

WOOD WORKS

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Featured in this issue:

FUNARI TRUCKING, INC.

How good product and
good service has helped this
landscape supplier grow

See article inside...



Chris Funari,
Owner

KOMATSU

A MESSAGE FROM THE PRESIDENT



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Dear Equipment User:

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If there's anything we can do for you as the year draws to an end, don't hesitate to give us a call or stop in. We're here to help in any way we can.

Sincerely,
C.N. WOOD COMPANY, INC.

Robert S. Benard
President



**RELIABLE
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**RESPONSIVE
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WOOD WORKS

IN THIS ISSUE

FUNARI TRUCKING, INC.

Read how providing good product and service helped this young company grow into a successful landscape supplier.

GUEST OPINION

A good safety program should not only prevent accidents, it should also address how to handle accidents when they do occur. Here are some tips on how to prepare for emergencies.

EQUIPMENT SECURITY

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PERFORMANCE NOTES

Find out why the results of recent field tests show the Komatsu PC300 excavator holds significant performance advantages over other machines in the same size class.

NEW PRODUCTS

Take a look at Komatsu's new Dash-6 series of mid-size wheel loaders and the production and fuel-efficiency advantages they offer.

MORE NEW PRODUCTS

If you're looking for a powerful, fast and easy-to-use loader that combines unmatched compactness and maneuverability, you'll want to take a close look at Komatsu's new compact track loaders.

EQUIPMENT INNOVATION

You might be surprised to learn about all the benefits of Komatsu's KOMTRAX equipment monitoring system. Read how one contractor makes the most of the system on his fleet.

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A SALUTE TO A CUSTOMER

FUNARI TRUCKING, INC.

How good product and good service has helped this landscape supplier grow



Chris Funari,
Owner

Nine years ago, Chris Funari decided the time was right to strike out on his own. After working for several years with his father and brother in the family's construction business, he bought two trucks and a backhoe and started hauling materials.

He also did a little excavating on the side, using an excavator borrowed from his father. But in 2000 he bought a six-acre piece of land in Bellingham, Mass., that included a gravel pit, and today that's where he does most of his work.

"We do basically everything out of here," said Funari. "We haul everything in and process everything here."

The company supplies materials, including loam and gravel fill, to area landscapers as

well as builders. Funari and his crew also make state-spec gravel, septic sand and other products. Ninety percent of their business is with landscapers and builders, while the rest is retail business with customers who either come into the yard or have mulch delivered to them.

Main business is loam

"Our main business is loam," noted Funari. "We make a beautiful loam. We processed about 120,000 yards last year of screened loam. We do business with many landscapers in the area, delivering to their jobsites."

Funari said he and his drivers go everywhere, as far west as the Cape and as far east as Barre. "We haul to many customers in Wellesley and Weston and are starting to hit Taunton and the Raynham area," he added. "We're in a very good location here."

Ten employees, including drivers, mechanics, operators and office workers, help keep the company growing under the direction of Funari. But he jumps in whenever necessary. "I do a little of everything," he said. "I run equipment, drive the trucks and run the office. I'm also out on the road meeting customers, doing estimates and submitting bids."

A key employee, he added, is his salesman, Rob Mitchell, who Funari said helped get the loam business started. "He's very good," he said. "He has a lot of dedication to the business."

During the winter months, the company produces sand salt that is used by landscapers as well as colleges throughout the state. The company also does snowplowing for some

Komatsu equipment plays an important role in Funari Trucking, Inc. Here, crews use a WA450-3 loader to mix loam with sand while a PC400LC-6 excavator feeds the screen plant.





An operator uses Funari Trucking's Komatsu PC400LC-6 excavator to feed loam into the screening plant to produce high-quality screened loam, the company's biggest-selling product. "The excavator has almost 6,000 hours and it's very reliable," said Owner Chris Funari.

regular customers, using a 1957 Galion grader from C.N. Wood.

"That's a great machine," said Funari. "It starts right up every day." Funari added an extension to the grader so the operator can get underneath the big tractor-trailers when plowing.

Fleet of Komatsu loaders

Funari has relied on C.N. Wood in Woburn and Sales Representative Paul Oliveira since he opened his pit, purchasing a number of loaders to work there. "We've had a Komatsu WA450 loader, a couple of WA380s, a WA400, a WA250 and we just bought a WA95 from Paul," he said. "They've all been nice machines."

Funari said he buys used machines because he's had so much success with them.

"You can't kill those Komatsu loaders," he said. "One works 15 hours a day in the pit and has 24,000 hours on it. It starts every day and I'm not even worried about it. It's a good machine."

Funari says he bought the WA95 because they needed a smaller loader for loading some of the smaller trucks. "We demo'd it for



Stockpiling sand at Funari Trucking's Bellingham, Mass., facility is made easy with the company's latest equipment addition, this Komatsu WA95-3 wheel loader.

a couple of months and I'm happy with it," he said. "It's perfect for the application and has plenty of power. It's big enough to load a 10-wheeler. And with the air conditioning, it's very comfortable."

Continued . . .



**RELIABLE
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SERVICE**

Reliable equipment aids productivity

... continued

Funari also runs a Komatsu excavator that has almost 6,000 hours. "It's very reliable. The only problem we had with it, and the only service work C.N. Wood has done for us, was rebuilding a final drive," he recalled. "They came right out, took it right into the shop and they did a great job," he affirmed.

Funari's mechanics handle most of the service and repair work on their equipment, but Funari says the service department at C.N. Wood goes out of its way to be helpful. "The parts guys and service guys over there

are right on the ball. They help us out, even when we are trying to fix things in our shop. We'll call them for advice and they're always helpful. We have a great relationship."

The personal service he gets from Oliveira and C.N. Wood, as well as the reliability of Komatsu equipment, has made Funari a strong supporter of the dealership. "I'm really comfortable with them," he said. "If there's a problem, they'll work with me and that means a lot. I don't go anywhere else to get equipment."

Job safety a priority

Job safety is a big issue for Funari, who said they go through all their equipment every week. "We make sure everything is up to par," he said. "We have a good safety record and like to make sure everyone's safe. If something's broken, we fix it."

One of the challenges Funari faces in his business is the weather. "That can be a huge problem," he said. Another is the price of fuel. "It cuts into our profit now," he observed. "But everyone has that problem because it's hard to pass on those costs."

Despite those challenges, the business has continued to grow. "I'm as busy as I want to be," said Funari. "Being busy is always great, but having too much work is tough, too. We're about right on schedule."

Looking ahead

Looking ahead, Funari plans to continue expanding the business. "It takes awhile to establish yourself," he said. "We've been selling materials for five or six years and it's just now getting to the point where our name is out there and people are starting to know what we do. That takes a lot of work. It takes time to earn people's trust so they put your number on their phone. That's our goal."

Continuing to make a good product and give good service is his business plan. "It's all about service, no matter where you go or what you do," he said. "If you take care of people and go the extra mile, show them you appreciate their business, that's 90 percent of it. Having a good product is the other 10 percent. That's what we try to do." ■



Funari Trucking Owner Chris Funari (left) has relied on C.N. Wood and Sales Representative Paul Oliveira to supply his equipment needs since opening his operation in 2000. "I don't go anywhere else to get equipment," Funari stated.

Funari Trucking's Komatsu wheel loaders, including this WA450-3, perform a variety of tasks at the operation. "They've all been nice machines," noted Owner Chris Funari. "You can't kill those Komatsu loaders. One works 15 hours a day and has 24,000 hours on it."





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EMERGENCY PREPAREDNESS

Having a crisis plan is an essential aspect of a quality safety program



George Kennedy,
NUCA Vice President
of Safety

Every jobsite should have a person designated to take charge in case of an emergency and every company should have an emergency management plan, according to NUCA Vice President of Safety George Kennedy.

No matter how hard a company tries to address every potential jobsite hazard, the possibility always exists that an accident will occur and evolve into a full-fledged emergency situation. If that happens at your company, you will be much better off if you've taken steps to develop a comprehensive emergency management plan.

Planning for an emergency involves first selecting a person to take charge, and second, creating a manual that provides step-by-step directions for handling crisis events.

The emergency manager should be a clear, quick thinker who is well-respected by the work force. Companies that have crews spread out over a large area may have to designate more than one person to take charge in case of an emergency. Of course, if fire and/or rescue services are called in, the senior officer on the scene will be the incident commander. However, your company will still need to have a person who represents your company's interests and knows what to do. If this person is properly trained, he or she will be able to take appropriate

measures to lessen potential long-term damage associated with an emergency situation.

Know what to do

The first step in creating an emergency manual is to have a group of knowledgeable individuals within your company identify and prioritize risks. Once this process is complete, determine and write down what resources are available and how each situation will be handled.

At minimum, every crew should have a list of emergency telephone numbers. It's important to point out however, that you cannot always depend on the local fire department or rescue team to be able to handle all emergencies. In the case of an injured worker, the family should be notified immediately and the company should arrange to have family transported to the hospital, if necessary.

Knowing what agencies to notify is also an important aspect of emergency management. For example, in the event of a worker fatality, OSHA must be notified within eight hours. The EPA, DOT and other agencies may also require notification, as might your insurance carrier.

Your company should also have procedures in place to address hurricanes, fires, floods, tornados and man-made disasters.

If you haven't thought about these things, now is a good time to do so. A comprehensive emergency plan can save lives and help avert disaster. ■

This Guest Opinion is a summary of an article that appeared in the August 2006 issue of Utility Contractor magazine — "Are You Prepared for an Emergency," by George Kennedy, National Utility Contractors Association Vice President of Safety. The summary is printed here with the permission of NUCA and Benjamin Media, Inc.





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PERFORMANCE NOTES

“FLAGSHIP” MACHINE

Komatsu PC300 demonstrates significant performance advantages in size class during recent field tests



Peter Robson,
Komatsu Excavator
Product Manager

Spec sheets are very informative and can certainly help guide a contractor who's looking for a new machine. But specs alone don't tell the whole story of how a machine is going to perform in the field. For that, you need field testing, which Komatsu recently conducted for its PC300LC-7 and PC300HD-7 excavators.

At the Komatsu Proving Grounds in Antioch, Ill., the product marketing group and the engineering test group brought in a highly experienced, independent operator to test the PC300s against two leading competitive excavators. The goal was to determine how the machines stacked up against each other.

“With the introduction this year of many new machines with Tier 3-compliant engines, we wanted to see for ourselves where we stood against the competition,” said Komatsu Excavator Product Manager Peter Robson.

The Komatsu PC300HD-7, with its PC300 upper structure on a PC400-size bottom, demonstrated a 20-percent, over-the-side lift advantage over two highly regarded competitive excavators in a recent Komatsu-sponsored test of new Tier 3 machines.



“Specifically, we wanted test results for truck loading, trenching and lifting — and to see how we compared in terms of fuel economy.”

With the results now in, Robson says it's clear that the Komatsu PC300LC-7 and Komatsu PC300HD-7 are “flagship machines” that have significant performance and production advantages over the top competitive brands.

The results

In the truck-loading productivity test, all the excavators loaded similar amounts of material in the same time frame, but the Komatsu units used 6 percent to 10 percent less fuel to accomplish the task.

“We suspected that our ecot3 engine was very efficient relative to the competition, and the test confirmed it,” reported Robson. “Fuel efficiency is definitely on everybody's mind these days and it was one of our top priorities in developing the new engine. With the high cost of diesel fuel, 6 percent to 10 percent represents a considerable savings throughout the life of the machine.”

In the trenching test, the Komatsu advantage was even clearer, with the PC300 pulling 77 feet in 15 minutes, compared to 65 feet and 62 for the competitive excavators. That's 18 percent more trench than one competitor and 24 percent more trench than the other.

“We attribute our trench-pulling success to two primary factors,” explained Robson. “One is our Power Max function, which provides an 8.5-second power boost. If the operator uses it at the proper time, when he's going in for his first bite of material in the bottom

of the trench, it makes a huge difference in productivity. We strongly recommend that all operators experiment with Power Max to learn firsthand what a difference it makes. The other factor is our Komatsu bucket, which has an excellent trenching profile."

The lift test, conducted with buckets off and using a load cell, showed a distinct advantage for Komatsu's heavy-duty PC300HD-7, which features a PC300 upper structure on a PC400 bottom.

"Nobody else offers that type of combination," Robson pointed out. "It substantially increases stability in any lifting application, especially over the side. Our test showed a 20 percent over-the-side lift advantage with the PC300HD-7. The independent operator who tested the units for us said the two most important things to him when he's out on the job are machine stability and comfort, and he said the PC300HD really delivered on both counts. His quote was, 'I'd sure like to take that machine back to my place of work.'"

Komatsu harmony

In watching the equipment perform during the tests — and again, these were all highly regarded excavators with very similar specs — Robson said it struck him that the Komatsu advantage could be attributed to the way everything was designed to work together.

"The phrase that kept coming to me as I watched the PC300s perform was 'Komatsu harmony.' We make our own engines, our own pumps, our own hydraulics, everything. Because we control it all, we can design and fit all the components so they work perfectly together to produce optimum results. I'm convinced that the way those quality components integrate to complement one another is the real key to the Komatsu PC300 performance advantage."

A legendary number

A 300-class machine used to signify 30-metric tons. With operating weights now ranging from about 73,000-pounds up to about 86,000-pounds, it's clear that all manufacturers, Komatsu included, have



In a recent Komatsu-sponsored field test, the Komatsu PC300LC-7 and PC300HD-7 excavators showed significant production and fuel-saving advantages over two top competitive brands in the same size class. The units consumed 6 percent to 10 percent less fuel and were 18 percent to 24 percent more productive in a trenching application.

Brief specs on PC300LC-7 and PC300HD-7

Model	Horsepower	Operating weight	Bucket capacity
PC300LC-7	246 hp	72,432-77,298 lbs.	.89-2.56 cu. yd.
PC300HD-7	246 hp	82,453-85,868 lbs.	.89-2.56 cu. yd.

pushed the envelope a bit since those days. But while many other manufacturers have changed their model numbering system to reflect the larger size, as well as to help them market it as a larger machine, Komatsu has chosen to stay with the PC300 name and number.

"To us, the PC300 is a legendary number for a legendary machine, and changing it just wouldn't be right," said Robson. "It's like the greatest football players. John Elway is No. 7, Johnny Unitas is No. 19 and Jim Brown is No. 32. They couldn't be anything else. And so it is with the Komatsu PC300. It's an instantly recognizable name that has stood the test of time by continually evolving and setting a new standard every step of the way. We think our customers understand and respect that, and aren't going to be confused just because some other machines in the same class have a larger number." ■

For more information on how the PC300LC-7 and PC300HD-7 can help you be more productive and more cost-effective, call your sales representative or the sales office at our nearest branch location.



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NEW PRODUCTS

NEW MID-SIZE WHEEL LOADERS

Improved fuel efficiency is a key to Komatsu's new Dash-6 models

Fueling your equipment — or more precisely, paying for the fuel that goes into your equipment — is a little painful these days. With the price of fuel at or near a record high, equipment owners are looking for ways to maintain or increase production while limiting their fuel usage.

Komatsu's new Dash-6 series of mid-size wheel loaders (WA380-6, WA430-6, WA450-6 and WA480-6) fits the bill on both counts.

"Each of these new units has more horsepower and can do more work than its predecessor," said Komatsu Wheel Loader Product Manager Rob Warden. "But equally significant, if not more so, is the fact that they are more fuel-efficient."

Warden attributes the fuel savings primarily to Komatsu's new Tier 3-compliant, high-torque, ecot3 engine and variable displacement piston pump hydraulic system with CLSS (Closed-center Load Sensing System). "With our new engine and newly designed variable displacement piston pump hydraulic system that prevents wasted hydraulic flow, fuel efficiency is about 10 percent better than our Dash-5 models. We're confident that they compare favorably to competitive wheel loaders as well."

Helping to further improve fuel-efficient operation is an "E" (economy) operating mode for general loading; an automatic transmission with an "Auto Low" mode for low engine-speed operations; and an "Eco" indicator, which informs the operator when the machine is maximizing fuel efficiency.

"Fuel efficiency has always been important to equipment users, but now, with the price of fuel so high, it can actually be the difference between making money and losing money on a job," Warden pointed out. "At Komatsu, we

understand that and it's why we're producing machines that emphasize fuel savings."

Production advantages

Of course, saving on fuel is only half of the equation — the other half is productivity. The new mid-size Komatsu Dash-6 models have horsepower that is at or near the top of each size class (the units range from 191 horsepower up to 299 horsepower). Dumping clearances, reach and bucket capacity are also among the best the industry has to offer.



Rob Warden,
Product Manager

Continued . . .

Brief Specs on Komatsu Dash-6 Wheel Loaders

Model	Net hp	Operating weight	Bucket capacity	Breakout force
WA380-6	191 hp	38,760-39,260 lbs.	3.8-5.2 cu. yd.	39,860 lbs.
WA430-6	231 hp	40,840 lbs.	4.6 cu. yd.	40,333 lbs.
WA450-6	261 hp	49,090-49,390 lbs.	4.7-6.8 cu. yd.	43,160 lbs.
WA480-6	299 hp	54,500-54,830 lbs.	5.0-8.0 cu. yd.	47,660-55,930 lbs.

Komatsu's new Dash-6 series of mid-size wheel loaders, including the WA380-6 shown here, are about 10 percent more fuel efficient than the previous models, thanks largely to a new Tier 3 engine and torque converter.



New wheel loaders boost efficiency, productivity

... continued

In addition, the units feature excellent hydraulic cycle times (for example, 5.9 seconds to raise and 1.8 seconds to dump the rated bucket load for the WA380-6); a “P” (power) operating mode for maximum digging performance or hill climbing; and a kick-down switch, which when activated by the operator, automatically downshifts at the beginning of a digging cycle and upshifts when the machine is placed in reverse. The result is increased rim pull for better bucket penetration and reduced cycle times.

“When you put it all together — fuel efficiency, power and performance features — we believe these new mid-size Komatsu wheel loaders are true industry leaders that will improve a contractor’s performance in a wide range of tasks at almost any construction or quarry site,” said Warden.

Largest cab in class

All those production/performance capabilities aren’t going to do much for you if your operator doesn’t like to be in the machine. Nothing improves productivity like a comfortable operator, and Komatsu’s Dash-6 wheel loaders are loaded with features designed to make an operator more comfortable and productive. It starts with the cab itself, which is the largest in its class, providing ample space for an operator of almost any size.

The cab is also extraordinarily quiet and provides great visibility, thanks to a wide, pillarless, flat-glass front window. Large cab

doors are rear-hinged to open fully, offering easy entry/exit, and will not hamper visibility when operating the machine with the doors open.

Operation itself is a snap with PPC (proportional pressure control) levers that are on a column that can be slid forward or backward for optimum comfort, and a steering wheel that tilts and telescopes so it’s always the perfect distance from the operator. The automatic shift in ranges two through four keeps production high and reduces the amount of manual shifting, thereby helping keep operators fresh throughout a long shift.

Maintenance made easy

Komatsu also took care to make the mid-size Dash-6 wheel loaders as easy as possible to maintain and service. One of the major advancements in this regard is a new main monitor that informs the operator of all machine functions and alerts him if an abnormality occurs. The monitor also stores information on any abnormalities to help technicians troubleshoot the machine for repair. In addition, the monitor informs the operator when it’s time to replace oil and filters.

Other maintenance features include full, side-opening, gull-wing engine doors for ground-level engine service and daily checks; wet, multidisc service and parking brakes that are fully sealed to reduce contamination, wear and maintenance; and a reversible hydraulic cooling fan that helps keep the radiator clean when operating in adverse conditions.

The Komtrax wireless equipment monitoring system is standard equipment on all Dash-6 wheel loaders.

Komatsu-integrated design

Unlike some manufacturers, Komatsu designs, engineers and manufactures its products, including the new Dash-6 wheel loaders.

“From the engine to the hydraulics to the power train to the frame, our machines are all Komatsu,” confirmed Warden. “We think that’s significant because it allows all major components to work together optimally for maximum reliability and productivity. We believe the result is machines that are the best value on the market.” ■

The new mid-size Komatsu Dash-6 wheel loaders feature outstanding horsepower and dumping clearance, as well as the largest cab in their respective classes.





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MORE NEW PRODUCTS

NEW COMPACT TRACK LOADERS

**High performance, high flotation, high value
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Komatsu recently introduced two new, compact, rubber-track loader models. The model CK30, with 2,485 pounds operating capacity, and CK35, with 2,755 pounds operating capacity, are Komatsu's first entries into the fast-growing compact track-loader market segment.

"Contractors are flocking to compact track loaders because they work in conditions where wheel-type skid steer loaders struggle," said Skid Steer Loader Product Manager Bob Beesley. "The low ground pressure (four to five psi) makes them ideal for any job, but especially in soft conditions or where minimum soil compaction is desired. That describes the lion's share of skid steer loader applications."

According to Beesley, Komatsu offers the best of both worlds in loader design too. The CK30 loader uses radial-lift-path technology, while the larger CK35 is a vertical-lift-path loader. The radial lift path is ideally suited to ground-engaging applications, while the vertical lift path, with its 129-inch hinge-pin height (eight inches more than the CK30), is more suited to material-handling and truck-loading operations. A Komatsu 84-horsepower, high-torque, turbocharged diesel engine powers both units.

Like all Komatsu machines, the new CK30 and CK35 compact track loaders are equipped for maximum comfort and productivity with PPC (pilot proportional control) joystick controls, which are easy for any operator to use. A two-speed transmission provides faster ground speed and loading cycles compared to machines with a typical single-speed transmission. Other comfort features include a flat floor, foot throttle and an optional enclosed cab with heater or heater and air conditioner.

Beesley also says Komatsu further separates itself from competitors when it comes to the undercarriage. Before adopting the final design, Komatsu engineers studied existing undercarriage and track systems and identified both strengths and weaknesses. "The result is a system that maximizes the life of the rubber track and provides an offset track-pad pattern for a smoother ride," said Beesley.

Finally, and maybe most important, is Komatsu's attention to service and maintenance. While most competitors' machines require daily greasing, these Komatsu units require lubrication at 250-hour intervals. A tilt-forward cab and engine cover provide access to all engine, driveline and hydraulic components and users can perform the everyday machine checks by simply raising the lockable engine cover.

"Komatsu compact track loaders are light on their feet. They're comfortable, productive, value-packed, service-friendly and offer state-of-the-art safety features," summarized Beesley. ■

Brief specs on the CK30 and CK35

Model	Operating Capacity	Weight
CK30	2,485 lbs.	9,546 lbs.
CK35	2,755 lbs.	10,053 lbs.

Komatsu's new CK30 and CK35 compact, rubber-track loaders offer versatility and productivity on the jobsite.



EQUIPMENT INNOVATION

"SOLD" ON KOMTRAX

Contractor unexpectedly discovers benefits of Komatsu's equipment monitoring system



Dennis Camputaro,
Vice President

When Ralph Camputaro & Son Excavating of North Branford, Conn., bought a Komatsu PC400LC-7 earlier this year, it did so because it wanted the additional size and power the machine would deliver compared to the company's three PC300s. The fact that the PC400 was equipped with the KOMTRAX equipment monitoring system meant little to the company at the time.

"I knew what KOMTRAX was, but we didn't have it on any of our existing machines — and I can't say I was necessarily looking for a unit that had the KOMTRAX system in it," said Vice President Dennis Camputaro.

Like all Tier 3-compliant Komatsu excavators, this PC400LC-7 is equipped with the KOMTRAX equipment monitoring system. Although Dennis Camputaro says he wasn't particularly interested in KOMTRAX when he bought the machine, he now says, "KOMTRAX will absolutely be something I want on machines we buy in the future." He says he especially likes the ease of service scheduling and the production information he receives from the system.

"However, now that we've been exposed to it, KOMTRAX will absolutely be something I want on machines we buy in the future."

With KOMTRAX, Camputaro says he knows where his PC400 is at all times; he knows what it's doing; and he knows the service meter readings.

"I'm completely sold on the benefits of the KOMTRAX system," asserted Camputaro. "The major advantage is that it allows us to preplan our service and maintenance intervals, which makes us more efficient. By knowing in advance when we're going to have the machine down for service, scheduling is much easier and the whole rhythm of our operation runs much more smoothly."

Monitor productivity

Camputaro says the other thing he really likes about KOMTRAX is that it lets him monitor the productivity of individual operators.

"It helps me see which operators are more productive in different applications. Knowing that, I'm better able to match the right operator with the right machine to the right job. Basically, I like everything about KOMTRAX and believe it's definitely an advancement that will help us be successful as we move forward."

KOMTRAX is standard equipment on almost all new Tier 3-compliant Komatsu machines and is available as a retrofit for older machines or non-Komatsu equipment. ■

For more information on KOMTRAX and how it can benefit your operation, contact your sales representative or our service department.





KOMATSU & YOU

PRODUCT IMPROVEMENT

Komatsu Executive Vice President says
innovation requires a commitment to R&D

Kazuhiko Iwata, Executive Vice President,
North American R&D Division

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.

Kazuhiko Iwata has always been fascinated with large equipment. After graduating from the prestigious University of Tokyo in 1975 with a degree in Mechanical Engineering, he joined Komatsu because, in his words, "That's where the large equipment was."

Iwata's first assignment with Komatsu was with the Research and Development (R&D) division's design engineering team, where he was put on a project to help develop the company's first 100-ton dump truck. In the late 1970s, he accompanied the prototype 100-ton truck to Spain for two years of mine site testing. After testing, the HD1200M was released to the market and has been a very successful product for Komatsu.

Since then, Iwata has served as design manager for articulated dump trucks, including a three-year posting in Norway — and as General Manager of Komatsu's Construction Equipment Technical Center #2 in Japan, where he oversaw the design of rubber-tire machines.

In August 2004, he was appointed Executive Vice President, North American R&D Division. In the position, he oversees the activities of Research and Development personnel in both Peoria, Ill., and Chattanooga, Tenn. "I still love big equipment, so for me, the position I have here in America is great because I get to work on mining trucks again — and equipment doesn't get much bigger than that," said Iwata.

When he's not on the job, Iwata enjoys playing golf. "I'm not that good, but it's fun for me. And like all golfers, I hope to get better."

QUESTION: How important is Research & Development (R&D) to Komatsu?

ANSWER: It's vitally important. That's why Komatsu spends more than three percent of total sales on R&D. That's a significant commitment year-in and year-out, but necessary for us to remain a leader in the equipment industry.

Globally, we are the No. 2 manufacturer of heavy equipment. For us to close the gap on No. 1, we must be innovative and we must develop new and better equipment before they do. At Komatsu, we don't believe in copying what somebody else has done. We consider ourselves a pace-setting company and R&D is a crucial aspect of that.

QUESTION: Give us some examples of recent Komatsu R&D successes.

ANSWER: Much of our emphasis in recent years has been on engine development to meet emissions regulations. Our Tier 3-compliant ecot3 engine is a good example of R&D success. It's in our newest machines and is working very well, delivering both better fuel economy and higher horsepower. We're very pleased with the way it's performing.

R&D is also a crucial part of Komatsu's "Unique and Unrivaled" products strategy, whereby we are producing specific machines that are clearly and demonstrably superior to any competitive products. Recent examples of those would be the WA600-6 wheel loader and D155AX-6 (Sigma) dozer, both of which are significantly more productive and efficient than anything else in their class.

QUESTION: In North America, what is Komatsu's R&D emphasis?

ANSWER: Komatsu operates under the concept of "Mother" Technical Centers. For most

products, the Mother Tech Center is in Japan, but our Peoria plant is Komatsu's Mother Center for mining trucks and Chattanooga is the Mother Center for small dozers, so those are areas of emphasis for us. Komatsu engineers are also involved at each North American manufacturing plant to customize and modify machines for this market.

QUESTION: What kind of things are you working on right now?

ANSWER: (Laughs) We don't want to give away secrets so we can't reveal everything. Also, it's called research for a reason. Sometimes the research tells us that certain plans will not work, so we don't like to talk a lot about what we're working on because it may not pan out. Generally speaking however, we're working hard right now on making our equipment more cost effective.

QUESTION: I would assume improving fuel efficiency is one thing you're working on to try to improve cost effectiveness.

ANSWER: Certainly. Fortunately, our fuel efficiency is very good relative to the competition, so it's not like we have to play catch-up — but yes, we are working to make our equipment even more fuel efficient.

It's important to note, however, that fuel efficiency is only one part of cost effectiveness as it relates to construction and mining equipment. Our real effort is to help customers lower their overall owning and operating costs relative to production. In other words, help mining customers reduce their cost per ton and construction customers lower their cost per yard. The high cost of fuel is a very important part of that equation, but it's still only a part. There are many other factors such as acquisition cost, repair and maintenance costs, capacity, cycle times and availability that also impact equipment cost effectiveness.

QUESTION: If you look into your crystal ball, what do you see happening in the construction equipment industry over the next decade or so?

ANSWER: I'm not sure there will be any revolutionary changes, but certainly there will be evolutionary improvements to equipment.



Komatsu's strong commitment to research and development (R&D) is evident at its factories, such as the Chattanooga Manufacturing Operation, and in "Unique and Unrivaled" products like the WA600-6 wheel loader.



Komatsu's Peoria, Ill., plant heads up the manufacturer's worldwide R&D efforts for large mining trucks like the 330-ton 930E.

For instance, I think there will be significant powertrain management advances such as hybrid or electric drive. The automobile industry will probably give us a good indication of where we might be going, especially for trucks.

QUESTION: When a contractor or mining customer hears the name Komatsu, what do you want to be the first word that pops into his head?

ANSWER: Reliability. A machine needs to work every day in order to deliver the best return to the customer, so when a customer says his Komatsu units are his most reliable machines — that makes me happier than anything else. ■



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PARTS POINTERS

KOMATSU KMAX TOOTH SYSTEM

Cost and time savings are major benefits of patented, reusable locking design

As a Purchasing Agent/Warehouse Manager for Delrick Corporation, Inc. of Tazewell, Va., John Hicks's job is to make sure parts are always available for a good-size fleet of equipment. So he's always willing to try a product that may lighten his work load.

"It's not easy keeping up with the needs of our machinery, but it has to be done," said Hicks. "So when our sales representative offered me the chance to try out Komatsu's KMAX tooth system, I was open-minded. I'm glad I was because it's one of the best decisions I've ever made. By far, it's the best tooth system that anyone has ever come up with."

Developed by Hensley, the KMAX tooth system is revolutionary in design, and features a reusable locking mechanism that makes installation and removal fast and safe. Once a tooth is put on the bucket shank, it's locked in place with a 90-degree turn of a socket, eliminating the old and sometimes dangerous method of hammering pins out.

"We've already seen a cost savings," said Hicks. "We've used the KMAX teeth for almost two years without replacing any. They stay in place until you want them off, and you don't have to replace pins. When we changed a tooth before, we had to drive the old pin out, and then it wasn't usable again. At \$12 to \$13 per pin and about 50 pins a month, that adds up quickly."

Designed for long life

KMAX teeth have been tested and proven in the field under the most demanding and punishing conditions. Made of the highest-quality cast alloys, each tooth is heat-treated to the core for hardness and durability to maximize wear life and sharpness.

State-of-the-art, 3-D-modeling software was used to optimize the tooth and adapter shapes (five shapes are available) to fit a variety of machines and applications. All teeth have a similar elliptical shape that minimizes stress and maximizes material flow. The ease of installation and removal allows users to easily flip teeth in cases where working methods and conditions cause unbalanced wear.

Hicks has kept the trial set of teeth and ordered a second set. Soon he plans to have all his machinery converted to the KMAX system. "We know it works," he said. "The cost savings have been fantastic. The mechanics and operators love it because they're not risking injury by pounding pins. It's incredible." ■



John Hicks,
Delrick Corporation,
Inc.

The KMAX tooth system features a reusable locking mechanism that makes installation fast and safe. "They stay in place until you want them off, and you don't have to replace pins," said John Hicks of Delrick Corporation, Inc.



ROAD SONGS

How our transportation system has impacted pop culture

On this 50th anniversary of the U.S. Interstate Highway System, the American Road & Transportation Builders Association (ARTBA) compiled a list of famous road songs and road movies to demonstrate how our city streets, county roads and national highways are more than just a way to get from here to there — that they are actually an important part of our national fabric through pop culture.

Here are a few of the tunes you might want to pop in the CD player the next time you take to the road.

Many popular songs and movies refer to roads and traveling, showing the impact the Interstate system has on our culture.

- “Life is a Highway” by Tom Cochrane
- “On the Road Again” by Willie Nelson
- “Thunder Road” by Bruce Springsteen
- “Take Me Home, Country Roads” by John Denver
- “Ventura Highway” by America
- “Interstate Love Song” by Stone Temple Pilots

If you’re at home and want to watch a road movie, you might want to rent:

- “Easy Rider” with Jack Nicholson,
- “Smokey and the Bandit” with Burt Reynolds,
- “Convoy” with Kris Kristofferson,
- “National Lampoon’s Vacation” with Chevy Chase,
- “Planes, Trains and Automobiles” with Steve Martin,
- “Road Trip” with Tom Green.

“Most of us take this incredible transportation network and our Interstate highways for granted,” says ARTBA Senior Vice President of Communications and Marketing Matt Jeanneret. “But when you take the time to think about it, you realize the enormous impact the Interstate system has — not just on the economy and quality of life — but on our culture as well. Movies and music are a good reflection of that.”

Jeanneret points out that the 46,000 miles of Interstate highways in the U.S. are just a fraction of the total roadways built by the U.S. transportation construction industry over the years. In total, there are 3.9 million miles of roads in the United States. ■



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Upcoming shows slated for asphalt paving industry

Asphalt paving professionals have a couple of industry-related educational opportunities available to them early in 2007.

The National Asphalt Pavement Association (NAPA) will hold its 52nd annual meeting February 18-21 at the San Francisco Marriott. Educational sessions scheduled include one entitled "Managing in an Environment of Material Shortages and Energy Price Volatility," while another will focus on "How to Attract, Retain and Motivate a Quality Workforce."

Other topics to be covered include sessions on management and leadership, funding issues at the federal level, the latest information on asphalt technology, and a variety of environmental and engineering

topics. You can register online at the NAPA Web site www.hotmix.org.

One month later, World of Asphalt 2007 will be held March 19-22 at the Georgia International Convention Center in Atlanta. According to organizers, the event will feature exhibits of the latest technologies and products from leading manufacturers and industry service providers, plus extensive industry-focused educational sessions. New for the 2007 show are operator certification programs and a tour of the National Center for Asphalt Technology, located at Auburn University in Alabama.

For more information or to register online, go to www.worldofasphalt.com or call (800) 867-6060. ■



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ON THE LIGHT SIDE



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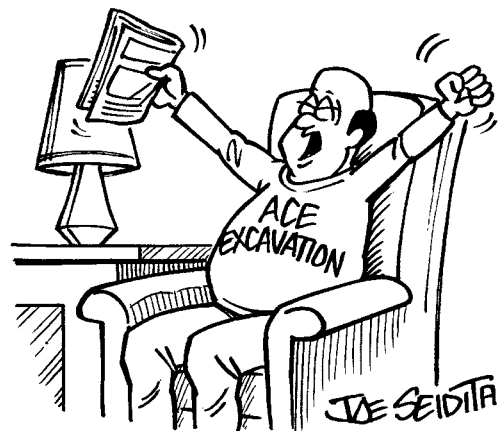
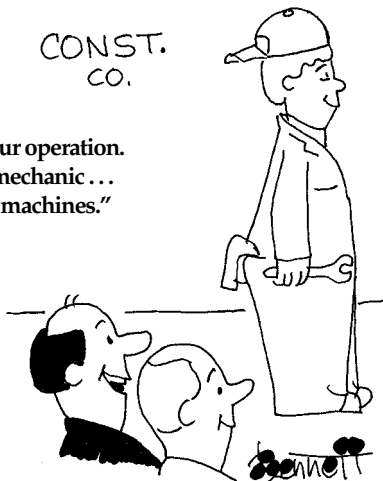
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"He's a good fit for our operation. He's our youngest mechanic... but he likes the old machines."



"Yaaawn!... Guess it's time to hit the bedrock."

THE PEOPLE INSIDE

BILL HOWES

C.N. Wood's new Service Manager has a knack for working with customers



Bill Howes

Bill Howes is a "people" person — and that's good for C.N. Wood customers. When he joined the service team at C.N. Wood last December, he brought with him 20 years of experience working with heavy equipment. But just as important, he enjoys working with customers.

"I've always been a customer guy," said Bill, who is C.N. Wood's Construction Products Service Manager at the Woburn, Mass., operation. "I like dealing with the customers face to face. Especially if a customer has a problem, I don't want it to come back and haunt me later."

Bill oversees seven field technicians and eight shop technicians who take care of those problems and handle general service and maintenance work for customers.

The bottom line

"The bottom line is, we like to take care of the customers as much as possible," he said. "That's my philosophy in a nutshell. I don't want customers upset because of downtime. And since I've been at C.N. Wood, there hasn't been any yelling or screaming, so I know our mechanics are good and Komatsu equipment is very good equipment."

To continue to take care of customers in the way they are accustomed, Bill is working to set up more training for the company's technicians.

"That's one of my goals — to send everyone to at least one or two classes a year," he noted. "We have some very good mechanics here, and eventually I'd like to start a 'train-the-trainer' program. That way, we can send one person to

a manufacturer's school and have that person come back and train the rest of the mechanics."

Right now, C.N. Wood service technicians are being trained on the new Tier 3 engines, the Dash-6 loaders, the Dash-6 dozers and the Dash-8 excavators.

PM emphasis

As the new Service Manager, another emphasis for Bill is signing up customers for C.N. Wood's preventive maintenance (PM) programs, including using the company's lube truck at the jobsite.

"Our PM programs offer so many advantages," he said. "Realistically, customers can schedule their repairs and downtime. Customers also don't have to worry about any environmental hassles or waste. Our preventive maintenance programs take care of their machines. It's a very beneficial program for customers."

Although he considers his service technicians some of the best around, he said C.N. Wood is always looking for more. "The demand for mechanics right now is crazy," he observed. "We're always looking for qualified people, mechanics with four or five years' experience who we can train here."

When Bill finds time away from his responsibilities at the Woburn shop, he attends his kids' baseball, soccer and other events and lets his passion for all types of auto racing take over.

Bill's family includes his wife, Cheri, and two sons — Matt, 11, and John, five. ■



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DISTRIBUTOR CERTIFIED

RELIABLE USED EQUIPMENT

Komatsu "Distributor Certified Used" excavator provides value for site-prep, highway contractor



Randy Mikkelsen owns and operates Mikkelsen Bros., an excavation company in Langdon, N.D. With a work force of about 20, the company specializes in site preparation and state highway work.

With a fairly large work load, Mikkelsen needs productive equipment that he can rely on to keep moving dirt. When he needed an excavator recently, Mikkelsen turned to his local Komatsu distributor for a Distributor Certified Used machine.

"I asked my distributor to find me a PC120 because that size fits our needs particularly well," said Mikkelsen, who purchased a

PC120-6 with 1,200 hours. "They offered this one or a new one that could be delivered in five or six weeks. I compared the prices and the number of hours and felt the used machine was the best value for us at the time."

He also felt comfortable knowing specially trained technicians had gone over the machine with a fine-tooth comb to make sure it was in top working condition. Komatsu Distributor Certified Used machines are thoroughly inspected and rated based on specific criteria including age, hours, component wear and appearance. Special finance rates and extended warranties are also available on many Distributor Certified machines.

"We don't generally buy used equipment," Mikkelsen noted. "The last few excavators we've bought have been new, but I had no problem purchasing this machine. I've run Komatsu excavators for a long time, so I was confident in the product. Plus, as a Komatsu Distributor Certified machine, I knew my distributor would stand behind it if there were any issues."

The right fit

Mikkelsen also noted that the size of the 27,000-pound-plus PC120-6 often allows it to be moved without load restrictions. The company uses it for a variety of applications such as digging footings and utility trenches and loading trucks.

"It's worked very well, but then we expected that based on our past experience with Komatsu equipment," said Mikkelsen. "Our last PC120 had about 12,000 hours on it and was still running well when we traded it in. I expect we'll get the same kind of production out of this used machine." ■

Randy Mikkelsen, Owner of Mikkelsen Bros., uses his Komatsu Distributor Certified Used PC120-6 excavator for a variety of tasks in his site-preparation business. "The last few excavators we've bought have been new, but I had no problem purchasing this machine," he said. "I've run Komatsu excavators for a long time, so I was confident in the product. Plus, as a Distributor Certified machine, I knew my distributor would stand behind it if there were any issues."



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