



**WAUKESHA-PEARCE INDUSTRIES, INC.**

# **UPDATE**

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## **TRENDSETTER CONSTRUCTION, INC.**

**A shift in focus and versatility help this Gladewater contractor continue to expand**

See article inside . . .



Shirley Campbell-Wright, President

Joel Campbell, Vice President

Robert Campbell, Corporate Officer and Oilfield Division Manager

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# A MESSAGE FROM THE VICE PRESIDENT



G. Michael Green

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Dear Valued Customer:

We know that when new engine emissions standards are introduced, the last thing on many of your minds is the research and technology that went into complying with those standards. Your concern likely is the performance of that new machine compared to your “old reliable” Komatsu equipment.

Rest assured, Komatsu and our other lines of quality manufacturers have it taken care of. While you might not be thinking about interim Tier 4 machines, this issue of your *WPI Update* magazine has some good product- and service/support-related articles that point out how our manufacturers met the standards without hurting, and in many cases improving, your bottom line when it comes to moving materials.

After all, that’s what it’s all about. You expect maximum performance and minimum downtime. That’s why Komatsu continues to take steps to ensure you meet your important scheduled maintenance intervals with machine features such as KOMTRAX. New interim Tier 4 machines have KOMTRAX 4.0, which monitors new components designed to reduce emissions.

I encourage you to read the articles on KOMTRAX 4.0 and Komatsu CARE and some of the machines they apply to, including the new PC490LC-10 excavator and WA380-7 loader. I believe you’ll see why Komatsu is the leader in innovation.

As always, we’re here to help you in any way we can. Don’t hesitate to call us with any questions or concerns.

Sincerely,  
WAUKESHA-PEARCE INDUSTRIES, INC.

A handwritten signature in black ink that reads "Mike Green".

G. Michael Green  
Vice President of CMD Operations

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A PEARCE INDUSTRIES, INC. COMPANY

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### KOMATSU & YOU

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# TRENDSETTER CONSTRUCTION, INC.

## Shift in focus, versatility help Gladewater contractor continue to expand



Shirley Campbell-Wright, President



Joel Campbell, Vice President



Robert Campbell, Corporate Officer and Oilfield Division Manager

This year marks the 35th anniversary of Trendsetter Construction's founding, and while the Gladewater company still offers the same quality service it did in 1976, the main focus has shifted drastically.

"About 15 years ago we started working in the oilfields and that's remained our bread and butter," said Vice President Joel Campbell. "At first we did basic site work, such as clearing and pad construction. We've since expanded into offering pipeline installation, well hookups, facility construction and roustabout work, lease roads, pit closings and reclamation maintenance. We can do a complete package of services, or break them out individually — whatever best suits the customer."

Trendsetter Construction started offering oilfield services about the time Joel and his brother Robert joined the business full time. Prior to that they worked weekends and summers helping their father, Jerry, who founded the business as Jerry Campbell Construction.

Jerry passed away in 2002, and the boys took over day-to-day operations. Robert is the company's Corporate Officer and Oilfield Division Manager. Their mother, Shirley Campbell-Wright, is President and handles the financial aspects of the business.

"Jerry started by himself, mainly doing residential work such as house pads," Shirley recalled. "He didn't have any experience but he always wanted to be in business for himself, so he bought a bulldozer. The first house pad he did took him almost two days. He took it as a learning experience, and he was determined to make the business work. He was always willing to look at new types of work if a customer requested it, and eventually he started doing demolition, debris removal, import and export of materials as well as grading. He developed a good rapport and relationship with residential homeowners and builders in the area and had a fairly long list of repeat customers."

### Adding on

Trendsetter Construction continues that legacy with its oilfield offerings. Much of the work the business does is for customers who know the company will offer them a quality job on time and on budget.

"We started doing oilfield work as a way to diversify the company," noted Robert, who said Trendsetter still offers service to the residential construction market as well as commercial. "That diversity has really helped us, especially in the past couple of years with the housing market. Having the ability to work in several sectors means we can better react to the ups and downs in the construction industry."

Trendsetter Construction uses a Komatsu D65WX-16 dozer to push material on a variety of jobsites in about a 500-mile radius of its home base in Gladewater.





Trendsetter’s diversification doesn’t stop with oilfield, residential and commercial work. The company has an Athletic Field Division that offers new field construction, refurbishment of existing fields, pest-control programs, lighting structures and irrigation.

The Campbells’ most recent venture began about five years ago when they created Trendsetter Recycling Services. It offers on-site tub grinding of wood waste, and now has a yard in Tyler where customers can bring brush and trees. The resulting mulch materials are sold for erosion control, landscaping, animal bedding and biomass fuel.

“We started out just grinding on our own projects, but we saw there was a market niche we could fill too,” Joel explained. “There was a real need, because it seemed like each project we did produced 15 to 20 loads of brush. We couldn’t burn it on site and taking it to a landfill seemed like a waste. The materials we produce can be left on site for future use, or hauled away to our Tyler yard. It’s proven to be a good move for us.”

### **One key to success — employees**

In addition to Trendsetter’s Gladewater home base and its yard in Tyler, it has locations in Crystal City and Carthage, covering about a 500-mile radius of Gladewater. As the company expanded, so did its employee list, which now numbers almost 100. One vital staff member is Safety Administrator Joe Glover, who also oversees grinding operations.

“It’s important to us to have committed employees who see the value of providing a

quality job,” said Robert. “So we’re selective in whom we hire. We’ve put together an outstanding group, including our office personnel. We have our field hands split up into about 15 crews, and those guys are capable of doing anything we ask. We’re very fortunate to have employees who see the company’s success as their own.”

Trendsetter Construction’s field crews have completed several large earthmoving projects in the past couple of years, including moving more than 240,000 yards of dirt on a 22-acre site in just 45 days. The job posed an additional challenge because Trendsetter had to blend soil cement into the soil to make it usable. In addition to the site construction, crews performed clearing and grubbing, grinding and final grading.

Similar projects involved moving more than 175,000 yards in 32 days and 130,000 in 45 days. “We’ve developed a good reputation for being able to get a site done to specifications quickly and accurately,” said Joel. “Our employees play a vital role in that, but one other factor that’s working in our favor is that we’ve embraced technologies such as GPS grading. It helps us before a project because we can visit a site and take readings that we use to create a topographical map. That allows us to design and lay out the site, which we can then plug into our equipment.”

### **“Best value for the price”**

Trendsetter Construction’s equipment fleet continues to grow and now includes several pieces of Komatsu machinery purchased from

Trendsetter Construction’s offshoot, Trendsetter Recycling Services, uses this PC200LC-8 Komatsu waste handler in its Tyler yard. “We’ve always tried to buy machinery that we believe gives us the best value for price, and the Komatsu pieces continue to do that,” said Trendsetter Vice President Joel Campbell.

*Continued . . .*



# Trendsetter seeks expansion opportunities

... continued

WPI's Kilgore branch with the help of Sales Representative Mark Bewley. Among them are a D65WX-16 dozer, two PC220LC-8 excavators and a PC200LC-8 waste handler.

"We've always tried to buy machinery that we believe gives us the best value for price, and the Komatsu pieces continue to do that," Joel pointed out. "For instance, the PC200 waste handler is a perfect fit for our

(L-R) Shirley Campbell-Wright and Joel and Robert Campbell work with WPI Sales Representative Mark Bewley. "We handle scheduled maintenance ourselves, then turn to WPI for warranty work or if we need additional help. Mark and WPI have become good partners for us," said Robert.



Komatsu excavators, equipped with KOMTRAX, are among Trendsetter's main production units. "We cover a larger territory, so having KOMTRAX is a proactive way to ensure we keep up with service intervals, and it alerts us to any issues that a machine may be having. It's a valuable tool," said Corporate Officer and Oilfield Manager Robert Campbell.



grinding operations, which can be very hard on equipment. The process creates a lot of dust and debris, but the PC200 is equipped with an excellent prescreening package that helps keep that material out of the engine so it runs cooler and cleaner. Of course, some still gets in, so the reversible fan is a great feature that allows the operator to blow that stuff out."

"In addition, we like that it's equipped with a beefier counterweight and boom as well as a guarding package, so it can safely handle large-diameter wood as well as brush," Robert added. "It's like having another PC220, which is the size of excavator we use most because it's smooth to operate and productive. We can say the same for the D65, which our operators love because they can move more material with its Sigma blade than they can with a competitive dozer of that size. We can transport both the PC220s and the D65 without a permit and, as often as we move, that's a major advantage."

Robert noted that another major advantage of Komatsu is the KOMTRAX machine-monitoring system that comes standard on most new machines. "As spread out as we get, it helps me track hours and location to know where a machine is and how close it is to needing scheduled maintenance. We handle that ourselves, then turn to WPI for warranty work or if we need additional help. Mark and WPI have become good partners for us."

## Strong suits

The Campbells continue to look at ways to expand Trendsetter Construction. They recently acquired a "kill truck" that can be used to temporarily stop a well so it can be worked on. It can also be used for hydrotesting.

"There are very few of those in this area, so there's a need we can fill," said Joel. "Again, we're reacting to the market, which has always been a strong suit of ours. That's how we've built the business and will continue to do so."

"To go along with that, the business has grown because we've always focused on providing a quality job and having good communication with our customers," pointed out Shirley. "They wouldn't call us back if we weren't doing that." ■

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# BLURRING THE LINE

## AGC chief cautions executive order could punish contractors based on political views



Stephen Sandherr,  
AGC Chief  
Executive Officer

A draft executive order that would force government contractors to disclose all political contributions would make it too easy for political appointees to punish contractors for their political views or to coerce contributions from firms, officials with the Associated General Contractors of America warned in testimony submitted to Congress.

“The process outlined in the draft executive order would make it much easier for government officials to use the political activities of government contractors as a factor when awarding contracts,” noted Stephen E. Sandherr, the association’s Chief Executive Officer. His testimony was submitted to a hearing held jointly between the House Committee on Oversight and Government Reform and the Committee on Small Business. “This order actually introduces, instead of excludes, politics from government contracting.”

AGC Chief Executive Officer Stephen Sandherr says the President’s draft executive order requiring government contractors to disclose all political contributions creates a mechanism for enforcing a political litmus test and would undermine the credibility of the current federal procurement process.

Sandherr, who raised similar concerns in a letter he sent directly to President Obama, said that the proposed executive order, titled “Disclosure of Political Spending by Government Contractors,” is unnecessary. He noted that there is no evidence to indicate that political contributions are influencing the award of federal contracts. And he added that contractors are already required to disclose the vast majority of political spending.

While the ostensible purpose of the executive order is to ensure contracting decisions are based on merit and best value, Sandherr cautioned that it would actually, “create the mechanism for enforcing a political litmus test on government contractors rather than prohibit the consideration of political contributions.” He warned that the rule, once finalized, would actually undermine the credibility of the current federal procurement process.

Sandherr also questioned the political motives of the order, noting it does not apply to many special-interest groups that currently seek federal funding, grants or favorable regulatory and administrative rulings. The construction official noted, for example, that federal employee unions, which negotiate contracts worth many times the value of most government contracts, would not be required to disclose their political spending.

“The fact that the President seems unwilling to hold unions to the same standard as employers makes the intent of this draft order, at best, questionable,” Sandherr said. “This rule makes it look like the administration is more interested in punishing political opponents and propping up political allies than protecting public taxpayers.” ■



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# AFTER WINNING THE BID

## Ensure a project gets started on the right foot with a pre-excavation meeting

Since the time you received the bid package, you knew this was a project you wanted to do, so you turned your bid in. With nervous anticipation, you watch as the bid envelopes are opened, revealing the prices construction companies put on paper in an effort to gain a governmental or private project. Either way, you did everything you could to put together a good price and you won the bid.

Once you've celebrated the win, reality sets in. Are you really ready to do the job? You can alleviate some of that anxiety by quickly scheduling a pre-excavation meeting.

The pre-excavation meeting is designed to get everyone involved in the project together to discuss the work again with an eye toward

A pre-excavation meeting brings together the main players involved in a project to ensure it starts off on the right foot. The meeting outlines several key responsibilities of each individual and company.

details, such as potential site issues or conditions that may have changed since the bidding process began. For example, what if there was demolition on the site as part of a separate contract before your work is to begin? If there's debris left, who's responsible for cleaning it up?

### Communication is invaluable

That's just one of many potential questions that should be asked and answered before you put a bucket in the ground or a dozer blade to the topsoil.

"The more stakeholders who attend, the better, and the more information shared about a particular jobsite the better," said Eben Wyman, Vice President of Governmental Relations for the National Utility Contractors Association (NUCA) in the Solutions at Work article, "Proceeding as Planned." "Excavators, locators, project owners, one-call representatives and all underground-facility representatives should attend."

If possible, the meeting should take place at the jobsite as all involved get a firsthand look at the site again, noting any changes that may have occurred since the project went out for bid.

"The meeting will facilitate communications, coordinate the marking with actual excavation, and assure identification of high-priority facilities," according to a best-practices manual from Common Ground Alliance, an industry group that promotes safe underground excavations. "An on-site, pre-excavation meeting with the excavator, the facility owners/operators and locators (where applicable) is recommended on major and large projects. This includes road, sewer, water, or other projects that cover a large area, progress from one area to the next, or are located near





Before putting that blade to the dirt, you should have a pre-excavation meeting that covers a variety of important topics, such as staging of equipment, establishment of working hours and emergency contact information.

critical or high-priority facilities. Such facilities include, but are not limited to, high-pressure gas, high-voltage electric, fiber-optic communication, and major pipe or water lines.”

NUCA’s Wyman says the communication is invaluable. “The foundation of damage prevention is participation and communication by all stakeholders. Getting everybody together to talk about specific excavations promotes shared responsibility in damage prevention.”

### “Competent person” critical

One key individual from your company who should attend the pre-excavation meeting is your designated “competent person.” Required by OSHA, the competent person is key to safety on the jobsite. According to the Solutions at Work magazine article, the competent person must meet two important criteria.

- He or she must be capable of identifying existing and predictable hazards at the jobsite and should be trained and experienced in pre-excavation planning, soil typing, protective systems, excavation safety and fall protection.
- He or she must have the authority to take prompt corrective measures to eliminate

identified hazards; meaning the person in charge of safety must have a leadership position.

“The designated competent person should bring to the pre-excavation meeting a plan that includes a diagram or sketch of the area where the work is to be done; the projected depth of excavation; the projected water table; the soil types to be encountered; the planned method for shoring; and the location of utilities and their shutoffs,” noted the article.

### Use a checklist for guidance

One way to ensure critical items are covered is by filling out a checklist. Every company generally has its own, but there should be some consistency to checklists. In a QualifiedRemodeler.com article, one company highlighted six main areas it looks at on a preconstruction checklist. While the list was designed for a home-remodeling project, much of it applies to an excavation site as well. Included, but not limited to, are:

- An introduction that lists everyone involved and describes their roles in the project;

Continued . . .

# Use meeting to focus on safety, preventing errors

... continued

## Call before you dig to avoid costly mistakes

It's been said numerous times: Call before you dig. There's even an easy-to-remember number: 811. Yet, each year, people who didn't take the time to dial ahead hit thousands of utility lines.

The intent of the 811 call line is to provide a single number where those performing excavation, or even demolition, can call and have utility companies locate buried lines. It's a way to avoid hitting one, causing potential injury and/or disruption of services. The service is free of charge.

It's required by law that before anyone — including private homeowners — begins excavation, they're to call at least 48 hours in advance to have underground utilities marked. Failure to do so can result in everything from a fine to serious injury or death from hitting an unmarked electrical line. Doing so could cost you thousands of dollars, depending on the severity.

When you call 811, a representative will ask for some basic information, such as what you are planning to do. They'll want to know the location, length of time you plan to dig and other pertinent information. Once you've made the call, they will notify the local utilities. All you have to do is wait at least 48 hours before you dig.

Utility companies send a representative of their own, or one they've contracted with, to locate and mark their lines. That will give you a reference point of where the lines are and how close to them you will be digging.

Should you accidentally hit a line, stop digging and immediately call authorities. It could be a matter of life and death.

**At least 48 hours before digging, you're required to call the 811 "one call" number to have utilities marked. It's a safeguard against hitting lines, causing damage, injury or worse.**

- Basics such as establishment of working hours, access and exchange of contact information;
- Procedures such as proper communication, payment schedules, product selection, change orders, start and completion dates and site cleanup;
- Site issues like parking and staging of equipment, location of job trailers, restroom facilities and dumpsters;
- Miscellaneous items, which may include locating utility shutoffs, taking pre-excavation photos, noting existing site layout and putting a jobsite sign in the yard.

These suggestions are not intended to be all-inclusive. Each job site and situation is different, but they form a basis for a starting point. "The bottom line is that pre-excavation meetings are imperative to safety and protecting the underground infrastructure," concluded Wyman. ■



# LOADERS

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## PRODUCT IMPROVEMENT

# WA380-7

## Komatsu's first interim Tier 4 wheel loader delivers a load of productive features



Mike Gidaspow  
Product Manager

Building a cleaner machine with reduced emissions was mandated by the EPA interim Tier 4 engine regulations that went into effect Jan. 1. The long list of other productive, efficient and operator-comfort features in the new WA380-7 wheel loader were all strictly Komatsu ingenuity.

"Although we kept many specifications the same between the WA380-6 and WA380-7, such as weight and bucket size, the WA380-7 has numerous improvements over its predecessor," said Komatsu Product Manager Mike Gidaspow. "These include a completely redesigned powertrain and operator's cab and improved hydraulic controls. Operators will instantly notice the difference when they sit in the cab or push the accelerator pedal."

Similar to other Komatsu interim Tier 4 machines, the WA380-7 uses an advanced electronic control system to manage air-flow rate, fuel injection, combustion parameters and aftertreatment functions. Together, they optimize performance, reduce emissions and fuel consumption and provide advanced diagnostics. Komatsu's engines use a hydraulically actuated Komatsu Variable Geometry Turbocharger and an Exhaust Gas Recirculation valve for better precision and air management. A Komatsu Diesel Particulate Filter (KDPF) has an integrated design that doesn't interfere with operation but keeps the operator aware of its status.

The WA380-7 features Komatsu's SmartLoader Logic that provides optimal engine torque for the job required. Komatsu SmartLoader Logic helps save fuel by decreasing engine torque when the loader isn't working hard, such as driving with an empty bucket. It functions automatically without interfering with operation, so it saves fuel without sacrificing production.

### Large-capacity torque converter standard

A newly designed, large-capacity torque converter with lock-up is standard. It improves acceleration and hill-climbing ability and provides a higher top speed. The lock-up function activates in second through fourth gears and gives the machine a maximum ground speed of 25 mph. The large-capacity torque converter increases tractive effort to improve V-cycle loading and delivers faster ground speeds in load-and-carry applications for increased production.

"Komatsu designed the large-capacity torque converter to perfectly mesh with the engine in this machine," said Gidaspow. "The benefit is that it improves production with faster acceleration and higher speeds while reducing the amount of fuel that it burns. The improvements in production and fuel consumption are even more noticeable in load-and-carry situations with the standard lock-up function. It's great when we can provide customers with a feature that gives them a noticeable improvement in production while reducing fuel consumption."

### Redesigned cab for greater comfort

Komatsu completely redesigned the cab to be more comfortable, including lowering the front glass for increased visibility. Other improvements include a new dashboard, Electronic Pilot Control (EPC) levers and a F-N-R switch, which are part of a seat-mounted, right-hand console. An auxiliary input allows the operator to connect an MP3 player or other device, and two 12-volt ports are incorporated into the cab.

A new, high-resolution, seven-inch monitor features enhanced capabilities and allows the operator to easily modify settings for



#### Brief Specs on Interim Tier 4 Loader

Model	Operating Wt.	Horsepower	Bkt. Capacity	Breakout Force
WA380-7	39,830 lbs.	191 hp	4.3 cu. yds.*	35,495 lbs.

\*With a general-purpose bucket

Komatsu's totally redesigned WA380-7 wheel loader has an array of new features that make it more fuel-efficient and more productive.

functions such as auto idle shutdown or the auto-reversing fan. Operators can check operational records, including working hours and fuel consumption; monitor the KDPF; and check hours until the next maintenance intervals. The monitor also offers the operator the option of using the Eco Guidance function, which provides operational tips to reduce fuel consumption. A high-resolution, rearview camera is standard and is mounted to the right of the console for convenience.

"Komatsu worked to integrate many features into the cab to make things easier for the operator," added Gidaspow. "We now offer a function to automatically downshift all the way to first gear when the loader is digging. We also gave operators the ability to set the boom kick-out heights from inside the cab, so they can adjust them as the job requires.

"Because more customers are using a quick coupler, the new WA380-7 now gives the operator the ability to program in and save the return-to-dig settings for different attachments in the monitor panel," he continued. "That means when changing attachments, the operator just changes the setting and the return-to-dig will be set for the new attachment. The operator doesn't need to leave the cab at all."

#### Better serviceability

Komatsu's Equipment Management Monitoring System (EMMS) has enhanced diagnostic features that give the operator and technicians greater monitoring and troubleshooting capabilities. EMMS continuously monitors all critical systems and preventive maintenance and provides troubleshooting assistance to minimize diagnosis and repair time.

Komatsu designed the WA380-7 with easy access points to reduce downtime, so users save time in maintenance. The new loader has increased cooling capacity, wider cooling-fin spacing and a standard, auto-reversing fan to help keep the radiator clean.

"We improved the air flow and put in screens as standard, then made the cores wider," said Gidaspow. "That's great for high-debris applications. The stacked coolers open up and slide out for easier cleaning."

Gidaspow noted that this is the first of several new interim Tier 4 loaders to be introduced. "We're very excited about the new technology that's going into them, not only to meet the Tier 4 engine requirements, but also to improve productivity." ■

# PC490LC-10

From Komatsu - The Excavator Experts



The Komatsu PC490LC-10 provides more power, improved operator comfort and reduced fuel consumption. The excavator experts at Komatsu can help you complete jobs more quickly, while lowering your fuel and maintenance costs.

- Efficient Komatsu Tier 4 Interim engine and advanced hydraulic system maximize productivity while providing up to 5% lower fuel consumption.
- Increased lift capacity with a larger machine design and a reinforced undercarriage
- Komatsu CARE provides complimentary Tier 4 maintenance, including KDPF exchange filters. Contact your Komatsu distributor for details.

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## PRODUCT ENHANCEMENT

# NEW INTERIM TIER 4 EXCAVATOR

## Komatsu's PC490LC-10 has more horsepower, better performance, lower emissions

When interim Tier 4 emissions standards were passed, the challenge for manufacturers was to build machines that lowered emissions but maintained productivity. Komatsu met and exceeded the challenge in its new PC490LC-10 excavator.

It all starts with the interim Tier 4 engine that not only reduces soot and NOx emissions with its Komatsu Diesel Particulate Filter (KDPF), but was designed for increased horsepower compared to its predecessor model (The PC490LC-10 takes the place of the PC450LC-8).

A leader in hydraulic technology, Komatsu also developed a hydraulically actuated Komatsu Variable Geometry Turbocharger (KVGT) and a cooled Exhaust Gas Recirculation (EGR) valve. "The hydraulic actuation delivers more power and precision, along with improved air management, resulting in longer component life," said Komatsu Product Manager Doug Morris. "Even though the engine is more efficient and reduces emissions, the operator won't notice a difference in performance of the machine compared to its predecessor."

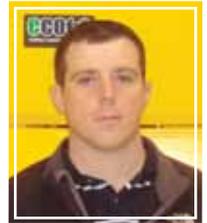
What they will notice is the added horsepower and operating weight in the PC490LC-10. "In addition, the PC490LC-10 has 10-percent more lift capacity and greater lateral stability," noted Morris. "To account for that, it has a larger, strengthened undercarriage, including bigger links, rollers, shoes, idlers and center frame, all of which add weight to the machine. A reinforced, revolving frame and larger-capacity swing bearing provide further strength."

### Exclusively Komatsu

All major components of the excavators are exclusively Komatsu, including the engine, hydraulic pumps, motors and valves, which work in an integrated design with the closed-center, load-sensing hydraulic system. That integration makes the machines more efficient.

The improved hydraulic system in the new PC490LC-10 includes larger-capacity pumps, in addition to variable speed matching, which adjusts engine speed to hydraulic pump output and allows the engine to operate at the most efficient rpm.

"Komatsu users have come to expect a high level of production, and they won't be disappointed with this new model," asserted Morris. "In fact, they'll see better production in some applications with up to 5-percent lower fuel consumption, which reduces operating costs." ■



Doug Morris,  
Product Manager

### Brief Specs on Interim Tier 4 Excavators

Model	Operating Weight	Horsepower	Bucket Capacity
PC490LC-10 Fixed Gauge	106,792 lbs.	359 hp	1.47 - 4.15 cu. yd.
PC490LC-10 Variable Gauge	109,100 lbs.	359 hp	1.47 - 4.15 cu. yd.

Komatsu's new interim Tier 4 PC490LC-10 has nearly 4-percent more horsepower and operating weight compared to its predecessor model. It also has increased lift capacity and greater lateral stability.



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- **Eliminate** Tier 4 concerns
- Mobile or stationary models from 50,000 to 750,000 lb.

## TECHNOLOGY INNOVATION

# TRACKING TIER 4

## New KOMTRAX version helps machine owners comply with emissions standards

With interim Tier 4 regulations came new componentry that users must monitor to comply with emissions standards. Komatsu made that easy with its new KOMTRAX 4.0 machine-monitoring system, geared specifically for interim Tier 4 machines.

“In addition to the valuable information our previous KOMTRAX systems provide, 4.0 monitors specific elements of the interim Tier 4 standards, taking the guesswork out of compliance,” said Rizwan Mirza, Manager KOMTRAX. “For example, the EPA mandates that users clean the diesel particulate filter every 4,500 hours. KOMTRAX 4.0 tracks usage and lets users know how close they are to that interval.”

The Komatsu Diesel Particulate Filter (KDPF) works by using heat during operation to convert carbon into CO<sub>2</sub>. While the machine is in normal use, the KDPF regenerates — it’s chemistry; the catalyst in the KDPF plus heat convert the carbon in the soot into CO<sub>2</sub>, thereby reducing emissions while keeping the KDPF running efficiently. KOMTRAX 4.0 constantly monitors the KDPF and the number of times it regenerates.

“That information is invaluable to owners because it directly correlates to how the machine is being used,” pointed out Goran Zeravica, Distributor Operations Development Manager, Machine Support Programs. “During normal operations, the heat generated by the engine does all the work. The operator won’t even know regeneration is happening. However, if the machine is idling too much, there won’t be enough heat to cause the regeneration, and the operator will have to perform manual regeneration.

“KOMTRAX records that for the owner so he can point out to operators that they

need to shut the machine down when not operating,” he added. “Other new features track maintenance for technologies such as the closed-crank ventilation filter and the Komatsu Variable Geometry Turbocharger, as well as the exhaust gas recirculation cooler.”

### Still standard and free

Mirza points out that KOMTRAX 4.0 comes standard on new interim Tier 4 machines and is free. “We remain at the forefront of machine monitoring technology, and currently have KOMTRAX on about a quarter million units worldwide, vastly more than any other manufacturer,” he said. “We offer one of the most valuable and proactive systems that’s proven to reduce maintenance costs and downtime.” ■

Komatsu’s new interim Tier 4 machines feature KOMTRAX 4.0, which monitors maintenance of new components.



Rizwan Mirza,  
Manager,  
KOMTRAX,  
ICT Construction  
Business Division



Goran Zeravica,  
Distributor  
Operations  
Development  
Manager, Machine  
Support Programs



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# SEAMLESS INTEGRATION

## Mike Ueno discusses how Tier 4 and hybrid engine technologies work in harmony with Komatsu hydraulics

**QUESTION:** Interim Tier 4 standards went into effect this year for many machines. How far in advance did Komatsu start working on them?

**ANSWER:** You could say from the time the regulations were announced, which was a few years ago. But realistically, we've been working toward this for about 20 years. The first regulations, Tier 1, were announced in the early 1990s. Of course, Tier 2 and Tier 3 followed. In each instance, we've been ahead of the curve. We are always working on ways to lower emissions and improve our machines at the same time.

**QUESTION:** Does that mean you're already working on the final Tier 4 standards which go into effect in 2014?

**ANSWER:** Absolutely. In fact, we've completed the research phase and are already looking at the development phase.

**QUESTION:** What sets Komatsu apart from other manufacturers in terms of Tier 4 technology?

**ANSWER:** We believe it's integration. As I walked around CONEXPO earlier this year, I noticed that the manufacturers all use basically the same technology such as a diesel particulate filter (DPF) to reduce emissions. But, if you look at Komatsu in detail, we are very proud of the way our Tier 4 technology works seamlessly with our already efficient engines and harmonized hydraulics technology. Both are technologies Komatsu developed in-house.

We're also integrating the IT technologies with our KOMTRAX system. As an example, the DPF is required to be cleaned every 4,500 hours. KOMTRAX monitors that and alerts

*Continued . . .*



*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.*

**Mike Ueno**  
Executive Vice President  
& Chief Technical Officer

Mike Ueno knows Komatsu engines. He's had a hand in designing them for nearly three decades. Ueno joined Komatsu in 1984, working on designing 15-liter engines. He later helped develop 30-liter engines.

"I remember thinking we'd never be able to achieve the Tier 1 emissions standards when they came out in the early 1990s," said Ueno. "But we made it because of Komatsu's innovation as an engineering company. Now, here we are 20 years later, and Komatsu is leading the way in interim Tier 4 and hybrid technology. It's something I'm very proud to say I've been a part of."

In 2002, he was named Vice President of Industrial Power Alliance, a joint venture of Komatsu and Cummins, and three years later became President. In 2007, he became an executive officer for the Engine and Hydraulics Business Division at Komatsu, which involved being a plant manager.

This year, he became Executive Vice President and Chief Technical Officer for Komatsu, giving him overall technical responsibility for the company. That includes overseeing from the product viewpoint the Komatsu operations in Chattanooga, Tenn., where construction and forestry equipment is manufactured, as well as Peoria, Ill., where Komatsu produces mining equipment.

Mike and his wife, Tetsuko, have been married 23 years and have three children. He enjoys playing golf.

# Komatsu engineering — a step ahead

... continued

Komatsu Executive Vice President & Chief Technical Officer Mike Ueno says Komatsu's interim Tier 4 engines feature new technologies that meet new emissions standards without sacrificing productivity or fuel efficiency.



Integration of interim Tier 4 engine technology and hydraulics sets Komatsu apart, according to Mike Ueno. Integration of those technologies with Komatsu's KOMTRAX system helps owners and operators better track interim Tier 4 component maintenance, including the diesel particulate filter interval.

In addition to interim Tier 4 engine technology, Komatsu integrated several components and systems to work together on its new second-generation HB215LC-1 hybrid excavator. "We're very proud of how all those systems work together to make the hybrid more fuel efficient compared to a traditional excavator in its size class," said Mike Ueno.



the owner that the interval is approaching. It's a very proactive approach to maintenance, which we believe is essential to optimal machine function.

**QUESTION: How did Komatsu integrate those technologies?**

**ANSWER:** Komatsu has always been a strong engineering company that takes a total machine approach when building a new product. Our engine designers work closely with our hydraulic engineers, for example. They knew designing an interim Tier 4 machine was about more than reducing emissions. Customers are concerned about that, but they are equally concerned about how it affects performance and fuel economy. Through careful research and testing, we were able to integrate the engines and hydraulics to maintain or improve production, while in most cases making interim Tier 4 machines that are more fuel-efficient than their predecessors.

**QUESTION: Does integration apply to the hybrid excavator as well?**

**ANSWER:** Very much so. The hybrid has additional technologies, such as the ultra capacitor, a generator motor and a swing motor. We're very proud of how all those systems work together to make the hybrid more fuel efficient compared to a traditional excavator in its size class, depending on application. It also has additional KOMTRAX monitoring that shows the operator how energy is transferred from the components to the capacitor and back out for power usage.

**QUESTION: What does the future hold? Will there be a Tier 5, Tier 6?**

**ANSWER:** We believe there's movement in that direction, but further regulation likely won't come until after the final Tier 4 emissions standards are implemented. It is important for us to maintain a "challenging spirit" regarding the future regulations. We are not only looking closely at the on-highway truck regulations and technologies, but also at system-harmonizing technologies, such as engine, hydraulics and IT. Those are key to enabling us to succeed, even if forthcoming new regulations are put in place. ■

## SERVICE EXCELLENCE

# COMPETITIVE EDGE

## KATC showcases troubleshooting skills of Komatsu service technicians

A key aspect of keeping your equipment in top shape is having a distributor that stands behind it with quality parts and service capabilities. Included in that is a knowledgeable service staff that can diagnose and resolve issues quickly, keeping your downtime to a minimum.

Komatsu puts its distributors' technicians to the test with its annual Komatsu Advanced Technician Competition (KATC). For the past few years, the competition has been held at Komatsu's Training and Demonstration Center in Cartersville, Ga., but a change in format brought the challenge directly to the distributor level.

"The format may have changed, but the goal of the competition didn't," said Angie Huggett, Interactive Media Developer/KATC Coordinator. "It's designed to test Komatsu technicians' ability to take the most direct and efficient route to solving an issue. That includes many factors, such as communicating with the customer or the customer's representative to find out what a machine's 'symptoms' are, when they started and how they may be affecting performance. We want to see the issue resolved as quickly as possible, so downtime is kept to a minimum."

In addition to taking the competition to distributor locations, another change involved the equipment used in the challenge. Past events had three or four types of machines — for example, excavators, trucks, dozers — while this year's focused solely on mid-size excavators. Contestants had a total of 60 minutes to troubleshoot and solve an issue on a machine that was predetermined by Komatsu personnel.

Each distributor registered up to two technicians in each of three concentrations:

Troubleshooting, Maintenance Recommendation and Mechanical Repair. Technicians were judged on how well they performed on items such as machine familiarization, safety, walk-around inspection, customer relations, work habits and appearance, time and adhering to Komatsu principles.

### Training pays off

In the Troubleshooting and Maintenance Recommendations categories, contestants were required only to diagnose the issue, while the Mechanical Repair category had them diagnose and fix it. The Troubleshooting machines were a new PC200LC-8 with KOMTRAX, and two used excavators.

"We're very proud of the way the technicians involved in the competition conducted themselves," said Huggett. "It reaffirmed that our focus on training and customer support pays off." ■



Angie Huggett,  
Interactive Media  
Developer/KATC  
Coordinator



A KATC judge from Komatsu checks over the repairs made to a PC200LC-8 by a contestant technician. The annual contest challenges Komatsu technicians from across the nation, testing their skills in troubleshooting, maintenance and repairs.

# COMPLIMENTARY TIER 4 SERVICES



Komatsu CARE for Komatsu Tier 4 Interim models is a new, complimentary maintenance program designed to lower your cost of ownership and improve your bottom line. It provides factory-scheduled maintenance on the machines for the first three years or 2,000 hours, whichever comes first. This includes up to two exchange Komatsu Diesel Particulate Filters. Be sure to contact your Komatsu distributor for all the details.

Once again, Komatsu leads the industry. No other construction equipment manufacturer offers a complimentary maintenance program like this.

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## INDUSTRY FIRSTS

# KOMATSU CARE

## Innovative program provides complimentary maintenance for Komatsu Tier 4 machines

Komatsu has announced an innovative program designed to help end users lower their cost of equipment ownership and increase their profitability. It's called Komatsu CARE and is included with all Komatsu interim Tier 4 machines. Key features of Komatsu CARE are:

- Complimentary scheduled maintenance for three years or 2,000 hours (whichever comes first);
- Maintenance performed by a trained Komatsu distributor technician.
- Komatsu genuine parts and fluids are used for each scheduled maintenance interval.

"Komatsu CARE significantly reduces the overall cost of ownership of a Komatsu machine by covering the cost of maintenance for the first three years or 2,000 hours," said Jake Tiongco, Senior Product Manager, Parts Division. "One of the main goals of Komatsu CARE is to assist in the overall profitability of the end user. Lower owning and operating costs will lead to more competitive quotes on jobs for our customers. In addition, proper maintenance of the machine with Komatsu genuine parts and factory-certified, trained technicians will increase the longevity and reliability of the Komatsu machine throughout its life."

### Different — and better

Through the years, Komatsu has been a leader in designing machines and developing innovative parts and service programs that directly benefit equipment

users. Examples include being the first equipment manufacturer to install a wireless machine-monitoring system as standard equipment with free communication (KOMTRAX), and coming out with the first hybrid construction machine (currently in its second generation as the HB215LC-1). And now, Komatsu CARE. ■



Jake Tiongco,  
Senior Product  
Manager, Parts  
Division



The innovative, new Komatsu CARE program provides Tier 4 machine owners with three-year/2,000-hour, complimentary maintenance.



# MINING MAKEOVERS

## WPI Kilgore makes old components like new at a fraction of the cost

Maintenance on a machine means downtime. While maintenance is critical to the machine's life, it's also costly to take a machine out of service, especially when you're running a mine or other large operation 24 hours a day, seven days a week. That's why the WPI Kilgore branch's remanufacturing facility is dedicated to ensuring maximum uptime.

"Mining operations, and often large quarries, are a little different from construction companies, in that they tend to keep machinery longer," said Service Tech Leaderman Randy Skinner, who oversees the remanufacturing facility at the Kilgore branch. "Generally, the frames last and last, but like any piece of machinery, the components eventually wear out. There's no reason to

replace the machine, just the components, and that's where we can be a valuable, cost-effective solution."

With nearly two decades of service experience under his belt, Skinner leads a staff of other highly experienced technicians who work in the 10,000-square-foot remanufacturing facility. Their expertise can significantly cut the amount of time a piece of machinery is out of service.

"We have a veteran group that understands what it takes to rebuild a component efficiently so that we have a stock item on hand and ready when a customer needs it," said Major Accounts Manager Mike Andrews. "They know the value of uptime."

### An inventory based on history

The WPI Kilgore remanufacturing operation keeps a large inventory of rebuilt components on hand, all remanufactured to original OEM specifications using OEM parts. WPI carries everything from brake assemblies and cylinder heads to transmissions and engines, and serves all of WPI's mining customers.

"We've built an inventory based on sales history and the number of our machines in the field," said Kilgore Branch Manager Jack Smelley Jr. "That means when a mine needs to swap out a component, we have it and can get it to them, usually in less than 24 hours, as opposed to days or even weeks. The time savings means they can have that truck, dozer or wheel loader back in production quickly. When time is money, that's extremely valuable.

"We can also save them money directly with our rebuilt components," Smelley added.

(L-R) WPI's Remanufacturing facility is led by Service Tech Leaderman Randy Skinner, who oversees technicians Donny Lopez, Nick Shacklett and James Terry. The group rebuilds components and keeps an inventory on hand that caters to Texas mining customers.





WPI's Kilgore branch provides service for construction equipment and has a 10,000-square-foot remanufacturing facility (foreground).



Technician James Terry works with a disassembled Komatsu HD785 transmission that will be rebuilt. WPI's Kilgore remanufacturing facility rebuilds mining components back to OEM specs using OEM parts, and offers a full, one-year warranty.



Technician Donny Lopez installs a disc on a rear brake assembly for a Komatsu HD1500 haul truck.

“Our components are like new at a fraction of the cost, and our pricing is very competitive. Customers can also have peace of mind knowing we back our rebuilt components with a full, one-year warranty.”

Skinner said WPI can stand behind its rebuilt mining components because it follows stringent practices. “Our facility is climate-controlled, so it’s virtually dust-free. That keeps contaminants out during the rebuild process, so when we ship a component

out there’s virtually no risk of something affecting it negatively.”

Getting rebuilt components is as easy as calling the Kilgore facility and placing an order. WPI service technicians can pull an old component or assist customer personnel, depending on their preference. WPI ships the new component and takes in the old one to rebuild and replenish inventory.

*Continued . . .*



# Quality components, topnotch service

... continued

## Mark Bewley believes customers buy more than machinery

WPI Kilgore Sales Representative Mark Bewley believes that when customers buy a piece of equipment, they're getting more than a machine. "They're buying not only the equipment, but the service that goes along with it. They're also buying Mark Bewley."

What Bewley means is he's determined to take care of them after the sale. "The old saying about the salesman selling the first machine and service selling the rest is more than a cliché. There's truth in it. I'm not the kind of person who makes a sale and disappears. Customers can call me anytime and know they'll get a response."

That's because Bewley works closely with WPI's Kilgore service department to ensure customers are taken care of. Bewley's background includes working as a technician about 20 years ago, building dozer transmissions at night. Eventually, he became a field service technician and worked his way into product support and sales.

Bewley joined the Kilgore branch about two years ago after selling small construction equipment for another company. In a territory that encompasses an area south of I-20 to Lufkin and east to west from the Louisiana state line to Palestine, he works with construction customers looking for all sizes of equipment.

"I really enjoy working with customers and getting to know them on a personal level," said Bewley. "WPI takes the same approach as a company, and that really appealed to me when I came on board."

Bewley is an avid drag racer and runs a 1981 Camaro Berlinetta. In addition, he and his wife, Debra, enjoy traveling and being part of a chase team for hot air balloons.

Mark Bewley serves customers in a territory south of Kilgore, working closely with construction customers. "I'm not the kind of person who makes a sale and disappears. Customers can call me anytime and know they'll get a response," said Bewley.

"In most cases, the mines have a maintenance schedule for replacing a component," said Smelley. "That's the preferred way of doing it. In that case, we can ship a component to them so it's ready to go when they pull the old one. But if there's an emergency, we'll do everything we can to ensure they get the new part as quickly as possible."

Major Accounts Supervisor Lloyd French said customer response to the Kilgore remanufacturing operation is always positive. "For example, I recently had a customer tell me that WPI's service sets the bar for other dealers in eastern Texas. That was nice to hear, and it's one of many comments I get every week about how well our people take care of the customer."

With that kind of reputation and service, the WPI team believes there are expansion possibilities ahead for the Kilgore remanufacturing facility.

"The capacity is there, and we'll expand based on customer needs," said French. "Our customers know that we're committed to their success, whether they're quarry, construction or mining operations. We want others to know that too." ■



# EXPLORE the Future of Mining



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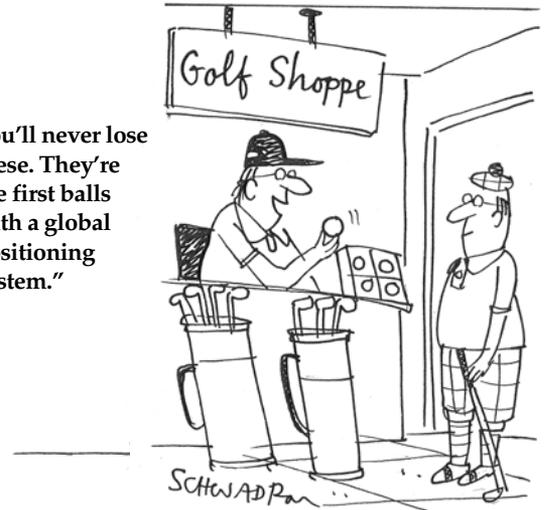
# SIDE TRACKS

## On the light side



"What if we refer to your time in San Quentin as '10 years in a gated community?'"

"You'll never lose these. They're the first balls with a global positioning system."



### HEAVY EQUIPMENT RESEARCH & DEVELOPMENT

"This model has 'four tread drive!'"



## Brain Teasers

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

1. TUPOTU \_\_\_\_\_
2. BAWRADR \_\_\_\_\_
3. ATRODARI \_\_\_\_\_
4. FCNITEFEI \_\_\_\_\_
5. RETIMIN \_\_\_\_\_
6. NITOVLANIT \_\_\_\_\_

## Did you know...

- More than ten people a year are killed by vending machines.
- Hippo milk is pink.
- Coughing can cause air to move through your windpipe faster than the speed of sound - over a thousand feet per second!
- The human body contains over a billion miles of DNA.
- The Bible has been translated into Klingon.
- The U.S. has more bagpipe bands than Scotland does.
- Peanuts are one of the ingredients in dynamite.
- Fortune cookies were actually invented in America, in 1918, by Charles Jung.
- Club Direct, a travel insurance company in Britain, provides insurance plans for protection from falling coconuts.

## MORE INDUSTRY NEWS

# Senator says Congress may have to shorten highway bill

Senate Finance Committee Chairman Max Baucus said Congress may have to consider a shorter-term highway bill, in part because revenue from the federal gas tax has dropped. Baucus said a new bill may have to be written for two years as opposed to a six-year, \$556 billion plan called for by the Obama administration.

The gas tax, currently 18.4 cents, has been the main source of highway funding, but with revenues down, funding for the six-year bill would fall short by as much as \$200 billion or more. Baucus said federal aid to states for highway projects would drop by about \$14 billion per year, and that could occur as soon as 2014.

The current Highway Trust Fund is expected to remain solvent until then because Congress has put billions into it from the general fund in recent years. The previous highway funding measure, SAFETEA-LU expired in September of 2009.

The American Road & Transportation Builders Association (ARTBA) recently introduced a new Web site with information about the job creation impacts of federal transportation investment. Found at [www.transportationcreatesjobs.org](http://www.transportationcreatesjobs.org), the site provides statistics about the size and scope of state transportation networks, current investments and other information. ■



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