

# WOOD WORKS

A PUBLICATION FOR AND ABOUT C.N. WOOD CO., INC. CUSTOMERS • 2005 No. 3

Featured in this issue:

## PETER DEGIROLAMO & SONS, INC.

This Massachusetts contractor  
handles everything from the  
ground down

See article inside...



Peter DeGirolamo Jr.,  
president and treasurer



# A MESSAGE FROM THE PRESIDENT



200 Merrimac Street  
Woburn, MA 01801

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

Dear Equipment User:

With the introduction of its Tier 3-compliant ecot3 engines (see article in this issue of your WOOD WORKS magazine), Komatsu will also debut the Dash-8 model of its hydraulic excavator line. The first such machine expected to be available in North America is the PC600LC-8, which should be out this fall.

With Komatsu's history of innovation and excellence in hydraulic excavators, it's always a big deal when it introduces a new model. The Dash-8 will certainly be no exception. Precise details of the new machine have not yet been released, but you can expect improved fuel efficiency, lower noise and greater operator comfort, as well as productivity and reliability enhancements. All those issues are being emphasized as part of Komatsu's "Unrivaled Product Strategy," which is an effort to make Komatsu equipment significantly and quantitatively different and better than competitive machines.

Look for more information on the PC600LC-8 and other Dash-8 excavators in upcoming issues of your WOOD WORKS magazine.

We're proud to carry such state-of-the-art products that lead the way in our industry. But we also know, just like you do, that no matter how well-designed and well-made a machine is, you must take good care of it in order to get maximum performance for the longest possible time. All of us at C.N. Wood are here to help you do just that.

Parts when you need them; quick and knowledgeable field service; a full range of maintenance programs; and an overall helpful attitude — these are our goals each and every time we deal with you. If you're a regular customer and don't feel like you're getting that from us, please let me know. I can assure you, we'll do better the next time.

And if you're not a regular customer, I'd ask you to give us a chance to show what we can do for you. We're convinced our products are as good as, and in most cases better than, the competition. And when it comes to support, we're committed to providing whatever it takes to help you succeed in your business.

Sincerely,  
C.N. WOOD COMPANY, INC.

Robert S. Benard  
President

You can expect  
innovative equipment  
from Komatsu and  
outstanding product  
support from us



# WOOD WORKS

## IN THIS ISSUE

### PETER DEGIROLAMO & SONS, INC.

This Massachusetts contractor handles everything from the ground down.

### GUEST OPINION

Rough roads are becoming an epidemic in the U.S. Learn more about the costs, causes and cures of this problem.

### INDUSTRY IDEAS

Most construction companies know their most important asset is employees. The question is, how do you attract and retain good employees?

### PRODUCT IMPROVEMENT

Komatsu's new "Power Plus" PC300LC-7 excavator offers just that — increased power plus greater capacity and more. Read all about these special enhancements that can increase your productivity on the job.

### NEW PRODUCT

If you've been using a skid steer loader but would like to boost productivity, Komatsu's new WA65-5 and WA70-5 compact wheel loaders might be the answer.

### PRODUCT INNOVATION

Find out how Komatsu made its new "ecot 3" engines more efficient, productive and cost effective while meeting Tier 3 requirements.

### TECHNOLOGY AT WORK

Komatsu has teamed up with a worldwide leader in global positioning technologies to make its dozers and graders more productive. Discover how GPS technology can save you time and money on earthmoving jobs.

Published by Construction Publications, Inc. for

## C.N. WOOD CO., INC.

#### WOBURN, MA

200 Merrimac Street • Woburn, MA 01801  
(781) 935-1919 • FAX: (781) 937-9809

#### WHATELY, MA

P.O. Box 222 • 102 State Road • Whately, MA 01093-0222  
(413) 665-7009 • FAX: (413) 665-7277

#### JOHNSTON, RI

60 Shun Pike • Johnston, RI 02919  
(401) 942-9191 • FAX: (401) 942-9266

#### AVON, MA

140 Wales Ave. • Avon, MA 02322  
(508) 584-8484 • FAX: (508) 584-8514

[www.cn-wood.com](http://www.cn-wood.com)

## THE PRODUCTS PLUS THE PEOPLE TO SERVE YOU!

**Robert S. Benard**  
President

**Dana MacIver**  
Chief Operating Officer

**Paula F. Benard**  
Vice President

### SALES

**Jim Maxwell**  
General Manager

**Richard (Bud) Barrelle**  
Vice President of Sales  
& Marketing

**Peter LaFosse**  
Remarketing & Utility  
Sales Manager

### PARTS

**Jim Burnham**  
Corporate Parts Manager

**Wellington Chin**  
Johnston Store

**Butch Wickline**  
Whately Store

**Rick Auen**  
Avon Store

## PRODUCT SUPPORT

**Craig Dauphinais**  
Vice President of  
Product Support

**Jeff Toppin**  
Service Manager - Whately

**Mark Whelan**  
Service Manager -  
Environmental Products

**Glen Robertson**  
Construction Foreman

**Chris Buell**  
Field Service

**John Hann**  
PSSR

**Glenn Sawyer**  
PSSR

**Dan Ibbitson**  
PSSR

# KOMATSU

Printed in U.S.A. © 2005 Construction Publications, Inc.



## PETER DEGIROLAMO & SONS, INC.

**This Massachusetts contractor handles everything from the ground down**



Peter DeGirolamo Jr.,  
president and treasurer



Joe DeGirolamo,  
VP/estimator



Ron DeGirolamo,  
VP/foreman

From the time Ron DeGirolamo was seven years old, he had a "second home" at the paving business started in 1948 by his grandfather, Peter DeGirolamo. A regular fixture after school at the Mansfield, Mass., company, Ron learned the business, and perhaps his sense of humor, at his grandfather's side.

"One day Peter said, 'Hey, kid. You are starting to be some help around here. I am going to have to start paying you. How much do you want?'" Ron recalled. "I said, 'I don't know. What does everybody else get?' He said, 'Never you mind that. How much do you want?'"

Ron named his price of 25 cents an hour and began a lifelong career with Peter DeGirolamo & Sons, Inc.

"Now, I am up to 75 cents," Ron joked. "In those days, we were primarily a paving contractor doing subdivision roads. My grandfather started the business as a landscaping company and did some paving. My father came on board and expanded the business. We got into some commercial sites where we were responsible for everything from the ground down, doing our own layout, piping and sewer system. Now we are doing some land development as well."

After a short stint in college, Ron joined the family venture that, at the time, included his two uncles. The company, which recently relocated to Foxborough, Mass., currently is led by three officers: Ron, his brother Joe and their father Peter DeGirolamo Jr., who is president and treasurer. Serving as estimator, Joe joined the business part time in 1982 and then full time after graduating from college in 1992. Ron is the foreman and takes the lead on most major projects. Both are vice presidents and assistant secretary/treasurers

in a business built with the sweat and foresight of their father and grandfather.

"Respect is a huge part of doing business," Peter emphasized. "Being with your family and having your good name, that is a great thing. I have had experiences where people believed me because of what I said, not because of what I wrote down on a piece of paper. My word went beyond a piece of paper. That means a lot when you have that kind of relationship with customers."

This measure of success has been passed down through the generations and still resonates today in the ways the DeGirolamo team conducts business.

"They always made a point of telling us that reputation is hugely important," Ron said of the men who came before him. "They always had a reputation of being hardworking, honest people. So that is what we try to do; work hard and deal with people straight up. We have had good luck dealing with people that way and people seem to enjoy working with us."

Joe echoes the same sentiment of his brother and partner in the 57-year-old corporation. But are there challenges in being successful in a family-owned business?

"Not at all," Joe answered. "I enjoy it. I worked with grandfather and with my two uncles when my father partnered with them. He split with them, amicably, seven or eight years ago."

"The secret is all in respect for one another and communication. You cannot let your ego get in the way."

### **Veterans of the job**

On any given day, Peter DeGirolamo & Sons, Inc. might be building a facility like the branch



office for Mansfield Bank where they coordinated all aspects from layout, utilities and sewer system to road widening and curbing. Their mix of projects also includes smaller jobs such as sewer tie-ins and water-main extensions.

Just off of Highway 28 in South Middleboro, Mass., the team is well entrenched in its latest project.

"We have 17 acres that we are developing with 45 condo units," described Ron. "They're mostly duplexes with one triplex. Each has a two-car garage and a fair amount of living space."

"The project includes a large septic system. Basically, there is going to be a sewer network that will run to a pump chamber and then we will pump that up into a forced septic system."

On the job at these various sites is a crew of 13, most of whom have been with the DeGirolamos for more than two decades. Connie, the company's safety officer, is not only a veteran employee, he is a veteran of World War II, during which he was a tail gunner. With a reputation for always being on the go, Connie manages the safety program with input from Peter. A full-time office administrator and two part-time office staffers round out the DeGirolamo team.

"In business, it can be a challenge to keep good people," Peter noted. "We have not had that difficulty. Most of the people who have been with us have been here for many, many years; some have been here 26 or 27 years. It is nice to see that. It gives you a good feeling for yourself and for them."

### **Fleet keeps moving**

The DeGirolamo territory spans the communities of Mansfield, Norton, Foxborough and other bedroom communities outside the Boston metroplex. Such an expanse coupled with a wide array of jobs demands a diverse assortment of working machinery. Local Komatsu distributor C.N. Wood outfitted Peter DeGirolamo & Sons, Inc. with an impressive fleet that can tackle virtually any assignment.

In addition to a Komatsu WA250 wheel loader and a Komatsu WA380 wheel loader, the DeGirolamos have a PC300-5 excavator that they



Peter DeGirolamo Jr. uses a Komatsu Komstat D39EX dozer to put in a roadway.

bought new in 1992. Even with 16,000 hours of use, the machine still attracts a lot of attention.

"We have had several offers from people trying to buy it from us," recounted Ron. "In fact, we were looking at trading it in when we bought a PC200-6. But it has been too good to sell. We own it and use it for backup."

Two other workhorses in the stable are the Komatsu D65EX-12 and the Komatsu D39 dozers.

"You cannot find better control than with that D39. That thing will do exactly what you tell it to do," Ron explained. "It has the stuff to push a decent amount of material. When it comes to fine grading, I could take it up and down hills, across the slopes, in some tight areas and you could drop the blade and clip someone's toenails with that son of a gun."

"The D65 has been a nice-size machine. It has a little more umph than a machine we previously owned," Ron noted.

The power of the D65 is well appreciated in a cab designed with safety and comfort as top priorities.

"There is so much power in the D65," Peter added. "You can turn when you have a load in the front. The visibility of the machinery is very, very good. The comfort is the best yet, and the cabs are nice and secure."

### **Collaborative efforts**

A fleet of Komatsu equipment may never have been so well tended. Not only does Peter DeGirolamo & Sons, Inc. maintain the machines on site, many are also carefully washed and

*Continued...*



# Future is solid for DeGirolamo family

... continued

waxed. Some have been repainted; others have been updated and refurbished by C.N. Wood. While the DeGirolamo team performs most of the preventive maintenance, C.N. Wood lends a hand for more complex work.

The collaboration between distributor and customer is a longstanding one that dates back to the late 1980s.



C.N. Wood sales rep Bob Rosa (left) helps supply Peter DeGirolamo Jr. with the heavy equipment he needs for earthmoving and underground work.

Veteran operator Mike Kuplast is at work stockpiling dirt with a Komatsu WA250-1 loader. This Peter DeGirolamo & Sons' jobsite is south of Middleboro, Mass., where the company is working on a 45-unit condominium development.



"I have been working with Bob Rosa of C.N. Wood since 1987 or 1988," recalled Peter. "We rented a bulldozer from him back in those days and we ended up buying it. We have bought nearly all our equipment from Bob ever since.

"We had another excavator that we replaced with a Komatsu PC300-5. I really enjoyed that machine. I still have it. It has 15,000-plus hours on it, and it is still as good as the day I got it. It may not be quite as new-looking, but it's a great machine. They have all been great machines. Anytime I have had a problem, C.N. Wood has been there to help me out and take care of it. I cannot say anything bad about C.N. Wood, and Bob Rosa in particular."

The DeGirolamo business advanced in part due to the financing that Komatsu makes available to its customers. Peter worked with Komatsu to acquire competitive financing rates for the purchase of equipment that helped build the foundation of his business.

"We have developed a relationship now so if I want to buy a piece of equipment, Komatsu knows who I am," explained Peter. "They have been fabulous. They know that the money is going to be there and the machinery certainly is dependable. All the pieces have been great."

## A good couple of years, and then some

The next five years will likely see more tee time for Peter than dozer time. The senior DeGirolamo expects to stay involved with the company, albeit to a lesser degree as retirement approaches.

Residents of Foxborough and the surrounding townships can expect to see Ron, Joe and the DeGirolamo crew actively improving the communities one blade-full at a time.

"We are going to continue to find projects we can develop ourselves, take the calls that we get from our customers and continue along those lines," Ron predicted.

"Right now, we have many development opportunities," Joe added. "It looks like it's going to be a good couple of years." ■





Quality you can rely on

PRODUCTIVITY UP

ROAD RAGE DOWN

Roadside construction without crossing the white line? Komatsu's tight-tail-swing excavators offer efficient roadside operation — without disrupting the regular flow of traffic. Capable of swinging within minimal spaces, these models feature the same power and performance of Komatsu's conventional excavators, making them the strongest performers in the industry. Add in a comfortable cab, quiet operation and a wide variety of attachments, and you'll have a proven performer in any application — highway, road, demolition and general construction.

To learn more, contact your local Komatsu distributor, visit us online at [KomatsuAmerica.com](http://KomatsuAmerica.com) or call 1-800-Komatsu.



PC100USLC-3

**KOMATSU®**

• Komatsu America Corp., Headquarters in Chicago, IL • North American manufacturing operations in Chattanooga, Canada, Dallas, Newberry, Peoria and Seneca • Over 210 distributor locations serving North America

©2005 Komatsu America Corp. [www.KomatsuAmerica.com](http://www.KomatsuAmerica.com)

411-0616



## ROUGH ROADS

### New report shows the nation's roads are deteriorating



Will Wilkins,  
executive director, TRIP

Approximately one in four miles of the nation's major metropolitan roads — Interstates, freeways and other critical local routes — have pavements in substandard condition. The resulting rough ride is not only uncomfortable for motorists, but also costly. According to TRIP, a national transportation research group, bad roads cost the average metropolitan motorist \$400 annually in additional vehicle operating costs (above and beyond the amount that would be expected on smoother roads), and in many cities, the figure approaches almost \$700 annually in extra costs.

Among the cities with the highest percentage of major roads with unacceptable pavement quality are: Kansas City (71 percent), San Jose (67 percent), St. Louis (66 percent), Los Angeles (64 percent), New Orleans (55 percent), Boston (49 percent) and Oklahoma City (47 percent).

"All levels of government share responsibility for improving these roads," said Will Wilkins,

TRIP's executive director. "Federal lawmakers can help state and local governments by passing long-term federal surface transportation legislation. This will not only... improve pavement conditions, but provide needed funds to improve safety and traffic flow. An added benefit will be the creation of thousands of badly needed jobs."

Pavement conditions on the nation's major urban roads and highways have worsened in recent years, from 22 percent in poor condition in 1998 to 26 percent in poor condition in 2003. A key factor contributing to that figure is that there's more traffic than ever before. Overall travel increased by 41 percent from 1990 to 2003. Large commercial truck traffic, which, according to TRIP places "significant stress" on road surfaces, grew at an even faster rate of 58 percent over the same period. And the growth in both vehicle and truck travel is expected to continue. By the year 2020, you can expect to see 47 percent more trucks on the road than today.

"Transportation is a quality-of-life issue," said Susan Pikrallidas, vice president of public affairs for the AAA, the nation's largest motorist association. "Americans pay a great deal in federal and state taxes to maintain their roads and ensure a safer, smoother, less-congested ride." She said the TRIP report is further evidence that Congress needs to supply additional money to help solve the problem.

While a desirable goal for state and local governments is to maintain 75 percent of their roads in good condition, only three metro areas: Atlanta, Orlando and Phoenix achieve this goal. In fact, only 11 of the nation's major metro areas have at least 50 percent of their major roads in good condition. ■

A new study shows the percentage of urban roads in poor condition increased substantially in the five-year period between 1998 and 2003.







# CONCRETE SOLUTIONS...

**ROCK SOLID PERFORMANCE.**

You face a new construction challenge everyday. And no matter what the job, **Kent Demolition Tools** offers a one-stop shop for attachments that meet your specific needs. With more than 30 different attachments, Kent helps you get any job done right.

For more information on Kent products, contact us today at **1-800-527-2282** (East coast), **1-800-624-1616** (West coast) or **330-673-5826**. Or, visit us on-line at [www.kentdemolition.com](http://www.kentdemolition.com).

- Hydraulic Hammers
- Pneumatic Hammers
- Pedestal Units
- Compaction Attachments
- Hand-Held Tools
- Mechanical Thumbs
- Excavator Grapples
- Auto-Couplers



© 2005 Kent Demolition Tools



**WOBURN**  
200 Merrimac Street  
Woburn, MA 01801  
(781) 935-1919

**AVON**  
140 Wales Ave.  
Avon, MA 02322  
(508) 584-8484

**WHATELY**  
102 State Road  
Whately, MA 01093-0222  
(413) 665-7009

**JOHNSTON**  
60 Shun Pike  
Johnston, RI 02919  
(401) 942-9191



# YOUR MOST IMPORTANT ASSET:

## How to create a work environment that attracts and keeps good employees



Gregory P. Smith,  
Chart Your Course  
International

One of the biggest problems facing construction companies today is an overall industry labor shortage. It's been a problem for many years and, according to experts, will likely continue to be a problem, at least for the foreseeable future and maybe indefinitely.

"There's actually a labor shortage in many industries, and it appears to be worsening," said Gregory P. Smith, president of Chart Your Course International, a consulting and recruiting company that works closely with

businesses to help them meet their employment needs. "It's estimated that by 2011, there will be a shortage of 8 million to 10 million workers in the U.S. As a major source of jobs, construction will be one of the industries hit hardest."

There are several reasons for the shortage of construction workers, according to Smith, and a major one is that it's hard work. "There's definitely a trend away from manual labor. The work ethic today is different from that of baby boomers. Young people today want to make a lot of money, but they're not always willing to work hard for it."

Finding new employees is not just a problem for companies that want to grow and take advantage of a booming economy. Even if you plan to stay the same size, you're still going to have some turnover and need to replace employees who quit or retire.

"Companies that haven't experienced the problem yet should consider themselves lucky," said Smith. "I think the industry may be in more trouble than it realizes when it comes to finding talented and productive employees — and for individual companies, the time to do something about it is now. Too many companies wait for a crisis before they act. If you're not doing anything about your labor situation, you might as well just start putting nails in your business' coffin."

So the \$64,000 question for virtually every construction company has become, "Where do I find the people I need and how do I keep the good ones I have?"

### Changing perceptions

One of the first steps those involved in construction need to take, according to Smith, is

The short supply of good workers has long been a leading concern of construction companies throughout the United States. According to forecasters, it's a trend that's apt to continue.





to help change the perception that outsiders, in particular young people, have of the industry. In student surveys, construction ranked near the bottom of fields students wished to enter. That's something the construction industry is trying to change.

Ken Simonson, chief economist for Associated General Contractors, recently compiled some "Construction Quick Facts" that show construction workers' seasonally adjusted hourly earnings in December 2004 were \$19.34 per hour, 22 percent higher than the average for all private-industry, nonsupervisory workers. In addition, many businesses are now offering hiring bonuses and all-expenses-paid training as incentives when hiring new workers. According to Smith, that's the kind of information high school students need to hear, and companies need to do a better job of making sure they hear it.

"The construction industry is going to have to get the word out," Smith said. "Businesses need to actively recruit. They can't just put an ad in the paper anymore and expect to get good results. The military has recruiters who go into every high school in the country to show the benefits it has to offer. The construction industry needs to do the same thing, to show students they can have a good job and make a good living without going to college."

You can help with such efforts by becoming involved with organizations like Associated General Contractors, National Utility Contractors Association, Associated Road & Transportation Builders Association, or any of a number of other industry groups that are working hard to improve construction's image.

### **Retention is vital**

Building the overall industry labor pool is a good start, but Smith says individual companies will have to do more than that in order to have the quality work force they want. Studies show the average construction company turns over as much as one third of its work force each year, and at any given time, 50 percent to 70 percent of a company's workers are seeking employment elsewhere.

"People are the same in every industry," Smith said. "They want to be paid and treated



It's estimated that it costs two and one-half times an employee's salary to replace him or her. For a truly valued employee, the cost is probably much higher. Therefore, it's just as important, if not more so, that you're able to retain existing employees as well as attract new ones.

well. Construction is no different. With fewer workers and more competition, keeping the good people you already have is absolutely crucial for companies."

Smith says existing employees are not only experienced in how you do things, but in the long run, they also help keep your costs down.

"It's very expensive to replace employees," he continued. "I call it a 'work force tsunami' because turnover actually swells your costs. Many people think it's just a matter of finding someone else, usually at a lower wage. In reality, it costs about two and one-half times the employee's salary to replace him or her. That includes recruiting costs, training and other factors involved in hiring a new worker."

Smith said the first 30 days of employment are critical, a period he terms "onboarding." During that period workers are gauging a company's atmosphere and employees to determine if it's a fit for them. He says offering

*Continued...*



# How to attract and keep good employees

... continued

a positive work environment where employees feel valued and part of a team is very important during this initial "getting-to-know-you" phase.

## Taking PRIDE in employees

Of course, a positive work environment is important not only to new employees, but to all employees.

"Money is an important factor in why someone chooses a place to work, but studies show it's something else that keeps them there," Smith said. "Surveys we've done show that most people will stay with a company longer, and may even accept less money than they could get elsewhere, if they feel they have input and their ideas are listened to. If a company tries to compete based solely on paying the highest wage, they'll never get ahead. People want more than money."

Smith uses the acronym PRIDE as a model for what he believes companies need to do to attract and keep employees. Each letter represents a specific ideal that businesses can follow on their path to employee retention. The letter P stands for positive work environment; R for reward, recognition and reinforcement; I for

involve the work force; D for develop skills and potential in employees; E for evaluate and measure progress continuously.

## Family-friendly "silver bullets"

Smith says there are many incentives a company can offer employees beyond hourly pay. He says these "silver bullets" can make a big difference to employees, especially those with a family. Silver bullets include:

- Health insurance coverage for employees and their families,
- Paid vacations,
- A retirement plan that includes professional financial advice,
- Profit sharing,
- And performance-based financial rewards or bonuses.

"Some silver bullets, like the ones listed above, will cost a company money," said Smith. "Health insurance, for example, isn't cheap. Other things you can do — like celebrating workplace anniversaries, having companywide events like barbecues or Christmas parties, or offering savings bonds to the children of employees who get good grades — won't cost as much. And all of these measures help create a family-friendly workplace, which in turn, attracts the best employees."

"The thing to keep in mind as an employer is that your good employees always have options. But by treating them right and demonstrating that you value them, you stand an excellent chance of being able to hire and keep the best people."

And Smith says, in the future, you're definitely going to need them.

"Our research shows there's going to be more consolidation in the construction industry, and many companies will struggle to survive. Certainly one of the overriding factors in who's going to make it is who has the best employees. Companies that today are actively seeking employees and creating a positive working environment for current employees are going to get and keep the cream of the crop. Companies that aren't doing those things are going to find it hard to stay in business." ■

For more information and tips on employee retention or to contact Gregory P. Smith, visit [www.chartcourse.com](http://www.chartcourse.com).

Money is important to construction workers, but employment consultant Gregory P. Smith says it's not the only thing that keeps them with a company. "Many workers, especially the best ones, are looking for more than just the highest salary. They want to know that they're going to have input into decisions affecting them, and that while their ideas may not always be implemented, they will at least always get a fair hearing."







# EXCAVATOR ATTACHMENTS MACHINE CUSTOMIZING



**LEMAC**  
ATTACHMENTS

[www.LemacOnline.com](http://www.LemacOnline.com)



**EARTHMOVING, DEMOLITION  
AND MATERIAL HANDLING  
ATTACHMENTS AND FRONTS**

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





CLASSIC.

DESTINED TO BE.



Today's Komatsu midsize dozers are the pride of a long line of classic dozers. Each generation possessing the best qualities of the one before, while featuring the latest technology that only comes from real world applications. Our newest midsize dozers are the next breakthrough, offering improved comfort, easier operation, better maneuverability and, as always, enduring Komatsu reliability. It's everything you want to boost productivity and to spend quality time at work – and home.

To learn more, contact your local Komatsu distributor, visit us online at [KomatsuAmerica.com](http://KomatsuAmerica.com) or call **1-800-Komatsu**.

**KOMATSU®**



## PRODUCT IMPROVEMENT

# THE "POWER PLUS" EXCAVATOR

## How this new version of the PC300LC-7 improves lifting and digging performance

The PC300LC-7 has been one of Komatsu's most popular excavators since it made its debut in 2002. Now, Komatsu is offering a new version of the 242-horsepower machine. The PC300LC-7 Power Plus is specifically designed for customers who want greater lift capacity, and want to maximize the machine's production capabilities, regardless of work conditions.

The PC300LC-7 Power Plus is the same basic machine as the standard PC300LC-7, but with additional upper-frame reinforcement and increased counterweight mass. The changes add 2,500 pounds to the rear of the unit. The result is a machine with improved stability in all digging and lifting applications.

The Power Plus version provides 8.2 percent greater front lifting capacity and 10.8 percent greater over-the-side lifting. What's more, when operating with a 10' 5" arm, the added counterweight allows the PC300LC-7 Power Plus to use 100 percent of its arm-crowd force (37,040 lbs.) and bucket breakout force (44,970 lbs.).

"The standard PC300LC-7 is, by itself, a very powerful machine and perfect for many applications," said Peter Robson, Komatsu product manager, hydraulic excavators. "But the Power Plus version of the machine allows an operator to truly use every bit of digging force available without being limited by machine stability."

### Superior performance

That's significant because, according to Robson, many excavators tout large arm-crowd and breakout forces, but they're only able to use a percentage of them because the machines could have a tendency to tip, especially when

working in difficult conditions, like handling excessively heavy or wet material.

"The added counterweight of the PC300LC-7 Power Plus promotes superior performance and production because it lets the operator dig, swing and lift with confidence, knowing the machine can handle maximum workloads without becoming unstable," said Robson.

In addition to improved stability, the PC300LC-7 Power Plus comes standard with Komatsu's EMMS, one of the most advanced monitoring and diagnostic systems in the equipment industry. ■

*For more information on how the PC300LC-7 Power Plus can help improve your performance on challenging jobsites, talk to your sales representative or call or visit our nearest branch location.*

Thanks to a larger counterweight and reinforced upper frame, the new Komatsu PC300LC-7 Power Plus excavator has significantly greater lifting capacities (8.2 percent more over the front and 10.8 percent more over the side) than the standard PC300LC-7.







Work hard. Rest easy.



**BACKHOE LOADERS**  
Three Models  
Dig Depth, 14'7" - 18'4"



**COMPACT HYDRAULIC EXCAVATORS**  
Ten Models  
Dig Depth, 4'11" - 13'8"



**SKID STEER LOADERS**  
Six Models  
Operating Capacity,  
1,350 - 2,650 lbs.



**CRAWLER CARRIERS**  
Two Models  
Payload Capacity,  
13,280 - 24,250 lbs.



**COMPACT DOZERS**  
Two Models  
Operating Weight,  
8,710 - 9,220 lbs.



**COMPACT WHEEL LOADERS**  
Six Models  
Bucket Capacity,  
0.52 - 1.63 cu. yd

#### WORK HARD

Komatsu's backhoe loaders are designed with HydrauMind™ Hydraulics to deliver unmatched power and control. And two backhoe working modes, Power and Economy, provide the flexibility to manage any workload demands.

#### REST EASY

Servicing your machine has never been easier thanks to the tilt forward engine hood for quick and easy service checks. Plus, multiple wet disc brakes provide extended service life.

For details, contact your local Komatsu distributor. Call **1-800-Komatsu**.  
Or visit [KomatsuAmerica.com](http://KomatsuAmerica.com)

**KOMATSU®**



## NEW PRODUCT

# NEW COMPACT WHEEL LOADERS

## How Komatsu's new five- to six-ton wheel loaders can be an alternative to skid steers

If you do landscaping, utility or light construction, or have a supply yard, there's a good chance you have a skid steer loader. And it probably does a fairly good job for you. But if you'd like to boost productivity while doing less damage to the jobsite, you might want to consider replacing your skid steer with a compact wheel loader.

Komatsu recently released two new models of compact wheel loaders in the five- to six-ton class. The 54-hp WA65-5 has an operating weight of 10,780 pounds. The 60-hp WA70-5 has an operating weight of 11,816 pounds. Both feature the Dash-5 version of Komatsu's hydrostatic transmission (HST) and have high breakout forces, impressive dump heights and large bucket capacities.

"The WA65-5 and WA70-5 are slightly larger than the largest skid steers, but they can do most of the same jobs in the same tight locations and do them faster because of larger capacities," said Komatsu utility wheel loader product manager Bob Beesley. "What's more, our wheel loaders are much less invasive than a skid steer as far as damaging or otherwise affecting the work area terrain — and with HST, they're infinitely controllable and easy to operate."

### Versatile and comfortable

A hydraulic front attachment quick coupler that's standard equipment lets an operator quickly and easily switch back and forth from bucket to forks, making the WA65-5 and WA70-5 very versatile machines. In fork applications, the units offer parallel lift.

Tipping loads and lifting capacities were increased from the previous models. Both units can travel up to 12.4 mph. An 80-inch wheelbase helps smooth the ride for the operator.

"The cab has more leg room for added operator comfort, and more window area and other redesigns for improved safety and performance," said Beesley. "A tilt-forward operator's compartment, wide-opening engine hood and easy access to an independently mounted radiator also make the machines service and maintenance friendly." ■

*For more information on how the WA65-5 or WA70-5 can improve performance on your jobsites, contact your sales representative or our nearest branch.*

### Brief specs on Komatsu WA65-5 and WA70-5

Model	Output	Operating Weight	Bucket Capacity
WA65-5	54 hp	10,780 lbs.	.72-1.3 cu. yd.
WA70-5	60 hp	11,816 lbs.	.98-1.6 cu. yd.



Whether in fork or bucket applications, the Komatsu WA65-5 and WA70-5 compact wheel loaders can fit into tight jobsites and be productive. Compared to skid steer loaders, they have greater capacity and do less damage to the terrain.





# KOMATSU MEETS TIER 3

## Why you can expect clean air and improved performance from new "ecot3" engines



Toshio Miyake,  
product planner,  
Komatsu Ltd.



Hidetada Fukushima,  
engine specialist,  
Komatsu Ltd.

When you buy a piece of equipment, you're buying it for one reason — the work it will do. In other words, your main interest in a machine is the holes it will dig, the dirt it will push and the material it will load. Chances are you're not overly concerned with how the machine accomplishes those tasks, so long as it does them in a way that allows you to make money.

So, while you've probably heard of so-called Tier 1-, Tier 2- and now Tier 3-compliant engines — and you probably know they have something to do with government-regulated emissions levels — you may well be wondering, "What, if anything, do all these 'Tiers' mean to me and my ability to make money from my equipment?"

The answer is, in finding ways to meet the upcoming Tier 3 requirement, Komatsu has not only reduced emissions, but has also been able to make an engine that's more efficient, and

machines that are more productive and more cost-effective.

"That's the real story about Komatsu's new 'ecot3' (The 'eco' stands for ecology and economy; the 't' for technology; and the '3' for Tier 3) engine," said Toshio Miyake, the head of product planning for Komatsu Ltd. "In addition to meeting the emission regulations, and thereby putting fewer pollutants in the air, we're also making a better machine."

### No downside

Miyake says there is no downside for equipment users. "Initially, there was concern that emissions requirements might negatively impact some power and performance features. But we've overcome potential problems and we now view the 'ecot3' engine as a big step forward in all respects for equipment users. For Komatsu, we definitely see it as an opportunity to differentiate and distinguish ourselves from our competitors."

In addition to reducing both nitrous oxide (NOx) and particulate matter (PM) emissions as prescribed by the U.S. Environmental Protection Agency, Komatsu Ltd. engine specialist Hidetada "Harry" Fukushima says the new "ecot3" engine will use less fuel, be quieter and provide higher low-end torque. He says it will also deliver maintenance cost benefits through proper oil change intervals, reduced oil consumption and extended engine life.

### How Komatsu did it

One of the difficulties of achieving both NOx and PM reductions has to do with the unique nature of diesel engines. NOx is emitted when diesel fuel is combusted at high temperatures. When that same fuel is combusted at lower temperatures, PM is released.



The Komatsu ecot3 engine utilizes several new key technologies that allow it to improve machine performance while significantly reducing emissions. These include a new combustion system with a patent-pending, newly shaped combustion chamber that improves timing and ignition.



Komatsu handled the matter by combining several new key technologies, including:

- An Electronic Control System which uses a comprehensive set of sensors to optimize vehicle performance;
- A heavy-duty High Pressure Common Rail (HPCR) fuel injection system for optimal injection volume control to ensure performance and maximize combustion to reduce PM;
- A heavy-duty, cooled Exhaust Gas Recirculation (EGR) system which returns a very small amount of low-oxygen exhaust gas to the cylinders to help lower the combustion temperature and lessen the amount of oxygen that's available to bond with nitrogen to form NOx;
- A new combustion system that includes a patent-pending, newly shaped combustion chamber for improved timing and ignition;
- And a high-performance, air-to-air charge-air cooling system that more effectively combats the higher heat associated with the improved combustion techniques.

"We're confident these well-accepted technologies will become the industry standard, not only for Tier 3, but also for the much more stringent requirements to come," said Fukushima.

### Past, present and future

In 1990, the EPA mandated the various Tier levels regulating off-road equipment emissions as an Amendment to the Clean Air Act. The goal is to gradually reduce, eventually to the point of virtual elimination, the amount of NOx and PM that construction and mining equipment emits when diesel fuel combusts. NOx is a key ingredient of smog while PM is essentially soot. The government considers both to be significant public health hazards.

The first set of emissions standards for off-road diesel engines (Tier 1) went into effect in 1996. More stringent Tier 2 standards appeared in 2001. Tier 3 specifies further emissions reductions beginning in January of 2006 for all new machines between 174 horsepower and 751 horsepower (smaller engines will have additional time to meet Tier 3 requirements).



Komatsu's ecot3 engine was on display at CONEXPO, where numerous contractors took the time to look it over and visit with engine specialists who were on hand to answer questions about it.

Tier 4 requirements, which are the final phase, will begin in 2011. They will reduce NOx and PM almost an additional 90 percent from Tier 3 levels. Equally significant, if not more so, is the fact that Tier 4 will also require an essentially all-new, 99-percent-sulfur-free diesel fuel.

"Meeting Tier 4 standards will require much more sophisticated engine changes than what we've seen to this point," said Fukushima. "For example, the use of 'aftertreatment devices,' will almost certainly be part of the answer."

Because aftertreatment technology is already in place in the automotive industry, you might wonder why it's such a big deal for equipment manufacturers. The answer is because comparing a car to a piece of heavy equipment is like comparing a grape to a grapefruit.

"Equipment tends to be bigger and weigh more," noted Fukushima. "It also has higher horsepower requirements, must be able to handle varying loads, and works in much more difficult conditions. All those factors complicate the design of an aftertreatment process for equipment."

But Miyake says he's confident Komatsu will meet the Tier 4 requirements in the same manner it's met other challenges. "We have more than 70 years of experience as an engine manufacturer and we've always tried to be innovative. We look at each Tier level not as a requirement that we have to meet, but rather as an opportunity to show what we can do."

Komatsu expects to deliver its first machines with the new "ecot3" engine in the fall of 2005. ■





## It's like Superman for Superpave.

With 84-inch wide drums, 41,235 pounds of centrifugal force and a frequency of up to 4,000 vpm, the HYPAC C784 vibratory roller performs like a superhero on Superpave jobs. A 13-ton machine of steel, it strikes hard...again and again... to save the day for asphalt contractors.



# HYPAC

BOMAG COMPACTION PRODUCTS

BOMAG - A DIVISION OF THE FAYAT GROUP



CONTRACTORS' EQUIPMENT

### WOBURN

200 Merrimac Street  
Woburn, MA 01801  
(781) 935-1919

### AVON

140 Wales Ave.  
Avon, MA 02322  
(508) 584-8484

### WHATELY

102 State Road  
Whately, MA 01093-0222  
(413) 665-7009

### JOHNSTON

60 Shun Pike  
Johnston, RI 02919  
(401) 942-9191



# GLOBAL POSITIONING

## How positioning technologies can significantly boost your earthwork productivity

As an earthmoving contractor, if you could do your work faster and at a lower cost, you would probably feel you have the best of both worlds. According to Komatsu America Corp., that "best of both worlds" scenario is now a possibility, thanks to a strategic alliance between the manufacturer and Topcon Positioning Systems.

Topcon, a worldwide leader in global positioning technologies, is now providing automated machine control systems as a purchase option on Komatsu motor graders and bulldozers. Topcon systems have been used for more than a decade, but Komatsu is enhancing the systems by offering its own hydraulic kit that directly interfaces with the Topcon products. Together they provide precise metering of oil flow to the hydraulics for more exact blade positioning during cut-and-fill and fine-grading operations. Komatsu installs the hydraulics and rough installs the Topcon system. Topcon dealers provide final installation and calibration of their systems, as well as initial customer training.

"During the past 10 to 15 years, the cost of almost everything has gone up, and in some cases, it's gone up a lot," said Brian Juroff, northeast regional sales manager with Topcon. "But you're probably not being paid much more to move a yard of dirt. Therefore, to make money in earthwork today, you have to be more productive and more efficient than you were in the past. How do you do that? By utilizing technology. And the Topcon GPS-based machine control system is state-of-the-art technology proven to improve earthmoving efficiency."

According to Topcon and Komatsu, the cost savings and production benefits of the 3D-GPS+ grade-control system result primarily from two

sources. First, it significantly reduces survey and staking costs, and the downtime associated with both. Second, the system enables you to reach final grade in fewer passes.

### Fully automatic grading

The heart of the Topcon 3D-GPS+ system is the System V Control Box which is mounted on the machine dash directly in front of the operator. Users upload the job design into the control box, which then receives machine positioning signals from the radio antenna, GPS receiver, and the blade-mounted GPS antenna as well as the cross-slope sensor.

*Continued ...*



Brian Juroff, Topcon



Les Scott, Komatsu



With the Topcon 3D-GPS+ system, job information is uploaded into a control box mounted on the dash of a Komatsu dozer or grader, directly in front of the operator. With the operator controlling direction and speed, the 3D-GPS+ system automatically positions the blade to create the finish grade.





# Komatsu and Topcon team up

...continued

*For more information on how the Topcon 3D-GPS+ machine control system can benefit your earthmoving operation, contact your sales representative or our nearest branch location today.*

Topcon utilizes more satellites than any competitive positioning system, which means more accurate positioning and less downtime. Multiple pieces of Komatsu equipment can run off the same Topcon 3D-GPS+ system.

The control box continuously compares the actual machine and blade position to the job design. Calculated corrections are sent to the machine hydraulics, creating the fully automatic grading of your jobsite. All the operator has to do is control the direction and speed while the Topcon 3D-GPS+ system creates the finish grade.

An optional Millimeter GPS Kit (laser zone), which provides precise vertical control, is available as an add-on. The kit works on a horizontal plane of 2,000 feet and a vertical plane of 33 feet, which allows for millimeter accuracy. Users can run multiple pieces of equipment off the same system, and can link together up to four kits to provide an even larger horizontal work area.

## The Topcon advantage

"One of the best things about the 3D-GPS+ system is that it's easy to learn and easy to use," said Les Scott, manager of Komatsu's working gear group. "Some contractors might be reluctant to try GPS-based control, thinking it's too complicated for them or their operators. That's not a concern with the Topcon system."

In addition to ease of use, the other big advantage of Topcon is that it uses not only the U.S. group of GPS satellites, but also the Russian GLONASS satellite group, which is why it's called the GPS+ system.

"With GPS+, we have 14 more satellites than our competitors, and more to come," said Juroff. "It means stronger, more accurate positions and better performance in obstructed areas, as well as less system downtime."

## How much can you save?

The question of how much money the Topcon 3D-GPS+ system can save or make you depends, of course, on your particular operation.

"Generally speaking, the more complex a job is, the better the system will work for you," said Juroff. "If you take a road job for example and assume that you can do 1,000 feet per day, what would your savings be? The first thing to consider is that you're going to save on the cost of staking, not to mention the downtime associated with it. Second, you're going to reduce the number of passes it takes to get to grade. And third, you're going to save on material and delivery costs because of tighter tolerances.

"I've run these figures in groups, using estimates provided by contractors, and it's quite easy to save as much as \$15,000 per mile of road with the 3D-GPS+ system. That, of course, is not a hard-and-fast number. The savings will vary from one operation to the next. We'll be happy to sit down with any contractor and plug in numbers that are realistic for his business. We're confident we can prove the return on investment will be quick and substantial."


## More to come

Those same savings will soon be available with other Komatsu equipment as the company offers more machines with Topcon systems.

"We currently offer the systems on our motor graders and the D31 to D39, D65, and D375 dozers," Scott said. "We're working on the D85, D155, D275, as well as the mid-size dozers, D41 and D61. By the end of the year, we'll have hydraulic kits that work directly with the Topcon Systems for every size dozer." ■







DIG, SCRAPE,  
LOAD, CRUSH,  
CRACK, POUND,  
DUMP, SHOVEL,  
PUSH, PULL,  
SHEAR, RIP, SMASH,  
HAMMER, HAUL,  
SCOOP, SPREAD...



**No matter what you need to do, we've got the attachment for your Komatsu machinery from C.N. Wood.**

You name the job, and Paladin Heavy Construction Group – JRB, C&P and Badger – has the attachments to get it done. JRB, a longtime partner with C.N. Wood, offers you more attachments with superior quality, backed by the fastest service. You have our word on that.



**PALADIN** HEAVY CONSTRUCTION



# SOLUTIONS-BASED MINING

### Komatsu America's VP/GM of mining wants to sell solutions, not just products, to mining customers



*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.*

Rod Schrader

Rod Schrader grew up on an Illinois farm, baling hay, picking corn and working on equipment. After graduating from Rose-Hulman Institute of Technology in Terre Haute, Ind., with a civil engineering degree, he could have returned to the farm, or hired on with a contractor or design firm. Instead, Rod chose to enter the equipment industry. He spent his first three years with another manufacturer before joining Komatsu in 1987.

"What attracted me to the industry was my love of equipment combined with a strong desire to work with people," said Schrader. "And that's something the equipment industry gives you. It's largely about relationships. If you have a good product and you consistently treat people fairly and honestly, you're going to earn their trust. That's what I try to do with coworkers and customers alike."

Rod has held numerous positions with Komatsu America, including director of product marketing and planning for the construction division, a post he held until about a year ago when he was promoted to vice president and general manager of Komatsu America's mining division.

"My management style is to set a direction and lead, but not to micromanage. We have many good and talented people throughout Komatsu Mining and I want to give them the resources they need to do the job for our customers. Meeting customers' needs is why we're here, and with our full mining product line and support capabilities, we believe we can do it as well as, or better than, anybody else in the industry."

**QUESTION:** You've worked in both the Komatsu mining and construction divisions. In terms of equipment, what differences exist between the two?

**ANSWER:** The only real difference has to do with the size of the machines. All our equipment is designed for maximum effectiveness and built to last. Obviously, the components and parts are larger on mining machines due to the massive size of the units and because we know they're going to be used in a heavy-duty production environment. But all Komatsu machines are manufactured under the same motto, "Quality you can rely on," to ensure outstanding longevity and uptime.

**QUESTION:** What is Komatsu Mining doing to ensure that customers get the uptime they need?

**ANSWER:** Working closely with our distributors, we make sure we have all the common wear parts a customer is going to need. We make sure technicians are properly trained when a mining machine goes into their territory. Our distributors offer a wide range of repair and maintenance contracts, some of which guarantee a specified level of uptime.

To help ensure maximum uptime, every Komatsu mining machine we sell has a Vehicle Health Maintenance System (VHMS), which enables us and our distributors to collect real-time information on that piece of equipment anywhere in the country. The benefit is that we're able to alert an equipment user well in advance about potential issues that can save him a lot of time and money. For example, with VHMS, we know when a D475 dozer is approaching 12,000 hours. We know how the machine has been used and how it's been maintained. Because we also have a good handle on the life cycle of our componentry,





Machines like this WA900-3 wheel loader (853 hp, 17 cubic yards) make Komatsu one of only two manufacturers offering a full range of mining products.

we're able to let the customer know that an engine overhaul is going to be necessary soon, which allows him to start planning how he wants to proceed.

What it boils down to is that we want to be much more than just a sales outlet. Komatsu and its distributors are trying to be consultants to and partners with our mining customers. Are we there yet? No, but we're moving step by step in that direction, and when we get there, it will be a true service to our mining customers.

**QUESTION:** During the past year or so, Komatsu has been working to develop what it calls "unique and unrivaled" products. Does that effort include mining machines?

**ANSWER:** Definitely. We have machines like the D475A-5 dozer, the WA900-3 wheel loader and the PC3000 hydraulic shovel/excavator that we believe already fit the description of being demonstrably superior to competitive equipment in the same size class. Beyond direct production superiority, our "unique and unrivaled" strategy emphasizes fuel efficiency, low noise levels and overall operator comfort. Our goal is to have 25 percent of our mining product line be "unique and unrivaled" within the next few years.

**QUESTION:** Why should a mining operation look to Komatsu for its equipment needs?

**ANSWER:** First of all, there are only two manufacturers that offer a full range of mining products — from shovels, dozers and wheel loaders to motor graders and large haul trucks — and we're one of them. Others may make a product here or a product there, but don't have the full line. So the fact that we're capable of meeting all the needs of mining customers is significant.

The other main advantage is our approach and attitude. Our goal is to sell a mining



Komatsu's PC1800-6 excavator (396,000 lbs.) was one of the first units outfitted with Komatsu's state-of-the-art Vehicle Health Monitoring System (VHMS).



VHMS tracks and reports machine operating data and relays it to the distributor and/or back to your shop or office through GPS. By next year, it will be standard equipment on all Komatsu mining machines.

customer a solution, not just a product. Our subsidiary company, Modular Mining, is an example of that. It specializes in helping mines improve efficiency. Modular Mining engineers can study a specific operation and perhaps be able to recommend a more favorable haul road profile or a better shovel/truck match that will lower the mine's cost per ton. So beyond excellent products, those are the types of services we can and do provide our mining customers.

**QUESTION:** What does the future hold for mining operations?

**ANSWER:** We're extremely optimistic about mining in general and our place in it. Based on commodity price trends and other economic data, as well as conversations with industry leaders, we think we're coming into the upswing of a cycle and that market conditions will be good for the next three to four years.

From a Komatsu standpoint, we have several new products coming out over the next couple of years that we think the industry will welcome, including an autonomous haul system (driverless trucks) that could revolutionize many operations, so we're very excited about what's coming down the road. ■





Quality you can rely on



## Precious metals.

Unearthing the world's finest materials calls for the world's finest fleet of mining machines. From trucks to shovels to wheel loaders, Komatsu's complete line of ruggedly reliable mining equipment works in tandem to lower your cost per ton, reduce cycle times and deliver greater payload. Add Komatsu's unmatched service and support solutions and you have equipment worth its weight in gold — and then some.

For details, contact your local Komatsu distributor. Call **1-800-Komatsu**.  
Or visit [KomatsuAmerica.com](http://KomatsuAmerica.com)

**KOMATSU®**

• Komatsu America Corp., Headquartered in Chicago, IL • North American manufacturing operations in Chattanooga, Gadsden, Dallas, Newberry, Proctor and Seymour • Over 210 distributor locations serving North America

©2005 Komatsu America Corp. [www.komatsuamerica.com](http://www.komatsuamerica.com)



## THE PEOPLE INSIDE

# PETER LaFOSSE

## Versatility helps ReMarketing & utility sales manager meet the challenges of dual functions

Peter LaFosse is a master of multitasking. In his dual function as C.N. Wood remarketing and utility sales manager he nimbly coordinates both used equipment inventory and new machinery for the utility sector.

"My responsibilities as ReMarketing manager are coordinating any trades that our salesmen present us with, purchasing equipment, managing the fleet of used equipment, securing repairs associated with what we take in on trade or what we purchase, and trying to keep the inventory fresh and clean, primarily for retail sales," Peter described.

"We are also heavily involved in the utility side of the business, which is a growing segment. That's my other responsibility," he added.

A veteran of 20 years in working with heavy equipment, Peter has been with C.N. Wood in Woburn, Mass., since March 2004. Owner involvement, according to Peter, sets C.N. Wood apart.

"We have an owner who is actively involved in the business. He's very passionate about it, and we back that up," Peter said of Bob Benard.

### Twice the opportunity

"Time is of the essence when used equipment arrives at C.N. Wood," Peter explained. "After the yardman offloads either an incoming trade-in or purchase, he conducts an initial walkaround visual inspection. We then have a Komatsu certified technician perform a more comprehensive evaluation.

"I then review the evaluation, estimate costs to repair and make decisions accordingly," he added. "It's possible to go overboard with a piece of equipment — especially on an older unit. You cannot price yourself out of what is perceived as fair market value or market pricing."

Once the inspection is complete, Peter decides if the equipment will be put up for sale as used or if it should be further evaluated for Komatsu's ReMarketing program. Equipment designed as remarketable must meet stringent Komatsu operating parameters.

While Peter oversees the remarketed and used equipment, he also maintains the ongoing sales of new utility equipment to customers. He meets the challenges of the dual rolls by modifying his schedule as needed.

"My workload changes with the seasons," noted Peter. "Right now, I am heavily involved with the utility side of the business while we continue to grow the ReMarketing and used equipment segments."

"In the utility line of equipment, Komatsu has an excellent offering. We are well-stocked with inventory and attachments."

### Making goals that count

As a former hockey player, these days, Peter is scoring different goals than he once did on the ice. He has passed the hockey stick on to his 14-year-old son and now he and his wife Darlene play the role of boosters for both their son and their daughter, age 11, who dances competitively.

His goals now focus on finding and preparing quality ReMarketing equipment for customers and meeting the challenges that give C.N. Wood its competitive advantage.

"As far as the utility end of the business, we have made a commitment to bring in machinery and attachments so we can give customers what they need.

"C.N. Wood has a great team of people who are very passionate about the business," Peter observed. "It is that passion and customer service that keeps customers coming back." ■



Peter LaFosse



innovation at its best.

**ELGIN**



introducing the

## Pelican 3-wheel mechanical sweeper.

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



**C.N. WOOD CO., INC.**

**WOBURN, MA**  
200 Merrimac Street  
(781) 935-1919  
FAX: (781) 937-9809

**WHATELY, MA**  
102 State Road  
(413) 665-7009  
FAX: (413) 665-7277

**JOHNSTON, RI**  
60 Shun Pike  
(401) 942-9191  
FAX: (401) 942-9266

**AVON, MA**  
140 Wales Ave.  
(508) 584-8484  
FAX: (508) 584-8514



# PRODUCT SUPPORT PROFESSIONALS

### Proper training helps PSSRs improve customers' equipment owning and operating costs

Wouldn't it be great if you could buy a piece of equipment that never had parts wear out, never broke down, and never had to be replaced? Of course it would, but as you well know, that's not the real world.

"Every major component in a machine is expected to eventually wear out, break down and be replaced," said Komatsu national parts sales manager Glenn Schindelar. "The key for equipment owners is to make the change at the right time — after they've received maximum usage, but before the component fails."

As part of its effort to help customers do just that, Komatsu holds week-long training sessions specifically for product support sales representatives (PSSRs) and other distributor parts and service employees. In March, the fourth such session was held at the Komatsu Training Center in Cartersville, Ga. Attendees selected classes on subjects such as Ground Engaging Tools, Technology Skills, Basic and Advanced Undercarriage, and other product support topics.

The Komatsu instructors are all experts in their fields, drawn from a talent base that includes service and parts product managers, certified service instructors and industry experts. Instruction combines theoretical course work and practical experience to provide excellent information for both novice and veteran PSSRs.

"The key thing we want to accomplish with this training is to give our distributors' PSSRs the information they need to help their customers manage equipment in a way that increases uptime and reduces hourly operating costs," explained Schindelar. "They're not going to come out of here with a service technician's

ability to fix a problem. But helping them learn to identify machine issues that can be addressed before they become full-blown repair problems can be just as important to an equipment user. That's because it's so much easier and cheaper to do preventive work than to fix after failure."

Like a college curriculum, each Komatsu training class is assigned credit hours. Upon successful completion of 50 hours of course work, a PSSR earns certification as a "Komatsu Senior Product Support Representative." Completion of 100 hours earns the PSSR the designation of "Komatsu Product Support Professional." At the conclusion of this fourth comprehensive training session, an inaugural group of four PSSRs earned their 100 hours of course credits and the status of "Product Support Professional." ■

At the training session, Bill Gosse of Komatsu Parts (right) taught PSSRs the finer points of using an ultrasonic tool to measure undercarriage, while Rainer Krautwald (below) went over technology skills that will help them better meet their customers' parts needs.





## DISTRIBUTOR CERTIFIED USED EQUIPMENT

# GETTING YOUR MONEY'S WORTH

## How Komatsu Distributor Certified used equipment assures you of a good deal



For more information on Komatsu Distributor Certified used equipment or for a listing of machines, call the sales office at our branch location nearest you, or visit [www.equipmentcentral.com](http://www.equipmentcentral.com).

There are many reasons to buy used equipment. You may not have a long-term need for a particular piece of equipment, but you need something to get through a season or two. Perhaps you need something right away and a used machine is what's available. Or maybe you simply can't afford, or don't want to buy new equipment.

Regardless of your reason or reasons for buying used, you still want a good deal. Now, with Komatsu Distributor Certified used equipment, you can be assured you're getting just that. Why?

"The number one reason is that a Komatsu Distributor Certified used machine has been thoroughly inspected and we let the buyer see the inspection report," said Lee Haak, director of

Komatsu ReMarketing, which oversees the program. "There's nothing hidden and no ulterior motive or agenda. We want the customer to know exactly what he's getting. To prove that we're confident in the quality of the machine, if it meets our established criteria, we offer a factory extended warranty as well."

Haak says the buyer gets additional peace of mind from the fact that the used machine is Distributor Certified. "Your local Komatsu distributor is the one certifying the machine and he has a vested interest in seeing to it that you're happy as a customer. He wants you as a customer today and wants to keep you as a customer tomorrow. So if there ever is an issue, you know the distributor is going to stand behind the product and be fair."

### Added value

For the equipment buyer, the benefits of the Komatsu Distributor Certified used equipment program are obvious. You're getting a machine with a background you're assured of, and you're getting it at a price well below new. But Haak says the real beauty of the program is that it benefits all Komatsu equipment owners.

"In addition to buyers, the program is also a big plus for people who are looking to sell Komatsu machines," he explained. "If a customer wants to upsize or upgrade to a newer model, the Komatsu Distributor Certified used equipment program rewards him by paying top dollar for high-quality, well-maintained Komatsu machines that are part of a trade-in. In other words, by providing an outlet for late-model, low-hour machines — or higher hour units that have been well taken care of — the program boosts the resale or trade-in value a customer can expect to get and thereby increases the overall value of owning a Komatsu fleet." ■



The Komatsu Distributor Certified used equipment program includes a thorough inspection to ensure that a used machine meets established standards. Many contractors have found the program is not only an excellent source of high-quality used equipment, but it has also raised the value of their entire Komatsu fleet.







# You don't have to gamble on used equipment

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



**Change Service Requested**

# EQUIPMENT SALES:

## Knowledgeable People to Serve Your Needs

WHATELY, MA

WOBURN, MA

AVON, MA

JOHNSTON, RI

### PRODUCT SUPPORT

**Mark Whelan**  
Service Manager -  
Construction Products

**Phil Hoffman**  
Assistant Service Manager -  
Construction Products

**Michael Galambos**  
Service Supervisor -  
Environmental Products

### PARTS

**Jeff Sullivan**  
Parts Manager

**Bruce Rushford**  
Johnston Store

**Butch Wickline**  
Whately Store

**Dave Ryan**  
Avon Store

### SALES

**Jim Maxwell**  
General Manager

Visit us online at: [www.cn-wood.com](http://www.cn-wood.com)



#### WOBURN

200 Merrimac Street • Woburn, MA  
(781) 935-1919

#### JOHNSTON

60 Shun Pike • Johnston, RI  
(401) 942-9191

#### WHATELY

102 State Road • Whately, MA  
(413) 665-7009

#### AVON

140 Wales Ave. • Avon, MA  
(508) 584-8484