

# DOWN TO EARTH



## VANTAGE GRADERS

INSIDE THIS ISSUE:

- » New Komatsu Vantage Graders
- » Komatsu Technical Training Programs
- » Komatsu Premium Used Equipment

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Bill Pike, President Komatsu Australia

After enduring some of the most difficult economic circumstances in many decades it seems there is a light at the end of the tunnel for Australian businesses.

Despite declining demand during the GFC and extremely tight credit conditions we are seeing a growing optimism in the Mining and Construction sectors, and a corresponding growth in our forward orders.

Fortunately during this challenging period Komatsu Australia was able to assist many customers by providing finance through our own family company KACF. The availability of considerable capital has allowed many projects to proceed which may have otherwise foundered. We look forward to a continuation of this vital assistance for our valued customers.

In general terms the level of tendering & quotations has increased steadily and the outlook for the future is positive. Certainly in the mining sector business is clearly on the mend with strong orders in WA, QLD, NSW and also SA. The sales of our electric dump trucks have achieved new benchmark levels as customers move toward the

more technologically advanced product offered by Komatsu. We are hopeful of continued success in this segment.

Whilst not as strong, the construction & utility sector is showing positive indications, assisted by various government stimulus initiatives. Obviously we are expecting ongoing review of these projects as the government strives to keep the Australian economy on its upward trajectory. New product offerings in the Construction sector continue with the release of our 'Vantage Graders', I hope you have the time to view our web page to see why this product is so important to you.

Komatsu Australia has recently partnered with Pirtek Fluid Systems in a landmark agreement. This partnership will enable Komatsu Australian customers access to locally assembled Komatsu genuine hydraulic hoses through the Pirtek service centres or mobile service units.

For the balance of this calendar year Komatsu Australia will be concentrating on delivering expanded services to our customers through the utilisation of our unique Komtrax & VHMS systems. The operational benefits derived through integrating Komtrax & VHMS into customer operational & maintenance plans are significant. Our customer support team will be calling on you to explain how you can benefit from this technology, please take their calls and join the many happy Komtrax and VHMS users already using this data.

Finally, the past twelve months have been difficult for all of us and we appreciate the support shown by our valued customers. Thank you and I hope you continue to work with us during 2010.

Sincerely,

WS Pike, President

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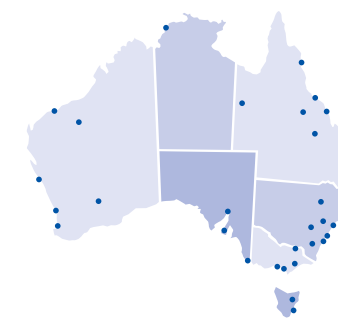


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# SWITCH TO KOMATSU LOADERS PAYS OFF FOR CSI IN SUPER PIT CRUSHING OPERATION

Since switching to three Komatsu WA600-6 loaders to feed a crushing plant at the Kalgoorlie Super Pit, WA-based Crushing Services International is improved service, lower operating costs, better fuel consumption, less downtime and reduced tyre turnover.



Crushing Services International (CSI) is a wholly owned subsidiary of Mineral Resources Limited, and provides a range of contract crushing and specialised mine services across all metalliferous mining sectors (gold, copper, iron ore, manganese).

Its core activities are providing crushing and screening services to the mining industry, and it has operations around Australia.

Since starting operations in 1995, CSI has established a reputation as a provider of unique, quality products and services tailored specifically to the needs of each client. As part of its approach, CSI determines the crushing requirements for its clients, designs a job-specific plant, manufactures the plant and provides on-site operation and maintenance.

For the past six years, it has had a contract with Kalgoorlie Consolidated Gold Mines (KCGM), to crush around 320,000-330,000 tonnes of blue rock a month. This crushed rock is used for feeding the mill circuit and all roadbase and stemming for the mine.

**Above/below** Komatsu WA600-6 for Crushing Services International at the Kalgoorlie Super Pit, WA.



In August 2009, CSI commissioned three WA600-6 loaders – replacing three loaders of another brand – to feed the crushing plant at a rate of 600 tonnes/hour, said Mark “Nugget” Grice, CSI’s Kalgoorlie site manager.

Depending on how far from the crusher the stockpiles are, one or two machines are used to feed the plant, with the other on stand-by to ensure no lost production.

“Generally we prefer to use just one machine to feed the plant, but that depends how far away the dirt is. Sometimes it’s up to 200 m away, which is a 400 m round trip, so we’ll use two machines in a load-and-carry operation,” said Nugget.

“The loaders carry 11.5 tonnes per bucketload, they work 22.5 hours a day, and we are constantly rotating them.

“Overall, our new WA600s are really going well, and they are much cheaper than the previous machines; running costs are lower, fuel costs are less, and tyre wear and tear is greatly reduced,” he said.

“In particular, we get much better tyre life because the bucket shape on the WA600s means they don’t spill material, which is a really big bonus for us. They have a completely different bucket design,” he said.

“Across all three loaders, which have done about 2000 hours each so far, we’ve done just two tyres.

“Now if that had been the previous machines, we’d have been through about six tyres, because of rocks spilling out of the buckets, then the loaders driving over them.

“We’re getting no spillage with the Komatsu buckets; they are very good like that. We can drive with a full load in fourth gear, go around corners, and nothing falls out.”

Nugget has also been very impressed with the levels of service from Komatsu Australia.

“If any of the Komatsu loaders breaks down – and we recognise that machines do break down – there’s someone out that day to fix it.

**“Overall, our new WA600s are really going well, and they are much cheaper than the previous machines; running costs are lower, fuel costs are less, and tyre wear and tear is greatly reduced,”**

*- Mark Grice, CSI*

“We had nothing but dramas with the previous make of loaders, especially getting a serviceman to come out and fix them,” he said.

“Since going to Komatsu Australia, the service has been much better. One of the new Komatsu loaders went down with some major component issues, and it was all fixed within 24 hours under warranty.

“If that had been the other supplier, it would have been down for a week,” he said.

“We’ve also seen Komatsu loaders still working at up to 30,000 hours, whereas other machines seem to be struggling to reach 10,000 hours in our sort of operations,” said Nugget.

“We’re very happy with the service we are getting from Komatsu; they make a point of telling me what’s going on. For example, they’ll call me up and tell me exactly what time the service people are coming out.” ■



# KOMATSU REPLACES KOMATSU AFTER TROUBLE-FREE LIFE IN TOUGH ORE TRANSFER APPLICATION

Two Komatsu WA500-3 wheel loaders which put in five and a half trouble-free years loading ore trains at Mt Gibson Iron's Mullewa Rail Siding have recently been replaced by two new WA500-6 loaders – and which are delivering even better performances in terms of fuel efficiency, production and operator comfort.

Mt Gibson's Talling Peak iron ore mine in the midwest region of Western Australia, is approximately 175 km east of the port city of Geraldton.

Ore is trucked 65 km from the mine to the Mullewa Rail Siding using triple and quad side tippers. Here it is dumped to stockpiles, then loaded into trains cycling between Mullewa and Geraldton.

The product handled at Mullewa consists of either a lump product 35-7 mm iron ore product, and fines, which are 7 mm and below, and which are slightly denser than the lump product.

Two Komatsu WA500 loaders are used to manage the stockpile and load the trains.

For the first five and a half years of the Mullewa Rail Siding's operations, the two WA500-3 loaders were used, and have recently been semi-retired after logging around 16,000 hours in a very demanding application, said Kim Stevens, Mt Gibson Iron's manager, transport operations.

The loaders, both the Dash 3s and now the new Dash 6s, work 24 hours a day, loading four trains a day, shipping out 11,500 tonnes of iron ore through the rail head each day.

"We've been mining here just six years, and when we retired the Dash 3s, we worked out they'd shifted 13.5 million tonnes of iron ore between them. They'd been here since Day 1, and were the only loaders we'd used," said Kim.

"In addition to loading the trains – which is only about two-thirds of their work – they are also used as stockpile dozers, pushing the material up and keeping the dump area clear.

"That is not easy work for wheel loaders; working them as dozers probably takes some life out of them, compared with if they'd just been used for loading," he said.

"Having said that, all we had to do to the Dash 3s was reskin the buckets twice. They still have their original motors, and transmissions. We had one rear diff failure – other than that, it was only wear and tear."

Apart from automatic fire suppression and autolube, there are no modifications to the loaders; they are standard off-the-shelf machines.

"The only other thing we've done was to add a wear plate along the leading edge of the bucket to extend their life in handling the ore product, which is very abrasive," said Kim.

"The oldest of these loaders had 16,700 hours and the other 15,800. They are about to be refurbished and then put into operation servicing our new mine, the Extension Hill rail siding at Perenjori.

"We were that pleased with the WA500-3 loaders that we bought two brand-new Dash 6s. They are reliable, easy to use and very operator friendly.

Kim said the new WA500-6 loaders were a significant improvement on the Dash 3s, in terms of comfort and performance.

"For example, the Dash 3s have a 4.3 cu m bucket, while the Dash 6s have a 4.6 cu m bucket, so they have higher production rate and larger engines.

"We've had one about 10 months, the other for seven to eight months and so far they have a perfect reliability record," he said.

Both the Dash 6s are fitted with the Komtrax remote monitoring system, which Kim said works very well.

"It's fantastic; it keeps track of everything, so the Komatsu service guys know exactly what they need to do when they come out.

"I mainly use it to monitor fuel consumption, and I've been very pleasantly surprised by how good it is on the Dash 6s – significantly better than on the Dash 3s, even though the new loaders have a bigger engine, and are a bigger machine, with more power and larger buckets.

"Considering all that, the fuel consumption is phenomenal," he said. "They are averaging 34-35 litres/hour, which is very surprising economy."

The Mullewa operation uses Komatsu Australia's branch in Geraldton for all service and backup.

"Because of our location, we don't have our own workshop facilities, which is why we get Komatsu to do everything," said Kim.

"They are fantastic; they come in here and do the full works.

"They do a good job; the loaders are never down for longer than they have to be," he said. ■

**"Komtrax... It's fantastic; it keeps track of everything, so the Komatsu service guys know exactly what they need to do when they come out"**

*- Kim Stevens, Mt Gibson Iron*





# LOW-HOUR KOMATSU DOZER GIVES MORE POWER AND EFFICIENCY TO INNOVATIVE WASTE FACILITY

Veolia Environmental Services has recently taken delivery of a Komatsu low-hour D375A-5 dozer supplied through Komatsu Australia's Used Equipment division, for handling waste at the company's Woodlawn Bioreactor.

Veolia Environmental Services (VES) provides innovative solutions to the waste industry, including waste management services for numerous councils and private waste disposal contractors throughout the Sydney region.

It owns and operates the Woodlawn Bioreactor, a large-scale putrescible waste management facility which receives waste which is transported via rail from Sydney. The project focuses on landfill gas recovery with the aim of generating green electricity. It is located at Tarago, 250 km southwest of Sydney.

The Komatsu D375A-5 dozer, purchased about eight months ago, is used to move

waste about on site, said Henry Gundry, VES's Environment and Operations Manager at Woodlawn.

The Komatsu dozer works alongside a landfill compactor, another dozer, articulated dump trucks, loaders, a grader and excavators, along with semi trailers and heavy rigid trucks.

According to Henry, the Woodlawn operation required a larger dozer than its existing one – which is of another brand – to push waste away from the tipping platform over to the landfill compactor.

"The strength and power of this new machine is its greatest asset on our operation, and it's allowing us to work far more efficiently," he said. "Our operators also find it very comfortable to operate."

"It has been faultless for much of the time we've had it, although we are currently working through a radiator maintenance issue, where damage was caused when the fan was reversed.

"As a result of this, VES and Komatsu Australia are working together to develop site-specific operating procedures to prevent this occurring again."

Henry said the dozer had some minor modifications to allow it to be used in putrescible waste, including a trash rack on the blade, and modifications to prevent waste material getting into the engine bay.

"We opted for a Komatsu machine because we are aware that the company is one of the leading

earthmoving brands, and so far, its reputation has stood up to our expectation.

"Any supplier is only as good as their product and customer service," he said.

"Komatsu has provided good support in relation to any issues with the machine, with service from technicians in Canberra and Wollongong.

"They have also provided support for our other non-Komatsu equipment through the recent replacement of the undercarriage on our other dozer," said Henry. ■

**"We opted for a Komatsu machine because we are aware that the company is one of the leading earthmoving brands, and so far, its reputation has stood up to our expectation"**

- Henry Gundry, VES



**Below** The Veolia team with the Komatsu's D375A-5 dozer at the Woodlawn Bioreactor waste management facility in Tarago, 250km south west of Sydney.



# WA600-6 LOGS 25,000 TROUBLE-FREE HOURS IN CRITICAL 24/7 OPERATION FOR CENTRAL EARTHMOVING

A Komatsu WA600-6 has notched up nearly 25,000 trouble-free hours in a 24/7 operation feeding a ROM (run-of-mine) crusher for contractor Central Earthmoving at the Golden Grove mine in central Western Australia since being delivered in January 2006.

The Golden Grove underground base and precious metals mine, located 280 km east of Geraldton, produces concentrates of zinc, copper and lead/precious metals.

According to Paul Somerville, Central Earthmoving's plant and asset manager, the WA600-6 is the main production loader at the mine, and has never had a major breakdown – just normal wear and tear.

"At 18,000 hours, we completed a bearing roll as a preventive maintenance measure, and replaced the turbo and the injectors," he said.

"At the same time, we thought we may have had an issue with the brakes due to the high operating hours and conditions, so we stripped the axles down – again purely as preventive measure – but found they only had 2-3% wear.

"Usually at the age it's up to now, we would expect to be replacing the hydraulic pumps and transmission, but so far, it's going very very well," said Paul.

"It's never had much downtime at all. It's a great machine, and we are really happy with the service we get from Komatsu Australia and a big thanks to Jaydon Hirst and the crew at the Geraldton Komatsu dealership for their tireless effort.

"It's excellent. Any issues, and they will have a service guy out there the same day," he said.

"Our aim with all our equipment is to keep downtime to a minimum so we can best serve our customers, and the Komatsu guys really help us out to achieve that.

"We use Komatsu's Scheduled Oil Sampling service, and that's something we do religiously.

"The system Komatsu uses is excellent; it gives us great feedback and tells us exactly what we need to know about what's going on inside the machine," said Paul.

"I have to say that Komatsu parts were a bit of an issue a while back, but in the last year or two, Komatsu have



**Above/below** Komatsu WA600-6 for contractor Central Earthmoving at the Golden Grove mine in central WA.

**"We use Komatsu's Scheduled Oil Sampling service, and that's something we do religiously"**

- Paul Somerville, Central Earthmoving

really picked up their game, and now seem to have a lot more of the right parts in stock – which really helps us with our downtime.

"We also recently had a rep from another major supplier on the site, who has noticed the hours this machine has notched up and actually commented on just how well it's going!" he said.

Central Earthmoving is based at Geraldton, and works throughout WA offering a wide range of services to the mining, civil, road construction and building sectors.

It has an extensive fleet of late model equipment and specialist machines maintained to the highest

standards and operated by skilled, conscientious operators.

In addition to its WA600-6 at Golden Grove, it operates six Komatsu excavators from a PC200 to three PC300s, three WA250PZ-5 toolcarriers and a WA470-5 loader.

"Our relationship with Komatsu really started with a PC300, then we switched to all Komatsu diggers, we then purchased the Komatsu toolcarriers a few years ago and have been impressed with the reliability and how user-friendly they are," said Paul.

"We're really happy with all our Komatsu equipment." ■



# KOMATSU PERFORMANCE, EFFICIENCY AND OPERATOR PREFERENCE KEEP ALEX FRASER COMING BACK

A combination of proven performance, reliability, efficiency and operator comfort ensure recycling materials specialist Alex Fraser Group keeps purchasing Komatsu equipment for its operations in Melbourne and Brisbane.



Alex Fraser is Australia's leading recycler of construction and demolition materials. In November last year, it completed the \$45 million upgrading of its Laverton operation in Melbourne, where ten Komatsu machines are playing a key role: 2 x PC400-6, 2 x PC300-6, 2 x PC300-7 and a PC350-7 excavators, plus a WA500-6 and WA600-6 wheel loaders and a D85A-21.

The company is in the middle of a major upgrading of its Melbourne and Brisbane facilities, a process which will continue over the next few years.

In Melbourne – in addition to the Laverton upgrade – it has just opened a new site at Clayton, and work has started on an upgrade of its Epping site, to be completed in 2012, while in Brisbane its Nudgee and Archerfield operations were upgraded in 2009.

According to Laverton Site Manager Brent Alford, key reasons Alex Fraser Group purchases Komatsu machinery are reliability and operator comfort.

"We have used other brands and the WA500 size machine has been tried and proven as a face loader at all of our sites," he said. "Two of our sites use WA500-6's and three use WA500-3's."

The WA480 has also proven to be a good sales loader for the operations at Nudgee and Archerfield.

Brent said that operator comfort and efficiency of operation were important elements with excavators.

Brent also recognises the ability of the HydaMind hydraulic system "The ability of Komatsu excavators to carry out dual functions simultaneously when operating is very advantageous to us," he said.

"For example we're able to track the machine while operating the boom at the same time.

"We use a hydraulic pulveriser on the excavators, which we can operate at the same time as the arm. This gives us quicker cycle times which leads to more tonnes of production per hour."

Alex Fraser's operators are also involved in new equipment purchases, said Brent.

"Before we buy a piece of equipment we make sure it's been test driven by some of our operators. We're making sure it's fit for the job and that it provides good operator comfort, and our operators are more than happy with the Komatsu range," he said.

Peter Murphy, Alex Fraser's Chief Operating Officer, said regular dialogue was an important part of the company's operational relationship with key suppliers like Komatsu.

Our team constantly review the operational aspects of our plants" he said. "Komatsu makes up a major part of our fleet, with 34 pieces of Komatsu equipment.

"We find we get good backup, when there's an issue Komatsu will try and work through it with us. The machines are a good fit for our operations – and there's good long-term consistency between models of the machines.

This is important in Melbourne where we do most of our own maintenance, some of our gear is brand new and some of it is 15 years old so some parts interchangeability is an advantage.

In Brisbane and on our demolition sites we use Komatsu field service regularly and the feedback from our operations people is good.



Our Demolition crew do very specialised demolition in locations around Australia and New Zealand, so reliability of equipment and good field service support is critical.

Alex Fraser's upgrading and expansion is in part being made possible through the involvement of the Swire Group, based in Hong Kong, which purchased a majority share of the company some years ago.

"This is allowing us to grow our business in a secure way, with the additional resources available to us.

"Alex Fraser has always been an innovative business, run successfully with a strong degree of forward thinking – and we are looking to see the business grow further," he said.

"Our major upgrade process is focussed on two key drivers for our customers: consistent quality of our products, and fast truck turnaround time. Any piece of gear that helps us turn our customer's trucks around quickly is supporting a crucial part of our business.

Alex Fraser's plant upgrade process also includes a three-year equipment purchasing program to meet the requirements of its plants.



Above/below Komatsu PC300LC-8 for Alex Fraser Group.

To put it all into perspective, at the opening of the company's upgraded Laverton facility, Jamie McKellar, Alex Fraser Group's Managing Director told the assembled guests – who included Victorian Premier John Brumby and John Swire and Sons Australia Chairman Bill Rothery – that over the past 20 years, the company had recycled about 22 million tonnes of material.

"That represents 22 million tonnes of quarried material that's still available to be used, and 22 million tonnes of material that didn't go to landfill," said Jamie. ■

**"We have used other brands in the past; however, we keep going back to Komatsu face loaders as they are the best"**

- Brent Alford, Laverton Site Manager



# END OF AN ERA: KOMATSU GRADER SEALS THE FATE OF SH1

A Komatsu GD655A-3 motor grader is in the final stages of completing an iconic New Zealand project – sealing the final 20 km of State Highway 1 to Cape Reinga.



The grader, which is owned by Whangarei-based United Civil Constructions, was purchased about 18 months ago for the project, and has been working up at the Cape virtually from the day it was delivered.

“Because it’s such a remote area, we wanted a good reliable machine, with good backup,” said United Civil’s operations manager, Paul Mandeno.

“We’d already purchased a couple of machines from Komatsu, including a PC138US-8 and a small dozer, so we knew it was reliable gear that was well supported, plus it was very good value for money.”

Based in Whangarei, United Civil was established in June 2006, following a “management buy in” by the senior managers of what was formerly the Contracting Division of United Carriers Limited.

It operates throughout Northland, from “an hour’s drive south of Whangarei” to Cape Reinga, said Paul.

Although the contract is not scheduled for completion until the end of the year, he expects the road upgrade project will be completed by the end of April – around six months ahead of schedule, with 85% of the road sealed as of the end of January.

The \$14.5 million road upgrade project, for the New Zealand Transport Agency, will give greatly improved road access to the iconic Cape Reinga (Te Rerenga Wairua), a site of major cultural significance, high ecological and environmental value, and a nationally important tourist destination.

Once completed, the bumpy, dusty and slow ride over the last 20 km section of this highway, will be a thing of the past for the 120,000 tourists who visit Cape Reinga each year.

**“The entire project, and the grader has gone very well. We bought the machine just for this job, and our operator, Ron Timperley, who’s got 30 years’ experience with graders, has been very impressed with it”**

*- Paul Mandeno, United Civil*



Under the contract, United Civil is undertaking substantial earthworks with a view to improving the alignment and geometry of the existing carriageway, along with drainage, pavement, surfacing, environmental protection and various landscaping works.

The new all-weather carriageway has a design life of 25 years and is being constructed using aggregates sourced from local quarries.

In addition to the seal extension of the road, United Civil has recently completed the civil works associated with the \$6 million upgrade of visitor facilities at Cape Reinga for the Department of Conservation.

Works include the construction of two new car parking areas, the formation of a new access track, the resurfacing of the existing track to the lighthouse, the healing of damaged areas of landform by reshaping and replanting (by others), the construction of water supply and sewerage systems, the removal of existing facilities, civil works associated with the construction of a new toilet block and erosion protection works.

**Key features of this project include:**

- » Logistical challenges associated with the remote location of the site
- » The extensive use of local labour and the implementation of training programs by United Civil in support of these employees
- » The use of pre-mixed lime stabilised base-course as an alternative pavement material and one that provides significant environmental and engineering benefits.



**Above/below** Komatsu GD655A-3 Motor Grader for United Civil.

Because the project is in an area that is home to many rare and endangered plants and animals, the works are subject to constant design modifications in order to minimise the extent of disturbance on the surrounding environs.

United Civil’s GD655A-3 has been responsible for all the grading, realigning, widening and reshaping of the final 20 km of the highway, said Paul.

“It started off doing the initial shaping of the subgrade, then stabilising over the top of that with the 300 mm layer of premixed lime-stabilised GAP65, followed by final trim before chip-sealing.

“The work has involved a lot of widening of the road, smoothing out corners and realignment of the surface,” he said.

“It’s a pretty robust pavement we’re putting down there, so no one will have to go back there for a few years.

“The entire project, and the grader has gone very well,” said Mandeno. “We bought the machine just for this job, and our operator, Ron Timperley – who’s got 30 years’ experience with graders – has been very impressed with it.

“It’s been quite a challenging project; there have been a lot of changes to the design since we started there in order to minimise the footprint of the works and their effect on the surrounding native flora and fauna, so we’ve been using traditional stakes and stringlines – and its success is a tribute to the skills of Ron,” he said.

Already the recipient of a Roading New Zealand award, this high profile project is attracting notice throughout New Zealand and abroad.

And in just a few weeks’ time, the completed project will see the 2047 km long SH1 sealed from the tip of the North Island to the bottom of the South Island for the first time ever. ■



## TWO NEW KOMATSU UNITS HELP QUILPIE SHIRE IN MASSIVE FLOOD CLEANUP

Two new Komatsu machines, a WB97S-5E0 backhoe and a WA320PZ-6 toolcarrier loader, were delivered to Quilpie Shire Council, based in south-western Queensland, just in time to help clean up after once-in-a-century floods in late February and early March.

The shire already owned a Komatsu WA320-5 loader, a GD555-3A grader and an SK714 skidsteer.

The floods, which turned much of the region into a vast inland sea, cut off the town of Quilpie and required evacuations of Adavale and Eromanga, said Monica James, the shire's community services manager.

"As a result of the floods, we had a lot of damaged roadways, and our grader crew has been hard at work reopening these," said Monica. "We've also had the other machines working throughout the shire cleaning up silt and debris that's spilled over floodways."

Quilpie Shire Council had purchased the latest Komatsu units following good performance and reliability over the past four years from its three earlier Komatsu machines, said Monica.

The shire is located about 950 km due west of Brisbane, covers an area of 67,485 sq km and services a population of 1057 – of which 630 live in the town of Quilpie.

The area covered by the shire is almost wholly devoted to grazing, both wool and beef. Other important industries include opal mining and production, plus oil and gas exploration and production.

According to Monica, the two latest Komatsu machines were purchased as a result of the earlier machines' performance and reliability over the

past four years, and the good support received from Komatsu Australia – particularly considering the remoteness of the shire.

"We've always had very good support and service from Komatsu, and it's certainly been up to our expectations," she said.

"In addition, our operators find them very comfortable and easy to operate."

The existing WA320-5 loader and GD555A-3A grader, which are used for general road construction and

maintenance operations throughout the shire, are being joined by the WA320PZ-6 toolcarrier unit.

"We opted to go for a toolcarrier unit, as it allows us to put a wider range of attachments on it – including forklifts and a craning jib – making it more versatile for our needs," said Monica.

The shire's new WB97S-5E0 backhoe is used for plumbing and general construction works, complementing its existing SK714 skidsteer, which is used in similar applications. ■

**"We've always had very good support and service from Komatsu, and it's certainly been up to our expectations,"**

*- Monica James, Quilpie Shire Council*

**Below (left to right)** Dave Edwards - Quilpie Shire Mayor and Pat Munro - Komatsu Account Manager South Queensland at the handover of the WA320PZ-6, WB97S-5E0 and a previously purchased WA320-5.



## MARANOA PURCHASES TWO MORE NEW KOMATSU MACHINES

Queensland's Maranoa Regional Council – based around Roma nearly 500 km west of Brisbane – has recently purchased two new Komatsu machines, following its successful use of seven other Komatsu machines in both its quarrying operations and throughout the region on general construction and maintenance works.

The council, which covers an area of 58,800 sq km, services a population of 13,000 and has 450 employees, took delivery of a GD555-3 grader in late March and a WB97S-5E0 backhoe – its third Komatsu backhoe – in late April.

Komatsu equipment already owned by Maranoa consists of four loaders, a WA470-3 delivered in late 2005, a WA480-5 delivered in mid 2006, and two WA480-6s delivered in mid 2009 plus a PC300-7 delivered in late 2005 – all of which are used in the council's Roma Quarry operation.

At the quarry, Maranoa runs two separate crushing operations: one for general gravel and crushed rock products, and one for roadbase.

Its two existing backhoes are a WB97R and a WB97S, both of which were delivered last year, said Andrew Byrnes, Maranoa's Director of Operations.

"Our two backhoes are used for general maintenance and construction applications, roadworks, sewerage and drainage works by our plumbing teams, general backhoe duties – including grave-digging!" he said.

According to Andrew, the decision to purchase the new Komatsu grader – its first from Komatsu – was based on a number of factors, including price, value for money, service and support and fitness for purpose.

"Overall, we've been happy with Komatsu, the machines it's supplied and the support we've received."

He said Maranoa had been buying Komatsu machines for about the past four years.

"We bought them all new or low-hour. The excavator and both the backhoes we bought new, while the three WA480s and the WA470 we bought low-hour from the Bracalba Quarry in Brisbane, where Komatsu has an on-going maintenance contract.



**Below** Komatsu PC300 and WA480, in Roma QLD for Maranoa Regional Council.



"And if there is a problem, Komatsu in Brisbane can dial in and get a good idea as to what might be the cause, so they don't have to send a fitter all the way out here to find out what the issue is before starting to fix it

"It narrows things down, and vastly reduces the time involved in troubleshooting and repairing the machines," he said.

Andrew said the council aimed to rotate its plant fleet on a regular basis to ensure that operating and maintenance costs are kept to a minimum, which in turn optimises each unit's return on investment.

"This rotation practice also ensures that we continue to operate a relatively new and modern plant fleet," he said. ■

"Our decision to start buying Komatsu was primarily due to our regional Komatsu representative, Pat Munro," he said.

"Pat works very hard on maintaining a good relationship – and he chipped away at us for a long time before we bought our first Komatsu machine.

We've now got a very good relationship with Pat, as well as with Komatsu's spare parts people in Sherwood, in Brisbane," said Andrew.

"The parts blokes at Sherwood are very good to deal with; they make sure they get us any parts we need overnight, which is very good, and minimises our downtime."

One thing Andrew really appreciates about the latest Komatsu machines is the KOMTRAX remote monitoring system, which the council has on the two newer WA480s, and on the WB97S.

"We find it really helps us with the duty cycle on the loaders, as well as giving us very early warning of anything that may be going wrong," he said.





SEEING IS BELIEVING. THE NEW VANTAGE GRADERS. [WWW.KOMATSU.COM.AU](http://WWW.KOMATSU.COM.AU)



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## KOMATSU DELIVERS 100TH MACHINE TO HAZELL BROS

On Thursday February 18, 2010 Robert Hazell and Geoffrey Hazell visited the Komatsu Australia Fairfield site for the official handover of Hazell Bros' 100th Komatsu machine - a WA500-6 wheel loader.

Hazell Bros has been in business for 65 years and has been purchasing Komatsu machines since the mid eighties along with other makes of earthmoving machines.

The first Komatsu machine purchased was the GD605A-3 grader in 1985 from the Komatsu distributor Associated Machinery Services Hire (AMSH), and now Hazell Bros have over 40 pieces of Komatsu machines.

According to Robert Hazell, the initial order for the grader stemmed from a long working relationship with the AMSH with the Hazell Bros founder Donald Hazell. The relationship carried across to Komatsu Australia and developed from there.

"There are a number of reasons we come back to Komatsu - one is that the Komatsu machines perform very, very well and in some instances outperforms

the competitors; two, the working relationship we have built during the past 25 years in Tasmania and another very important aspect is national support available across Australia as Hazell Bros takes on more work in other states," said Robert.

Hazell Bros is based in Derwent Park, Hobart and is a diversified company that now employs over 550 people. Its core activities are construction, quarry and concrete production, services, and transport.

Since the conception of Hazell Bros it has had a Hazell family member leading the company however since the beginning 2010 the business has appointed a CEO - Bob Bennetto.

Geoffrey Hazell states this appointment is to enable the business to strengthen and grow to the next level. "Robert and I still play a day to day role to ensure we are part of this growth."

The 100th Komatsu WA500-6 wheel loader will be working in the Enlargement of Cotter Dam Project in Canberra. This project involves building a new dam downstream of the existing one to increase the Cotter reservoir

capacity from the current 4 gigalitres (GL) to around 78 GL, almost 20 times its current size.

Hazell Bros is a sub-alliance member to the BAW Alliance - which include GHD, Abigroup and John Holland.

"Our part in the project is to crush a one million tonnes of material for the Roller compacted concrete project which has recently received approvals and work commenced early this year" said Geoffrey Hazell.

"Hazell Bros is also involved in a joint venture with John Holland in one of the largest infrastructure projects in Tasmania - The Brighton Bypass is a \$100 million project which incorporates the new rail transport hub which is located in the northern suburbs of Hobart. The project started the end of 2009 and will be completed mid 2011" said Geoffrey.

Below The 100th machine commemoration ceremony at Komatsu Fairfield branch.



Above (left to right) Colin Chamberlain - National Marketing Manager Construction, Tim Freestone - Tasmanian Sales Manager, Robert Hazell and Geoffrey Hazell (Hazell Bros), Doug Fulton - Hobart Sales Account Manager, Sean Taylor-Komatsu General Manager Construction.

## KOMTRAX ON JCM'S NEW KOMATSU MINIS BRINGS PEACE OF MIND

Sydney contractor JCM Contracting has recently purchased two new Komatsu mini excavators, and is finding the Komtrax remote management system brings considerable peace of mind to owner John Colohan.



JCM Contracting carries out a wide range of works, from general excavation to detail work, using its fleet of eight Komatsu excavators, consisting of PC30MR-2s and PC40MR-2s, plus its latest machines, a PC55MR-3 and a PC88MR-8, the first of these sold in NSW.

Much of JCM's detail excavation work is carried out using vibration-free diamond blade rocksaws, which can be easily swapped among the machines. Other attachments include hammers, augers, grabs and tilt buckets.

Now in its 10th year of business, JCM carries out small contracts as well as some hourly hire, across a large group of clients, including councils, private companies, major contractors, and home owners and builders.

"I've only had the two new machines a couple of weeks, but so far so good," said John. "They are on hire to clients around Sydney, on a wet-hire basis.

"I've been very impressed with the Komtrax system, particularly the lockout feature, which gives me a lot more peace of mind.

"I really like everything about Komtrax. I can keep an eye on the machines: whether they are running, how they are going, and so on.

"And with the PC88, I get daily updates of what's going on inside the machine, which is a big plus when it comes to preventive maintenance," he said.

John has been buying Komatsu mini excavators for 10 years.

"Great backup is the main thing about them," he said. "I've only ever dealt with Matt Watton, Komatsu's Sydney utility representative.

"He's great to deal with, and very helpful with all aspects of the relationship. If there's any dramas, he'll get them sorted for me," said John.

**"I've been very impressed with the Komtrax system, particularly the lockout feature, which gives me a lot more peace of mind"**

- John Colohan, JCM Contracting



# NEW KOMATSU VANTAGE-SERIES GRADERS OFFER CLASS LEADING VISIBILITY, MORE POWER AND NON-STALL TRANSMISSION

Komatsu Australia has released its new Dash 5 Vantage series of graders, consisting of two models, the GD555-5 and the GD655-5 featuring the best cab visibility of any grader on the market, increased engine power, and an upgraded version of its unique dual-mode transmission system.

Operating weight of the GD555-5 is 17.1 tonnes, with variable power up to 144 kW (depending on which gear is in use), while the GD655-5 has an operating weight of 17.6 tonnes, and variable power ratings of up to 163 kW.

According to Kevin Edwards, Komatsu Australia's National Business Manager, the key advance in the new grader range is the visibility from the cab, which he said is class leading against any other grader on the market.

"The visibility on these graders, whether to the blade, out the front or to the rear, is absolutely unrivalled, which is why we've tagged them our 'Vantage' series grader," he said.

"The graders' new hexangular ROPS cab features a patented front Y-shape pillar and rear side pillar to give better visibility – and hence greater operator confidence and productivity – in all grader applications," he said.

"Combined with this, our cast circular saddle linkage provides an unobstructed view of the blade and front tyres, while a tapered engine hood provides good visibility to the rear of the machine, particularly the rear ripper."

Both graders are powered by Komatsu's Tier 3-compliant SAA6D107E-1, the same engine which is used in a number of other Komatsu machines, including WA250PZ-6 to WA380-6 loaders, PC200-8 to PC270-8 excavators and the D51EX-21 dozer, said Kevin.

"This proven Tier 3-compliant engine has shown itself to be very economical and flexible across a wide range of machine operations.

"In addition, the power ratings of both new Vantage Dash 5 graders are now in line with standard industry classes, making them a direct match in terms of power, to other graders on the market," he said.

The Vantage graders are also equipped with power and economy modes to better match them to customer applications and requirements.

As with Komatsu's previous generation of graders, the new Dash 5 Vantage series incorporates a dual transmission system. This gives the operator the choice of direct drive (manual) transmission, as used on conventional graders, or torque converter transmission for improved control at low speeds and in final finishing, all at the flick of a switch.

The Komatsu powershift transmission has been designed and built specifically for Komatsu graders, providing on-the-go, full power shifting as well as inching capability and automatic shifting in higher ranges.

If power for tough grading or low-speed fine control is required, the operator can select the Torque Converter auto (T/C Auto) mode, giving significantly more tractive effort and control, allowing an operator to achieve fine control at low speed without shifting or using the inching pedal.

"With these new graders, Komatsu has also developed a new non-stall transmission feature which is incorporated while in manual mode," said Kevin.

"If engine revs drop too far during direct drive mode in tough conditions, such that the engine approaches stalling speed, the transmission automatically switches to torque converter mode until the engine powers back up.

"This can be quite a common occurrence on direct drive-only graders," said Kevin. "And with today's sophisticated Tier 3 engines, it can take up to a minute to restart the engine, so there are considerable potential time savings and safety advantages with our non-stall system."

The Komatsu Vantage Dash 5 graders sold in Australia will be factory-fitted so they can take Topcon machine control systems on a "plug-and-play" basis in the near future.

Serviceability has also been improved, through such factors as:

- » Easier access to service areas though large hinged lockable doors providing quick access to engine and radiator service points
- » Spin-on filters for faster change over
- » Integrated ground level refuelling and checking of daily service and drain points
- » Easy radiator cleaning with a hydraulic reversing fan. ■

**"The visibility on these graders, whether to the blade, out the front or to the rear, is absolutely unrivalled, which is why we've tagged them our 'Vantage' series grader,"**

*- Kevin Edwards, Komatsu Australia*



# KOMATSU LAUNCHES THE PC228US-8 ZERO SWING EXCAVATOR WITH CERTIFIED ROPS CABIN

Komatsu Australia has released the PC228US-8 zero swing excavator – a 23 tonne machine, which is the first in the Komatsu excavator range with a ROPS cabin and certification label factory installed.

According to Chris Moroz, Komatsu Australia's national business manager, construction, the new PC228US-8 excavator completes the Dash 8 range in Australia and New Zealand and is the first Komatsu construction excavator in the range to include the ROPS certification label. The cab design on the PC228US-8 is the same as that used on the rest of our Dash 8 excavator range, which we have been marketing as our 'Safety Cab', a quieter and larger cabin.

"The PC228US-8 has an operating weight of 22,530 tonnes and the PC228USLC-8 is 23,380 tonnes, making it the largest zero-swing model in the Dash 8 line-up – powered by Komatsu's ecot3 SAA6D107E-1 turbocharged and aftercooled diesel engine, which is fully compliant with Tier 3 emissions requirements.

Moroz further states that the PC228US-8 further reduces fuel consumption and emissions through the highly efficient matching techniques of the engine and hydraulic units and reduced hydraulic loss.

As with others in the Dash 8 range sold in Australia and NZ, the PC228US-8 and PC228USLC-8 comes factory-fitted with a number of what are usually "extras" as standard. These include:

- » Quick hitch and hammer piping
- » Hose-burst protection to prevent a sudden drop of the boom, arm or bucket in the event of a hose or hydraulic fitting failing
- » Rear-view camera, allowing the operator a clear view at all times of what is happening at the rear of the machine

» Emergency stop buttons; one in the cab, and two on the exterior. In the case of emergency or something going wrong, pressing these large, prominent red buttons shuts the machine down immediately.

"These Australian-spec factory-fitted additions come standard on all Komatsu excavators, including the PC228US-8, and are part of our commitment to ensuring that our machines are the safest on the market, with the lowest whole-of-life operating costs," said Chris.

"In addition, the PC228US-8 comes with Komatsu Genuine Attachments buckets and quick hitches – which are available off-the-shelf at time of delivery – ensuring the machine is ready to go to work as soon as it's delivered to the customer," he said.

In addition to full ROPS certification, the PC228US-8's cab incorporates a large easy-to-read 7" inch TFT liquid crystal display monitor which communicates all key machine operations at a glance, and includes function keys to allow multi-function operation.

"A built-in Equipment Management Monitoring System (EMMS) constantly checks all critical components and operating conditions, and alerts the operator to any potential issues, as well as providing reminders when oil and filters require replacing," he said.

"Furthermore, all this information is also communicated to the machine owner via our KOMTRAX remote monitoring system, instantly alerting the owner to potential downtime or machine damage.

"The other great advantage of KOMTRAX is as a security system; since its introduction in Europe three years



ago, no Komatsu excavator fitted with KOMTRAX has been stolen and not recovered quickly afterwards."

The PC228US-8's five-mode engine/hydraulic management system ensures optimum operational efficiency depending on the type of operations, and delivering increased fuel efficiency, said Moroz.

Modes include power and economy settings, plus a low-speed precision mode for lifting operations, a breaker mode for hammer operation and an attachment mode that can be fine-tuned to the needs of a particular attachment.

"Komatsu excavators have always been renowned for their fuel efficiency; the PC228US-8's new ecot3 engine, combined with this five-mode management system, ensures even greater fuel efficiency and productivity than previous models, with engine emissions reduced by 29% compared to the PC228US-3," he said.

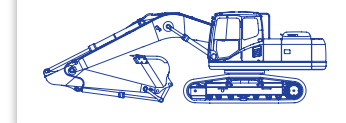
"As with all other products in Komatsu's construction equipment range, we design and manufacture all major components in house, including engines, electronics and hydraulic components – ensuring they all work together perfectly as an integrated whole," said Moroz.

"No other equipment manufacturer offers this combination of industry-leading technology and componentry.

"Virtually all other manufacturers offer machines with engine and hydraulic components supplied by a host of third-party suppliers, which means compromises in technology and performance.

"Because all Komatsu excavator components, including those on the PC228US-8, are designed and manufactured from the ground up to work together, we offer unmatched technology, integration and machine performance." ■

**Brief specs of the PC228US-8:**  
Operating weight, 22,530kg (depending on configuration); powered by Komatsu ecot3 Tier III-compliant SAA6D107E-1 diesel engine rated at 110 kW; SAE-rated digging depth, 6,620 m (with XX m arm); arm breakout, 11,000kgf; bucket breakout 15,200kgf, bucket size range, 0.5 – 1.1m³.





## ONCE AGAIN KOMATSU HAS A MAJOR PRESENCE AT BAUMA

Despite the volcanic ash travel crisis, which severely disrupted airline travel throughout Europe before and during Bauma 2010 in late April, the show remained a busy and vibrant event, with Komatsu's stand being one of the largest at the exhibition.

The travel crisis resulted in the cancellation of a number of Australian tours to the exhibition – including the Komatsu Australia group.

In fact, your scribe may have been one of the very few Australians at the show – having endured a 30 hour bus trip from Madrid to get to Munich!

The Komatsu stand was notable for a number of new releases, and plenty of activity from visitors throughout the week.

Komatsu's Bauma stand also saw the first viewing of the PC200-8 Hybrid excavator in Europe, a machine that attracted a lot of attention.

This machine, which is now on sale in Japan and in China (where more than 1000 units have been sold) and more recently the US, is living up to its promise of lower operating costs – with owners finding the payback period (the upfront cost is higher than a conventional excavator) is relatively quick due to the 40% savings in fuel costs.



### Other highlights of the Komatsu stand released at Bauma included:

- » Komatsu's smallest toolcarrier loader, the hydrostatic drive WA150PZ-6
- » A "Stone Handler" variant of the WA500-6 loader
- » The new D65EX/WX/PX-16 dozer.

**bauma  
2010**

### WA150PZ-6

The release of the smallest toolcarrier loader in its range, the WA150PZ-6, featuring Komatsu's "PZ" linkage, offering high breakout and tilt forces, combined with parallel lift for pallet handling.

Applications range from earthmoving and bulk material handling, through to pallet loading, waste handling and log lifting.

The machine features an adjustable traction control system, which gives traction at all times, as well as eliminating tyre slip – for longer tyre life.

Maintenance is simplified through a wide-core radiator with automatic reversible fan for faster cleaning in dusty conditions. The machine is fitted with Komtrax satellite machine management system.

### WA500-6 "Stone Handler" loader

The WA500-6 "Stone Handler" loader, designed for the block stone quarry market is a 37-tonne machine replacing the proven WA500-3 Stone Handler and features a reinforced frame and an optional axle oil cooling system.

It can move 27 tonne blocks up to a maximum height of 1.5 m, while an

articulation angle of 40° to both sides – the widest in its class – ensures excellent manoeuvrability, essential in a tight quarry work environment.

### D65EX/PX-16 dozer

Komatsu's new D65EX/PX-16 dozer, equipped with a PAT blade, was launched at Bauma 2010.

This 21 tonne machine is available in three configurations.

It includes a new full-size cab (the same size as on larger mining dozers), an improved power train with automatic gearshift transmission and a fully automatic lock-up torque converter. It also retains many of the innovative features of the Komatsu D155AX-6 dozer.

Automatic gearshift transmission and a full automatic lock-up torque converter are the key to the machine's overall improved performance.

Power train components are sealed in a modular design that allows them to be removed and installed without oil spillage, making servicing work clean, smooth and easy.

The D65EX-16 was launched and delivered into the Australian market early 2010 with strong customer acceptance. ■

## KOMATSU'S KALGOORLIE SUPER PIT TEAM WINS AWARD FOR PC8000 SAFETY IMPROVEMENTS

Komatsu Australia's team on the Kalgoorlie Consolidated Gold Mines (KCGM) project – otherwise known as the Super Pit – has recently won a continuous improvement award for the development of a much safer and faster pin-lock system for bucket changeout on the four PC8000 excavators used at the mine.

The award, the 2009 Barrick Site CI Award, was made by Russell Cole, General Manager of KCGM.

According to Garry Giles, Komatsu Australia's Project Manager at KCGM, the previous pin-lock system required service technicians to manually position the bucket pins – which weigh up to 500 kg – while they were inserted and removed.

"This was a definite safety hazard, as service personnel were in the vicinity of the WA250PT-3 tool carriers we use for the changeouts.

"Weighing 400-500 kg a piece, each of the locking pins are 280-300 mm across and 750 mm long – so they are difficult to handle," said Garry.

"The new system eliminates any need for manual handling; instead we use our Komatsu WA250PT-3s with a pin pushing attachment to insert the pins."

Before the introduction of the one-piece locking device, changing over an 80 tonne bucket on a PC8000 normally took 12-16 hours.

"With the new system, we now have this time down to seven or eight hours," he said.

"Our new pin lock system is a unique one-piece locking device that retains itself, and automatically aligns the pin into the bucket, reducing the risk of any injuries to personnel during installation of the bucket.

"In addition, the time taken to fit the bucket pins has been greatly reduced.

"As well as developing this one-piece locking system, we've changed the location of the pin-locks, giving much easier access for the IT loaders," said Garry.

The PC8000 buckets are changed over once a year, with the removed bucket being refurbished by Komatsu Australia's team at KCGM.

The design and manufacture process was completed in-house at KCGM by the

Komatsu Australia team, with technical support and approval from Komatsu Mining Group (KMG), said Garry.

"This pin lock device can be used on other Komatsu mining excavators, from the PC8000 down to the PC3000, plus it can also be adapted to use on other pins, such as bucket and boom top pins on the PC8000 and other machines.

"The introduction of this locking device will greatly improve safety and machine downtime." ■

**"Our new pin lock system is a unique one-piece locking device that retains itself, and automatically aligns the pin into the bucket, reducing the risk of any injuries to personnel during installation of the bucket"**

- Garry Giles, Komatsu Australia



Above Komatsu PC8000 excavator on the Kalgoorlie Consolidated Gold Mines.



# KOMATSU INTRODUCES PEACE OF MIND WITH PREMIUM USED EQUIPMENT

Komatsu Australia has announced the launch of Premium Used Equipment, offering customers access to high-quality used equipment, backed with a 12 months / 2000 hour powertrain warranty.

Komatsu Australia's General Manager – Used & Rental Equipment, Ian MacCowan stated "Premium Used Equipment will be available to customers throughout Australia and New Zealand, and is designed to ensure purchasers have complete peace of mind when buying selected Premium used equipment through Komatsu Australia".

"Komatsu's selected Premium Used Equipment goes through a rigorous process, so that Komatsu Australia can guarantee the quality and performance of the selected items we sell."

Features of Premium Used Equipment include:

- » 12 months / 2000 hour powertrain warranty on each Premium Used machine
- » Less than 3000 hours
- » Preventive maintenance (PM) clinics, with adjustments and tune-ups as required
- » Industry leading Komatsu Used Equipment Assessment whereby each machine is qualified against key criteria
- » Komatsu Oil Wear Analysis (KOWA)
- » Nationally recognised Risk Assessment
- » Each machine is fully checked to ensure all components are up to specification, with assurance provided

## PREMIUM USED EQUIPMENT

by Komatsu Australia and signed by your local Service Manager

- » Fixed price service agreement at an agreed rate for the first twelve months following the purchase

"Only Komatsu-branded equipment will be sold under the Premium Used banner," said Ian.

"Although Komatsu Premium Used Equipment is raising the standard and quality of selected machines it will remain competitive with other

brands in the market place, and Komatsu's long term performance, reliability, durability and resale value will be maintained."

Komatsu Premium Used Equipment will be launched throughout Australia and New Zealand in May.

"Premium Used Equipment will give customers peace of mind that they are buying a quality used Komatsu machine, built to our full quality and performance standards, and completely backed by a Komatsu Australia".



## PREMIUM USED EQUIPMENT



**KOMATSU 12 MONTH/ 2000 HOUR POWERTRAIN WARRANTY**



**LESS THAN 3000 HOURS**



**EXCELLENT MACHINE CONDITION**



**MEETS ALL PERFORMANCE SPECIFICATIONS**



**MORE THAN 50% LIFE ON TYRES OR UNDERCARRIAGE**



**VALUE FOR MONEY**





# TRADE SECRETS: THE KOMATSU TOTAL TECHNICAL PICTURE (KTPP)

Komatsu has enhanced its already extensive offering of Technical Training programs with the introduction of the Komatsu Total Technical Picture (KTPP).

Originally designed as a knowledge bridging course for new Komatsu technical people prior to entry into Komatsu's more advanced machine specific Technical Training programs, the KTPP is now experiencing high demand and acceptance from our service and assembly operations staff and supervisors.

Along with Komatsu's existing suite of Technical Training programs the KTPP is now available to customers and their technical people.

The new 4 day program gives participants a head start into understanding the applications of Komatsu's advanced systems and technologies. The program also covers the essential structure and navigation of Komatsu's Operations and Maintenance Manuals, Shop Manuals, Parts Books, Preventative Maintenance (PM) Clinic Report Warranty Reports, Hydraulics Schematics, Electrical Schematics and Service Reports.

**Other features of the KTPP program include:**

- » Komatsu machine range familiarisation, machine introduction and general servicing techniques
- » Hydraulic technology fundamentals
- » Komatsu unique hydraulics technology
- » Electrical technology fundamentals, and troubleshooting methods, tools and techniques

The KTPP sets the standard and establishes the pre-requisite knowledge for entry to Komatsu's machine specific Technical Training programs.

Overall the program provides specific Komatsu knowledge plus a refreshing new approach to fundamental trade skills knowledge. This is important, because, although trade skills knowledge is learned during initial trade training the work and experience people gain during their careers tends to be in a specialist area. This means that the areas they are not specialising in tend to be neglected as the learning is not reinforced via experience and practise.



The KTPP corrects this situation by providing a thorough re-grounding in the fundamental technology and methods knowledge and skills areas.

Jason Alfeo, Komatsu's Technical Training Manager, says, "by setting the benchmark for entry into the higher level programs, as the KTPP, our Technical Trainers can be confident that people attending those programs have reached the standard required and pitch the training at the correct ability level."

"The Technical Trainers are noticing a substantial improvement in the abilities of staff who, have completed the KTPP who, are moving on to the higher level programs," said Jason.

"The KTPP fits well with our existing Technical Training System, which is structured on a 4 Level Competency Based Model with rigorous assessment and skills testing," Paul Richardson, Komatsu's National Organisational Development Manager said.

**Komatsu's Technical Training Structure and KTPP Program:**

"The design and development of the KTPP has been a real collaborative effort on the part of Jason and his team of Technical Trainers, everyone in the team provided valuable input and everyone in the team can deliver the program in the same way," Paul said.

The value of the KTPP became evident immediately after it was first launched, since then the program was reviewed and refined, and is now realising substantial and measureable improvements in productivity and workflow.

"Service Managers are reporting that fitters come back from completing the KTPP, more organised, systematic, confident and motivated, because they understand fully how the systems work and the methods to access detailed service and maintenance data, schematics and reports," said Jason.

First time problem resolution has improved as well as a reduction in job completion time.

Darryl Anderson, Komatsu's Gladstone Service Manager, said, "the KTPP brings great benefit to staff, it sets expectations and leads on to programs that open up career opportunities, we are very happy with this course and consider it the benchmark for all our technical staff when they start."

The 4 day format has also helped to improve learning outcomes by providing more time for practise exercises and questioning, leading to better knowledge reinforcement.

Morgan Byrnes, Heavy Equipment Mechanic and Simon Gabbett, Auto Electrician, both from Komatsu's Brisbane Branch, recently completed the KTPP. According to Morgan "the program is very beneficial and puts everything into perspective" and Simon points out that, "this is a very good idea for new starters, it provides a good refresher generally and is excellent for people from a non Komatsu background."

As Komatsu continues to introduce new advanced technologies into the machines, the KTPP will be enhanced and refined to ensure we maintain the skills development needs of our people.

Like the KTPP all Komatsu Technical Training programs are evaluated by participants and supervisors each time they are run, to ensure the program is undergoing continuous improvement.

Rob Venema, REMAN Product Quality and Reliability Manager says, "the KTPP brings new efficiencies to the way we conduct the technical side of our business and this means better customer outcomes and satisfaction."

"Our technical people are our first line staff, they deal directly with our customers, the more highly skilled they are the better the overall customer experience. The KTPP is really about the customer experience and aligns well with the Komatsu Customer Support Charter," said Paul.

Transfer of skills learned in the Komatsu Technical Training programs to the workplace is an important aspect of the way Komatsu develops its technical staff.

Komatsu Technical Training and skills development, including the KTPP, must be practised and reinforced on-the-job through experience. If training is effective it will produce change.

To ensure training produces change and skills are transferred to the workplace, early in 2010 Komatsu will introduce the Komatsu Certified Technic accreditation system for

## Komatsu Total Technical Picture (KTPP)



Learning & Development.  
Helping you see the clear picture.

Learning & Development  
The KOMATSU Way

**KOMATSU**

technical staff. The system will recognise excellence in achievement of post training skills development via an evidence based competency assessment process, leading to the award of Komatsu Certified Technic. The KTPP will be an integral part of this new accreditation system.

For further information on the KTPP and any of Komatsu's other Technical Training programs, please email [learning@komatsu.com.au](mailto:learning@komatsu.com.au) or contact Jason Alfeo on 0408 884 652 or Paul Richardson on 0412 679 724. ■

**"The design and development of the KTPP has been a real collaborative effort on the part of Jason and his team of Technical Trainers, everyone in the team provided valuable input and everyone in the team can deliver the program in the same way,"**

*- Paul Richardson, Komatsu Australia*



# KOMATSU AND PIRTEK FORGE LANDMARK DEAL

Komatsu Australia has entered into a landmark partnership with Pirtek Fluid Systems that may revolutionise the supply of hydraulic hose assemblies worldwide.

Komatsu's Australian customers can now access locally-assembled Komatsu genuine hydraulic hoses through any of Pirtek's 88 service centres or 320 mobile service units.

The partnership means that in most cases Komatsu customers will directly receive a genuine hose assembly within 24 hours.

"This ground-breaking partnership is significantly beneficial to Komatsu, Pirtek, and most importantly, the customer," said Komatsu Australia's president Bill Pike.

He said the key to the partnership was Komatsu Ltd's agreement to transfer the intellectual property for the manufacture of its hydraulic hose assemblies to Pirtek – a world first.

Komatsu Standard hydraulic hose and fittings are now being manufactured for Pirtek by Bridgestone in Japan.

Using a detailed design matrix, every hose assembly fitted by Pirtek will meet the Komatsu Engineering Standard (KES).

Bill Pike says this unprecedented level of service eliminates the need for Komatsu operators to resort to inferior non-OE hose assemblies to minimise machinery downtime.

"We believe KES to be a benchmark standard for equipment manufacture – it is one of the hallmarks of Komatsu's unrivalled quality and reliability – and should be available to our customers under all circumstances," he said.

**"This ground-breaking partnership is significantly beneficial to Komatsu, Pirtek, and most importantly, the customer,"**

*- Bill Pike, Komatsu Australia President*



Left Andy Wiggan - Komatsu Project Manager with Pirtek service technician.



"Now they can receive a KES hose, without having to wait for it to be delivered from a warehouse several hundred kilometres away. This improved availability will be a dramatic improvement unrivalled in the industry."

The 10-year deal is worth more than \$100 million dollars, and will see Pirtek's share of the OE Hydraulic hose business triple within 12 months.

Pirtek managing director Glenn Duncan says that his company invested more than 18 months of R&D into preparing for the partnership and that Komatsu provided over 1200 designs.

"From day one of the new arrangement we needed to be able to service as many Komatsu customers as possible in the shortest possible timeframe," he said.

Glenn says talks are currently underway on a potential global roll out of the program.

"Because of the very similar market conditions in New Zealand, we aim to implement the program there before year's end," he said. "And we are currently exploring South Africa as a place to extend the partnership – once again because of the similarities with Australia."

According to Bill, the Komatsu-Pirtek partnership could be a new model for Komatsu customer-support operations worldwide.

"Komatsu believes strongly in the philosophy of Kaizen – a process of continual improvement," he said. "We identified our hydraulic hose program as an area where improvements could be made to the service and support of our customers."

"We are proud to be pioneering the future of customer service right here in Australia."

Komatsu Australia NSW regional manager Tom Zube said the new arrangement with Pirtek eliminates the need to write-off expensive hose stock.

"The Komatsu Engineering Specification (KES) standard stipulates that hydraulic hose assemblies are limited to a four-year shelf-life when stored in a warehouse," he said.

"Now the correct hose can be manufactured when required – so there is zero stock written off."

Komatsu says it chose the family-owned and run Pirtek as a partner because of its commitment to quality and its existing relationship with Komatsu customers at an aftermarket level.

Glenn said Pirtek had long focused its efforts on being able to supply the correct hose to customers in the shortest possible timeframe.

"Efficiencies in industry are achieved by minimising downtime – which is why it's important for our branches and mobile service units to have the correct components on hand at all times," he said.

Each of our mobile service technicians is trained to Certificate II in engineering and each new team member receives up to eight months on-the-job training.

"Pirtek has invested heavily in this training program, with a dedicated national training manager ensuring the level of service to customers is uncompromised," Glenn said.

"We have been able to develop strong relationships with our suppliers – like Bridgestone – by proving our ability to consistently deliver high-quality hoses to the market.

"This relationship helped Pirtek demonstrate to Komatsu Australia our ability to source, stock and supply the correct components for their hydraulic hose program."



## KOMATSU HELPING TO INSPIRE AND MOTIVATE YOUNG AUSTRALIANS

Komatsu Australia continues to play an important role in supporting our young people with jobseekers battling the fallout from the global financial crisis as new figures reveal a surge in youth unemployment. Youth unemployment rate for 15-to-19 year-olds in March 2010 was 16.8 per cent, more than triple the 5.3 per cent national rate.

The Company's support for Beacon's flagship program 'No Dole' which guides young people onto a positive pathway of further education, employment and training has continued across all states, through a variety of activities.

**These activities included:**

- » Involvement with charter-signings and business breakfast activities around the country.
- » Inviting students from Newcastle, Hunter and Central Coast high schools to attend the Komatsu Open day at Tomago & Mt Thorley Plants.
- » Providing students with work experience opportunities.
- » Komatsu staff participated in the pilot of the 'Komatsu Expo' at Loganlea State High School in Queensland with over 100 students involved in the very interactive hands-on program.

» Brad Worth, apprentice diesel mechanic at Dandenong (ex Western Port Secondary College student) was a guest speaker at their Charter Event in June 2009.

Komatsu's on-going financial and in-kind support has contributed to Beacon's success in 2009 which saw over 10,000 young people participate in the No Dole program helping young Australians to connect with industry, find jobs and stay off the dole.

This partnership in action saw Luke Robey a Year 12 student from Wadlalba Community College secured an apprenticeship with Komatsu Tomago. Luke attended the Beacon Foundation/Komatsu work experience program last year and was invited back for an interview after impressing the Komatsu Management team.

Luke was one of 13 students from the Beacon Foundations No Dole schools on the Central Coast, Hunter and Port Stephens regions who participated in the program. Luke says that he was offered the opportunity through his school Wadalba Community college on the Central Coast.



There are now 120 schools involved in Beacon's No Dole program across Australia with 7 new schools added in the first quarter of 2010.

2010 is shaping up to be another exciting year for Beacon with the rollout of the No Dole program across the Pilbara including Port Hedland and Karratha. The Pilbara rollout will have a special focus on Indigenous school leavers and will draw on Beacon's

experience assisting 3 schools in the midlands region of Perth since 2005, successfully helping Indigenous young people prepare for work and identify potential career paths.

The year ahead will see Beacon gaining greater program consistency and efficiency nationally with the development of the No Dole program logic model used to program outcomes with program outputs. ■

## PROFILE: Matt Buttigieg, Fairfield Service Manager

**Matt Buttigieg – a 20-year veteran with Komatsu Australia, going back to the ANI Komatsu days – is Service Manager at the company's Fairfield branch in Sydney's western suburbs.**

In this role, Matt is in charge of 60 personnel (including 14 apprentices) in the service department, covering both workshop and field servicing.

"I guess a summary of my job is looking after our customers, making sure our guys do everything safely, while keeping the department profitable," he said.

"I'm also responsible for generating external work, and looking after our 'internal' Komatsu Australia customers in our new and used equipment divisions."

Matt said his main challenges were making sure that every one of the 60 people in his department worked safely at all times, and ensuring that new machines were delivered on time.

"We're really working to ingrain a safety culture among everyone in Komatsu, and for my department that includes ensuring that all my people complete all their safety documentation, whether out on site or in the workshop."

"I really enjoy these challenges, as well as all aspects of this service role, and seeing the satisfaction the guys get from achieving machine deliveries under tight deadlines.

"I also like making customers happy, and the good feedback we get is a great part of that," he said.

One of Matt's key aims is to hold onto the Fairfield branch's position as a leader at Komatsu Australia in implementing and maintaining the "5S" initiative, which sets up guidelines for ensuring workshops and sites are well organised, clean, tidy – and safe.

"This has to be constantly monitored to maintain 5S's standards, and currently

we are leading the other service departments through Komatsu Australia, and we want to keep it that way!

"The next step in this process is to get individuals to take even more control of and responsibility for 5S's compliance at their own stations, which will help our work areas become even safer," he said.

Matt also has a strong commitment to Komatsu Australia's Customer Support Charter, launched in late 2008.

This charter sets out the company's customer support principles, and what its customers can expect from Komatsu in terms of support, across all processes, from pre-sales, during the sales process, to once a customer has purchased from us and for as long as they own a Komatsu machine or use a Komatsu service.

"In this department, we aim to deliver on that charter to the highest levels, we still have work to do to get to where I'd



**Below** Matt Buttigieg, Komatsu Fairfield's service manager.

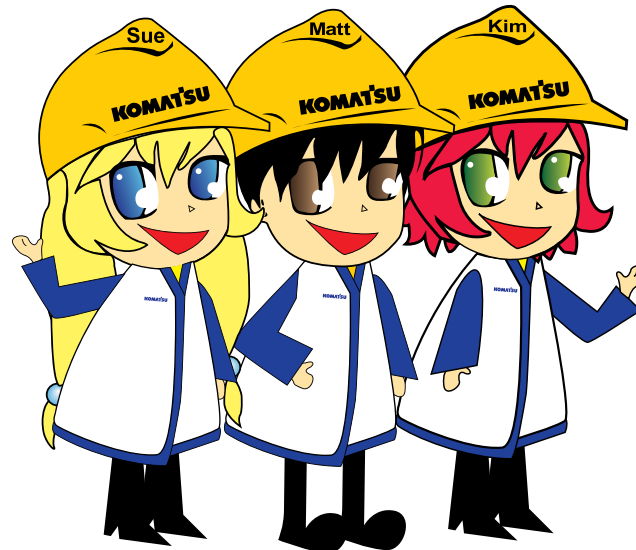
like us to be, but we're heading in the right direction.

"I think this is shown by the fact that we have a pretty good relationship with all our customers," said Matt.

**Hello Kids!**

Complete the activity below by using a pencil to draw a line between the Komatsu machine and it's correct name. For some help visit the Komatsu Kids website and view the construction albums under Matt's page;

[www.komatsu.com.au/kids](http://www.komatsu.com.au/kids)



**VANTAGE GRADER COLOURING-IN COMPETITION!**

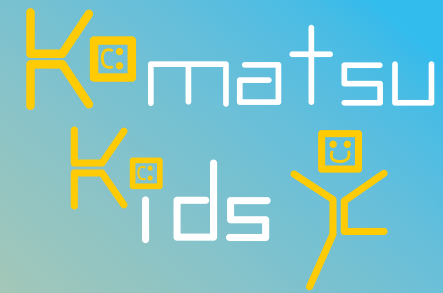
To celebrate the launch of the new Komatsu Vantage Grader, we are holding a colouring in competition.

To enter visit the Komatsu Kids website: [www.komatsu.com.au/kids](http://www.komatsu.com.au/kids)

Once you have finished please mail to:

Komatsu Australia, Komatsu Kids  
Level 1, 2 Richardson Place, North Ryde, NSW 2113

Remember to fill in your name, age and contact details. The successful 3 will win a Komatsu back pack, cap and drink bottle. Entries close 9 July 2010.



**EXCAVATOR**



**SKIDSTEER**



**BACKHOE**



**DUMP TRUCK**



**MOTOR GRADER**



**CRUSHER**



**DOZER**



**WHEEL LOADER**





# THE CONTENDER.



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