First Quarter, 2004





to TAME the TOUGH JOBS

Winter Challenge Valley Caliche 80ZV A Perfect Fit

80*



DISCOUNT ON ALL KAWASAKI FILTERS

April through June 2004, buy at least four of any one air or fluid filter and receive a 10% list price discount.



THIS OFFER GOOD AT ALL PARTICIPATING BRANCH PARTS COUNTERS. Coupon must be presented at the time of purchase.





CHALLENGE



Salt Lake City International Airport

he Salt Lake City International Airport serves over 18.5 million passengers a year, with an average of 750 flights a day. It is the 26th largest airport in the United States and the 50th largest in the world. With an average snowfall of 62 inches a year, snow removal is not taken lightly. In fact, the airport's snow removal crew is as good as they come – they won first-place at the International Aviation Snow Symposium for "excellence in snow removal and ice control" during the winter of 2002.

Such honors are a result of strategy, skill, extensive experience, and the right equipment. Every winter, Danny Withers, Fleet Supervisor, and Tom Gerrard, Senior Airfield Maintenance Supervisor, keep a close watch on the weather. Equipment is double-checked, personnel are organized into crews. This winter, 100 people are on-call for snow duty. If needed, even more can be brought in.

The snow removal effort is divided into two crews – airfield and land. The land crew handles roads, sidewalks, and parking lots outside the perimeter fence – essentially, the public access areas. The airfield crew is responsible for everything inside the fence, such as runways, ramps, taxiways, gates, and the perimeter road. Crews work in 12-hour shifts, around the clock, until the storm passes. How long does it take to clear the airport? It varies on the amount of snow and whether it is powdery or wet. But as a general reference, it can take two days to completely clear a five-inch snowfall from both air-side and land-side properties.

Key to the airfield strategy of snow removal is their fleet of Kawasaki 95ZIV and ZV loaders. Although they use trucks equipped with snow plow blades on the runways and roads, loaders with snow plow blades have proven to be ideal in highly congested areas such as ramps, gates, and taxiways. They are agile, quick, and definitely more powerful. They have to be. A 30-foot blade pushing a two-inch snowfall for 1,000 yards translates to a whole lot of weight!

"Our loaders are responsible for clearing about 20 million square feet," says Gerrard. "They have 30-foot snow plow blades. When the loader is on a ramp, it will push the snow to a windrow. Blowers will blow the windrows into a field or pad designated to receive snow or they will blow the snow into huge piles. The Kawasakis change over to 12-yard snow buckets, dig into the piles, and load 40-yard articulated haul trucks. The trucks then take the snow to a designated spot."

"Originally, we had Trojans as our loaders," explains Withers. "We still have two of them at our general aviation field and it is getting more difficult to find parts. In the beginning, we had several hand-me-downs from the National Guard. Then, about twenty years ago, we were given permission to start replacing the old equipment with new. Since we are owned by the city, whatever manufacturer/ dealer meets the specs and submits the lowest bid is selected. We got our first Kawasaki in 1995 and several more in '98 and '99. This past October, we took delivery of two 95ZVs. Only Kawasaki met our specs for loaders. They have been fantastic."

Because they have three commercial runways, Salt Lake City International is able to keep one open while clearing the other two. Once it is safe for equipment to be on each closed runway, six snowplow trucks, two snow blowers, two sanders, and one liquid de-icer lumber into action. It takes about 26 minutes to do a complete pass on a runway. A mixture of sand and urea is laid down by the sand trucks while the de-icer sprays potassium acetate. As blades can be used once there is any snow on the ground, plowing continues as long as it is snowing.

The loaders use 30-foot ramp plows, and 12-yard snow buckets with a quick coupler system.

 [#] Our operators really enjoy running the new ZVs. [#]
 – Tom Gerrard, Senior Airfield Maintenance Supervisor





While the runways are being cleared, loaders and graders work the gates and taxiways of the two terminals which feed the open runway. They must also remove the snow deposited by the airlines, which are responsible for clearing the areas they lease. With so much activity going on in the midst of falling snow, operators must stay alert and aware of the big picture while they plow their own sections. Often they have to stop in the middle of a run to allow a plane to taxi by.

"With our older loaders, when they stop and then start up again, they could not continue to move that pile of snow," says Terry Rose, Ramp Supervisor. "They had to chop it into sections and finish moving the snow off to the side a section at a time. **But with our ZVs, the loaders just head back into the mound and pick up where they left off. They have a lot more power.** With our Trojans, they'd be pushing snow and all of a sudden they'd start spinning. I've never seen that happen with a Kawasaki. We are clearing our ramps a lot faster than we have in the past."

"Our operators really enjoy running the new ZVs," says Gerrard. "They like the cab layout better and from a maintenance standpoint, they are easy to care for. They have worked out excellently."

The airport ordered each of their 95ZVs with a 6-yard dirt bucket, a 12-yard snow bucket, a 30-foot ramp plow, and a quick coupler system. After snow season ends in late March, the loaders are kept busy with a variety of other tasks. When a building is demolished, the loaders put the debris into haul trucks. They do road building, runway maintenance, road stabilization, and tree removal. They also do dirt work – like repairing any snow-melt erosion, filling in low spots around the perimeter fence, and creating snow pads onto which next winter's snowfall will be piled. "I have 600 pieces of equipment in my fleet," states Withers. "That includes fire trucks, police cars, riding lawnmowers, pickups – you name it and we probably have it – and, of course, our fleet of loaders. We do our annual maintenance on the loaders, as well as the rest of the snow removal equipment, just before the first snowfall.

"Our oldest Kawasaki now has about 2,000 hours on it. On average, we put 500 hours a year on them. If the winter is really severe, the hours will go up; a mild winter and the hours go down. We do our own maintenance. The operators fuel and clean the machines, grease the pivot points, and add the oils. The shop does the maintenance schedules and repairs. Any warranty work is done by Rasmussen Equipment, our dealer. We have a great relationship with them. I hope we get authorization soon to let out a bid for more loaders. We could sure use them - it's time to get rid of those last two Trojans."

VALLEY CALICHE

finds good reasons for switching



The 80ZVs run 10 hours a day, 5 days a week. Valley Caliche chose not to order options such as Ride Control, K-Link or GPS tracking.



The Kawasaki 80ZVs are used to charge hoppers at the sand and gravel plant.



hen it's time to replace equipment, what makes a customer switch from one brand to another? Some say a good price or financing package. Others state better machine specs. And yet others place reliable dealer and factory support at the top of their list. For Valley Caliche Products, Inc. of Mission, Texas, all three reasons factored into their recent purchase of several Kawasaki 80ZVs.

In 1985, the company had bought one of the first Kawasaki loaders ever to be sold in south Texas – a KSS95. They really liked it, but were uncomfortable with dealer support being located over 230 miles away.

Valley Caliche is moderately diversified with their own quarries, crushers, processing plants, and a hot-mix asphalt plant. The aggregates they mine include caliche, sand, and gravel supplying most of the construction and paving companies in the fast-growing Rio Grand Valley area. Given their demanding applications, any unexpected machine downtime can be costly. Understandably, parts, warranty work, and support are of great concern. So, as the company grew, they purchased Cats since there was a dealer nearby. wanted to know if the support system had changed enough to meet our needs."

So Thompson met with Robert Zohrer of Nueces Power Equipment (NPE), the current Kawasaki dealer. "He asked a lot of questions," says Zohrer. "Once we got the machine spec'd to his satisfaction, I took him a quote and we looked at his trade. The price was fine, but it was apparent the decision was going to be based on more than just price. I called Kawasaki and three people came down from the factory to meet with the owners as well as Steve and his assistant."

"Valley Caliche had questions about everything," continues Zohrer. "'Who were the manufacturers of the individual components?' 'What was covered under the warranty?' 'How do you diagnose the loader?' We answered their questions and got them shop and parts manuals. Their operators tested the Kawasaki and were impressed with its performance.

"Valley Caliche really liked Kawasaki's 24-hour parts guarantee on non-major components – the standard wear and tear items. That was very important to them. They also liked the warranty. And they liked

They are probably 25-30% more machine than the Cats. The visibility, the hydraulics, the strength, the ease of operation – they are good loaders.
 Steve Thompson, Equipment Supervisor

When it came time to start replacing their loaders, Steve Thompson, Equipment Supervisor, rolled up his sleeves and did his homework. As they were still running the almost twenty-year old KSS95, Thompson decided to look into Kawasaki as one of his options. "That Kawasaki was a very good loader," states Thompson. "We've gotten many, many hours out of it. By the size of the cylinders on it, the hydraulics on it, you could tell they knew what they were doing when it was designed and built. We were really interested in buying more, but we the Cummins engine. They were familiar with them because they have them in their trucks. Plus, parts are readily available from several different sources, unlike the competitor's engine which would be available only through the dealer. Then, they wanted references from other area companies that ran Kawasaki loaders so they could check up on performance and dealer service. It was clear that, to their mind, the more Kawasaki loaders in the area, the better the support was going to be. It took almost two months before they signed an authorization. The machines were here in just a few weeks."



"When the new loaders came, they had one of the best deliveries we've ever taken on a piece of equipment," says Thompson.

"As a part of the purchase agreement, NPE promised a formal introduction and training on the machines. Our operators don't read, speak, or write English very well. So Kawasaki sent a bilingual trainer. He covered standard maintenance, operating procedures, and safety procedures. It was excellent. We could tell he designed the presentation iust for us. That tells me a lot about Kawasaki. We didn't buy a whole lot of machines, but they really went out of their way to treat us right. Everyone from the President on down was impressed, and we all benefited greatly from the factory involvement."

Valley Caliche took the maintenance schedule provided by Kawasaki and entered all the intervals into their computer system. Most they follow to the letter, but some maintenance – like engine oil and air cleaners – they do more frequently because of the heat, wind, and dust in the area. Engine oil samples are pulled once a month, as are hydraulic, final drive, and transmission samples.

Maintenance on all equipment is done during the afternoon. Although it takes the machinery away from the job for awhile, it does allow management to monitor the process. Only one person is allowed to put oil in the machines and that is never done through a bucket. This reduces the likelihood of contamination by dust. While the loaders are in, filters are also checked, joints examined, and the computerized maintenance schedule is carefully followed.

Years of experience have helped them determine what "sleeper" components can have a big impact if not monitored carefully. Things like the breathers. "When they stop up," warns Thompson, "your hydraulic pressure will build up and you'll blow a seal and burn up the final drive differentials. And with the Cummins engines, we find it is very important to keep good water in them. We run reverse osmosis water with 50/50 antifreeze but we run a DCA treatment to keep pitting from happening in the liners."

"When the factory came in and talked to us, that told me they were really strong," concludes Thompson. "When you buy a piece of machinery, everything centers around the shop. If the shop doesn't do its job, the availability won't be there. Before we bought the loaders, we bought a different piece of equipment from NPE. Their service people really treated us right. The Kawasaki 80ZVs we just bought are replacements for Cat 938s. They are probably 25-30% more machine than the Cats. The visibility, the hydraulics, the strength, the ease of operation – they are good loaders. We ran our first Kawasaki for 22,000-23,000 hours before we ever did anything to it. These new machines, combined with NPE and factory support, are going to be even better."

JRB COUPLERS AND ATTACHMENTS FOR KAWASAKI WHEEL LOADERS





The 80ZV is an operator's machine.

– Pete Sliman, Maintenance Superintendent B oise Building Solutions (a division of Boise, formerly Boise Cascade) has been manufacturing and distributing building materials since 1957. Employing nearly 24,000 people and managing over 2.4 million acres of timber land, Boise recently made the switch from a long term supplier to Kawasaki at its Kettle Falls, Washington, plywood veneer manufacturing facility.

Since start-up, the Kawasaki 80ZV operates 20 to 22 hours a day with four different operators. Its job is to ferry peeler blocks into and out of the company's eight hot water vats. Peeler blocks are logs that are debarked and cut to length. The machine takes them from the debarker to the vats or a storage area. The vats are sprinkled with 160-degree hot water which heats the logs to about 120-130 degrees Fahrenheit,

conditioning them for easier peeling. This reduces veneer breakage and produces a smoother, higher quality veneer.

The 80ZV then removes the conditioned logs from the vat and carries them to the lathe for further processing. The wood is used to produce plywood, which is then distributed throughout the United States.

Another manufacturer's wheel loader used to handle the peeler blocks. So what made Boise switch to Kawasaki?

"The reason we switched," says Pete Sliman, Boise Building Solutions Maintenance Superintendent, "was that we needed a larger machine which could fit the unique application, run non-stop, and be easy on the operators and mechanics. The 80ZV does all of that and a lot more."







Each vat is 11' 2" wide. On average, the Kawasaki 80ZV handles between 6,000 and 7,000 peeler blocks in an eight-hour shift.

The Kawasaki does all the handling of the peeler blocks into and out of the vats, as well as removing logs from the debarker and feeding the lathe. According to John Cushman, the Territory Sales Manager for Totem Equipment Company, the need for Boise to look for an alternative came unexpectedly. "The competitor just didn't fit anymore," states Cushman. "With each new generation of the competitor's wheel loader, the machine grew wider. When Boise took out a lease- purchase on the latest model, it proved too small while other models were too large."

Each of the company's eight vats is 80 feet long but only 11' 2" wide. "We'd go in, bang around, chunk up the logs," affirms Sliman. "The competitor's machine was unable to adequately handle the needs of the company."

Needing a solution, Boise turned to Kawasaki and Totem, the regional Kawasaki distributor. Cushman first proposed the Kawasaki 70ZV, but there was some hesitation because the competitor's machine was sized similarly. So, Cushman suggested the 80ZV. It looked good on paper – it was sized right for the application, and with its tight turning radius, offered more flexibility and agility. It was more powerful, and had a lower price – the company just wasn't familiar with Kawasaki.

"It wasn't that they thought it was bad," says Cushman, "they just didn't know that Kawasaki made such a good wheel loader. So, we asked them to come down to the branch and we showed them an 80ZIV-2. They ran it for a few hours in our yard, using gravel as a simulated load. By the end of the day, they were ready to switch."

"The machine handled great in the gravel bank, and, even with a full load, it still had a lot of power and maneuverability," says Sliman. "I think we could tell pretty quickly that this was the machine for us."

"The Kawasaki really sells itself," says Cushman. "The strength of the chassis makes it the perfect machine for loghandling applications. The drive-train components are notably larger than the competitors' and it means that the Kawasaki is better in this type of application. Then, add the value Kawasaki provides its customers as well as the support of the dealer, and it really is a complete solution." According to Sliman, from the very beginning, uptime has been 99% plus. "The 80ZV has quickly earned praise from our operators and mechanics alike. And thanks to the support we have received from Totem, the machine is earning praise at the bottom line too."

"Service accessibility is considerably better than other machines we've used," continues Sliman. "In fact, it's what helps keep downtime to a minimum. Our operators and mechanics can get to the problem, get it fixed, and get back to work. That's important when you think in terms of your operation. Less downtime means a better result at the bottom line."

Sliman adds that the machine is equally as good to the four operators who run the unit.

"The 80ZV's unique Ride Control makes a real difference. In comparison with our previous loaders, operators report less fatigue using the Kawasaki because of the easier ride and overall comfort of controls, cab layout, and other features that make it an operator's machine. The operators definitely do not like to give up the Kawasaki for even short service periods. I think that shows how seriously Kawasaki took the needs of the customer when it designed the 80ZV."

Totem equipped the 80ZV with specially designed TOYO tires, Medford Peeler Block Forks, and a Lincoln Auto Lube system. Special cab and radiator guarding was added as well. These enhancements made the machine safer and more reliable to operate.

Sliman notes that it wasn't just the machine that impressed Boise, in the end it was the dealer. "Working with Totem Equipment was a huge benefit. Sales and product support from Totem have been excellent in all aspects. Personnel from Kawasaki and Totem have been very responsive to any problems that have occurred and been upfront about questions we've had. During start-up, cooperation with our operators and mechanic were handled in a professional and positive manner. I don't believe it could have gone smoother."

"We have made a solid commitment to Boise that, should a problem arise, we will use every person or means to ensure their complete satisfaction with the Kawasaki product," says Dennis Lochmiller, Branch Manager of Totem's Spokane operation. "Whenever a problem arises, our customers trust everyone on our team will be there to resolve the issue quickly, effectively, and as efficiently as possible. Our goal is to demonstrate to our customers 'Proven Performance' in everything we do."

So is the Kawasaki 80ZV the perfect fit?

"For our operation it definitely is," says Sliman. "It fits the vats and, thanks to the support we've received, it's made the transition perfectly. The machine now has over 3,000 hours and continues to perform very well. If this trend continues, it would be very difficult to find other machines that can operate consistently under the requirements we have. So the 80ZV is definitely the perfect fit every way you look at it."

	Kawasaki 80ZV	Caterpillar 950G II	Komatsu WA380-5
Material Density	2,800	2,800	2,800
Bucket Capacity Heaped (yd ^s)	4.2	4.32	4.3
Max. Dumping Clearance	9′ 8 9/16″	9′ 7″	9′ 9″
Dumping Reach	3' 8 1/2"	3′	3′ 9″
Breakout Force (Ib)	36,140	34,486	33,245
Bucket Tilt Back Angle – carry (degrees)	50	45	52
Length	26' 2 15/16"	26′ 1″	26' 8"
Width (outside tire)	8′ 9 1/2″	11′ 2″	9′ 1″
Wheelbase	10′ 6″	11′	10′ 10″
Min. Turning Radius – carry	20' 11"	23′	21' 7"
Operating Weight (lb)	38,875	39,341	38,879
Straight Tipping Load (lb)	30,250	26,354	31,923
Full Turn Tipping Load (lb)	25,910	23,179	27,701
Engine Make and Model	Cummins 6CTAA 8.3	Cat 3126B	Komatsu SAA6D114E-2
Horsepower	208	183	203
Equipped With	GP Bucket, Opt. Cwt, ROPS Cab. A/C. 23.5-25-16PR Tires	23.5 L-3 Tires, A/C, Counterweight, Ride Control. Full Fuel Tank. Belly Guards	Cab, Counterweight, Full Fuel Tank. 23.5 (L3) Tires



LISTEN TO THOSE WE SERVE.

Our customers rely on Bridgestone/ Firestone Off Road Tire Company for new technology, product innovations and award-winning service in the Construction, Quarry and Mining industries. Visit us at www.bfor.com



FITESTORE OFF ROAD TIRE COMPANY 535 MARRIOTT DR., 8TH FLOOR NASHVILLE, TN 37214 1-800-905-2367

COMPLETE SOLUTIONS

1152

Kawasaki ZV Wheel Loaders

Designed to provide maximum efficiency, the Kawasaki ZV line of wheel loaders appeals to owners and operators alike.

Features for the operator include:

- 20% Increase in Size of the Operator Compartment
- Increased Visibility
- Increased Power

Features for the owner include:

- Fuel Efficient Cummins Electronic Engines
- Increased Horsepower
 - Larger Bucket Capacities
 Increase Production

Operators appreciate the increased visibility, comfort and power. Owners appreciate the efficiency and productivity.

Kawasaki, the oldest on-going manufacturer of articulated, rubber-tired wheel loaders in the world, has defined the standard for excellence in design, manufacturing, sales, and customer support. Manufactured and assembled in Newnan, Georgia, specifically for the North American market, Kawasaki wheel loaders incorporate over 40 years of engineering and technical expertise.

YOUR WHEEL LOADER SPECIALIST

- 11 models available
- 90 HP-720 HP
- 1.4 cu. yd. 13 cu. yd.

View all of the products and services offered by Kawasaki by visiting www.Kawasakiloaders.com

2140 Barrett Park Dr. • Suite 101 Kennesaw, Georgia 30144 Tel: 770-499-7000 • Fax: 770-421-6842

KAWASAKI CONSTRUCTION MACHINERY CORP. OF AMERICA