

February 2011



# Connection

A publication for and about Kirby-Smith Machinery customers

## CUDD ENERGY SERVICES

Texas-based oil and natural gas well-intervention company does things "the right way"



Dan Bohannon,  
Senior Vice President

See article inside . . .



Danny Simpson,  
Owner

## TEXOP CONSTRUCTION

Experience helps Northlake, Texas, milling contractor lay the groundwork for quick success

See article inside . . .





## MESSAGE FROM THE PRESIDENT



Ed Kirby

**Optimism  
for 2011  
construction  
industry**



Dear Valued Customer:

We hope you had a wonderful holiday season and that 2011 brings you greater prosperity. We're optimistic that this year brings a better outlook for the construction industry and the broader economy. Kirby-Smith Machinery has readied itself for this uptick in several ways, including increasing our rental fleet by more than 200 machines — giving us the largest and most diverse fleet in the region.

Our overall inventory is growing, with exciting new products coming on the market in 2011, including Tier 4 Komatsu machines that feature KOMTRAX 2.5 technology. That technology is available for your older Komatsu equipment too, and through March 31, a \$500 rebate is available on new systems and upgrades. Contact your Kirby-Smith Machinery sales representative for more information and requirements for the rebate.

You can also contact them about the numerous other manufacturers we represent, many of whom will also introduce new machinery this year, including Wirtgen, Manitowoc and National Crane, which now has the most complete boom truck crane offerings in the industry. Many of these products will be introduced at CONEXPO in March.

Kirby-Smith Machinery is ready to handle your needs for this new equipment or the equipment you already have. We've invested more than \$1 million in product support training in the past year, including customer operator and service training events and highway paving seminars. More than 50 product support and rental personnel have joined our staff, and we are opening a new service facility in Odessa this year. Kirby-Smith has made new and used parts ordering easier with 24/7 online access. Nightly parts delivery to our stores ensures availability, and customers can get discounts on online parts orders.

My philosophy is "Do Whatever It Takes to Make Our Customers Successful," because when you're successful, so are we. That philosophy has helped us grow and prosper throughout the last 28 years, and we're committed to continuing our efforts to ensure you do too. If there's anything we can do for you, please don't hesitate to let us know.

Sincerely,  
KIRBY-SMITH MACHINERY, INC.

  
Ed Kirby,  
President



# Connection

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## SALUTE TO A CUSTOMER

# TEXOP CONSTRUCTION

## Experience helps Northlake, Texas, milling contractor lay the groundwork for quick success



Danny Simpson,  
Owner

TexOp Construction begins its seventh season in the milling and highway construction industry in March, crediting its strong start to 65-plus years of experience in the industry. Owner Danny Simpson and his wife, Anne, launched the construction company in 2005 with their son Daniel and mechanical expert Richard Webb. Thanks to the support of general contractors who knew that they could count on TexOp to deliver, the company grew rapidly. Currently, TexOp has a team of more than 40 employees, including Estimator James Davis, and Office Manager Tonia McCloud. Today the company averages 10 projects at any one time.

“Because my background was in milling, that has always been the focal point of TexOp,” explained Simpson. With the experienced

personnel who came on board, TexOp immediately began quoting milling jobs across the state. Within the first year, Simpson was able to keep three milling machines busy. For Simpson, being confident that the work would be done on time and within budget was important. “Our employees deserve much of the credit because they are willing to do whatever it takes, and go wherever is necessary to please our customers,” Simpson emphasized.

### Concentrating on the customer

Sometimes that means traveling a good distance to get a job done. TexOp travels across a four-state area. “From the beginning, Wirtgen was the product of choice,” Simpson confirmed. “The machines are well-designed and thoroughly tested. I’ve always been impressed with Wirtgen’s technology and production, but even more impressed with its durability. This is so important when it comes to milling, which is hot, dusty, and an all-together tough application. Customers count on our ability to respond promptly and complete projects with quality. To do this, we knew that we needed equipment that we could count on.”

Simpson’s first purchase, a W 2000 milling machine, was shipped directly to TexOp’s job site. “In the beginning, it was the only machine we had, so it ran 24/7. It gave us good production and never missed a beat. We have had similar experiences with every Wirtgen milling machine we’ve owned,” Simpson noted.

Throughout its six-year history, the jobs TexOp Construction has taken on have grown increasingly larger. Despite the name, TexOp,

TexOp recently completed its new headquarters in Northlake, Texas. The facility contains office and shop facilities.





TexOp's most recent Wirtgen addition was this W 2200 milling machine purchased from Kirby-Smith Machinery. "It cuts twelve and one-half feet, and with extensions we can go more than 14 feet," said Owner Danny Simpson. "The W 2200 allows us to mill a full lane and zero-out the shoulder as we go."



To read the magazine online and watch videos of TexOp's machines in action, go to [www.KirbySmithConnection.com](http://www.KirbySmithConnection.com)

short for Texas Operations, the company works beyond the Lone Star state. Simpson estimates that 80 percent of the company's work is in Texas, with about 30 percent of that total in the Dallas-Fort Worth area. The remaining 20 percent is spread throughout Oklahoma, Arkansas and New Mexico. Simpson noted that TexOp is in the initial process of providing service in Louisiana.

"For the most part, we've found our niche as a subcontractor," Simpson pointed out. "The general contractors like that we offer them more than just bringing in a mill and taking up the asphalt. TexOp's employees are certified for traffic control, so we can come in and set up, mill, sweep, clean, and stockpile the material. We do a complete job, and customers like that."

### Wirtgen from the start

TexOp recently worked for one of its repeat customers on Interstate 30 east of Dallas. The company milled about 800,000 square yards of materials as it milled 16 miles of asphalt at a three-inch depth. The asphalt was hauled to a Department of Transportation stockpile. To handle the Interstate 30 project, TexOp used the latest Wirtgen milling machine acquisition, a W 2200 purchased from Kirby-Smith Machinery with the help of Greg Otts, Vice President of Major Accounts.



TexOp Construction uses one of its Wirtgen W 2000 milling machines on a project in Fort Worth. "I've always been impressed with Wirtgen's technology and production, but even more impressed with its durability," said Managing Partner Danny Simpson. "The latter is essential when it comes to milling, which is hot, dusty and an all-together tough application."

TexOp now has nine Wirtgen milling machines, most of which are W 2000 models. "The new 900-horsepower Wirtgen W 2200 has fallen right in line with the others in its durability, but offers more in terms of cutting width," Simpson observed. "It cuts 12 and one-half feet, and with extensions we can



Daniel Simpson,  
Texas Area Manager

Continued . . .

# Hard work, good service builds business

... continued



James Davis,  
Chief Estimator

go more than 14 feet, which is quite a bit more than a W 2000. The W 2200 allows us to mill a full lane and zero-out the shoulder as we go, compared to the W 2000s, which are basically half-lane machines. Both sizes have their place, so the W 2200 isn't always an advantage over the W 2000s. It just gives us flexibility in determining the best fit on a particular job."



TexOp Construction's Owner Danny Simpson (left) worked with Greg Otts, Kirby-Smith Vice President of Major Accounts, to purchase a Wirtgen W 2200. "Greg and everyone we've worked with at Kirby-Smith have been terrific," Simpson stated.

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Following milling, TexOp uses Broce Brooms to sweep.

With a full-time mechanic, TexOp handles service on its Wirtgen products with parts supplied by Kirby-Smith. TexOp also runs Broce Brooms sold by Kirby-Smith. "Greg Otts and everyone we've worked with at Kirby-Smith have been terrific," Simpson stated. "They keep common wear parts, such as filters, immediately available. They're fairly new to the Wirtgen line, but they've done an outstanding job of identifying our needs and ensuring we have what we need quickly. They're competitively priced, which we appreciate."

Otts says that product support training plays a large role in Kirby-Smith's ability to respond quickly and efficiently to customers' service needs. "Just in the last 12 months, Kirby-Smith Machinery has invested more than \$1 million in training our service personnel companywide, and the Wirtgen product line was a large part of that investment. We have product-specific service technicians dedicated to staying up-to-date with all the Wirtgen products, especially the mills."

## Dedicated to the long haul

TexOp Construction's size is right in line with what Simpson had planned for the company's first half decade. Now he's looking at opportunities to expand, if they're the right fit. Simpson and his staff recently completed work on the company's new headquarters in Northlake.

"I believed this is where we'd be at this point when I started," Simpson said. "We've been able to get here with hard work, good service and reinvesting in the business. Our new facilities will allow us to work even more efficiently."

"We are dedicated to being around for the long haul. Certainly, if there are ways to grow, we'll take a look at those as long as they don't detract from our ability to complete projects on time and budget," he concluded. "That's what our customers expect, and if we don't do that, they'll go elsewhere. We're intent on not letting that happen." ■

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# CUDD ENERGY SERVICES

## Texas-based oil and natural gas well-intervention company does things “the right way”

In 1977, Cudd Pressure Control opened its doors in Woodward, Okla., with eight employees. Today, Cudd Pressure Control and Cudd Pumping Services, known as Cudd Energy Services (CES), headquartered in Houston, Texas, employs more than 1,700 people and is one of the top, full-service, oil and natural gas companies in the country. CES, a division of Atlanta, Ga.-based RPC, Inc. (NYSE:RES), is a full-service stimulation and well-intervention company providing services in the U.S. and select international markets.

“We perform well intervention for a broad range of companies — from small, independent operators to large, multinational corporations,” affirmed Dan Bohannon, Senior Vice President of Coiled Tubing and Nitrogen Services for CES. Hence, the company’s portfolio features a broad range of services including: pressure pumping, hydraulic workover, coiled tubing, nitrogen, wireline, drilling and measurement services, industrial nitrogen, well-control planning and

third-party inspections, oil well firefighting, engineering, consulting, training services and asset management (tubular maintenance and inspection).

Safety and environmental protection are high priorities for Cudd Energy Services. “At CES, we’ve made it a priority to do things the right way. Employee safety is key, and we strive for a culture of zero incidents. We’ve engineered our safety specs to exceed industry standards. That costs us a little more money but in the long run, it pays for itself,” said Bohannon, a 32-year industry vet.

“We also think it’s important to be stewards of the environment,” he added. “We don’t take shortcuts and hope for the best. We don’t cut corners to try to make a few extra dollars. That’s a responsibility we at Cudd Energy Services take very seriously.”

### Growth based on innovation and safety

The energy industry has seen ups and downs during the past three decades, but for Cudd Energy Services, it’s been mostly up. In recent years, growth has been dramatic as CES has increased the breadth of services and its footprint in both the U.S. and international markets.

“I believe the main reason for CES’ success through the years, is our emphasis on engineering and innovation,” said Bohannon. “Because of the high level of professionalism and expertise throughout the organization, from management to field employees, we’re able to successfully execute intricate projects. Our professionals are detail-oriented and we pride ourselves on our ability to safely and accurately implement solutions and complete projects successfully the first time.”

“At CES, we’ve made it a priority to do things the right way and employee safety is paramount,” explains Bohannon. Safety and environmental protection have always been at the core of CES’ operational procedures. The



Dan Bohannon, Senior Vice President



This 40-ton National boom truck crane is one of the many National and Grove cranes in the Cudd Energy Services fleet. "We like the National and Grove crane products for their engineering, durability and safety features," said CES Senior Vice President Dan Bohannon.

company prides itself in efficiently designing products, procedures and solutions to meet industry standards and ensure employee safety while exceeding customer expectations. Therefore, CES has adopted and operates by the business management practices and guidelines outlined in ISO 9001 and 14001.

This commitment and focus has helped CES expand its operations to the international market. "Clint Walker, General Manager of Cudd Energy Services, has an aggressive growth plan for the company," said Bohannon. "That plan includes expanding our services to additional overseas locations. The goal is to double our size in the next five years."

In addition to Mr. Walker, Bohannon credits Tim Mathews, VP of Strategic Development, and top management at CES' parent company

RPC, which is headed by CEO Rick Hubbell, with the vision and business plan to move forward.

## Safe, heavy-duty cranes

Energy Exploration and well servicing is an equipment-intensive business. Cudd Energy Services owns about 80 cranes, many of which are 40-ton National boom trucks from Kirby-Smith Machinery.

Cranes are an integral component in many services, including stimulation, coiled tubing and hydraulic workover. "Typically, our cranes accompany our coil tubing units to support the injector head in the air," Bohannon explained. "That way, we can rig up on the well so our coil units can perform well-intervention services. This may allow the operator to continue production of oil and gas

*Continued . . .*



# Cudd Energy: A good living

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without a major workover operation (tubing removal), saving a tremendous amount of time and money.”

Bohannon explains that CES likes the National and Grove cranes for their engineering, durability and safety features. “Cudd also appreciates the relationship

we have with Kirby-Smith Machinery, one that spans more than twelve years,” he noted. Bohannon credits the longevity of the relationship to the loyalty, professionalism and trustworthiness of Kirby’s crane staff, particularly VP & Division Manager Ben Graham and Sales Representatives Jeff Cavaness of Oklahoma City and John Arterberry in Fort Worth.

“John (Arterberry) is someone we trust totally,” praised Bohannon. “Whatever he says, I know that he and Kirby-Smith are going to stand behind it, and that is worth a lot to us.”

## Global work force expansion

While the nation’s unemployment rate remains at a very high level, Cudd Energy Services is actively seeking people to hire. CES continues to expand its work force in its corporate headquarters, operations and field services locations worldwide. The company offers many benefits, including: competitive compensation, medical, dental, disability and life insurance, 401(k) plan with company matching, paid vacations, sick leave and holidays, and training.

“Put the word out: we could use hundreds of additional employees today,” said Bohannon. “If demand remains strong, our need for additional employees could easily reach 1,000 or more. Applicants do not need experience, as we are willing to train people if they have the right skills and attitude.”

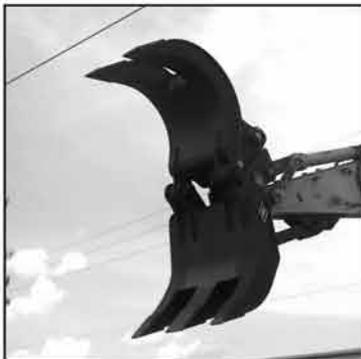
Bohannon says prospective employees must be physically capable of doing the work and be able to pass all pre-employment screening qualifications. Equally important, they must be willing to learn and work hard.

“It is hard work with long hours — 12-hour days are not unusual,” acknowledged Bohannon. “But it’s a good living and it’s interesting. I’ve been in this industry for more than 30 years and learned just about everything from the ground up. It’s exciting and is almost more of a lifestyle than just a job. If you have a good attitude and aren’t afraid of hard work, you can do very well here. Personally, I love this industry and can’t imagine doing anything else.” ♦



Cudd Energy Services has dozens of National boom truck cranes, whose job it is to hold injector heads up in the air to allow CES coil unit crews to clean out contaminated wells and get them back on line.

# ATTACHMENT NEEDS?



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# CITY OF ARLINGTON

## Public Works Field Operations keeps growing and moving forward



**Bill Bateman,**  
Field Operations  
Manager

Every time the Dallas Cowboys play a home game at Texas Stadium, the City of Arlington Public Works and Transportation Department plays a role ensuring traffic flows smoothly in and out of the stadium. The task is handled by the city's Public Works Traffic Engineering and Field Operations staff, which began performing that duty when the Cowboys opened their new \$1.3 billion stadium in Arlington in 2009.

"There's a lot of planning that takes place before every event that's held there, not just the football games," explained Field Operations Manager Bill Bateman, who's been with the City of Arlington nearly 20 years. "From the time we knew the Cowboys were going to build their new stadium here until now, we've constantly been working with our traffic engineering staff on signal adjustments, traffic-control plans and signage."

The City of Arlington began work on the stadium in 2005, not long after the Cowboys

signed a deal with the city to move there from their previous home in Irving. The 20-story main structure, which sits on about 140 acres, took four years to complete. The City of Arlington committed \$325 million to the construction, \$70 million of which went into land acquisitions.

As the land was acquired, the city began the task of clearing the way for construction by filling in swimming pools at abandoned apartment complexes on the site, as well as debris removal and land clearing. That set the stage for the city to hire out the demolition of streets and buildings.

### Planning for the "Big Game"

Before and during the process of demolition and building, the City of Arlington mapped out plans to ensure as little disruption to traffic patterns as possible. The city takes the same approach when events are held at the stadium, as well as during Texas Rangers games at Ranger Ballpark in Arlington, which is just down the road from the Cowboys' home. The planning paid off well as the city prepared for handling the huge crowd at this year's Super Bowl at Texas Stadium.

"Safety and security are of utmost importance," stated Bateman. "We started gearing up for this more than a year ago, figuring in several contingencies. For instance, one of our biggest concerns was possibly having snow and ice during that time. So, we stockpiled additional sanding material to cover the event, and had plows and other equipment ready. Our entire staff was on call 24 hours a day during Super Bowl week."

The City of Arlington's Field Operations staff totals about 100 people, which Bateman said was split into 12-hour shifts during Super



To read the magazine online and watch videos of the City of Arlington's machines in action, go to [www.KirbySmithConnection.com](http://www.KirbySmithConnection.com)

City of Arlington Operator Amado Perez and Screed Man Fausto Gamez use a Vögele Super 700 paver to lay asphalt on a residential street in Arlington.





The City of Arlington's main production machines are two Gradall XL 4100 excavators. "Two major advantages of the Gradalls are the telescoping boom, which will go out nearly 30 feet, and the ability to rotate the bucket or attachment up to 210 degrees," said Field Operations Manager Bill Bateman.

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Bowl week. The staff is usually split into multiple crews that handle the daily street maintenance as well as responding to the 4,000 to 5,000 citizen requests that come in each year for items such as potholes that need filling.

### Efficient use of taxpayer dollars

The city continues to grow, with a population now of about 380,000, and because of that, the Public Works Field Operations is split into north and south divisions. Bateman oversees the south and Allen Jones the north. The city maintains two locations to better serve the public.

"We're very proactive, with good preventive maintenance programs that we believe are designed to make efficient use of taxpayer dollars," Bateman said. "We use a comprehensive pavement management system to assign a rating to each street. That tells us which streets require minor maintenance or become candidates for a complete rebuild. We're part of a road, water and drainage committee that puts together a rolling three-year street maintenance and water utility plan. The committee meets once a month to discuss long-range planning and coordination of construction activities.

"In addition to that, we maintain 345 traffic signals, 43,000 signs and more than 2 million linear feet of pavement markings," he added. "We're also responsible for severe weather

operations such as snow and ice, flooding and anything else that might be a disruption. Splitting field operations into two divisions helped make us more efficient by cutting travel times, for example."

Bateman pointed out that street work isn't the only function of the City of Arlington's Public Works Field Operations. It also cleans out culverts and under bridges, as well as cleaning up graffiti and handling other projects that are part of the city's upkeep. All employees are cross-trained to handle anything that falls under field operations duties.

### Versatile machinery from Kirby-Smith

In addition to manpower, the City of Arlington Public Works Field Operations keeps a well-maintained fleet of versatile equipment. Its main production machines are two late-model Gradall XL 4100 excavators. The city worked with Sol Gieser, Kirby-Smith Machinery's Texas Governmental Sales Manager to purchase the new Gradalls within the last year, replacing two Gradall 4100s purchased in 2000.

"There are two major advantages of the Gradalls; one being the telescoping boom which will go out nearly 30 feet," said Bateman,

Continued . . .



# Equipment versatility keeps costs down, productivity up

... continued

of the 47,000-pound-plus excavators. "That gives us the flexibility of working in close on things such as pavement removal, or getting out farther for items such as culvert and ditch cleaning. Another advantage is that the bucket or attachment can be rotated up to 210 degrees, so on projects such as ditch cleaning, we can follow the contour more efficiently.

"That versatility allows us to do more with one machine as opposed to having multiple pieces of equipment, which would obviously cost us more," he added. "Our costs are further reduced because we can drive the units from jobsite to jobsite, so our transportation expenses remain low. Once we get to the jobsite, they're ready to go without much setup."

**NEW!**



To read the magazine online and watch videos of the City of Arlington's machines in action, go to [www.KirbySmithConnection.com](http://www.KirbySmithConnection.com)



City of Arlington Roller Operator Richard Clayton uses a Hamm HD 12 tandem roller to compact asphalt.

Kirby-Smith Machinery's Texas Governmental Sales Manager Sol Gieser (third from left) provided training to City of Arlington when it purchased new Gradall XL 4100 excavators. With Gieser are (L-R) Stephan Fischbach, Mike Norton, Filadelfo Martinez and Fausto Gamez.



Bateman said the City of Arlington added to its efficiency last year with the purchase of a Vögele Super 700 asphalt paver from Kirby-Smith. The city uses the 60-horsepower paver with an electrically heated screed on small paving and patching jobs, compacting the asphalt with a Hamm HD 12 tandem roller.

"We mainly use the Super 700 paver on streets in areas where we have to take out a small section of pavement and replace it with an overlay, usually of about two inches," Bateman explained. "We were trying to do that by hand, and it often came out a little rough. The Vögele paver allows us to put down a smoother course, and we can adjust the width it paves to meet our needs. For general street maintenance, we have purchased a few of the productive Komatsu rubber-tire backhoe and skid steer loaders."

Kirby-Smith Machinery provided training on all products, and the City of Arlington contracted a maintenance agreement with Kirby-Smith for the Gradalls. "Kirby-Smith has the expert knowledge on those machines; they're the specialists, so we believe the maintenance agreement was a good move to ensure maximum productivity and uptime. We've worked with Sol Gieser for a very long time, and bought parts from Kirby-Smith, so we know they'll take care of us and stand behind the machines."

## A never-ending process

That will continue to be important going forward, according to Bateman. Keeping costs down is a critical component of maintaining public works operations.

"What we do is a never-ending process, and part of that process is constantly working to improve our efficiencies and productivity," said Bateman. "That may mean adding more machines, or finding new ways to utilize what we have, such as looking at new attachments. No matter what, we have to be ready with long-term plans, but flexible enough to handle emergencies that come our way. The public expects us to respond to those and keep our roads in good working order. It's our job to ensure that happens." ■

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# WHAT TO SEE AT CONEXPO

## Komatsu's hybrid technology among exciting products featured at Vegas show

CONEXPO-CON/AGG is just around the corner, and that means seeing the latest in machinery technology from leading manufacturers such as Komatsu, Wirtgen, Manitowoc and Gradall. The triennial event will be held March 22 - 26 at the Las Vegas Convention Center.

Highlighting Komatsu's 30,000-square-foot display area (North Hall, Booth 1009) will be its revolutionary hybrid technology. The first manufacturer to bring a hybrid excavator to the North American market in 2009, Komatsu will display machines with hybrid technology for visitors to explore.

In all, Komatsu will display more than 20 machines, and attendees can see how the manufacturer engineered Tier 4 engine technology into many of them. In addition, Komatsu will have a theater presentation with information about products, a KOMTRAX information area, a video game simulator and a company store.

### Wirtgen to highlight entire spectrum of offerings

Wirtgen Group machinery is moving indoors with a 30,800-square-foot exhibit inside the Central Hall at Booth 5733, where it will feature several new products, including new W 210 and W 200 cold mills and the introduction of SP 15 and SP 25 slipform pavers. Additional new Wirtgen products include the new W 50 DC with rumbler attachment and W 250.

Wirtgen will introduce its new Hamm HD+ 110 VO tandem roller, as well as Hamm HD+ 120 VV HF and HD+ 140 VV models. The GRW 280 pneumatic roller will also be there, as will machines from the re-engineered compact line, such as the HD 14 VV, the HD 13 VT, HD 12 VV, HD 10C VV and the HD 8 VV. Hamm rollers are

often used with Vögele pavers, and new Super 1300 and 1303 paver models will be showcased, along with Vision models 5200-2, 5203-2, 5100-2 and 5103-2. Super 700 and Super 2100 pavers will be featured as well.

Among Kleeman products on display will be the new MR 110 EVO mobile impact crusher and an MC 110 ZS track-mounted jaw crusher.

*Continued . . .*



Komatsu will display machines with hybrid technology at this year's CONEXPO in Las Vegas, March 22-26.



Wirtgen's W 200 cold mill is one of dozens of equipment pieces the company will display, along products from its other lines, including Kleeman, Hamm and Vögele.

# Latest technology highlighted at CONEXPO

... continued

Manitowoc's 400-ton 16000 lattice-boom crawler crane with optional wind attachment will highlight the company's display, along with Grove, National Boom Truck and Potain cranes.



The Gradall XL 4100, shown here, is just one of the highway-speed excavator models Gradall will feature in its CONEXPO display.



## Wind attachment lifts Manitowoc 16000's capabilities

Manitowoc will have one of the largest outdoor displays (Gold Lot, Booth G-430) at more than 31,000 square feet, featuring some of the most innovative lifting equipment in the industry. Among the cranes will be the 400-ton 16000 lattice-boom crawler with an optional wind attachment that boosts the crane's capacity to place the latest generation of wind turbines. It uses existing hardware to enhance lift capacity when working in short radii, generally required in wind turbine erection.

Manitowoc's Grove crane line will be represented by rough-terrain models RT9150E — the largest of its type in production in the world at 150 tons — and RT765E-2, as well as GMK6400 and GMK6300L all-terrain cranes. The GMK6400, all-new to North America, is a six-axle, all-terrain crane with 450-ton lift capacity, which is up to 35 percent stronger than similar cranes. The GMK6300L offers a 262-foot, seven-section, MEGAFORM main boom that reaches to a tip height of 384 feet with optional inserts and jib. It's the only crane among its competitors to offer a fully automatic transmission with torque converter.

Other cranes represented by Manitowoc include new National Boom Truck models NBT30H and NBT55 and a Potain MCT88 tower crane.

## Gradall's highway-speed excavators to be front and center

Gradall President Michael Haberman is Chairman of the 2011 CONEXPO-CON/AGG, leading the show's management committee. His company's display area will be outside on the Gold Lot at Booth G-150. Gradall will focus on its highway-speed excavator models at its 6,000-square-foot booth. It will also feature products from its other manufacturing lines, such as Vacall and Schwarze Industries. ■



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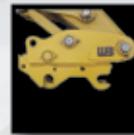
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# CONTINUED PRODUCTIVITY

## Why your older Komatsu equipment remains an efficient and reliable choice

The advent of interim Tier 4 emissions standards was ushered in as the calendar turned to 2011, affecting machinery with engine horsepower in the 175 to 750 range. While the standards mandate a reduction in soot and other emissions in new machines, that doesn't mean you have to immediately get rid of your older dozers, excavators and wheel loaders.

"Many of our customers prefer to continue using their older Komatsu pieces because they've found them reliable and a good fit for their business," said Komatsu's Erik Wilde, Vice President, Product Marketing. "They go right on racking up the hours on those machines."

Contractors using Komatsu equipment, such as Webber, LLC, continue to turn the hour meter to impressive numbers. Webber does heavy highway work, and its two subsidiaries recycle materials and manufacture precast concrete barriers. The company also has sand pits and

concrete and asphalt plants. For more than 20 years, Komatsu excavators, dozers and wheel loaders have been in the companies' fleets.

"Komatsu has been our top equipment choice because it has proven time and again to be productive and reliable," said Donnie Poplaski, Director Equipment Department for Webber. "We have some wheel loaders with more than 25,000 hours and excavators pushing 13,000 to 15,000 hours that still have the original componentry. That says a lot about the quality that Komatsu offers."

Komatsu quality means its equipment runs even in the toughest conditions. Shawn and Todd Harders have found that to be the case with the D65 dozers and PC200 excavators they use to do agricultural and wetland work. The brothers own and operate Harders Dozer & Scraper Work, which often clears land in inhospitable areas.

"We've always believed Komatsu excavators are top-of-the-line," said Todd. "We use our PC200s to remove trees or stack trees that the dozers push up. We also use them to dig channels. Working in water up to two feet deep, which we often do, is tough on equipment. We have 10,000 hours on a Dash-6 excavator that's more than 10 years old. That's a good testament to how well our Komatsu equipment works and lasts."

### Hour after hour

Grant Meenach, founder and President of Kern Pacific nearly echos those sentiments. Meenach recently added a PC800LC-8 to a fleet that's always leaned heavily toward Komatsu equipment. Not long after Meenach went into business for himself in 1998, he purchased a PC220LC-5 excavator and a WA320-3 wheel loader.

Many contractors use older Komatsu excavators for a variety of purposes, including such rugged applications as demolition.





Contractors often rely on older Komatsu equipment because they find that even with high hours, it works in less-than-ideal conditions. “We’ve always believed Komatsu excavators were top-of-the-line,” said Todd Harder of Harders Dozer & Scraper Work. “We have 10,000 hours on a Dash-6 excavator that’s more than 10 years old. That’s a good testament to how well our Komatsu equipment works and lasts.”

Of course, the latest model PC800LC hydraulic excavator has helped Kern Pacific quickly complete even deep digs up to 30 feet. Meenach said his older Komatsu equipment still does an excellent job of helping the company stay productive and complete projects on time.

“I’ve kept buying Komatsu equipment because its durability means it runs and runs without costing us downtime,” Meenach acknowledged. “We’ve put up to 15,000 hours on a wheel loader without doing much more than routine maintenance. And, when I believe it’s time to trade or sell, Komatsu holds its value.”

### **Demo starts a trend**

All it took for ready-mix concrete producer Ellensburg Cement Products to see Komatsu’s value was a demo that compared apples to apples. The third-generation family business began using Komatsu products about 10 years ago. President Jeff Hutchinson explained that from the first time the company used a Komatsu excavator, he saw a big difference.

“We had a different brand of excavator that was getting very old and wasn’t giving us the productivity we wanted,” said Hutchinson. “We called the top equipment dealers in the region and told them we wanted to demo their machines, so they all brought similar-size excavators out for us to try. Bottom line, the Komatsu PC600 performed the best.”

Ellensburg Cement Products eventually traded in its initial PC600 for another, and began buying additional Komatsu pieces, including a WA600 wheel loader, a WA500 wheel loader and an HD325 haul truck.



Companies such as Brannan Sand and Gravel use older Komatsu wheel loaders to charge crushers and as general-purpose machines. “What I’m looking for is reliability and fuel efficiency — machines I can count on every day and that won’t break me paying for diesel fuel — and that’s what I get from our Komatsu machines,” said Aggregate Production Supervisor Jim Thompson.

“All of our Komatsu units have held up really well,” said General Superintendent George Seubert. “We use the WA600 to feed the crusher and the WA500 to feed the wash plants. We now have 8,000 hours on the WA600. It still runs great. Also, fuel consumption on both wheel loaders and the excavator has been very good.”

### **Consistently fuel efficient**

Fuel efficiency is one reason Brannan Sand and Gravel keeps purchasing Komatsu equipment. It helps that its Komatsu units maintain low fuel consumption even as the hour meter creeps into the five-digit range.

*Continued . . .*

# Komatsu — productive equipment that lasts

... continued

Brannan Sand and Gravel is part of the Brannan Companies, which include Brannan Ready Mix and Brannan Construction. With the three entities, Brannan Companies handle complete projects for heavy highway and commercial development as a general or subcontractor, as well as supplying materials.

The Brannan Companies rely heavily on Komatsu equipment, including excavators, wheel loaders and haul trucks, especially in their material pits. “We started using Komatsu machines eight or nine years ago,” said Equipment and Shop Division Manager Chuck Irsik. “We’d been running another brand prior to that, but when we were in the market for a new wheel loader around 2001, we thought we should probably do some demos and compare prices. Komatsu performed well in the demo and was priced fairly, so we decided to give it a try. Komatsu machines have been a mainstay for us ever since. They are productive, reliable units that last a long time.”

“All of our Komatsu pieces in the pits have performed well, including those that have a lot of hours on them,” added Aggregate Production Supervisor Jim Thompson. “What I’m looking for is reliability and fuel efficiency — machines I can count on every day and that won’t break me paying for diesel fuel — and that’s what I get from our Komatsu machines.”

Komatsu machines maintain their reliability and longevity into the thousands of hours. “All of our Komatsu units have held up really well,” observed Ellensburg Cement Products General Superintendent George Seubert.



## Familiarity leads to purchase

Owner/President Bob Quinn was already familiar with Komatsu equipment when he founded Quinn Construction in 1992. The company does general earthwork and demolition, using several PC200LC excavators, a PC220LC excavator and two WA500-1 wheel loaders.

“I’ve always believed that proper maintenance is vital, because it ensures that the equipment performs to its maximum capabilities, even with a high number of hours,” said Quinn. “The other factor I’m adamant about is buying quality equipment to start with, and that’s why over the years we’ve purchased and stayed with Komatsu. I used Komatsu machinery when I worked for someone else and saw first-hand how well it performed. When I started acquiring equipment, Komatsu was at the top of my list.”

Quinn appreciates the versatility the excavators provide, as he uses them for excavation as well as equipping them with quick couplers to run several attachments for demolition. “We get a lot of flexibility from the excavators,” said Quinn. “The wheel loaders have been outstanding as well. We used to do some crushing, and we originally bought them for feeding the crushers. Now they’re general-purpose machines. Both have about 16,000 hours on them and are still as productive as they were when we purchased them.”

## In it for the long haul

Komatsu’s Wilde said he hears numerous similar stories around the country and throughout Canada as users continue to see the value, reliability and productivity in even the oldest Komatsu machines.

“In many cases, equipment users like to keep machinery as long as possible because it continues to earn them profits long after it’s paid off,” said Wilde. “With Komatsu equipment, they’re confident that’s going to be the case. We do everything we can from a product support standpoint for that to happen by continuing to stock parts at our distributors, parts depots and main parts location. When customers are ready to add to or update their fleets, our latest technology models are an excellent choice for many reasons. Like our customers, we’re in it for the long haul.” ■

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# LOWER OPERATING COSTS

## New WA1200-6 offers you more productivity with less fuel consumption

The WA1200-6 is Komatsu's largest wheel loader and one of its most productive and economical, thanks to improvements built around customer input and feedback. Among the most productive features is a new 1,765-net-horsepower engine that has a full 132 horsepower more than its predecessor.

Despite the increased horsepower, the 477,000-pound WA1200-6 uses 15 percent less fuel in an EPA-compliant, Tier 2 engine. A new, dual-mode, active-working hydraulic system allows the operator to select between normal and powerful loading, while the optimum oil flow in the working system increases efficiency and reduces cycle times. Komatsu extended the dump clearance, and added stability by improving the static tipping-load rating.

"The WA1200 is a primary production machine in all types of mines that depend on wheel loaders for excavation and loading," said Steve Thorson, Product Marketing Manager, Mechanical Drive Mining Equipment. "Our mining customers provided us with valuable information that we then used to improve on the WA1200-3, which the new model replaces. We did it without sacrificing power or production and, in fact, we improved per-ton/per-yard costs."

Komatsu included an additional torque converter cooler as standard equipment to reduce oil temperature and increase cooling capacity. For hydraulic cooling, a new pump with increased oil capacity helps lower oil temperature. Two additional air cleaners were introduced and the size of the elements increased to 15 inches for more capacity.

### Operator controls optimum performance

An engine rpm-control system with auto deceleration allows the operator to set the

engine rpm at the optimum work-performance level and control speed smoothly with the accelerator. The variable transmission cut-off system for the left brake pedal is adjustable by a switch at the operator's seat. When loading, the low setting reduces brake impact to prevent spillage, while the high setting can be used for traveling.

"A couple of areas customers were adamant about improving were the operator environment and serviceability," said Thorson. "We did that by increasing the size of the cab, which now includes a seat for trainers to ride along with a new operator. It's also easier to operate, thanks to joystick and fingertip controls. From a service standpoint, we grouped the service points in a central location to reduce the amount of time necessary to change fluids and filters. Overall, the WA1200-6 is a better machine, designed for higher production and increased profits." ■



Steve Thorson,  
Product Marketing  
Manager,  
Mechanical Drive  
Mining Equipment

Komatsu's largest wheel loader, the new WA1200-6, offers several upgrades that, compared to the previous model, improve productivity and per-ton/per-yard cost to move materials.





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KA-14

# MACHINES IMPROVED FOR 2011

## Komatsu VP discusses Tier 4 changes, new hybrid excavator and 3-D machine-control systems

**QUESTION:** Each year, Komatsu makes product improvements. What's new for 2011?

**ANSWER:** The latest changes to our product line have been driven by Tier 4 emissions standards that went into effect January 1 of this year. The requirement covers engines from 175 hp up through 750 hp (Example: D65-D375 dozers, PC220-PC1250 excavators, WA380-WA600 loaders, etc.). This requirement reduces particulate matter by 90 percent and NOx by 45 percent in the machines' exhaust when compared to the Tier 3 requirement.

Our Tier 4 platform is based on our proven Tier 3 engine platform and technology. To achieve Tier 4 on these models, we added a diesel particulate filter similar in function to other manufacturers. To optimize machine performance, we added in the robust Komatsu Variable Geometry Turbocharger (KVGIT) and a large-capacity Exhaust Gas Recirculation System. Both systems are hydraulically actuated for precision control and reliability.

**QUESTION:** Two years ago, Komatsu introduced the first hybrid hydraulic excavator. What's new for hybrids in 2011?

**ANSWER:** We're bringing out our second-generation hybrid excavator before any of our top competitors introduce their first. The Komatsu HB215LC-1 will replace the current Hybrid PC200LC-8 in the Komatsu lineup. We took our last three years of experience in the market to further optimize the system. Another key improvement is the new ability to run hydraulic attachments.

**QUESTION:** Beyond Tier 4 and the HB215LC-1 hybrid excavator, are there other ways Komatsu is using technology

*Continued . . .*



**Erik Wilde, Vice President of Product Marketing**

*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.*

Erik Wilde joined Komatsu in 1997 as an Assistant Service Engineer for mining dozers. He became Product Manager for hydraulic excavators in 2001, was promoted to Director of Product Marketing in 2004 and is now Vice President of Product Marketing. Erik's primary responsibility is to help drive development of new products and to promote and market Komatsu products to distributors and equipment users.

"Komatsu is the second-largest manufacturer of construction and mining equipment in the world," he said. "We engineer and design our machines from the ground up with Komatsu-made parts and components. That's how we assure quality. Equally important is technological innovation, which is so ingrained at Komatsu it's included in our logo (the offset T in the Komatsu logo symbolizes technological innovation). Our goal with each product is to provide equipment users with a machine that delivers the best value in the industry."

When he's not on the job, Erik enjoys doing almost anything outdoors, from hiking to fishing to kayaking. He, his wife and their three children (nine, seven and five) also enjoy water skiing, snow skiing and snowboarding.

# Improving machine performance and lowering costs

... continued

**to improve machine performance for equipment users?**

**ANSWER:** We've always considered ourselves to be the technological innovation leader in the equipment industry. That's what we hang our hat on. We believe our on-board diagnostics and user interface are far beyond what our competition offers, especially on new Tier 4 machines.

The next generation of KOMTRAX will be on all Tier 4 units. We were the first manufacturer to offer such a wireless, machine-monitoring system with free

communication as standard equipment. This newest version will be even more user-friendly, will provide more information to the customer, and will help Komatsu and its distributors support the machine even better.

**QUESTION: What's going to be the next big thing in construction equipment?**

**ANSWER:** Hybrid machines or anything else that reduces fuel consumption. The cost of fuel is a significant part of equipment owning and operating costs. Anything that lowers the total amount spent on fuel will be big for the foreseeable future.

Also 3-D machine-control systems. The cost benefits of a stakeless work site are proven and the technology is being transferred into other products. At Komatsu, we work closely with the industry leaders to enhance the machine to system interface and performance. We even offer "plug-and-play" systems to make it easier for our customers to connect our machines to their 3-D machine-control packages. This technology is rapidly advancing and will continue to expand for years to come, delivering higher productivity and lower costs for our customers.

**QUESTION: What can we expect from Komatsu in the future?**

**ANSWER:** Komatsu is committed to delivering the highest-quality products that optimize productivity while delivering low operating costs. Our 2011 Tier 4 products will exceed those expectations and our customers can expect us to deliver that same value proposition with models requiring Tier 4 in 2012. ■

(Right) Komatsu has worked closely with laser-grading manufacturers to come up with a new 3-D machine-control system that dramatically improves fine dozer grading.



The industry-leading KOMTRAX machine-monitoring system gets a Tier 4 upgrade in 2011 to make it more informative and more user-friendly.



In 2011, Komatsu will introduce its second-generation hybrid excavator before most other manufacturers will have come out with their first.

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# ONGOING TECHNICIAN TRAINING

## A commitment to customers is at the heart of Kirby-Smith's training program

As an equipment user, what's the single most important thing you want from your equipment distributor? Chances are your answer centers around support. You want to know your distributor's representatives are going to be there for you when you need their services. Specifically, you want them to be ready, willing and able to keep your machines up and running.

To do that, the distributor needs a team of responsive and knowledgeable service technicians who've received extensive training and ongoing education. Every heavy equipment distributorship claims to be committed to technician training. Few, however, follow through on that commitment to the extent that Kirby-Smith Machinery does.

Kirby-Smith's service technician training program starts immediately upon hiring and continues throughout the employee's tenure. In fact, for most Kirby-Smith service technicians, the training begins well before employment. More than half of Kirby-Smith's technicians are graduates of the Oklahoma State University Institute of Technology's Heavy Equipment and Vehicle Institute. It's the country's most

comprehensive technical/academic two-year college associate degree program for heavy equipment and crane technicians.

"One of the great things about the HEVI program is that most of the graduates we hire also interned at Kirby-Smith during their two years in college," said Kirby-Smith Training Manager Jay Van Duzer. "That gives them real-world experience in addition to classroom experience, so when they get out, they're basically ready to work."

### Whatever training it takes

Once Kirby-Smith hires a technician, he's put on a "training path" or "qualification path" to ensure future success for him, for customers and for Kirby-Smith. The qualification path includes hundreds of hours of self-study and testing, and may eventually lead to membership in Kirby-Smith's exclusive Guild Program, which recognizes elite members of the company's parts and service team. Guild members stay current on all bulletins and correspondence from manufacturers.

"The 'qualification path' requires each technician to attend 40 hours or more of technical training each year," explained Van Duzer. "The training might focus on specific machines, engines or hydraulics — whatever is new that he needs to know in order to quickly and efficiently diagnose machine problems and make repairs. Machines are being improved all the time. When there's a problem, we want our guys in both the shop and the field to be able to fix it quickly so the customer has his machine back producing as soon as possible."

Typically, Van Duzer or others conduct in-house Kirby-Smith technician training. Kirby-Smith is one of just three Komatsu Premier Training Centers in the U.S. As such, Komatsu uses Kirby-Smith facilities and personnel to provide training and certification to other



Jay Van Duzer,  
Trainer/Training Manager



Komatsu Dozer Training involved (L-R) Jay Van Duzer, Don Simmers-DAL, Jason Rogers-TUL, Ron Simmons-FTW, Travis Bolden-TUL and Gary Boyd-DAL.

Komatsu distributors throughout the country. Kirby-Smith technicians also attend factory training schools.

“Whatever training it takes to get our people the skills they need to keep our customers’ downtime to a minimum, that’s what we’re going to do,” said Van Duzer. “We’ll also work with customers directly to provide training on machine operation, maintenance and safety. Whatever they want from us, we’ll try to provide it.”

Glen Townsend, Kirby-Smith VP and General Manager, explains the company’s commitment to product support. “Eighteen months ago we became the Komatsu, Wirtgen, Vögele, Hamm and Gradall dealer for north and west Texas. During our initial assessment phase of the business, we found that we needed to increase the level of product support expertise and knowledge on the major brands we represent. In the last 12 to 18 months alone, Kirby-Smith has made a training investment of more than \$1 million to ensure our customers that when we fix a unit, we fix it right the first time.”

### Training companywide

Kirby-Smith’s training efforts are not limited to service technicians. The company also regularly conducts training sessions for other service and parts department personnel, as well equipment sales reps and product support sales reps.

“Technology on the lines we carry has become incredibly sophisticated and will continue to become even more sophisticated in the years ahead,” Van Duzer pointed out. “The days of ‘fly-by-the-seat-of-your-pants’ repair personnel are long gone and will never be seen again.

“The goal at Kirby-Smith is to have all of our employees capable of handling a customer’s problem, or knowing where to turn within our organization to get the problem solved,” he continued. “Having that kind of commitment



(L-R) Justin Helms-OKC, Coby Blevins-AMA and Roger Jorgensen-TUL help pull an engine during a Hamm compactor training.



(L-R foreground) Mike Culpepper-DAL, Bobby Deaton-DAL and Ron Simmons-FTW take a closer look during Deutz Diesel Engine Repair Training.



Undergoing Wirtgen Milling Training were (L-R) Justin Helms-OKC, Eluid Montes-OKC, Paul Cheek-DAL and Keith Kapavik-DAL.



Kirby-Smith PSSRs from Oklahoma and Texas recently participated in both classroom training and hands-on experience in the shop.

to product support isn’t cheap, but the management team at Kirby-Smith has time and again demonstrated its willingness to do what’s necessary to keep our employees on top of their game.” ■



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# OPERATION CRACKDOWN

## Texas National Guard razes Dallas drug houses with Komatsu machines

In early December of last year, the Texas National Guard began "Operation Crackdown," a demolition endeavor to raze 50 drug houses in Dallas. It was completed within two weeks, all at no cost to the city.

Instead, the funds for Operation Crackdown came from money captured during drug seizures. It's estimated the operation saved the city of Dallas some \$70,000 in costs associated with demolishing the houses, which, in many cases, were run-down and in violation of local code. Some of the money went into renting Komatsu equipment to take down the structures and haul away the debris.

"The National Guard has done quite a number of these operations, and they were familiar with the Komatsu line so they contacted us about renting a couple machines," said Chase McKinney, who handles rental sales for Kirby-Smith's Dallas branch. "One of the houses was within a couple blocks of a school, and the kids got some time off to come and see it being torn down. It's a terrific program that the National Guard has, and we were honored to be a part of it."

Working with McKinney, the National Guard rented a PC200LC-8 to take the houses down and pile debris. A WA320-6 was used to scoop up the debris and load it onto trucks for disposal.

While the National Guard members are giving something to help the Dallas community, they're getting something in return as well. Those working on the project are gaining experience for deployments.

"When they build a base or a new building overseas on a deployment, they're first getting the stick time here to help practice that," said Staff Sgt. Michael Leslie in a December WFAA.com article. ■



A National Guard member uses a Komatsu PC200LC-8 excavator on rent from Kirby-Smith to tear down a drug house as part of Operation Crackdown in Dallas.

The National Guard rented a Komatsu PC200LC-8 excavator and a WA320-6 wheel loader to demolish 50 drug houses as part of Operation Crackdown in Dallas. The project took two weeks and gave Guard members experience in running equipment prior to deployments.



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Increase productivity and reduce operating costs with LeeBoy's 8515B Asphalt Paver. The 8515B incorporates big-paver features into a heavy-duty maneuverable package designed for production and reliability. It includes an 8- to 15-foot heated and vibrating Legend screed system, powerful 87-hp Kubota engine, dual operator controls and high-deck/low-deck configuration. Now available with the Legend Electric Screed heat option.



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## 8816 Asphalt Paver



## Tru-Pac 915 Pneumatic Roller



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# BUSY SHOW SEASON

## Kirby-Smith personnel look to learn and share from upcoming industry events

Kirby-Smith has always been a supporter of the regional associations and trade shows in its area. In 2010, more than 300 paving supervisors and operators attended Kirby-Smith's Annual Paving Seminar. On February 22 and 24, 2011, Kirby-Smith continues its annual sponsorship of the Oklahoma City and Tulsa Paving Seminars. The presenters are industry paving experts in their respective paving fields. "Our philosophy is to give back to the industry associations that have been such a large part of our 28 years of success," stated Glen Townsend, VP/General Manager.

Listed here are a number of the regional and national tradeshow/meetings for 2011. ■



On display recently at the Permian Basin International Oil show in Odessa, Texas, were Kirby-Smith's newest lines of National boom trucks and Komatsu dozers and wheel loaders.



Kirby-Smith recently participated in the Amarillo Farm and Ranch show, one of the largest shows of its kind in the nation.

### 2011 Shows & Special Events

Show	Location	Date
OAPA Annual Mtg.	Oklahoma City	Feb. 15-16, 2011
Kirby-Smith Paving Seminar	Oklahoma City	Feb. 22, 2011
Kirby-Smith Paving Seminar	Tulsa, Okla.	Feb. 24, 2011
PLCA	Hawaii	Feb. 22-26, 2011
NAPA	Orlando, Fla.	Feb. 5-9, 2011
CODA	Norman, Okla.	Feb. 9-11, 2011
Build Expo	Dallas	March 16-17, 2011
CONEXPO	Las Vegas	March 22-26, 2011
82nd Annual West Texas County Judges and Commissioner Association Educational Conference & Business Meeting	Lubbock, Texas	April 26-29, 2011
ACCO	Norman, Okla.	April 29-31, 2011
2011 North & East Texas County Judges and Commissioners Annual Conference	Nacogdoches, Texas	May 16-17, 2011
World Concrete	Mexico City, Mexico	June 14-16, 2011
The TxAPA 4th Mid-Year Meeting	Incline Village-Crystal Bay, Nev.	June 21-23, 2011
The TxAPA 37th Annual Meeting	Galveston, Texas	Sept. 20-23, 2011
Tulsa Pipeline Expo	Tulsa, Okla.	Sept. 29-31, 2011
ICUEE	Louisville, Ky.	Oct. 4-6, 2011
Amarillo Farm and Ranch Show	Amarillo, Texas	Nov. 30 & Dec. 2, 2011

# OIL SAMPLING AND ANALYSIS

## Beyond warranty — the benefits of oil sampling increase as a machine ages

When you finance a new piece of equipment, you're required to participate in an oil sampling and analysis program as part of the machine warranty. Why? In part, because, if the manufacturer is going to be on the hook for a repair bill, it wants it to be a low-cost, preventive-maintenance repair rather than a high-dollar, high-downtime, unexpected emergency repair.

"Scheduling the repairs suggested through oil analysis saves end users time and money compared to reacting with emergency repairs," said Matt Beinlich, Manager, Technical Support Center (Komatsu Service Department). "When detected early in oil sampling, repairs are less expensive and do not risk unexpected downtime. With oil analysis, our customers can 'look inside' their engines, transmission and hydraulic systems for early warning signs of future failures."

Oil sampling is typically required on new machines as part of the warranty package. Komatsu urges equipment owners to continue sampling after the warranty period ends. "The cost of continuing to sample is tiny compared with the expense of emergency repairs," said Matt Beinlich, Manager, Technical Support Center.

Obviously, issues become more frequent as a machine ages. Despite that fact, many equipment owners choose to discontinue oil sampling once the warranty period is over.

"Sampling when a machine is under warranty may be required, but continuing to sample later in a machine's life is at least as important," said Beinlich. "When machines age, there are more opportunities for the application or environment to change, and this has an effect on overall machine health. The cost of continuing to sample oil is tiny compared with the expense of emergency repairs. Robust oil analysis programs can even give end users the confidence to extend planned component intervals."

### **Komatsu Oil and Wear Analysis (KOWA)**

Komatsu offers an effective, easy-to-use sampling program known as KOWA (Komatsu Oil and Wear Analysis). Your Komatsu distributor can supply you with KOWA kits to draw oil and fluid samples. KOWA utilizes independent labs to analyze the fluid for such issues as fuel dilution, coolant leaks and contaminants — and to determine if there's excessive wear metal in the sample, an indication that a component might be failing prematurely.

You can get results rapidly through a free online service. Historical data and reports are available through customized software called KOWA-LOAMS (Lube Oil Analysis Management System). Your local Komatsu distributor will help you interpret the sample analysis, including recommending action you might want to take to protect your machine. ■

*For more information on KOWA and how oil sampling throughout the life of your equipment can benefit your bottom line, contact your local Komatsu distributor.*



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**Atlas Copco**

# Dallas parts manager ensures inventory is well-stocked



Randy Short,  
Dallas Parts Manager

Parts Manager Randy Short said there are several ways he and his staff at Kirby-Smith's Dallas branch ensure customers have the parts they need when they need them. Keeping track of machines in the field and ordering parts customers say the branch needs to stock are two valuable sources of parts-stocking information Short uses.

"These methods are a good start because they tell us the most common items we need to have on the shelf and ready to go," explained Short, who started out as a land surveyor before joining Continental Equipment and staying on board when Kirby-Smith took over the Dallas area. "It's a rare occasion when a customer would have to wait for those. In cases where a part might not be common enough for us to stock, we can usually have it within hours or the next morning."

Other ways Short and the parts team at Dallas ensure they have a good supply of parts

on hand is by tracking parts orders to see what items customers are ordering most often and basing inventory from that. Kirby-Smith also works with manufacturers such as Komatsu, Gradall and National Crane to stock the parts they recommend.

"Just as there are several ways we determine inventory, there are a variety of ways to get those parts in customers' hands," noted Short. "The most common is walk-in traffic, but we can deliver the part, ship it to the customer or have it drop-shipped if it comes from the manufacturer. We're willing to work with the customer to find the fastest solution."

Married nearly 10 years, Short and wife Courtney have two children with whom they enjoy spending time. Short is also a self-described movie buff and likes to fish. ■

# De La Torres believes mechanical aptitude and parts fit together



Mike De La Torres,  
Senior Parts Counter  
Sales Associate

Growing up, Mike De La Torres spent many hours helping his father work on automobiles, and as he got older he worked on his own cars. Recently, he and wife Gina fixed up what he termed his "man cave," turning it into a "granny crib" for his mother-in-law. What's all that have to do with parts? Mike explained.

"I believe it takes a certain knowledge of how to 'fix' things and a certain mechanical aptitude in order to work in parts. Maybe that's why I found my way here," said De La Torres, Senior Parts Counter Associate at Kirby-Smith's Dallas branch. "I think there's something about having that experience that's helped me to better understand customers when they need a part."

De La Torres has been helping customers at the Dallas location since last June when

Kirby-Smith took ownership, but he worked at the company's old Fort Worth location at one time. He joined Kirby-Smith, at the urging of a friend, after working several years on the loading docks of a freight company.

"I really enjoy working with our customers," De La Torres revealed. "At the Dallas branch, we have a good relationship with them because we're willing to go the extra mile for them. For example, there are customers near where I live, and I'll often drop off parts to them on the way home. Whatever it takes."

De La Torres likes to spend time with Gina and his stepdaughter and enjoys fishing — especially deep-sea fishing, during which a couple of years ago, he caught a 48-pound kingfish. ■

## Martin returns as Oklahoma City Service Manager

John Martin is back in his old position at Kirby-Smith's Oklahoma City branch. Martin returned as the Service Manager after leading the company's training department for the past four years. In total, Martin has been with Kirby-Smith Machinery nearly 15 years.

"I've been around iron all my life," said Martin, who started as a service technician with Kirby-Smith after working for another dealer. He also spent time running cable cranes in the oil industry after graduating from high school in 1976. "I enjoy helping customers diagnose and fix issues, as well as offering them routine services — anything that helps keep them up and running."

Martin oversees a team of four managers, 11 field technicians and 12 shop technicians.

"My job is to make sure our technicians have the proper tooling and education to handle anything," said Martin. "Kirby-Smith is dedicated to ensuring customers remain productive with minimal downtime by investing in the equipment and training necessary to do that."

David Baker, Kirby-Smith VP of Product Support, provided an example of Martin's commitment to doing whatever it takes to make



John Martin,  
Oklahoma City  
Service Manager

his customers successful. "One of his customers recently had an accident with a piece of equipment and needed special expertise from one of our suppliers to assess the cause and damage to the machine. When the supplier couldn't respond promptly, John took it upon himself to provide the expertise and quickly supplied the customer with the information he needed," Baker recalled. "People like John are why we consistently have customers coming back to Kirby-Smith for our services."

In his spare time, Martin enjoys hunting white-tail deer and fishing for striped bass and trout. He and his wife, Elaine, have been married 26 years. ■

## Bobby Oldham believes in getting it right the first time

Bobby Oldham paid attention when his dad told him to be good at more than one thing. He also paid attention when his dad worked on equipment, cars and other items that needed fixing. "Dad grew up on a farm and learned to be self-sufficient," said Oldham, who's been with Kirby-Smith's Oklahoma City branch about three years as Product Service Manager. "He taught me to weld, and I guess I got hooked enough on mechanical work to turn it into a career."

Oldham said he mostly enjoys working on heavy equipment, and that's why working for Kirby-Smith is a good fit. He's responsible for fielding customer service calls and determining if field or shop work is most appropriate, or if it's something that can be handled by talking

the customer through the issue over the phone. Oldham also works with the service staff to prepare new machinery for sale, as well as get machines ready to go out on rent.

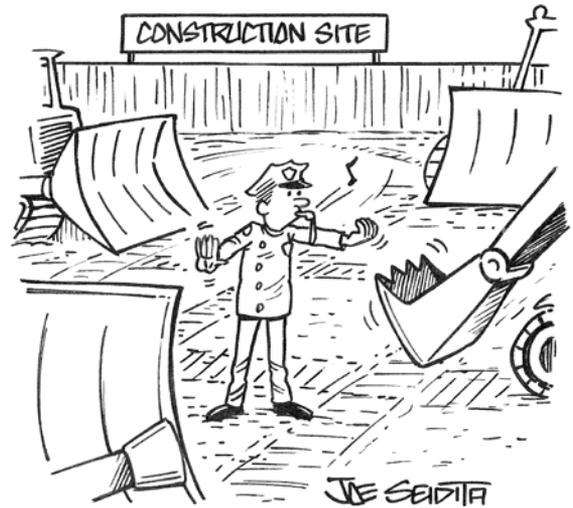
"I brought quite a bit of experience in those areas to the job when I started at Kirby-Smith, including working for another Komatsu dealer," noted Oldham. "My attitude has always been to take care of the customer like I would want to be taken care of. I want to get it right the first time. Kirby-Smith has the same philosophy."

A Georgia native, Oldham is a motorcycle enthusiast. His bikes include a Harley-Davidson as well as an old British Norton, which he's had since 1979. He also likes to fish when time allows. ■



Bobby Oldham,  
Oklahoma City  
Product Service  
Manager

## On the light side



"Junior, I know you want to take my place someday, but don't you think you should at least graduate from grade school first?"



## Did you know...

- During World War II, Oscars were made of wood because metal was scarce.
- Before going into space, astronauts are not permitted to eat beans.
- If you refrigerate rubber bands they will last longer.
- The number of dimples on a golf ball is 336.
- Dogs can get toupees in Tokyo.
- The cat is the only domesticated animal not mentioned in the Bible.
- Pillows made of stone were used by the Egyptians.
- In one year, Mexico City sinks about an inch.
- Philadelphia was the site of the first stock exchange in 1791.
- The U.S. Air Force was a corps of only 50 soldiers when World War I broke out.
- In addition to a dagger and spear, a gladiator was also armed with a net.
- The last Pony Express ride ended in Sacramento, California.

## 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.KirbySmithConnection.com](http://www.KirbySmithConnection.com)

1. LCCYE \_\_\_\_\_
2. AKTUOMS \_\_\_\_\_
3. RUTQEO \_\_\_\_\_
4. NMGNI \_\_\_\_\_
5. WRELCRA \_\_\_\_\_
6. NTPLAIOIPCA \_\_\_\_\_

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## ICUEE will offer new fleet-management pavilion and more educational sessions

More fleet-management education, products and services will be part of the International Construction and Utility Equipment Expo (ICUEE) than at previous shows, including a Fleet Management Exhibit Pavilion. ICUEE, also known as the "Demo Expo" because it allows users to run equipment, will be held October 4 to 6 at the Kentucky Exposition Center in Louisville.

ICUEE is geared to the utility/construction industry, including electric, phone, cable, sewer, water, gas, general construction, landscaping and public-works contractors and entities. Educational sessions in fleet management will benefit those who are new to the field as well as experienced professionals. ■

## Report answers FAQs about new Tier 4 technology

A "frequently asked questions" (FAQ) report put together by equipment industry groups is available to answer your queries about new Tier 4 technology. This year marks the advent of Tier 4 regulations for a vast range of machines.

"Many dealers and customers have questions about how the new Tier 4 regulations will affect them," said Allen Schaeffer, Diesel Technology Forum Executive Director. "So, together with our industry partners, we've developed this information to help ease the transition for prospective

equipment owners, dealers, rental agencies and others in the off-road industry as the new rules come into effect."

The report — available for download from industry Web sites, including Associated Equipment Distributors and Association of Equipment Manufacturers — addresses issues such as: How will the new Tier 4 engines be different from previous engines?; Do the new Tier 4 engines require different fuel?; How will Tier 4 engines affect the value of my trade-ins?; and many others. ■



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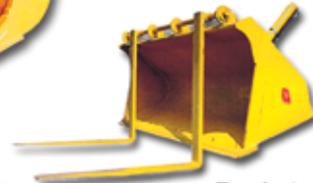
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Dozer  
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2006 John Deere 50DZTS, JDU06094  
\$30,000

Make/Model	Year	Stock #	Price	Make/Model	Year	Stock #	Price
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### HYDRAULIC EXCAVATORS



KOMATSU PC160LC-7E0	2008	KM08640	\$74,450
KOMATSU PC160LC-7E0	2008	KMU08859	\$85,000
KOMATSU PC160LC-7	2007	KMU07465	\$74,450
KOMATSU PC200	2007	KMU07501	\$95,000
KOMATSU PC200LC-8	2008	KMU08722	\$145,000
KOMATSU PC220LC-7	2005	KMU05161	\$96,600
KOMATSU PC220LC-8	2007	KMU07619	\$99,000
KOMATSU PC228USLC-3N	2005	KMU05843	\$78,770
KOMATSU PC270LC-8	2009	KMU09086	\$182,500
JOHN DEERE 50DZTS	2006	JDU06094	\$30,000

### CRANE



GROVE TMS900E	2004	GRU04439	\$400,000
NATIONAL 995H	2009	NCU09253	\$229,050
BRODERSON IC-200	2005	ZZU05979	\$120,000

### CRAWLER DOZERS



KOMATSU D61EX-15E0	2006	KMU06073	\$139,500
KOMATSU D65EX-15E0	2004	KMU04750	\$84,000
KOMATSU D65EX-15E0	2007	KMU07521	\$159,900
KOMATSU D65EX-15E0	2007	KMU07661	\$155,000
DRESSTA TD15MLT	2007	IHU07150	\$150,000
KOMATSU D155AX-5B	2006	KMU06500	\$269,600
CAT D9R	1996	CTU97773	\$169,900

### MOTOR GRADERS



KOMATSU GD655-3CA	2006	KMUC06224	\$139,940
KOMATSU GD675-3C	2004	KMUC04222	\$117,500
KOMATSU GD675-3C	2003	KM03621	\$120,000



2006 WA450-5L, KMU06215  
\$189,500



2005 Komatsu PC228USLC-3N, KMU05843  
\$78,770



2004 LEDWELL 4000 Gallon, WTU04451  
\$82,500



2006 Komatsu D155AX-5B, KMU06500  
\$269,600

### PAVING & COMPACTION



LEE BOY 1000B	1997	LBU97116	\$10,000
LEE BOY L700ST	1999	LBU9139	\$2,400
ROSCO MAXIMIZER II	1992	RSU92075	\$35,000
HAMM 3250P	2005	HAU05058	\$62,650
HAMM 3307P	2005	HAU05059	\$68,675
HAMM 3410P	2007	HAU07060	\$66,265

### LIFTS



SKY TRACK 6036	2006	TIU06332	\$57,980
SKY TRACK 10042	2004	TIU04238	\$61,853
TEREX SS636	1999	ZZU99468	\$12,000

### BACKHOE & WHEEL LOADERS



KOMATSU WA250PZ-6	2008	KMU08318	\$110,000
KOMATSU WA320-5L	2007	KMU07611	\$78,313
KOMATSU WA380-6	2008	KMU08409	\$120,000
KOMATSU WA450-5L	2006	KMU06215	\$189,500

### MISC.

BROCE RJ350	2005	BRU05307	\$31,200
KOMATSU HM400-1	2002	KM02428DF	\$150,000
KOMATSU SK820-5	2006	KMU06027	\$23,500
LEDWELL 4000 GALLON	2004	WTU04451	\$82,500

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