

## BAKER CONCRETE & EXCAVATING

Northeast Iowa contractor gives back,  
continues to build on solid foundation, reputation

See article inside . . .



Owners Mike (left)  
and Steve Baker

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# A MESSAGE FROM THE PRESIDENT



Mike Sill II

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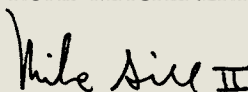
In this issue of your *Road Signs* magazine, we've included a couple of articles that give you more in-depth information about eParts and the hydraulic shop. You'll notice in both articles, as well as at the lower left of this page, small boxes with some odd-looking, geometric designs. These are QR codes, and they provide another way for you to get additional information about our services.

If you have a smart phone or tablet, search your app store for a free QR-code reader. Once you have the app installed, simply open it and hold your phone or tablet over one of the codes in this issue to scan it. Once scanned, your device's Web browser will open automatically, displaying information or videos showing our services in action. QR codes are fairly new technology, which we're embracing to give you quicker, easier access to information that can benefit your business.

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Mike Sill II  
President and CEO



2012 No. 1

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**Mike Sill II,**  
President/CEO

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# BAKER CONCRETE & EXCAVATING

## Northeast Iowa contractor gives back, continues to build on solid foundation, reputation

*The Extreme Makeover — Home Edition, in which Baker Concrete & Excavating was involved, featured the Gibbs Family and aired on January 6. Go to [www.abc.go.com/watch](http://www.abc.go.com/watch) to find and replay the episode.*

In late 2011, Baker Concrete & Excavating donated earthwork and concrete work on an Extreme Makeover — Home Edition project for a family in West Union, Iowa. In a few hours time, the company did some land clearing; demolished an old house, including removing the old basement; dug the new basement and poured the concrete floor.

Involvement came at the request of the general contractor tasked with overseeing the project, one of many the television show did for families in need throughout the country. Baker Concrete & Excavating Owners Steve and Mike Baker believed it was a way to give back to the community and help out the contractor, with which they frequently work.

“When the general contractor called, we didn’t hesitate to say yes,” said Steve. “Not only were we helping the contractor, but making a difference for a really deserving family. We felt fortunate to be able to do that for them.”

Owners Mike Baker (left) and Steve Baker (right) oversee the concrete and dirt sides of Baker Concrete & Excavating, respectively. The Bakers work with RMS Territory Manager Brad Johnson (center) for their equipment needs.

The project also highlighted the services Clermont-based Baker Concrete & Excavating has built up during its 15 years in business. The Baker brothers founded the business in 1997, when they bought an existing small excavation business.

Baker Concrete & Excavating now has a staff of more than 50 and two locations, its original facility in Clermont and one in Waverly that opened in 2009 when the Bakers acquired another excavation company. That acquisition has allowed them to expand all areas of their business in the Waterloo/Cedar Falls market. Most of Baker Concrete & Excavating’s work falls into commercial and municipal categories as either a prime or subcontractor. Projects range in size from a few thousand dollars to more than \$1 million. Steve is President and Mike is Secretary of the growing enterprise.

### “Things change”

The company takes on many projects as a package that includes concrete and earthwork, but Baker Concrete & Excavating does break those services out individually, depending on customer needs and requests. Earthwork services include clearing, grading, bulk excavation and underground installations. The company also does some demolition and snow removal.

“When we started the business, we probably couldn’t have done something like the Extreme Makeover project,” said Mike. “All we had was a backhoe and trailer. We rented a skid steer from the previous owner as needed. Our focus was small residential concrete projects, mainly garage floors and driveways.”

While they had limited equipment, they didn’t lack knowledge or experience. Steve owned a landscaping company, bought some earthmoving equipment while a senior in high





Working in tandem, Baker Concrete & Excavating operators use Komatsu PC300 and PC270 excavators to load dirt from the basement excavation for an Extreme Makeover home in West Union, Iowa. "Komatsu excavators have been our main production machines for many years because they're productive and reliable," said Owner Steve Baker.



Scan this QR code using an app on your smart phone to watch video of Baker Concrete's machines at work.

school and did small projects prior to that. Mike previously worked for a concrete contractor.

"On the side, we did some small projects together," noted Mike. "Steve knew I wanted to own my own business, so when the opportunity came up to buy a company, we decided it was the right thing to do. We started with a couple employees and, at first, that's how we wanted it to stay."

"But, of course, things change," added Steve. "As opportunities that made sense came along, we took advantage of them to grow the business. We started doing water-line repairs and tiling work for area farmers. Technically, I oversee the earthwork side of the business and Mike looks after the concrete side, but we've never really looked at this as one side or the other. We work together and pitch in to help each other whenever necessary. We're very hands-on."

### Staff credited for success

Although the Bakers are hands-on, with about 10 crews and as many as 25 projects in various stages of construction throughout Iowa, southern Minnesota and southwestern Wisconsin going at once, they can't be on every jobsite daily. They rely on several veteran foremen and staff members to lead those jobs, including their first two employees, Dan Berger and Randy Cronin, both concrete foremen.

The Bakers credit all their employees for the success of the company. They depend on individuals like longtime Office Manager Maureen Johnson; Steve's son Shawn, who is the company's project coordinator; Mike's son Blake, who handles estimating and bidding; and longtime key employees Barry Smith, Jerry



Young, Eduardo Gonzales, Brian Stone, Jay Dana and Andy Boehmer.

"When we acquired the company in Waverly a couple of years ago, nearly 100 percent of the staff stayed on board," said Steve. "That made the transition very smooth, and like the people we already had, they're excellent. We're confident that even when we're not on the jobsite, the work will still get done. Our entire staff understands the value of customer service and how important that is to our business. They deserve much of the credit for the company's success."

Baker Concrete & Excavating crews have completed several sizeable projects through the years. The company recently completed a more than \$1 million Unity Square project in Waterloo that involved street construction — a big leap from its first-ever job that involved a 24-foot by 30-foot garage floor. Last year, it

While Baker Concrete & Excavating operators dig a basement with Komatsu excavators, another operator pushes the dirt with a Komatsu D39PX dozer. "All our Komatsu equipment has been very reliable and efficient," said Owner Mike Baker.

Continued . . .





# Baker Concrete & Excavating expanding capabilities

... continued



**Blake Baker,**  
Estimator



**Shawn Baker,**  
Project Coordinator

completed a sewer lagoon project near Stout, Iowa, moving more than 40,000 yards of dirt.

## **Sold on Komatsu**

On projects large and small, Baker Concrete & Excavating relies on Komatsu equipment purchased or rented from Road Machinery & Supplies' Cedar Rapids branch. The company works with Territory Manager Brad Johnson, along with RMS parts and service staff. Its main earthmoving machines are PC200, PC220, PC270 and PC300 hydraulic excavators.

"About 10 years ago, we called Brad to rent an excavator, and he brought out a PC200, which worked very well," recalled Steve. "A few months later, he called and told us about another company that was trading in a PC200 and asked if we wanted to take a look at it. We ended up buying it, and are still running it today. It has about 14,000 hours on it, and we've done nothing other than put new track on it. We were sold right away on the value Komatsu provides."

Baker Concrete & Excavating has continued to update and add to its fleet through the years. The company currently owns a Komatsu D65 and two D39 dozers, a Komatsu WA500 and three WA320 wheel loaders along with its Komatsu excavators. "All our Komatsu equipment has been very reliable and efficient, and we really appreciate the power and smoothness of

operation," noted Mike. "In the past, we tried other equipment when we've needed something to rent. Our operators always compared it to our Komatsus and said there was no comparison, so we've more or less been exclusive Komatsu users for a long time."

In addition to Komatsu, the Bakers have purchased Gomaco paving equipment and Volvo compaction machinery from RMS, as well as NPK attachments. "Brad and RMS have been excellent to work with," said Steve. "During the course of the year, our jobs require communication with RMS service and parts departments at the Sioux City, Milan, Des Moines and Cedar Rapids locations, and we appreciate everyone's assistance at RMS. We especially thank (Des Moines Service Manager) Joe Wallace, who's helped us many times solve an issue over the phone or via email. Once, when we had an issue with a PC300, he emailed the schematics so we could print them on our large printer. That saved us a lot of time and money."

## **A bright future**

Steve and Mike said Baker Concrete & Excavating will continue to call RMS for machinery, just as it will continue to expand if the opportunities present themselves. In the last couple of years, they've dipped their toes into state DOT projects, working with heavy highway contractors to perform work as a subcontractor.

"We've done some bridge approaches and other minor things, and I can see now with our capabilities that's an area we can pursue a little more aggressively," said Steve. "The Gomaco paver is an asset for us in that area. As long as we can do that work with the consistency and quality we offer on other projects, we'll seek it out."

The Baker brothers also want to ensure the business continues building upon the firm foundation they've established.

"We envision our boys eventually being able to take over the business if they want to, and we believe they do," predicted Mike. "They both definitely have the ability and knowledge. Our work load has increased with Blake doing the bidding and estimating, and Shawn does an excellent job running projects in the field. That's a solid combination, and we're confident the future looks bright for us and them." ■

Baker Concrete & Excavating uses a Komatsu WA500 wheel loader to load a truck with materials from a recycling pile at its facility in Waverly, Iowa.





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## NEWS & NOTES

### RMS deals winning hands at 90th annual AGC of Iowa convention



Winners of the RMS Poker Hand Challenge at the 2012 AGC of Iowa Meeting and Convention include (front row) Steve and Jean Epley of Western Engineering Co., (back row L-R) Josh Kral of C.J. Moyna & Sons, Inc., Kyle Timmer of OMG Midwest, Inc. and Adam Larson from JB Holland Construction, Inc.

For RMS, one of the highlights of the annual AGC of Iowa Meeting and Convention is the opportunity to get together with customers and friends in a casual atmosphere. To provide a relaxing getaway for attendees of the 2012 event, held Jan. 11 - 13 in Des Moines, RMS hosted an extra-large hospitality suite and offered a delicious spread of food and beverages.

Adding to the entertainment of the two evenings of the convention, RMS held its Poker Hand Challenge in the hospitality suite. Five winners walked away with \$200 gift cards, which RMS awarded to the top three poker hands and the two lowest hands. The Poker Hand Challenge was a big hit with customers, many of whom stated that everyone was a winner just by participating. ■

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# WHAT WILL 2012 BRING?

## Forecasts for the construction economy show slight improvement this year

The U.S. construction economy has stabilized during the past two years. According to most construction forecasting firms, it looks as though that trend will continue for 2012.

As always, different markets will behave differently this year. For example, according to McGraw-Hill Construction, residential construction will be up (+10 percent for single-family housing and +18 percent for multifamily housing). Also up, construction of office buildings, hotels, shopping centers, other commercial buildings and manufacturing. That's all positive, however, industry experts still see challenges ahead.

Challenge No. 1 is that despite the projected increases, some of the numbers are still fairly low. For example, take single-family housing. The National Association of Home Builders is even more optimistic than most other forecasters and is projecting 495,000 housing starts this year — a 17-percent increase from 2011. While that sounds

encouraging, it's still only about one-third of what NAHB says the housing market should be, and is well short of the million-plus homes that were being built each year before the downturn.

The other problem is the lack of financing for public projects. The Associated Road & Transportation Builders Association (ARTBA) is bracing for a 6-percent drop in highway paving and bridge construction in 2012. McGraw-Hill expects a similar drop in road work, as well as a 5-percent decline in environmental public works and a 24-percent decline in electric utilities.

### \$\$\$ lacking for public works

The stagnant public-works market caused the Portland Cement Association to recently lower its projections for 2012 and 2013. When all the data are in, the group expects 2011 to wrap up with a 1.1-percent increase and for 2012 to grow at 0.5 percent, before rebounding with a 7.4-percent increase in 2013.

*Continued . . .*



The American Society of Civil Engineers says improving the nation's infrastructure would improve the economy by making us more efficient and putting construction workers back to work.

# Congress holds key to unlocking construction funds

... continued

"We are riding on the bottom again in 2012, and the market I'm most concerned about is the public sector," PCA's Chief Economist Ed Sullivan told Engineering News-Record. "It's not talked about a lot, but we were still seeing a positive impact from stimulus spending in 2011. That largely disappears in 2012. Add to that the lingering fiscal crisis facing most states, and you have the potential of a steep slide in public spending next year."

McGraw-Hill Construction Chief Economist Robert Murray put it this way to ENR. "The Budget Control Act of 2011 is in line with the move toward reduced federal spending. Through Fiscal 2010, the federal government had assumed a supportive stance toward construction programs. After the November 2010 elections, that supportive stance changed. When 2012 appropriations are eventually finalized, they are virtually certain to contain diminished federal support for numerous programs."

He points to 2011 appropriations as a guide. Congress froze the federal aid highway program at fiscal 2010 levels; rescinded \$2.5 billion in contract authority to states; cut mass transit by 20 percent; allocated zero funding for high-speed rail; and cut financing for military-related projects in the U.S. by 16 percent. Legislation passed in late December 2011 resulted in a \$56 million cut in the Clean Water State Revolving Fund and a reduction of \$46 million in the Drinking Water State Revolving Fund.

What frustrates many observers about the lack of funding for public work is that almost everybody agrees that our nation has serious

infrastructure needs that must be addressed. They cite the American Society of Civil Engineers (ASCE) Report Card of American Infrastructure that gives infrastructure an overall grade of "D" and recorded "D-minus" for roads, drinking water and wastewater. ASCE points out that improving the nation's infrastructure would improve the economy in two ways: one, by making us more efficient and two, by putting construction workers back to work.

## On the other hand

Somewhat more optimistic than the McGraw-Hill, Portland Cement and ARTBA forecasts were reports by construction-industry analysts at FMI Corp. and Reed Construction Data (RCD), although both were tempered.

Reed expects 2011 will wrap up with a nearly 3-percent decline in total construction spending, citing Euro Zone problems, uncertainty among U.S. businesses and low consumer confidence. Nonetheless, Reed says "positive economic data continue to accumulate..." and forecasts construction spending to increase by almost 4 percent in 2012 and about 7 percent in 2013. It should be noted that both of those figures were slightly lower than a previous RCD forecast, due to expectations of reduced government spending.

When final, year-end numbers are in, FMI Corp. expects a 2-percent increase in overall construction put in place for 2011, followed by a 6-percent rise in 2012. However, when recalculated into 2006 dollars to take inflation of construction material into account, the FMI numbers translate into a 1-percent decrease for last year and just a 3-percent increase for this year.

## Fate of highway bill

One thing to watch closely in 2012 is what happens regarding a new highway bill. Will it continue to be one-year-at-a-time or can Congress and the White House agree on a new five- or six-year program that will give road builders some certainty and allow them to do some better long-range planning?

In late December of 2011, there was a bipartisan House effort to get a bill passed, but it was tabled until 2012. Various plans are being worked on in the Senate. Any bill will have to be approved by both Houses of Congress and the White House before it becomes law. ■

McGraw-Hill Construction predicts residential housing construction to increase by 18 percent for multifamily units and 10 percent for new single-family homes.





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# TIER 4 INTERIM AFTER YEAR ONE

## Customers seeing benefits from Komatsu machines designed to meet latest emissions standards

A year ago, Komatsu introduced its first machines designed to meet Tier 4 Interim standards, which dramatically reduce emissions in the 175- to 750-horsepower range. On nearly every machine, Komatsu went beyond just meeting the regulations, working to improve performance and efficiency. In some cases, Komatsu replaced the predecessor machines with new model numbers to better reflect changes, such as operating weight.

Komatsu released five excavators (PC490LC-10, PC390LC-10, PC360LC-10, PC290LC-10, PC240LC-10), two dozers (D155AX-7, D65-17 in EX, PX and WX models), two articulated haul trucks (HM300-3 and HM400-3) and a WA380-7 wheel loader. Tier 4 Interim standards for machines in the 75- to 174-horsepower range go into effect beginning this year.

"We believe we raised the bar, not only in terms of lower emissions, but in performance," said Peter Robson, Director of Product Marketing. "We've made some significant changes to the machines, such as low-speed and variable matching, smart-loader logic and Komatsu traction control. Another key element of productivity is operator comfort, and the Tier 4 Interim machines have enhancements in the operator's environment, including new seats, cabs, controls and monitors. Our feedback after the first year is very positive."

Feedback comes in various forms, including direct customer contact and active tracking through Komatsu's KOMTRAX remote machine-monitoring system.

"We've found that the Tier 4 Interim machines are more efficient than their Tier 3 predecessors," said Ken Calvert, Komatsu's Director of Product Support Systems. "In fact, many customers see benefits, such as higher production with lower fuel consumption, which equate to lower operating costs. As with any new standards, there was some concern about how they would affect performance. Our data show that customers can put those concerns to rest."

### Already saving

Alton Hutto, Owner and Vice President of Lad Corporation, saw savings right away. A longtime Komatsu user, Hutto purchased a PC360LC-10 late last year and began using it on a large sewer project that involved digging in rocky soils. Despite the rugged conditions, which required using the excavator in Power mode, he said the fuel savings were apparent.

"There were competitive machines on the project, working in the same conditions,"

With reduced fuel consumption and higher productivity, Komatsu's Tier 4 Interim machines, such as the PC360LC-10 excavator and the HM300-3 articulated haul truck, make a cost-effective combination in most applications.

[www.RMSRoadSigns.com](http://www.RMSRoadSigns.com)







Last year, Komatsu introduced new excavators, articulated dump trucks and dozers, including this D65-17, that meet Tier 4 Interim standards. Data show they're more fuel-efficient and productive, with lower emissions than their Tier 3 predecessors.

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Hutto pointed out. "Compared to those, our PC360LC-10 used about half the fuel. That's a significant savings, but not completely unexpected. Our experience with Komatsu through the years has shown significant savings compared to competitive brands."

Hutto attended a seminar during one of Komatsu's recent Demo Days at the company's Training and Demonstration Center in Cartersville, Ga. He learned about the technology behind Komatsu's Tier 4 Interim machines and was impressed. Tier 4 Interim emission regulations require equipment manufacturers to reduce NOx by 45 percent and soot by 90 percent.

"After the seminar, I was very confident that Komatsu is well ahead of the competition in terms of Tier 4 and how it reduces emissions," said Hutto, who's researched the Tier 4 Interim standards and how Komatsu and other companies went about meeting the regulations. "After we purchased the excavator, Komatsu sent someone to train our operators in how to maximize the machine's performance and fuel economy. We're very

impressed with their commitment to ensuring our machine's optimal performance."

Komatsu machines do that by using engine components, including the exhaust gas recirculation system, variable geometry turbocharger and Komatsu Diesel Particulate Filter (KDPF), which work together to maximize efficiency. Through regeneration, the KDPF uses heat to burn soot and reduce emissions. Komatsu designed the machines to passively and actively regenerate during operation.

Robson said passive and active regeneration trends are right on track. "The results are very positive. Passive regeneration happens consistently during normal working conditions when operating conditions maintain sufficient exhaust temperatures to oxidize particulate matter. Operators don't even know it's happening. Active regeneration generally occurs in the 60- to 80-hour range, and is what we call a 'house-cleaning event,' where temperatures are raised to oxidize the carbon. In most cases, the operator is unaware of it as well."

*Continued . . .*

# COMPLIMENTARY TIER 4 SERVICES



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

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

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# Tier 4 Update: Komatsu programs mean even more benefits

... continued

## KOMTRAX plays a crucial role

According to the Tier 4 Interim standards, the diesel particulate filter must be cleaned at 4,500 hours. "Our tracking shows the number of regenerations, including machine requests for manual regeneration and the length of the regeneration itself," said Calvert. "We've also tracked fuel consumption as it relates to regeneration, and the numbers are very positive. We've learned a lot."

Tracking regeneration is done with Komatsu's new KOMTRAX 4.0, designed specifically for Tier 4 Interim machines, which also collects other critical information, such as fuel usage, idle time and machine hours.

"KOMTRAX 4.0 builds upon our previous versions by offering information such as predicting fuel-saving opportunities associated with changes in operating modes," noted Calvert. "For example, it can show operators ways to save fuel by using the Eco mode in their application as opposed to Power mode, if it's appropriate. It alerts them when idle time seems excessive and it would be better to shut the machine down to conserve fuel."

In addition to Komatsu tracking the machines, Calvert said distributors are actively using KOMTRAX to track equipment in their territories. "Our distributors are excellent communicators of the Tier 4 Interim technology when they sell or rent a machine, and are great at identifying situations where customers could operate equipment more efficiently to maximize productivity using less fuel."

## CARE part of the equation

To further help Tier 4 Interim users keep owning and operating costs down, Komatsu backs its new machines with Komatsu CARE. The program features complimentary factory-scheduled maintenance for the first three years or 2,000 hours, whichever comes first, with work performed by Komatsu distributor technicians using genuine parts and fluids.

"One of the main goals of Komatsu CARE is to assist in the overall profitability of the end user," pointed out Jake Tiongco, Senior Product Manager, Parts Division. "Lower owning and operating costs will lead to more competitive quotes on jobs for our

Continued...



All new Komatsu Tier 4 Interim machines are backed by the Komatsu CARE program that provides three-year/2,000-hour complimentary maintenance.



Komatsu tracks Tier 4 Interim machines using its advanced KOMTRAX 4.0. "Our tracking shows the number of regenerations, including machine requests for manual regeneration and the length of the regeneration itself," said Ken Calvert, Komatsu's Director of Product Support Systems. "We've also tracked fuel consumption as it relates to regeneration, and the numbers are very positive."

# Tier 4 Update: it can mean improvements to your bottom line

... continued

customers. In addition, proper maintenance of the machine with Komatsu genuine parts and factory-certified, trained technicians will increase the longevity and reliability of the Komatsu machine throughout its life."

Robson said it all adds up to increased profitability. "If owners are getting as good or better production compared to their older machines, with less fuel consumption and

lower maintenance costs, their bottom line will be better. With each new tier standard, we've improved our equipment beyond the regulations, and we believe these machines mark our best introduction yet. If owner's are still thinking about whether they should make the investment, we encourage them to demo or rent a machine. We believe they'll see the difference." ■

## New Komatsu machines make magazine's Top 100 list

Komatsu's Hybrid HB215-1 is among several of the company's products listed in Construction Equipment magazine's Top 100 Products of 2011. Also listed were Komatsu's Tier 4 Interim Dash-10 excavators and its new WA1200-6 wheel loader.

The HB215-1 is Komatsu's second-generation Hybrid excavator, which was built upon the success of its predecessor and provides significant fuel savings compared to its conventional counterpart, the PC200LC-8. Four major components of Hybrid — a generator motor, inverter, capacitor and electric swing motor — work in harmony to assist the engine. For example, the swing motor captures energy from the upper structure during swing braking and sends it to the capacitor for storage. It's then available to power the swing motor or the generator motor.

Both the Hybrid HB215-1 and the Tier 4 Interim excavators (PC240LC-10, PC360LC-10, PC490LC-10) feature low-speed matching that optimizes engine and hydraulic performance. Higher-displacement pumps deliver a higher flow amount at lower engine speeds. The machine can adjust the engine speed based on the flow output for better efficiency.

Tier 4 Interim excavators reduce emissions while, in most cases, providing better fuel economy and higher horsepower than the models they replaced. All major components, such as the engines, hydraulic pumps, motors and valves, are exclusively Komatsu. An integrated design with a closed-center, load-sensing hydraulic system makes the machines more efficient.

Designed for mining applications, the WA1200-6 wheel loader has an increase of 132 horsepower compared to its predecessor. It has an engine rpm-control system with auto deceleration and a dual-mode hydraulic system that can be set for normal or powerful loading. ■



Komatsu's second-generation hybrid excavator, the HB215LC-1, is recognized by Construction Equipment magazine as one of the most innovative products of the year. Also listed were Komatsu's Tier 4 Interim Dash-10 excavators and its new WA1200-6 wheel loader.



# LOADERS

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# NEXT-GENERATION TRUCK

## Komatsu's new HM400-3 meets all Tier 4 Interim requirements, plus provides increased capacity

**V**You care about the reduction in emissions that Tier 4 Interim regulations mandated, but chances are you're more concerned that new machines will move the same amount of material as efficiently as your current equipment. Komatsu's new HM400-3 articulated haul truck does that and more. The new Tier 4 Interim truck actually outproduces the previous Tier 3 model.

The HM400-3 has an increased body capacity that yields a 44.1-ton payload compared to the 40 tons of its predecessor. Built of high-strength, wear-resistant steel, the body features a low loading height of 10 feet, five inches, which allows easy loading by Komatsu wheel loaders and excavators.

"A good combination is matching the HM400-3 with a 40- to 60-ton hydraulic excavator or a 5.5-cubic-yard to 7.5-cubic-yard wheel loader," said Product Manager Rob Warden. "That's an efficient, cost-effective way to move massive amounts of dirt on a variety of jobsites. Depending on conditions, operators can select from two working modes: Economy for lighter work on flat ground or Power for higher-production jobs and uphill-hauling applications."

A new Komatsu Traction Control System (KTCS) allows for maximum performance in soft ground, allowing operators to continue working in wet, sloppy conditions. If the truck detects a rapid slowdown in movement, it checks to see that the front and middle axle shafts are rotating at the same speed. If not, it automatically engages the inter-axle differential lock. If wheel slippage is then detected, the HM400-3's KTCS system will automatically brake the slipping wheel.

"Job conditions determine fuel consumption, but with improvements in the transmission and advanced electronic engine control, we're seeing as much as 14-percent better fuel economy

compared to the previous model," said Warden. "Eco Guidance through the monitor panel gives the operator information on ways to improve fuel economy. In addition, there are improvements to make the operator more productive, such as a center-located seat that provides a wider view, and a larger seat with air suspension that dampens vibration. The cab design offers less vibration and noise, too."

### Backed by Komatsu CARE

Like other Tier 4 Interim machines, Komatsu backs the HM400-3 with Komatsu CARE. The program provides complimentary scheduled maintenance for three years or 2,000 hours by factory-certified technicians using genuine Komatsu parts and fluids.

"It's a value-added service that ensures proper maintenance, done right and on time," explained Warden. "That lowers owning and operating costs, maintains uptime and reliability and improves resale value." ■



Rob Warden,  
Product Manager

Komatsu's new HM400-3 features increased payload, horsepower and gross vehicle weight compared to its predecessor, while reducing fuel consumption by as much as 14 percent, depending on job conditions.

#### Brief Specs on the Komatsu HM400-3 Artic Truck

Model	Net Horsepower	Gross Vehicle Weight	Payload
HM400-3	469 hp	162,569 lbs.	44.1 tons



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# MODEL MANUFACTURING

## General Manager Dennis Riddell says the Komatsu CMO's quality focus equals quality products

**QUESTION:** What products are produced at the Chattanooga Manufacturing Operation (CMO)?

**ANSWER:** For the past couple of years, we've been producing the forestry line, which has been rebranded as Komatsu since 2011. That includes three log-loader models that will become Tier 4 Interim machines later this year and four models of tracked feller bunchers.

CMO is well-known as the Komatsu hydraulic excavator manufacturing facility. We produce several models of hydraulic excavators, including the new Tier 4 Interim construction machines that range from the PC240LC-10 to the PC490LC-10. We believe that when those excavators are paired with Komatsu's new Tier 4 Interim articulated trucks, they are one of the most productive combinations in earthmoving.

**QUESTION:** Why is that?

**ANSWER:** The Tier 4 Interim machines have proven to be as productive as, and in many cases more productive than, their Tier 3 predecessors. At the same time, they provide both decreased emissions and fuel consumption. So a company that uses a Tier 4 Interim combination can often move more dirt, more quickly with less fuel. That improves per-yard costs and equals better profits.

**QUESTION:** Have you received any feedback from Tier 4 Interim users supporting that?

**ANSWER:** Lots of feedback, and it's been very positive. Anytime there are new product introductions, especially ones that are mandated by federal regulations, there's a bit of apprehension. Users always wonder whether those standards will affect performance. But

*Continued . . .*



Dennis Riddell,  
General Manager,  
Chattanooga Manufacturing Operation

*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.*

In the 25 years Dennis Riddell has been at Komatsu's Chattanooga Manufacturing Operation, he's never seen production levels as high as they are right now. As General Manager of CMO, Riddell oversees about 300 employees who build six models of hydraulic excavators and seven models of Komatsu Forestry equipment, including log loaders and feller bunchers.

"Our production numbers are well above previous levels," said Riddell, who joined CMO as a quality engineer a few months after it opened in 1986. He moved up to Quality Manager, Manager of Manufacturing Engineering and Operations Manager before becoming General Manager in 1997. "We believe that's due in part to construction picking up, which is good for the economy as a whole."

CMO began building new Tier 4 Interim excavators in late 2010 to be ready to meet the standards that took effect at the beginning of 2011.

"We're able to meet high production levels and maintain the quality Komatsu is known for because an excellent group of people work here. Many have been here as long as I have and are well-versed in new product introductions and making that a fairly seamless process."

Dennis and his wife, Jamie, have been married for 46 years and have two grown children and five grandchildren, with a sixth on the way. He's an avid golfer and likes to fish.

# Excavators and forestry equipment built at CMO

... continued



Komatsu's Chattanooga Manufacturing Operation produces hydraulic excavators and forestry equipment.

About 300 employees work at CMO, building excavators and forestry machines. "We're able to meet high production levels and maintain the quality Komatsu is known for because an excellent group of people work here," said General Manager Dennis Riddell.

The 360-horsepower Tier 4 Interim PC490LC-10 is the largest excavator produced at Komatsu's Chattanooga Manufacturing Operation. The facility also manufactures four other Tier 4 Interim excavators, as well as the PC200LC-8.



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our engineers, research and development teams and manufacturing personnel, among others, have spent years testing and retesting to ensure all our new products not only meet the emissions standards, but give the owner/operator more value without sacrificing any of the productive features they've come to expect from Komatsu. From the feedback we've received, we believe we achieved that.

In addition, Komatsu tracks Tier 4 Interim machines with its KOMTRAX 4.0, which gives instant feedback on how a machine is performing. We've produced more than 700 of the new machines, and several of them are approaching 1,000 hours with very few issues. In the 25 years I've been here, the Tier 4 Interim introduction has been the best new-model introduction we've ever done.

**QUESTION: How did CMO prepare for the new Tier 4 Interim machines?**

**ANSWER:** Just like we always do when a new machine is introduced. We start with good manufacturing practices, and that involves a great deal of time engineering the machine before it's ever put on the production line. That began right away, as soon as the standards were announced several years ago. The engineers and manufacturing personnel worked together to ensure that when actual production started, it was as seamless as possible. What really helps is that the people who work for Komatsu are all quality-focused and take their responsibility very seriously. As an example, when a machine goes through the production line, the workers at each station act as though the workers at the next station are their customers. It's a very unique quality-control measure and very effective as well. Of course, we thoroughly inspect each and every machine produced here. If it doesn't meet our stringent standards for any reason, it doesn't go out.

**QUESTION: So, that means Komatsu is already preparing for the final Tier 4 standards, which take effect in 2014?**

**ANSWER:** Absolutely. Our personnel have been working on that for a long time, and we're in what we call the "prepro" process, meaning preproduction. Just like all the previous tier standards, we'll be ready when the regulations take effect. ■



# BETTER SERVICE

## Faster turnaround, competitive pricing among benefits of RMS' new hydraulic shop

To bring customers faster hydraulic services, Road Machinery & Supplies recently opened its own hydraulic shop at its RMS Rentals location in Savage. Leading the shop is Sales and Operations Manager Rich Giese, who joined RMS last August.

Giese terms it a "one-stop shop" that offers repairs of broken hydraulic cylinders, as well as fabrication of steel lines and rubber hoses. A large inventory of barrel and rod materials allows shop personnel to make chrome rod assemblies.

"Customers have always been able to get hydraulic service from RMS, but in the past that work was outsourced," explained Giese. "By having our own hydraulic shop, the turnaround time is faster and pricing is more competitive. Those are two very valuable attributes."

Another is that highly trained technicians with a wealth of experience in hydraulics do the work. Giese owned his own shop and had more than 25 years experience before joining RMS. He even brought one of his employees with him to RMS.

### Tear-down bench

The hydraulic shop has a new tear-down bench that allows service personnel to clamp a cylinder — even from machines as large as a 254,000-pound Komatsu PC1250LC excavator — in place and take it apart. A large torque wrench on the side of the bench provides up to 46,000 foot-pounds of torque to remove locking nuts. Cylinders can be tested up to 5,000 psi.

*Continued . . .*



Sales and Operations Manager Rich Giese works on a cylinder using the tear-down bench, which allows RMS hydraulic shop personnel to take apart, repair and test cylinders from machines as large as a Komatsu PC1250LC excavator.



Scan this QR code using an app on your smart phone to watch video about the RMS hydraulic shop.

Shop technician Chris Wilberts uses the engine lathe to machine a rod assembly. RMS' hydraulic shop offers a variety of services with fast turnaround times and competitive prices.



# Fulfilling customer needs faster, better

... continued

"The new shop is state-of-the-art, and a big reason why our turnaround time is improved," noted Giese. "In many cases, we can complete the work in a day. Of course, if we have to machine parts, that timing can vary, but our stock inventory of barrel and rod materials allows us to machine most rods fairly quickly."

With the shop's engine lathe, service personnel can turn new rod assemblies, cutting new threads as part of the process. The shop stocks materials from a half-inch to four inches in standard measure and metric sizes from 30 millimeters to 110 millimeters.

Customers can either drop off their parts at the nearest RMS shop, which can move them from a branch location to the Savage hydraulic shop, or call Giese to arrange pickup. RMS warrants the work for one year.

"Our hydraulic shop is just the beginning," said Giese. "We're willing to look at other specialty repair/rebuild opportunities, such as pumps, motors and valves. We'll certainly consider taking on new capabilities that our customers need."

For more information, contact Giese at (952) 292-1223. ■

## Giese brings wealth of experience to new position

While the Road Machinery & Supplies Savage hydraulic shop is new, the man leading the team is familiar in the Twin Cities hydraulic industry. Rich Giese has been working with hydraulics for 25 years.

"I had my own business and often did work for RMS," said Giese, who joined the company last August. "RMS approached me about becoming part of their team by running the hydraulic-repair operation, and I took them up on it. Customers will benefit because their hydraulic work won't be outsourced. We can do it all right here in the new shop."

As Sales and Operations Manager, Giese leads a team of technicians who provide similar service to what he did with his own business. That includes repairs to components such as hydraulic cylinders, fittings and hoses.

Giese has been working in the Twin Cities area since he moved there in the early 1980s to attend Hennepin Tech's electronic technician school. He admits it wasn't his forté, so he started working in a hydraulic distribution center. He sold hoses and fittings for several years, before joining a repair shop, fixing components. He started his own hydraulics business about five years ago.



Rich Giese,  
Sales and Operations Manager

"This is really a perfect fit for me, as it plays into everything I've done," observed Giese. "Having worked with RMS in the past, I know the commitment they have to customer service, and that matches well with my own beliefs. I'm excited about what we've already built here and about the possibilities for expansion. I believe RMS customers will really benefit."

Giese and his wife, Mary Jo, have an eight-year-old son who's involved in sports, and the couple spends time attending those activities. He also enjoys motorcycling in the summer and ice fishing and snowmobiling in the winter. ■



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# MORE CONVENIENT PARTS ORDERING

## RMS' online system allows customers to look up, order parts any time



Scan this QR code using an app on your smart phone to watch video about online parts ordering.

Throughout the past several years, equipment technology has advanced at a rapid pace. For example, GPS systems enable more accurate and efficient grading, and monitoring systems allow owners and operators to track machine usage and diagnostics online. Such diagnostic systems help owners more accurately schedule maintenance and repairs.



RMS' online parts system allows users to log in, look up and order parts 24 hours a day. The system displays online parts books for specific machines the customer owns, and shows parts availability and pricing.

Now, another technological advance gives Road Machinery & Supplies' customers access to a new online parts system that shows them with a few mouse clicks how quickly they can get parts.

"For some time, Komatsu users have been able to look up parts through Komatsu's eParts system," said Anthony Howard, Parts Manager at the company's Savage location, who also oversees the online parts ordering system. "We've now integrated that with our own system so our customers can see what RMS has on hand for their specific machines. The big advantage to our system is that it's available any time of the day, 365 days a year, and lets users see what parts are available, where they are located, how quickly they can get them and the cost.

"The first step in getting started is setting up a free account," Howard explained. "I help customers set it up, then we build a list of their machines and the serial numbers. Once that's in the system, all the customer has to do is log in and start navigating to find the needed parts."

The easy-to-use system lists the machinery by category — wheel loaders, dozers and excavators, for example. After logging into the system, users can select a category, where all of their company's machines in that category are listed by serial number. Clicking on a serial number will immediately pop up the parts book for that specific machine.

"That's where the order process begins, which is much like ordering from any online shopping site," noted Howard, who said users can also search specific parts by category, such as filters. "They can put the parts they need





into a shopping cart to build an order. The shopping cart allows them to search for parts for multiple machines in one session. When they are ready, they place the order."

### A smart tool

One of the features of the RMS parts-ordering system is that users can see where a part is located during the process. For instance, they'll know if it's on the shelf at their nearest RMS branch, at another RMS location or available from Komatsu, and the cost. Within seconds of an order being submitted, RMS receives it and begins filling it.

"If the part is in the nearest branch location and the customer orders it for pickup, our goal is to have it waiting when he or she arrives," said Howard, who noted that the system keeps a history of parts ordered, allowing users to build common parts lists for their machines. "If customers want a part shipped, and it's in stock at their closest branch or another RMS location, they'll have it that day or early the next. That's great when an unexpected event happens because customers will have a good handle on how long a machine may be down.

"We believe the system has the greatest value in allowing users to place orders at their convenience, especially when they know that routine maintenance is coming up," he added. "For example, if users are tracking a machine's hours, they'll know well in advance when a service interval is coming up. With our system, they can order the necessary items well in advance to ensure they have them when needed. It's another smart tool for keeping equipment productive and running at peak performance with minimum downtime." ■

## Anthony Howard is always looking for ways to improve customer satisfaction



Anthony Howard joined RMS' Savage branch as Parts Manager about a year ago. He wants customers to think of RMS first when they need parts.

From a customer-service standpoint, Parts Manager Anthony Howard is not satisfied with the status quo. "I don't believe in being stagnant. We should always be looking for ways to grow our offerings."

That's the philosophy Howard brought with him when he joined Road Machinery & Supplies as Parts Manager for the company's Savage store. In addition to overseeing a staff of about 10 people, Howard also is responsible for RMS' online parts system. He's been in the parts business more than a decade.

"One of my goals is to expand our parts inventory to ensure we have sufficient quantities of items in stock, so when a customer needs a part it's on hand," said Howard. "Doing that takes a lot of research, looking at past sales, units in the field, and determining what is needed to support our service department. We're always tweaking our inventory levels and when a situation arises where we don't have a part, we're usually able to transfer it in from another RMS location using our nightly parts shuttle service. We aim to have orders filled within 24 hours."

Howard said having parts on hand is only part of the equation. "Inventory is great, but we also have to be competitive with pricing. I believe we've made great strides toward that. Results show more and more customers are turning to us for items they may not have purchased in the past. When customers need something, I want RMS to be the first place they think of to meet that need."

Because he's adamant about offering exceptional service, Howard said RMS is a good fit for him. "It's a family-owned dealership that's focused on the customer. What really stands out is that we have the equipment to meet practically any need. That makes it a challenge to build a parts inventory, but I enjoy that."

A Wisconsin native, Howard especially enjoys this time of year as he's an avid hockey player and fan. He also likes to ski. ■

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2006 DYNAPAC CA121PDB .....  
 .....\$57,500



2008 KOMATSU PC400LC-8, 2,026 hrs.  
 .....\$293,400

Year	Mfgr./Model/Descr.	Hours	S/N	Price	Year	Mfgr./Model/Descr.	Hours	S/N	Price
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## HYDRAULIC EXCAVATORS



2004	HYUNDAI ROBEX 360 LC-7	5,037	NA0110157	\$109,000
1997	KOMATSU PC400LC-6	9,308	A80257	\$87,500
2005	HYUNDAI ROBEX 450 LC-7	3,489	NB0110364	\$160,000
2006	HYUNDAI ROBEX 450 LC-7	2,259	NB0310040	\$179,000
2006	HYUNDAI ROBEX 450 LC-7	3,011	NB0310039	\$179,000
2005	HYUNDAI ROBEX 360 LC-7	2,133	NA0110652	\$135,600
2006	HYUNDAI ROBEX 450 LC-7A	4,347	NB0310041	\$138,500
2008	KOMATSU PC400LC-8	2,026	A88273	\$293,400
2003	DEERE 450 LC	6,850	FF0450X090626	\$112,500
2006	HYUNDAI ROBEX 210 LC-7	810	N60614055	\$152,550
2004	KOMATSU PC300LC-7	4,812	A85622	\$164,450
2002	KOMATSU PC400LC-6LM	8,350	A85161	\$109,500
2007	KOMATSU PC300LC-7E0	3,455	A89064	\$193,250
2006	HYUNDAI ROBEX 360 LC-7	4,501	NA0110809	\$308,850
2006	HYUNDAI ROBEX 360 LC-7	3,450	NA0110647	\$105,000
2006	KOMATSU PC308USLC-3E0	4,650	30026	\$159,500
1978	LINK-BELT LS-5400	12,341	39G81170C	\$9,500
2005	KOMATSU PC160LC-7KA	3,442	K40465	\$93,900
2005	KOMATSU PC228USLC-3	7,734	31344	\$79,500
2002	HYUNDAI ROBEX 290 LC-7	5,406	N80110246	\$67,500
2005	KOMATSU PC308USLC-3	2,500	20242	\$169,500
2008	KOMATSU PC220LC-8	6,687	A88265	\$141,500
2006	HYUNDAI ROBEX 210 LC-7	1,955	N60614388	\$136,500
2006	HYUNDAI ROBEX 320 LC-7	3,245	N90110519	\$118,500
2008	CATERPILLAR 305C CR	295	HWJ03689	\$48,000

## CRAWLER DOZERS



2005	KOMATSU D65EX-15	11,871	67717	\$109,500
2006	KOMATSU D65PX-15	5,130	67738	\$153,000
2005	KOMATSU D31EX-21A	1,882	50561	\$45,000

## WHEEL LOADERS



2005	HYUNDAI HL757-7	2,528	LD0110498	\$98,330
2005	HYUNDAI HL740-7	3,751	LF0110478	\$65,500
1998	HYUNDAI HL760	12,220	1404EC11053	\$29,000
2006	HYUNDAI HL757-7	2,200	110845	\$78,000
1999	KOMATSU WA450-3	14,171	53355	\$59,500
2001	KOMATSU WA450-3MC	15,144	A31210	\$72,500
1991	KOMATSU WA380-1	15,359	W017-20951	\$38,750
2000	KOMATSU WA450-3	13,322	A31098	\$64,000

## CRANES



1999	BRODERSON IC80-3F	1,648	366876	\$42,500
1977	MANITOWOC 4600		46379	\$395,000
1987	AMERICAN 5220		8702 AT3400	\$55,000
1973	P & H RT200		36514	\$18,900
1988	TADANO TR400E		540058	\$100,000
2005	POTAIN IGO 13		98756	\$49,500
2005	POTAIN IGO 50		400765	\$175,000
2000	POTAIN H40/27C		86241	\$89,500
2003	POTAIN HDT80		88669	\$110,000
2006	POTAIN IGO 50		402161	\$145,000
2005	POTAIN IGO MA13		98757	\$49,500
2004	POTAIN IGO MA13		99022	\$49,500

## AGGREGATE EQUIPMENT

2007	ASTEC KDS710T	479	PE4045D619803	\$85,000
2007	ASTEC FOLD N GO 2512KT	1,064	72760	\$145,000
2008	ASTEC KDS710T	1,179	PE4045D628245	\$110,000
2008	ASTEC KDS710	340	82886	\$123,500

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**2005 KOMATSU PC228USLC-3, 7,734 hrs. .... \$79,500**



**2005 TEREX TH844, 1,507 hrs. .... \$33,500**



**2008 KOMATSU PC220LC-8, 6,687 hrs. .... \$141,500**



**2000 KOMATSU WA450-3, 13,322 hrs. .... \$64,000**

Year	Mfgr./Model/Descr.	Hours	S/N	Price	Year	Mfgr./Model/Descr.	Hours	S/N	Price
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## FORK LIFTS

2004	CROWN 30WRTT15		6A218163	\$8,800
2002	CROWN 30WRTT15	NA	30WRTT152	\$8,800
	HYSTER H225H		C007D02340	\$19,500
2003	LULL 9.44E-40	2,434	19939	\$39,000
2003	LULL 9.44E-40	2,769	19862	\$39,000
2004	TEREX TH1056C	4,140	56288	\$29,500
	PETTIBONE 636	8,977	415	\$12,500
2008	SKY TRAK 10042	1,102	160037159	\$68,500
2005	TEREX TH844	1,497	6288	\$28,500
2005	TEREX TH844	1,507	6314	\$33,500
2005	LULL 1044C-54	2,339	160012526	\$69,500
2006	LULL 1044C-54	3,732	160023639	\$69,500
2006	LULL 6.44E-40	658	160017240	\$48,500
2006	LULL 6.44E-40	976	160020849	\$48,500
2004	LULL 9.44E-40	3,227	160003411	\$39,500
2005	LULL 9.44E-40	1,552	160013131	\$47,500
2006	LULL 9.44E-40	2,585	160023191	\$49,500
2003	JLG 860SJ	4,088	300072840	\$59,500

## FORESTRY EQUIPMENT

2000	TIMBCO T425D	13,450	AT4C-1801-06260	\$89,500
1982	MORBARK 22		1476	\$42,500
2003	TIMBCO 425EXL	10,200	AT4C2258110503	\$154,500

## COMPACTORS

2007	INGERSOLL-RAND CR24	46	196347	\$33,500
1997	INGERSOLL-RAND SD40F	2,285	148246	\$29,000
1997	INGERSOLL-RAND SD115F	10,166	148400	\$29,500
2006	DYNAPAC CA121PDB		60311412	\$57,500
1997	INGERSOLL-RAND SD115F		14840010	\$29,500
2003	INGERSOLL-RAND DD70HF	1,677	173998	\$48,500

## COMPACTORS continued...

1999	INGERSOLL-RAND SD40D	1,498	161903	\$17,500
2006	INGERSOLL-RAND SD25D	518	183141	\$37,300
2006	WACKER RD11	246	5647283	\$7,950
2008	STONE SD43	217	102008004	\$27,500
1996	LEEBOY 300		337	\$5,750
2008	VOLVO SD77DX	5	197968	\$77,500
2005	INGERSOLL-RAND DD30	2,148	183380	\$25,000

## PAVERS

2002	LEEBOY 8500 ELITE II LD	989	3040LD	\$42,500
2005	LEEBOY 8816	1,452	42660	\$75,000
2009	LEEBOY 8500 HD	799	53971	\$75,000
2004	SOMERO COPPERHEAD XD2.0		201330504	\$29,500
2000	LEEBOY 8500T	3,500	8500T-1966HD	\$39,000
2000	LEEBOY 8500T	2,245	8500T-2327LD	\$39,000
2002	LEEBOY 8500T	2,614	1.0412E+12	\$42,500
2005	LEEBOY 8515	2,437	2706HD	\$56,500
2007	LEEBOY 8510		47545	\$82,500
2007	LEEBOY 8510	608	48708	\$82,500
1973	BROS LSPRM8A	898	4156	\$39,000
1985	GOMACO GT8500B		MC13427-28	\$42,500

## MISCELLANEOUS

1981	ONAN 600 KW	1,045	4171	\$42,500
2003	LEEBOY 685B	1,025	685526	\$52,500
2007	KOMATSU HM400-2	3,980	2207	\$339,500
1985	LIEBHERR R972HD	8,861	219-0814	\$47,500
2005	HYUNDAI HSL1200T	128	LR000621	\$25,000

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