

Issue 23 December, 2000

Down to Earth

Magazine

■ **Komatsu Ltd.**
turns 80 in 2001.

■ **Komatsu Mining**
goes global.

■ **Komatsu/Cummins**
join forces.

■ **Mega Loader**
moves W.A.

■ **Dash 6**
Thoroughbred
release.

■ **Case Study:**
W&D Elliott
Earthmoving

NS KOMATSU

Our People Are Our Power

NS Komatsu update

The Australian dollar continues to focus our attention at NS Komatsu. At the current exchange levels of around Y60 and \$US0.55, it has a dramatic impact on our business.

However, thanks to the globalisation of Komatsu, we have been able to re-source a number of our products from the European factories.

This includes three models of our mid-size wheeled loaders, which are now sourced from the German plant and our mini excavator and backhoe range, which is now being sourced from Komatsu Italy.

This allows us to buy in the somewhat friendlier Euro currency. While it does not remove the exchange rate problem, it does assist us in moderating the impact to our customers.

I am pleased to say that despite these distractions, NS Komatsu has continued to build the resources and services that we offer to our industry.

I'd like to discuss some of these now.

Condition Monitoring laboratories: During September and October we commissioned our new Condition Monitoring laboratories in Brisbane and Perth.

These laboratories introduce the latest oil analysis technology and condition monitoring software to the Australian market. As such, they will improve the speed and quality of our condition monitoring services.

Hensley acquisition: Two years ago, we decided that our range of ground engaging tools needed to be expanded.

After exploring our options, we entered into a national distribution agreement with Hensley Industries Australia Pty Ltd.

We have been very impressed with the Hensley product and the staff at both its Adelaide foundry and the parent company based in Dallas.

I am pleased to say that Komatsu Ltd has been similarly impressed and is now in the process of completing the purchase of Hensley Industries Inc.

This acquisition will further enhance our relationship with Hensley and facilitate the expansion of Komatsu's range of products in this area of our business.

MINExpo: During October, I attended the MINExpo exhibition in Las Vegas.

Komatsu Mining Systems (KMS) continued its record of providing an excellent display of equipment and information. KMS also made a number of key announcements during the show. This included the establishment of a new proving ground and R&D centre in North America and the signing of the Komatsu/Cummins Alliance for the supply and servicing of engines to the large size mining product.

Komatsu/Cummins agreement: Effective from the signing of the agreement, new Komatsu mining equipment will be offered with Cummins or Komatsu engines only.

This alliance will also be mirrored in a similar agreement between NS Komatsu and Cummins South Pacific to ensure the joint resources of our two companies can be focussed on the same seamless approach to our mining customers that is achieved with our construction equipment.

However, the alliance agreement is only one phase of the Komatsu Ltd/Cummins relationship.

Both companies have maintained a technical liaison for many years and currently have three joint venture companies designing and building diesel engines in various parts of the world.

The latest of these is Industrial Power Products (IPA).

At the same mining show IPA announced its first product in the form of a V18 78 litre engine developing 2610 kW (or, for many of us, 3500 hp).

This engine will be the largest available for mobile plant application in the industry and will be badged as either the Komatsu 18V170 or Cummins QSK78, depending on its application.

It offers very exciting potential for the future and was displayed in the forthcoming 930E-2SE mining dump trucks.

At a demonstration at the new proving ground, the SE showed an impressive speed advantage over the standard 930E – already a very fast and productive truck.

In summary, our current exchange rates are certainly creating a difficult period for our industry to work through.

In particular, it is having a severe impact on the construction and utility segments that have little or no export business from which to gain an offset.

Beyond these problems, I am pleased to say the future continues to look extremely promising with continued product development and improved service levels to further enhance the solutions we offer to our industry.

Ian Olivieri,
Managing Director.

Editorial Committee
Annemaree Gear
Barry Potter

Graphic Design
David Bullock

Printed by
Colanco Printing
SMITHFIELD NSW

The Management and staff of NS Komatsu Pty. Limited would like to wish everyone a merry Christmas and a prosperous New Year.



Komatsu Mining set to become a true global entity

Komatsu Mining Systems' new chairman and chief executive, Dave Grzelak, has a strong vision of where he'd like to see Komatsu's mining business go over the next few years.

That vision is to see Komatsu Mining Systems (KMS) become recognised as a strong, stand-alone global supplier of equipment, solutions and support to the mining industry.

"The intent is that this will be a global world business headquartered outside of Tokyo," Grzelak told *Down to Earth*.

The global nature of KMS and its parent was something that Grzelak referred to frequently during this interview – that Komatsu can no longer be seen as just a Japanese company.

Grzelak is well credentialed to achieve that vision. He was previously chairman and chief executive of Komatsu America International Company – which looks after the manufacture and marketing of Komatsu construction equipment in North America.

He joined KAIC in January 1991 as vice president sales, and over the next nine years worked his way up to the top position – overseeing in the process a substantial increase in equipment sales and market share for Komatsu construction equipment in North America.

And prior to joining Komatsu, Grzelak spent 20 years with GE, with his last assignment being manager, off-highway vehicles, where he was responsible for electric drive system sales, service and parts for large mining trucks up to 240 US tons.

Grzelak points out that in today's global mining equipment marketplace there are only two suppliers who can provide complete lines of equipment and all the types of support required.

It produces the world's largest dozer in the D575A, the world's largest wheel loader (WA1200), largest production excavator (PC8000) and is up there with the large dump truck manufacturers with its 320 US ton 930E.

Komatsu's other major equipment innovation being closely watched by the mining industry is its autonomous truck concept – a joint effort between Komatsu Ltd and Komatsu subsidiary Modular Mining.

Alcoa in WA remains the only mine in the world operating the concept – although there is also a 930E at its Peoria proving grounds equipped for autonomous operation.

However, Grzelak said it could be several more years before the concept is ready for general release.

"Today we have an opportunity of participating even more in the mining industry than we have in the past, considering the strength of Komatsu and our reputation for innovation, quality and R&D," he said.



How global sourcing helps offset \$A decline

Purchasers of Komatsu equipment these days may be surprised to see that the country of origin tag frequently doesn't list Japan or the USA.

With Komatsu Ltd today being a truly global company – with two-thirds of its equipment built outside of Japan – Komatsu equipment can have a wide variety of sources.

In addition to Japan and the USA, they can include Thailand, Indonesia, Germany, the UK and Italy.

The advantages are considerable, both for Komatsu and its customers. While equipment sourced from any Komatsu factory anywhere in the world is built to the highest standards, alternative sourcing helps offset the effects of the declining dollar – currently trading at close to the \$US0.55c mark.

And against the Japanese yen, it's declined more than 30% in the past five years.

That prices of Japanese-sourced equipment haven't gone up by 30% is due to manufacturers and dealers cutting their margins, and the increasing ability to source from other countries.

"Global sourcing is helping manufacturers keep prices of earthmoving equipment down to reasonable levels," said Jim Playsted, general manager, sales and marketing with national equipment distributor NS Komatsu.

"Without the ability to find alternative sources of supply, buyers would be finding themselves paying much more for equipment."

"For example, some 20 tonne excavators are built in Thailand, while 30 tonne excavators also come from Indonesia. We source mini excavators and backhoes from Italy, wheel loaders from Germany, mid-sized excavators from the UK and graders from the US."

According to Playsted, the next big source of high-quality "name-brand" earthmoving equipment is likely to be China.

"Most of the major manufacturers have manufacturing operations in China, but most of the output is of lower specced machines destined for third world countries. However, the Chinese are making big advances in improving the quality of their equipment."

"Ingersoll-Rand, which set up a factory in Wuxi, China to build rollers and components for Asia-Pacific markets, is now exporting components back to the US, such is the quality of product coming out of the factory."

"China's ability to now build quality equipment, combined with the economies of scale this market offers means it is very quickly becoming a major equipment manufacturer."

"Many manufacturers, including Komatsu, will be looking very closely at China as a source of global equipment in the next few years. Meanwhile, Europe is providing us with some good alternatives at present," he said.

A Strong Alliance

Australian mining to benefit from Komatsu/Cummins alliance

The recently announced alliance between Komatsu and Cummins will bring significant benefits to both companies' customers in the Australian mining industry.

This has been emphasised in a joint statement by Mike Green, managing director of Cummins South Pacific, and Ian Olivieri, managing director of Komatsu's Australian distributor, NS Komatsu.

Komatsu Mining Systems (KMS) announced the signing of an exclusive agreement with Cummins, the world's largest producer of diesel engines over 150 kW (200 hp), at the recent MINExpo in Las Vegas.

This development will be mirrored in Australia, where NS Komatsu Pty Ltd and Cummins South Pacific are in the final stages of negotiating a similar agreement.



"The bottom line is that the Komatsu/Cummins agreement will not only make it easier for customers to get the support they need, it will also help them reduce downtime and improve the reliability, efficiency and productivity of their Komatsu mining equipment," Green said.

"The alliance is in pursuit of Komatsu's 'One Face to the Customer' strategy for our large-sized mining equipment," said Ian Olivieri.

NS Komatsu Masterclass: Providing the best in product knowledge.

NS Komatsu has instituted the Masterclass training program, designed to ensure all sales staff are fully trained and equipped to present Komatsu products to their best advantage.

Areas covered in the Masterclass sessions include:

- Improving application knowledge, allowing correct machine and attachment selection, and maximum customer benefit.
- Full knowledge of product specifications, feature and benefits, and wherever possible identifying dollar value benefits to customers.
- Competitive comparison information allowing sales staff to highlight product features.
- Providing up-to-date sales presentation material and technical information, allowing for professional point of sale product promotion and the ability to answer most questions from materials at hand.
- Copies of any promotional materials for the products being considered, such as editorial, application reports etc.

NS Komatsu's first Masterclass, for Dash 2 motor graders, was conducted by Bob Warmsley in mid July, while a Masterclass for Komatsu's new mid-range wheel loaders

was held in late October by Colin Chamberlain and Chris Guntner.

Bob Warmsley will take a training class for mid-sized dozers early in 2001.

Under the Masterclass concept, NS Komatsu has also taken a new approach to getting information out to its regional sales staff.

The appropriate product manager, in conjunction with a product "Champion" (someone selected from the regions who is considered the best qualified to help prepare and present the information) put together a Masterclass information package.

After this, one or more sales people from each region are selected to be the product tutor for that region. These people then attend the Masterclass training given by the product manager and product champion.

The qualified "product tutors" are then required to give this presentation to their regional colleagues within 30 days.

"Our objective is to have the best trained and equipped sales force in Australia," said Tom Hovatta, NS Komatsu's Manager, Product Development and Masterclass Training.



**want to know more?
Have a look at our web site...**

www.nskomatsu.com.au

Komatsu WA270-3 "ideal for local government"

NS Komatsu has released a new mid-sized wheel loader, incorporating a host of standard features and specifications usually found in larger class machines.

The Komatsu WA270-3 slots in at the upper end of ERG Class 7 wheel loaders and is a complementary machine to the slightly smaller WA250-3.

Powered by a Komatsu SD6 102E1 diesel rated at 103 kW, it competes in the most popular segment of the wheel loader market.

It is particularly suited to the needs of local government, contractors and concrete batch plants, needing a versatile, all-round machine, with the ability to meet production demands, according to Colin Chamberlain, NS Komatsu's senior product manager, wheel loaders.

"It's an ideal specification for local government," he said. "The machine has been designed for versatility of operation."

"It takes a wide range of bucket sizes and features Automatic Load Stabilisation, providing a comfortable ride for the operator when roading or on rough ground."

"Other important standard features include automatic transmission and self-locking diffs providing maximum traction in difficult conditions," said Chamberlain.

"On top of all this, all components have been designed to provide the maximum durability; many of them are of a heavy duty specification usually found in larger-sized loaders."

"The end result is a reliable and durable loader, offering a high degree of versatility, stability and ease of operation," he said.

Bucket sizes on the new WA270-3 range from 2.1 m³ to 3.4 m³, giving it the ability to handle many different types of materials and applications.

Control of the machine is enhanced in roading and load-and-carry operations through Komatsu's Automatic Load Stabiliser (ALS) system, which automatically cuts in at speeds over 5 km/h.

The WA270-3's two-stage hydraulic system features an Automatic Power-Speed (APS) system which automatically adjusts to individual operating conditions to provide the optimum combination of power or speed. In short loading cycles in restricted spaces, the system increases oil flow for fast bucket lift and tipping.

However, during heavy breakout and lifting work, the APS system reduces flow and boosts pressure, delivering maximum power to the bucket and the transmission system.

The transmission consists of a fully automatic powershift with kickdown, controlled through a "Multi-function" lever that allows the operator's left hand to stay on the steering wheel at all times.

This servo-operated multi-function lever



allows simultaneous control of the bucket (or other attachments), as well as forward/reverse travel, and transmission kickdown.

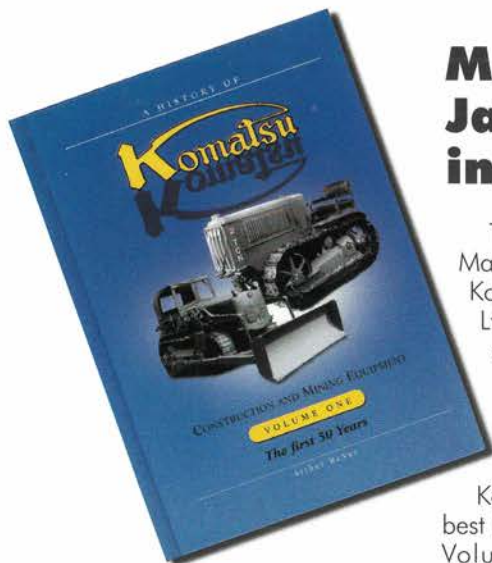
Optimum performance in difficult conditions is achieved through the use of the standard, multi-disc self-locking differentials with 45% locking value in both axles. These give full traction in the slickest underfoot conditions.

The heavy duty full floating axles are of a size normally seen on larger machines, and allow the use of heavy duty outboard planetary oil-bath, multi-disc brakes.

With the WA270-3, Komatsu is offering radial tyres as standard, using 20.5 R25 VMT L3 tyres for improved ride, stability and traction.

Brief specs of the WA270-3 are: Operating weight, 12.4 tonnes; powered by Komatsu S6D102 E1 diesel rated at 103 kW; bucket capacity range 2.1-3.4m³; maximum speeds F/R, 41.8/27.2 km/h.





May 2001: Komatsu Ltd, Japan celebrates 80 years in business

The company began on May 13, 1921, when Komatsu Manufacturing Co Ltd was formed, with its main business being the mining equipment repair business, and a steel casting division.

The story of Komatsu's first 50 years can best be appreciated by reading Volume 1 of A History of Komatsu, reviewed elsewhere on this page, and available through our website at www.nskomatsu.com.au, or through NS Komatsu branches.

Komatsu's 80th anniversary celebrations will focus on the company's history, but also on its developments over the past 30 years.

Over this period, the company has grown substantially, to the point where today it is a truly global

organisation, with manufacturing facilities throughout the world.

The past three decades have also seen Komatsu move to become a full-line manufacturer of construction and mining equipment – able to act as a single supplier for virtually any mine or construction application.

On top of these developments, Komatsu has honed its reputation as a supplier of the most advanced and reliable equipment on the market.

For example, its excavator technology has resulted in Komatsu's recognised position as the leading excavator manufacturer.

However, this reputation is not limited to the excavator market, with Komatsu equipment being

acknowledged as product leaders in the large mining equipment market (excavators, dump trucks, dozers and wheel loaders).

In the backhoe/loader market, Komatsu has pioneered sophisticated excavator-type hydraulic controls, while in wheel loaders it is about to introduce a range of the most fuel-efficient machines on the market, featuring innovative excavator-type mode control systems.

In Australia, NS Komatsu sees this as an important milestone in business and is using the run-up to the anniversary to launch the **NS Komatsu Hall of Fame** – a search for Australia's oldest and hardest working Komatsu equipment.

"Komatsu Limited worldwide is gearing up for massive celebrations in May next year, when it has its 80th anniversary."

NS Komatsu Hall of Fame!

As part of the lead up to NS Komatsu's 10th birthday Celebrations in October 2001, we're on a search for Australia's oldest and hardest working Komatsu machines, to join the **NS Komatsu Hall of Fame**.

Our aim is to showcase the quality, durability and reliability built in to each piece of Komatsu equipment.

If you've got a machine that's approaching 20 years old or more, or has notched up over 15,000 hours of service, and you're still working it as hard as the day you got it, we want to know about it.

Machines such as the 1975 Komatsu D85A-8 dozer pictured above, belonging to Armidale, NSW, contractor Peter Ducat, of PJ & CM Ducat Pty Ltd.

This 25-year-old machine, which has 17,700 hours on the clock, continues to do sterling service in such demanding tasks as hard-rock ripping in the company's gravel pit, farm dam construction and maintenance, and general earthmoving work.

"Despite its age, it's a great machine to operate," says Ducat's full-time operator on the machine, Dave Rocks.

"That Komatsu dozer is so reliable and does such a great job, that despite its age, it would be nearly irreplaceable."

So if you own or operate a Komatsu machine that's still putting in this sort of performance after many years, contact us at the numbers below with details of your machine, its age and number of hours, and the work it does.

If we judge your machine to be a worthy entrant to the



The D85A-8 of PJ & CM Ducat Pty Ltd. 17,700 hours and still going strong.

NS Komatsu Hall of Fame, we'll tell your story to the world, publishing it on the NS Komatsu website at www.nskomatsu.com.au and award the winner with their prize at NS Komatsu's 10th birthday celebration function to be held in October 2001.

In addition, you'll get a free hat and jacket, identifying you as the owner or operator of an NS Komatsu Hall of Fame machine.

Komatsu Hall of Fame Hotline: ph (02) 9795 8252, fax (02) 9795 8244, e-mail agear@nsk.com.au

Announcing **DASH 6** Thoroughbred release

NS Komatsu has announced a significant enhancement of its Dash-6 excavator line-up with the release of a range of Dash-6 Thoroughbred Limited Edition models.

Available for the PC120-6 through to the PC450-6, the Thoroughbred Limited Edition versions feature a number of enhancements aimed at productivity and reliability

These include:

- 6 kW air conditioning as standard, providing 50% additional power to handle the hottest Australian conditions – and making operators more productive.
- Leather operator's seat, bringing car style comfort and luxury to excavator operators
- mobile phone communication link as standard, with two years' pre-paid rental for a direct link with Komatsu service
- redeemable vouchers offering a range of product support benefits and services
- Limited Edition badging and styling.

According to Tom Hovatta, NS Komatsu's senior product manager, excavators, the Thoroughbred Limited Edition further enhances the comfort, productivity and reliability of what has become Australia's best-selling excavator range.

"Our Dash-6 line is the most popular excavator in Australia," he said. "Since its release, we've sold more than any other make – we will be soon celebrating the sale of the 1500th Dash-6 machine.

"With the additional comfort features we've built into the Limited Edition machines, operators – whether owner/operators or employees – will find themselves more productive throughout a shift, because they'll



Leather seat and mobile phone are standard for the Dash 6 Thoroughbred range.

be more relaxed and less fatigued.

"On top of that, our redeemable voucher system and extended service intervals provide the additional security of increased uptime and significant owner benefits," said Hovatta.

"And the mobile phone kit, which we think will particularly appeal to owner-operators, lets the excavator become a mobile 'office' – in touch with home base and service support facilities, at Komatsu's expense."

In developing the "Thoroughbred" concept, Hovatta said NS Komatsu was building on the reputation and performance of the Dash-6 line.

"The Komatsu Dash-6 range has developed a reputation as the most reliable and productive excavator on the market," he said. "The Thoroughbred concept is a celebration of the outstanding success of the range through a number of owner benefits and special features.

"Dash 6 owners have consistently achieved well in excess of 90% availability up to and beyond 8000 hours.

"Resale values are also the best on the market. Whether selling by auction, trade-in or private sale, Dash-6 excavators attract higher resale prices," said Hovatta.

"And although the first Dash-6 excavators were released in 1993, development of the line and major improvements have continued with numerous engineering improvements made since then.

"There have been major enhancements to the hydraulic system, we've released new low-emission engines, we've made the machines easier to operate and maintain."

Hovatta said a key element in the success of the Dash-6 excavator was its innovative HydrauMind hydraulic system – the world's first successful high-flow, high-pressure closed-centre hydraulic system.

"The HydrauMind system is the heart of what has become a champion excavator line – and has helped deliver thoroughbred performance and productivity since the release of the Dash-6 range.

"HydrauMind delivers more control and hydraulic efficiency than any other system – resulting in better productivity and reduced fuel costs. Because it's a closed-centre system, it's actually the most efficient and least complex hydraulic system available on any excavator."

"Now with the release of the Thoroughbred Limited Edition concept, we're building on that bloodline and offering the ultimate Dash-6 excavator," he said.

New mid-size excavator launched by NS Komatsu

"In terms of horsepower, weight and breakout, it beats every other machine in its class,"

NS Komatsu has released a new mid-range excavator in Australia – the 16.3 tonne PC160-6.

Representing a new size excavator in Komatsu's Dash-6 line-up, the PC160-6 slots in between the 12 tonne PC120-6 and the 19.5 tonne PC200-6.

It is sourced from Komatsu's UK manufacturing facility, and was designed to meet the challenges of Europe's extremely competitive mid-range excavator market.

According to Tom Hovatta, NS Komatsu's senior product manager, excavators, the PC160-6 outspecs every other excavator in this size class.

"In terms of horsepower, weight and breakout, it beats every other machine in its class," he said.

As with other Dash-6 excavators, this latest machine features Komatsu's patented HydraMind hydraulic system, which provides the optimum combination of speed, power and control for the application.

Incorporated in the HydraMind system on the PC160-6 is Komatsu's new "Active mode", which is designed to make full use of the increased flow available from the latest hydraulic pumps and the maximum available engine power.

"Active mode is the ideal supplement to the existing five work modes, and is perfect for applications which require maximum productivity," said Hovatta.

"Experienced excavator operators will immediately feel the difference, and appreciate operating a machine which is not only fast, but also extremely controllable."

Operator-controllable modes and functions for the excavator include:

- **HO mode**, for hard digging and loading applications
- **GO mode**, for general operations, providing efficient fuel consumption
- **FO mode**, providing fine control with optimum bucket, arm and stick control for finishing operations
- **LO mode**, for lifting applications, providing increased relief pressure for precise, powerful lifting with slow controlled movement.
- **BO mode**, providing optimum pressure and flow for hydraulic hammer operation
- **Active mode**, for maximum power and speed when highest production is required
- **Power max**, which temporarily increases power to the maximum to break through in tough digging applications
- **Swift slow down**, which halves all equipment speeds to facilitate load shaping and other delicate operations.

Other features include three-speed automatic travel and auto-deceleration, which automatically reduces engine speed after a short period if the control levers are in neutral.

Power for the PC160-6 comes from a Komatsu SA4D102E turbo diesel rated at 80 kW, and which meets all current and forthcoming emission-control standards.

Digging depth with the standard 2.25 m arm is 5.65 m, while arm breakout is 8900 kgf and bucket breakout is 11,480 kgf. Power max increases breakout for the arm to 9700 kgf and 12,540 kgf for the bucket.

Serviceability on the new excavator has been substantially improved.

A new hybrid filter for the hydraulic system extends filter change intervals to 2000 hours, while the oil now only needs to be changed every 5000 hours.

To ensure these new intervals are properly followed, an oil-change indicator has been incorporated into the in-cab monitoring panel.

This warns the operator when a pre-set number of operating hours has passed, and can be programmed to display the phone number of the nearest NS Komatsu service centre.

All service locations are readily accessible through wide opening doors and hoods, centralised greasing points simplify lubing, while refuelling is speeded up using the standard refuel pump.

Operator comforts are also catered for, with a large cab providing additional leg and head room, fully adjustable air-suspension seat, ergonomic low-effort controls, and large panoramic windows for all-round visibility.



"Globally, utility production has doubled this year, while in Australia sales of NS Komatsu utility equipment are up 46% for the first half of 2000 compared with last year,"

NS Komatsu opens a dedicated utility outlet

wheel loaders to 5 tonnes. In Australia, they also include Ingersoll-Rand rollers and compressors.

The new facility was opened by NS Komatsu's central region general manager, Ian MacCowan, supported by David Stuart, central region utility manager, and Bill Haskell, utility product support manager.

"With this new facility, we're providing separate access for utility customers, so they can feel they are not part of the 'big machine' culture that NS Komatsu is probably better known for," said Stuart.

"Customers will enter a dedicated Komatsu Utility outlet, where they will be looked after by sales, support and

at night/pick up next morning" service for owner-operators and utility customers looking for a convenient, no-hassle maintenance service.

"Owners will be able to drop their machine off for service or repair on their way home, then pick it up first thing in the morning ready for work, with no interruptions to the job – and no need to stay up half the night working on the machine," he said.

Again, access to the utility equipment workshop will be through a dedicated utility customer entrance.

The move comes at a time when Komatsu globally is increasing its commitment to its utility product lines, having seen significant growth in utility product sales over the past three years, according to Peter Gillie, manager – NS Komatsu utility group, marketing and support operations.

"Globally, utility production has doubled this year, while in Australia sales of NS Komatsu utility equipment are up 46% for the first half of 2000 compared with last year," he said.

And as of June 19, the former FKI (FAI Komatsu Industries) is now known as Komatsu Utility Europe, headquartered in Este, Italy.

Komatsu's involvement with FAI goes back to 1988, when the then FAI SpA started production of Komatsu mini excavators in Europe under licence. The strengthening alliance during the late 1980s and early 1990s led to Komatsu's buyout of FAI to form FKI.

Since then, Komatsu has positioned itself among the top global manufacturers in the utility equipment field.

Komatsu Utility Europe is the primary source of design, manufacture, sales and service of Komatsu's utility equipment throughout the world.



NS Komatsu has opened its first Australian dedicated light construction equipment outlet – at Fairfield, adjacent to its national headquarters and NSW facilities.

This new utility products outlet has its own office, its own sales, customer support and administrative staff, and its own workshop, parts counter and display area.

In addition, it features a demonstration area where prospective customers can try out and evaluate equipment.

NS Komatsu's Utility group has been specifically developed to cater for the needs of the owner-operator and small contractor end of the construction market – and is staffed by people who have worked in and understand this sector of the market.

Komatsu's utility products include backhoe/loaders, excavators to 10.6 tonnes and

administrative staff who know and understand their business.

"We also have dedicated Utility equipment field service technicians and dedicated Utility parts personnel.

"We know that ensuring machine uptime is absolutely critical for owner-operators and small contractors – having just one machine out of operation or not performing can easily break a small business.

"That's why we've employed people who know this sector backwards, and have a good understanding of its needs," he said.

NS Komatsu is also offering a new "drop off

Above: PC45R Mini Excavator.

Below: A new WB97R-2 Backhoe Loader on display at the opening of the new Utility outlet.



D475A-3

Super Dozer goes to Queensland

To date, the machine has exceeded all expectations and is working beyond factory published production figures, which is extremely positive for both the customer and NS Komatsu.

Central Queensland contractor Comiskey Earthmoving has taken delivery of Australia's first Komatsu D475A-3 Super Dozer.

Designed specifically for dozing applications, a Super Dozer features lock-up torque converter and powershift transmission for more efficient transfer of power to the tracks, a larger specially designed blade and the option of rear counter weight or single/multi shank ripper.

Since being delivered in August, 2000, the production figures being achieved by the D475A



Super Dozer have exceeded the expectations of both director Joe Comiskey and the management of customer Yarrabee Coal Company.

After cast blasting the Super Dozer has the job of pushing overburden to uncover the coal deposit. It can shift in excess of 45 m³ of material per cycle.

To date, the machine has exceeded all expectations and is working beyond factory published production figures, which is extremely positive for both the customer and NS Komatsu.

Joe Comiskey's decision to purchase the Super Dozer goes back to June 2000, when he made inquiries with Mike Forday from NS Komatsu's Gladstone Branch about the machine.

It was only recently in 1999, that Joe had purchased his first Komatsu dozer from Mike – a D375A-3.

The performance of this machine had been extremely pleasing to Joe and his company.

Operating in extremely harsh conditions, it had clocked up 4000 hours in the first 10 months with availability in the high 90s.

"Until this time, I had been a very staunch customer of another brand – and had been so for the past 30 years," said Joe.

"Due to the fact that I was looking to increase productivity and reduce operating costs, I developed an interest in the Komatsu Super Dozer.

"The D475A-3 Super Dozer presented the best criteria for the particular job application I was working on," he said.

"Features of the machine I particularly liked included the design and construction of the blade, low fuel consumption, lock up torque converter and the stability and balance of the machine."

Joe signed his order for the first Super Dozer to be sold in Australia with Mike Forday in July 2000.

Joe has recently returned from the USA, where he and Mike were able to visit and view another Super Dozer in operation, with in excess of 8000 hours.

He was able to confirm and compare the production figures he was achieving with those of this coal mine in the States.

The production figures Joe has been achieving in Queensland compared very well.

"I have nothing but praise for both this machine and NS Komatsu personnel and product support," he said.



Left to Right: Joe Comiskey, Brett Comiskey and Mike Forday

WA1200

MEGA Loader Moves WA

Twelve months after its delivery to Griffin Coal in Western Australia, the world's first WA1200-3 wheel loader is meeting performance and reliability targets – and proving popular with operators.

The WA1200-3 – the world's largest production wheel loader – was launched at last year's Aimex mining show in Sydney, Australia.

It is powered by a Cummins QSK60 diesel rated at 1165 kW through a three-speed automatic powershift transmission, has an operating weight of 210 tonnes with standard boom configuration, and a bucket capacity range of 18-35 m³.

Delivered to Griffin Coal's mine at Collie, about 250 km south of Perth, in January this year, the WA1200-3 is used to load coal and as a backup loading tool to three 340 tonne Demag H285 face shovels, loading Komatsu Haulpak 630E dump trucks.

According to mine manager Doug Atherton, the loader has put in an "exceptional performance" since being delivered.

"Certainly there've been a few teething problems, but these were sorted out very quickly by NS Komatsu," he said.

"It's easily been achieving, and exceeding, our required production targets – and certainly out performs the two older front end loaders we operate.

"The loader has also been very popular with our operators because it's a particularly stable and comfortable machine, especially with the big Bridgestone 65/65 tyres we have on it."

Atherton said the mine's primary loading tools are the three Demags, "because we find them the most efficient and productive for our operation.

"However, we use the WA1200, plus two other older loaders, at times when one of the Demags is being serviced, or when we need to shift production to another part of the mine," he said.

"Another factor in using wheel loaders as backup machines is that within the mine we run two separate operations, Muja and Ewington, that are 13 km apart.

"We can move the WA1200 between the two operations, under its own power, within 30 minutes."

Fitted with a 20 m³ bucket, the WA1200 can fully load the 110 m³ capacity 630E dump trucks in five passes.

The material being excavated is primarily overburden, consisting of well-compacted sand with sections of laterite. Prior to excavation, it is wide-pattern blasted to loosen it up.

Griffin's mines have operated for about 25 years, primarily supplying coking coal to Western Power, the WA government's power utility company. It also has private sector customers including Worsley Alumina, Cockburn Cement, Tiwest, Iluka and Midland Brick.

Output is about 2.8 million tonnes a year.

Brian Firth, NS Komatsu's major accounts manager for south-western WA, said the stability of the loader has been a major factor in its acceptance by Griffin Coal's operators.

"Currently, this is the only machine in the world capable of taking Bridgestone's new 65/65-67-62PR ultra-wide tyres, featuring additional rubber and increased air volume.

"These tyres help give operators a good, sure-footed feel, and a very stable operating platform."

Firth said that since delivery of the WA1200, NS Komatsu had maintained a very close relationship with Griffin Coal.

"We've basically had an 'open-book' relationship with Griffin, keeping them fully involved in any modifications needed and operating requirements.

"That's paid off in terms of the machine exceeding their production requirements and performing very well for them.



"As a result of Griffin Coal's experience with the WA1200, I think there's now good potential for us to get further sales for this loader – not only in the coal mining sector, but also in iron ore and other markets.

"In addition, the fact that since we've sold this first unit to Griffin Coal, Komatsu has sold at least two other units in North America will help accelerate its acceptance in the mining industry," said Firth.

LATE BREAKING NEWS

Since this article was written, NS Komatsu has achieved a major breakthrough in the Hunter Valley mining market with the recent sale of a WA1200-3 wheel loader and PC4000 excavator to the Bulga Coal mine.

The WA1200-3, fitted with a 25.5 m³ coal bucket, will primarily be used for loading coal into 190 US ton dump trucks.

The PC4000, fitted with a 23 m³ backhoe bucket will be used for stripping overburden and loading it into 240 US tons dump trucks, and some coal loading into the 190 US ton trucks.

The sale of the WA1200-3 to Bulga Coal – part of the Glencorp Group – marks the first sale of what is the world's largest mechanical drive wheel loader to the Hunter Valley.

CASE STUDY

Komatsu reliability and performance key to plant hire success

Komatsu excavators have been the backbone of Sydney plant hire company W&D Elliott Earthmoving's fleet for the past six years for one simple reason – principals Bill and Dianne Elliott believe they are the best machines on the market.

"Komatsu excavators are regarded as the best available by the industry, and our experience, and that of our operators, backs that up," said Bill.

"They are top performers, are low on fuel consumption and have excellent reliability – in fact, they rarely break down" – an important consideration for Bill, who is responsible for maintenance on the company's fleet.

"When you're in the hourly hire business, it's essential you have reliable machines. Reliability is the key aspect you're looking for; if a machine goes down, you're losing money," he said.

W&D Elliott Earthmoving runs nothing but excavators; its fleet of five machines consists of three Komatsu PC120-6s and two PC200-6s.

All are fitted with a selection of buckets plus hydraulic hammers.

The company started operations in 1984 – with both Bill and Dianne having had years of experience in the earthmoving and heavy equipment industries.

Being in the plant hire business, and operating throughout metropolitan Sydney, W&D Elliott is called on to carry out a wide range of excavating tasks, including bulk excavation, detail work, rock breaking, demolition, house and building site preparation, and council works.

Clients include Australia's major contractors, Sydney-based mid-sized and smaller contractors, local councils and individuals.

The Elliots have built up their business through a focus on customer service – for example, always ensuring someone is available to answer the phone. "It's amazing how many calls we get on a Saturday night," said Dianne.

Dianne looks after the administration and marketing aspects of the business, while Bill is responsible for quotes and estimates, machine maintenance and, from time to time, machine operating.

For their first 12 years, they specialised in another brand of excavator – but after some costly hydraulic problems and product support issues, opted to switch to Komatsu.

"The main reason we went to Komatsu was the product support provided by NS Komatsu," said Bill.

"Other brands have left us high and dry without parts backup, which has cost us a lot of money over the years.

"NS Komatsu is big enough that it operates Australia-wide,

so the parts people have been able to pull parts out of other branches if there's been a need," he said.

"The other reason we've stayed with NS Komatsu is the rapport we've got with our rep, Peter Calder. If there's a problem, he does his best to sort it out for us," Dianne said.

"I've known Peter for more than 30 years, from when we first bought a machine off him, so it's a long-term relationship.

"We also believe Komatsu excavators are the most advanced on the market – they're still ahead of the others.

"Another good thing about them is the diagnosis is very straight forward. There's no need to bring out a black box; the machine's diagnostic system gives the technician all he needs to be able to tell what's wrong."

Since moving to Komatsu excavators, the Elliots have generally adopted a policy of turning over their machines once they get to about 6000 hours.

"We work our machines at the full 100%," said Dianne. "A lot of contractors wouldn't get half the work from their machines that we do.

"For that reason, we like to turn them over at the 6000 hour mark, when there's still some life in them, they're pretty much depreciated and we get a reasonable resale price."

An exception to this was one of the company's PC200-6s which it bought in mid-1994, and only traded on a new PC200-6 in May this year.

"When we sold that machine, it was up to 11,000 hours, and there was nothing wrong with it – even though it had spent at least half its life on hammer work," said Bill. "All we'd ever had to do was to put in new track chains and sprockets.

"We just held on to it; it wasn't giving any trouble, it owed us nothing, and it just kept on going. That's an indication of the reliability built into their machines."

You can visit the W&D Elliott Earthmoving website at www.earth-moving.com.au, e-mail elliotts@earth-moving.com.au.



Above: W&D Elliott Earthmoving's Komatsu PC200-6 excavator – traded on a six-year-old machine that had notched up around 11,000 hours with no major problems.



Komatsu fleet helps keep planes flying to an Australian icon

In deciding on a supplier for the machines to service the airport Ayers Rock Airport spent 12 months researching equipment and suppliers.

"In the end, we found NS Komatsu more proactive and willing to spend the time and effort to win our business."

A small fleet of equipment supplied by NS Komatsu helps to keep Ayers Rock Airport maintained and operational.

In July this year, NS Komatsu supplied a Komatsu GD530A-2 grader, Komatsu WB97R backhoe and an Ingersoll-Rand CR36 roller to Ayers Rock Airport, which is managed by Voyages Hotels & Hotels Pty Ltd.

According to Barry Innes, assistant airport manager, the three machines are used for maintaining and upgrading the airport flight strip, which consists of sand and fine crushed rock extending for 45m either side of its 2.6 km by 30 m wide sealed runway. They are also used to maintain taxiway shoulders and aprons to a compliant level.

"Whenever the airport experiences extreme conditions ie rain and/or windstorms, the surface erosions and sand movement requires us to rework these areas to bring them up to the required standard," he said.

The WB97R backhoe is also used for general construction and maintenance works around the airport, including plumbing and drainage works, stockpile material handling and excavation works.

In addition, the machines are used to carry out construction and maintenance duties around the resort, for example at the time of writing both the backhoe and the grader were engaged in fire-trail maintenance and upgrading.

Since taking delivery of the three machines from NS Komatsu, Innes said their performance and support from the company has been "fantastic".

"We've been very pleased with all aspects of their performance, everything's been great," he said.

"Ian Hewitt (NS Komatsu's Northern Territory branch manager) has gone to a lot of trouble to support us."

In deciding on a supplier for the machines to service the airport Ayers Rock Airport spent 12 months researching equipment and suppliers.

"In the end, we found NS Komatsu more proactive and willing to spend the time and effort to win our business."

"The service levels, warranty and customer support they offered were potentially better than others in the market – and it was all at an acceptable price," he said.

NS Komatsu launches on-line Bookclub

Construction and mining equipment distributor NS Komatsu has launched an on-line Bookclub – a source of a wide range of books, videos and other resources specific to the construction, mining, forestry and utility sectors.

The NS Komatsu Bookclub, which is part of the company's merchandising section on its website at www.nskomatsu.com.au, offers a wide range of books dealing specifically with these industry sectors.

Visitors will find books that make great gifts, along with others that will quickly become essential guides in helping deal with day-to-day projects and special engineering and construction challenges.

With more than 40 books and other resources available, subjects covered include:

- "how to" guides for operating excavators and backhoe/loaders
- earthmoving equipment history books
- contract management guides
- specialist engineering texts
- handbooks on a wide range of environmental issues
- a selection of handy "utility" products to make your day-to-day work easier
- a military aviation series.

Over the next few months, many more additional titles will be added.

NS Komatsu's merchandising section also offers a range of Komatsu hats, jackets, books, kids gear and other apparel.

All products within the Bookclub and merchandising section can be ordered on-line, through a secure ordering system, or users can print out an order form and mail or fax it with payment.

All products include a money-back guarantee.

What makes our web site

#1.

Take a look for yourself...

www.nskomatsu.com.au

Australian Mining Site of the month for November

New HR manager for NS Komatsu

NS Komatsu has appointed Carol Johnson as general manager, human resources.

Her responsibilities involve introducing strategic systems, programs and processes that are cost-effective and support the business goals and organisation values.

These include organisational development, occupational health and safety, employee relations, training and development, remuneration and benefits, recruitment, and performance management.

Carol has had wide experience in heavy equipment-related industries, having spent the majority of the past 18 years in the mining industry, working for companies such as Pasminco, WMC



Resources, Plutonic Resources and Homestake Gold of Australia.

Most of her working life has been spent on mine sites across Australia, including the Great Sandy Desert, the goldfields of Western Australia, Queensland's Bowen Basin, the Hunter Valley and Cobar, NSW.

Prior to joining NS Komatsu, she was employed by Thiess Pty Ltd to develop training packages

that provided each member of its workforce with an understanding of all aspects of the company's black coal mining operations.

NS Komatsu appoints new mining products manager

NS Komatsu has appointed John de Jager as product manager mining trucks and KMS shovels, replacing Les Ellen who has retired.

John, formerly employed by Komatsu Mining System Inc in the position of sales manager for the Oceania Region and based in Perth, has had years of experience in the mining industry.

He started his career with the then company Wabco Distribution in Perth in 1970 as a heavy duty mechanic, eventually working his way up into supervision and management in the maintenance organisation.

In 1974, he accepted a position with the corporate head office located in the USA and transferred to Westinghouse Air Brake Company (Wabco) and became part of its International service support operations.

John became a key troubleshooter for off highway truck technical and application problems, working in 22 different countries on various assignments.

He became part of the company's field-engineering group and was instrumental in the field development of number of truck design features relating to chassis design, dry disc brake operation and design of dump body hoist cylinders which are standard today.

He returned to Australia in 1984 as sales and marketing manager for Wabco Australia, which was going through some troubled times.

When Wabco was bought out by Dresser Industries in 1985, John was appointed Western Australian manager operations, in charge of distributor administration and Marion shovel sales and support.

In 1993, Komatsu purchased the remaining 50% of Dresser Construction and Mining equipment group and John moved to Komatsu Mining Systems Inc in the position as manager international sales Oceania, a position he held until this latest appointment.

NS Komatsu's Ian Olivieri carries the Flame

The whole Olympic Flame process was very well organised, by a very enthusiastic bunch from the Torch Relay team – in many ways typical of the fantastic organisation and spirit of the Sydney Olympics.

Our group included Brad Fittler, Daley Thompson, Karen Moras-Stephenson and a number of former Olympians, as well as runners sponsored by the community and by corporate sponsors of the games, such as IBM, General Motors and Ansett.

I was sponsored by Ansett.

It was a great experience which truly captured community spirit more than anything else I have seen or been involved in before.

As we approached the runner drop off points in our mini bus, the crowds and the enthusiastic spirit with which they greeted each runner was quite incredible.

People were sitting on roof tops, in trees and spilling out onto the road.

Daley Thompson had also run with the torch in Atlanta and could not believe the level of interest and excitement that surrounded our bus as we moved along the route.

When we where dropped at our respective starting points the crowd closed in and all wanted to be photographed with the torch, or simply to touch it.

This was, to say the least, a strange feeling to people like myself – and at times a little unnerving for 14-year-old Jessica McGlashan who was the support runner for my leg of the run.

It was, however, all very good natured and full of the good will that was to be replicated throughout the actual running of the games.

The runner who passed the flame to me was Bill Henderson, Australia's Olympic soccer team goalkeeper at the 1956 Melbourne Games.

The look of pride and accomplishment on Bill's face as he ran towards me is a memory I will hold for many years and epitomised the excitement that the Sydney games have engendered.

I enjoyed the run very much; it was a unique experience which tapped into a reservoir of community involvement and good will that is otherwise lost in our rush to cope with the speed and pressures of our daily lives.

At the end of my leg I passed the flame to Helen Yuen who heads the Parramatta Mission.

Helen disappeared down the road with a huge smile on her face.

The involvement of a complete cross-section of the community was, I believe, one the keys to the success of the torch relay and one that lead such a wide section of Australia to embracing the Games with enthusiasm and goodwill.

Local businesses sponsor CareFlight Venture

Two local businesses, heavy equipment distributor NS Komatsu of Fairfield, and recycling company Eco Cycle Materials of Wetherill Park, have renewed their sponsorship of CareFlight Venture.

CareFlight Venture is a fundraising activity of NRMA CareFlight, NSW's statewide rescue helicopter and medical retrieval service.

It runs a number of car rallies around NSW each year to raise money for the service, and NS Komatsu and Eco Cycle Materials are its major sponsors.

One major, week-long rally is held each year; the next one of these will be in May 2001, starting at Orange – the state's newest CareFlight base (and also where NS Komatsu has a local branch) – and finishing at Port Macquarie.

Currently about 20 cars have entered to take part in

this rally, with 40 cars the maximum for the event. The aim is to keep the rally as friendly and as fun as possible for participants.

It starts on May 6 and finishes on May 12, and will take in Dunedoo, Gunnedah, Inverell, Armidale and Dorrigo before finishing in Port Macquarie.

Entries are open to anyone, and will close on March 20, 2001.

The renewed sponsorship of NS Komatsu and Eco Cycle Materials was announced at the unveiling of a new inflatable CareFlight Bear, which will be used to assist in fundraising efforts.

■ Attending the announcement were, from left: ■ Peter Carr, rally participant; Ian MacCowan, general manager, NS Komatsu Central



Region; Eddie Cafford, NRMA patrol officer; Ian Badham, executive director, NRMA CareFlight; Tony Makar, NRMA patrol manager and, in the car, Steve O'Connell, director, Eco Cycle Materials.

Further information:

Careflight Venture rally entries:
Dave Read: ph (02) 4328 2533,
mobile 0417 607 390.

NS Komatsu: Ian MacCowan,
ph (02) 9795 8222.

Eco Cycle Materials:
Steve O'Connell,
ph (02) 9757 2999

NRMA CareFlight: Ian Badham,
ph 9891 6144.

NS Komatsu Supports Flying Doctor's Dubbo base

From the helm of a D475A-3 Dozer, it can feel like you are king of the world.

But a freak accident or sudden illness can quickly change all of this, especially if you are working in an isolated corner of the Outback.

Fortunately, for people who live, work or travel in remote and rural Australia, the Royal Flying Doctor Service is on call 24 hours a day.

The Flying Doctor can quickly be on the scene, bringing medical care to people hundreds of kilometres from the nearest hospital.

Now NS Komatsu has become project co-partner of the Royal Flying Doctor's base in Dubbo, central western NSW.

The Dubbo base, the service's newest, covers central and north western NSW.

With a strong focus on western NSW and its large customer base across the region relying on the Flying Doctors, it was an easy decision for NS Komatsu to become project co-partner of the new Dubbo Base.

To help fund the construction costs of a permanent Flying Doctor facility in Dubbo, an aero-medical appeal is currently underway – an appeal being strongly supported by NS Komatsu.

Since Dubbo Base began



operations in August 1999, more than 700 people from 34 locations across central and north western NSW have been flown to life saving medical care in regional and city hospitals.

From humble beginnings in 1928 when a Flying Doctor De Havilland Fox Moth of wood and cloth took off on the world's first aero-medical mission, the service now operates 41 aircraft from 19 bases across Australia.

This "mantle of safety" covers 80% of Australia and

includes some of the most inhospitable land on earth.

Thanks to the support of NS Komatsu and other sponsors and supporters, the Flying Doctor can continue this vital work in rural and remote Australia.



ONLY KOMATSU HAS HYDRAUMIND INTELLIGENCE

CHAMPIONS STAY COOL UNDER PRESSURE

43°C IN THE SHADE

The Komatsu works on

Komatsu Thoroughbred Special Edition owners have the advantage of a 6kW aircondition, **50% more effective** than the competition.

So the Thoroughbred stays cool and works on. That's extra productivity for owners and fresher operators at the end of the day. Which machine would you prefer to operate?

Komatsu Dash 6 Thoroughbred -
Get on a Champion and stay cool!



Thoroughbred special edition extras

- 6kw air conditioning standard*
- Leather seat
- Mobile phone communication link*
- Free oil sampling*
- Revised styling. Special edition badging & chrome exhaust

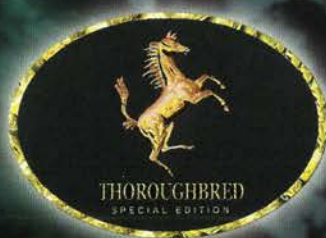
**Some conditions apply*

DASH-6

THOROUGHbred SERIES

THE HEART & SOUL OF A CHAMPION

Phar Lap, (1929 - 1932) regarded as the greatest racehorse ever, won 37/51 starts



NS KOMATSU

www.nskomatsu.com.au

0002TSEPASPMA