

WOOD WORKS



Valley Recycling, LLC

Richard Pitts,
President/Owner

**G. Greene
Construction Co., Inc.**



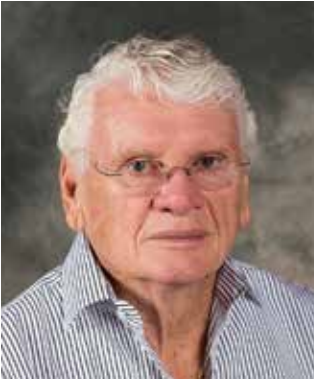
Bob Greene,
President/Owner



Gabe Greene,
Founder

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A Message from C.N. Wood Co., Inc.



Robert S. Benard



Paula F. Benard

**Looking forward to
what's ahead**



Dear Valued Customer:

We hope your year is off to a good start. Like you, we were pleased to see the end of 2020. With renewed optimism, we look forward to better things in 2021 and beyond. Although there is still a bit of uncertainty in some markets, many experts are forecasting positive results.

There are always questions whenever the term 2.0, 3.0 or any other update is mentioned. Is this new version really an upgrade? Will it improve my operations and make us more productive? When it comes to Komatsu's intelligent Machine Control (iMC), the answer is a resounding, "Yes!" Komatsu was the first to bring integrated GPS grade control to the market, and we are excited to show you how iMC 2.0 dozers and excavators build on the originals. Look inside this issue of your C.N. Wood Woodworks magazine to learn more.

The first iMC 2.0 dozers, the D51i-24 and D61i-24, were recently recognized as top products; however, they were not the only Komatsu machines to earn that designation. Several standard and specialty products also made the list. Look for the article that highlights them and how they were designed and manufactured with input from customers like you.

Komatsu is also at the forefront of technology to make your overall operations more efficient. Its innovative Smart Construction suite of solutions helps your business improve operations across all steps of the construction process. They can digitally transform your job site and potentially make you more profitable. Read more about one solution, Smart Construction Remote, inside.

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

Sincerely,



Robert S. Benard
Chairman/CEO



Paula F. Benard
President

WOOD WORKS

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Community-minded Valley Recycling, LLC takes stewardship seriously while growing its customer base



Richard Pitts,
President/Owner

For nearly 120 years, the Northampton, Mass., property where Valley Recycling, LLC sits was used for trash collection. Originally a burn landfill, the property has gradually transitioned from a trash collection point into a material recycler. President and Owner Richard Pitts takes pride in transforming the property's history and mitigating its environmental impact.

"We've paved over a lot of the property, which was mostly compacted trash, and now rely on monitoring wells to check on the water quality," noted Pitts. "We're the stewards for a landfill that's been here for more than 100 years. It's a cool responsibility, and one we take seriously."

Pitts took over Valley Recycling in 2012 when his parent's friends, the Duseau family, retired and sold him 51% of the company. He recognized that owning a recycling and material-handling facility would complement his roll-off trucking operation and believed he could grow both businesses together.

"A lot of the larger material waste-handling corporations gobbled up the smaller facilities in the area," explained Pitts. "Purchasing Valley Recycling guaranteed our trucks would have a local place for disposal, and I could control our roll-off costs. I convinced

most of the smaller dumpster haulers to bring their trash to our site instead of the corporate facilities, which put us in a solid position financially to start growing the recycling operation."

Customers from a 35-mile radius rely on Valley Recycling for their municipal solid waste (MSW), construction demolition, asphalt and brick concrete rubble, as well as leaf and yard waste. The 23-employee operation processes 101,000 tons of material per year — triple the amount from when Pitts first took ownership.

"This started as a mom and pop business, and we're pushing that to the next level," he said. "We do a lot with the big haulers, but we're also perfectly located for many smaller haulers. Many customers wouldn't have a place to go if we shut down, because we take almost anything, except hazardous materials."

Serving the community is important to Valley Recycling.

"At our residential drop-off area, we have a stand for customers to leave their returnable cans and bottles with the proceeds going to a non-profit cancer fund," stated Pitts. "We also create a Valley Blend organic material from the leaf and yard waste that area landscapers and homeowners often prefer to use. We're trying to help our community in as many ways as we can."

Bulletproof equipment

To kick sort the large quantity of material that comes through its facility, the firm relies on Komatsu equipment — a PC210LC-11 excavator and WA270-8 wheel loader. Valley Recycling also has a PC210LC-10 excavator that it uses to help manage material during high volume times. All three machines are outfitted with a waste handler package to increase efficiency.

"The WA270 collects all the material on the floor into a location where the PC210s can manually sort the MSW, demolition, scrap metal and mixed cardboard," explained Pitts. "We prefer Komatsu equipment because our operators can run it 10 to 14 hours a day,

Operator Richard Tidlund piles municipal solid waste using a Komatsu WA270-8 wheel loader at Valley Recycling's facility in Northampton, Mass. "We want our operators to be in a quality machine that keeps them comfortable and safe while working all day," said President and Owner Richard Pitts. "With 300 tons coming in per day, we can't afford to have machines go down. Komatsu equipment allows us to keep the floor clean and safe and the operators happy."





► VIDEO

A Valley Recycling operator loads kick sorted material into a haul truck using a Komatsu PC210LC-11 excavator. "The PC210 can manually sort the municipal solid waste, demolition, scrap metal and mixed cardboard," explained President and Owner Richard Pitts. "We prefer Komatsu equipment because our operators can run it 10 to 14 hours a day, six days a week with minimal issues in one of the most challenging environments for a machine."

six days a week with minimal issues in one of the most challenging environments for a machine. There's no question that the waste handler package on both the wheel loader and excavators adds a ton of value and hours of trouble-free ownership so that our operators can concentrate on moving the product along the recycling process."

In addition to the waste packages, Pitts added self-lubricating systems to the new excavator and wheel loader.

"Adding a self-lube system is hands down the only way to go because it keeps the machine lubricated the whole time it's running," shared Pitts. "I don't want my operators greasing the machines; I want them working. I'll never buy a new machine again without one."

All three Komatsu machines serve as upgraded replacements for a competitive brand of equipment.

"We bought our first PC210 in 2015, and it was as advertised," stated Pitts. "The one thing I noticed right away compared to other machinery is the efficiency of the cooling system. The waste handler package, auto-reversing fan, diameter of the orifices going through the air charge and the radiators

all contribute to keeping the machine cool and improving its operational efficiency.

"After we put about 8,000 hours on the original PC210, we decided to add the Dash 11 model in 2019 and then replaced an older wheel loader with the WA270 in mid-2020," continued Pitts. "So far, everything has been fantastic. The equipment is bulletproof."

Today's operator expects to stay comfortable when running equipment. Both the WA270 and PC210 offer an ergonomic cab that keeps the operator cool and puts the machine's controls at their fingertips.

"We want our operators to be in a quality machine that keeps them comfortable and safe while working all day," said Pitts. "With 300 tons coming in per day, we can't afford to have machines go down. The Komatsu equipment allows us to keep the floor clean and safe and the operators happy."

Partner from beginning

Adding the right size equipment to its operation was paramount for Valley Recycling. It needed an excavator that could handle the material without taking up too much space, and a wheel loader with the maneuverability to get around the facility



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Continued . . .

'C.N. Wood took care of me with urgency'

... continued

with enough power to push any pile on the floor. To find the right machines, Pitts worked closely with C.N. Wood and the sales team.

"C.N. Wood has been a partner from the beginning," stated Pitts. "After taking over Valley Recycling, we worked with them to finance our first new machine. And, if I have any questions about the equipment, I can reach out to the sales team and get an answer quickly."

When the COVID-19 pandemic disrupted typical business interactions, Pitts was concerned about getting replacement parts for damaged equipment.

"One of our operators had a mishap with the wheel loader to the point where we needed to replace a couple of parts," recalled Pitts. "I wasn't sure if I would be able to service the machine due to COVID. When I called the parts and service department, I was still able to get the parts overnighted."

"C.N. Wood took care of me with urgency, which I appreciated," continued Pitts. "Little details like that are why we choose to partner with them."

Pitts utilizes Komatsu Care, a complimentary factory-scheduled maintenance program for the first three years or 2,000 hours of a machine's life.

"There's no drama with Komatsu Care," said Pitts. "C.N. Wood tracks when our machines

need maintenance and contact us to set up a time to service the equipment when it won't affect our operation. It's one less thing I have to worry about."

Next generation

Before building his roll-off company and purchasing Valley Recycling, Pitts wanted nothing to do with the trash industry. The opposite could be said for his son, Garret.

"I'm hoping someday I can sit at my office on the beach while my son runs the show," joked Pitts. "He's 28 years old and can already do everything around the facility. From operating the equipment to managing the staff, he's well-versed on the entire process."

Adding customers and growing the operation remains the short-term focus for Pitts.

"We want to build from our current tonnage per day, and there's a right way to do it," he said. "We need to get proper permitting first and make sure our facility can handle the increased amount of material. Once we do that, we'll look to add 150 to 200 tons per day."

"In order to reach our goal, we want to stay invested in the community," continued Pitts. "There are quite a few home renovation and DIY projects happening, which creates a lot of waste. We want all of our customers to know that we're here and this is the place to take their material." ■

Operators work together to quickly clear the floor of material using a Komatsu WA270-8 wheel loader and Komatsu PC210LC-11 excavator at Valley Recycling's facility.





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Boston's G. Greene Construction Co., Inc. thrives with repeat business in medical and defense industries



Bob Greene,
President and Owner



Gabe Greene,
Founder

In 1966, Gabe Greene founded G. Greene Construction Co., Inc. as a one-man operation based in Allston, Mass. A carpenter by trade, Gabe began working at medical facilities and steadily grew the company by earning repeat business. If a client had a need, Gabe wanted to take care of it for them – a value that still holds true at the company today.

"My father always said he didn't want his clients to call anyone else for something he could do," said President and Owner Bob Greene. "When several institutions asked if he could do snow removal, instead of saying no, he decided to buy a couple of machines and added that service to the business. We continue to partner with a majority of the same institutions he built relationships with in the '60s, largely through our snow removal service, while expanding our operations to new clients as well."

Bob began working for his father in high school and couldn't imagine doing anything else. He completed a few semesters of college and quickly realized his true passion was working in the family business.

"After high school, I spent a year at Northeastern University and decided it wasn't

for me," recalled Bob. "My father had a job site close enough to campus that a couple of my friends and I could go straight there after class and work for a while before shooting back to our next class. Whenever I had any free time, I was working with the crews."

Following his days at Northeastern, Bob joined G. Greene full time and within a decade became President, after his father retired in 1996. Since then, the business has grown to more than 150 employees and has established relationships with medical institutions, defense contractors and power providers, in addition to its snow management jobs throughout New England. The company separates itself from the competition by self-performing many aspects of its projects.

"My father taught me that we never wanted to simply get one job, do it and leave," noted Bob. "With our current accounts, we'll go from building to building, floor to floor, wing to wing and office to office. We could be building a manufacturing space for one of the defense contractors; and paving a parking lot, pouring sidewalks, installing utilities and adding granite curbs for someone else. We're capable of completing a broad spectrum of tasks."

"We excel at working in highly sensitive spaces," continued Bob. "We have specialized crews that can pass any necessary background checks and will do the job right the first time."

Client driven

G. Greene does not have a typical job, rather it focuses on building relationships with clients.

"We're not so much work-driven as we are client-driven," noted Bob. "A lot of what we do is proprietary or classified. We might work on an ICU, on an OR at the Boston Children's Hospital, or we could build a radar range for one of the defense contractors. Whatever our clients need from us, we'll do."

The firm also performs utility installation and repair in Boston. The projects often include exploratory excavation to locate existing utilities. To avoid damaging the utilities, G. Greene added a Vactor TRUVAC HXX vacuum excavator truck to its fleet.

(L-R) Vice President of Site/Civil Division Peter Desisto, President and Owner Bob Greene, Operator Larry Brown, Field Operations Supervisor Tim Connaughton and C.N. Wood Sales Rep Brian Doherty check out G. Greene's Vactor TRUVAC HXX vacuum excavator truck. "The truck is comfortable and easy to maneuver around the city," said Operator Larry Brown. "Once I'm at a job site, I operate the machine by remote control. It's easy and safe because I can see everything without obstacles."





▶ VIDEO

G. Greene recently added a Vactor TRUVAC HXX vacuum excavator truck to its fleet. "Conventional digging doesn't fly in the city because no one knows the true location of the utilities," stated Vice President of Site/Civil Division Peter Desisto. "The TRUVAC makes our work safer for the crew, the company and the existing utilities around it."

"It's become a necessity to have a vac truck now," stated Vice President of Site/Civil Division Peter Desisto. "Conventional digging doesn't fly in the city because no one knows the true location of the utilities. The TRUVAC makes our work safer for the crew, the company and the existing utilities around it."

"The truck is comfortable and easy to maneuver around the city," added Operator Larry Brown. "Once I'm at a job site, I operate the machine by remote control. It's easy and safe because I can see everything without obstacles."

Since adding the TRUVAC vac truck, G. Greene has increased its business with two local energy providers.

"We have many crews dedicated to distribution repair work for one of the providers, and another crew digging test holes to find a route through the city for a new transmission line to the substation," explained Bob. "The TRUVAC truck has been handy because very rarely do the utilities and map match up, which means we need to do exploratory digging to locate where they actually rest. The vac truck allows us to pull up to any location and quickly identify the existing electric, gas, water and sewer utilities without worrying about damaging the structures."



"We didn't realize how much we needed the truck until we got it," added Peter. "We use it every day. It's a critical part of our fleet, and we couldn't work without it."

Equipment backed by support

Bob does not profess blind loyalty to one brand of equipment. He expects reliable machines that are backed by dealer support. Lately, he has worked closely with C.N. Wood and Sales Rep Brian Doherty to fill his equipment and service needs.

"We prefer Komatsu machines for our larger excavation projects and snow removal jobs," shared Bob. "Doing regular maintenance on the Komatsu equipment keeps it running and our projects on schedule. Choosing Komatsu is easy because the machines are user-friendly, and C.N. Wood backs them up with excellent service and support."



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Continued . . .

'I love this company and what we do'

... continued



President and Owner of G. Greene Construction Bob Greene (left) works closely with C.N. Wood and Sales Rep Brian Doherty. "If I need anything, I know I can pick up the phone and call Brian," said Bob. "Choosing Komatsu is easy because the machines are user-friendly, and C.N. Wood backs them up with excellent service and support."

"If I need anything, I know I can pick up the phone and call Brian," continued Bob. "He and the team at C.N. Wood are great to work with."

G. Greene's Komatsu fleet includes wheel loaders ranging from WA250s to WA380s, as well as excavators in size from a PC30MR to the PC228USLC. For its snow removal service, C.N. Wood also plays an essential role.

"Recently, we demoed several wheel loaders, and my operators all preferred Komatsu," explained Bob. "More than the quality of the machine, I know that I can call Brian and have a new piece of equipment within a day and a half. When we need something, they're right there for us."

Next generation

While Bob has no plans to retire any time soon, his daughter, Shelby, recently joined the company and is learning the business from the bottom up. Bob plans to slowly teach her how to run the company while continuing to build relationships with customers and add new business.

"She's like me at 22 – no interest in coming into the office and wants to be at the job site," noted Bob. "But, as I'm doing things, like visiting clients or working with people, I'm trying to include her. I told her that although my father retired at 62, I have no plans of retiring soon, because I love this company and what we do." ■

An operator uses a Komatsu PC228USLC-10 excavator at one of G. Greene's job sites. "We prefer Komatsu machines for our larger excavation projects and snow removal jobs," said President and Owner Bob Greene. "Doing regular maintenance on the Komatsu equipment keeps it running and our projects on schedule."





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Successful companies know investing in training and retaining is essential even during the toughest of times



Rachel Burris,
Communications
Manager, NCCER

Historically, training is one of the things companies curtail during tough times. Although halting training may be fiscally understandable, it's short-sighted and hurts your program and the construction industry as a whole in the long run. This is the time to really focus on current projects and ensure people are working at their maximum capacity.

Proactive, successful companies have traditionally managed to maintain training through difficult times. It may not look the same and may be adapted, but progressive companies will not quit training. Why?

3 key reasons

1. The skills shortage won't disappear. Before COVID-19, the construction industry was already facing an estimated shortage of one

million skilled workers by 2023. In August 2019, the Associated General Contractors of America found that 80% of contractors were having difficulty finding qualified craft professionals.

Training and retaining our workforce must remain a priority or we'll be facing an even more extreme shortage after the crisis. ManpowerGroup reports that skilled craft professionals and construction laborers remain in the top 10 most difficult roles to fill.

2. Training increases productivity. Doing targeted, job site specific training helps get workers re-engaged and increases productivity. Concerns about job security and the industry are prevalent across the workforce – training helps combat those feelings of apprehension.

Continued training during this time also builds your sense of community in your workplace culture. The McKinsey Engineering Construction and Building Materials Practice points out that “balancing performance and health is critical at any point – and it's much more important in these turbulent times.”

3. It's strategic. To be an employer of choice in construction is all about training and retaining your workforce. Instead of “turning off the electricity to save on electricity when times get tough,” it an opportunity to be more strategic.

Companies have typically already invested significantly in establishing workforce development programs to recruit. During times when companies are not bringing new people in, trying to maintain the employees who you may have already invested in with a year or two of training is tactically important.

This momentary slump cannot affect the construction industry's vision of the future. As an essential business, the world needs construction. We remain the industry that builds America. ■

Editor's note: Rachel Burris is the Communications Manager at the National Center for Construction Education and Research (NCCER). This article is excerpted from a blog post and reprinted with permission from “Breaking Ground: The NCCER Blog” at blog.nccer.org.



Rachel Burris emphasizes that it's short-sighted to cut training during difficult times. “Proactive, successful companies have historically managed to maintain training through difficult times. It may not look the same and may be adapted, but progressive companies will not quit training,” said Burris, Communications Manager for National Center for Construction Education and Research.

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Construction industry forecasters predict rise in overall starts led by single-family housing, non-building segments

Uncertain? Cautiously optimistic? Upbeat? Construction forecasters are making their best predictions, with most seeing positive territory for overall starts in 2021 as well as significant gains for certain market segments.

Dodge Data & Analytics (Dodge) looks the most bullish, forecasting an overall 4% increase in starts. The Portland Cement Association (PCA) predicts a 0.6% rise. On the flip side, FMI Corp. estimates an 8.7% decline.

The Northeast region of the country will be the most robust, according to Dodge. Its forecast sees a 14% jump in 2021, followed by the South Atlantic at plus 5% and the South Central at 4%. It believes the Midwest will be flat, while the West will fall 3%.

The industry is coming off a rough year in 2020, particularly the first half when COVID-19 caused a deep drop in construction starts, according to Dodge Chief Economist Richard Branch in a press release announcing the organization's outlook. He said to expect bumps along the way.

"While the recovery is underway, the road to full recovery will be long and fraught with potential potholes," said Branch.

Low rates spur home building, ownership

Single-family housing was one bright market segment last year, increasing by 4% compared

to 2019. It also seems to be one area of broad agreement among forecasters. Dodge's outlook has it rising another 7% to \$254 billion, which would be its highest since 2007.

The National Association of Home Builders (NAHB) appears to concur, forecasting a 3% increase this year followed by 2% more in 2022. PCA sees a 4% rise in total residential building.

"Overall, homebuilder confidence is at a data series high as sales have outpaced construction," said Robert Dietz, Senior Vice President and Chief Economist at NAHB in a recent *Engineering News-Record* article. "Housing demand is driven by historically low interest rates, demographic tailwinds and a desire for more space, which, in turn, is leading to construction gains in lower-density markets."

There are opposite indications for multifamily housing starts. Dodge has a positive outlook at plus 7%. However, FMI, which sees a decline for 2021 in single-family, also predicts a 16.7% decrease in multifamily homes, and NAHB sees a 15% drop.

Anirban Basu, Chief Economist of the Associated Builders and Contractors (ABC), wrote in a December 2020 online article for *Construction Executive* that single-family housing has been and will continue to be a bright spot. Similar to others, he sees the ongoing decline in multifamily extending into 2021.

The picture is unclear when it comes to transportation spending, including roads and bridges. Dodge Data & Analytics sees a slight increase. The American Road & Transportation Builders Association, FMI Corp. and the Portland Cement Association predict negatives.





Construction industry forecasters agree that single-family housing will remain strong in 2021 spurred by low mortgage rates. Dodge Data & Analytics sees it increasing by 7% to \$254 billion, which would be its highest since 2007.

“Among the most buoyant segments at present is owner-occupied housing,” said Basu. “With more and more millennials coming of age, coupled with the high rate of people looking to social distance, take advantage of low mortgage rates and acquire enough space for a home office, housing demand has raced even higher during the pandemic. But that surging demand has crashed into a dearth of available, unsold inventory, resulting in rapidly rising home prices and the highest homebuilder confidence on record.”

Contradictory indications for nonresidential, transportation

Conflicting outlooks are also evident in the nonresidential sector, which includes offices, lodging and commercial properties, as well as warehouses, educational, health care and other institutional buildings. FMI, PCA and the American Institute of Architects (AIA) all see relatively sizable declines, while Dodge expects a 3% overall increase with the warehouse, health care and office buildings segments all up more than 5%.

Dodge’s optimism also remains for overall non-building construction with a 7% forecast gain. That market includes highways and bridges, environmental, public works and

electric utilities. It believes the latter category will be especially robust with a 35% increase after falling more than 40% in 2020. Dodge indicated that several natural gas export facilities and a large number of wind farms are expected to break ground this year.

It projects a slight increase for highways and bridges. The American Road & Transportation Builders Association (ARTBA) sees it differently. It estimates that highway construction will fall 4.4%, with a decline of almost 2% for bridges. FMI and PCA predict negatives as well.

These sectors could be affected by additional infrastructure funding. The most recent highway bill was set to expire in September 2020; however, Congress provided an additional year of funding as part of a short-term continuing resolution. Biden administration transportation advisor John D. Porcari said Congress is likely to seek an increase for core federal programs as well as others, such as BUILD grants awarded by the Department of Transportation.

“I think you need to kind of flood the zone with more (dollars) on the formula side, more on the competitive-grant side,” said Porcari during an annual meeting of the American Association of State Highway and Transportation Officials. ■

Tracey Drechsel says new structure delivers better service as regional teams work together to be your one point of contact



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.

Tracey Drechsel,
Komatsu Business Director,
East Region

Tracey Drechsel's career with Komatsu began right out of college. The 1998 Austin Peay State University graduate started with Komatsu Financial and held various roles in operations, sales and marketing. She spent six years as the Finance Sales Manager, working at Komatsu's Newberry, S.C., plant before returning to the Chicago area. Along the way, she earned a master's degree from North Central College.

"As a kid, I never thought construction equipment would be my life. I wanted to be a marine biologist and swim with dolphins," shared Drechsel. "The gig with Flipper didn't work out, so here I am helping people dig holes and push dirt.

"The best part of the industry, and personally, the most rewarding, is the human interaction," she added. "I get to meet people from different backgrounds and find ways to make a difference in their lives. I have been very fortunate to wake up every day for 22 years and enjoy who I work for and who I work with; and I don't take that for granted."

In 2017, Drechsel was promoted to Director/Sales Marketing for the North Region of Komatsu's construction equipment division. In late 2020, she was named Business Director, East Region, which includes states from Michigan to Maine and down to Florida.

A two-sport athlete in college, basketball and softball, she enjoys staying active today. Drechsel likes to run, workout, boat, walk her dogs and travel. She also may be the only person in Chicago who cheers for both the Cubs and White Sox and dislikes deep-dish pizza.

QUESTION: Komatsu has made some structural changes with personnel taking on new roles, including those of regional business directors. What's the customer benefit?

ANSWER: As always, our focus is on helping customers find solutions by utilizing our dealer network, products, technology and, most importantly, our people who care at all levels. Speed to market and technical resolution is something we really focused on improving with this new structure. We empowered our people to make more decisions in the field to improve our response times to customers and distributors.

With this new concept, all business units within a region – parts, sales, finance, warranty, etc. – are now part of the same channel, whereas before it was more individualized. We've created small, focused regional teams with diverse skills to address the entire life cycle of customer needs. We are packaging our solutions as "Komatsu" and are aligned to act in the best interest of the customer.

QUESTION: How are members of each regional team working together?

ANSWER: Internally, we are leveraging each other's skill sets in more proactive ways to add value to our individual knowledge base as well as to our customer interactions. In the past, our collaboration had a tendency to be more reactive.

Now, we're meeting and talking on a consistent basis about what's happening within our region. Individuals and groups can bounce ideas off of each other; and we can discuss best practices in customer satisfaction as we share success stories and customer feedback.

Ultimately, it's a great opportunity to better serve our markets and moves us toward our goal of creating one point of contact that our customer value chain can trust and rely on.

QUESTION: Last year was certainly different from many perspectives. How did events

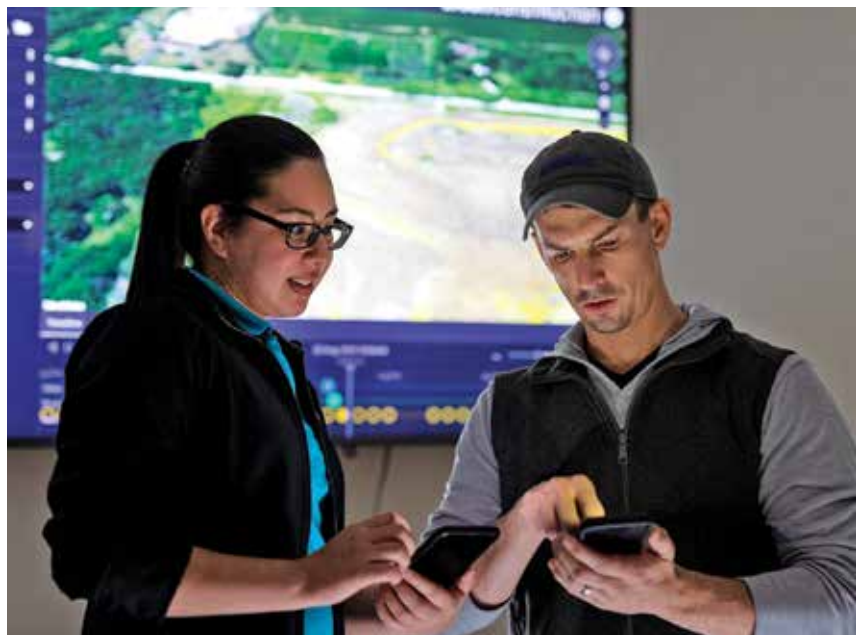


Komatsu's focus is on helping customers find solutions by utilizing its dealer network, products, technology and, most importantly, its people who care at all levels said Tracey Drechsel, Komatsu Business Director, East Region.

affect the construction markets and what do you see looking forward?

ANSWER: COVID-19 accelerated the acknowledgment and need for digital solutions in our industry. The pandemic provided a real-life example of the role technologies, such as online meetings and Smart Construction (the digital transformation of the job site), can play in keeping customers' businesses and projects on track. Those customers who were hesitant or skeptical about adopting GPS systems, intelligent machines and Smart Construction, now see the value in investing in those solutions.

Many are also utilizing our fleet management site, My Komatsu, more often. It enables them to remotely track production, idle time, fuel usage and other data with a tablet, smartphone or desktop computer. It allows them to reference manuals for their fleet, find the needed parts and purchase them quickly and easily. Again, it's actionable information they get without the need to be present at the job site. The complimentary service can save time and improve practices. ■



The use of Smart Construction solutions and My Komatsu for fleet management increased during the past year. "COVID-19 accelerated the acknowledgment and need for digital solutions in our industry," said Tracey Drechsel, Komatsu Business Director, East Region. "The pandemic provided a real-life example of the role technologies, such as online meetings and Smart Construction (the digital transformation of the job site), can play in keeping customers' businesses and projects on track."

Six machines named to magazine's list of best products deliver improvements driven by in-the-field customer conversations

What does a new intelligent dozer, two excavators of vastly different sizes, a specialty pipelayer and two mid-to-large-size wheel loaders have in common? For one, they were named among the Top 100 products by *Construction Equipment* magazine. More importantly, they were built with new efficiency and production features driven by customer input.

Among the prominent machines on the list are intelligent Machine Control 2.0 D51i-24 and D61i-24 dozers with integrated GPS technology that is proven to boost production by as much as 60%. They feature proactive dozing control that lets operators cut and strip like an experienced operator from first pass to last. (See related article on page 17 for additional features).

Large, small excavators

Earthmoving companies of all sizes appreciate a basic digging machine that's easily transported from job to job. They like it even better when the machine offers fast cycle times, deep digging capabilities and high production, such as the new PC130-11, according to Andrew Earing, Komatsu Senior Product Manager.

"Mobility is a real asset with the PC130-11," said Earing of the 28,660-pound excavator that digs

more than 17 feet deep. "When a contractor finishes one job, they can quickly load this excavator and be on the way to the next site. When they get there, it's a matter of minutes to unload and start digging. That increases production time."

He added that the PC130-11 is built with steel castings in the boom foot, boom nose and arm tip for exceptional durability. It is available with plus-one piping as an option, so you can run attachments for a wide range of applications and potentially boost profits.

The much larger 200-ton class PC2000-11 mining excavator is built for high-volume digging and can move up to 17.9 cubic yards of material in a single scoop.

"Customers told us they want better multifunction performance and productivity than the previous model and the competition," said Joe Sollitt, Komatsu Senior Product Manager, Mining Support Equipment. "With more available engine horsepower, we were able to increase pump absorption and re-engineer the engine-pump-control logic. In combination with a more efficient hydraulic system, the PC2000-11 can load out more material per shift."

Sollitt emphasized that Komatsu designed the 1,046-horsepower excavator for greater reliability and durability with thicker, stronger boom plates and castings that are highly resistant to bending and torsional stress. The center and track frame were strengthened, and it has larger diameter carrier rollers for extended service life. He added that a ground-level service center is standard, and the power module that service personnel grew to love was maintained.

Loaders prove more productive

Komatsu incorporated next-generation technology with considerable benefits to make its new WA475-10 wheel loader an ideal fit for quarry, waste, infrastructure, forestry and non-residential applications. Feedback received in the field guided improvements, which made it 30% more fuel efficient than its predecessor, leading to savings that can potentially make you more competitive and profitable.



Earthmoving companies of all sizes appreciate a basic digging machine that's easily transported from job to job. They like it even better when the machine offers fast cycle times, deep digging capabilities and high production, such as the new 28,660-pound PC130-11.

Continued . . .

New iMC 2.0 dozers increase production up to 60% with the ability to use automatics from grass-to-grade



Intelligent Machine Control 2.0 D51i-24 and D61i-24 dozers feature patent-pending proactive dozing control that automatically cuts and strips from existing terrain like an experienced operator – 100% of the time, from grass to grade. The dozers also have improved automation with patent-pending lift layer control, tilt steering control and quick surface creation.

Jon Jennings,
Komatsu Product Marketing Manager

When experienced operators retire, they take with them their knowledge about how to move dirt as productively and efficiently as possible. That could potentially slow down your operations. What if it could be faster for your new or less-experienced operators to become as productive as those who left? It's possible.

One of the key attributes of Komatsu's new intelligent Machine Control (iMC) 2.0 dozers is patent-pending proactive dozing control that automatically cuts and strips from existing terrain like an experienced operator – 100% of the time, from grass to grade. This technology increased production by as much as 60% compared to the first-generation dozers, according to Komatsu Product Marketing Manager Jon Jennings.

"The ability to use automatics from first pass to last, instead of just during the finish grading, significantly reduces the time it takes to reach target elevation," said Jennings. "Proactive dozing control logic decides the appropriate action, such as whether to cut and carry material, spread or fill that material or whether it should finish grade."

The system provides the real-time position of the dozers to the job site to create a highly accurate elevation for it to drive the blade to the precise grade needed. During operation, the dozers measure the terrain as they track and use the track-level data to plan the next pass.

New automation, satellite systems

Improved automation is also part of iMC 2.0, including patent-pending lift layer control, which automatically spreads

fill from existing terrain with the press of a button. Much like proactive dozing control, this feature tracks the terrain and uses the data to plan the next pass, which doubles production and achieves consistent layers for quality compaction.

Additional automation features include tilt steering control that automatically tilts the blade to maintain straight travel during rough dozing, reducing the need for operator steering input by 80%. Quick surface creation produces a temporary design surface with one press of a button without the need for a complex 3D model.

Other upgrades include a second GPS antenna, which Jennings noted will aid in side-slope work. The new machines also gain access to three additional satellite systems.

"The biggest advantage is greater overall accuracy," he said. "More satellite systems increase production through the ability to use GPS in places where it may have been a big challenge before, such as at the edge of a wooded area or close to buildings on an urban project."

In addition to the new D51i-24 and D61i-24 models recently touted by *Construction Equipment* magazine as top products, the D39i-24 and the highly anticipated D71i-24 that was introduced last year at CONEXPO will soon be available.

"We had numerous orders for these machines before they were available because customers realized how much the new dozers will increase their production," said Jennings. "We encourage anyone looking for the same in their business to contact their distributor for a demo, more information or to add one to their fleet." ■

New features improve cycle time

... continued

The WA475-10 has 18% greater horsepower but achieves increased fuel efficiency with its Komatsu hydraulic mechanical transmission. Contributing to better economy and productivity is the independent work equipment control that simplifies operation by separating the accelerator pedal from the speed of the work equipment.

To further boost productivity, the boom lift force was bolstered by 20% and breakout force increased by 8%. A new bucket design improves pile penetration and better retains material in load-and-carry applications.

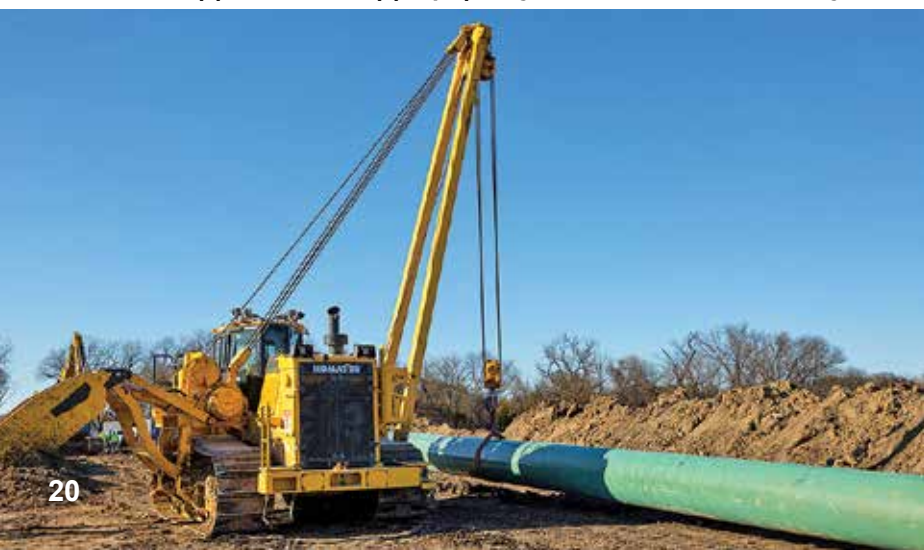
"Additional conversations with equipment users also led to an improved operating environment that includes an updated cab with floor-to-ceiling glass, ergonomically designed switch layouts and a fully adjustable five-axis console for enhanced operator comfort," noted Bruce Boebel, Komatsu Senior Product Manager.

The WA800-8 wheel loader also has a new bucket shape that incorporates an increased radius and floor inclination to make it easier to fill and retain material. The spill guard

Komatsu incorporated next-generation technology with considerable benefits to make its new WA475-10 wheel loader an ideal fit for quarry, waste, infrastructure, forestry and non-residential applications. It's 30% more fuel efficient, has 18% greater horsepower, 20% more boom lift force and a breakout force increase of 8% compared to its predecessor model.



The new D155CX-8 pipelayer has an oval design nine-roller track that features 12 feet, 10 inches of track on ground for stability. With a 170,000-pound lift capacity, the D155CX-8 can handle up to 36-inch steel pipe. It offers a K170 pipelayer package with a standard 24-foot boom length.



was adjusted to give operators improved visibility to the pile, and sweeper wings on either side protect the front tires. In larger quarry, aggregate and mining applications, the 254,700-pound machine is an ideal match for 60- to 100-ton trucks.

The loader features new, key automatic and semi-automatic systems that assist operators and contribute to productivity and efficiency. The three features can be used together or separately to automate the work phases when V-cycle loading, one of which is automatic dig to optimize bucket load. This actuates the bucket and lifting operations by sensing the pressure applied to the work equipment.

A semi-automatic approach raises the boom automatically when reversing out of the pile. The lift arms elevate until reaching the upper setting of the boom positioner, allowing the operator to focus on the travel path of the loader.

Semi-automatic dump raises the lift arms automatically and dumps the bucket with the push of a button. After dumping, it levels the bucket and returns the lift arms to the lower boom positioner setting; however, the lift arms will not lower until the bucket has cleared the truck.

"We also responded to customer requests by introducing a modulation clutch for optimal tractive effort and throttle lock that improves cycle times by maintaining high work-equipment performance and saving fuel with auto deceleration," said Komatsu Product Marketing Manager Robert Hussey.

New pipelayer designed for exceptional stability

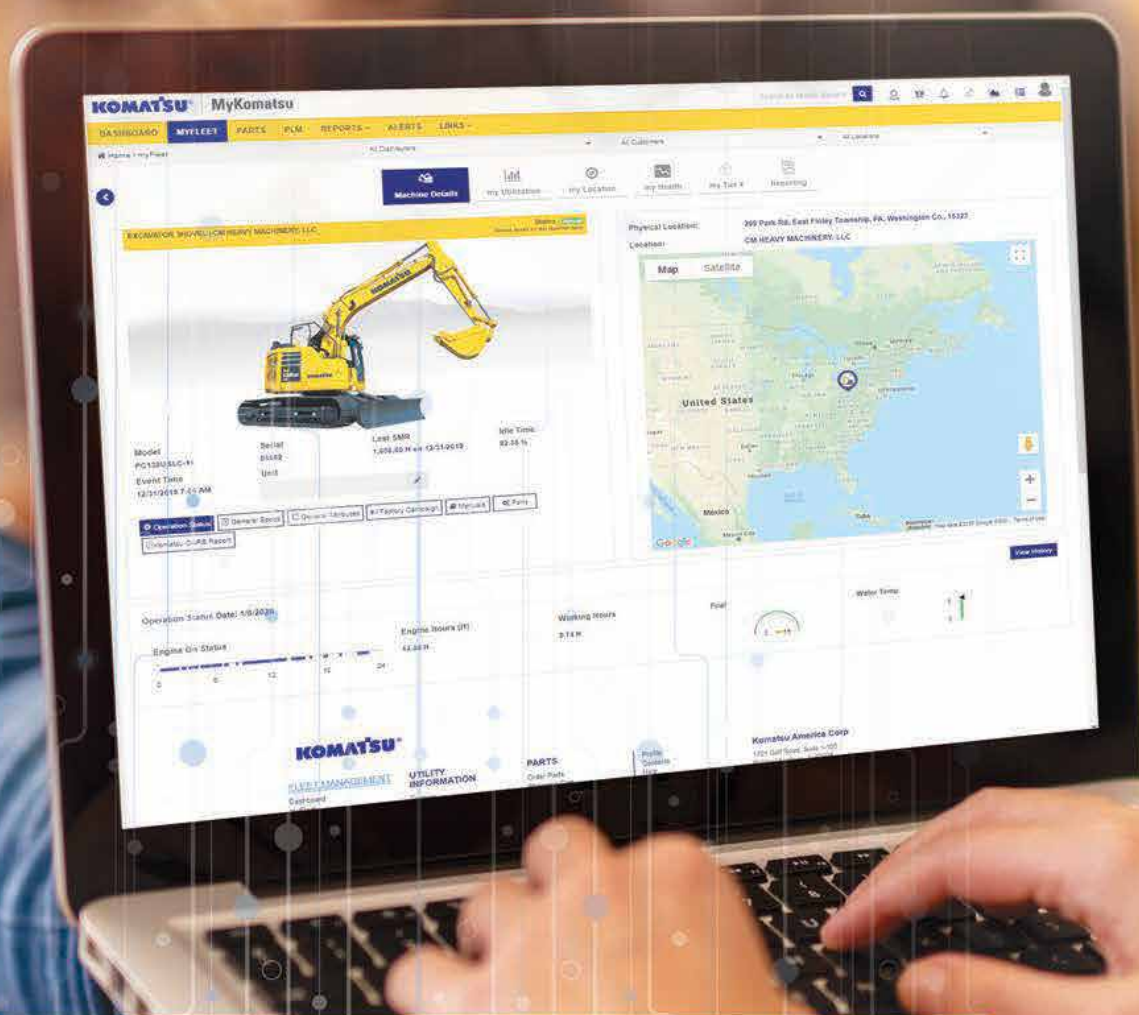
Komatsu worked closely with pipeline companies to develop its new D155CX-8 pipelayer that has an oval design nine-roller track with 12 feet, 10 inches of track on ground for stability. It also features 32-inch track shoes.

Heavy final drive components are close to the ground, which lowers the center of gravity. The rollers are fixed suspension and don't oscillate like a dozer for greater ground contact.

With a 170,000-pound lift capacity, the D155CX-8 can handle up to 36-inch steel pipe. It has a K170 pipelayer package with a standard 24-foot boom length. An optional 28-foot boom is available.

"It's essential that we get feedback from the contractors who will ultimately use a pipelayer like our new D155CX-8," said Chuck Murawski, Product Manager, Dozers. "One item they recommended was a larger steering motor, so we incorporated one into the machine to give it better displacement and more torque." ■

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New iMC 2.0 excavator delivers greater accuracy, comfort and versatility for increased productivity

What if you could dig basements, footings or utility trenches without worrying about overexcavating? How about using the same machine to accurately excavate slopes and finish grade ponds with limited movement? What if you could do it all with little or no need for a finish dozer, stakes or surveying?

According to Komatsu Senior Product Manager Andrew Earing, Komatsu's new intelligent Machine Control (iMC) 2.0 PC210LCi-11 excavator with integrated GPS lets you do all of those tasks and more. Earing noted that testing showed the latest-generation machine improves production by up to 33% and efficiency as much as 63% compared to conventional excavation and grading methods.

"The new iMC 2.0 PC210LCi-11 has added additional satellite systems improving satellite coverage and ability to work in more challenging areas such as near woods or on urban job sites," said Earing.

Bucket angle hold, new monitor

With iMC 2.0 comes bucket angle hold. When activated, it automatically holds the bucket to the design surface during arm-in operation.

"It's less fatiguing for operators, which makes them more productive throughout a shift," said Earing. "It also produces a better finish-grade surface, so there are multiple benefits."

Additional new features include a smaller, slimmer 10.4-inch monitor with more memory and faster processing speed. It has pinch-to-zoom and swipe functionality similar to a smartphone or tablet.

"Customers told us they wanted a more streamlined monitor," said Earing. "This is intuitive and easier to use, so there's decreased downtime navigating through it and more time producing."

Options up versatility

Earing added that users can boost efficiency further with optional features such as automatic tilt bucket control. Using an add-on inertial measuring unit, it allows machine control to manage the angle movement of a tilt bucket to dig and grade surfaces that are not perpendicular to the machine. Users provide their choice of bucket.

Continued . . .



Andrew Earing,
Komatsu Senior
Product Manager

A new feature of the latest-generation PC210LCi-11 intelligent Machine Control 2.0 excavator includes bucket angle hold. When activated, it automatically holds the bucket to the design surface during arm-in operation. "It's less fatiguing for operators, which makes them more productive throughout a shift," said Komatsu Senior Product Manager Andrew Earing. "It also produces a better finish-grade surface, so there are multiple benefits."



'Useful on projects with varying contours'

... continued

"While excavating a deep trench, you can slope the sides back without moving the excavator," explained Earing. "It's also useful on projects with varying contours, such as swales and ponds. Operators can sit in a fixed position and shape those transitions. Less movement saves time and wear and tear on the machine and the operator. We believe most contractors will want to take advantage of this.

"Another feature is optional pressure and flow control for plus-one piping," he continued. "This lets you fine-tune hydraulic pressure and flow on attachments such as hammers, vibratory compactors, processors and more for improved control and versatility."

Semi-automatic functions

The iMC 2.0 PC210LCi-11 maintains the main functions of the first-generation iMC excavators, including the ability to switch from manual to semi-automatic modes.

Among a host of standout features is an exclusive control function that goes beyond simple guidance to semi-automatically limit overexcavation and trace a target surface. Once the target elevation is reached, no matter

how hard an operator tries to move the joystick to lower the boom, the excavator won't allow it. This reduces wasted time and the need for expensive fill materials.

Productivity and efficiency features include:

- In semi-automatic mode the boom adjusts the bucket height to trace the target surface and minimizes the chance of digging too deep.
- Auto stop control halts the working equipment when the bucket edge reaches the design surface to reduce design surface damage.
- Minimum distance control regulates the bucket by automatically selecting the point on the bucket closest to the target surface.
- The facing angle compass shows the operator the facing angle in relation to the target surface, allowing the bucket edge to be accurately positioned square to the target surface.

"Existing and new technology in the iMC 2.0 excavators has proven to increase production and efficiency while reducing costs," said Earing. "We encourage anyone looking for those attributes to contact their distributor and test one for themselves." ■

The new intelligent Machine Control (iMC) 2.0 PC210LCi-11 maintains the semi-automatic features of the first-generation iMC excavators, including auto stop control, minimum distance control and a facing angle compass to limit overexcavation.



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Working in eco-sensitive areas meant contractor BluRoc, LLC needed to minimize its environmental impact. They utilized three Terramac RT14R crawler carriers to install work pads for transmission pole structures without damaging the ground.

“The Terramac units float over gnarly ground conditions and climb hills while moving good sized loads because they have low ground pressure, which makes them a highly valuable tool on the jobsite.”

Reggie Gordon

Operator

BLUROC, LLC



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- Vacuum Excavator
- Personnel Carrier
- Tac Welder/Weld Deck
- Digger Derrick/Pole Setter
- Aerial Lift



Komatsu offers a wide range of genuine batteries proven to perform and last in tough conditions

When you turn the key on a machine or a vehicle, you expect it to start. Several systems play a role in whether this does or does not happen, but one of the most important factors is the battery.

"It is essential to use one that's proven to perform under all circumstances," emphasized Dimitra Balafoutis, Komatsu Product Manager, Consumables. "We recommend using genuine Komatsu batteries in our machines because they are manufactured to stand up to challenging conditions such as extreme temperatures and high vibrations, which are common on our customers' job sites. They were designed and built to ensure durability and reduce downtime."

Balafoutis noted that Komatsu genuine batteries undergo more than 300 quality-control checks throughout the manufacturing process. With proper maintenance, they typically last three years or longer. Komatsu supports all batteries with its standard parts warranty, which is one or two years depending on part number.

"A wide range of 6- and 12-volt sizes are available," said Balafoutis. "Our distributors stock the most common ones, so they are easily available. If a less common type is needed, you can order it through your distributor or on the My Komatsu web

application (www.komatsuamerica.com/mykomatsu) and have it shipped to the distributor or your location."

Power your vehicles too

With Komatsu's all-makes program, customers can also order OEM batteries for their Komatsu equipment and its competitors through their local Komatsu branch, explained Balafoutis. This includes construction, agriculture, mining, forestry and forklift products.

"Those OEM options are available if customers want them; however, Komatsu genuine batteries work in most brands of machinery," Balafoutis pointed out. "Distributors can assist customers in determining the right fit for their needs."

She noted that Komatsu genuine batteries are ideal for cars, pickups or other vehicles.

"If you think they are great in your equipment, consider them for other uses," said Balafoutis. "They power class 1 through class 8 on-highway trucks, boats, recreation vehicles, power sports products such as four-wheelers, golf carts and more. Your Komatsu distributor can be a one-stop shop for all of your battery needs. They will even install them if you like." ■



Dimitra Balafoutis,
Komatsu Product
Manager,
Consumables



Komatsu genuine batteries power your Komatsu equipment. They can do the same for competitive machinery as well as your vehicles, including pickups, cars, boats, RVs, golf carts and more.

Residential, commercial contractor sees sizable savings with intelligent Machine Control excavators



David Smith II,
Owner



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Like his father, David Smith II went straight to work after graduating from high school. At 17, he ran residential crews in the family business, which performed site work for developers on subdivisions as well as single lots for private homeowners.

"When the markets crashed in 2008, housing pretty much dried up," recalled Smith, who along with his father owns and operates what is now S3 Sitework. "Dad sent me to do a commercial job. He figured the project would take around six weeks, but I had it done in three. The experience of working in close quarters near houses was a big help because it's where I learned speed and efficiency."

That project spurred additional commercial work and also served as the catalyst for a move toward more automated excavating for the Smiths and S3 Sitework.

"I knew how to run a machine – period. Dad sent another guy to set and check grade and drive stakes," said Smith. "I was really good at wiping them out, which meant resetting. I thought it was inefficient and costly, so we bought a base and rover. Now, GPS technology plays a big role in our operations."

He added that S3 Sitework is saving time and money by using Komatsu intelligent Machine Control (iMC) PC360LCi-11 and PC490LCi-11 excavators. The Smiths put them in their

fleet about a year ago and appreciate the factory-integrated GPS grade control.

Flawless transitions

S3 Sitework builds models, uploads them to the machines and cuts to grade using the iMC excavators' semi-automatic features.

"They prevent overdigging. Once the teeth contact the set design grade, no matter how much you push the joysticks, the excavators will not let you go deeper," explained Smith. "That saves time and material expenses in subgrade preparation."

He noted a particular job where the excavators stood out. "On one subdivision we had to cut a road, house lots and bar ditches. The ditches had three-to-one slopes, so there were sizable transitions from the bottom of those to the pads and onto the street subgrade. Using the models, the operators and machines made the changes flawlessly without stakes. We only needed to check grade occasionally, and it was spot-on."

Smith said he knew the iMC excavators were the right machines for S3 Sitework from the first time he demonstrated a PC360LCi-11 on a channel cut.

"It had one-to-one slopes and had to be concrete lined. There was no way to cut that with a dozer," said Smith. "We dug the channel extremely fast with no overrun on the materials." ■

An S3 Sitework operator digs a ditch with a Komatsu intelligent Machine Control PC360LCi-11 excavator. The company also has a PC490LCi-11. "We don't need someone constantly checking grade or setting stakes because the machines know where they are in relation to the design elevation," said Owner David Smith II. "That saves us time and labor costs."

▶ VIDEO





EARTHMOVING, DEMOLITION, AND MATERIAL HANDLING ATTACHMENTS • EXCAVATOR CUSTOMIZING



New solution saves time, expense by delivering design changes directly to machines, eliminating travel to job sites



Bryce Satterly,
Komatsu Smart
Construction
Solutions Manager

If you manage construction projects, you know design changes come with the territory. You also realize that delays in updating plans could adversely affect production and your profits.

"It's critical to communicate new information as quickly as possible," stated Bryce Satterly, Komatsu Smart Construction Solutions Manager. "Technology is making that virtually instantaneous. Our Smart Construction Remote solution is a good example. It allows users to send design data to machines in the field and remotely support operators without traveling to the job site, reducing costly downtime."

Managers can log into target machines, pinpoint their location, view the machines' monitors and upload or download files at anytime from anywhere, according to Satterly. He added that updates can be transferred to multiple machines with one click.

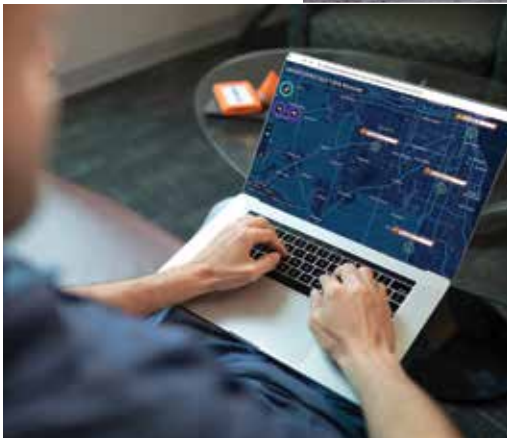
Smart Construction Remote's software is compatible with Komatsu intelligent Machine

Control dozers and excavators as well as with select aftermarket grade control systems. It's one of several Smart Construction solutions created to help you more efficiently plan, schedule, manage, streamline costs and optimize processes remotely.

Distant troubleshooting capabilities

In addition to project design file updates, Smart Construction Remote provides distanced troubleshooting capabilities. Offsite personnel can view what operators are seeing in the field, and even operate the machine control monitor, through their connected devices.

"The operator, survey manager and others can communicate remotely in real time, and resolve issues faster," said Satterly. "Not having to make that trip to either update a machine or troubleshoot it saves time and reduces fuel costs and emissions associated with driving to the site. Those are added benefits." ■



Smart Construction Remote lets you log into target machines, pinpoint their location, view the machines' monitors and upload or download files at anytime from anywhere. Smart Construction Remote also provides distanced troubleshooting capabilities.



USED EQUIPMENT SPECIALS

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Manufacturer/Model	Stock No.	Year	Hours
EXCAVATORS			
Komatsu PC138USLC-10	KM7042	2013	8,618
Komatsu PC170LC-10	C000840	2014	5,892
Komatsu PC170LC-10	KM7204	2015	5,135
Komatsu PC210LC-11	KM6571	2018	1,419
Komatsu PC238USLC-11	KM6969	2019	1,736
Komatsu PC238USLC-11	KM6868	2019	1,872
Komatsu PC238USLC-11	C00109	2019	1,000
Komatsu PC290LC-11	KM7132	2016	2,724
Komatsu PC360LC-10	KM7263	2014	5,656
Komatsu PC360LC-11	KM7117	2016	4,081
Komatsu PC390LC-10	KM7264	2014	6,122
Komatsu PC490LC-11	KM7115	2018	2,220
Komatsu PC78US-10	KM6982	2019	1,108
Komatsu PC88MR-10	KM6911	2019	1,728
Komatsu PC88MR-10	C000949	2014	6,277

COMPACTION EQUIPMENT

Bomag BW161ADO-5	BO0179	2018	451
Bomag BW190ADO-5	BO252	2020	429
Bomag BW211D-5	BO0202	2018	320
Bomag BW211D-5	BO0185	2018	440

Manufacturer/Model	Stock No.	Year	Hours
WHEEL LOADERS			
Komatsu WA200-8	KM7220	2020	152
Komatsu WA320-7	KM6800	2016	2,980
Komatsu WA320-8	C000240	2018	570
Komatsu WA500-8	C000206	2019	4,012

DOZERS

Komatsu D37EX-24	C00108	2017	762
Komatsu D39EX-24	KM6861	2019	997
Komatsu D61PXi-24	KM6864	2019	1,115

GRADALL

Gradall XL5300 III	GA0109	2013	5,800
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SWEEPERS

Elgin Eagle	E000022	2005
Elgin Eagle	E000066	2012
Johnston 3000	EG90035	1999

MATERIAL HANDLER

Fuchs MHL340F2	C000578	2019	492
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