

DOWN TO EARTH

OCTOBER 2015

ISSUE 66

- » CELEBRATING 50 YEARS IN AUSTRALIA
- » KAIPARA NZ QUARRY HIGHLIGHT
- » GOLDINGS & KOMATSU THROUGH THE AGES



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COMMENTS

Welcome to our second edition of Down to Earth for 2015, and thank you for your support and commitment to Komatsu.

In particular with this edition, we take the opportunity to recognise our quarry industry customers throughout Australia and New Zealand; we look forward to catching up with many of you at the forthcoming Institute of Quarrying Australia Annual Conference in Adelaide.

I am very pleased to see that medium to long term prospects for the quarry sector are looking very positive, with housing and apartment starts at historically high levels, combined with some significant infrastructure projects being rolled out in key states and regions.

With quarry-sourced products playing a vital role in building and infrastructure construction, the outlook for this sector over the next few years is very bright.

For more than 50 years, Komatsu has had a proud history in providing equipment, services and support to the Australian and New Zealand quarrying industries.

These include major players such as Boral, Hanson and Holcim in Australia, or Kaipara and Fulton Hogan in New Zealand (to name just a few) - along with many other public company, family-owned, regional and local government quarry operations.

We have recently introduced a Planned Works Process, which has seen us help one major quarry operation double the utilisation of its fleet of Komatsu equipment, dating back to 2000 when they were first commissioned.

The fact that 15-year-old Komatsu machines – which have already logged over 30,000 hours – are still more than capable of doubling their utilisation is testament to the durability and reliability of Komatsu equipment.

We can combine this with our ability to provide the back-end service, support and in-depth product knowledge to get the best from these machines.

These are not isolated examples; quarry operations throughout Australia and New Zealand have repeatedly achieved tens of thousands of hours of life from Komatsu trucks, wheel loaders, excavators and more – taking advantage of the inbuilt durability and product strength in every machine we sell.

And as we celebrate our 50th anniversary in Australia this year, thank you again to every Komatsu customer, across all the industry sectors we service, and for the part you have played in our more than five decades of operations in this part of the world.

Sean Taylor
Managing Director & CEO

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FRONT COVER

Kaipara NZ Quarry Highlight

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KOMATSU

Driven by your success

At Komatsu, we are celebrating 50 years of providing Australia with quality built machines, which meet customer expectations time and time again with their durability and innovative designs.

We are now giving you the opportunity to join us at the Bauma Expo in Germany. One of the most celebrated events on the industry calendar.

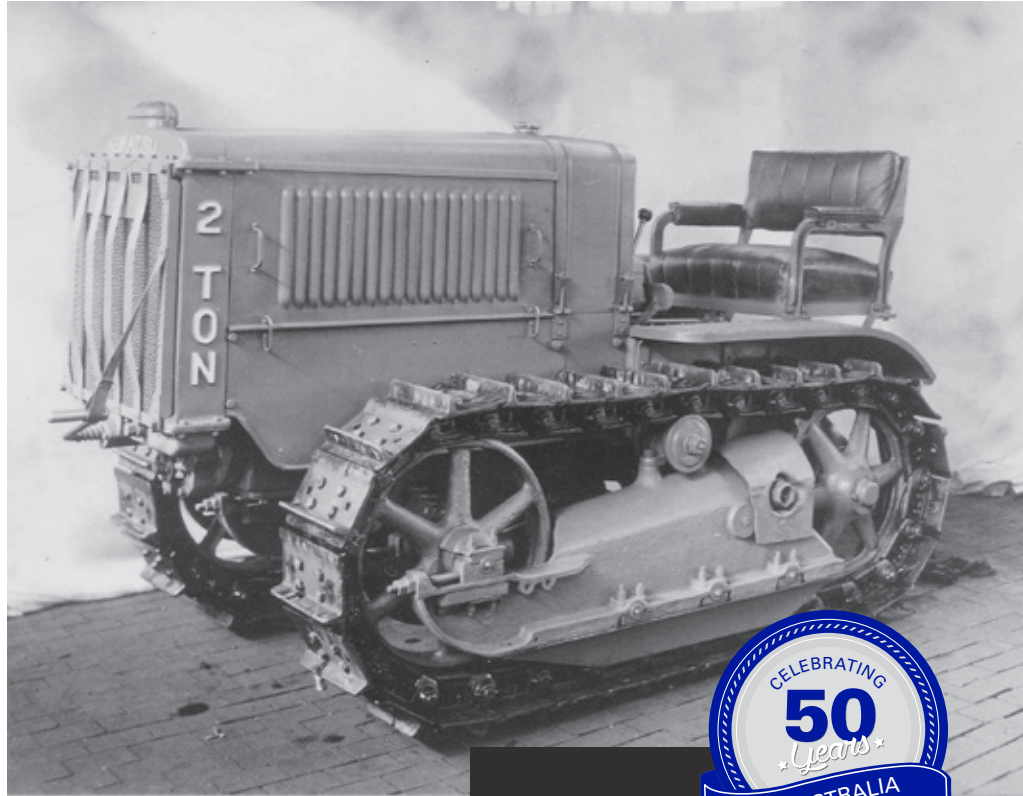
Buy a new Komatsu machine from 1st September 2015 to 1st January 2016* and you will automatically go into a draw to win a return trip to the Bauma Expo in Munich Germany. With six trips to be won across Australia and New Zealand, there has never been a better time to buy Komatsu.

To find out more, talk to your local Komatsu sales rep or visit komatsu.com.au today.

*Terms and conditions apply

KOMATSU CELEBRATES 50 YEARS IN AUSTRALIA

KOMATSU IS GIVING EVERY CUSTOMER THAT BUYS A NEW PIECE OF KOMATSU EQUIPMENT A CHANCE TO WIN A RETURN TRIP TO BAUMA 2016, MUNICH GERMANY



This year Komatsu is celebrating 50 years of providing Australia with quality earthmoving, mining, construction and utility equipment. During its time in Australia Komatsu has grown from a small distribution operation selling just a few dozen machines to a company with 41 branches across the country and over 2,000 employees.

"We're so proud to see how Komatsu has grown in Australia over the last 50 years," Sean Taylor, Komatsu Australia's Managing Director said.

"Our equipment has been at the front and centre of many significant infrastructure developments and mining activities over the last five decades, helping our customers to complete large-scale projects that have contributed to the sustainable economic growth of Australia."

To celebrate the achievement, Komatsu is giving every customer that buys a new piece of Komatsu equipment from 1 September 2015 to 1 January 2016, a chance to automatically go into a draw to win a return trip including accommodation to the Bauma Expo, which is held in Munich Germany from 11-17 April 2016*. A Komatsu customer will be drawn from each Komatsu region. This means a winner from QLD, NSW, VIC, Southern region (TAS & SA), Western region (WA & NT) and New Zealand will attend this world leading exhibition which is held every three years.

Throughout 2015 Komatsu will also be highlighting the key moments in Komatsu's history and growth in Australia and the earliest machines sold, some of which are still operating.

Komatsu has come a long way from its early days in Australia. In August 1965, Le Tourneau Westinghouse was appointed as nationwide distributor and Komatsu began selling just a few products. Some of the customers from the early days are still customers today.

Today, Komatsu Australia employs over 2,000 people, has award winning training programs, three distribution centres in major cities, assembly facilities in Sydney, Melbourne, Perth, Brisbane and Mackay, and remanufacturing centres in Brisbane and Perth.

"The reason we've been able to prosper here in Australia is our commitment to quality, reliability and innovation of our machines and technologies. Some of the first Komatsu products we sold in Australia are still going strong, 50 years later," Sean said.

"It's this commitment that will allow us to contribute to and serve the industry for many years to come."

**Terms and Conditions apply.*

ABOUT KOMATSU

Komatsu Australia is a leading distributor of earthmoving equipment for the mining, construction and utility markets. We manage the largest factory-backed sales and service network of any equipment supplier across Australasia and are currently operating 41 branches in Australia, New Zealand and New Caledonia.

As an Original Equipment Manufacturer, our commitment is to deliver quality equipment, durable parts and reliable service in a timely manner to ensure your machine's performance is never compromised.

Our Vision is to become indispensable to our customers.



From left: James Dwyer, Yoshi Maeda & Sai Sasaki.

KOMATSU FINANCE: HELPING FUND THE MACHINES THAT BUILD AND MINE AUSTRALIA

“OUR DIRECTIVE OVER THE NEXT COUPLE OF YEARS IS CUSTOMERS, CUSTOMERS, CUSTOMERS”

On 1 April 2015, Komatsu Finance, Komatsu's in-house vendor finance company, celebrated 20 years, having delivered over \$A2 billion worth of financing for equipment to owner operators, contractors, plant hirers, quarries and mines throughout Australia and New Zealand.

In marking this milestone, Yoshi Maeda, Managing Director of Komatsu Finance said the main purpose of Komatsu Finance had always been to support and expand the sales of Komatsu equipment in Australia and New Zealand.

“We also aim to enhance the reputation of Komatsu in the Oceania region,” he said.

Komatsu Finance's approach is to ensure that Komatsu is easy to deal with for customers by offering a “one-stop-shop” solution combining machinery sales, support and services with a range of financial services.

In this regard, Komatsu Finance quickly proved its worth to customers and Komatsu Australia, said Sean Taylor Managing Director & CEO of Komatsu Australia.

“Komatsu has been very pleased with the support we've always had from Komatsu Finance, and it has aided us in securing some very important sales over the past 20 years,” said Sean.

“It is also a relationship that has worked seamlessly to add value to Komatsu's customers.

“I am always advocating the benefits of Komatsu Finance when appropriate to the customers I meet, and emphasise to our sales staff that Komatsu Finance is an ideal option for prospective purchases.

“And in these more challenging economic times, we appreciate Komatsu Finance's more than ever,” he said.

According to James Dwyer, General Manager, Business Development with Komatsu Finance, the business was established as Komatsu Australia

Corporate Finance Pty Ltd, initially providing finance to major resources projects looking to gear up their operations.

“This proved a very attractive offering for customers, and Komatsu Finance was able to finance a significant number of Komatsu mining fleet sales to mining companies and mining service providers throughout Australia,” he said.

As a result of this very successful program, Komatsu Finance's operations were then expanded significantly to cover sales of construction and utility equipment.

“In October 2004, Komatsu Finance began appointing business development managers in each region to target Komatsu's small-to-medium customers.

“These covered those Komatsu customers who typically purchase just one or two machines at a time, through to mid-sized civil construction companies buying fleets of 10, 15, 20 machines,” said James.

“Since then, the proportion of our book in terms of numbers of units has become far higher for those smaller customers, with our average deal size being around \$200,000.”

Currently around 50% of Komatsu's new equipment sales in Australia and New Zealand are funded through Komatsu Finance, but the business is looking to increase that percentage.

“Our short-term goal is to get to 60%, but our longer-term aim is to equal our Komatsu peers in other parts of the world where up to 80% of sales are financed through Komatsu Finance,” James said.

The mix of industry sectors serviced through Komatsu Finance has also changed significantly over the past few years.

“Since we expanded the business to include more SME customers, mining has typically dominated in dollar terms to be over 75% of our business,” he said.

“Now it's closer to 60/40 between mining and construction/utility and, looking to the next few years, we believe construction and utility equipment sales will account for as much as 90% of our business.”

Komatsu Finance is looking to further build its share of Komatsu equipment sales that it finances, by developing its ease-of-use approach – and by leveraging its in-depth understanding of the construction and utility sectors, James said.

“We have built a reputation in the marketplace for being easy to deal with, because we understand our customers' businesses, and the challenges and constraints they frequently face.

“We know the function and role of each piece of equipment in Komatsu's lineup, and how they help make customers more competitive and efficient.

“We're now working to make it even easier for customers to deal with us,” he said.

“We're revisiting our credit policy and processes to streamline our business procedures, and we're automating the way we handle our credit and compliance requirements, to make it much easier and faster for us to process a detail.

“And we will shortly invest in the latest mobile technology for our business managers so that their dealings with customers can be made even more efficient.

“Our directive over the next couple of years is customers, customers, customers.

“We anticipate that once we sign up a customer to Komatsu Finance for a machine purchase, their experience tends to be positive, and we hope that as a result, they will finance their next machine, and the next, and the machine after that... with Komatsu Finance,” said James.

PEPIJN DECKERS RECOGNISED FOR OUTSTANDING EFFORTS IN NEW CALEDONIA

Pepijn Deckers, Komatsu's Regional General Manager for New Caledonia, was recently honoured with Komatsu Ltd's 2015 Presidential Award in the Construction & Mining Equipment Marketing Division for his efforts in building the company's brand and customer base in the region.

Pepijn began working for Komatsu in August 2008, as its Regional Service Manager, and in 2011 was appointed New Caledonia Regional General Manager.

Over that time, he has worked hard with customers to establish Komatsu's brand management fundamentals, and building customer relationships, as well as upgrading operations and improving service and support levels.

As a result, Komatsu has seen significant growth in market share in the region, including a more than 400% increase in the units sold in the year to April 2014, and a total market share now of 65%.

Machine sales have included a 3 xPC2000-8 mining excavator and an 3 x HD1500-7 dump truck – the first-ever 150 tonne capacity truck sold in New Caledonia – achievements he attributes to having a strong team in working with him.

"We are delighted that all our machine deliveries have been on time and to the required quality standards, allowing them to immediately start working productively for our customers," said Pepijn.

"This increased sales volume has now established Komatsu as the dominant player on the island and has secured income through maintenance contracts for the next seven years."

I'M PROUD TO BE ABLE TO MANAGE AN EXCEPTIONAL TEAM WITHIN AN EXCEPTIONAL COMPANY



From left: Jim Shinozuka congratulating Pepijn Deckers on receiving the presidential award in the Construction & Mining division.

In order to support Komatsu's sales operations in New Caledonia, Pepijn has also worked to build the company's aftermarket business, through a number of initiatives. These include:

- » Partnering with a training organisation in New Caledonia to increase Komatsu technician's skills and capabilities
- » Seconding employees from Komatsu in Australia and NZ to both meet assembly demands and share technical knowledge.
- » Working with Komatsu in Australia to build technical capability through having technicians attend training courses at the company's KTEC facility in Queensland
- » Establishing an exchange program for technicians to undergo training through TAFE in Australia.

"While I am honoured to have received this award, I really don't regard it as a 'personal' achievement – but rather one that relates to every employee in New Caledonia," said Pepijn.

"It's a perfect example of how everyone within Komatsu works so well together make us a

success in New Caledonia, with input and assistance from our operations not only in Australia, Indonesia and Japan, and not forgetting the Global Vale key account manager based in Germany," he said.

"I'm proud to be able to manage an exceptional team within an exceptional company."

Komatsu Australia Managing Director and CEO Sean Taylor has congratulated Pepijn on his recent achievement.

"Over the past few years, Komatsu has really been put on the map in New Caledonia, and this is in large part due to the efforts of Pepijn and his team there," said Sean.

"It's also a great example of close-knit our operations across Australia, New Zealand and New Caledonia are, giving us the unique ability to harness the skills, expertise, passion and enthusiasm of our people throughout the entire region to deliver the best-possible results for our customers."

HENSLEY'S NEW BLADESAVER QM OFFERS PRODUCTIVITY AND SAFETY BENEFITS



Komatsu Australia has released a unique new wheel loader lip system for quarry and mining applications, delivering significantly reduced bucket wear, increased safety and operator comfort, greater productivity, and lower wear-and-tear on machines and components.

The new Hensley Bladesaver QM™ loader lip system, currently available for Komatsu WA500 and equivalent-sized loaders, is a fully integrated bucket lip system that offers 100% protection along the front edge of the bucket – resulting in reduced wear on the base lip.

According to Rod McCallum, Komatsu Australia's Business Development Manager for Ground Engaging Tools, the Bladesaver system – which incorporates fully mechanical wear components for ease of fitment and removal – provides a streamlined profile for better penetration and loading.

In addition, it provides a completely smooth lip underside, further increasing production, reducing tyre wear, and increasing operator comfort.

"The Bladesaver system is fully integrated, so that each individual component fits together and is held securely in place both individually and by the other components," he said.

"All shrouds and teeth are fully mechanical, based around Hensley's unique hammerless pin system, which only requires conventional tooling/sockets to remove and replace them.

"This eliminates the need to use hammers when changing components, greatly reducing the risk of injury to service personnel," said Rod.

He said having the lip edge completely flush with the bottom of the bucket helped operators keep the quarry floor smooth and rock-free, reducing tyre damage and providing a more comfortable work environment.

"This flush-floor feature is unique to Komatsu ground engaging systems, and has proven benefits for quarry operators," Rod said.

"As well, our unique flush-style adapters allow for greater lip shroud wear consumption, and provide a greater weld area and strength than standard flush adapters.

"We also offer corner adapters to add greater strength and wear-resistance for bucket corners, along with mechanical wear caps as a standard offering."

The integrated lip shrouds and teeth – with each tooth providing additional retention for the lip shrouds – provide full protection for the bucket lip, and substantially increased lip life.

"This system offers full lip coverage, with minimal gaps between each shroud and tooth," said Rod.

"And each lip shroud is also 100% mechanical, using hammerless fastenings – augmented by the tooth retention system."

Mechanical end caps can also be quickly and easily changed over, and provide complete protection for the outer edges of the bucket.

A universal vertical shroud offers increased protection for the bucket walls, with a single part able to be used in multiple locations – both left-hand and right-hand sides of the bucket. It can also be "stacked" for increased wall protection, and rotated for increased wear life.

The Bladesaver system also features a new square-shaped tooth design, with a square pocket and nose to ensure greater strength.

As with all other components, they incorporate Hensley's hammerless pin system for quick, safe and easy tooth changeout.

"Because of this quick tooth changeout, teeth can be easily rotated along the various lip positions, for higher wear utilisation," said Rod.

For further information, please contact your local Komatsu representative.



“ THIS SYSTEM OFFERS FULL LIP COVERAGE, WITH MINIMAL GAPS BETWEEN EACH SHROUD AND TOOTH ”

“**MARK WAS REALLY HAPPY TO WIN THE YAMAHA BIKE, AND OPTED FOR A WR450FE ENDURO BIKE WORTH NEARLY \$13,000**”



GOLD COAST OWNER-OPERATOR MARK DAVEY JUMPS ONTO A YAMAHA MOTORBIKE

Loyal Komatsu customer Mark Davey was the lucky winner of Komatsu Australia’s recent “Jump up to a Komatsu” promotion, which saw purchasers of Komatsu utility equipment go into a draw to win a Yamaha motorbike.

“Mark, who’s based on Queensland’s Gold Coast, had purchased a PC30MR-3 excavator – replacing a four-year-old PC30MR-3 he was trading in – to put him into the draw”, said Paul Murray, Komatsu Australia’s Utility Sales Account Manager in North Brisbane.

He’s an owner-operator working throughout the Gold Coast on general hire work, including plumbing and residential works, and other small-scale trenching and excavations.

“Mark was really happy to win the Yamaha bike, and opted for a WR450fe Enduro bike worth nearly \$13,000,” said Paul.

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*Terms & Conditions: 1) Finance is provided by Komatsu Australia Corporate Finance Pty Ltd ABN 84 067 959 666 (Komatsu Finance) to approved applicants only. 2) Applicants must be ABN holders and satisfy Komatsu Finance’s normal lending and credit criteria. 3) To apply, applicants must complete a Komatsu Finance application form and provide requested information. 4) Fees, charges, terms and additional conditions apply. 5) Different interest rates apply for different terms, 4 year rate = 3.49% & 5 year rate = 3.69%. 6) Finance is via Hire Purchase or Chattel Mortgage with a nil balloon payment. 7) Finance payments must be made to Komatsu Finance by direct debit. 8) GST will not be financed over the term of the financed contract as part of this promotion. GST is payable upfront or repaid by month 4. 9) All machines financed by Komatsu Finance must, at all times, and at the customer’s cost, be fully insured by the customer, against all risks of fire, theft and physical damage or loss. 10) Komatsu Finance reserves the right to vary or cancel this promotion and the low rate finance offer at any time, without notice. 11) This promotion is applicable to selected new Komatsu construction class equipment (ranging from PC130 to PC850, WA150 to WA700, D65 to D275, HD405 to HD605, HM300 to HM400, GD555 to GD655) that are ordered after 1 September 2015 and delivered prior to 31 December 2015. 12) Premium warranty is for 36 months / 6000 hours, whichever occurs first from date of delivery to original customer - an additional 12 months / 2000 hours Warranty topped up on the Premium Warranty free. That gives you Premium Warranty for 48 months / 8000 hours. 13) Complimentary Maintenance; 3 years/2,000 hours, Regular PM Services at 250, 500, 1000, 1500 and 2000 hours, Machine condition report from factory trained technician, Field Service Labour, 100km travel included. 14) Excludes fleet buyers.

** For New Zealand Terms & Conditions please visit www.komatsu.co.nz/Pages/Terms-and-Conditions.aspx

KOMATSU OFFERS NEW COMPONENT SOLUTIONS

Komatsu's new range of component solutions have been developed in response to evolving customer needs to cut costs, minimise downtime and increase efficiency.

The expansion of the current range of component solutions meets customer needs for lower cost alternatives in component management.

The solutions encompass six flexible options, tailored to customer needs and working environments that allow customers to balance cost and risk.

The options include:

- » Purchasing new genuine components, with a 10 per cent credit for returning a used component
- » Remanufactured components, where customers can switch out a component for one that has been remanufactured to meet Komatsu's OEM specification
- » Component Exchange – Single, where a single component can be changed out using a Komatsu remanufactured product, with a variable cost of repair based on the condition of the returned component
- » Component Exchange – Fleet, where components can be changed out across a fleet, with flexibility to choose between a customised scope of work or leveraging Komatsu quality standards as well as the ability to work with "own iron".
- » Rebuild or repair and return, a flexible option where the customer can define the scope of works, and
- » Purchasing Komatsu used components, a dependable off the shelf alternative at a competitive price.

All solutions enjoy Komatsu's extended warranty and contribute to Komatsu's vision to become indispensable to customers by providing Komatsu quality and the productivity, reliability and safety that is built into every Komatsu process.

Komatsu Australia General Manager Product Management Components Tom Zube said the expansion of component solutions is part of Komatsu's commitment to serving the needs of customers.

"In a changing market, there is a risk that our customers may continue to stretch components past the recommended point at which they should be replaced in an attempt to reduce costs," he said.

"This creates the potential for undue wear or damage to components, leading to more expensive repairs, reduced efficiency and may even risk safety.

"The solution is taking our product range and delivering it in a different way. We want to say yes more often".

"We are a company that can provide a full range of options across the whole country, for the customer, which is why we have worked hard to develop solutions that reduce costs, lower risks and cater to a cross-section of diverse and unique business needs. It is simply a matter of customers determining which option best suits them," Mr Zube said.

“THE SOLUTION IS TAKING OUR PRODUCT RANGE AND DELIVERING IT IN A DIFFERENT WAY. WE WANT TO SAY YES MORE OFTEN”





Left: Sean Taylor, Komatsu's Managing Director & CEO and Martijn Blanken, Telstra's Global Enterprise & Services CEO

KOMATSU SIGNS MAJOR NEW TELECOMS AND ICT CONTRACT WITH TELSTRA

Komatsu Australia and Telstra have signed a new agreement that will see Telstra facilitate the future of Komatsu's Information Communication Technology (ICT) and Machine to Machine (M2M) strategy in a whole-of-business deal worth \$23 million over the next three years.

Building on a 15-year relationship, Telstra will provide the core telecommunications (voice, data and mobile) and strategic ICT services (M2M and agile cloud technologies) to help Komatsu remain at the forefront of innovation.

Sean Taylor, Komatsu Australia's Managing Director and CEO, said the company was committed to business innovation and staying one step ahead of our customer's needs.

"It's only through relationships with key partners like Telstra that this is possible. We're excited about the next phase in our ICT strategy and look forward to many more years of innovation," said Sean.

As part of the deal, Komatsu will build on a recent trial of Machine to Machine (M2M) connectivity, which enabled a 'zero touch' remote download of performance diagnostic data from multiple pieces of Komatsu equipment.

Being able to access this data from Komatsu

Australia's INSITE Centre at its head office in Fairfield, in real-time, eliminated the need to remove the equipment from use while the data was downloaded, resulting in improved fleet and production efficiency for Komatsu's customers.

Komatsu was also an early adopter of Telstra Cloud services, moving all of its' infrastructure hosting into Telstra's first-evolution cloud platform in 2010.

Following a detailed review and roadmap development based on criticality of workloads, alignment to service levels, performance and cost outcomes, Komatsu will transition to a hybrid cloud solution this year.

This new solution will include a dedicated private cloud with native integration into Microsoft Azure for storage and additional workload deployments.

As part of the new platform deployment, Komatsu will also enhance its' disaster recovery capability with automated services that will significantly improve the recovery time objective, dramatically reducing risk to the company.

Ian Harvison, Komatsu Australia's Chief Information Officer, said Komatsu's focus with Telstra had always been on giving more time back to the business so it could innovate and adapt, and not worry about IT.

"This new agreement will be an extension of our collaborative relationship and will ensure we continue to lead our category within the mining sector.

"Telstra understands where we've come from and more importantly where we want to take our business, and we feel very confident that our technology and business is future proofed to allow us to compete in a continually evolving and competitive landscape," said Ian.

Martijn Blanken, Chief Customer Officer, Telstra Global Enterprise and Services, said Komatsu had consistently been an early adopter of technology, and this new agreement was further evidence of its continued innovation strategy.

"The Telstra team has been working closely with Komatsu to co-create solutions that deliver the right service outcomes for the right investment.

"The new hybrid cloud model will give Komatsu a base platform that aligns to its' current workloads, but also gives them the ability to scale and grow as its' needs change over time," said Martijn.



BRAND MANAGEMENT PARTNERSHIP PAYS EARLY DIVIDENDS FOR MAJOR NZ QUARRY OPERATION

Long-term Komatsu NZ customer Kaipara Ltd has seen early benefits through its participation in Komatsu's Brand Management customer relationship program as it continues on the expansion of its Brookby Quarry operation in Auckland.

Kaipara is a diversified family-owned company, with interests in quarrying, mining, property, building and infrastructure development.

It has also been a significant Komatsu customer since 1980 – and in fact, Kaipara's first Komatsu machine, a 1980-vintage D155A-1 dozer that's still in working condition takes pride-of-place outside its Brookby Quarry.

Late in 2014, Kaipara received resource consent to potentially more than triple the rate of production of its Brookby Quarry, located south-east of Auckland – ensuring it will become a major supplier of aggregates for the Auckland region for at least the next 100 years. Brookby's aggregate resource is in excess of 300 million tonnes.

Under the conditions of the resource consent, output from the quarry is now able to increase from around 1.3 million tonnes a year to 3.9-4.6 million tonnes a year, permitted extraction and processing rates have been nearly doubled, and permitted total truck movements have grown from 360 to 902 truck movements each weekday and the consent provides for additional Saturday Truck movements. There is also provision for up to 1320 movements a day for a maximum of 30 days a year provided this does not exceed two consecutive days.

Since giving effect to the consent in January 2015 the quarry has experienced significant growth driven by Auckland's rapidly expanding city and resulting aggregate demand.

This rapid growth has resulted in significant challenges for the quarry operation to quickly gear up to handle the higher extraction and processing rates and the larger number of truck movements.

The Brand Management relationship established between Kaipara and Komatsu in late 2014 incorporated a number of key elements that would ensure Brookby's ability to deliver products to its markets throughout the Auckland region.

These included:

- » Having Craig "Shine" Summerfield, Komatsu Australia's National Customer Applications Manager – Construction, spend extended time at the quarry working closely with quarry management, operators and other site personnel and giving recommendations for optimising its equipment fleet to ensure the most efficient configuration
- » Bringing in Aaron Marsh, Komatsu Australia's National Operator Trainer Supervisor – Construction, to work with Brookby's operators to ensure that the skills and attributes of the operator were enhanced resulting in the equipment operating to its optimum capability
- » Both companies sharing information to obtain the best available solution for the quarry's operations

An example of where results were quickly achieved was in the stockpile operations loading product into truck and trailer units from the in-pit crushing operation within the Brookby Quarry for transport to customers throughout the region.

Shine and the Brookby quarry team determined that WA500-6 loaders, fitted with slightly

oversize 6.1 cu m buckets would provide an optimum configuration.

However, that required signoff through Komatsu engineering's internal "Smart Approved" process to ensure the material densities would not exceed the loaders' safe working capabilities over their working life.

With this approval fast-tracked through Komatsu in Japan, three WA500-6 loaders, with 6.1 cu m buckets, were delivered to Brookby in April to June this year.

At the same time, the quarry's primary face excavation tool was upgraded from an ageing PC710-X to a new PC1250-8 excavator.

"This was a very good outcome early on for the Brand Management relationship," said Kaipara Executive Director Steve Riddell.

"Our purchase of the WA500s, with Japan having signed off on the 6.1 cu m buckets for our loading operations, is just one of several benefits we are seeing.

"So far the Brand Management process has been very good and encouraging and we are now moving onto areas such as parts and maintenance labour issues, invoicing clarity and the like, which we are looking to improve.

"This process encapsulates a number of different targets and objectives which are run between the two parties and which from my perspective is all heading in the right direction.

"The good thing about it is when issues arise – and they do – we get around the table, discuss the issues, agree an outcome and communicate the learnings to everyone."

INTRODUCING KOMATSU BRAND MANAGEMENT

Kaipara's decision to join with Komatsu in a Brand Management partnership at its Brookby quarry was the culmination of an extended process, built upon a relationship of trust and respect developed over many years.

Nearly a year prior to the granting of the revised resource consent – Kaipara had some early discussions with Komatsu NZ senior management about what its future plant and equipment demands might be.

Following a positive response to this initial meeting, additional meetings were held over the next six weeks to further explore what Brand Management could mean for the Brookby operation.

This culminated in a meeting between Komatsu Australia's executive team, headed by MD and CEO Sean Taylor, and Kaipara's management team, including owner Alan Drinkrow and Managing Director Simon Male.

As a result of this meeting, the two companies agreed to proceed with implementing Komatsu Brand Management principles for the Brookby operation.



Komatsu's WA500-6 loading 8 wheeler & quad axle trailer

Komatsu NZ's senior management team saw an opportunity to introduce Kaipara to the Brand Management concept as a way of forging a far deeper relationship between the two companies, along with delivering significant mutual benefits.

As Phil Pritchard, Komatsu NZ's Regional General Manager, puts it, Komatsu Brand Management has three core elements.

"Firstly, it represents a shift in our typical marketing paradigm from one that is transactional to a relationship.

"Secondly, it is designed to render Komatsu invaluable to our customers, in order to continue to be selected as their partner of choice.

"And thirdly, it requires a change on our part to a customer-centric mindset, along with a strong human resource development aspect," he said.

"In the case of Kaipara, we saw an ideal fit between the two organisations in moving to a Brand Management partnership; not only is Kaipara a long-term Komatsu customer, both companies have been working hard to build a closer relationship."

In August 2014, Komatsu NZ management met with Kaipara's senior management team responsible for the Brookby quarry, including Executive Director Steve Riddell, Brookby Quarry Manager Jamie Dexter, and Brookby Quarry Workshop Supervisor Jason Christie, to outline in detail the Komatsu Brand Management concept, and its potential benefits for Kaipara.

Phil describes the process as being an "accelerated business environment" since January 2015. When the approval came through, Brookby had to rapidly ramp up production. "We both knew the quarry could not do that with the fleet that they had on the ground.

"But as we'd already gone through two iterations of an Optimal Fleet Recommendation (OFR) process with Shine, we were able to quickly do a trial that told us the WA500s with 6.1 cu m buckets was going to work.

"That sold the concept," Phil said.

"This whole process has been made possible by our Brand Management philosophies and the commitment – from both parties – to actually embrace it and work with it.

"Have we perfected it? We are getting there; we could still do better," he said.

"There are still many aspects of it that we haven't explored to the full extent."

For example, aftermarket, such as parts and service and on site service technicians, will be the next area to be explored.

"And now that we have got a more up-to-date fleet in operation, we can start to say what are the parts supply that are needed for this equipment, and what are the technicians required to keep it up and running," said Phil.

ABOUT BROOKBY QUARRY

Brookby Quarry, which was purchased by Kaipara Ltd in 1996, has been servicing the Auckland region since 1940.

Today it is a modern operation with consents to produce and supply 3.9 to 4.6 million tonnes a year to meet Auckland's growing urbanisation and infrastructure needs.

The quarry produces a wide range of high quality products, including concrete aggregates, asphalt aggregates, sealing chip and construction aggregates.

Brookby Quarry's extensive greywacke aggregate resource (in excess of 300million tonnes) is sufficient to ensure continuity of high quality aggregate supply into the Auckland market for at least 100 years and beyond.

An Environment Court decision on December 2014 permitted the production and sales from the quarry to increase from around 1.3 million tonnes per year to between 3.9 and 4.6 million tonnes annually.

The new consent includes a 30% increase in the hours of operation, along with significant increases in both the extraction and processing hourly rates.

It also allows for Saturday sales to occur as well as all-day extraction and processing.

The key changes are:

- » Daily truck movements increased from 360 movements per day (180 in 180 out) with a maximum of 80 movements per hour (40 in and 40 out) to 902 movements per day (451 in and 451 out) and allowing a maximum of 120 movements per hour (60 in and 60 out).
- » For a total of 30 days per year the maximum daily truck movements can reach 1320 (660 in and 660 out).
- » Truck movements are now permitted on Saturday along with increased operating hours.
- » Quarry operating hours have increased by 30% along, with its extraction and processing capacity rates which increased by 67% and 82% respectively per hour



Left: Rei Mostert, Komatsu NZ and Jamie Dexter, Kaipara NZ



GOLDING & KOMATSU THROUGH THE AGES

Leading Queensland-based mining and earthmoving contractor Golding Contractors was a pioneering user of Komatsu equipment.

Founded by the legendary Cyril Golding in 1942, Golding became Queensland's largest privately owned infrastructure, mining and earthmoving contractor, working on many of the state's iconic infrastructure and resources projects.

Cyril literally started his company with the purchase of a pushbike to let him get to work faster, growing the company to become the largest owner of Komatsu equipment in the country.

His success was based around the strong relationships he formed with everyone he met, and the bond he developed with his staff; Cyril always made a point of remembering key personal details about people, and talking to staff about how they were going.

Cyril continued to be active in the business until he finally sold in 2009 to a leading private investment fund. Cyril passed away in 2012 at the age of 92.

Today, Golding continues to provide quality contracting services to a range of high profile and valued clients in civil construction and mining. The business still operates one of the largest privately owned mining and earthmoving fleets in Queensland – including a significant Komatsu fleet.

Golding's relationship with Komatsu began in 1978 when, following some unresolved issues with another equipment dealer, Cyril began looking for an alternative supplier.

As a result of discussions with LeTourneau Westinghouse (Australia), the Komatsu dealer at the time, Cyril purchased three WS23S scrapers – which ultimately proved to be the first step to a fleet of 26 of these machines.



This was a fortunate relationship for Komatsu, as Cyril Golding became a major force in the Queensland earthmoving industry – continuing to purchase more and more Komatsu equipment to support his company's growth.

Down to Earth recently caught up with Sid Ryton-Benson, Golding's Plant Technical Services Specialist, who has been with the company since 1985, and has played an integral role in servicing and maintaining its equipment fleet.

Like Cyril, Sid is a fan of Komatsu product – and, in fact, he firmly believes that it was the innovation, reliability and product support from Komatsu that helped make Golding the success it still is today.

"Those WS23S scrapers we bought in the late 1970s, through into the 1980s and beyond, pretty much made Golding the company it is," Sid says.

"Whenever one came out in Australia, Golding would buy it – plus we would buy the ones off our competitors as they finished with them or could not maintain them."

"The company was built on the back of our fleet of Komatsu scrapers. Literally!" he says. "They were such a versatile machine for us.

Sid concedes that the Komatsu scrapers were not without their problems in the early days, requiring plenty of ongoing research and development, because they were new products for Komatsu and the Australian market conditions can be somewhat demanding.

"I believe Golding were instrumental in helping develop them into a successful machine," he says.

"And as a result, it became very common knowledge throughout the industry that if anyone wanted to know anything about Komatsu scrapers, they just needed to ring Graeme Batterbee, who was the maintenance manager when I first started with Golding.

"I lived, breathed, dreamed, and cried Komatsu scrapers for many years!"

Today, Golding remains a significant operator of Komatsu equipment – something that Sid puts down

“
WE CAN'T SAY
ENOUGH GOOD
THINGS ABOUT
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BETWEEN
GOLDING AND
KOMATSU
”



to the strong relationship between the two companies.

“Definitely a big thing for Golding is the relationship we have with Komatsu; for many years, Golding was perhaps the largest owner of Komatsu equipment in Queensland, if not Australia – and whilst that may no longer be true, the relationship hasn’t changed.

We feel that we’re still treated like we are Komatsu’s number 1 buyer. That goes a long way with us,” he says.

This has extended to sharing resources between the two companies, including hosting a Golding apprentice at Komatsu’s Gladstone branch, “cross-pollination” of senior personnel moving between the two companies over the years, and swapping information, technical resources and even tools.

“We can’t say enough good things about the relationship between Golding and Komatsu,” says Sid.

Today, Golding is facing up to the challenges of a declining resources sector in its home state, which is driving the company to look at new market opportunities outside of Queensland, including interstate, Papua New Guinea, and the South Pacific.

The company still has some significant ongoing resources-based contracts in Queensland, including:

- » Incitec Pivot’s Phosphate Hill Phosphate Mine, where Golding is responsible for waste and ore mining, gypsum handling and fertiliser shed operations at this remote North West Queensland mine.
- » CS Energy’s Kogan Creek Coal Mine, situated on the edge of the Surat Basin near Chinchilla, where Golding mines coal to fuel the adjacent Kogan Creek Power Station.
- » Wesfarmers Curragh Coal Mine, where, Golding works, together with Wesfarmers, in overburden removal and coal mining operations.

It was actually at Curragh that Down To Earth spoke with Sid, where Golding has a fleet of eight of its own Komatsu 730E trucks working alongside ten 830E trucks owned by Emeco and Golding’s Komatsu PC3000-1 – that’s logged nearly 40,000 hours.

“This project is a true partnership between ourselves and Wesfarmers, working together constructively towards the same goals,” says Sid.

To better address the market opportunities, Golding is now organised along four key service lines, as follows:

- » **Mining** – currently focused in key Queensland mining centres, but looking to grow further afield
- » **Civil** – where the primary focus is on transport projects (road, rail, airport) and resources infrastructure
- » **Pacific** – targeting civil infrastructure projects in PNG and the South Pacific
- » **Urban** – successfully delivering a growing volume of subdivision works and associated infrastructure.

“In each of the above sectors, and in the future we want to continue to focus on opportunities in this business, and maintain our reputation as a trusted, highly regarded, efficient and competitive supplier,” says Sid.



GRADER EDGES PERMANENT PRICE CUT

Komatsu Australia has permanently reduced pricing for genuine Komatsu grader edges, offering improved availability and ensuring Komatsu customers have access to the best product available, at the right price.

The price reduction is across 21 different part numbers in a range of sizes, with unit pricing as low as \$61.22 when purchasing in a bundle of ten.

Komatsu National Sales and Business Manager for Ground Engaging Tools Rod McCallum said the

price reduction would help to deliver the reliability and consistent high productivity of Komatsu's OE parts to a wider market.

"There is no better match for Komatsu graders and blades than Komatsu grader edges. Komatsu products are engineered for perfect fit and performance to get the job done right, the first time," he said.

"Komatsu grader edges are a high quality product, now available for a permanently reduced price.

Lower pricing makes purchasing a genuine grader edge product a simple choice, with additional discounts for customers who order in bulk quantities."

"The new pricing and increased availability will allow the effectiveness of Komatsu's range of genuine grader edges to be utilised by more of our customers, giving their businesses an edge of their own" he said.



Part #	From KOM Part No	Grader Edge Description - the below numbers represent the following information - imperial dimensions Thickness in inches X Width in inches X Length in feet (DBC = Curved/DBF = Flat) - Bolt Size - Heat Treated or Carbon	Price Each KAL List	Price Each (-10%) Bundle of Ten
5D9553	232-70-12143	5/8X6X6DBC-5/8 HT	\$75.48	\$67.93
7T1633	N/A	5/8X6X6DBC-5/8 CARBON	\$68.02	\$61.22
5D9556	N/A	3/4X6X6DBC-5/8 HT	\$93.26	\$83.93
5D9562	23B-70-31470	5/8X8X6DBC-5/8 HT	\$107.66	\$96.89
7T1636	N/A	5/8X8X6DBC-5/8 CARBON	\$96.73	\$87.06
5D9558	232-70-52850	3/4X8X6DBC-5/8 HT	\$131.24	\$118.12
7D1576	N/A	3/4X8X6DBC-3/4 HT	\$130.54	\$117.49
5D9554	234-70-12193	5/8X6X7DBC-5/8 HT	\$88.16	\$79.34
7T1645	N/A	5/8X6X7DBC-5/8 CARBON	\$79.41	\$71.47
5D9557	N/A	3/4X6X7DBC-5/8 HT	\$108.49	\$97.64
9J3658	N/A	5/8X6X7DBC-3/4 HT	\$89.78	\$80.80
5D9561	23B-70-31480	5/8X8X7DBC-5/8 HT	\$134.22	\$120.79
7T1643	N/A	5/8X8X7DBC-5/8 CARBON	\$112.80	\$101.52
5D9559	234-70-12670	3/4X8X7DBC-5/8 HT	\$153.18	\$137.86
7D1577	N/A	3/4X8X7DBC-3/4 HT	\$152.49	\$137.24
4T3037	N/A	3/4X8X8DBF-3/4 HT	\$246.68	\$222.01
7D1949	235-70-12140	3/4X8X8DBC-3/4 HT	\$174.32	\$156.89
7T3495	N/A	1X8X8DBF-3/4 HT	\$327.83	\$295.05
4T2236	N/A	1X8X8DBC-3/4 HT	\$228.22	\$205.40
4T6511	235-70-12320	1X10X8DBF-3/4 HT	\$367.41	\$330.67
4T8317	N/A	1 1/2X10X8DBF-3/4 HT	\$616.68	\$555.01

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FOR EARLIER KOMATSU MODELS



Our parts are backed by experienced personnel and advanced technology. When buying a new part, consider Komatsu for your service work. Our technicians are factory trained and strive to deliver greater machine productivity.

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- CK25-1
- CK35-1
- SK714-5

Dozers

- D155A-1
- D155A-2
- D155A-3
- D375A-2
- D475A-1
- D57S-1
- D57S-1B

Loaders:

- WA470-1
- WA700-1
- WA500-1
- WA600-1
- WD600-1
- WA800-1
- WA800-2
- WA900-1

Trucks

- HD205-3
- HD255-5
- HD460-1
- HD465-3
- HD785-3
- 530M
- HD1200M
- HD1600M
- HM400-1

Excavators

- PC300-1
- PC300-3
- PC300-5
- PC400-1
- PC400-3
- PC400-5
- PC650-1
- PC650-3
- PC650-5
- PC1000-1
- PC1000SE-1
- PC1000SP-1
- PC1600-1
- PC1600SP-1
- PC3000-1

Visit our website for parts availability and pricing
Call 1300 566 287 | www.komatsu.com.au

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Driven by your success

KOMATSU'S AE (APPLICATION ENGINEERING) FOCUS:

The letters 'AE' refer to, two related aspects of Komatsu DNA philosophy; that is Application Engineering (i.e. the holistic process) or Application Engineer (i.e. the person who solely carries out such functions).

Essentially the AE, be it the process or the person is intrinsically linked to customers and their respective job sites or tasks, or it may well be the planning of a potential future endeavour or change in direction due to market demand or company / sole trader re-alignment. The AE sphere is whilst ever-present, it may not be required on all occasions at one end of the scale; however, on occasion there may be frequent points of entry depending on the complexity of a task, project or site as required.

So just what is the 'AE' process? This involves getting 'on the ground' or site to listen, learn gather information, data and pictures to visually understand the task or requirement. It is likely to be linked to the customer's vision and future planning (that may be now, short and long term) as directed within the initial information gathering stage.

The visualisation is integral to the process as the task may be a lone segment or multiple segments of their business; information and data gathering is crucial so that an inform analysis can be undertaken. This then leads to a parallel path with the projected end state.

The 'on ground' activity... this may be a number of aspects such as (and not limited to): Observation, simple measurement of site equipment and any respective limiting structures, dedicated time and motion studies via observation or video and then breaking down the cycle in to segments as required, calculation of task efficiency, compound measurement for a fleet holistic routine e.g. loading and hauling, and haul route alignment or profile to determine the effective production change etc. There are many facets that present themselves on any number of varying sites! Each site has its own uniqueness.

Once a site visit is conducted and the gather information is compiled, you need to ask the question of "is this data valid?" In simple terms is the information relevant or typical of the day to day operation. The information and subsequent visualisation must represent an accurate record of operation.

If not; similar to a Continuous Improvement 'PDCA', the information needs to be retaken. On the agreement that the collected and collated information has practical representation, the AE process can continue through to an informed recommendation or production simulations as the case necessitates.

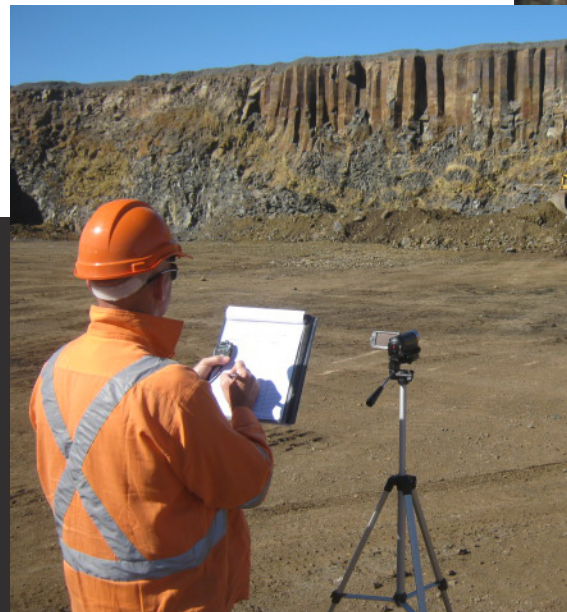
In the case of conducting production target simulations; there are a number of related products within the adjoining industries. Komatsu has its own well established and proven software program called 'Optimum Fleet Recommendation' or OFR for short. Again, as each site has its own intricacies; an OFR may not be needed for full prediction, it might be utilised to check or refine existing units over the site or task.

Over the past years the following question has been asked "is there a specific profile for the customer, site or task that needs to have an AE visit?" In essence, the answer is no! There is no limitation to who, what and when in regards to a liaison with an AE.

Customers that have successfully utilised the Komatsu AE service include small, medium and large entities. They cover private and public companies and extend across many various government groups at all levels.

EXAMPLE STUDY FOR A SINGLE UNIT:

A time and motion study was conducted on a 30 tonne class excavator for Western Downs Regional Council prior to recommending a potential new replacement excavator. In addition to the this study, all respective stakeholders were involved to ensure that the unit and its attachment specification would be suited to the units intended application.



Do you need an established site where existing plant and vehicles are busily working away? Not at all! You might simply need a projection or simulation; once the defining parameters are agreed upon, you have calculated output that may be the starting point to establishing your next project and journey.

There have been many highly successful simulation only recommendations on many prominent projects right across the country and within many industry groups.

EXAMPLE SIMULATION FOR A NEW PROJECT:

A site liaison was conducted with Wagners staff for a high profile private project. At the time the project was a paddock; this is now a fully functional runway / airport which is located on the Toowoomba outskirts. This was a multiple simulation projection utilising the Komatsu OFR program and agreed load and haul unit operating parameters.

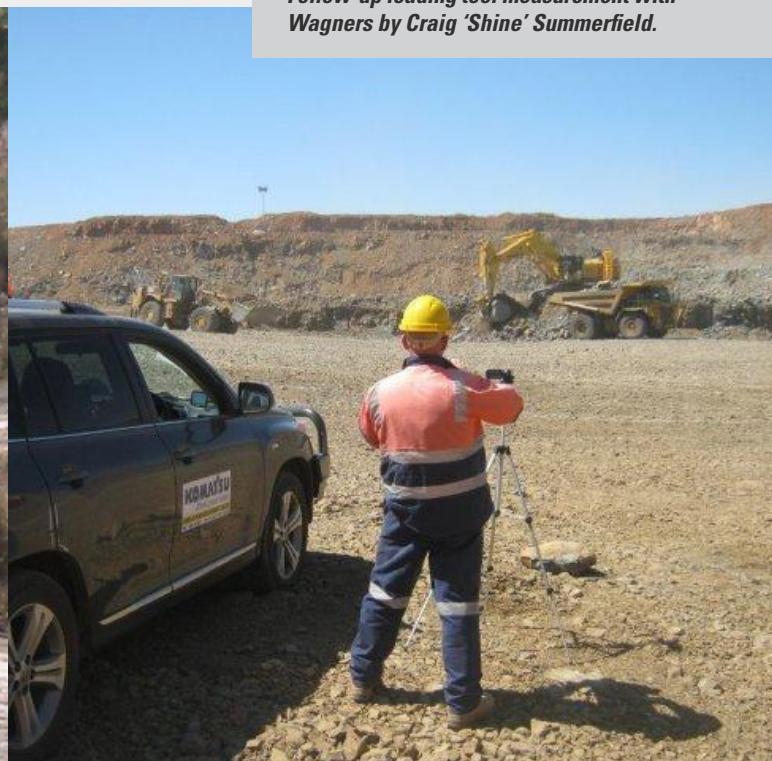
Mr Jack Lynch (pictured right of screen), this area is now 'Wellcamp Business Park'.



Additional to the above in this day and age of electronic media, some site liaisons have been conducted with customers via office to office connections as required to meet key milestone dates as required.

Komatsu Australia Limited (KAL) has AE's located on both the eastern and western seaboard in strategically placed locations to accommodate AE activity as the need arises. The KAL AE staff is frequently facilitating recommendations for civil construction, government, quarry and extractive groups; and small to very large mining houses.

Follow-up loading tool measurement with Wagners by Craig 'Shine' Summerfield.



Haul road measurement: Pat Munro assisting with the respective AE duties.



***I SHOULD REALLY
BE SELLING IT, BUT
IT'S RELIABLE, TIDY
AND THERE'S STILL
A LOT OF WORK
LEFT IN IT YET***

From left: Bayden Reardon and Ryan Howe

11 YEAR-OLD KOMATSU EXCAVATOR KEEPS ON KEEPING ON FOR HOBART CONTRACTOR

Hobart contractor Bayden Reardon loves his 11-year-old Komatsu PC128US-2 excavator so much that he can't bring himself to give it up – and in fact continues to operate it every day while his employee gets to drive his newer machines.

Bayden bought his PC128US-2 new in 2004, then added a PC138US-8 in 2010 – putting on operator Ryan Andrew to drive the newer machine – and has recently purchased a second PC138US-8, while continuing to operate his original Komatsu.

All his machines run with tilting quick hitches, thumb grabs, blades and are plumbed up for rock breaking and auguring work – “they have to do everything”.

Bayden started his business around 2000 with another brand of excavator, doing house footings and excavations for local builders around Hobart.

He started doing a bit of work for southern Tasmanian civil contractor Dwyer Construction

Services (now called DCS Civil Tas) 10 years ago, and now doing around 90% of his hours with them.

“DCS does a lot of civil projects up to \$5m, road widening, subdivisions etc.”

Due to the age of his first two Komatsu excavators, Bayden recently bought a second PC138US-8, which he handed over for Ryan to operate.

“But for now, I’m continuing to operate my original PC128US-2, which has now got around 11,500 hours on it,” he said.

“I should really be selling it, but it’s reliable, tidy and there’s still a lot of work left in it yet.”

“It’s been a great machine with very little lost time due to breakdowns,” said Bayden.

And it’s not that he has any complaints about his newer machines either.

“Our older PC138 has done 4600 hours now, and Ryan’s been very happy with it,” said Bayden.

“We haven’t had any major dramas and it’s still going strong, though its chains and sprockets need changing now.

“We had a few very minor problems with the Dash 8 when we first got it, but Komatsu came to the party on that and it’s been good ever since,” he said.

Bayden also uses Komatsu’s KOMTRAX remote monitoring system – supplied as standard on the two PC138US-8s – to troubleshoot any issues, and monitor fuel consumption.

“It’s a very good system, it’s informative and it’s good to see how much work each part of the machine has done.”

“And we’re very happy with the machines’ fuel consumption; they’re using about 10 litres an hour or less, regardless of the work you’re doing,” he said.

“Generally these machines have been very reliable, great to operate and the service from Komatsu Hobart has been spot on as well.”

“AS FAR AS RELIABILITY GOES, YOU CAN’T BEAT A KOMATSU DOZER!”

Northern Territory contractor Rick Erkelens has built a successful family contracting business based around a fleet of Komatsu dozers – which he says are “unbeatable” for their reliability, comfort, stability and their ripping and pushing abilities.

His company, Rick Erkelens Earthmoving, which today he and his wife Cheryl run with their son Jesse, owns five Komatsu dozers: a D275A-5, a D155A-6, two D85As – a D85E0-15 and a D85A-21 and a new D65EX-16 delivered in March.

Rick started the company around 2000, when he moved from Gove to Batchelor in the Northern Territory, 100 km from Darwin, and purchased a used Komatsu dozer.

“We started off with one secondhand dozer, and now we’ve got five dozers, ranging from the D65 right through to the D275, and we do all kinds of earthmoving and clearing,” said Rick.

“Anything a dozer can do, we do it.

“I think the reason I picked dozers is because they tend to be in everybody’s too-hard basket – so I have a bit of an exclusive line-up here,” he said.

The Erkelens’ fleet works all over the Territory and into the far north of Western Australia.

“We’ve currently got one of our D85s just over the West Australian border at Coyote Gold mine in the Tanami Desert.

“For mining customers, we do general mining work, mine production through to rehabilitation, exploration work, drill pads, and all general mine duties,” said Rick.

“But the bulk of our work at present civil; we’re doing a lot of work for BMD, developing suburbs around Darwin.”

The company has just started to integrate machine control technology with its dozers, purchasing a Topcon dozer system for its new D65.

“We have got to move with the times, and Jesse really pushes technology because, being of the younger generation, he really wants that to go ahead,” Rick said.

Rick has stuck with Komatsu dozers because he believes they are far and away the best available.

“I think they’re great dozers,” he said.

“They’ve got great ripping and pushing ability, and a great centre of gravity, which makes them terrific on batters and slopes, so I feel very comfortable handling any sort of work with them.

“THEY’RE VERY, VERY RELIABLE; THEY’RE VERY TOUGH, AND IF YOU’RE A GOOD OPERATOR THEY’RE VERY COMFORTABLE”



“They’re very, very reliable; they’re very tough, and if you’re a good operator they’re very comfortable.

“The idea that they’re uncomfortable has been bandied around a lot, and I think it’s mainly due to the operator or lack of operator experience,” Rick said.

“And as far as reliability goes, I don’t think you can beat a Komatsu.”

Rick’s also finding Komatsu’s service and support is improving all the time.

“Their service is getting really good. Komatsu is becoming more and more competitive and they realize that to have the edge, they need to have good back up.

“Certainly, I have had dramas in the past – but not in recent times,” he said.

“I know well that they’ve bent over backwards to help me, and I appreciate that.

“Colin Brindle [Komatsu Australia’s Western Region Sales Manager, Construction & Utility] has always been a real big help and I’ve got a lot of faith in him,” Rick said.

“In the past, we’ve mainly done our own maintenance, but now Komatsu is getting more and more involved in our business.

“I find them helpful, I find them efficient; I haven’t got any bad things to say about them,” he said.

TOP KOMATSU APPRENTICE TRENT SCHUMI WINS INDUSTRY AWARD



From left: Colin Shaw – GM People & Strategy, Trent Schumi – Komatsu’s National Apprentice of the Year and John Coyle – Deputy Chair Hunter Valley TAFE Advisory Council.

Trent Schumi, Komatsu Australia’s 2014 National Apprentice of the Year has recently been announced as winner of the 2015 Hunter TAFE NSW Industry Excellence Award.

Trent, a father of two, first started his apprenticeship with Komatsu in 2011 at its Newcastle and Mt Thorley branches.

After completing his apprentice training, which qualifies him to Certificate III in mobile plant at TAFE’s Kurri Campus, Trent also completed his Certificate III as an auto electrical technician.

This gives him full qualifications in three trades: mobile plant, auto electrician and – from a previous apprenticeship – marine craft construction.

Trent course-completed his apprenticeship with Komatsu in August last year – six months early due to his outstanding results, and support from Komatsu management – and has been a fully qualified tradesperson for 12 months.

He was Komatsu’s Central Region apprentice of the year in each of his apprenticeship years – an achievement he capped off in 2014 when he won Komatsu’s National Apprentice of the Year.

He also excelled within his TAFE automotive mechanical technician, plant and heavy vehicle Certificate III course for each of his three years, achieving first place in each stage, as well as first overall for the three-year course.

Trent came to Komatsu as a mature-age student – at the age of 23 – after completing his shipwright

apprenticeship, and then deciding to switch to heavy equipment.

His year was the first year of Komatsu’s national Apprentice Development System (ADS), and he has nothing but praise for the system and the company’s commitment to training and skills development.

“Being part of the ADS was fantastic, I cannot speak highly enough of Komatsu over past four years,” said Trent.

“The quality of the training you receive is so high, you really feel that they want you to be the best you possibly can.

“They give you all the tools you need to be the best within yourself – so that you excel and learn the trade you undertake.

“I would back this program 100%, and I’d be happy to be an ambassador for it,” he said.

Now based out of Komatsu’s Mount Thorley branch in the heart of the Hunter Valley’s mining industry, Trent and his team work exclusively on Komatsu mining equipment, including excavators, dozers and dump trucks.

“You certainly get a certain respect for the size of this machinery, and it’s only once you work on them and stand next to them that you get an appreciation of their power and performance.

As far as his preferred machines are concerned, “trucks are good, but enjoy my dozers too,” said Trent.



JAMIE WHINCUP AGAIN SPEARHEADS KOMATSU APPRENTICE MENTOR PROGRAM

Apprentices with Komatsu Australia are again benefitting from a nationwide program that sees multiple V8 Supercar champion Jamie Whincup taking on a mentoring role, with visits to race locations throughout the year.

Komatsu Australia and Jamie Whincup launched the Apprentice Mentor Program in January 2013, with Jamie talking to apprentices at various Australian branches about the challenges of racing and performing at the highest levels.

Under the program, Jamie mentors apprentices on the three main pillars of learning, which are the mainstay of the company’s Apprentice Development Scheme (ADS).

These are:

- » Technical skills,
- » Life skills
- » Business skills

For the 2015 Apprentice Mentor Program, Komatsu apprentices are being given the opportunity to visit V8 Supercar race locations, and see the Red Bull team in action.

The first of these was on April 30, when apprentices from Komatsu’s Perth operations visited the Red Bull Pit at Barbagallo Raceway.

It was a great opportunity for the apprentices to see firsthand how Jamie prepares for these high-pressure V8 races and how the whole Red Bull team contributes to the success of the operation.

During 2015, Komatsu apprentices will be visiting another four V8 race locations as part of the apprentice mentoring program.

These are:

- » Townsville Races, July 9
- » Sandown Races, Melbourne, September 10
- » Gold Coast Races, October 22
- » Sydney Races, December 3.

V8 SUPERCAR STARS COME TO TOWN FOR K-CLASS WINNER CORAL BANK EXCAVATIONS

Komatsu Wodonga's customer Ross Wilkinson couldn't believe his luck when he found out he'd won a visit to his premises by Komatsu V8 Supercar stars Jamie Whincup and Craig Lowndes – and he was keen to share the experience with his mates.

Ross had signed up for Komatsu's K-Class parts promotion, which included the opportunity to have a visit from Jamie Whincup and Craig Lowndes.

Ross and his wife Karen run Coral Bank Excavations out of Tawonga in Victoria's Kiewa Valley, about an hour south of Albury.

Brendon Piera, Komatsu Wodonga's CSSR, transported the Komatsu BBQ trailer to Ross and Karen's property and the scene was set with Ross's two Komatsu excavators framing the shed where the event took place.

"When I told my mates we'd won a visit from Jamie and Craig, they didn't believe me," he said.

"I really wanted to share my prize with Karen and our younger daughter Chloe (our older daughter Jade is studying in Adelaide) and also our friends.

"It was a unique experience having Jamie and Craig come here to Tawonga; we don't usually have V8 Supercar champions visiting this part of the world!" said Ross.

Ross carries out general contracting in the region, including specialist tree removal, roadwork's and farm excavations, as well as doing lots of work for Victoria's Department of Environment, Land, Water and Planning, which includes revegetation and fire management works.

Ross's and Karen's family heritages go back generations in the Region.

Karen's great-grandparents lived on the same property that she and Ross live on now, while Ross's dad Alan was a logging contractor in north-eastern Victoria, carrying out hardwood logging operations from the late-1960s.

Ross is originally from Corryong, about 140 km east of Tawonga – and says while he considers himself a local, "some in the area might debate that!"

Their current fleet consists of a Komatsu PC200-8 purchased in November last year and a PC45MR-3 excavator bought in early 2014.

Ross's history with Komatsu goes back many years, to when he was working with his father who purchased a used D65 Komatsu dozer.

Around 2006, Ross purchased a Komatsu PC200-6 for use in the logging business – but with this business keeping Ross away from home for



Above: Jamie Whincup & Craig Lowndes with K-Class Promotion Winners – Chloe, Karen and Ross Wilkinson

extended periods, Ross decided to set up their general earthmoving and specialist tree removal business servicing the Kiewa Valley.

"That first excavator I'd purchased was a great machine, it never let me down, and was an incredibly reliable machine," he said.

"However, it got to about 15,500 hours and we really needed to upgrade, so we bought our new PC200-8.

"And while the reliability is still there in the new machine, you just can't compare the advances in power and comfort with our new Dash 8.

"In addition, Komatsu's Complimentary Maintenance offering really gives us peace of mind," Ross said.

And now, with Ross signing up for K-Class parts, Ross and Karen also have the security of knowing that Komatsu guarantees parts availability for their machines.

“WHEN I TOLD MY MATES WE'D WON A VISIT FROM JAMIE AND CRAIG, THEY DIDN'T BELIEVE ME”

ANDREW FOWKES

Major Accounts Manager – Victoria

Andrew Fowkes, a 10-year veteran with Komatsu Australia – having worked out of its South Australian branch until earlier this year – has recently been appointed Major Accounts Manager for Victoria, replacing Bob Jones, who recently retired (see D2E edition 65).

Andrew started with Komatsu in July 2005, initially in its Dry Creek (Adelaide) service department as a field service supervisor – a position he held for about 18 months– before moving into sales as a Komatsu Utility sales representative.

After a couple of years in this role, he was promoted to selling the entire Komatsu construction and utility equipment range throughout northern South Australia.

Andrew began his working career as an apprentice fitter, turner and toolmaker with an automotive steel manufacturer, then worked in the diesel fuel injection industry for 17 years before starting with Komatsu.

During his time in South Australia, some of his successes included Loadex Hire, which bought its first Komatsu from Andrew, and now owns around 18, along with BIS Industries in Whyalla, Arrium Mining/OneSteel, York Civil as well as a wide range of customers across utility, general construction, mining and plant hire.

“Having had that experience and some very satisfying successes, I’m very happy with the move to Victoria; it’s a great opportunity to take my career to the next level,” he said.

“My family is now settled here – we’ve been here since the beginning of the year – with our kids in local schools.



From left: Andrew Fowkes with Gunther Benedek, Quarry Manager at Hanson Yannathan Quarry

“And that’s the great thing about a company like Komatsu, it offers opportunities to branch out within the company.”

Andrew said that while Bob Jones left big shoes for him to fill, he was very well respected among his customers and colleagues.

“Having been in the industry here for over 20 years, that certainly means his reputation has helped open doors for me. – but having said that, my own experience of working with Komatsu products for 10 year means I haven’t come here as a newcomer to the industry or our products,” he said.

“And it’s been good timing on my part: Komatsu Victoria has recently been successful in winning a major tender from Hanson, for three WA500-6 loaders and an HM400-3M0, won off the back of a lot of hard work that Bob put in.”

Andrew is very passionate about the Komatsu brand and the company that distributes it in Australia

“I really enjoy working here; I get a great deal of satisfaction in working with our customers and finding solutions for them, it’s something I find very rewarding,” he said.

“What I think sets Komatsu Australia apart from our competitors is the direct link we have with the factory, and the fact that we offer a premium product.

“Komatsu in my eyes is the industry leader in earthmoving equipment by far, so that makes my job a whole lot easier in selling to customers.

“And this job lets me apply the most valuable lesson I have learnt over years: to be honest and upfront with my customers, listen to their needs and try to offer them the best solution,” Andrew said.



TYSON WILLIAMS

Rental's Business Development Manager – NSW

Tyson Williams, Komatsu Rental's Business Development Manager for NSW, joined Komatsu Rental in November 2013, following a six-year stint with another heavy equipment rental specialist.

During his time in the industry, Tyson has been involved in supplying rental equipment to some of the state’s largest infrastructure projects.

Since joining Komatsu Rental, he has continued renting Komatsu equipment to more recent major projects, including John Holland’s Holsworthy project, the Barangaroo Headland for Baulderstones, and the Thiess/John Holland JV North West Rail Link.

Since joining Komatsu Rental almost 18 months ago, Tyson has observed a definite change in the market’s acceptance and understanding of Komatsu’s rental offering.

“We are now going very well in NSW,” he said.

“Initially there was some resistance from existing Komatsu customers, but now we are respected

and accepted as a major rental player within the NSW marketplace.

“Very quickly we’ve become seen as a genuine provider of rental equipment, not just an OEM using rental as a way of selling equipment.

“Certainly there were teething problems, with some plant hire customers thinking we were looking to compete with them – but we’ve been able demonstrate to them that’s not the case.

“Our customers in the plant hire business are now getting more comfortable with the concept, figuring out that they can leverage our Rental fleet to build their own business and be more competitive in bidding for projects.

“They can rent from us at competitive rates and eliminate the risk of owning their own machines,” said Tyson.

NEW KOMATSU FORKLIFT SHINES FOR NALCO ECOLAB



From left: Leslie Smith, Simone Richardson, Shaun Fry, Sarah Nicolls and Bill Jones

Water treatment specialist Nalco Ecolab has recently taken delivery of one of Komatsu Forklift Australia's just-released FH series forklifts for use at its chemical handling facility on-site at OneSteel in Whyalla, South Australia.

Nalco Ecolab provides water treatment services for industry around the world, and in Whyalla – in addition to servicing OneSteel – services Santos, Alinta Power and other industrial businesses in the region.

Its new Komatsu FH40 forklift, supplied under a six-year rental agreement, is used for handling IBCs (intermediate bulk containers) containing a range of chemicals, including sodium hypochlorite, phosphoric acid and zinc.

According to Simone Richardson, Nalco Ecolab's Technical Service Representative – Onesteel, Steel Products, the decision to go with Komatsu Forklifts was as a result of previous dealings with the company.

"We always found them to be very professional," she said.

"We were also impressed with the new hydrostatic transmission and CLSS hydraulic pump system, which gives lower fuel consumption and improved control compared with conventional drivelines.

"Since it was delivered, we found its performance and comfort is great," said Simone.

“SINCE IT WAS DELIVERED, WE FOUND ITS PERFORMANCE AND COMFORT IS GREAT”

"It's easy to operate, and I am loving the sideshift and tyre shifter attachments."

Nalco Ecolab's new Komatsu forklift replaces an aging rough terrain forklift.

Komatsu's FH series forklifts are hydrostatic drive, diesel-powered, pneumatic tyre units featuring many of the innovations introduced on

Komatsu's class-leading construction equipment – and the potential to greatly reduce owning and operating costs.

Available in capacities of 4, 4.5 and 5 tonnes, they incorporate Komatsu's exclusive HST hydrostatic drive system, advanced CLSS closed-centre load

sensing hydraulic system and the KOMTRAX remote monitoring and tracking system.

Power comes from a Komatsu SAA4D95LE-5 turbocharged diesel, that is Interim Tier 4 and EU Stage 3A emissions certified, without sacrificing power or productivity.

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Conditions: *1) Up to 50% off all Used Parts is valid from 14 Aug - 30 November 2015. Used parts are sold in the condition in which they are in and without warranty. Discount does not apply on freight. No rainchecks. 2) Selected Used Parts components may be sold on an exchange basis. 3) Used Part must be purchased through a Komatsu branch. 4) This offer is only available to Australian based customers. 5) Standard Komatsu Terms and Conditions of Parts and Service apply.



Nutella Hot CHOCOLATE



INSTRUCTIONS

In a small sauce pan over medium heat, whisk all ingredients together until well blended and hot.

Pour in a cup and top with homemade whipped cream and shaved chocolate.

The Nutella Hot Chocolate itself only serves one.

★ Prep time: 1 min ★ Cook time: 5 mins
★ Total time: 6 mins ★ Serves: 1

INGREDIENTS

- Nutella Hot Chocolate
- 1 cup milk (I use skim)
- 2½ Tbsp Nutella
- 1 Tbsp Cocoa
- Tiny pinch of salt



Issue 65
Dozer Maze
Solution





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