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A publication for and about Brandeis Machinery & Supply Company customers • [www.BrandeisSolutions.com](http://www.BrandeisSolutions.com)

## Jigsaw Enterprises LLC



Brandeis Machinery & Supply Company's Customer Appreciation Golf Outing



David Coultas

**A message  
from Brandeis  
Machinery &  
Supply Company**



Dear valued customer:

It is a pleasure to partner with Komatsu — a proud member of the United States manufacturing community — and be able to provide you with innovative, high-quality equipment. While Komatsu is a global brand, it has an extensive presence in North America, with several manufacturing operations across the U.S., including Tennessee and Kentucky. In this issue, you can delve into Komatsu's rich history, and discover how its core values help the company leave a positive impact on the industry and beyond.

We were happy to see many of you in attendance at Komatsu's Spring Demo Days 2025. The event gave customers a firsthand look at Komatsu's new solutions and the opportunity to operate various machines, such as intelligent machine control (IMC) dozers and excavators. Talk with your local representative if you are interested in participating in the next Demo Days. We look forward to seeing you there!

This issue also highlights Komatsu's Parallel Link Undercarriage System (PLUS), which is engineered with the goal of distributing wear evenly, simplifying maintenance and delivering long-term durability where it counts most. Check out the article to learn all about its performance-focused design.

If you are planning a rebuild on your large equipment and want to reduce your overall total cost of ownership, try Komatsu's Firm Future Order (FFO) program. It is a proactive approach to rebuilding that guarantees parts availability without expedited or air freight costs.

To help drive customer and team member engagement and collaboration, you can read about relational leadership, which is a management strategy that aims to build genuine, trust-based relationships. Business relationship expert Ed Wallace explains how emphasizing a relationship-first mindset can help build a lasting legacy.

Additionally, there are many more valuable articles I think you will enjoy, from customer success stories to product showcases.

As always, if there is anything we can do for you, please feel free to contact one of our branch locations covering Kentucky, Indiana and West Virginia.

Sincerely,  
Brandeis Machinery & Supply Company

A handwritten signature in black ink that reads 'David Coultas'. The signature is written in a cursive, slightly slanted style.

David Coultas,  
President

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## Leadership Team

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# Adapting to every challenge

## From mining to emergency response, Jigsaw Enterprises delivers solutions across Central Appalachia



**Rusty Justice,**  
Managing Member  
and Co-owner

**J**igsaw Enterprises LLC has deep roots in eastern Kentucky, where the company has evolved from a family business into a respected design-build firm serving a wide range of industries. Based in Pikeville, the company continues to thrive by combining engineering expertise with practical field experience. Today, it remains anchored in the philosophy of hard work and community responsibility instilled by founder Victor Justice.

"My dad started this business in 1975, and I was one of his first employees," recalled Managing Member Rusty Justice, who co-owns Jigsaw with his partner, Lynn Parrish. "I worked here through high school, went on to earn mining and civil engineering degrees, and then came back to build on what he started."

The company focuses on four main areas of work: mining, construction, design and emergency response. Its teams are known for taking projects from conception to completion,

whether it involves grading and drainage, mass excavation or site development.

"We like to say we move heavy objects, whether that's a 100-ton truckload of material or a wheelbarrow," Rusty explained. "We have a surface coal mine. For construction, we do road contracting, commercial site development, government facilities, sports parks and things of that nature. We have engineers and architect technicians who do our own surveying and permitting. Everything's done in-house."

Rusty added, "On top of that, we provide critical emergency response services when disasters strike the region. When flooding hits, we usually have a crew on-site within 12 hours, and often within one. We move sediment while it's still in liquid form, clear culverts and bridges, and restore access for residents. Our experience allows us to get communities back on their feet more quickly."

---

***"Being hands-on in these communities for decades has given me a deep appreciation for the people and the land."***

*- Rusty Justice,  
Managing Member and Co-owner,  
Jigsaw Enterprises LLC*

---

Jigsaw employs about 25 full-time workers, along with an equal number of contractors, forming a skilled workforce of 50 people. Employees are diverse, long tenured and highly trained, which enables the company to take on complex projects with confidence. Internships and mentorship opportunities also keep young talent flowing into the business.

"We've run an internship program since the 1980s, bringing in one to five students every summer," Rusty shared. "That allows us to balance the knowledge of experienced employees with fresh ideas from the next generation. It's helped us keep one foot in the past and one in the future."

The company's reach extends throughout Central Appalachia, including eastern Kentucky, southern West Virginia and southwest Virginia. While most projects remain within that footprint, Jigsaw's reputation has led to work outside the region as well. Its local presence and familiarity with the Appalachian terrain continue to be assets.

### Customer snapshot

**Company:** Jigsaw Enterprises LLC

**Location:** Pikeville, Kentucky

**Employees:** 25 full-time employees and approximately 25 full-time contractors

**Established:** 1975 (as a predecessor company founded by Victor Justice)

**Areas of expertise:** Mining, construction, design and emergency response services

**Komatsu equipment:** PC50, PC88, PC210, PC238, PC250, PC290LC and PC390LC excavators; WA270 and WA500 wheel loaders; HM400 articulated trucks; D51 and D65 dozers

Jigsaw Enterprises relies on equipment like the Komatsu PC390LC excavator to build sediment ponds and install drainage.

### ▶ VIDEO





An operator pushes a pile of coal with a Komatsu WA500 wheel loader.

"I can drive around this region and see projects that we've built everywhere," Rusty noted. "We've been involved in everything from mines to medical centers to flood response. Being hands-on in these communities for decades has given me a deep appreciation for the people and the land."

### Diverse equipment

To complete its wide range of work, Jigsaw relies on a fleet of Komatsu machines. A Komatsu PC290LC long-reach excavator plays a vital role in stream clearing and sediment removal, extending 54 feet into waterways while minimizing environmental impact. Crews also employ Komatsu machines in bridge replacements, site development and stream bank restorations.

***"Having reliable equipment on hand is critical when every hour counts."***

*- Rusty Justice,*

*Managing Member and Co-owner,  
Jigsaw Enterprises LLC*

"We use our Komatsu PC290 almost daily for flood response," Rusty explained. "It allows us to clear flotsam and debris from waterways in ways other machines simply can't. Having reliable equipment on hand is critical when every hour counts."

On the mining side, Komatsu equipment supports both active operations and reclamation.

"Our Komatsu PC390 excavator has been outstanding for building sediment ponds and



To move material around its mining operation, Jigsaw utilizes Komatsu HM400 articulated trucks.

installing drainage at the mine," Rusty described. "We have three WA500 wheel loaders that we've had really good luck with. They have the automated scale systems in all of them, so that helps us keep our load weights legal when we load our coal. We work about 12 hours a day, five days a week on those machines."

Other machines also play major roles in day-to-day operations. Jigsaw runs a pair of Komatsu HM400 articulated trucks for hauling, a Komatsu WA270 wheel loader that has become a favorite for its versatility, and Komatsu D51 and D65 dozers.



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*Continued ...*

# 'Brandeis Machinery has been a great partner to us'

... continued

"The WA270 is maybe the finest machine I've ever sat in personally," commented Rusty. "It's just really handy, really responsive and has been very reliable. We've gotten a lot of life out of the dozers. They'll just go and go, so we've been very pleased with that."

## Dependable support

Jigsaw's relationship with Komatsu dates back decades, with Rusty recalling his first Komatsu purchase in 1990. Since then, Brandeis Machinery & Supply Company has remained

## By the numbers

- **12** hours or less is the time it takes Jigsaw Enterprises to respond to an emergency in its community, such as a flood
- **54** feet is the reach attained by the Komatsu PC290LC long-reach excavator
- **1990** marks the year Jigsaw purchased its first Komatsu machine



Brandeis Machinery PSR Rick Johnson (left) and sales representative Jeremy Murry (right) work closely with Jigsaw's Rusty Justice (center) to find the best equipment for Jigsaw's diverse portfolio of projects.

Jigsaw appreciates the longevity of Komatsu equipment, including this older Komatsu PC250LC excavator.



Jigsaw's trusted distributor, providing sales, service and support across the company's entire fleet. This partnership has been a cornerstone of Jigsaw's ability to perform consistently.

"Brandeis Machinery has been a great partner to us," Rusty declared. "They've aided our growth over the years. By being here a long time, I've seen a lot of wonderful people retire, but the institutional knowledge has stayed. They've always provided the parts, service and expertise we need to keep our machines running. That kind of support gives us confidence when we take on demanding projects."

Equally important is the relationship with Brandeis Machinery sales representatives Jeremy Murry, who understands Jigsaw's work and helps match equipment to its needs. Having a knowledgeable point of contact ensures the company invests in machines that deliver real value.

"Jeremy is there for me when I need him," Rusty said. "Brandeis Machinery stands behind what they say, and we do too."

## Positive outlook

Looking ahead, Jigsaw plans to continue blending time-tested practices with new technology. The company has begun incorporating artificial intelligence into data management while maintaining its core values of safety, reliability and community. Rusty believes that balance will guide the company's growth.

"We don't believe everything new is good or everything old is bad," Rusty stated. "We're pragmatic idealists, and that means combining the wisdom of the past with innovations that make sense for our future. That philosophy will keep Jigsaw strong for years to come."

Through decades of change, Jigsaw Enterprises has remained committed to its people, its community and its mission of tackling complex challenges with dependable solutions. By investing in Komatsu equipment and maintaining a strong partnership with Brandeis Machinery, the company continues to deliver results across Appalachia. Rusty views that as both a responsibility and a privilege.

"I've never had a job — I've had an adventure," Rusty reflected. "Every day, I get to work alongside talented people, make a difference in our communities and use equipment that helps us succeed. I'm grateful for the path we're on and excited for what lies ahead." ■

*\*The opinions expressed here are based on the customer's specific experience. Results may vary.*



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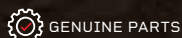
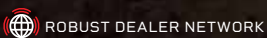
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# Make an impact with your clients and employees

Learn about relational leadership and how it can help drive long-term success

**A**ccording to business relationship expert Ed Wallace, successful businesses with a solid track record often have one thing in common: they practice what Wallace terms “relational leadership” by emphasizing a relationship-first mindset with customers, employees and other stakeholders.

Relational leadership is more than a management strategy. It aims to build genuine, trust-based relationships, driving customer and team member engagement and collaboration. Unlike traditional leadership approaches that may only focus on authority or results, relational leadership is grounded in the principle of worthy intent — putting the other person’s needs ahead of your own, emphasizing authenticity, communication and mutual respect as core components of effective leadership.

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*“With relational leadership, the beauty is that it can be anyone at a company, not just who we think of as the traditional leader, such as the owner or managers and supervisors.”*

*– Ed Wallace,  
Business Relationship Expert,  
Managing Director of AchieveNEXT*

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“With relational leadership, the beauty is that it can be anyone at a company, not just who we think of as the traditional leader, such as the owner or managers and supervisors,”

said Wallace, who is the managing director of AchieveNEXT, a No. 1 bestselling author and experienced keynote speaker with more than 400 leadership sessions on record. “Everyone who works for a company represents its brand, so everyone is a relational leader, from the first person someone sees when they walk into your office — often a receptionist — to the CEO. Every interaction builds a relationship, and relational leadership involves approaching each one with worthy intentions and putting the other person’s needs and goals ahead of your own. That builds trust and authenticity with your customers.”

## Five principles of relational leadership

Wallace emphasizes five key principles to relational leadership:

- 1. Display worthy intent:** “Ask yourself if an interaction made the person come away feeling like you have their best interest at heart, whether it’s an employee or a client,” said Wallace. “Ask questions and actively listen to the answers. Keep peeling back the onion until you fully understand what their needs are.”
- 2. Care about people’s goals, passions and struggles:** If you can locate what Wallace calls relational GPS — the business and personal goals, the causes or passions that people care deeply about, and their struggles — there is a great chance you will advance the relationship. Research indicates that 89% of the time, relationships carry the day in sales. The best indicator that you’re building a good relationship is that the other person shares their struggles in a way that they believe you can help them. This doesn’t happen quickly. It takes time. Remember, a relationship is an investment.
- 3. Make every interaction matter:** “Even if it’s a five-minute ‘drive-by,’ it’s important,” emphasized Wallace. “You can practice this anytime. Try ‘being in the moment’ with someone outside of your business such as a supermarket checker. Actively listen and ask questions. Then, when you have those business opportunities each day, you will focus on the other person’s needs and uncover valuable ways to help them.”
- 4. Value people before processes:** “It’s essential to put people first and treat them



Relational leadership emphasizes authenticity, communication and mutual respect as core components of effective leadership.



Relational leadership builds genuine, trust-based relationships, driving associate engagement and collaboration.

well," said Wallace. "Always keep in mind, 'Are we doing this to help, or are we doing things that hinder performance and our relationship? Are we making our employees' and customers' lives better, and are we making it easier for them to work with us?'"

##### **5. Connect performance to a purpose:**

"There is an impact in everything you do," said Wallace. "If you keep that in mind and approach it as a positive impact, chances are the outcome will lead to performance and attract people who want to work with you both as clients and as fellow employees. One of the people I work with views the projects they are part of as their legacy, and that's a great way to look at them. Who doesn't want to leave a positive, lasting legacy?"

### **What's your legacy and are you a trusted adviser?**

During his leadership sessions, Wallace often uses the number 0.00000002 as an illustration to get attendees to understand their impact and legacy.

"That's how long you are on the Earth in relation to its age if you live to be 85," Wallace said. "It leads to asking yourself what I want to accomplish in that relatively short amount of time. The people who practice relational leadership can leave a lasting legacy because it comes back to making a positive impact. We all remember the people who have done that: teachers, coaches, bosses. Companies who

do that with customers can create long-term relationships that drive repeat business and referrals. And, you'll make a lot of true friends in the process."

Wallace is clear that long-term business relationships are not built overnight. He refers to his relational ladder, which is a process for prioritizing, measuring and advancing important business relationships that last. At the bottom are acquaintances who you are establishing common ground with as you display integrity and trust. The next rungs are professional peers who have come to trust you to use time purposefully and know you will help, which then leads to the top where clients see you as a respected advisor.

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***"The people who practice relational leadership can leave a lasting legacy because it comes back to making a positive impact."***

*– Ed Wallace,  
Business Relationship Expert,  
Managing Director of AchieveNEXT*

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"As you build a business, you will have varying numbers of relationships at each stage, both clients and employees," said Wallace. "Even the best companies will have relationships that don't work out for various reasons, but from my experience, the ones that have the most at the top have developed solid practices that apply the relational leadership principles and have become a trusted advisor as opposed to just another contractor." ■

# Teeing up success

## Brandeis Machinery's Customer Appreciation Golf Outing brings customers and partners together for a day of camaraderie and connection



**▶ VIDEO**  
Jacob Hopper,  
Regional Sales Manager,  
Brandeis Machinery



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**B**randeis Machinery & Supply Company welcomed customers and partners this fall for its annual Customer Appreciation Golf Outing at Woodland Country Club in Carmel, Indiana. The event has become a staple for Brandeis Machinery, giving industry professionals the chance to step away from day-to-day business and enjoy a day of camaraderie, competition and networking.

Jacob Hopper, Regional Sales Manager for Brandeis Machinery's Indianapolis branch, said the tournament continues to be a highlight for many customers.

"This outing is something people look forward to each year," Hopper noted. "It's not just about the golf — it's about getting together with people you've worked alongside and

competed with for years. The construction community in Indiana is close-knit, and this gives everyone a chance to enjoy a friendly rivalry in a relaxed setting."

In addition to team play, the event featured contests such as longest drive and closest to the pin, along with raffle giveaways supported by Brandeis Machinery's vendor partners. Hopper said those touches keep the day engaging for both seasoned golfers and casual players.

*"Our goal is to keep refining the experience, so customers feel appreciated and enjoy a day that reflects the value they bring to our business."*

*- Jacob Hopper,  
Regional Sales Manager,  
Brandeis Machinery*

"We try to make sure there's something for everyone," Hopper explained. "Even if you don't take home the trophy, the contests and prizes bring another layer of fun to the event."

Looking ahead, Hopper said Brandeis Machinery plans to continue building on the outing's momentum.

"We're fortunate to have great participation year after year," Hopper stated. "Our goal is to keep refining the experience, so customers feel appreciated and enjoy a day that reflects the value they bring to our business." ■



(L-R) Mt. Carmel Stabilization Group's Ryan Day and Pat Creel, Brandeis Machinery's Robert Krutsinger, and Mt. Carmel Stabilization Group's Doug McPherson team up.

(L-R) Beaty Construction Inc.'s Kyle Beaty, Eric Coburn and Jordan Heltsley join forces with Brandeis Machinery's Mike Porta for the Customer Appreciation Golf Outing.



A golfer drops in a birdie putt at the ninth hole.



Brandeis Machinery personnel and customers gather at Woodland Country Club in Carmel, Indiana, for the annual Customer Appreciation Golf Outing.



From just off the green, a golfer looks to sink a birdie with a Texas wedge.



An attendee attempts the longest drive contest.



(L-R) FECON's Blake Eavenson and Site Works LLC's Andrew Benton, Andy Roberts and Mike Roberts have fun on the golf course.



(L-R) Beaver Materials' Jeff Beaver, Brandeis Machinery's Brett Roberts, and Beaver Materials' Shawn Beaver and Adam Knapp are all smiles.

# Educational event for customers

## Spring Demo Days 2025 gave attendees a firsthand look at Komatsu's new solutions and the opportunity to operate equipment



Watch the video

**K**omatsu's Customer Center in Cartersville, Georgia, buzzed with energy during Spring Demo Days 2025, as contractors, fleet managers and heavy equipment operators from across North America gathered for three days of hands-on experiences, technology previews and one-on-one conversations with Komatsu specialists.

From intelligent machine control (IMC) 3.0 and other Smart Construction solutions like drone surveying tools, the event underscored Komatsu's commitment to innovation — and more importantly, to the companies and

individuals across the construction industry who put that technology to work.

"Spring Demo Days 2025 showcased a range of our Komatsu and partner brands' products — from our IMC 2.0 dozers and 3D Machine Guidance excavators to the WA485-11 and WA475-11 wheel loaders and Smart Quarry solutions," said Ethan Staples, Product Demonstration Specialist, Komatsu. "The highlight this week has been the new Komatsu PC220LCi-12 excavator. As the newest excavator that Komatsu has released, its redesigned cab, integrated technology and jobsite versatility make it a standout for construction companies across the board."

### Customer feedback

According to Staples, the event is structured to give customers value from the moment they arrive.

"Every day starts with a safety and product briefing in our theater, then we rotate attendees through stations — dozers, excavators, loaders, trucks and Smart Construction solutions," explained Staples. "We station Komatsu team members at each area to inform customers about each machine's capabilities and offer the customers an opportunity to get real answers to real questions from our experts."

That personal attention left an impression on Valentine Cortese, owner of AWS Landworks in New Jersey, who recently finished a project two months ahead of schedule thanks to his new Komatsu D71PXi IMC dozer.

"The machine's performance and the smart grade system really helped with efficiency, wear and tear, and gave us a finished product we were proud of," Cortese commented. "We're here today to look into the IMC excavators and drones. The drone presentation was very educational. Demo Days is a great tool for us owners to look at the new technology, future purchases and just the performance of the machines."

Brandon Wilson, the owner of Wilson Excavation in Utah, added, "This is my first time here, and I would absolutely recommend coming out to Komatsu Demo Days. Where else do you get to play in a big sandbox and try different machines that you can use on your jobsites and for your equipment? It's great."



Brandeis Machinery's Devin Foster (center) catches up with Williams Creek Management's Christopher Schaumburg (left) and Jordan Nauert (right) at Demo Days.



(L-R) BAAM Contracting LLC's Brandon Jones and Mason Vanover, Brandeis Machinery's Jeremy Murry, and Buffalo Valley Resources' Jeff Kinser explore Demo Days.



► **VIDEO**

Demo Days attendees test out Komatsu equipment, including a D61PXi intelligent machine control (IMC) 2.0 dozer.

Wilson also noted that his team already runs about 20 Komatsu machines, including several IMC dozers and excavators.

“We love the IMC machines for their cost-effectiveness,” emphasized Wilson. “You move the dirt once, put it in the right place the first time and track production accurately. That translates into stronger bids and better pricing for our clients.”

**Technology solutions**

Attendees also received a firsthand look at the latest innovations in Smart Construction technology, including faster drone data processing tools, new scheduling and resource-tracking platforms, and cloud-based dashboards that enable contractors to manage assets in real time.

“Komatsu is ahead of the curve when it comes to technology,” declared Luke Morgan, Project Manager and Smart Construction Technology Manager, Wilson Excavation. “We use their IMC machines on every type of project, and we’ve seen huge benefits and boosts in productivity. We’re really grateful and excited to be here and have the opportunity to try out some new products, learn new things, and see how they can help us be more productive and do better work for the people in our community.”

Chris Christiansen, Associate Vice President of Fleet at BHI, echoed the sentiment, commenting, “We came to Demo Days to learn, test and get our teams’ opinions on what’s



(L-R) Brandeis Machinery’s Mac Morris shows Kindred Excavating Group LLC’s John Kindred and Ashley Kindred around Demo Days.

next. Komatsu’s equipment performs well, and they’ve demonstrated excellent service over the years. That partnership matters to us.”

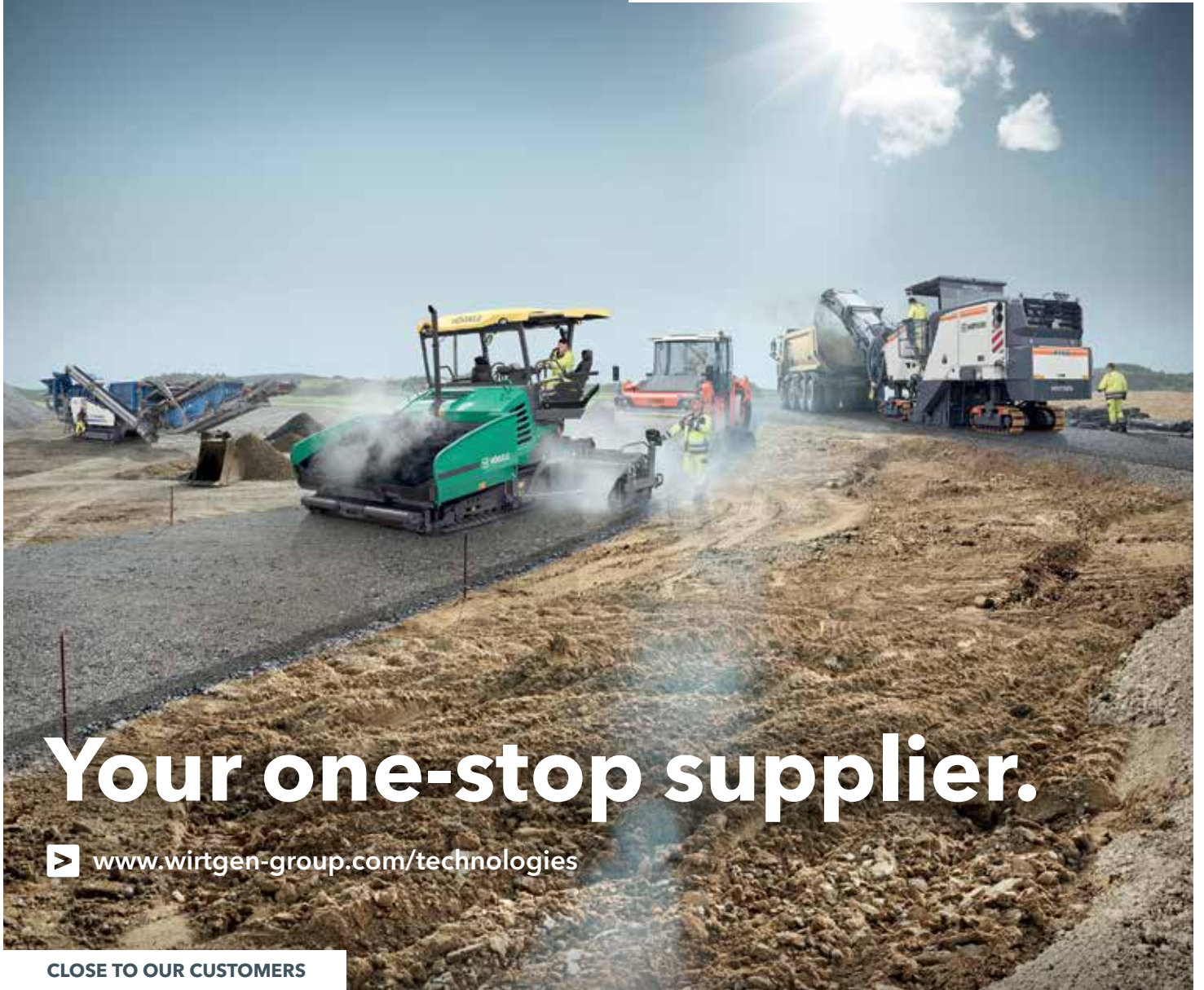
**Until next time**

Staples wrapped up the event with a note of gratitude.

“We really appreciate everyone taking time out of their busy schedules to come here,” said Staples. “We want our customers to leave knowing they were heard, supported, and that Komatsu is working hard to help them succeed.” ■

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# Control wear while driving productivity

## Komatsu's Parallel Link Undercarriage System aims to maximize machine life, minimize downtime and cut long-term operating costs

**A** well-built undercarriage does more than support the machine — it can help protect uptime, help control costs, and assist performance in tough conditions. From bushing design to track tensioning, every detail matters when it comes to keeping equipment productive over time. That's why Komatsu's Parallel Link Undercarriage System (PLUS) is engineered with the goal of distributing wear evenly, simplifying maintenance and delivering long-term durability where it counts most.

"Undercarriage costs can represent up to 50% of a dozer's lifetime maintenance," said Raf Bukowski, Product Marketing Manager for HST Dozers, Komatsu. "That's why Komatsu made durability and service life the top priorities with the PLUS undercarriage. We've focused on smarter wear distribution, simplified maintenance and materials that last. All of that [can] translate into real savings and less downtime for customers."

### Performance-focused design

The most notable innovation of PLUS is its rotating bushing technology. Unlike systems that require manual bushing rotation, Komatsu's design allows bushings to float around the pin, promoting even wear with the goal of extending component life.

"With PLUS, you're getting nearly double the life compared to traditional undercarriages before any major intervention is needed," Bukowski explained. "Time is money in this industry. If you can run longer without pulling machines into the shop, that's a huge win."

PLUS also includes a self-adjusting idler that automatically works to maintain optimal track tension. This is designed to help minimize track slippage and premature wear, helping operators maintain performance while assisting to protect the system over time.

"It works like a cruise control for track tension," stated Bukowski. "It's snug enough to perform well but loose enough to help protect the components. That balance adds up over thousands of operating hours."

With durability in mind, Komatsu also redesigned key structural elements. Carrier rollers now feature thicker material and updated flange geometry to promote even link contact, while segmented sprockets are shaped to shed material and resist packing in challenging terrain.

"Every inch of the system is purpose-built," Bukowski declared. "We've made iterative

improvements based on field feedback. This isn't the same undercarriage you saw five or six years ago."

### Smart technology integration

PLUS pairs with Komatsu's intelligent machine control (IMC) technology to help control overall machine stress and promote extended undercarriage life. As the load increases during operation, the machine automatically adjusts the blade to help prevent track slippage, helping to control unnecessary wear on the system.

"Our dozers don't just push dirt — they respond like experienced operators," commented Tony Kosolofski, Komatsu IMC Product Manager in Canada. "With IMC 2.0, we've given the machine the ability to predict terrain changes and adjust proactively. That helps reduce operator fatigue and undercarriage strain."

---

***"With PLUS, you're getting nearly double the life compared to traditional undercarriages before any major intervention is needed."***

*-Raf Bukowski,  
Product Marketing Manager for HST Dozers,  
Komatsu*

---

Komatsu IMC dozers like the D71PXi-24 and D61PXi-24 use track mapping to capture real-time as-built data and apply features such as lift layer control, which helps promote consistent compaction thicknesses. That data integrates seamlessly with Komatsu's Smart Construction Dashboard, enabling users to compare performance day by day.

"When we talk about undercarriage wear, we're also talking about how you use the machine," Kosolofski added. "Technology that limits unnecessary spinning, slipping or overworking helps stretch the life of every component." ■



Komatsu's experts showcase the PLUS undercarriage system on a D71PXi-24 IMC dozer at Demo Days 2025.

Montabert V32 variable hydraulic breaker



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# Proactively schedule a rebuild

## Preplanning with Firm Future Order program guarantees parts availability and helps reduce your large equipment's overall total cost of ownership

**L**arge off-road machinery frames generally last 40,000 to 60,000 hours or more, depending on use and the conditions and materials they are in on a daily basis. The life of most of their components are typically about half as long, according to Matt Beinlich, Senior Director, Remanufacturing Business, Komatsu.

"Most of these machines see their first rebuild at around 20,000 hours," said Beinlich. "The advantage is that the customer gets a like-new machine from a components standpoint at a much lower cost, and rebuilding with remanufactured components using Komatsu's Firm Future Order, or FFO, program further enhances the savings and helps reduce the overall total cost of ownership."

Beinlich added, "The frames of these machines are designed for long life, so there is a ton of value in rebuilding instead of replacing. That value is increased by being proactive with FFO, because you are guaranteed parts availability without expedited or air freight costs to ship parts, which can be quite expensive. We can use the most efficient methods that the supply chain offers."

FFO is a proactive approach to rebuilding, according to Goran Zeravica, Senior Product Manager, Komatsu.

"The idea is to plan well ahead of time with your Komatsu dealer or distributor to take equipment out of service," Zeravica said. "FFO provides a long lead time — at least 120 days — and guarantees parts availability at a set price and often at a discounted rate in exchange for placing the order so far in advance. It gives everyone plenty of preparation time."

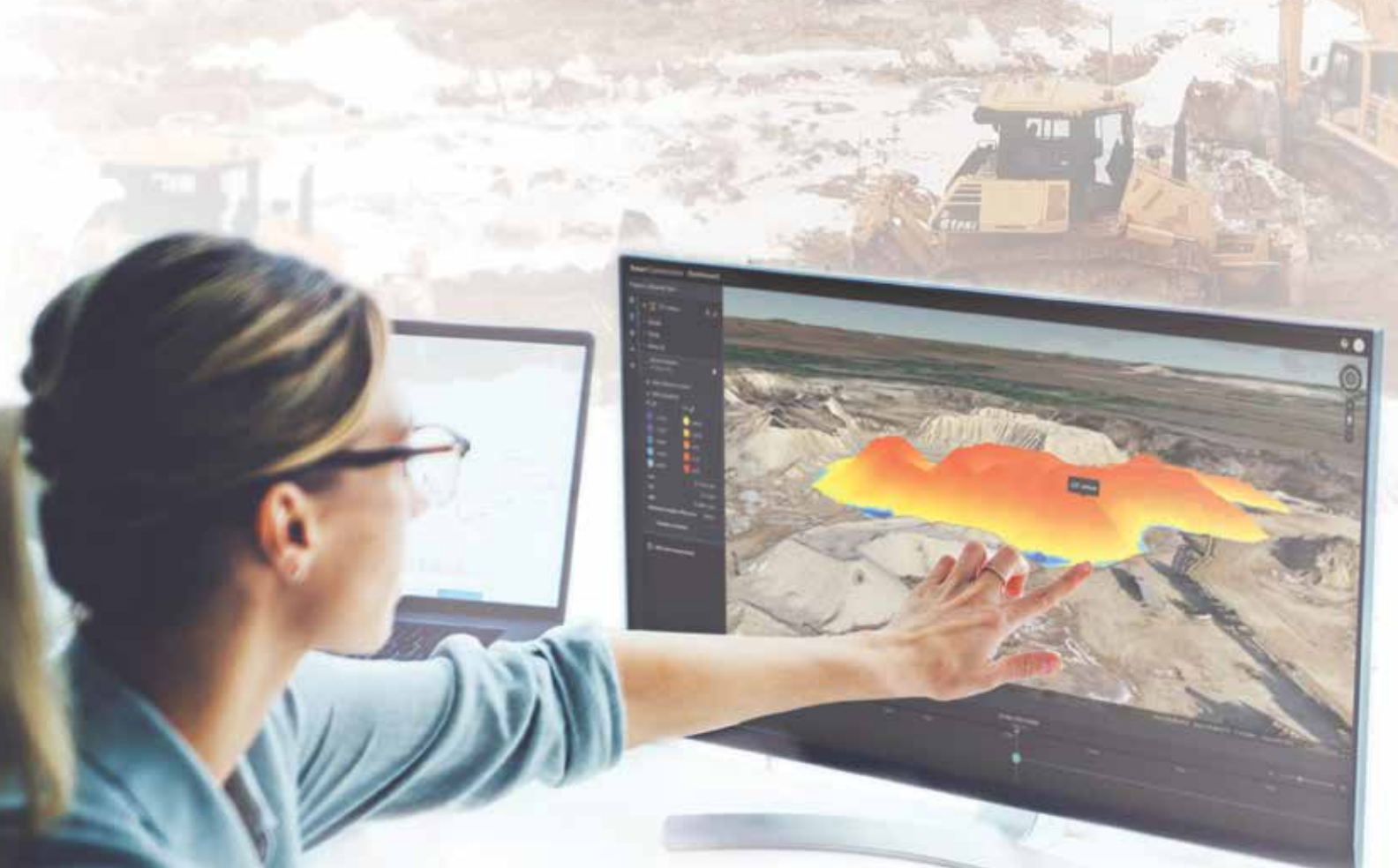
### Coverage up to 12,000 hours

Beinlich and Zeravica encourage customers to use certified dealer technicians to do the FFO rebuild using genuine remanufactured components, saying it's a great way to ensure they are installed correctly and covered under a one-year, unlimited-hours warranty. Major components are also backed by Komatsu's Quality Assurance Program of up to 12,000 hours with labor covered. Some conditions apply.

"We want customers to have the best possible experience with their reman components, so we encourage them to have the work done by trained dealer technicians who are skilled at this type of work," said Zeravica. "They are also going to use high-quality genuine Komatsu lubricants and filters. It's really an ideal solution." ■



The Firm Future Order (FFO) program is a proactive approach to scheduling a rebuild that guarantees parts availability and can help lower your overall total cost of ownership.



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# Proud partner in the nation's growth

For over a century, Komatsu has been proud to manufacture innovative products and employ thousands of people across the United States

**K**omatsu is a proud member of the United States manufacturing community and directly employs more than 8,000 people in the U.S. Its U.S. operations are largely export-driven, with a cumulative trade surplus of more than \$7.5 billion during the last decade.

U.S. manufacturing operations were launched in 1986 with the production of the first machine, a WA600 wheel loader, in Chattanooga, Tennessee. Today, Komatsu produces excavators, HM400 articulated trucks and forestry products in Chattanooga, which are shipped globally around the world. Additional manufacturing operations in the U.S. include Newberry, South Carolina; Duffield, Virginia; Homer City, Pennsylvania; Lebanon, Kentucky; Longview, Texas; Milwaukee, Wisconsin; Peoria, Illinois; Shawano, Wisconsin; Solon, Ohio; Reno, Pennsylvania; and Wellington, Utah.

The initial North American headquarters was established in 1970 in San Francisco, six years after the first Komatsu machine, a dozer, was introduced to North America. Subsequent headquarters included Atlanta, followed by Chicago, where it is currently located. With the acquisition of legacy brands Joy Global and P&H, which have been manufactured in the U.S. for over a century, Komatsu established a large mining headquarters in Milwaukee.

Komatsu's presence in the U.S. is an extension of its rich global history, which began in Japan more than 100 years ago when founder Meitaro

Takeuchi sought a way to save the livelihoods of community members relying on a local mine. At the time, the local copper mine, a vital source of employment, was in danger of being shut down.

Takeuchi and a group of investors rolled out their first product, a one-cylinder sheet-forming machine, in 1924, after founding Komatsu Ltd. in 1921. Komatsu continues to manufacture industrial presses today.

Over the next century, Komatsu expanded its product portfolio to include construction and mining equipment, as well as forklifts and forestry products. It has made several strategic acquisitions, including the addition of U.S.-based manufacturer TimberPro Inc., which has a long history of innovative forestry machinery. Several other Komatsu-owned subsidiaries are either based in the U.S. or operate facilities in the U.S. to distribute and support their products, including American Battery Solutions, Hensley Industries, Montabert, Lehnhoff, Tramac, Quadco and Mining Technology Solutions.

## Creating value through core principles

Across all its product lines, Komatsu continues its commitment to "Creating Value Together" with its customers. It's doing that through its core values, which include:

**Ambition:** With a 'challenging spirit' and without fear of failure, we innovate and always aspire to do more.

*Continued ...*



Komatsu has various manufacturing operations across the U.S., including one in Chattanooga, Tennessee.

# Creating value together

... continued

**Perseverance:** Even when the work is difficult, we remain committed to our promises and work to reliably carry them through to completion.

**Collaboration:** Creating value comes from teamwork, inclusion, respect, diversity and a win-win approach to all relationships.

**Authenticity:** To earn and maintain trust, we work to act with sincerity, integrity and honesty, and to communicate transparently.

That aligns with the principles Takeuchi stood by as he and his team worked to grow operations — quality first, technology and innovation, globalization, and the development of people.

Technology and innovation have become an increasingly significant part of the overall picture, particularly with the advent of GPS grading.

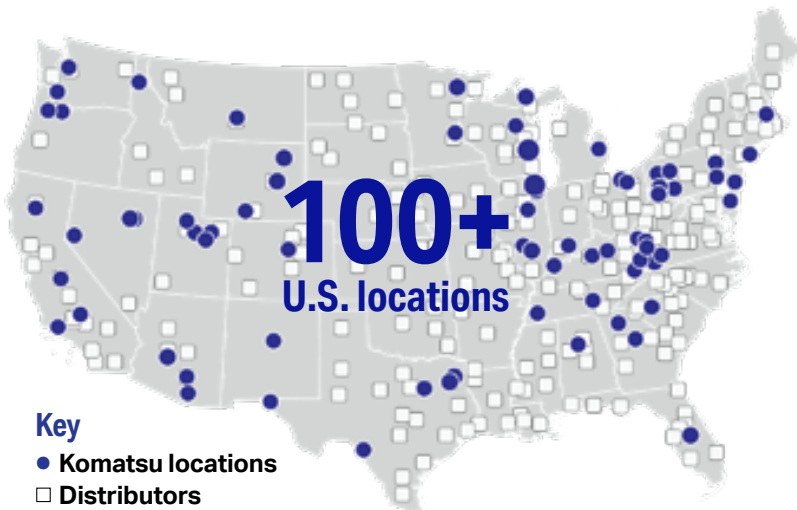
Komatsu pioneered integrated intelligent machine control (IMC) dozers and excavators that have been designed to reduce costs while boosting production efficiency. That innovation came on the heels of Komatsu's pioneering autonomous technology, such as driverless mining trucks.

It includes digital solutions designed for efficient equipment and jobsite management, such as My Komatsu and a suite of Smart Construction solutions that can do everything from mapping and tracking jobsite progress to remotely transferring files to reporting timecard data.

## Making an impact

As its machines and solutions make an impact on those who use equipment to build the nation, Komatsu also remains committed to impacting the communities it serves. It supports more than 160 nonprofit organizations in local communities across the country, focusing on workforce development, disaster relief, food insecurity, environmental action and more. Workforce development encompasses training programs that focus on technical skills and manufacturing expertise, including more than 100 internships annually, and providing funding to support the development of the next generation of heavy equipment technicians.

Komatsu also honors and values U.S. veterans and their families and is proudly engaged in helping them secure family-sustaining careers after their military service. The company is an active member of the DoD SkillBridge, Hiring Our Heroes, and the Army Reserve's Private-Public Partnership. ■





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# New forestry machine

**TN785D is one of TimberPro's largest and highest capacity machines with excellent stability in a wide working area**

**K**omatsu recently introduced the new TimberPro TN785D swing machine that is designed to be durable, powerful and productive in moving mass quantities of large timber in log loader and millyard environments. It is TimberPro's largest, most powerful and highest capacity machine to date, and it was built with proven components and new features to meet the demands of high-productivity swing applications.

The TN785D features a newly redesigned 12-roller track frame to provide a long stable platform for even weight distribution with high mobility and extended machine durability. Additionally, the operator cab has been raised 51 inches and includes a rear-facing door for easy entry, an overhead skylight for full visibility, and power tilt for efficient transport and access.

Other features include:

- More than 44 feet of reach for a wide working area combined with excellent stability and lift capacity

- High performance hydraulics that offer consistent speed with simultaneous circuit commands
- Closed-loop hydrostatic swing for responsive and precise movements
- A high-output engine that provides more power and productivity
- Dedicated track drives for enhanced maneuverability and control

"TimberPro has designed this machine to excel in high-demand millyard applications where lift capacity, reach combined with stability and hydraulic response are key to maximizing productivity," said Nathan Repp, Product Manager for Forest Products, Komatsu. "We understand the real-world demands our customers face in these environments, and the TN785D was designed to meet those needs — delivering the performance, durability and efficiency they rely on to keep operations running smoothly." ■

### Quick specs

Model	Horsepower	Operating weight	Swing torque
TN785D	390 HP @ 2,100 rpm	116,500 lbs.	150,700 ft.-lbs.



The new TimberPro TN785D swing machine is designed to deliver durability, power and productivity in high-demand environments.



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# New LeeBoy equipment on display

**BR48R rubber tire roller provides a smooth mat and the rate-controlled TDC600 tack distributor is good for a wide variety of paving applications**

**L**eeBoy showcased several products during the World of Asphalt Show & Conference and AGG1 Aggregates Academy & Expo, including its new 24.4-horsepower BR48R nine-wheel rubber tire roller that features excellent visibility to the edge of the tires during rolling.

"You can use the BR48R for a wide variety of applications, including driveways, parking lots and roadways," said Chris Broome, Senior Product Manager, LeeBoy. "It has five tires in the front, four in the back. The rubber tires are good for sealing up the mat as they bring fines up to the top of the mat, so you get a better finished product. This machine has a weight of about 5,300 pounds, so you don't really need a weight kit, but we will have one of those available in the future."

According to Broome, the BR48R pairs well with LeeBoy's high-production, heavy-commercial-class pavers such as the 125-horsepower 8520 and 8608 that have paving widths up to 15 feet. The BR48R has a 60-inch compaction width and 40% gradability.

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***"Anywhere you want a nice, sealed up mat – two-lane roads, large parking lots, neighborhood streets — the BR48R is appropriately sized."***

*-Chris Broome,  
Senior Product Manager,  
LeeBoy*

---

"Anywhere you want a nice, sealed up mat – two-lane roads, large parking lots, neighborhood streets — the BR48R is appropriately sized," stated Broome. "It's usually an intermediate roller that typically follows behind a breakdown roller, which is the first in the pack. A steel drum would come behind the BR48R and finish the mat."

The BR48R has two scrapers, a coco mat and a stainless steel spray bar with adjustable nozzles. The roller features fold-up front and rear spray bar access, which is a premium feature according to Broome. It also has standard mirrors; road, turn and work lights; and a large steel hood for easy access to service points.

## 600-gallon capacity

In addition to the BR48R, LeeBoy showcased its new TDC600 tack distributor with a rate-controlled smaller tank that fits on a chassis

instead of being mounted to a trailer. It has a 600-gallon capacity, a 12-foot crank-down bar (a powered lift bar is an option) and remote control operation. A diesel burner heats tack quickly.

"Because it's rate-controlled, it can be used in any paving application," noted Broome. "You can spray two-lane roads. It's a nice chassis-mounted model that gives you good performance at a very cost-effective price point. You don't need a CDL or tanker endorsement to operate. We encourage anyone in the paving industry to check out these new products and our extensive lineup of paving equipment." ■



LeeBoy's new BR48R nine-wheel rubber tire roller features excellent visibility to the edge of the tires during rolling.

# Higher overall mark

## ASCE's 2025 Report Card shows improvement in U.S. infrastructure, raising its grade to a C as investment helps in upgrading some sectors

Some progress has been made in upgrading the United States' infrastructure, according to the American Society of Civil Engineers (ASCE), which recently released its 2025 Report Card for America's Infrastructure. The ASCE noted that there is still a long way to go, as it gave the overall infrastructure a grade of C. That represents an improvement over the 2021 report, which graded U.S. infrastructure as a C-.

ASCE graded 18 sectors, with broadband making the list for the first time and receiving a C+. Ports and rail received the highest marks, with a grade of B and a grade of B-, respectively. Overall, eight of the sectors received higher grades compared to 2021.

"Unfortunately, while significant advancements are being made, we still face a substantial investment gap," ASCE noted in its 2025 report, while acknowledging that infrastructure investment has been helped by 2021's Infrastructure Investment and Jobs Act (IIJA). "The shortfall grows as existing infrastructure systems continue to age and demands on those systems increase."

ASCE also noted that passage of the IIJA has shed light on key issues and documented just a few of the challenges affecting our industry:

- Projects should be modernized or replaced by prioritizing resilience to withstand extreme weather
- Resilience-focused measures may add to upfront costs but save on sudden, less

predictable and large financial impacts from disaster-related damages

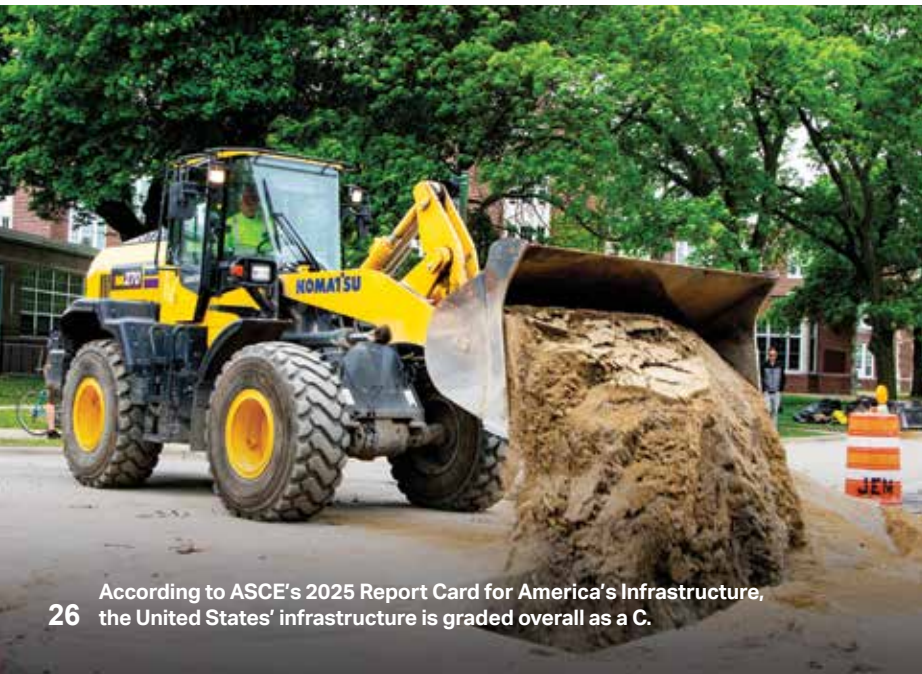
- Infrastructure projects take a long time to develop, and stakeholders may hesitate to pursue resilient designs without assurances that current funding levels will be sustained in the future

### Average and below

Bridges, drinking water, hazardous waste, inland waterways, public parks and solid waste were all in the C+ to C- range. Aviation, dams, energy, levees, roads, schools, stormwater, transit and wastewater all received either a D+ or D. This year's report card was the first since the original in 1998 that had no category below a D.

"The 2025 Report Card for America's Infrastructure provides a snapshot of how our infrastructure systems are faring and offers solutions for improving the performance of each category," ASCE stated in its report. "For the second consecutive report, Report Card grades show that U.S. infrastructure is trending in the right direction thanks to comprehensive support, innovative solutions and bold leadership. Continued action will further improve these networks, unlocking the full potential of our nation's economy and creating opportunities for all Americans."

You can view the full report at <https://infrastructurereportcard.org/>. ■





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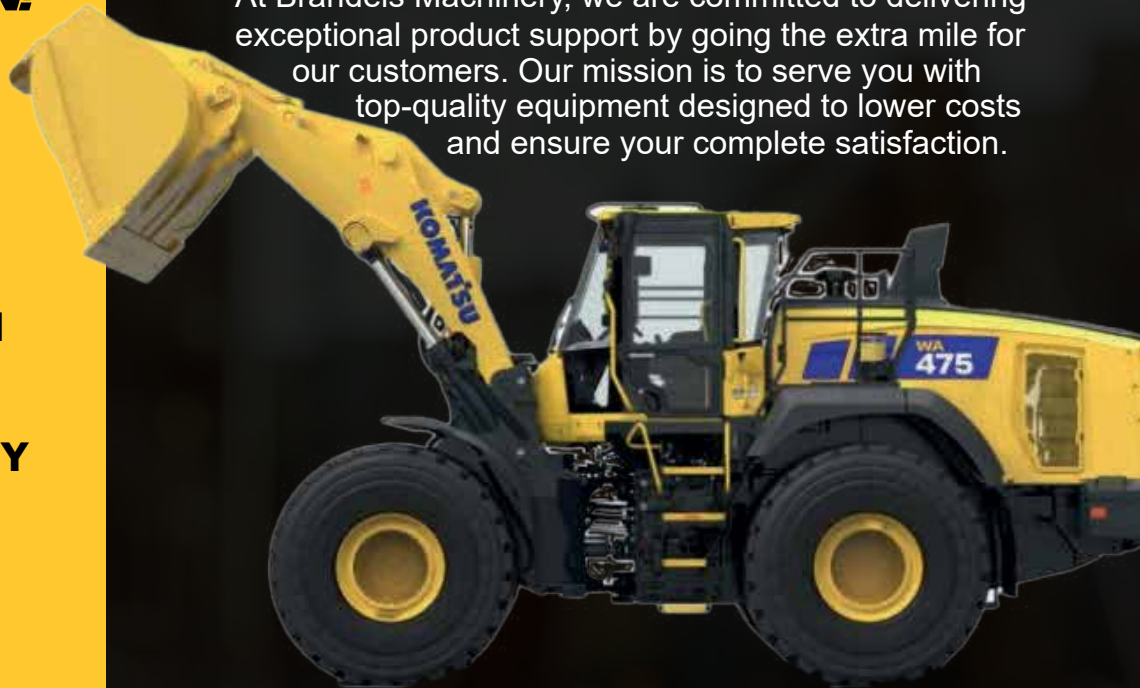
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# Optimizing your operations

Chief Digital Officer Mike Gidaspow says Komatsu is working hard to help make sure you can access the information you need faster



*This is one of a series of articles based on interviews with key people at Komatsu discussing the company's commitment to its customers in the construction and mining industries – and their visions for the future.*

**Mike Gidaspow,  
Chief Digital Officer,  
Komatsu**

This year marks Mike Gidaspow's 25th anniversary with Komatsu. He began his career with the company in 2000 as a test engineer and has since held a variety of roles across multiple departments. From 2014 to 2020, he served as a regional director before taking on the leadership of Komatsu's digital solutions and strategy team in 2020. Since 2022, he has overseen several key areas, including strategic planning, product and parts marketing, Reman, and service. In his most recent role, Gidaspow was named Chief Digital Officer in 2024.

"I had a number of responsibilities before, and as a company, we determined digital solutions was an area that needed more focus," said Gidaspow. "As we look to where our industry needs improvement, needs to continue forward, this is a big gap for us and our competitors. How do we really move the construction, mining and forestry industries into the digital age and really improve efficiency? Improving our digital footprint is a big step in the right direction for the future."

During his time with Komatsu, Gidaspow earned an MBA, underwent numerous trainings and served on industry boards such as the Association of Equipment Manufacturers. After a quarter century, Gidaspow said he's still excited to come to work every day.

"Komatsu is a lot of great things," Gidaspow stated. "The products we make are second-to-none, and as a company, we are encouraged to always do things with SLQDC — safety, legal, quality, delivery and cost — in mind, in that order. We pride ourselves on that. I continue to learn. I believe there's always a way to make an impact at Komatsu and on our industry."

Gidaspow and his wife, Julie, enjoy attending their sons' activities and spending time together. Gidaspow also likes to "keep moving" by bicycle riding and hiking.

**D**o you have questions about Komatsu's digital solutions? Chief Digital Officer Mike Gidaspow is here to answer them.

**Question: What do digital solutions mean?**

**Answer:** Our digital team, which is made up of about 100 people, is responsible for Komatsu dealer and customer-facing applications and technologies, such as Smart Construction, intelligent machine control, Smart Quarry and My Komatsu. We also manage our komatsu.com website and Komatsu-affiliated websites. The Komatsu Experience is one overarching project our team was founded for that aims to link all of our solutions together. We're working on that kind of umbrella project and pulling in other projects over time.

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*"We're always working to make it easier to do business with Komatsu."*

*-Mike Gidaspow,  
Chief Digital Officer,  
Komatsu*

---

We're always working to make it easier to do business with Komatsu. Customers have largely had to go to multiple sites to get information, which can be hard to keep track of with many usernames and passwords. We are working to consolidate those so that there is one site for the public, which is komatsu.com, and one for our customers, which is mykomatsu.komatsu, where someone can get the information they are seeking as easily as possible.

I think of it from a manufacturer's mindset: How do I build a machine with the highest quality as easily and repeatably as possible? Now, how do I do that with the customer experience on the digital side? We've added more digital marketing and customer support personnel to do that.

**Question: Why is that important?**

**Answer:** One of the things we hear from customers is that Komatsu has all this great data. How can we get it to more quickly make faster decisions that affect my production? They also want to order parts or look up manuals more easily, and we are working to make that happen by moving our e-commerce to komatsu.com.

Our goal is to get them to the information they want and need as quickly and simply



Komatsu's digital team handles a wide variety of digital technology, including intelligent machine control (IMC) equipment like the D61PXi-24 dozer.

as possible. An example would be the ability to get jobsite and machine information from our Smart Construction solutions, such as Smart Construction Remote and Dashboard, and order parts or look up manuals from a single source with My Komatsu for fleet management. It also includes being able to access information on machines from other manufacturers that customers may be using.

*"How do we really move the construction, mining and forestry industries into the digital age and really improve efficiency? Improving our digital footprint is a big step in the right direction for the future."*

*-Mike Gidaspow,  
Chief Digital Officer,  
Komatsu*



Komatsu's suite of Smart Construction solutions lets you track machines anytime from anywhere, so you can make faster decisions that affect productivity.

**Question: Does artificial intelligence, or AI, fit into this strategy?**

**Answer:** It absolutely does. At this time, I don't know if anybody can accurately answer where AI is going to be in five or 10 years as advancements continue to evolve faster than any of us would expect. We're working to make it more accessible. In the future, one of

the reasons we want to pull all these systems together for customers is to start bringing data together and then use AI to help optimize customers' operations. We're excited about what's possible now and what's coming in the future, and we encourage customers to visit our website and contact their Komatsu dealer for additional information. ■

# Cost-effective way to maintain productivity

## Aggregate producer Harshman Construction uses genuine Komatsu Reman components to increase the life of its high-hour wheel loaders

**M**ultigenerational family business Harshman Construction LLC continues to serve customers with a wide range of aggregate products nearly 50 years after Frank Harshman and his sons Frank, Jeff and Warren started the operation. Today, the third generation of the Harshman family oversees 17 locations that produce hundreds of thousands of tons of materials each year.

"We have six crushing plants and a dirt crew that does all our own stripping," elaborated Service Manager Burton Harshman, who leads the business with his brothers Sam and Casey as well as their cousins Katie, Trenton and Brendan. "We are strictly a material supplier, with products ranging from ag lime to riprap. Base rock, concrete stone and asphalt stone are our main products."

With a fleet of more than 175 pieces of equipment that includes many Komatsu excavators and wheel loaders, Burton is responsible for fleet management that ensures the machinery continues to perform at a high level in order to maintain production.

"We pride ourselves on taking care of equipment, and because of that we have a large number of high-hour Komatsu machines that remain productive," stated Burton. "We regularly service our equipment and change components as needed. A few years ago, we made the decision along with our Komatsu distributor to rebuild a couple of WA600 loaders with Komatsu Reman components as opposed to buying new. It proved to

be a very cost-effective way to maintain their productivity and extended the life of those machines."

In addition to being more cost-effective, the quality of genuine Komatsu remanufactured parts and components is better than will-fit items. Plus, the Reman parts and components are backed with a one-year, unlimited-hour warranty and a quality assurance program of up to 10,000 hours on major components. With fewer raw materials used in remanufacturing, they also contribute to improved sustainability.

### Easy decision

After seeing the high production the rebuilt WA600 wheel loaders delivered, the Harshman Construction team confidently decided to rebuild a Komatsu WA500 wheel loader on its own with Komatsu Reman components. Harshman Construction's maintenance staff replaced the engine, transmission and pumps.

"The frame of the machine was really good, and the pins and bushings were still in excellent condition, even at 18,000 hours," said Burton. "That, along with the cost savings of using Reman components and the warranty and assurance, made the decision to rebuild an easy one. Basically, we're getting a like-new machine that we can run for several thousand hours. The savings allow us to invest more resources into growing our business." ■

*\*The opinions expressed here are from the end user as quoted. The results described herein are those of these end users under certain conditions. Individual results may vary.*



Watch the video



Harshman Construction's rebuilt Komatsu WA600 wheel loader utilizes Komatsu Reman components.

Year/Make/Model	S/N	Equipment Number	Location	Hours
<b>Compaction</b>				
2019 HAMM H 7i	H222.2847	E004720	Louisville, KY	770
2019 HAMM H 10i	H235.1507	E004723	Nashville, TN	1,192
2023 HAMM HD 8 VV	H263.1991	E006148	Louisville, KY	932
<b>Dozers</b>				
2024 Komatsu D51PX-24	B25493	BTP24N08	Knoxville, TN	700
2024 Komatsu D51PX-24	E007537	B25665	Little Rock, AR	2,019
2018 Komatsu D61EX-24	B60510	PTC1174	Knoxville, TN	5,717
2024 Komatsu D61PX-24	B66800	E005438	Evansville, IN	4,490
2023 Komatsu D61PX-24	B65880	BTE24503	Louisville, KY	3,463
2024 Komatsu D39PXi-24	101577	E006752	Louisville, KY	791
2023 Komatsu D39PXi-24	101019	E007921	Louisville, KY	3,142
2023 Komatsu D51EXi-24	B25374	E005369	Louisville, KY	1,013
2024 Komatsu D51PXi-24	B25546	E007903	Louisville, KY	475
2024 Komatsu D51PX-24	16376	E007286	Louisville, KY	982
<b>Drill</b>				
2017 Epiroc T45-12LF	JPS17SED4002	E006499	Nashville, TN	
<b>Excavators</b>				
2020 Takeuchi TB260	126105273	E007060	Little Rock, AR	2,000
2023 Komatsu PC210LC-11	C81766	E003524	Paducah, KY	2,564
2023 Komatsu PC210LC-11	C81874	E006687	Paducah, KY	1,110
2022 Komatsu PC210LC-11	A13740	E007855	Memphis, TN	5,531
2024 Komatsu PC290LC-11	C60056	E005053	Little Rock, AR	2,452
2020 Komatsu PC490LC-11	A42494	BTE24D25	Louisville, KY	5,914
2018 Komatsu PC210LC-11	C80357	J00731	Little Rock, AR	3,500
2019 Komatsu PC210LC-11	C80659	J00738	Little Rock, AR	3,460
2023 Komatsu PC130-11	92518	J00856	Corbin, KY	200
2024 Komatsu PC138USLC-11	C31297	E006984	Louisville, KY	761
2022 Komatsu PC138USLC-11	C30273	E005356	Louisville, KY	2,463
<b>Mulching Tractor</b>				
2023 Fecon FTX150T5A	OFTX15022B012	E004315	Knoxville, TN	330
<b>Pavers</b>				
2021 LeeBoy 8520	8520-304105	E004844	Indianapolis, IN	2,995
2023 LeeBoy 8520C	8520.380703	E000872	Louisville, KY	990
<b>Track Skid Steer</b>				
2022 Takeuchi TL12V2-CR	412005238	E007081	Indianapolis, IN	1,443
<b>Wheel Loaders</b>				
2023 Komatsu WA200-8	87986	E004267	Evansville, IN	5,913
2023 Komatsu WA200-8	88059	E004268	Evansville, IN	5,022
2023 Komatsu WA200-8	88100	E004269	Evansville, IN	5,054
2023 Komatsu WA320-8	A51694	E007433	Nashville, TN	3,723
2023 Komatsu WA320-8	A51693	E007435	Nashville, TN	4,244
2021 Komatsu WA500-8YL	A97419	E006297	Indianapolis, IN	14,158
2020 Komatsu WA270-8	A28898	E003173	Louisville, KY	4,680
2023 Komatsu WA270-8	86206	E004412	Louisville, KY	4,389
2024 Komatsu WA270-8	A30785	E007922	Louisville, KY	696
2022 Komatsu WA380-8	A75915	E006582	Louisville, KY	6,575



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