

DIRT TALK

November 2019



Gusher Oilfield Services/ Atlas Energy Services

Father, son companies
continue expansion



Parker Gutterson,
Owner of Atlas Energy
Services (left) and his
father, Art Gutterson,
Owner of Gusher
Oilfield Services.

A MESSAGE FROM THE PRESIDENT



Mac Blount

**Taking
'intelligence' to
the next level**



Dear Valued Customer:

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

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

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

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

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

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

Sincerely,
POWER MOTIVE

Mac Blount, President

DIRT TALK



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See why outfitting its excavator fleet with Komatsu waste packages helps a recycling firm achieve production goals.



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GUSHER OILFIELD SERVICES/ ATLAS ENERGY SERVICES

Father, son companies continue expansion



Discover more at
PowerMotiveDirtTalk.com

Seventeen years ago, a blizzard hit Weld County, Colo., and became the catalyst to Art Gutteresen forming Gusher Oilfield Services. At the time, he was running Gutteresen Ranch.

"Nobody could get to work," recalled Art, who is the owner of Gusher Oilfield Services. "There were oilfield companies installing wells on the property. I leased a motor grader to move the snow and open the roads for them. I think I moved the same snow day after day for nearly three months."

Art saw an opportunity to provide additional resources to the oil and gas

companies working the 32,000 acres that comprise Gutteresen Ranch near Greeley and Keenesburg. His business now offers an extensive list of services that includes drill pad, road and tank battery construction; grading; heavy hauling; and reclamation.

"We still do snow removal, too" Art emphasized. "We offer nearly anything site-related that oil and gas firms need. Moving dirt is our forte. We prepare pads by cut and/or fill with clay and gravel. Road building is another specialty. We recently completed one that accommodates 1,200 trucks a day; it's better than a typical county road."

In addition to traditional earthwork, Gusher Oilfield Services provides seeding, erosion control, fence construction and more with a staff of approximately 160. The majority of its assignments involve putting in wells on the ranch, but the business also serves off-site clients.

Improving efficiency

To streamline operations, Gusher Oilfield Services GPS Technician Luke Leonard builds topographic maps using a data collector and rover. Then, he makes a design file that can be plugged into the company's Komatsu *intelligent* Machine Control dozers and used for pad construction and reclamation. Gusher acquired the D65PXi-24 and D39PXi-24 dozers last fall with assistance from Power Motive Sales Manager Jeremy Griebel.

"Our operators input the file and let the machines do the work; it's simple and has led to greater efficiency," emphasized Luke. "We love the integrated system, which eliminates wasted time or additional expenses that



▶ VIDEO

Art Gutteresen (right) owns and operates Gusher Oilfield Services and his son, Parker, does the same for Atlas Energy Services. Both companies provide construction and other services to oil and gas firms.



▶ VIDEO

Reclamation Supervisor Dustin Mikesell reclaims an area for Gusher Oilfield Services using a D39PXi-24. “The accuracy is spot on. It’s easy to maneuver and very responsive,” shared Mikesell.

come with the masts and cables of traditional aftermarket GPS.”

“The D65PXi pushes and carries a sizeable load; and with the six-way blade, operators can do all the mass dirt moving, slope cutting and finish work for pads with one machine,” added Construction Superintendent Joey Timco. “Previously, depending on pad size and the amount of material to move, construction could take five to 10 days. Now, with the D65i, we’ve cut that time in half. The smaller D39PXi is perfect for reclamation, because it involves working in some tight areas that are close to well heads.”

Gusher Oilfield Services mounted a permanent solar-powered GPS base station with Virtual Reference Station control in the middle of the ranch at a height of 27 feet. Power Motive Telematics Manager Mike Snedigar assisted with setup and calibration. The station’s signal has been verified up to 10 miles, so it reaches anywhere on the property.

“Mike was instrumental in ensuring everything functioned property,” said Luke. “Additionally, he trained our operators on

Continued . . .



Gusher Oilfield Services Operator Casey Cook builds a well pad with an *intelligent* Machine Control Komatsu D65PXi-24, featuring integrated GPS grade control. “I like that there are no masts and cables to deal with or get in the way of visibility,” said Cook.

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Marv Selge (with Noah & Justin) / Selge Construction, Inc. / Niles, MI

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Komatsu CARE 'is a great benefit'

... continued

the ins and outs of the system. His expertise ensured that we were up and running quickly to maximize production and efficiency."

Son starts his own company

Art's son, Parker, assists Gusher Oilfield Services with scheduling and hiring. That's in addition to running his own company, Atlas Energy Services, which he founded five years ago.

"I took some time off to prepare for law school. Dad asked if I wanted to stick around and help him, so I did," recalled Parker. "I was also encouraged to go into business for myself. Atlas started by providing portable toilets for rent to energy companies and branched out from there."

Now, Atlas Energy Services has a staff of nearly 80 and offers hydroexcavation; roustabout services that include well plug and abandon, pit cleaning and general and skilled labor; trucking and hauling; and site security services.

"Gusher's bread and butter is building pads and roads," Parker pointed out. "I concentrate on services that Gusher doesn't offer. Atlas supports construction and upstream development. We have recently added flowline installation that includes running pipe from wells to production facilities."

Perfect size

Like Gusher Oilfield Services, Atlas Energy relies on Komatsu excavators. Gusher mainly

Continued ...



Joey Timco,
Construction
Superintendent, Gusher
Oilfield Services

Atlas Energy Services digs flowline trenches with Komatsu PC240LC-11 excavators. "Compared to the machines they replaced, our operators say the PC240s are faster, more efficient and they can complete tasks 25 to 30 percent quicker than before," said Owner Parker Guttersen.

▶ VIDEO



Greater efficiency boosts competitiveness

... continued



▶ VIDEO

Luke Leonard,
GPS Technician, Gusher
Oilfield Services

uses its PC490LC-11 to load trucks with dirt from a nearby borrow pit. Atlas employs its two PC240LC-11s to dig pipe trenches for flowlines.

“Our ditches range from 10 to 15 feet, and the PC240s are the perfect size for that,” said Parker. “Compared to the machines they replaced, our operators say the 240s are faster, more efficient and can complete tasks 25 to 30 percent quicker. That equates

to outstanding savings and makes us more competitive on bids.”

Both companies’ Komatsu equipment is covered by Komatsu CARE with Power Motive service technicians performing routine services for the first three years or 2,000 hours.

“They contact us when service is due and get it done on site at a convenient time; it’s a great benefit,” said Art. “Power Motive tracks the machines’ hours with KOMTRAX. I use the KOMTRAX mobile app to look at efficiencies and other information about our Komatsu equipment. It’s a great tool for staying on top of production, maintenance and other data.

“Jeremy and Power Motive are great to work with in general,” Art added. “He helped determine our equipment needs to ensure that we had the right pieces. The after-sales support has been outstanding with him, Mike and (Parts & Service Sales Representative) Sebastian (Goldsberry) taking excellent care of us through the process of transitioning to intelligent dozers, as well as the standard excavators. The relationship continues to grow. In fact, Power Motive is now servicing some of our competitive equipment.”



(L-R) Gusher Oilfield Services Construction Superintendent Joey Timco meets with Power Motive Parts & Service Sales Representative Sebastian Goldsberry, Sales Manager Jeremy Griebel and Telematics Manager Mike Snedigar. “Their support made our transition to intelligent Machine Control dozing smooth, so we got maximum production and efficiency right from the start,” said Timco.



Operator Todd Daughenbaugh loads dirt from a borrow pit using a PC490LC for Gusher Oilfield Services. The company saves on fuel with the excavator compared to a competitive model. “I was putting 100-plus gallons into our machine before, and now I’m using a quarter of that,” shared Daughenbaugh.

▶ VIDEO

Working side-by-side

Gusher Oilfield Services and Atlas Energy Services are often working on projects in close proximity on the ranch. That means father and son see each other almost daily.

“I grew up watching Dad work with different types of people and companies and learned a lot from him about service and how to conduct business,” said Parker. “He’s been a great mentor, and I believe the examples he set prepared me for starting and running my own business.”

Art added, “Parker continues to do an outstanding job in building his business the right way. I’m proud of what he’s accomplished and to work alongside him. I plan on this for many years to come as I have no desire to retire anytime soon.” ■



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VALUE PROPOSITION

From research to repairs, 'The Product Support People' meet your equipment needs throughout its life cycle

Last year Komatsu recognized Power Motive Corporation (PMC) as a Top Performing Dealer. The stringent criteria that Komatsu uses to judge the performance of its dealers measures all facets of business: total field units delivered and resulting market share, mean-time-to-warranty repair, parts wholesale growth and

lease return-to-purchase option. PMC's scores placed it among the highest achieving Komatsu dealers in North America.

PMC General Sales Manager Paul Desombre said the award reflects the organization's commitment to delivering true value during the entire life cycle of equipment. One way it does that is by aligning with top manufacturers such as Komatsu, KPI-JCI, Takeuchi, Roadtec, Morbark and Sandvik, among others.

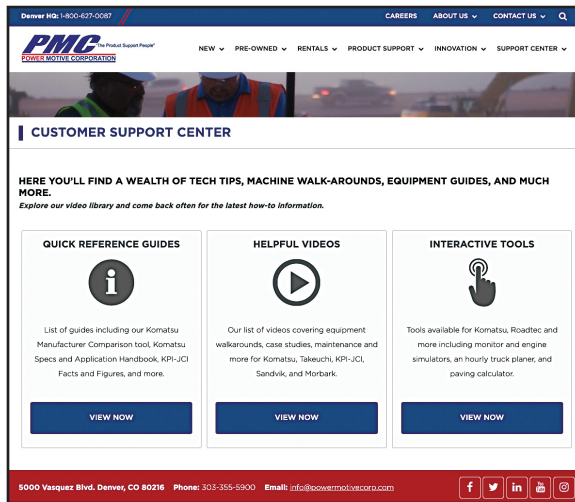
"We believe the brands we carry are the best in their respective industries," noted Desombre. "Each is highly productive and also a leader when it comes to technology that makes operators more efficient on the jobsite. Great examples are Komatsu's *intelligent* Machine Control dozers and excavators. Their integrated GPS reduces the costs associated with traditional aftermarket systems, as well as expenses incurred with staking and overexcavation.

"For some firms, buying equipment is not always the best option," he added. "We have one of the largest rental inventories in the region. All of our units are less than 18 months old, so customers can have peace of mind in knowing they are renting a unit that will perform to their expectations."

Desombre emphasizes that PMC offers more than world-class equipment; its sales representatives actively engage with customers to gain a keen understanding of their operations. This knowledge ensures that the machinery which contractors rent, lease or purchase provides maximum production and efficiency.

"The equipment must be properly sized for the application so it is as effective as possible,"

Power Motive's website (powermotivecorp.com) includes a Customer Support Center with informative content such as reference guides, equipment videos and interactive tools. "The site has a vast array of downloadable material, including a library of self-help information," said Used Equipment Manager Terry Weeber.



General Sales Manager Paul Desombre says Power Motive Corporation provides exceptional value in several ways, including carrying outstanding equipment lines and supporting them through world-class service.





Corporate Trainer Jason Brady conducts on-site instruction as well as classroom learning, including general safety, mine safety and *intelligent* Machine Control topics.



explained Desombre. “We want customers to get the most bang for their buck. When they are looking for a machine, in most cases, they know exactly what they need. But, we also have had situations where a rep demonstrated that a smaller unit – at a lower price – would be the ideal fit. Our reps are able to make that determination because they listen to customers and visit jobsites to assess their specific applications.”

If financing is needed, PMC has a variety of avenues to help, including Komatsu Financial, which often has more attractive rates than traditional lenders. “If needed, we can get creative, too,” declared Desombre. “We are willing to do whatever we can to get a customer what they need to keep their business moving and/or expanding.”

Interactive tools at your fingertips

Those who are researching new and used equipment can find more information on PMC’s website (www.powermotivecorp.com). It contains material on machines for sale and rental as well as product support, including parts and service, innovation and more.

“The site has a vast array of downloadable material, including a library of self-help information,” said Used Equipment Manager Terry Weeber. “The content is relatable and easy-to-access. For instance, the Customer Support Center portion has beneficial items

like reference guides, machinery videos and interactive tools, such as manufacturer comparisons. Nearly everything needed to make an informed equipment-acquisition decision and how we support it, is available through our website.”

Staff, customer training opportunities

PMC provides ample training to keep its personnel updated on new machinery and its applications. These learning opportunities are especially important for service technicians who perform maintenance and repair on all types of equipment.

“Well-trained technicians can quickly diagnose and fix an issue, keeping downtime to a minimum,” reported Desombre. “Our manufacturers provide classroom and hands-on learning, and, as a company, we do the same. PMC is committed to having the industry’s most knowledgeable people.”

Learning options are extended to customers as well. “Our corporate trainer, Jason Brady, provides operator training that highlights machinery features as well as methods to get the maximum benefit from the equipment,” said Desombre. “Other education areas include general safety, mine safety and *intelligent* Machine Control classes. We encourage customers to take advantage of all we offer and

Continued . . .

Investing in repair and maintenance capabilities

... continued

contact us if there is a specific topic they would like us to cover. They can ask for training at any time."

RAMPing up turnkey solutions

Fulfilling requests has been a specialty of "The Product Support People" throughout PMC's 60-year history. A good example is the RAMP (Repair and Maintenance Plan), which PMC was a pioneer in developing. With RAMP, customers choose the length of time that PMC technicians will perform all repairs and maintenance on a piece of equipment (with the exception of wear parts). A typical contract is for 8,000 to 10,000 hours, but custom solutions are available.

"One equipment owner proposed having us take over his service because he wanted to put pipe in the ground without worrying about repairs and maintenance," shared Desombre. "PMC tailored a plan that helped him determine a fixed budget for repair costs. He could factor that into his overall owning and operating expenses. We have countless examples like this. Komatsu CARE is another way we take care of routine services for a set number of hours or length of time."

To make certain that Komatsu CARE services are done on time, PMC tracks the machines via the KOMTRAX telematics system. Owners can look up hours, location and more. If an error

code pops up, PMC technicians can see the issue remotely and determine if they need to take parts with them before they leave for the jobsite to handle the repair.

Power Motive has invested heavily in ensuring better field repair and maintenance capabilities with the addition of several new service trucks. Each is fully equipped to enable technicians to diagnose and fix nearly any issue on-site without the need to transport the machine to a shop. Service is available 24 hours a day, including emergency response.

Technicians and customers alike can access parts through the vast inventories at all PMC branch locations, including Colorado Springs, Grand Junction, Durango, Milliken, Denver and Cheyenne. "For those rare occasions when something is out of stock, we can usually get it within 24 hours," said Desombre.

Well-rounded dealer

From researching equipment options via the web to trading in a pre-owned machine, PMC covers it all.

"PMC is a well-rounded dealer that offers more than equipment for sale and rent," stated Desombre. "We have the expertise, skills and turnkey solutions to provide support throughout the life cycle of a machine. Our aim is to serve as a solutions-provider that takes care of customers by delivering exceptional value across the board." ■

Power Motive Corporation's new, fully branded service trucks enable technicians to perform nearly any service or repair in the field.



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'LARGEST HEAVY METAL SHOW'

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

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

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

Festival Grounds, located on the Las Vegas Strip adjacent to the Circus Circus hotel. The grounds will contain lifting (aerial and cranes), earthmoving, hauling and underground construction equipment, among other things.

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

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

'Smart city' display

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

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

The smart city replica will showcase several scenarios, including various city grids and how a city responds to heat, wind and storms; connectivity, including 5G sensors, telematics





and the internet of things (IoT); and the impacts of construction such as the jobsite of the future within the city and how equipment will communicate.

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

Multitude of education sessions, tracks

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

Be sure to visit with our manufacturers at CONEXPO-CON/AGG in March.

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Takeuchi	C20653

CONEXPO-CON/AGG will be co-located with the International Fluid Power Expo, and new for 2020 is the opportunity to mix and match education sessions offered through both shows. Attendees can register for educational sessions as well as the show itself through the CONEXPO-CON/AGG website at www.conexpoconagg.com. ■

TAKE A DIFFERENT ROUTE

Construction careers often pay as much or more than those requiring traditional four-year degree



Deanna Quintana

Deanna Quintana emphasizes that careers in construction and the skilled trades can be as, or more, lucrative and rewarding than those requiring the traditional route of higher education that leads to a four-year degree.

As our children grow up, we continually ingrain in them that there is one route to success – a four-year degree. However, higher education is not solely defined by a bachelor’s degree. There are other paths that will guide them in the right direction before entering the workforce.

While there are misconceptions about the construction and skilled-labor industry, numbers prove that there are millions of jobs available in this field and compared to college graduates, they’re well-paid. The average starting salary for college graduates stands at \$50,004; however, student debt is on the rise and the class of 2018 graduated with an average of \$29,800 in loans. One of the most important reasons students choose to pursue a four-year degree is to land a high-paying job. The truth is, multiple careers in construction make an average of \$65,000 per year and do not require a degree from a large institution.

This poses the question: How does one get higher education without going to a traditional college or university? The answer is simple: apprenticeships; technical

or community colleges; and career and technical education (CTE).

Earning while learning

Apprenticeships provide valuable on-the-job training and are structured programs relating to the technical and academic competencies that apply to the job. In fact, the construction industry in the United States represents approximately 30 percent of all active, registered apprentices. Construction is one of the few industries where individuals are given the opportunity to develop skills and knowledge about a career, while earning a paycheck.

Technical or community colleges offer shorter time spent in school and can be just as beneficial and rewarding as a four-year degree. In these programs, minimal debt is incurred, and the skills and education obtained apply directly to careers upon graduation.

CTE prepares secondary, postsecondary and adult students with the hard and soft skills needed to build a successful career and life. Classes prepare students for a variety of high-skill, high-wage and high-demand careers.

While a four-year degree may be the path for some, it is not the only form of post-secondary education. Higher education is about acquiring skills and knowledge that will help you succeed in your desired career path. ■

Deanna Quintana is a marketing intern at the National Center for Construction Education and Research (NCCER). She is learning about the industry and how to recruit and educate new craft professionals. This article is excerpted from a blog post, and reprinted with permission from “Breaking Ground: The NCCER Blog” at blog.nccer.org.

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NEW INTELLIGENT EXCAVATOR

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



Andrew Earing,
Senior Product
Manager, Tracked
Equipment

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

“The PC290LCi-11 is perfect for applications where customers are looking for good stability and working range. It has a 30-ton-class undercarriage and an upper structure similar to our standard PC240LC model. This excavator also includes a 3.2-meter

(10.49-foot) arm,” said Andrew Earing, Senior Product Manager, Tracked Equipment, noting that a 3.5-meter arm option will be available soon. “Its size helps to avoid most transportation limits associated with larger size-class excavators, making it a good fit for residential and utility work, as well as smaller nonresidential jobs.”

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

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

Easily switch modes, offset functions

Operators can choose between manual and semi-automatic modes,

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



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

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

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

Covered by Komatsu CARE

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

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

Brief Specs on Komatsu’s PC290LCi-11 Excavator

Model
PC290LCi-11

Net Horsepower
196 hp

Operating Weight
70,702-72,091 lb

Bucket Capacity
.76-2.13 cu yd

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



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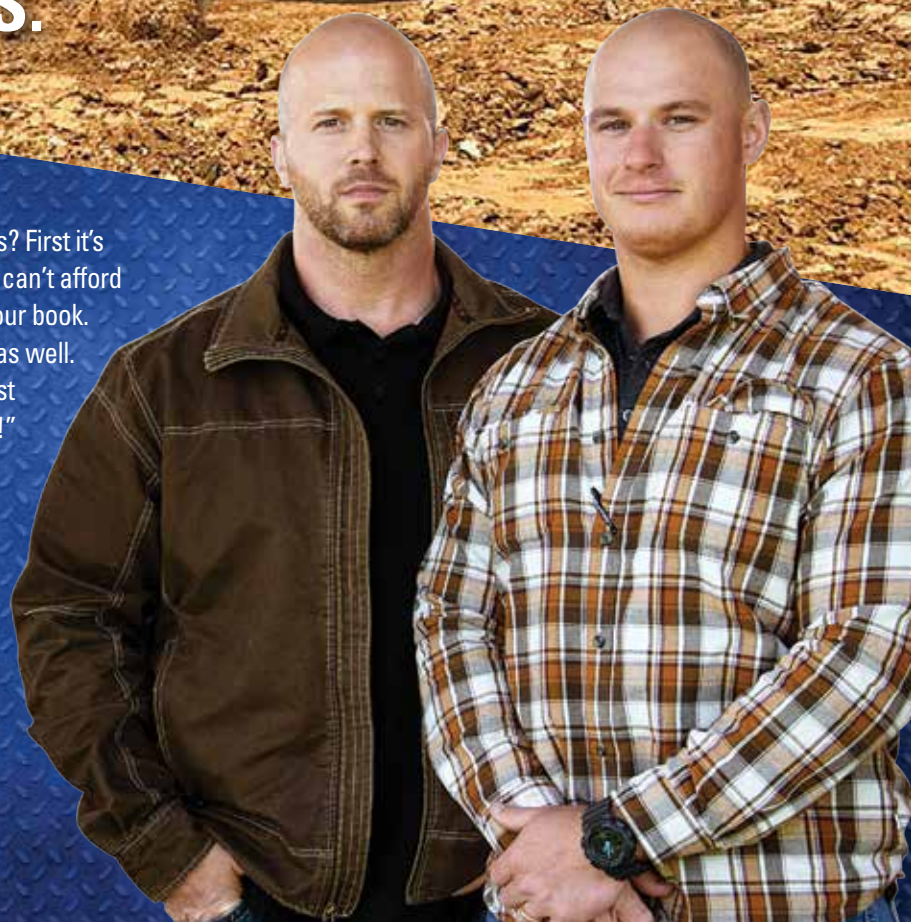
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Hunter and Clint Shackelford
Shackelford Construction / Yazoo City, MS

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COMPLETING MORE JOBS FASTER

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

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

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

Advantages immediately apparent

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

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

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



▶ VIDEO

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



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



Bill Jagoe,
Owner,
Jagoe Excavating



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

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EQUIPPED FOR SUCCESS

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

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

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

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

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

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

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

Enhanced performance

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

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

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

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

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



Rich Golf,
Managing Partner,
Lakeshore Recycling
Systems

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



GOING BEYOND THE SALE

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



Evelyn Maki, Vice President – Marketing Communications

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.

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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



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

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



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INTUITIVE TECHNOLOGY

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



Derek Morris,
Komatsu Product
Marketing Manager

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

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

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

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

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

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

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

‘Grass to grade’

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

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

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

▶ VIDEO



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Dawn Mallard / D.Grimm, Inc. / Conroe, TX

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HANDS-ON EXPERIENCE

Komatsu revamps Demo Days to provide ultimate customer event



Isaac Rollor,
Komatsu Instructor
and Developer

This spring, more than 300 customers, distributor representatives and industry professionals attended Komatsu's Demo Days at the Cartersville Customer Center in Georgia where they experienced a newly tailored schedule for the event.

"We've been using this site for more individualized customer demonstrations, and we learned a lot from them," said Komatsu Instructor and Developer Isaac Rollor. "We applied a good deal of the feedback we received from those interactions to enhance this group event. As a company, Komatsu is always looking to improve in all aspects, and that includes Demo Days."

Komatsu Demo Days attendees had the opportunity to operate 30 machines, including the new GD655-7 grader and the full line of *intelligent* Machine Control equipment. The event also featured walk-arounds, competitions, a factory tour and other interactive sessions.

▶ VIDEO



The new format significantly increased attendees' time at the demo site. The morning session featured walk-arounds for 30 machines, including the full family of *intelligent* Machine Control dozers and excavators, with Komatsu experts onhand to answer questions.

"After registration and a short safety meeting, we got customers up on the hill," said Rollor, referring to the demo site location. "In the past, we held the morning session in our auditorium, but we want Demo Days to be as interactive as possible. We felt it was important to increase the amount of individualized time customers spent with our people and on the machines to achieve that goal."

Food trucks, raffles and competitions

The morning ended with an *intelligent* Machine Control dozing demo, and then Atlanta-area food trucks provided lunch. The afternoon was reserved for machine operation.

"By the time customers go home, we want them to feel as confident with the Komatsu product as we are," noted Rollor. "This new setup provides more time for them to talk with Komatsu personnel, operate equipment and have all of their questions answered."

In addition to machine demos, the gathering also featured raffle prizes; timed wheel loader and mini excavator challenges; and a factory tour of Komatsu's Chattanooga Manufacturing Operation. Demo Days also included a "Help Build the Machine of the Future" area, which invited customers to share what they want to see from Komatsu in five, 10 and 15 years. ■



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WASTE EXPO DRAWS CROWDS

Solutions and support for rugged landfill operations showcased in Las Vegas

Companies from across the country gathered in Las Vegas for the 2019 Waste Expo to see the latest innovations for the waste management industry. Educational sessions and networking opportunities supported the exhibit area where customers met with manufacturers and inspected machines.

At the Komatsu America booth, attendees could visit with company representatives to learn about new solutions for the industry.

“We’re building strong relationships with our waste-market customers and developing the machines that meet their applications,” said Komatsu America Chairman and CEO Rod Schrader. “Then, in partnership with our dealers, we support them very effectively with local service and parts departments.”

Customer success

Waste industry professionals who utilize Komatsu products note the positive impact the equipment has made on their operations.

“We recently switched to Komatsu and, in the past year, have added more than a dozen machines, including excavators and wheel loaders,” said DTG Recycling Group COO Tom Vaughn. “The maintenance support has been fantastic.”

Andrew Springer with Sun Recycling in Beltsville, Md., relies on Komatsu equipment for the company’s roll-off dumpster hauling and C&D recycling operations.

“We run Komatsu wheel loaders and excavators exclusively,” noted Springer. “Our environment is very rough on machines, and they stand up to the test. The most critical piece has been the dealer support in getting the parts we need, when we need them.”

Komatsu featured two industry-specific machines, the D85PX-18 dozer outfitted with a waste package and the WA380-8 wheel loader with waste-handling capabilities. Both offer solutions for landfill operations.

“The D85PX-18 dozer is fully equipped and ready to push trash,” noted Komatsu America Marketing Engineer Scott Ruderman. “It features an 18.4 cubic-yard blade with a trash rack to handle the lighter material and 30-inch track pads with clean-out holes for easier maintenance. The engine compartment is sealed, and the exterior hoses have been removed to prevent debris from contacting or damaging critical components.”

Komatsu designed the WA380-8 wheel loader to be ready for harsh applications as well.

“We fully protect the bottom of the machine using a front frame underground, powertrain guard, fuel tank guard and axle seal guards,” noted Ruderman. “Due to market demand, we’ve developed a guard that protects the fan cooling unit and rear grill from contact as well. The machine also has a corrugated screen outside of the intake system to prevent debris from entering the engine system.” ■



Rod Schrader,
Chairman and CEO,
Komatsu America

The 2019 Waste Expo featured the latest innovations in the waste management industry, including a fully guarded Komatsu WA380-8 wheel loader and D85PX-18 dozer outfitted with a waste package.



HIGH-HEAT PROTECTION

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



Bruce Gosen,
Senior Product
Manager, Komatsu
Parts Marketing

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

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

Specific benefits of HO56-HE:

- It has outstanding cold-start performance and excellent resistance to oxidation at high temperatures.

- It is specially formulated to maintain viscosity range throughout the full life of the fluid.
- The fluid performs with greater efficiency to reduce fuel consumption and extend oil drain intervals.
- It prevents valves from sticking, resulting in less “reactive maintenance” downtime.

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

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

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



ZAC LOOP

Power Motive's Corporate Service Manager enjoys working in the 'people business'

While he was growing up, Zac Loop worked around his grandfather's excavation business where he discovered that he enjoyed something more than running machines.

"I like working on the equipment better," he stated. "Through his business I got to know a lot of people at Power Motive. When I was 18, there was an open position in the wash bay at the Colorado Springs branch, and I was fortunate enough to get it."

Sixteen years later, Loop was named Power Motive's Corporate Service Manager. Between his first day in the wash bay and his new role, he worked as a Shop Mechanic, Field Service Technician, Field Service Manager and Branch Service Manager in Colorado Springs. Along the way, he also attended Wyoming Technical Institute.

"As Corporate Service Manager, I oversee every aspect of service," Loop explained. "One of my goals is to bring a more standardized approach across all of our branches. Some customers have large territories, so depending on where their projects are located, they may use multiple Power Motive branches for service. I want to ensure they receive a consistent, quality experience from every branch they work with."

Loop said that ultimately Power Motive is in the people business and taking care of customers' needs is its top priority. "We are known as 'The Product Support People' for a reason. If you focus on providing top-of-line service, customers remember and will be loyal. Throughout the years, that's helped me develop strong working relationships as well as friendships with customers."

Turning over the fleet

Loop noted that Power Motive recently changed over its fleet of service trucks.

"We are on call 24/7, and our aim is to respond to a field service call within 12 hours," Loop emphasized. "A reliable fleet is essential. The new trucks have cranes with greater capacity, better welders and other upgrades. They allow us to respond quickly and ensure that we can accommodate most repairs on site, which keeps costs down and maximizes uptime for our customers."

Loop and his wife, Jenny, have four children. In his free time, he enjoys hunting and four-wheeling, among other outdoor activities. ■

Power Motive Corporate Service Manager Zac Loop grew up around equipment and enjoys maintaining it. He said the company is committed to delivering top-notch customer service. "We are known as 'The Product Support People' for a reason. If you focus on providing top-of-line service, customers remember and will be loyal. Throughout the years, that's helped me develop strong working relationships as well as friendships with customers."



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