptop computer. The technician can hop in the machine, get the error code and proceed immediately to making the repair. With EMMS, troubleshooting is quicker and easier, resulting in less downtime."

Safe, reliable and durable

Safety features of the PC600LC-7 and PC750LC-7 include a partition between the engine room and pump room. Reliability is improved through the use of O-ring hydraulic hose seals and heat-resistant wiring.

When it comes to durability, Heggen says Komatsu uses a much higher percentage of castings in the boom and stick area than its competitors do, which lets the units better handle rugged attachments like demolition grapples and hydraulic hammers, and enables them to dig more effectively in hard rock. Komatsu also strengthened the excavators' undercarriages in critical areas and installed guards to shield the travel motors and piping against damage from rocks and debris.

"There's no question in our minds that the PC600LC-7 and PC750LC-7, along with their big brother, the PC1250LC-7, are the most technologically advanced, productive, reliable and cost-effective large construction excavators in the world," said Heggen. "We hope anybody considering a machine of this size will take a close look at what Komatsu has to offer." ■

A "swing priority" feature that directs additional oil flow to the swing or boom enables the PC750LC-7 (shown here) and PC600LC-7 to excel in truck-loading applications.

For more information on how large Komatsu excavators may be able to help you improve your performance in the field, contact your sales representative or any of our branches.

PRODUCT SUPPORT EMPHASIS

V.P./G.M. of sales believes top service is the best sales tool



Ed Powers,
vice president and general manager,
construction equipment sales

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.

After graduating with his business degree from the State University of New York-Oneonta in 1988, Ed Powers went to work for Dresser Finance, which was established in 1982 at the time Dresser Industries purchased the construction equipment division from IH. This is how Ed got his start, his father Leo worked for IH Credit 33 years.

Two months after Ed started, as a result of the joint venture, Dresser Finance became Komatsu Dresser Finance (KDF). During his tenure with KDF, Ed obtained his MBA at Keller Graduate School in Chicago.

Ed's first job was as a finance representative, which among other things, meant collections. For many people, that would be one of the worst jobs in the world. For Powers, it was one of the most challenging and rewarding.

"It brought me face-to-face with the wants and needs of equipment users. The customers I was dealing with were behind in their payments and didn't know what to do. When I'd knock on their door, repossession was a possibility, but also a last resort. My real goal was to help them refinance so they could keep the machine and use it to get back on their feet. I'm very proud of the fact that for the vast majority of customers, I was able to do that. Many times, after we were done, they'd thank me for stopping by and would invite me to stay for dinner. It's not often a collector is invited for dinner."

Since that first job, Ed has held numerous positions with Komatsu. In the mid-'90s, he moved into sales, becoming a deputy regional manager in New Jersey. In 1997, Powers became involved in Komatsu's rent-to-rent efforts, eventually becoming director of sales for Komatsu Utility. In 2003, he was appointed west region construction equipment manager, and in May of this year became vice president/general manager of construction equipment sales.

"At Komatsu, we believe our equipment is the most advanced and most innovative on the market today, but we recognize that's not enough. Even the best equipment eventually is going to require maintenance and repairs. That's why, throughout the entire Komatsu organization, our top priority is to help our distributors improve their product support efforts. As a manufacturer, we know we are only as good as our dealers and our success depends on our dealers."

QUESTION: What is the job of the Komatsu sales department?

ANSWER: Our job basically is to support the distributors and their salesmen in any way we can. The distributor salesmen are on the front lines selling the benefits of Komatsu over other brands to individual contractors, quarry owners, loggers, and others. Our district sales managers (DSMs) will assist them on sales calls when that's helpful, but primarily we're a liaison between the distributor and Komatsu, ensuring that the distributor has everything required to meet the needs of its customers.

QUESTION: What does that entail?

ANSWER: In today's world, it means providing outstanding product support. We firmly believe that Komatsu equipment is the best out there, but we also know that, by itself, is not enough anymore. Today, all equipment manufacturers can build a reasonable machine that can dig a hole. It's the innovation and support that put you above the rest. At Komatsu, we are working with distributors to ensure the necessary support by making sure our distributors have adequate facilities and tooling, as well as properly trained service technicians. We are also showing distributors how to set up maintenance programs and repair contracts to keep customers up and running.

With the money equipment users are paying, they've rightfully become very demanding in regard to uptime. Price is no longer the number-one priority, it's support and resale value. They expect the equipment they buy to be working in the field, not sitting in a shop and they want to preserve their equity for future purchases. At Komatsu, we understand that and we're working hard to provide the type of product support and resale values that generate repeat business for us and our distributors.

QUESTION: How do you go about providing that type of product support?

ANSWER: Relationships are the key to equipment sales, both at the distributor (retail) level and at the manufacturer (wholesale) level. Relationships develop over time as a sales representative or DSM proves himself to be a valuable resource for his customer. Establishing this credibility is crucial, and keeping it is equally important. How do you get credibility and keep it? By doing what you say you're going to do, and doing it promptly (response time).

That's one of the things we're emphasizing since I've been in this position. When our distributors call with a question, we're getting back to them right away, even if we don't have an answer immediately, or even if it's not our specific responsibility. For example, my group deals with construction equipment, not utility or mining. But if a Komatsu distributor calls on one of my DSMs and asks for help on a compact excavator or a super dozer, you can bet that my DSM will appoint the appropriate representative and follow through with a sense of urgency until the issue is resolved. It must be a team effort.

QUESTION: How many DSMs does Komatsu have?

ANSWER: We have 16 DSMs covering 36 US distributors. In addition, we have three regional managers, Mike Gavin in the south, Chris Perkins in the north, John Arapidis in the west and one business director supporting Canada, Tom Suess. The sales division is also responsible for ReMarketing, national accounts, governmental customers and Komatsu's rent-to-rent efforts. I presently have an energetic, high-quality team heading up each of those areas with Mike Mundt, Brad Hayes, Jenkins Davis and Tom Stone. All of them, over time, have developed the necessary credibility and relationships required in today's equipment world.

QUESTION: What are your future goals in regard to sales?

ANSWER: As everybody knows, the market for new construction equipment hadn't been very strong since about 2001. In 2003, it started coming back aggressively in the north and south regions and today it's going gangbusters in North America. Our fiscal year doesn't end until



One of the goals of the Komatsu sales department is to improve product support to customers. "Everybody today recognizes that equipment uptime is crucial to productivity and profitability," said V.P./G.M. of sales Ed Powers. "That's why helping customers keep their machines up and running is the top priority of Komatsu and our distributors."



March 2005, at which time we're anticipating the overall market to end approximately 20 percent better than last year (fiscal YTD). Next year, we're not expecting that same level of growth, but it should still be fairly good.

At Komatsu, our emphasis will be on improving market share and accomplishing that requires strengthening our dealer capabilities. We know our product development and manufacturing groups will provide us with an outstanding product. By developing a sense of urgency among ourselves and our distributors, we believe we can further strengthen our service capabilities, response time and overall product support efforts. In doing so, we believe we can prove to customers that buying Komatsu will help them improve productivity, lower their owning and operating costs and provide the resale values they're looking for. ■

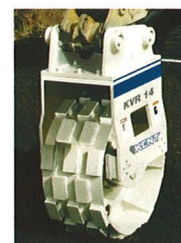
The new Dash-5 series of hydrostatic wheel loaders is an example of Komatsu's commitment to equipment excellence. "We firmly believe that Komatsu has the best and most innovative equipment available today," said Powers.

"Whenever possible, we urge prospective buyers to demonstrate our machines head-to-head against our competitors because we're confident the Komatsu advantage will be clear."

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AT YOUR SERVICE

OIL ANALYSIS

Why it's a good idea,
regardless of your machine's age

An oil analysis program is typically required for any piece of equipment that's under warranty, which generally means newer equipment. Often, an equipment user will discontinue oil sampling once the warranty expires. According to Bill Gosse, who oversees the Komatsu Oil & Wear Analysis (KOWA) program, that's backwards thinking.

"It would be like a person who gets regular medical checkups during his teens, 20s and 30s, then decides he doesn't need them anymore in his 40s, 50s and 60s. In fact, you need the checkups more when you're older, and so does your machine."

Why? Because that's when any machine is most apt to develop problems that can cause unexpected downtime or even failure.

"Every working machine has value, so oil analysis makes sense because it alerts you to problems that may be developing," said Gosse. "This knowledge lets you take corrective action, which in turn allows you to avoid costly repair bills and emergency downtime. Yes, it's an added expense, but it more than pays for itself if it prevents even one catastrophic failure."

Why KOWA?

Compared to other equipment manufacturers' or oil companies' analysis programs, Gosse says KOWA offers numerous advantages. It's an all-makes program that uses state-of-the-art independent labs for objective results. It provides full-service testing, not only for oil, but for all lubricants, fuel, coolant and grease and includes more elemental analysis than any other comparable program. It supplies both a root-cause analysis of any problems found and detailed recommendations on how to solve them. Turnaround time is a rapid 24 hours.

"Another one of the big benefits of KOWA over competitive oil analysis programs is the wide range of options customers have for receiving reports," said Gosse. "One of the newest features we're offering customers is free reports at KOWA Online, where they're available immediately wherever you have Internet access."

To register for the free online reporting service, go to www.KOWAonline.com and click on "Create an Account." The online service takes the place of hard-copy reports. Customers also have the option of receiving e-mail notification when KOWA sample results are available. ■



*The best way
to look inside
your equipment*

*For more information
on KOWA, contact
your product support
representative or our
nearest branch service
department.*



Equipment owners can get Komatsu Oil & Wear Analysis (KOWA) on any make of machine. It covers all lubricants, analyzes more elements than comparable programs and includes free online reporting.

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If you need an all-around sweeper with incredible digging power, the Elgin Pelican® is the perfect solution. This legendary machine combines maneuverability, economy, serviceability and single-lane dumping...with mechanically or hydraulically driven brooms that easily handle heavy, compacted dirt and bulky debris.

The Pelican is based on a design that has been continually improved since 1914. Innovations like high-visibility bubble windows, the No Jam™ conveyor and an optional patented sprung guide wheel have made it the world's best-selling three-wheel broom sweeper. Customized with your choice of options, the Pelican is sure to fit your needs.

Pelican Series P



Pelican Series SE



AVAILABLE THROUGH C.N. WOOD CO., INC.

TRENCH SAFETY

Following "Best Practices for Excavators" will help ensure worker safety

In 2003, there were 53 trench-related fatalities investigated by OSHA, 36 of which involved trenches that had collapsed. Most of the fatalities occurred in trenches that were only five to nine feet deep.

According to George Kennedy, National Utility Contractors Association (NUCA) vice president of safety, there's no reason for any trench-related deaths. "Every trench fatality is preventable if excavators follow OSHA and state regulations and ensure that every trench or excavation is equipped with a protective system," he wrote in the July/August issue of "Utility Contractor."

The following "Best Practices" can serve as a checklist for trench safety.

- Assign a "competent person" to inspect and be responsible at every excavation job. Nobody may enter excavation until the competent person says it's safe. Instruct all workers not to enter an unprotected trench.
- Install a protective system — sloping, shoring or shield for any trench five feet deep or greater (some states require a system at four feet).
- Provide a ladder, ramp or stairs for all trenches or excavations four feet or more in depth. Ladders must be secure and extend at least three feet above the point of access.
- Set spoil piles, materials, equipment, tools, etc. at least two feet back from the edge of the trench to prevent anything from falling in and striking a worker. Wear hard hats. Direct employees to stay out from under raised loads, including buckets of dirt moved by the excavator.
- Keep all equipment and vehicles back from the edge of the trench to prevent them from

creating a surcharge that could cause a cave-in.

- Call the One Call Center before digging to avoid utility damage.
- Control water accumulation within a trench before employees are permitted to enter.
- Test for low oxygen, flammable and toxic gases, and hazardous fumes before entering a trench.
- Comply with subpart P — OSHA Excavation Standards and all other applicable standards.

By consistently following these preventive measures, contractors can protect their employees and eliminate trench-related injuries and deaths. ■

Trench protective systems, which include shoring, shields and sloping, are mandatory for any trench that's five feet deep or greater.

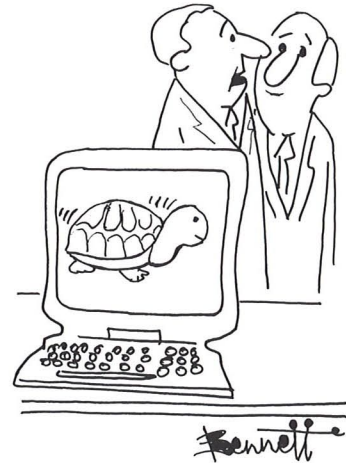


ON THE LIGHT SIDE



"We call this four-tread-drive model our 'Hurricane' ... It's built to spread the weight so it can stay on top of even the soggiest ground."

JOE SEIDTA



"I like the new computer system ... but I think we should find a new screen saver."

Bennett

"We got the loan just fine ... and that does not mean we're now living on borrowed time!"



Runn



"I find the right words can make my day ... words like 'your bid got the job!'"

Bennett

SERVICE
DEPT.



"No, it's not a repair manual ... It's his personal record of all the problems he's solved that weren't in the manual."

Bennett



W.C.

TEA-21 funding extended for sixth time

Hopes for a new long-term federal highway spending program have been dashed for 2004. Instead of a new program, Congress has extended through May 31, 2005, the \$29.7 billion funding level that existed in the Transportation Equity Act for the 21st Century (TEA-21).

TEA-21 actually expired more than a year ago, but funding continued through five previous stopgap extensions. The current eight-month extension, by far the longest, reflects the fact that 2004 is an election year. The stumbling block over a new transportation spending bill centers around how much money should be allocated over the next six years.

As recently as mid-September, according to Associated Equipment Distributors (AED), it appeared that House and Senate leaders and the Administration were close to agreement on a compromise \$299-billion bill. However, when the Senate insisted the funding level was insufficient, it became obvious that Congress would not reach an agreement before the end of the year.

A new six-year transportation reauthorization is a priority for the construction industry. AED says it and other construction industry groups will continue the push for robust federal infrastructure investment when Congress begins its 109th session in January.

Record-setting construction activity

If you're having a good year, you're not alone. The U.S. Census Bureau reports 2004 is shaping up to be a record-setter for construction activity.

The value of construction "put-in-place" is expected to top \$1 trillion this year. In the first eight months of the year, construction was 9 percent ahead of the same period in 2003. Private residential construction continued to

lead the way with a 14-percent gain, but equally significant are the increases in private nonresidential construction (up 3.6 percent) and public construction (up 4.5 percent).

According to Associated General Contractors (AGC) chief economist Ken Simonson, the news is good, but not as good as it would have been had inflation not eaten up part of the gain.

Safety equipment use is up

The awareness and use of safety equipment in heavy construction are on the rise, according to a new survey of private- and public-sector safety leaders. The International Safety Equipment Association (ISEA) sponsored the survey.

Compared to a similar survey in 2001, safety leaders indicated an increase in the percentage of heavy-construction workers who wear personal protective equipment (PPE). When needed or required — hard hats, safety boots, protective eyewear, gloves, fall protection, hearing protection, respirators, protective coveralls and face shields — were all worn more frequently in 2004 than 2001. The use of safety vests however, actually declined

during the three-year period between surveys. The survey indicates more than two-thirds of heavy-construction workers regularly wear hard hats, safety vests and safety boots.

As in previous surveys, respondents were asked to indicate the primary reasons why construction workers do not use PPE more regularly. For the third time in three surveys, the main reason cited is that employers do not require or enforce use. "We are encouraged by the upward trend in PPE use in heavy construction, but we remain concerned that the level of use is still below what it should be," said ISEA president Dan Shipp. ■

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"The real key to buying equipment, especially used equipment, is to get real value for your dollar. We definitely think we got that with Komatsu Distributor Qualified Used Equipment. The excavator we bought was late-model, low-hour and thoroughly inspected by our distributor. We got subsidized financing, a warranty and a very fair price through our Komatsu distributor. It's been a great machine that has worked virtually every day since we got it."

Mike Frick,
Dirt-N-Iron, Inc.
Loma, Colorado

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DISTRIBUTOR QUALIFIED USED EQUIPMENT

MONEY MATTERS

How Komatsu Distributor Qualified Used Equipment helped this coal producer grow

A couple of years ago, Scott Kimmel expanded his central Pennsylvania coal packaging business to include mining and processing coal. In order to do the stripping and processing, he needed equipment.

"Like everybody, if money were no object, I would have loved to buy all brand-new equipment," said Kimmel. "But of course, money is an object. So instead of buying new, we looked for the highest quality and best value in used machines. What we found was Distributor Qualified Used Equipment from Komatsu ReMarketing and our local Komatsu distributor."

Kimmel, who owns Michael Coal (the mining company that also does work at a nearby power plant), Meadowbrook Coal (the processing firm) and Kimmel's Coal Packaging, first tried competitive equipment. "To start the stripping business, I needed two wheel loaders. I wasn't very pleased with the performance I got from those initial machines, so when we received the contract for the power plant and needed a lot more equipment, I turned to my Komatsu distributor."

Today, Kimmel's companies utilize numerous Komatsu Distributor Qualified machines including a D375 dozer, a PC650 hydraulic excavator, HD465 haul trucks, and several WA500 wheel loaders.

Like new without the high price

"I'm very fussy about what I buy," Kimmel explained. "Basically, I want it to be like new without the new price tag. I demand productivity, reliability and longevity and Komatsu Distributor Qualified machines deliver that for us at a price we can afford."

"I think the biggest benefit of the Komatsu ReMarketing program is that it's backed by our Komatsu distributor," he added. "We know they're not going to run away from any problem that comes up. In fact, we've had a couple of minor issues, which is not unusual, and each time, they've stepped up to bat for us. As a used equipment buyer, the peace of mind that comes from knowing you're not out there on an island all by yourself, is worth a lot."

Today, Kimmel's business continues to grow rapidly. He now has a couple of brand-new wheel loaders in his fleet, but says he wouldn't hesitate to use Komatsu Distributor Qualified Used Equipment again. "Sometimes, buying used makes the most sense — and for us, Komatsu Distributor Qualified is the way to buy used." ■

For more information on Komatsu Distributor Qualified Used Equipment, talk to your sales representative, call our nearest branch location or visit us online at www.equipmentcentral.com.



Scott Kimmel, owner,
Meadowbrook Coal



This D375 dozer is one of the Komatsu Distributor Qualified used machines that Kimmel says is helping Meadowbrook Coal be productive and cost-effective.



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