

WOOD WORKS

EMERALD EXCAVATING, CO., INC.

Read how early adoption of technology
provides Plymouth company with
huge advantage today



Inge Kelleher,
President

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A MESSAGE FROM THE CHAIRMAN & PRESIDENT



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Dear Valued Customer:

While industry groups are actively recruiting new employees to fill skilled-labor positions, a shortage of such workers remains. One aspect of today's construction industry that many potential crew members may find attractive is the growing use of technology, especially when it comes to equipment.

Komatsu revolutionized integrated GPS technology and is now taking its *intelligent* Machine Control dozers to the next level with Proactive Dozing Control logic to mimic the actions of seasoned operators during rough-cut application. Now, these dozers truly deliver first-to-last-pass auto blade control and continuous data collection. We believe this is another giant leap in helping novice operators become skilled dozer hands faster. You can read more about how Komatsu has continued to improve its innovative technology in this issue of your Wood Works magazine.

Komatsu also led the way in bringing integrated technology to excavators and has added another to the lineup with its new PC290LCi-11. It is well-suited for applications that require good stability and working range, and its size helps to avoid most transportation limits associated with larger-size-class excavators. Find out more inside.

This issue features two case studies, one shares the success story of a customer who relies on the *intelligent* Machine Control technology, while the second focuses on a waste-industry application. I think you will find both interesting as each provides insight into how Komatsu machinery offers greater accuracy, efficiency and productivity.

Whatever equipment you use, proper maintenance is essential. Fluids are part of that and it's important to use the ones designed for the conditions you face in order to get the best protection. If high heat is a problem, Komatsu's HO56-HE hydraulic oil could be the solution. We've included an article that details its benefits.

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

Sincerely,
C.N. WOOD COMPANY CO., INC.

A handwritten signature in black ink, appearing to read 'Robert S. Benard'.

Robert S. Benard
Chairman/CEO

A handwritten signature in black ink, appearing to read 'Paula F. Benard'.

Paula F. Benard
President

WOOD WORKS

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EMERALD EXCAVATING, CO., INC.

Early adoption of technology provides Plymouth company with huge advantage today



Inge Kelleher,
President

What do dentistry and excavating have in common? Nothing, and that's precisely how Emerald Excavating got its start.

"I was a dental hygienist, and one of the dentists I worked for wanted to get into construction," recalled President Inge Kelleher. "He sold his practice, lined up some partners and hired my husband, Jim, to run the backhoe. After the first project, the dentist realized that he had made a big mistake. He offered to sell me the equipment, and I took him up on it."

Forty-six years later, that failed hobby is thriving as Emerald Excavating, Co., Inc. Inge handles human resources; and while Jim is technically retired, he remains involved with the company.

The couple passed down their love of the industry to their sons, Operations Manager

Sheamus and Business Manager Rory, who are also co-owners.

"We started working when we were probably too young to be here," joked Rory. "Sheamus and I knew we wanted to be involved, so when the time came to return after college, the decision was natural. It wasn't a financial move, it was more about a life opportunity. Sheamus and I are neighbors, Mom and Dad live close, we get to do what we love and our kids can see their grandparents every day. In some fuzzy way, what I always envisioned is happening now."

Today, Emerald Excavating has 50 employees and handles site development for large projects, including roads, infrastructure and grading.

Building relationships

The key to success for this family enterprise is simple – do the right thing for customers. That credo has served the company well.

"We've grown steadily throughout the years," said Sheamus. "We started with smaller backyard jobs like septic installations. Then we began doing concrete foundations, dipped into commercial work and eventually got involved in residential projects in the early 2000s."

That background enabled the business to build a diverse skill set, which sets it apart from the competition.

Working on large projects requires precise planning and execution. That's why the company turns to C.N. Wood and Sales Rep

An Emerald Excavating crew member operates a Komatsu *intelligent* Machine Control PC360LCi excavator on a jobsite in Hopkinton, Mass.





Using an *intelligent* Machine Control D61PXi dozer, an Emerald Excavating operator effortlessly grades on a recent project. “The load-sensing capabilities (of the D61PXi) allow operators to cut and carry or cut and fill using the system the whole time,” said Business Manager Rory Kelleher. “The machine automatically loads the blade and grades. It’s so much more efficient.”



Keven Hobbs for Komatsu *intelligent* Machine Control equipment.

“Rory and I are civil engineers, so we dove right into GPS technology,” shared Sheamus. “In 2005, we purchased a Topcon system and linked two dozers and excavators to it. We were one of the first on the East Coast to use it on an excavator. We knew it would provide a higher level of efficiency and allow us to work with confidence.”

When Komatsu introduced *intelligent* Machine Control with integrated GPS technology and semi-automation, the Kelleher brothers quickly realized they needed it.

“We were using add-on systems on another brand of equipment,” said Sheamus. “We liked it, although our main wish was always for a feature that would allow us to control depth. When we saw Komatsu’s *intelligent* Machine Control, we were blown away.”

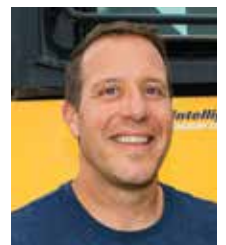
C.N. Wood and Keven have helped Emerald Excavating build a fleet of Komatsu equipment, most notably including several *intelligent* Machine Control excavators and dozers. The machines have lived up to expectations.

Tech savvy

“We literally run our entire business with the GPS,” said Rory. “The difference between Komatsu’s *intelligent* Machine Control and a third-party system is capability. On the dozers, the load-sensing capabilities allow our operators to cut and carry or cut and fill using the system the whole time. The machine automatically loads the blade and grades. It’s so much more efficient. Using these excavators reduces the likelihood of overdigging and makes the job easier for operators.”

The brothers view the company’s use of *intelligent* Machine Control equipment as a clear advantage.

“There are a lot of places that have had GPS for a while, although they don’t use it to the degree we do,” said Sheamus. “The biggest advantage in adopting it right away is that we are ahead of the curve on the learning process. Now, when something new comes out, we can add it and see an immediate benefit. We have an understanding, the operators get it and we are all on the same page.”



Sheamus Kelleher,
Operations Manager

Continued . . .

'It's a collaborative relationship'

... continued

The *intelligent* Machine Control equipment is firmly entrenched in Emerald's fleet and paved the way for other Komatsu machines, including a PC238USLC tight-tail-swing excavator.

Komatsu's equipment has proven to be dependable for Emerald Excavating. Likewise,

services such as Komatsu CARE, KOMTRAX and Komatsu Financial have made Komatsu and C.N. Wood an essential part of Emerald Excavating's operation.

"We consider C.N. Wood and Komatsu to be strategic partners," said Rory. "Our visions for the industry align nicely. It's a collaborative relationship, and they have been very forthcoming in providing potential opportunities for us to try things that we wouldn't necessarily have had access to."

The sweet spot

Exponential growth and evolution have never been the goal of Emerald Excavating, and it seems poised to remain that way as Rory and Sheamus prepare to guide the family business into the next generation.

"We have found our sweet spot," stated Rory. "With our size, we have a lot of control over our product, and we're also able to do any project we want. I see us staying on that path, and growth will come through diversification." ■



(L-R) C.N. Wood Sales Rep Keven Hobbs checks in with Sheamus, Jim and Rory Kelleher of Emerald Excavating.

At a project in Hopkinton, Mass., an Emerald Excavating operator put a Komatsu PC238USLC excavator to work moving material.



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ALLIED RECYCLING CENTER, INC.

Scrap metal facility stays the course to become one of the largest in area



Eddie Jamieson,
President

Eddie Jamieson grew up sorting and handling scrap metals in his family's business. When he realized the family pyramid was growing too wide at the base and there was limited room for growth within the company, he decided to take a chance and venture out on his own. In 2004, he connected with his current business partner, Eddie Sciaba, and the two opened Allied Recycling in Walpole, Mass.

"We bought a yard that had permits but hadn't been running for a while," continued Jamieson. "We had to go through the property and clean it all up. It took some time before we got everything right and started the business."

The 60-acre facility is divided between a 40-acre parts yard and a 20-acre scrap metal zone. It is one of the largest such facilities in the area. The firm works with customers ranging from people looking for parts to large industrial accounts. Allied

Recycling also provides roll-off, trucking and demolition services.

"We get a lot of cars, truck parts, heavy equipment and non-ferrous materials through the facility, which is exported out of the country or stays domestic, depending on who will provide the best value to our customers," explained Jamieson.

After weathering initial growing pains in the early years, the company has now expanded to more than 40 employees. Jamieson recognizes General Manager Michael Sciaba, CFO Matt Starnes and Senior Buyer Kevin Grant as key staff members who have helped the company succeed.

"All of our employees are a strength because when they come here, they seem to stay," offered Jamieson. "When Michael came on board, he was instrumental in helping find new markets that we were unaware of. We have multiple people who have worked at this company since they were teenagers. They are now in their 30s and hold key positions. We've been very lucky so far in that regard."

Fuchs the right fit

When the facility opened in 2004, the firm relied on older used equipment. After the first eight years, it began investing in new equipment and partnered with C.N. Wood to purchase Fuchs material handlers. Currently, Allied Recycling utilizes two Fuchs MHL350s and a MHL320 to manage the large amount of material coming through the facility daily.

"The 320 is a little smaller machine," explained Jamieson. "We put that in the non-ferrous zone and use a sorting grapple to separate things like aluminum, copper, wire and stainless steel. The grapple feels like an

Allied Recycling Center in Walpole, Mass., relies on its Fuchs MHL320 material handler to take on a wide range of scrap metal. "We put it in the non-ferrous zone and use a sorting grapple to separate things like aluminum, copper, wire and stainless steel," explained President Eddie Jamieson. "The grapple feels like an extension of the operator's hand and allows for greater precision when grabbing, picking and sorting through different pieces."





An operator uses a Fuchs MHL350 at Allied Recycling Center to sort through a pile of material. "We chose the 350 because it has the right reach for the yard," stated President Eddie Jamieson. "The arm can extend 50 feet, and the cab has a continuously variable viewing height of up to 18 feet, which gives the operator a bird's-eye view of the yard."

extension of the operator's hand and allows for greater precision when grabbing, picking and sorting through different pieces. It works a lot better than a regular demolition grapple."

The firm puts one of its Fuchs MHL350s to work full time loading trailers and unloading incoming material, and the other to assist in processing.

"We chose the 350 because it has the right reach for the yard," stated Jamieson. "The arm can extend 50 feet, and the cab has a continuously variable viewing height of up to 18 feet, which gives the operator a bird's-eye view of the yard. The machine is very nimble for its size and is a great match for our production."

Allied Recycling tracks how hard each machine is working with monthly reports on hours, fuel consumption and other statistics that C.N. Wood provides. All three Fuchs machines have an extended warranty through C.N. Wood, a major selling point for Jamieson and Sciaba. The company also relies on its distributor for regular service and maintenance for the machines.

"C.N. Wood has been right there every time we need them," offered Jamieson. "We have very limited issues with the machines, although when something comes up, we never have to wait. They take care of us."

"We're very happy with the Fuchs brand, and coupled with the service we receive from C.N. Wood, have been very pleased through the years," continued Jamieson. "We have a



(L-R) President Eddie Jamieson meets with C.N. Wood Marketing Manager Gerry Carney Jr. "C.N. Wood has been right there for us every time we need them," shared Jamieson.

business as well as a personal relationship with the people at C.N. Wood. We don't feel like just another number."

Continued growth

Year-after-year, Allied Recycling has consistently increased its business and hired more employees. Jamieson envisions that trend continuing into the future and eventually turning the company over to some longtime employees who have been a part of the firm's success.

"The strength of the company is our people," said Jamieson. "I hope that at some point the staff who are putting in the work now will be the ones running and possibly owning the company. They should be rewarded for everything that they have helped build here." ■

For more information about Allied Recycling Center, Inc., send an email to info@arcscrap.com or visit the company's website at www.arcscrap.com.



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JAMES W. FLETT CO., INC.

Vactor HXX vacuum excavator enables contractor to complete tasks with confidence

James W. Flett Co, Inc., got its start in 1953 when James Flett – the company’s namesake and founder – took the tuition money his father gave him for his second year at Boston University’s School of Law and purchased a dump truck instead.

“On his way to the office to pay his bill he went by the Ford dealership and saw a Ford F-800 dump truck,” said Bruce Flett, James’ son and second-generation president of the company. “When Grandpa found out months later, he wasn’t happy, but he let him give it a shot. He figured Dad would be broke by the end of summer and go back to law school.”

James never attended another law school class; and nearly 70 years later, the company has 100 employees and serves customers throughout eastern Massachusetts from its Belmont location. Today, the firm focuses on large, private-sector excavation and utility-installation projects.

“We work for most of the big general contractors in this area, typically on hospital and college campuses,” explained Bruce. “Now, biotech jobs are becoming a lot more common.”

Preventing service disruptions

Working on a jobsite in the technology industry poses unique challenges. With existing infrastructure surrounding these high-tech customers, any damage to existing utilities can have serious consequences. That’s why Flett deploys a 12-yard Vactor HXX vacuum excavator from C.N. Wood and Sales Rep Brian Doherty.

“We have found that shovel-less excavation is our best option,” noted Bruce. “These companies are pumping out up to \$5 million worth of products a day, so there are heavy penalties for

hitting a fiber-optic line. They don’t even want to see a mini-excavator on the site.”

The Vactor vacuum excavator allows Flett’s crews to work confidently within those parameters.

“Using pressurized water to break up the surface is much safer and more precise, plus the trucks have the power to remove anything we need,” shared Bruce. “We were on a project last summer and had excellent suction, even at 150 feet of pull,” commented Bruce. “We pulled rocks that were as big as the 8-inch line we used. That’s pretty amazing.”

The vacuum excavator has earned its way into the fleet, and Bruce envisions it holding a permanent spot for the foreseeable future.

“Most of our projects require the use of these excavators,” stated Bruce. “Every so often, something comes around and changes the business – that’s what Vactor has done.” ■

The Vactor HXX vacuum excavator is a mainstay in James W. Flett Co., Inc.’s fleet. “Every so often, something comes around and changes the business – that’s what Vactor has done,” said President Bruce Flett.



Bruce Flett,
President



'LARGEST HEAVY METAL SHOW'

CONEXPO-CON/AGG returns to Las Vegas with record number of exhibitors, exhibit space

The "World's Largest Heavy Metal Show in 2020" is right around the corner with the return of CONEXPO-CON/AGG to the Las Vegas Convention Center and beyond, March 10-14. Presented every three years, it is North America's biggest trade show and features the latest in equipment and innovation from every key construction-related sector.

In total, a record-setting 2,800 exhibitors are expected to converge on 2.6-million square feet of exhibit space. The show's footprint has changed with the Gold Lot under construction, making it unavailable. Instead, CONEXPO-CON/AGG will use the Las Vegas Festival Grounds, located on the Las Vegas Strip adjacent to the Circus Circus hotel. The

grounds will contain lifting (aerial and cranes), earthmoving, hauling and underground construction equipment, among other things.

"This show is shaping up as one of the best ever; attendees and exhibitors will not be disappointed," said Mary Erholtz, CONEXPO-CON/AGG Chair. "AEM (Associated Equipment Manufacturers, the show's lead sponsor) and our show committees of industry leaders are working hard to deliver an outstanding event focused on the latest innovations, technologies and best practices to succeed in our changing world."

'Smart city' display

Similar to 2017, CONEXPO-CON/AGG will emphasize technology. The Tech Experience returns and focuses on three areas that impact the industry: modern mobility; sustainability and sustainable building; and smart cities, according to Al Cevero, Senior Vice President Construction, Mining & Utility at AEM.

Cevero and other members of the show planning team recently unveiled a 10 x 22-foot "smart city" replica scheduled for display. It demonstrates how a smart city, through sensors and analytics, "will be able to transform information into digestible data, providing knowledge for the city to work smarter," according to show organizers.

The smart city replica will showcase several scenarios, including various city grids and how a city responds to heat, wind and storms; connectivity, including 5G sensors, telematics and the internet of things (IoT); and the impacts of construction such as the jobsite of the future within the city and how equipment will communicate.

North America's largest trade show, CONEXPO-CON/AGG will feature the latest in equipment and innovation from every key construction-related sector. It is slated for March 10-14, 2020, in Las Vegas.





“The main goals of the Tech Experience are to drive awareness and adoption of new technologies and innovations, engage and attract the next generation of attendees and position the show as a thought leader,” said Cevero. “Our plan is to demonstrate how the three areas will transform the contractor’s business of the future.”

Multitude of education sessions, tracks

More than 150 educational sessions are scheduled throughout the week to highlight the latest topics and industry trends. They are grouped into tracks for ease in finding areas of interest. Tracks include aggregates; asphalt; earthmoving and site development; equipment management and maintenance; business best practices; how to attract, engage and retain talent; safety; and technology solutions.

CONEXPO-CON/AGG will be co-located with the International Fluid Power Expo, and new for 2020 is the opportunity to mix and



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match education sessions offered through both shows. Attendees can register for educational sessions as well as the show itself through the CONEXPO-CON/AGG website at www.conexpoconagg.com. ■

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NEW INTELLIGENT EXCAVATOR

PC290LCi-11 uses 3D design data to deliver first-to-last-pass accuracy

Komatsu augmented its *intelligent* Machine Control lineup with the addition of the new PC290LCi-11 that provides first-to-last-pass accuracy. Like its predecessors, the excavator features Komatsu's unique sensor package – stroke-sensing hydraulic cylinders, an inertial measurement unit sensor and global navigation satellite system antennas – that utilizes 3D design data to accurately check its position against the target elevation and semi-automatically limit overexcavation.

“The PC290LCi-11 is perfect for applications where customers are looking for good stability

and working range. It has a 30-ton-class undercarriage and an upper structure similar to our standard PC240LC model. This excavator also includes a 3.2-meter (10.49-foot) arm,” said Andrew Earing, Senior Product Manager, Tracked Equipment, noting that a 3.5-meter arm option will be available soon. “Its size helps to avoid most transportation limits associated with larger size-class excavators, making it a good fit for residential and utility work, as well as smaller nonresidential jobs.”

Users can load design data into the *intelligent* Machine Control box. It is displayed on a 12.1-inch monitor in a simple screen layout. A touch screen icon interface, instead of a multistep menu, simplifies operation.

Continued . . .

Komatsu's new PC290LCi-11 offers good stability and working range with a 30-ton-class undercarriage and the upper structure of the standard PC240LC model as well as an arm that reaches past 10 feet.



Andrew Earing,
Senior Product
Manager, Tracked
Equipment

Brief Specs on Komatsu's PC290LCi-11 Excavator

Model
PC290LCi-11

Net Horsepower
196 hp

Operating Weight
70,702-72,091 lb

Bucket Capacity
.76-2.13 cu yd



Display shows realistic design surface

...continued

The machine and design surface are shown in a realistic 3D format. The angle and magnification of the views can be changed, allowing the operator to select the best option, depending on working conditions.

Easily switch modes, offset functions

Operators can choose between manual and semi-automatic modes, as well as design offset functions using switches on the joysticks. The semi-automatic mode features Auto Grade Assist. As the operator moves the arm, the boom adjusts the bucket height to trace the target surface and minimize the chance of digging too deep.

Additionally, the PC290LCi has Auto Stop Control that halts the working equipment when the bucket edge reaches the design surface, which reduces design surface damage. Minimum Distance Control regulates the bucket by automatically selecting the point on the bucket closest to the target surface. Finally, the Facing Angle Compass shows the operator the facing angle relative to the target surface, allowing the bucket

edge to be accurately positioned square to the target surface.

"Komatsu introduced *intelligent* Machine Control excavators four years ago with the PC210LCi, which is now in its second generation with the dash-11 model," said Earing. "As we continued to expand our intelligent product line, we heard customers asking for a PC290LCi. With the introduction of this model, we are pleased to demonstrate our commitment to our customers."

Covered by Komatsu CARE

The PC290LCi-11 has Komatsu's KOMTRAX Level 5 technology that provides machine data such as fuel and diesel exhaust fluid (DEF) levels, Komatsu Diesel Particulate Filter (KDPF) regeneration status, machine location, cautions and maintenance alert information.

Whether rented, leased or purchased, the PC290LCi-11 is covered by Komatsu CARE, complimentary for the first three years or 2,000 hours. It includes scheduled factory maintenance, a 50-point inspection at each service interval and up to two complimentary KDPF exchanges and two DEF tank flushes in the first five years. ■

Operators can choose between manual and semi-automatic modes, as well as design offset functions using switches on the joysticks. Features of the semi-automatic mode include Auto Grade Assist. As the operator moves the arm, the boom adjusts the bucket height to trace the target surface and minimize digging too deep.



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COMPLETING MORE JOBS FASTER

R.A. Alexander & Sons saves time, money with *intelligent* Machine Control equipment

Three years ago, Bill Jagoe, Owner of Jagoe Excavating, approached Mark Ballard, President of R.A. Alexander & Sons, about expanding the existing relationship between the two companies. The new collaboration helped both firms immediately by filling gaps for each. Together, the two businesses can now handle nearly any earthwork-related project.

Benefits for R.A. Alexander & Sons included the ability to offer utility-installation services and the opportunity to upgrade its equipment fleet. For the latter, Ballard contacted his local Komatsu distributor to discuss adding additional *intelligent* Machine Control equipment to complement the D51PXi dozer he purchased in 2015. Ultimately, Ballard acquired a second D51PXi in addition to a D61PXi dozer and a PC210LCi excavator. All feature factory-integrated grade control technology that makes operators even more effective from start to finish.

Advantages immediately apparent

"Augmenting our fleet with *intelligent* Machine Control pieces made us 40 to 50 percent faster, and we're achieving accuracy within two-tenths of an inch," stated Ballard. "Having a model that we can plug in and follow, speeds us up significantly. We save the most time on minor details associated with parking lots and streets. It's also phenomenal on earthmoving projects with major grade changes. There's no lost time with operators stopping to read plans or ask questions. Everything is on the in-cab monitor."

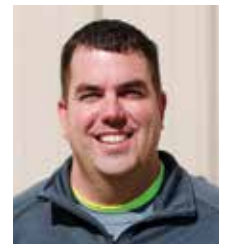
Jagoe said the results were noticeable right away. "I was surprised there weren't any stakes at the jobsite. However, I noticed that

the machines never stopped moving, and they were finishing jobs sooner. The *intelligent* Machine Control products save us money on things like surveying and material costs. Plus, we are able to do more projects because we can work so much faster." ■



► VIDEO

An *intelligent* Machine Control D61PXi dozer and a PC210LCi excavator enable R.A. Alexander & Sons to finish jobs sooner, allowing it to take on more projects. "Augmenting our fleet with *intelligent* Machine Control pieces made us 40 to 50 percent faster, and we're achieving accuracy within two-tenths of an inch," stated President Mark Ballard.



Mark Ballard,
President,
R.A. Alexander & Sons



Bill Jagoe,
Owner,
Jagoe Excavating



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Brian (left) and Thomas Cronin / Prosperity Construction / Jackson, MS



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EQUIPPED FOR SUCCESS

Excavator fleet outfitted with waste packages helps recycling firm meet production goals

Lakeshore Recycling Systems (LRS) is one of the largest waste and recycling companies in the Chicago area. In order to process the massive amount of waste material that comes through its seven locations, LRS requires equipment that is dependable, versatile and durable. It found a solution with a fleet of 15 Komatsu PC210LC excavators outfitted with Komatsu waste packages.

"Our PC210s run up to 20 hours a day – sometimes as many as 11 hours straight – which is vital to keeping us on schedule," explained LRS Managing Partner Rich Golf. "We know that they are going to run every day."

The company uses its PC210LC fleet to sort through piles of waste material, removing pieces that can hinder the performance of its production line.

"It is an instrumental tool," shared Golf. "Operators can identify items that might be harmful to machines downstream like hoses, electrical cords, plastics or bulky items."

Golf touts the versatility of the PC210LC for its ability to feed the operation, a task typically reserved for a large wheel loader.

"It takes up less space, uses less fuel and eliminates tire costs," said Golf. "It does the job of a WA500 wheel loader, just more efficiently."

Enhanced performance

To help the PC210s perform 20-hour work days in unforgiving conditions, LRS equips its excavators with Komatsu waste packages.

"Overheating can be a serious problem," stated Golf. "However, the Komatsu package includes an enhanced cooling feature with

wider fins and radiators that swing out. It improves access to the area and allows us to blow them out quicker to keep everything cool."

The waste package also includes an enhanced boom arm and stick as well as extra safety guarding around the cab. Golf credits the Komatsu waste package as one reason why LRS excavators work past the 15,000-hour mark – with some already at 25,000 hours. They also play a role in ensuring that those hours are completed safely.

"Komatsu has done a great job of creating waste packages that meet our needs," noted Golf. "This helps make the machines more durable as well as safer for the operator. Safety has been our top priority from day one, and that has been important in our relationship with Komatsu." ■



Rich Golf,
Managing Partner,
Lakeshore Recycling
Systems

A Lakeshore Recycling Systems operator uses a Komatsu PC210LC excavator equipped with a Komatsu waste package to manage a pile of material. "Komatsu has done a great job of creating waste packages that meet our needs," noted Managing Partner Rich Golf. "This helps make the machines more durable as well as safer for the operator."

▶ VIDEO





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DISCOVER THE DIFFERENCE.

Conquer even the most inaccessible jobsites imaginable with the Terramac family of crawler carriers. Thanks to their rubber tracks, these machines boast a low ground pressure that protects sensitive ground conditions. The highly maneuverable RT6, versatile RT9 and massive RT14 are easily customizable with a range of attachments from hydroseeding units to welders, while the RT14R offers a dump bed and 360-degree rotation for precision even in tight spaces. And they're all backed by our highly trained service and support professionals, so you'll stay up and running no matter how difficult the job.

Visit **Terramac.com** to learn more or demo one today at your nearest C.N. Wood location.



RT6



RT9



RT14



RT14R





Discover more

VERSATILE CRAWLER CARRIERS

Terramac lineup adapts to wide range of challenging jobsite conditions

At one point or another most contractors encounter demanding jobsites with rugged terrain, narrow access ways or mud-covered ground. It's these sites that require an equipment solution as versatile as Terramac crawler carriers to get the job done.

Terramacs are reputable for their rubber-tracked technology and have long been used to haul material to remote areas. A Terramac carrier will exert as little as 5.3-8.3-psi when fully loaded, providing them the flotation necessary to conquer problematic ground conditions. This essential feature also affords units the ability to continue working, despite changing weather or conditions, to keep projects running on schedule.

"When the ground gets slick due to rain, sleet or snow it's not uncommon for contractors to halt progress; however, with the low ground pressure of tracked carriers they don't have to stop," explained C.N. Wood Co. Inc., Marketing Manager Gerry Carney Jr.

360-degree rotation

The Terramac RT14R carrier model takes the versatility of tracked carriers even further by delivering 360-rotation. This feature provides greater access to narrow and confined jobsites where operators can drive directly into sites, turn the chassis to dump a load and drive out without turning the tracks. This minimizes wear and tear to the tracks, creates less ground disturbance and increases safety by keeping operators in a forward-facing position.

"We're seeing an influx in Terramac RT14R rentals to customers in landfill operations and environmental restoration where they're routinely working in challenging terrain and under stringent regulations," shared Carney. "These customers are turning to the Terramac line

for its versatility, which allows them to minimize and even eliminate costly downtime."

While crawler carriers started as off-road haulers, they are now used for much more. The Terramac line offers multiple models in several sizes to accommodate varying jobsite needs, and the chassis are designed to allow for complete customization of beds or industry-specific support attachments.

"Terramac carriers can adapt to be whatever the industry needs. They can hydroseed; blow straw; transport water, fuel or personnel; vacuum excavate; and more when equipped with an attachment," explained Terramac VP of Sales and Marketing Matt Slater. "Any equipment that a contractor would mount to a truck chassis can also be attached to a Terramac, expanding its capabilities for off-road use." ■

While crawler carriers started as off-road haulers, they can be adapted for many uses. "They can hydroseed; blow straw; transport water, fuel or personnel; vacuum excavate; and more when equipped with an attachment," explained Terramac VP of Sales and Marketing Matt Slater.





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ASV PRODUCTS NOW OFFERED

Lineup of compact track loaders and skid steers deliver speed and versatility

Whether it's for snow removal or landscaping and forestry work, customers who require durable, versatile compact track loaders and skid steers have new options with the ASV product line, now available from C.N. Wood. With a uniquely designed and patented Posi-Track® undercarriage, ASV separates its equipment from the competition.

"We build our products based on unique platforms," said ASV District Sales Manager Bill Stewart. "They're constructed from the ground up and offer 50/50 weight distribution, high ground clearance and low ground pressure. Our Posi-Track undercarriage lets the machine go places that our competitors simply can't access."

ASV offers nine track loaders ranging from the 48-inch-wide RT-25 to the 120 HP RT-120 as well as a pair of skid steers – one vertical and the other radial lift. The track loaders come standard with a two-year or 1,500-hour warranty on the Posi-Track undercarriage.

Light footprint

"The Posi-Track system allows ASV machines to work in tight quarters and move across manicured lawns without tearing them up," noted Stewart. "Some of the more common applications include landscaping, tree care, golf courses, snow and ice removal, solid-waste processing, forestry work, general contracting and heavy construction. There's a lot of unearthed opportunities as well, and we're excited to partner with C.N. Wood to see the unique ways that customers use our equipment."

ASV track loaders offer greater top speeds, compared to competitive brands, as well as the highest hydraulic output in the industry.

The cooling package allows the machines to take advantage of a full array of attachments, both hydraulic and mechanical, in a multitude of applications.

"ASV is a proven manufacturer with a long history here in the Northeast and across the country for quality and performance," emphasized C.N. Wood General Manager Jim Maxwell. "It offers a complete product line between the smaller 25-horsepower loaders all the way through the larger units and provides a good breadth of possibilities for a variety of uses."

"ASV products deliver a drastically improved ride compared to the competition," added C.N. Wood Marketing Manager Gerry Carney Jr. "Overall, ASV machines have great performance that's hard to match. We are very excited about this product line and how it can meet our customers' needs." ■

ASV track loaders, with patented Posi-Track® undercarriages, deliver greater top speeds, compared to competitive brands, as well as the highest hydraulic output in the industry. C.N. Wood now offers the ASV lineup of compact track loaders and skid steers.

▶ VIDEO



GOING BEYOND THE SALE

VP – Marketing Communications says Komatsu helps customers gain knowledge to maximize production



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.

Evelyn Maki, Vice President – Marketing Communications

Originally from Brazil, Evelyn Maki went to college with a focus on building a career in tourism. While in school, she interned at a heavy equipment manufacturer, took a position there upon graduation and has been supporting the industry ever since.

“I have been involved with sales, data analysis, forecasting and dealer development,” said Maki. “I enjoyed those, but marketing is what I love. I really enjoy today’s modern practices and am always thinking about ways we can shape our industry from a marketing perspective.”

Maki moved to the United States when she was transferred to Wisconsin by her previous employer in the early 2000s. About eight years ago, she began working for P&H, then part of the Joy Global organization, now owned by Komatsu. Today, she is the Vice President – Marketing Communications for Komatsu. Maki oversees global marketing for Komatsu Mining, as well as for construction, forestry, forklift and industrial presses for North America.

“Komatsu is about more than manufacturing quality, dependable equipment; it’s focused on building relationships by taking care of customers from every standpoint: sales, service and support,” said Maki. “From a marketing perspective, that’s what we want to highlight because, at the end of the day, this is what creates customers for life.”

QUESTION: Komatsu is known as a “total solutions provider.” What does that entail?

ANSWER: It means we can take care of customers throughout their machinery’s life cycle. For instance, if a customer is looking for a machine with GPS-grading capabilities, Komatsu has several options including our integrated *intelligent* Machine Control dozers.

In addition, we, and our distributors, have expert personnel who can provide mapping services, jobsite setup, training, consultation and more. Most of our latest models come with Komatsu CARE, so scheduled maintenance is covered for the first three years or 2,000 hours. Programs are available to extend that, and we have other solutions to take care of maintenance and repairs.

QUESTION: What are the roots of Komatsu’s customer-focused approach?

ANSWER: Our approach stems from our origins and from listening to customers. Komatsu was started nearly 100 years ago by Meitaro Takeuchi. He saw that the copper mine in Komatsu City, Japan, was about to exhaust its resources and close. The city’s economy centered around that mine, so he started an equipment manufacturing company to provide new jobs and help people in his community develop new skills. That’s how Komatsu was created.

For nearly a century, we have expanded globally because we visit jobsites and mines around the world to talk with customers in order to better understand their needs and challenges. Knowledge gained from those conversations helps develop equipment and solutions to meet those needs and alleviates challenges so customers can concentrate on



Komatsu has a long history of dedication to developing solutions for people and their businesses, according to Evelyn Maki, Vice President – Marketing Communications. “Komatsu was started nearly 100 years ago by Meitaro Takeuchi,” said Maki. “He saw that the copper mine in Komatsu City, Japan, was about to exhaust its resources and close. The city’s economy centered around that mine, so he started an equipment manufacturing company to provide new jobs and help people in his community develop new skills.”

getting their jobs done more effectively and efficiently, backed by Komatsu.

QUESTION: How is Komatsu reaching customers to provide information about its equipment and support?

ANSWER: There are several avenues. From a global perspective, information is available on our websites, and that’s a good starting point for research. Customers can also gain information from our social media pages and video library on YouTube.

QUESTION: In addition to online resources, how can customers learn more about Komatsu equipment?

ANSWER: We encourage them to contact their distributor personnel. From a manufacturer marketing standpoint, we develop content that helps distributors and their representatives provide the most accurate, detailed information possible so that customers can make highly informed decisions. We serve as a support tool.

One way we do that is with events, such as Demo Days, where distributors can bring customers to our Cartersville Customer Center to operate machinery, and our experts provide insight into maximizing machine usage as well as other valuable content.



During Demo Days at the Cartersville Customer Center, Komatsu experts provide valuable insights about maximizing machine production and more.

Our distributors are excellent resources and can directly help customers with details about equipment and the programs to maintain it, such as Komatsu CARE for Tier 4 construction equipment. We encourage anyone seeking information to contact their distributor and/or sales representatives who have the knowledge to put them in the right machine for maximum production and efficiency. ■



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INTUITIVE TECHNOLOGY

Proactive Dozing Control logic interprets data, makes decisions to mirror seasoned operators



Derek Morris,
Komatsu Product
Marketing Manager

When Komatsu unveiled its revolutionary *intelligent* Machine Control system in 2013, the integrated, mast- and cable-free, semi-automated GPS program promised increased production and precision grading. It delivered, and now Komatsu is taking the technology to another level with Proactive Dozing Control logic.

“The first iteration of *intelligent* Machine Control was a starting point,” explained Komatsu Product Marketing Manager Derek Morris. “Once that was accepted in the market and became a viable part of a construction site, we focused on how to make it better.”

To do that, Komatsu designed its Proactive Dozing Control system to more closely resemble

an experienced operator during initial rough-cut applications – a point when operators were not utilizing *intelligent* Machine Control.

“Traditionally, end users were only using automation to perform final grade,” noted Morris. “That happened because the system would work to get the blade to grade as soon as possible, creating aggressive cuts that could stall a machine. During that phase, experienced operators would typically cut and carry large but manageable loads, so they could move the material to other parts of a jobsite. We added this logic and practice.”

The result is an intuitive technology that delivers productivity gains of within 6 percent of an experienced operator.

“Proactive Dozing Control logic tracks, collects and interprets terrain data and then makes decisions based on that information,” said Morris. “It can now calculate when to cut and when to carry material, while also allowing the operator to provide input on where the blade should be based on existing ground. The new system enables the operator to use automatics in applications such as stripping topsoil or spreading fill.”

‘Grass to grade’

With Proactive Dozing Control logic, operators are able to use the technology at all times, boosting efficiency and productivity.

“Using machine control exclusively for fine grading meant it was utilized only 10 to 20 percent of the time,” said Morris. “Proactive Dozing Control logic gives Komatsu *intelligent* Machine Control dozers grass-to-grade automatics, which delivers greater return on investment.” ■

Available on new Komatsu D51i-24 and D61i-24 dozers, the latest version of *intelligent* Machine Control improves automation during rough-cut applications by more closely operating like an end user. “Proactive Dozing Control logic tracks, collects and interprets terrain data and then makes decisions based on that information,” said Komatsu Product Marketing Manager Derek Morris.

► VIDEO



MORE INDUSTRY NEWS

Largest autonomous truck now operating in Canadian oil sands

Komatsu's biggest autonomous ultra-class haul truck is now in operation, moving materials at an oil sands operation in Canada. With a 400-ton capacity, the new 980E-4AT builds on Komatsu's 930E Series and is one of the world's largest autonomous haulers.

The 980E-4AT has a 3,500-horsepower, 18-cylinder engine with a reliable hydraulic design. It also features a two-stage turbocharging system to maximize fuel efficiency.

Komatsu introduced its Autonomous Haulage System (AHS) more than a decade

ago; then, in late 2018, it reached 2 billion tons hauled with its autonomous trucks. There are more than 130 AHS Komatsu trucks in operation worldwide.

"The introduction of these 980Es into the AHS environment was possible thanks to our customers and distribution partners," said Dan Funcannon, Vice President/General Manager, Large Mining Truck Division. "They're a big reason why Komatsu has the most autonomous systems, in the most mines, hauling the widest variety of material in the world." ■

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Specially formulated HO56-HE hydraulic oil helps solve oil degradation in hot environments



Bruce Gosen,
Senior Product
Manager, Komatsu
Parts Marketing

Using the proper fluids delivers bottom-line benefits, potentially increasing productivity and lowering operating costs. "Fluids designed to match the conditions you face offer the best protection, resulting in less downtime and extended equipment life," said Bruce Gosen, Senior Product Manager, Komatsu Parts Marketing.

Gosen pointed out that Komatsu's HO56-HE hydraulic oil is a good example. It is a zinc-based, anti-wear oil made from synthetic fluid, as opposed to traditional hydraulic fluids created from mineral oil. "This product is specially formulated to help solve oil degradation issues in hot environments," explained Gosen. "It's an ideal choice for equipment operating in desert regions or in high-temperature industrial facilities."

Specific benefits of HO56-HE:

- It has outstanding cold-start performance and excellent resistance to oxidation at high temperatures.
- It is specially formulated to maintain viscosity range throughout the full life of the fluid.
- The fluid performs with greater efficiency to reduce fuel consumption and extend oil drain intervals.
- It prevents valves from sticking, resulting in less "reactive maintenance" downtime.

"HO56-HE is more energy-efficient, so it can reduce overall fuel costs compared to conventional anti-wear hydraulic fluids," said Gosen. "HO56-HE has the potential to last longer too, reducing downtime for routine oil drains.

"It's compatible with most machines, so many companies can consolidate multiple hydraulic oils across their fleets, simplifying ongoing maintenance, which can lead to greater savings," Gosen added. "We encourage anyone needing a high-performance hydraulic oil to contact their distributor for HO56-HE." ■

Komatsu's HO56-HE hydraulic oil is specially formulated to help solve issues of oil degradation in hot environments, making it an ideal choice for equipment operating in desert regions or in high-temperature industrial facilities.





C.N. WOOD

USED EQUIPMENT SPECIALS OF THE MONTH

Manufacturer/Model	Stock No.	Year	Hours
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EXCAVATORS

Komatsu PC45MR-5	KM7140	2018	745
Komatsu PC78US-10	KM7145	2006	6,900
Komatsu PC170LC-10	KM6984	2016	850
Komatsu PC228USLC-2	KM6888	2000	10,064
Komatsu PC228USLC-10	KM7095	2015	2,629
Komatsu PC290LC-11	KM6992	2016	1,833
Komatsu PC290LC-11	KM7132	2016	2,025
Komatsu PC308USLC-2	KM6791	2006	13,428
Komatsu PC360LC-11	KM7117	2016	3,095
Komatsu PC490LC-10	KM6725	2015	6,695
Komatsu PC490LC-11	KM7115	2018	1,458
Komatsu PC400LC-7EO	KM7039	2007	15,055
Komatsu PC650LC-8	KM6812	2014	6,536
Volvo EC160DL	CE3421	2014	2,744
Volvo EC480D	CE3340	2013	6,051
Volvo ECR305CL	CE3427	2012	9,000
CAT 336E	KM7080	2014	6,486

Manufacturer/Model	Stock No.	Year	Hours
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WHEEL LOADERS

Komatsu WA270-7	KM7029	2017	878
Komatsu WA380-8	KM6993	2017	2,152
Volvo L70C	CE3594	1996	12,015
Volvo L90C	CE3595	1998	8,877
Volvo L350F	CE3526	2015	8,686
CAT 926M	CE3497	2017	396

SWEEPERS

Elgin Pelican SE	EG2132	2006	8,320
Elgin Pelican NP	EG2287	2012	7,286
Elgin Crosswind	EG2293	2009	3,632

DOZERS

Komatsu D61PXi-24	KM7082	2018	2,337
Komatsu D85PX-18	KM6525	2016	2,963
CAT D6K	KM7125	2015	3,392

COMPACTION EQUIPMENT

Volvo DD110B	CE3288	2014	1,266
Volvo DD140B	CE3290	2014	800
Hypac BW266	CE3484	2012	3,626

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