

# WOOD WORKS

A PUBLICATION FOR AND ABOUT C.N. WOOD CO., INC. CUSTOMERS • 2013 No. 1

## *intelligent* **MACHINE CONTROL DOZERS**

New integrated technology in D61i-23  
maximizes production, lowers costs  
with automated blade control

See article inside . . .



**KOMATSU®**

# A MESSAGE FROM THE CHAIRMAN

200 Merrimac Street  
Woburn, MA 01801



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

Dear Valued Customer:

Like you, we're excited about what lies ahead next year. Economic indicators show a strengthening economy, and construction has been a major beneficiary. Spending hit a four-year high recently, led by a strong rebound in residential construction that includes significant gains in new housing starts. Non-residential construction also continues to do well, and many organizations expect the trend to continue into 2014 and beyond.

Another reason we're looking forward to next year is the upcoming CONEXPO. Held in Las Vegas on March 4-8, it showcases the latest in equipment and technology for the construction industry. As always, the manufacturers we represent, such as Komatsu, will have several innovative new products on display and will feature their world-class product support capabilities. We hope to see you there.

While new products are always exciting, sometimes purchasing a used piece makes perfect sense. In this issue of your *Wood Works* magazine, there's an informative article about Distributor-Certified used equipment available through Komatsu ReMarketing. These thoroughly-inspected machines offer a great alternative to new equipment.

Used or new, we can service your equipment, and encourage you to contact us about special incentives that may apply to parts and repairs on your machinery during the coming months. In some instances, subsidized financing may be available. Contact us for further details.

As always, if we can do anything for you, please call or stop by one of our locations.

Sincerely,  
C.N. WOOD COMPANY, INC.

Robert S. Benard  
Chairman

**Looking  
forward to  
2014**





# WOOD WORKS

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Published by Construction Publications, Inc. for



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# Take Command

You've never had better control over big rolling jobs. BOMAG's new BW278AD-4 features an all new operator's station for improved comfort, performance and operating efficiency.

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- Easy to read controls make it simple to monitor machine vitals and mat conditions.
- 78" wide drum with 4000 vpm frequency for better, smoother, faster compaction.
- Cummins Tier 3 engine with ECO mode improves fuel economy by 20% during pause.

For more details on the new BW278AD-4 tandem roller, visit [www.gobomag.com](http://www.gobomag.com)



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## EXPANDED INVENTORY

# NEW PRODUCTS

## C.N. Wood takes on full road building line; also adds innovative refuse hauler

As part of its ongoing efforts to provide a highly versatile customer base with the machines they need to succeed in an increasingly competitive environment, C.N. Wood has expanded its list of product offerings to include the full line of BOMAG road building products. These include pavers, reclaimers and mills, as well as BOMAG's traditional compaction line. All these products, as well as the new BOMAG CMI and Cedarapids products, are available at C.N. Wood locations in Massachusetts, Rhode Island and, now – Connecticut.

In addition, municipalities and independent refuse haulers throughout New England can

also now turn to C.N. Wood for New Way garbage trucks, including the innovative Sidewinder XTR automated side loader.

"We have many dynamic customers who offer a wide range of services to their clients, such as site work companies who do paving or quarry companies who do asphalt," said C.N. Wood General Manager Jim Maxwell. "At C.N. Wood, our goal is to be a one-stop-shop for those customers. If they need a product, we want them to turn to us for it. And with BOMAG and New Way, we're confident that we have industry-leading products that, combined with C.N. Wood support, will deliver outstanding results."



**Jim Maxwell,**  
General Manager,  
C.N. Wood

*Continued . . .*

New Way's Sidewinder XTR Automated Side Loader is a one-person truck that can dump as many as 1,300 containers per day. "It's a tremendous product," said New Way VP Phil Allen. "The arm can reach out 12 feet, pick up a 1,000-pound container and dump it within eight seconds."



# C.N. Wood – a one-stop-shop for customers

... continued

## BOMAG road building equipment

C.N. Wood's decision to become a "full line" BOMAG dealer, combined with BOMAG's acquisition of former Terex brands Cedarapids and CMI, means C.N. Wood now offers a complete package of products for road building contractors. Even better – they are now available through C.N. Wood in the state of Connecticut, as well as in Rhode Island and Massachusetts.

"Previously, we carried BOMAG soil, asphalt and landfill compactors, as well as milling machines," said Maxwell. "Now, we also have the pavers and road stabilizers/reclaimers. We've been growing that road building side of our business for awhile and this was an opportunity to land a high quality manufacturer that would be a very good fit for our company and our customers.

"For road builders, dealer support is crucial," he added. "Equipment downtime is a killer because they often have tight deadlines and limited hours in which to work, much of it at night and on weekends. At C.N. Wood, we take a lot of pride in our ability to service what we sell, and we've taken steps to ensure that we're able to support paving operations 24/7."

## New Way garbage trucks

New Way is not the largest manufacturer of refuse/garbage trucks, but it firmly believes its product is the clear industry leader. The

company makes front loaders and rear loaders, but its flagship product is the Sidewinder XTR Automated Side Loader. The Sidewinder is a one-person truck that can dump as many as 1,300 containers per day, compared to the 700-800 containers per day that a comparable two- or three-person rear loading garbage truck might be able to handle.

"We introduced the Sidewinder automated body five years ago, and sales have increased at a year-over-year rate of 35-40 percent for each of the last several years," said New Way VP Sales Phil Allen. "It's a tremendous product. The arm can reach out 12 feet, pick up a 1,000-pound container and dump it within eight seconds. Nobody else has that type of lift capacity.

"But what's really remarkable about the Sidewinder compared to the competition is that we haven't had one single arm failure since its introduction," Allen added. "That's unheard of in our industry. It's not at all unusual to see competitive trucks replacing arms after just two or three years. That reliability, combined with great productivity and unmatched customer service, is what we believe sets New Way and the Sidewinder apart."

If you're looking to replace a single refuse truck or a fleet of them, call your C.N. Wood Sales Rep or nearest branch location. They'll be happy to set up a demo. ■

C.N. Wood recently added the full line of BOMAG road building equipment to its list of product offerings.

"Previously, we carried BOMAG soil, asphalt and landfill compactors, as well as milling machines," said C.N. Wood General Manager Jim Maxwell. "Now, we also have the pavers and road stabilizers/reclaimers, which is a very good fit for our company and our customers."





# Innovative. Integrated. Intelligent.



## D61i-23

## Next Generation Machine Control

**No Masts**

**No Cables**

**No Connections**

Factory installed Intelligent Machine Control —standard on the new D61i-23.  
Automated dozing —1<sup>st</sup> to last pass with finish grade performance.  
Intelligent blade assistance minimizes track slip and improves efficiency.

Komatsu — Customer driven solutions.



Scan here to see the video.



Conventional  
Machine Control

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## INNOVATIVE PRODUCTS

# D61i-23: A REVOLUTION IN DOZING

New *intelligent Machine Control* dozers maximize production, lower costs with fully automated blade control



Jason Anetsberger,  
Product Manager,  
Intelligent Machine  
Control

Komatsu's exclusive *intelligent Machine Control* (iMC) is a fully integrated, factory-installed, 3D machine control system. It provides automatic grading from start to finish and is designed to increase productivity while reducing material costs.

When contractors started using 3D machine control, they quickly realized the efficiency and productivity advantages the systems provided, including reduced operating and material costs. Komatsu takes the technology to the next level with the introduction of its first *intelligent Machine Control* dozers, the D61EXi-23 and D61PXi-23.

"Dozers equipped with conventional aftermarket 3D machine control are easy to spot on the jobsite, because they're the ones with a mast or masts attached to the blade and cables running from a mast to the cab," explained Jason Anetsberger, Product Manager, Intelligent Machine Control. "Komatsu eliminated those by integrating the 3D machine control technology into the machine, with sensors located in the cylinders and a cab-top antenna. Unlike traditional machine control systems, Komatsu's *intelligent*

*Machine Control* is fully integrated and factory-installed."

Components of the integrated *intelligent Machine Control* system include robust stroke-sensing hydraulic cylinders and a chassis-mounted enhanced inertial measuring unit, as well as the cab-mounted antenna and in-cab control box. Designing the GPS components into the machine improves durability, and the cab-top antenna provides accurate surface data by measuring actual elevations as the dozer continuously tracks during operation. The system measures progress in real time.

### Seamless mode switches

The *intelligent Machine Control* D61i-23 dozers provide automatic blade control from rough cut to final grading. Inside the cab, an easy-to-use operator interface uses design files and interacts with the dozer's machine-system controls, including blade control – the D61i comes standard with a power-angle-tilt blade – and tractive-effort management. As the dozer approaches final grade, it automatically and seamlessly switches from rough dozing to finish grading.

"Typically, users rough cut to within a few inches of final grade before turning on the automatics of their machine control system to get to final grade," said Anetsberger. "That's because if the operator uses traditional machine control in automatic during rough cut, the machine tries to push or cut too much material, and, inevitably, the tracks slip. That can reduce productivity, cause unnecessary wear on the tracks, increase fuel usage and increase overall owning and operating costs.

"We're reducing or eliminating those issues with the D61i," he added. "During rough cut, if



The integrated *intelligent Machine Control* system features stroke-sensing cylinders and a cab-top antenna that eliminate the traditional mast(s) and cables associated with 3D machine control. Operators can also select modes to match material conditions.





## ► VIDEO

### Brief Specs on *intelligent Machine Control* Dozers

Komatsu's new D61i-23 dozers provide grade control from rough dozing to finish grading. The integrated 3D machine control system automatically raises and lowers the blade to provide maximum production with reduced track slip and better fuel efficiency.

Models	Net Hp	Operating Weight	Blade Capacity
D61EXi-23 D61PXi-23	168 hp	39,441-41,381 lbs.	4.5-5.1 cu. yds.

the system senses the blade has excess load, it automatically raises to minimize track slip and maintain forward momentum. The blade also automatically lowers to push as much material as possible, so it's designed to maximize production under all situations."

The advantages of the new Komatsu *intelligent Machine Control* dozers are significant, with field tests showing efficiency improvements of up to 13 percent compared to conventional aftermarket machine control systems, depending on factors such as operation and conditions.

"Machine owners can realize those benefits even with less-experienced operators," said Anetsberger. "Operators can make changes through a simple touch-screen control box. To ensure maximum productivity and efficiency, they can adjust machine control settings from presets to allow for material conditions. Four dozing modes – cut and carry, cutting, spreading and simple grading – are available, along with light, normal and heavy load modes."

Anetsberger noted that the new technology has similarities to traditional aftermarket machine control systems. "Customers' base stations and project design files are still necessary to operate the new D61i dozers. In addition to the unique

benefits of the D61i-23, all of the key benefits of conventional machine control remain, such as less staking and lower surveying costs."

### 100-percent Komatsu supported

Not only does the customer benefit from the improved efficiency and durability of the D61i-23's integrated machine control system, but also from the service and support aspect. Komatsu and the local Komatsu distributors fully support the factory-installed *intelligent Machine Control* system. The customer can rest assured that Komatsu is 100-percent behind both the base machine and the on-machine *intelligent Machine Control* technology.

"As with other Tier 4 Interim machines, the D61i-23 dozers are backed by Komatsu CARE, which provides complimentary scheduled maintenance and complimentary KDPF exchanges. In addition, each Komatsu distributor will have a dedicated Technology Solutions Expert (see related story) whose responsibilities include initial calibration of the machine and ongoing support. Our extensive field testing shows these intelligent dozers can make any user productive and efficient, and we encourage anyone looking for that to demonstrate one." ■



Go online or scan this QR code using an app on your smart phone to watch the D61PXi-23 dozer in action.

# Komatsu distributors' staff support new technology

... continued

## Technology Solutions Experts ready to help you deploy 3D machine control systems

When buying a new machine, confidence comes in knowing that the distributor and manufacturer will stand behind it with strong support. That's always the aim of Komatsu, and it's taken additional measures with the introduction of its new *intelligent Machine Control* D61i-23 dozers.

"The D61i dozers feature fully integrated, 3D machine control components that Komatsu factory installs," said Ron Schweiters, Product Marketing Manager of Komatsu's recently formed Intelligent Machine Control Division. "Our iMC Division goals include making equipment owners and operators aware of technology, such as 3D machine control systems, that is proven to lower owning and operating expenses by increasing productivity and reducing material costs."

Komatsu's new *intelligent Machine Control* dozers build on those attributes with an integrated system that eliminates the mast, or masts, and cables associated with conventional, aftermarket

3D machine control grading systems. The D61i-23 dozers instead have a cab-top antenna, stroke-sensing cylinders and a chassis-mounted enhanced inertial measuring unit, among other items. All were designed to exacting standards with durability in mind.

"Whenever new technology is introduced, there's a bit of trepidation, and we want to take that away by letting customers know we're fully prepared to back those machines," said Mike Salyers, Product Marketing Manager, iMC. "One way we're doing that is through dedicated Technology Solutions Experts (TSE). The TSE plays a key role in helping customers understand the technology and how they can implement it into their fleets."

Part of the support they provide is the initial calibration of the new *intelligent Machine Control* machines. TSEs have spent numerous hours training to make this critical step go smoothly. Once calibrated, the machines are ready to work,

providing automated blade control from initial rough cut to final grade.

"From that point, the D61i dozers work much like traditional dozers, communicating with the user's own machine control base unit and design files," said Salyers. "The TSEs can help with these steps, too, by working with operators to dial-in the project, select proper modes based on site and material conditions and maximize productivity and fuel economy. They can also support traditional machine technology." ■



Komatsu distributors now have Technology Solutions Experts, whose role is to provide initial setup of the new D61i-23 dozers, along with ongoing support. They've spent many hours training to ensure customers' technology needs are met.



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# UP TO THE CHALLENGE

## Rugged design of new PC360LC-10 Waste Handler provides maximum uptime in tough applications



Kurt Moncini,  
Product Manager,  
Excavators

Waste handling can be an extremely tough application for equipment. Not only is waste material highly varied and difficult to handle, it produces a lot of airborne debris that can wreak havoc on engines and other critical systems. Komatsu designed its new PC360LC-10 Waste Handler to stand up to both types of challenges.

"Anyone who works in transfer stations, demolition, scrap handling and recycling centers knows how severe these applications can be," said Kurt Moncini, Product Manager, Excavators. "Komatsu built the PC360LC-10 Waste Handler with these conditions in mind and came up with a package that helps minimize the impact of these unique environments. We reduced associated downtime and kept the focus where it should be: the work at hand."

### Brief Specs on the Komatsu PC360LC-10

Model	Net Hp	Operating Weight
PC360LC-10	257 hp	78,255-79,930 lbs.

Komatsu designed the PC360LC-10 Waste Handler for maximum uptime in severe-duty applications such as transfer stations and recycling.

Komatsu engineered the PC360LC-10 Waste Handler with a severe-duty revolving frame undercover that has thicker steel for greater protection of internal components. Operators are also well protected from falling debris with standard cab-top guarding. Additional falling-object protection and front window guards are also available.

The heavy-duty boom and arm are made with high-tensile strength steel and have large cross-sectional areas and one-piece castings in the boom foot and boom and arm tips. The design provides excellent strength and durability.

### Debris accumulation reduced

Several features reduce debris accumulation and improve airflow, allowing the operator to focus on the job instead of the temperature gauge. Improvements include a high-capacity Sy-Klone® engine precleaner, remote-mounted A/C condenser, engine door and hood corrugated screening package, auto reversing fan and radiator clean-out covers to keep air flowing through the coolers and make cleaning easier. Engine and hydraulic-compartment gap seals prevent debris from entering the radiator-cooling air stream. A wide core cooling package with wide fin spacing keeps air flowing through the radiator, hydraulic oil and charge air coolers. The standard auto reversing fan changes air flow direction to clean screens and coolers on a regular interval.

"Operators can adjust the interval to match conditions, and they can manually reverse the fan at any time with the flip of a conveniently-located switch on the right-hand console," said Moncini. "Six working modes allow operators to match machine performance to the application, which offers high production in tougher tasks and greater fuel efficiency in less strenuous situations, so users get dual benefits." ■





# DASH 10 EXCAVATORS

From Komatsu - The Excavator Experts



Komatsu Dash 10 excavators provide increased horsepower, improved operator comfort and reduced fuel consumption. The excavator experts at Komatsu can help you complete jobs more quickly, while lowering your fuel and maintenance costs.

- Efficient Komatsu Tier 4 Interim engines and advanced hydraulic systems maximize productivity while providing up to 10% lower fuel consumption.
- Enhanced operator environment improves comfort and machine control.
- Komatsu CARE provides complimentary Tier 4 maintenance, including KDPF exchange filters. Contact your Komatsu distributor for details.

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From Komatsu - The Loader Experts



The WA500-7 Tier 4 Interim Wheel Loader is a class-leading performer in the aggregate industry with improvements in production, fuel efficiency, operator comfort and serviceability.

- Large-capacity torque converter with lock-up delivers power, speed and efficiency.
- New operator's cab offers improved visibility and ergonomics.
- Efficient Tier 4 Interim engine provides up to a 7% reduction in fuel consumption.
- Komatsu CARE provides complimentary Tier 4 maintenance, including Komatsu Diesel Particulate Filter exchange. Contact your Komatsu distributor for details.

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## A CLOSER LOOK

# TRIED AND TRUE HAULER

## Komatsu's 930E mining truck boasts industry-leading availability and longevity

There's a reason you see so many Komatsu 930E haul trucks in mines, not just throughout the U.S., but worldwide. Actually, there are two reasons. First of all, nearly 1,700 930Es have been sold since the model was first introduced in 1996. Second, they last a long time, so once a mine has one, it's not unusual that it's still running 10, 12 or 14 years later.

"It's one thing to have a truck that old with 100,000 or more hours on it; it's another for it to still be producing at a high level," said Tom Stedman, Komatsu Product Marketing Manager, Electric Drive Trucks. "But we have many 930Es out there with double-digit years and six-figure hours delivering exceptionally high availability. Historically, we have had the highest mechanical availability of any of the large-haul trucks, and we're very proud of that."

One of the primary reasons for the success of the 930E is the electrical retarder system.

"We believe dynamic electrical retarding is far superior to the mechanical braking system of our primary competitor," said Stedman. "It virtually eliminates brake wear and requires far less maintenance, which improves operating costs and contributes to our high mechanical availability. The other big advantage is speed on grade. Trucks equipped with an electric dynamic retarder can navigate downhill loaded grades as much as 40-percent faster than an equivalent size mechanical-drive truck."

At 320 tons, the 930E is a perfect four-pass match for a shovel with a common 80 ton bucket.

While Komatsu is already at work on a Tier 4 model that will be required in 2018, Stedman

says the "bones" of the truck will remain the same. "It's still early in the redesign process, but the bulk of the changes will be related to the engine and emissions, including improved fuel economy. We will be building on the elements that have made this model so successful, while modernizing important areas, such as the cab, control system and electronics."

For more information on how the 930E-4 or the 3,500 hp 930E-4SE can improve performance on your mine site, call your local Komatsu Distributor. ■



Tom Stedman,  
Komatsu Product  
Marketing Manager,  
Electric Drive Trucks

### Brief Specs on Komatsu 930E-4

Model	Gross Vehicle Weight	Gross Output	Payload
930E-4	1,106,670 lbs.	2,700 hp	320 tons

The dynamic electrical retarding system is one reason Komatsu's 930E-4 haul truck provides maximum uptime. It also allows operators to increase hauling speed and improve productivity.



# NEW ATTACHMENTS

## Increase productivity in rock excavation and demolition with Xcentric™ Rippers

www.CNWood-Works.com



Go online or scan this QR code using an app on your smart phone to watch video.

If your list of services includes rock excavation and/or demolition, you're always looking for increased performance and production output with lower maintenance costs and less downtime. You can get those benefits with Xcentric™ Ripper attachments.

Nine models are available for seven- to 150-ton excavators, and all were developed with Xcentric's patented Impact Energy Accumulation Technology, which features amplified eccentric gears and enables efficient rock breaking and demolition. It provides high production in even the most severe conditions, and it can be an economical alternative to drilling and blasting in areas where that may not be possible or is limited.

Xcentric Rippers feature patented Impact Energy Accumulation Technology with amplified eccentric gears that enables efficient rock breaking and demolition. It provides high production in even the most severe conditions, and it can be an economical alternative to drilling and blasting in areas where that may not be possible or is limited.



### ▶ VIDEO



"The unique design provides greater energy and force than traditional hydraulic breakers," said Rob Brittain, Product Manager, Specialty Attachments with Hensley Industries (a Komatsu company). "That patented technology increases the speed and the blows per minute. Depending on size, it could be up to 1,500 bpm."

Xcentric Ripper attachments have two- to five-times higher production rates in most applications and conditions, according to Brittain. "There are a wide range of uses, from trenching in rocky applications to demolition and underwater use, as well as quarries and tunnels. There is an Xcentric Ripper that will suit nearly every need."

### Built for durability

Xcentric Rippers are made with wear-resistant steel for long life, and have a simple structure for ease of maintenance and durability. Adding to Xcentric Ripper's durability is a closed-energy chamber that keeps the attachment virtually free of dust, water and other potential contaminants, even in underwater applications. That helps ensure lower maintenance and repair costs normally associated with severe working conditions.

"Other key benefits include minimal wear-parts consumption and maintenance, with no daily lubrication required; long-life components; less fuel and emissions per ton; easy operation; and increased operator comfort with low-noise performance on par with that of using a bucket," said Brittain, noting the rippers work with competitive brands as well as Komatsu. "We encourage those who do these types of work to consider an Xcentric Ripper. I believe they'll see a noticeable difference in increased production and lower maintenance costs." ■



# BUILDING LASTING RELATIONSHIPS

## Ed Powers says listening and the “gemba” philosophy lead to improved equipment performance and product support

**QUESTION:** The initial push for Tier 4 Final machines begins soon. Is Komatsu ready?

**ANSWER:** Most certainly. As government emissions regulations mandate, we will be introducing our Tier 4 Final products in 2014. As of now, we haven't announced which models are included, but when you visit our booth at ConExpo in March, you will see our introductory-line machines. Komatsu's introduction of Tier 4 Interim machines proved to be very successful, and we expect similar results with our Tier 4 Final machines.

**QUESTION:** Why were the Tier 4 Interim machines so successful?

**ANSWER:** Komatsu CARE was one of the major factors in the success of our Tier 4 Interim machines. Prior to their launch, we listened to our customers' concerns relating to this new technology. Their primary concerns were reliability and maintenance. Based on that, we created Komatsu CARE – a complimentary package for all our Tier 4 machines, which provides factory-scheduled maintenance for the first three years or 2,000 hours, whichever comes first, and includes up to two Komatsu Diesel Particulate Filter exchanges. In addition to addressing the required government mandates and supporting our customers' Tier 4 Interim concerns through Komatsu CARE, we also improved the overall efficiency of our products, especially when it came to fuel usage.

A good example of improved efficiencies is our D61i-23 dozer, the next generation of machine-control technology and the first *intelligent Machine Control* (iMC) model in the North American market. It provides automated blade control from rough-cut to finish grading, and it is setting a standard by changing the traditional mast- and cable-aftermarket systems. We plan to introduce more dozer-model sizes

*Continued . . .*



Ed Powers, Vice President and General Manager, Construction Equipment Division & General Manager, Northern Latin America 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.*

This year marks Ed Powers' 25th anniversary with Komatsu. He has served as Vice President and General Manager, Construction Equipment Division for the past five years, and in January 2012, he increased his responsibilities to include General Manager, Northern Latin America Division. Prior to that, he served as Vice President of Construction Equipment Sales, West Region Construction Equipment Manager, Director of North America Sales Utility Division, Regional Manager of Rental Services, Deputy Regional Sales Manager (NJ) and Finance Field Representative.

"I have witnessed our business evolve during the past 25 years. The level of sophistication and how rapidly technology advances is mind-boggling. This is the advantage Komatsu has over the competition – we are recognized as an engineering leader. Most manufacturers have huge marketing campaign budgets, whereas Komatsu prioritizes its budget into research and development. This is how we can provide our customers with the most technologically advanced product in the market – the D61i-23 dozer," said Ed, who graduated from the State University of New York in 1988 and later earned his MBA at Keller Graduate School of Management in Chicago, Ill.

Most of all, Komatsu understands that manufacturing the most advanced products isn't the sole answer to satisfying customers' needs. In this market you must offer a premium product, but what sets Komatsu apart from its competitors, is providing superior product support and progressive telematics capabilities. It's all about preventive maintenance and being able to control your costs. Komatsu can provide all the necessary tools, no matter the objective. We listen, focus on gemba and deliver."

Ed and his wife, Berta, have been married for six years and have two children, three-year-old Joselyne and eight-month-old Liam.

# Komatsu providing more options for its customers

... continued

*Gemba: a Japanese word meaning "where things are actually taking place." Komatsu regularly visits customers' jobsites (their gemba) to see first-hand how customers use their equipment. The gemba philosophy is one of the key principles Komatsu applies to demonstrate its commitment to quality and reliability.*

Komatsu met emissions regulations with its Tier 4 Interim machines, as well as improved productivity and efficiency that resulted in lower owning and operating costs. Tier 4 Final standards begin in earnest next year.

in the months ahead, and we will have an impressive display of our excavator line at ConExpo.

**QUESTION: What else is Komatsu doing to make the customer experience better?**

**ANSWER:** Today's construction-equipment users are much more knowledgeable when it comes to owning and operating costs, and they are fully literate in the world of instant communication. Komatsu continues to elevate its telematics capabilities by incorporating new technology, such as KOMTRAX and our new mobile app, which allows users to view real-time critical machine information on their Apple or Android smart phones or via tablet device. Komatsu customers can also order parts online through eParts and communicate with us via text and email. The next generation of contract owners is here, and we are running right along with them.



Komatsu introduced its new D61i-23 intelligent Machine Control dozers with integrated grade-control technology that provides automated blade control from rough-cut to finish grading. According to Komatsu's Ed Powers, the machines have received rave reviews.



Komatsu strives to know its customers and their specific needs, so we've made a commitment to visit customers' work sites and witness first-hand their work flow. This gives us a true understanding of their needs and helps build long-lasting relationships. The Japanese refer to this visualization process as gemba, and during the past few years, Komatsu has aggressively employed the gemba philosophy. I firmly believe that this has contributed to our success today.

This customer-centric approach is very important to Komatsu. The Tier 4 technology is extremely complex and there is still a steep learning curve for some of our customers. Komatsu and its Distributors are working together to help customers tackle that learning curve more quickly, which is another advantage of Komatsu CARE. During the program's regularly scheduled maintenance visits to customers' jobsites, we have additional opportunities to share KOMTRAX data, visualize their applications and personally ensure that customers are entirely satisfied. Komatsu is committed to being more than just an equipment provider – we are a one-stop-shop solution provider.

**QUESTION: What market opportunities exist?**

The rental market has always been a good opportunity for growth. That's even more apparent now, as the Construction Equipment (CE) market recovers from one of the worst economic downturns since the Great Depression. Typically the rental market has represented approximately 20 percent of our entire CE demand, but it's currently at nearly 45 percent, and we expect it to remain a dominant segment of our business. Through our Rental and ReMarketing Division, Komatsu and our Distributors are ready to enhance and reinforce our rental presence in the growing market.

**QUESTION: You mentioned the CE Market returning to pre-recession levels. How are markets looking today?**

**ANSWER:** During the past several years, the CE market recovery has been fueled by the commercial, infrastructure and rental segments, with much of this growth resulting from increased energy demand. We are very optimistic that as the housing market continues to recover at a long-term sustainable rate, the CE demand will also remain solid, which will invigorate the overall economy. ■



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## NEW INCENTIVES

# NEW PROGRAM REDUCES COSTS

## Komatsu offers incentives and financing to help you make needed repairs now

For many construction companies, the winter months are a time to take stock of and make critical repairs to equipment in order to ensure it's ready for the next season. Among those critical repairs are major items such as hydraulic or drive train overhauls and engine rebuilds, which are designed to bring machines back to like-new performance.

Although repairs can be costly, delaying those repairs can lead to unexpected downtime and higher lost-time costs. Komatsu recognizes this, so it is participating in and supporting distributor incentives for major machine repairs using new and Komatsu Reman parts. Additionally, Komatsu recognizes that it can be difficult to pay in-full for the needed repairs, so they are also providing attractive financing for qualified customers, including zero-percent financing for 12 months and no payments for 90 days through Komatsu Financial.

"We understand that there are a variety of reasons for putting off needed repairs, but doing so could put you at risk for significant downtime when a machine is most needed," said Glenn Schindelar, Senior Marketing Manager. "Komatsu is committed to finding solutions to help ensure those larger repairs get done now so that our customers' machines are running at peak performance when it's time to go to work. This is a way to do that at a reasonable cost that can either be paid for outright or financed over a period of months."

To take advantage of this program, repairs must be done by C.N. Wood's Komatsu-certified technicians either in the shop or in the field. All parts carry a one-year, unlimited hours warranty.

"Having the work done by Komatsu-certified technicians offers peace of mind that it's done right, and having a warranty provides added value," said Schindelar. "We encourage those

considering repairs to check out their distributor incentive programs and financing to see if it's right for them. We find that customers who take advantage of specials like these tend to greatly benefit."

Schindelar cited examples, such as a sand and gravel company that was having a difficult time affording the upkeep of its machines during the economic downturn. The company fixed what it could, but a more comprehensive solution was required. Using the local distributor's incentive program, combined with zero-percent financing through Komatsu Financial, the company was able to put one machine back into proper working order. Because the program worked so well, the company decided to finance repairs on two additional machines. This one customer, and many others like him, was able to completely repair his machines and have them totally ready for full production without impacting his short-term cash flow.

"We have many similar stories where customers used an incentive program and financing to lower their cost and manage their payments, so they were able to repair their machines without a major impact to cash flow," said Schindelar. "It showed them that Komatsu and their distributor were committed to their success." ■



Glenn Schindelar,  
Senior Marketing  
Manager

Komatsu is participating in and supporting dealer incentive programs with discounts on new and Komatsu Reman parts used to make major repairs. Komatsu is also providing attractive financing options for qualified customers, including zero-percent financing for 12 months and no payments for 90 days through Komatsu Financial.



# EXPANDED REMARKETING INVENTORY

## Komatsu increases its offering of quality Distributor-Certified used equipment



**Lee Haak,  
Director,  
ReMarketing**

*To view available distributor-certified used pieces available through Komatsu ReMarketing, visit [www.komatsuused.com](http://www.komatsuused.com).*

In 1999 Komatsu formed its ReMarketing Division to offer quality Distributor-Certified used equipment. Since then, hundreds of contractors throughout North America have taken advantage of these lower-cost alternatives to new equipment.

"We continue to see contractors turning to the rental and used equipment market to augment their fleet so they're not tying up their capital in new machines," said Lee Haak, Director, ReMarketing, which is now a part of Komatsu's Rental and ReMarketing Division. "Komatsu's aim is to offer customers the highest-quality used machinery in the industry, and we've made a concerted effort to expand our organization to meet that goal. For instance, Komatsu employs ReMarketing regional managers (see sidebar)

to work directly with Komatsu distributors. ReMarketing has also trained more than 1,000 Komatsu-certified evaluators at our distributors."

Those evaluators do more than just take a cursory glance at a piece of used equipment to determine its resale value. Each machine is put through a thorough, 200-step evaluation process that checks machines from stem to stern. This process includes measuring items such as the undercarriage on a bulldozer. Any item not meeting Komatsu standards is clearly identified.

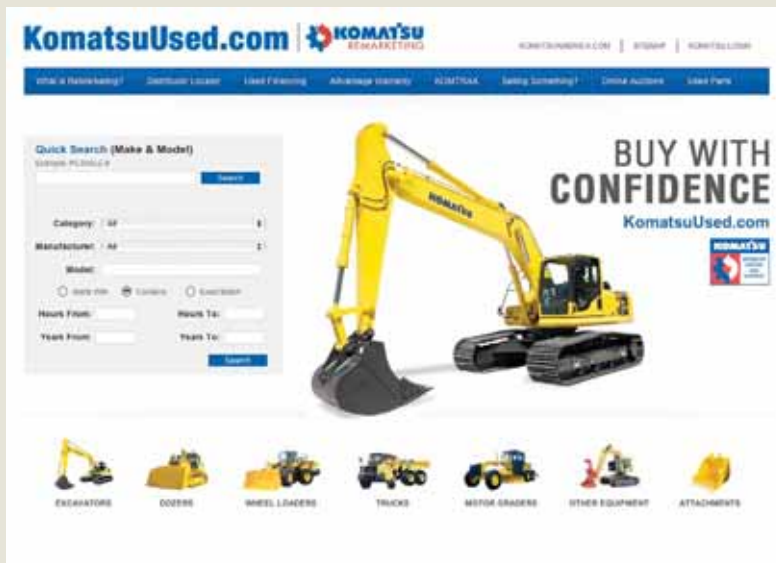
"We strive for consistency in our evaluations no matter who does it or where it's done," said Haak. "That's important for two reasons. One, buyers know exactly what the condition of the machine is and what's been done to it, as opposed to buying a machine at auction or through another source. Two, if they buy from outside their geographic region, they can trust in the machine's condition without investing time and money to physically go look at it."

Used equipment available through Komatsu's Rental and ReMarketing Division is Distributor-Certified, so buyers know the condition of the machine and what has been repaired. "Buying a ReMarketing machine can be a great low-cost alternative to a new purchase," said ReMarketing Director Lee Haak.

### Web site available

Haak noted that ReMarketing customers have a large variety of needs. "Some buyers want a machine that's had everything replaced, and others want a fixer-upper that they can buy in the fall and have their mechanics work on during the winter. One contractor may want a used excavator to start a new business, while another is looking for a quality, older wheel loader to park at a gravel pile where they occasionally pull material. We can accommodate practically any need because we have a vast network of inventory available."

Those interested in used equipment will often find certified ReMarketing machines





## Meet Komatsu ReMarketing's Management Team



**Lee Haak,**  
Director, ReMarketing

Lee Haak has been with Komatsu for 33 years and Director of ReMarketing during the past seven years. He's overseen the ReMarketing division's expansion throughout North America and recently into Latin America. Haak is one of two management members who covers the United States as part of its regional management team. "Buying a new piece of equipment isn't always necessary or the best option. ReMarketing machines can offer a lower-cost alternative, and buyers know right up front the unit's condition and what's been repaired. It's a solid alternative."



**Ken Van Zanten,**  
Regional Manager –  
ReMarketing Division

Kent Van Zanten is ReMarketing's other United States Regional Manager, covering the Northeast and Midwest. Van Zanten has been with Komatsu for nearly 20 years, the last nine with the ReMarketing Division. "Komatsu is synonymous with quality and has a strong dealer network that's invested in customer success. ReMarketing adds to that by providing good-quality, used machines that can help users build their business in a cost-effective way. Customers can also buy with confidence knowing that they will be backed by Komatsu's world-class parts and service support."



**Josh Alters,**  
District Manager,  
ReMarketing

Josh Alters joined the ReMarketing team two years ago as a Regional Manager for Canada after 11 years with Komatsu Financial. "Customers have the assurance that machines certified through their Komatsu distributor have been thoroughly inspected and are ready to work. If they view a used unit through their distributor's Web site or our ReMarketing site, they can be confident it will be delivered as represented, with no surprises."



**Mario Muxo,**  
Regional Manager,  
Mexico and Latin  
America

Mario Muxo covers Mexico and Latin America and has been with Komatsu for 20 years. "I started handling ReMarketing exclusively about three years ago, and what I've found is that customers appreciate that we offer a solid alternative to new machines. Added value comes in knowing that we'll support it with OEM parts and well-trained distributor technicians."



**Lauri McNulty,**  
ReMarketing,  
Business Analyst

Lauri McNulty is ReMarketing's Business Analyst and handles data and marketing, including posting certified machines to the division's new [komatsuused.com](http://komatsuused.com) Web site. "ReMarketing has grown considerably during the 10 years that I've been with the division. We have more than 2,000 machines up on our site with pictures, condition and inspection reports upon request. Soon that will include a mobile app. It's a terrific resource for researching what ReMarketing has available."

through their local distributor, according to Haak. "That should be the first place they check. Our Web site that's dedicated to ReMarketing machines is also available at [www.komatsuused.com](http://www.komatsuused.com). The Web site allows customers to search by machine and category and has listings from across our distributor network. Information on the Web site includes condition, asking price, location and contact information for each machine."

Many Komatsu ReMarketing machines also qualify for subsidized financing, and warranties are available for purchase. "No other manufacturer does it like we do," said Haak. "We're flexible when it comes to warranties. For example, someone may want a 90-day warranty. Komatsu will do that. If a customer wants a warranty, we'll work with them to purchase one for up to six years and 8,000 hours." ■

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## AN EASY WAY TO SAVE MONEY

### For a better bottom line, Komatsu says shut your machine off rather than idle it

Have you ever heard an operator say, “It costs more to shut my machine down and restart it than it does to just keep it running.”? It’s a common misconception that actually costs machine owners in terms of fuel and excessive machine wear.

“Idling is often a habit that’s been part of the equipment user’s culture for years,” said Ken Calvert, Komatsu Director of Product Support Systems. “Komatsu wants to change that culture, so for nearly two years we’ve worked to raise awareness of the costs and consequences associated with excessive idling. In nearly every case, it would be better to shut the machine down when it’s not in production.”

Here’s an example. Studies show the industry average idle time is almost 40 percent. That means if a machine is traded in at 10,000 hours, the owner really only got 6,000 hours of actual production from that unit. If the machine hadn’t idled those other 4,000 hours away, the owner could have continued to use it for another two years or so, or could have gotten a much better trade-in price at 6,000 hours rather than 10,000.

To counteract that waste, Komatsu launched a wide-ranging “No Idle Initiative” in 2012, working with about 1,200 Komatsu users to show them tangible ways to lower idle time.

“Much of the program was geared toward operators, because they are on the front lines when it comes to how much a machine idles,” said Bob Post, Director of Marketing. “We wanted to raise their awareness so they understand excessive idling can be detrimental in several ways. It puts unnecessary hours on a machine, which means faster service intervals, increased wear and tear, and warranty hours that expire faster. Excess idling can ultimately lower resale

value because a machine may have hundreds even thousands of extra hours on it.”

#### Aiming for 20-percent reduction

The main goal of the No Idle Initiative was a 20-percent reduction compared to participants’ previously measured idle times. Each participant received promotional materials, such as hats and key-chain tags, to raise awareness of the campaign.

*Continued . . .*

To help equipment users save money and get more from their equipment, Komatsu launched a “No Idle Initiative” that encouraged equipment users to shut their machines off when they’re not producing.



# KOMTRAX tracks machine idle time and more

... continued

Using KOMTRAX remote machine-monitoring technology on Tier 3 and Tier 4 Interim machines, Komatsu tracked overall hours and idle time. Monthly reports showed participants' progress during the four-month campaign.

"KOMTRAX provides a host of valuable information, such as fuel consumption, machine location and functions," said Calvert. "Those are all very good tools to help customers track their equipment, but one indicator that's often underutilized is productive versus nonproductive hours. KOMTRAX shows equipment owners their machine hours and the percentage of those hours at idle. Owners can use that information to train operators in practices that will lower unproductive hours."

Komatsu recognized 284 of the 1,200 participants as "Most Improved" for showing a 20-percent or more reduction from their

baseline idling rate for at least two months. Of those, Komatsu named a "Top 20" for showing the highest percentage reduction in idling. In another category, 69 participants achieved "Best of the Best" by reducing their overall idle time to 15 percent or less. Winners in the Top 20 and Best of the Best were invited to a special Demo Days event at Komatsu's Training & Demonstration Center in Cartersville, Ga. They were honored during a special ceremony and invited to be part of a panel discussion about their experiences and success in reducing idle time.

"We consider this 'socially responsible marketing'," said Post. "What that means is showing customers ways they can save money and put more dollars in their pockets. At the same time, it raises a level of awareness when it comes to the environment. Less idle time means less fuel used, resulting in lower emissions."

Calvert added, "The reaction to and result of the No Idle Initiative exceeded our expectations. We experienced success from an awareness standpoint, but more important, most participants saw tangible results. It was really a story of empowerment and economic benefit for equipment users. They took control of reducing idle time, and greatly helped their bottom lines."

## No Idle Initiative Award Winners

Company	Award(s)
C. Spirito	Most Improved
Costello Dismantling	Most Improved & Best of the Best
Gioioso	Most Improved

(L-R) C.N. Wood Sales Rep Bob Rosa is with Costello Dismantling's Sean Rae and Mike Costello. Costello Dismantling earned "Most Improved" and "Best of the Best" awards during Komatsu's No Idle Initiative earlier this year and was invited to a special Demo Days event at Komatsu's Training & Demonstration Center in Cartersville, Ga.



## A goal of less than 10 percent

Like the participants in the No Idle Initiative, other Komatsu users with Tier 3 and Tier 4 Interim machines can receive a complimentary, detailed, monthly report with easy-to-read charts and graphs. Included are key items, such as how a machine's idle time compares with the average of all machines Komatsu tracks.

"A simple graph shows owners if their machines are above, below or average, compared to the national average," said Calvert. "Zero idle time is probably unrealistic, because there are situations, such as cold-weather work and machine start-up, that require it. But, even those times can be drastically cut. Ultimately, we want users to have less than 10-percent idle time. A proactive approach and vigilance in tracking machines using technology such as KOMTRAX can easily achieve that goal." ■

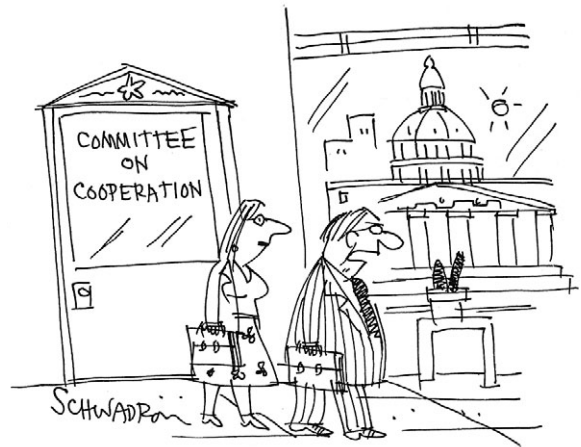


## SIDE TRACKS

### On the light side



"Those were the good old days leading Santa's sleigh.  
Then along came GPS..."



"I'll work with people from the other party, but  
don't expect me to 'Friend' them on Facebook!"



"Looks like Santa was replaced by a Santa app."

### Did you know...

- It took only 95 minutes to construct a Model T Ford in 1914.
- The first in-flight movie was shown on an internal U.S. flight in 1929.
- Motorized ambulances were first used in France.
- The average suit of armor weighed between 50-55 pounds.
- The first hurricane named after a man was Hurricane Bob in 1979.
- There are 119 grooves on the edge of a quarter.
- The phrase "The quick brown fox jumps over a lazy dog" contains every letter in the alphabet at least once.
- Alaska has over 5,000 earthquakes each year.
- Tug of War was an Olympic event between 1900 and 1920.
- The largest snowman ever built was made in Maine in 1999. He stood 113 feet tall.

### Brain Teasers

Unscramble the letters to reveal some common construction-related words. Answers can be found in the online edition of the magazine at [www.CNWood-Works.com](http://www.CNWood-Works.com)

1. N C A R E \_ \_ R \_ \_ \_ \_
2. D U B G I L I N \_ \_ \_ \_ \_ D \_ \_ \_ \_ \_
3. L E V D E O R E P \_ \_ \_ \_ \_ P \_ \_ \_ \_ \_
4. N E R E G \_ \_ \_ E \_ \_ \_ \_
5. O B X O L T O \_ \_ \_ \_ \_ L \_ \_ \_ \_ \_





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# FILL THE BUCKET

## Walsh family donates wheel loader to help collect items for local food pantry

John G. and Cheryl Walsh and their children are firm believers in giving back to the community. So, when Massachusetts State Representative Betty Poirier approached Cheryl about helping a local food pantry in North Attleborough, she didn't hesitate to offer the family's assistance.

John G. operates Walsh Contracting, where the couple's four sons – John M., Greg, Jeff and Bryan – also work. Cheryl oversees C. Walsh Realty. Both companies teamed with Representative Poirier's organization, Betty's Angels, and North Attleborough Junior Football (NAJF) to collect nonperishable food and hygiene items for Lenore's Pantry. The event took place on August 25 during the

NAJF's celebration of 50 years of Pop Warner football.

Walsh Contracting lent their Komatsu WA380-7 wheel loader to the cause, parking the machine in front of Community Field so that people could drop donations into the four cubic-yard bucket. Volunteers then put items into the C. Walsh Realty moving van for transport to the pantry.

"The bucket filled up almost three times," said Cheryl. "By the end of the day, the moving van was full. Some people brought shopping carts and recycling bins full of food. The response was amazing, and we decided that this will likely be an annual event." ■



Donations of food and hygiene items for Lenore's Pantry filled the bucket of Walsh Contracting's Komatsu WA380-7 wheel loader nearly three times during a one-day drive that was held in conjunction with C. Walsh Realty, North Attleborough Junior Football and Betty's Angels.

## NEWS & NOTES

### App allows users to alert Congress to infrastructure deficiencies

If you're stuck in traffic or see what you believe is a bridge defect and want to let someone know about it, there's now an app for that. Available free on mobile devices, the "I'm Stuck" app allows users to alert Congress to conditions such as traffic congestion, airport delays, off-schedule busses and more.

Developed by the organization Building America's Future (BAF), the app is designed so users can directly and immediately e-mail their congressional representatives. BAF is a bipartisan coalition of elected

officials dedicated to new investment in infrastructure, which has consistently received low grades through the years from the American Society of Civil Engineers.

"All elected officials, including me when I was a mayor and governor, pay attention to what the public is saying," said former Pennsylvania governor and BAF Co-Chair Ed Rendell. "The public understands the infrastructure problem. The states have demonstrated a willingness to do their part. So, we're calling on Congress to pass a significant infrastructure investment plan." ■

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