

OCTOBER 2018

ISSUE 2

# D2E

DOWN TO EARTH MAGAZINE NEW ZEALAND

## 25 NEW MACHINES RELEASED!

- » OUR OWN STANDALONE WEBSITE,  
FOR OUR KIWI CUSTOMERS!
- » SUCCESSFUL MID-LIFE REBUILD  
FOR HARDWORKING PC1250SP-7



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## COMMENTS

Hi there,

Welcome to the second edition of Komatsu NZ's Down to Earth publication – it is really exciting to now be able to publish it on our own NZ-focused website – a development which has exceeded expectations since we launched it in August.

Please also feel free to contact us via the website or on any of our other media: Facebook, Instagram, eNews, eComms, Twitter – as well of course by phone and email!

As mentioned, our new website ([www.komatsu.co.nz](http://www.komatsu.co.nz)) has had a very successful launch and provides a rich source of information on all our products, services, technology and contact points, as well as expanding into the global Komatsu community.

It is well worth a visit and we really look forward to hearing from you about other content and features you'd like to see.

In more good news, the Komatsu/Air New Zealand Airports alliance is now fully operational in our parts business, and we are now looking at expanding the program across other offerings in our range.

It has been great working with the Air NZ team putting this together and both parties are keen to offer our customers more exciting benefits.

As I mentioned in our first edition of D2E NZ, we are developing a customer portal that will create a far more efficient and intuitive way to purchase products and services from Komatsu NZ.

We will progressively roll it out from mid-November for parts, with other products and services to follow.

Our goal is to make it easy to get the parts you need quickly and accurately at the right price, and keep you fully informed on delivery ETA. We will keep you up to date on the progress as we check all our end-to-end processes.

We've some other exciting developments to talk about. To find out about these, please go to the article on pages 4-5.

As always, please keep in touch!

**Phil Pritchard**

Managing Director  
Komatsu New Zealand

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performance, power and fuel-efficiency!

[Click here to read more.](#)



**PC228US-11:**  
less fuel burn, more efficiency!

[Click here to read more.](#)

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### FRONT COVER

**BOOTS ON** - Komatsu releases the industry's most comprehensive lineup of Tier 4 Final-compliant machines.

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*Pictured: At our recent BOOTS ON event, Komatsu launched 25 new machines, across a wide range of market segments. With greatly reduced emissions, improved fuel consumption, and industry-leading machine monitoring, we continue to deliver major customer benefits.*

## KOMATSU NZ CONTINUES TO ROLL OUT NEW INITIATIVES TO BENEFIT OUR CUSTOMERS

**A**s I mentioned in the introduction to this edition of D2E NZ, we have a number of exciting initiatives aimed at bringing additional benefits and support services to our customers.

To begin with, I'm sure you'll be pleased to know that we are continuing to work on enhancing and improving our parts supply chain.

Phase 2 of this program has a specific focus to build on our successful first phase by analysing and predicting the range of parts that the entire Komatsu equipment fleet throughout NZ will be needing in the next 6-12 months – and then getting them in country.

The key to this is by working at the machine serial number and SMR (service meter reading – or machine hours) level.

Having this information is critical to us being able to support you to the best of our ability – so if you think your machine might not be registered with Komatsu NZ, please let us know and we can load it to the database.

You can do this by contacting your local branch – or just drop me an email to [ppritchard@komatsu.co.nz](mailto:ppritchard@komatsu.co.nz).

In other matters, you will no doubt be aware that the NZ government has determined a change in the direction affecting several of the extractive industries, as well infrastructure investment.

Komatsu NZ is totally committed to working with our customers to ensure the industry is given a chance to be consulted. If you feel there are ways in which we can help your company at an individual organisation level, please contact me directly.

Since the last edition of D2E, Komatsu here in NZ, along with our colleagues in Australia, have been busy releasing a significant new range of machines – the details for many of which are covered elsewhere in this edition (with more new product details on our website).

We are delighted to say they all offer improved fuel economy, productivity and environmental benefits; please don't hesitate to contact your local sales person/representative or drop us a line to get more intel on these products.

At the same time our iMC (intelligent Machine Control) excavators and dozers are proving their worth in the market – with upcoming range extensions, both up and down the size scale, creating further excitement.

As we get more data from our array of Komatsu information sources, through our unique INSITE processes, based on our unrivalled information communications technology (ICT) offerings, we are focusing on the ways in which we can better support our customers.

This invaluable resource covers every Komatsu machine that we can “see” – so ask your Komatsu team member to show you what Fix it First Time, Condition Reports, Health Alerts, Service Alerts are all about – and how they can help you.

While on service, we have just concluded a very positive conference with our Komatsu Service Partner network. We collectively saw opportunities to develop a number of ways that we can better work together to provide Komatsu NZ customers with superior products and services.

Finally we have been working on getting the Komatsu NZ team to work on better communication with all Komatsu customers – don't be shy ask them what's happening! Ask them how the K-Way training went!

**“SINCE THE LAST EDITION OF D2E, KOMATSU HERE IN NZ, ALONG WITH OUR COLLEAGUES IN AUSTRALIA, HAVE BEEN BUSY RELEASING A SIGNIFICANT NEW RANGE OF MACHINES – WE ARE DELIGHTED TO SAY THEY ALL OFFER IMPROVED FUEL ECONOMY, PRODUCTIVITY AND ENVIRONMENTAL BENEFITS.”**



# KOMATSU RELEASES 25 NEW MACHINES!

In May this year, Komatsu Australia and New Zealand rolled out new - generation engines that use less fuel, deliver more power, and increase operating efficiency, a development that resulted in it launching an unprecedented 25 new machines across excavators, loaders, trucks and graders – the largest in its history.

All the new machines feature new electronic control systems that ensure engine power, hydraulic requirements and transmission output are all optimised – resulting in fuel consumption savings of between 5% and 15% – depending on models and applications, according to Garth Dixon, Komatsu NZ’s National Sales Manager.

“At the same time, Komatsu has introduced enhanced visibility and control over key operating parameters through significant upgrades to our telematics capabilities,” said Garth.

**“WITH THIS NEW MACHINE RELEASE PROGRAM, KOMATSU NOW OFFERS THE INDUSTRY’S MOST COMPREHENSIVE LINEUP OF NEXT-GENERATION CONSTRUCTION MACHINES.”**

In addition, the new models incorporate Komatsu’s unique Tier 4 Final engine technology to reduce emissions levels by 90% compared with their previous-generation Tier 3 equivalent machines, while also delivering industry-leading engine reliability and performance.

“With this new machine release program, Komatsu now offers the industry’s most comprehensive lineup of next-generation engine powered machines.

“In addition, all Komatsu’s our new machines take advantage of the company’s latest developments in its KOMTRAX Step 5 telematics-based remote monitoring system to deliver owners and fleet managers even more data about key operating criteria.”

“And with government agencies, as well as leading contractors and builders, increasingly demanding that contractors and subcontractors use Tier 4 Final-compliant equipment on their projects, Komatsu customers can give themselves a real competitive advantage when they purchase our new technology machines,” he said.

The latest generation Komatsu machines launched at Komatsu’s **BOOTS ON** industry & customer event in Australia’s Hunter Valley in May – and attended by a number of our New Zealand customers – included the following:

Short-tail Mini Excavators	PC30MR-5	PC35MR-5	PC45MR-5	PC55MR-5
Short-tail Midi Excavators	PC78UU-10	PC88MR-10		
Short-tail Construction Excavators	PC138US-11	PC228US-11		
Construction Excavators	PC240LC-11	PC290LC-11	PC360LC-11	
Heavy Construction / Quarrying Excavator	PC490LC-11			
intelligent Machine Control	PC360LCi-11			
Hydrostatic Drive Toolcarrier Loaders	WA270-8	WA320-8		
General Purpose Loaders	WA380-8	WA470-8		
Production Loaders	WA500-8	WA600-8		
Grader	GD655-6			
Articulated Dump Trucks	HM300-5	HM400-5		
Rigid Frame Dump Trucks	HD405-8	HD605-8		

Check out all our new machines on our website!

Details of our full range of NEW fuel-efficient, low-emission Tier 4 Final machines are on the Komatsu website.

Click [here](#) to read more 

Pictured: Our **BOOTS ON** releases included a complete new line of general purpose, sales and production loaders.



Pictured: **BOOTS ON** let our customers see the benefits of the latest Komatsu technology, including intelligent Machine Control, better fuel consumption, and improved productivity.

### New engine technologies

According to Garth, the company’s next-generation engines include a number of technology innovations that help contribute to lower fuel consumption, increased power and operational efficiency, and markedly lower emissions.

“They incorporate Komatsu proprietary technologies developed over many years to reduce emissions levels,” he said.

Technologies introduced in these new engines include:

- » A heavy-duty after-treatment system
- » An advanced Electronic Control System
- » A heavy-duty cooled Exhaust Gas Recirculation (EGR) system
- » A Komatsu Variable Geometry Turbocharger (KVGT) system
- » Heavy-duty High-Pressure Common Rail (HPCR) fuel injection system

**Heavy-duty after-treatment system:** This new system combines a Komatsu Diesel Particulate Filter (KDPF) and Selective Catalytic Reduction (SCR), which injects the correct amount of Diesel Exhaust Fluid (DEF) at the required rate, thereby decomposing NOx into non-toxic water vapour (H2O) and nitrogen gas (N2).

**Heavy-duty cooled exhaust gas recirculation (EGR) system:** The EGR system in Komatsu’s next generation engines recirculates a portion of exhaust gas into the air intake and lowers combustion temperatures, thereby reducing NOx emissions.

EGR gas flow has also been decreased on these engines through the addition of SCR technology, dramatically reducing NOx, while helping cut fuel consumption below levels on previous-generation machines.

**Advanced electronic control system:** The electronic control system on Komatsu’s latest engines performs high-speed processing of all signals from sensors installed in the machine, providing total control of all components.

Engine condition information is displayed on the monitor inside the cab, providing all necessary information to the operator, as well as being uploaded to KOMTRAX for ongoing monitoring by machine owners and fleet managers.

**Komatsu variable geometry turbocharger (KVGT) system:** The KVGT system incorporates proven Komatsu design hydraulic technology for variable control of airflow, supplying the optimum amount of air according to load conditions. This upgraded version also provides better exhaust temperature management.

**Heavy-duty high-pressure common rail (HPCR) fuel injection system:** Designed to achieve an optimal injection of high-pressure fuel digitally, this system ensures near complete combustion, significantly reducing PM emissions.

“In addition to these technologies, all our new engines incorporate mode selection systems that help best match engine, hydraulics and/or transmission output to different applications – further contributing to lower fuel consumption,” Garth said.

### KOMTRAX Step 5 technology

“The latest KOMTRAX Step 5 telematics-based remote monitoring system on our new generation machines gives owners and fleet managers unprecedented visibility and up-to-date operating data on their equipment,” he said.

“It’s the most sophisticated version of KOMTRAX to date, designed to provide equipment managers with data that increases their peace of mind, knowing that the advanced technologies incorporated in today’s equipment are working reliably to deliver operational efficiencies.”

KOMTRAX Step 5 technology has been developed to ensure that key operational criteria of these engines are all working correctly, delivering data reporting on:

- » Komatsu Diesel Particulates Filter (KDPF) soot count
  - » Active KDPF soot removal regeneration time and fuel used
  - » Any KDPF cautions
  - » Diesel Exhaust Fluid levels.
- It also includes enhanced reporting abilities on:
- » Machine travel hours and distances
  - » Working modes
  - » Cycle times
  - » Maximum speeds

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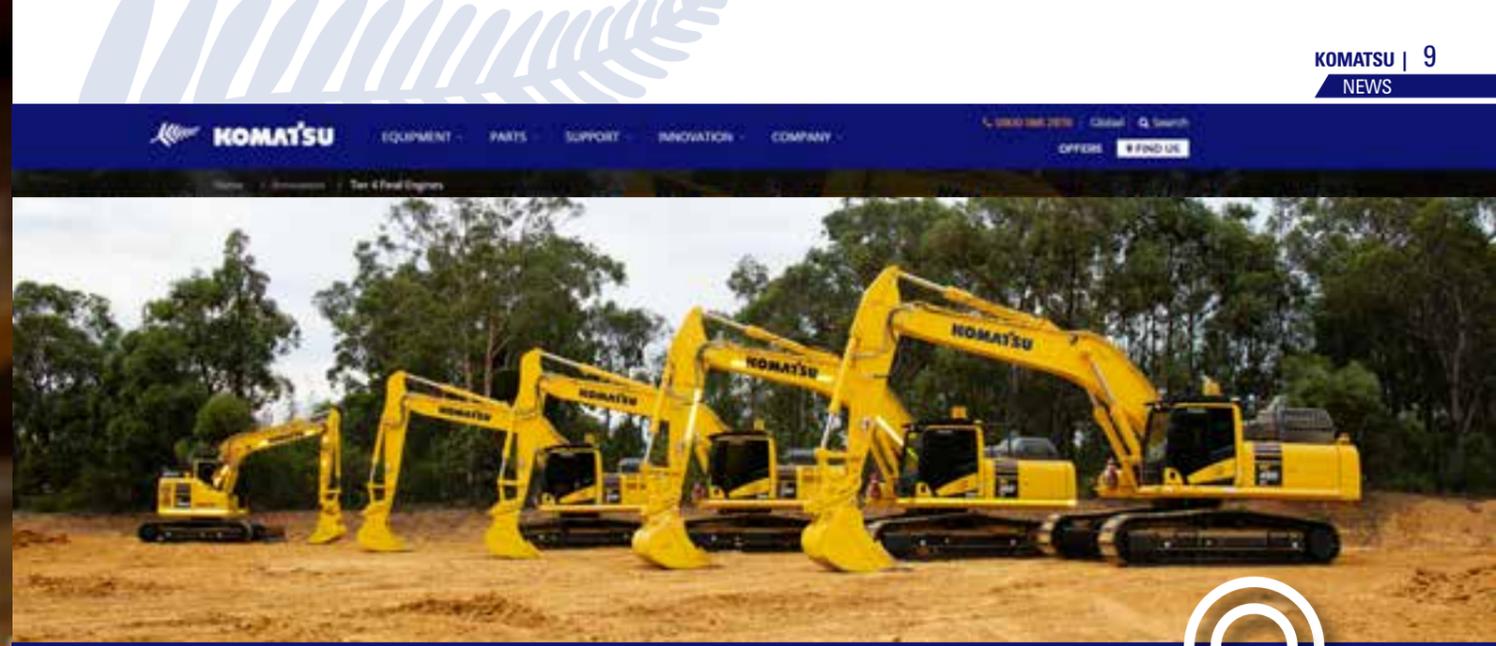
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## OUR OWN STANDALONE WEBSITE, FOR OUR **KIWI** CUSTOMERS!

**K**omatsu New Zealand is delighted to announce it now has its own comprehensive website – [komatsu.co.nz](http://komatsu.co.nz) – after previously having a limited presence on the Komatsu Australia site.

The Komatsu NZ website follows the appointment of Phil Pritchard as Managing Director, with full authority to make decisions that affect local customers – and is another significant example of Komatsu NZ becoming a more autonomous operation.

“For us, it’s an important step in communicating to our New Zealand customers that we know and understand their challenges and requirements, and that we have the solutions that are directly relevant to them,” says Phil.

“We’ll also be using the Komatsu NZ website as a B2B channel for far more of our interactions with our Kiwi customers.”

Elle Schutte, Komatsu NZ’s National Aftermarket Marketing Manager, says the new site is a response to customer feedback and the need to make the visitor experience more relevant.

“We listened to our customers, who sometimes found the previous Australian-focused site had limits to its relevance,” says Elle.

“While we see ourselves as One Komatsu, we also recognise the differences in our markets between the two countries.

“Our new website is about support for and direct engagement with our local customers and strategic partners.

“We wanted a site that has its own social identity and is in our language and lingo, so that our customers, contractors and operators can relate to it more easily.

“Our site is now locally relevant and shows we understand our customers’ specific needs and their unique environment and culture.

Far from being hurried into, extensive research was conducted ahead of mapping out the site’s architecture.

“The website’s form was dictated by the research, which indicated how much people appreciated functionality and valued the user experience,” says Elle.

“So we built the site to be very simple, clear and easy to navigate and to make the most sought-after information the most accessible.

“It is also fully responsive to optimise viewing across all platforms and devices. It’s about making it easy to do business with us,” she says.

The site prominently displays Komatsu NZ’s equipment range and product brochures, along with having a large amount of news, videos and links to social media platforms.

**“FOR US, IT’S AN IMPORTANT STEP IN COMMUNICATING TO OUR NEW ZEALAND CUSTOMERS THAT WE KNOW AND UNDERSTAND THEIR CHALLENGES AND REQUIREMENTS, AND THAT WE HAVE THE SOLUTIONS THAT ARE DIRECTLY RELEVANT TO THEM.”**

It also provides subscriptions for news, customer offers and Komatsu NZ’s very own edition of this Down To Earth

customer magazine, which will be digital only and published quarterly.

In addition it links to the Global Komatsu website, giving customers the ability to understand the strength of Komatsu’s full technological and product range.

The site also aligns to Komatsu NZ’s merchandise portal, says Elle.

“For example, Komatsu NZ customers can now buy Komatsu-branded merchandise online, in NZ dollars, and with local delivery, via a portal linked to the website,” she says.

Explore our **Range**,  
View our **Offers**,  
Read our **News**,  
Find **Support**,  
Learn about our **Innovation**,  
Find a **Job**,  
and much more!



## NEW CONSTRUCTION MODELS RELEASED - NEW, USED & SMARTCONSTRUCTION RENTAL EQUIPMENT

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Used Equipment Manager  
029 232 3120



## TRACKS CONCRETE SEES 500% PRODUCTIVITY INCREASE WITH RENTED KOMATSU iMC EXCAVATOR

*Pictured: Komatsu Rental's PC210LCi-11 intelligent Machine Control (iMC) excavator made a complex drainage project much easier for Bay of Plenty-based Tracks Concrete.*

**E**astern Bay of Plenty-based contractor Tracks Concrete recently achieved a 500% increase in productivity on the construction of a stock bank after it switched from a conventional excavator to a rental Komatsu PC210LCi-10 iMC (intelligent Machine Control) unit.

Tracks Concrete (2002) Ltd, which is based in Whakatane, has been in business over 30 years, carrying out a range of civil contracting projects, including site development, concrete works, site walls, formwork and building projects, stopbank construction and maintenance throughout the eastern Bay of Plenty.

Earlier this year, the company began construction of a stock bank near Whakatane using conventional excavation techniques, said Director Ken Young.

This job consisted of shifting 120,000 cu m on site and importing 70,000 cu m to construct a new stopbank and widen the existing channel.

The channel was cut in grade and lined with geotextile cloth and 11,000 tonnes of Rip Rap.

"Our initial work process included batter boards, stringlines, and lots of people on the ground measuring and checking," said Ken.

"With this set up, we were excavating the walls ready to lay the riprap, and struggling to do 11 m a day.

"We were worried the job could get behind time, so we purchased a couple of machines and 'bolted-on' GPS-based indicate systems.

"Then Reimerd Mostert, Komatsu's iMC specialist, mentioned that Komatsu Rental had an iMC excavator for hire, so we decided to bring that in to give us a hand," he said.

"Bringing in the iMC machine really rocketed our excavation rate, so we were achieving 55 m a day, every day.

"We found it was even superior to the bolt-on GPS indicate system."

Ken explains: "The difference is that the Komatsu iMC system doesn't let you overdig, you cut exactly to the grade as per the design, and you always know exactly where you are.

"The operator doesn't have to watch all the time, so they are just digging precisely to grade. That's the difference with the GPS indicate system as, because it's guide-only, you can overdig if you don't watch carefully, so that slows you down a bit," he said.

"As a result, we went from 11 m a day with the traditional system, to around 40-45 m a day with the GPS indicate system, and then to 55 m a day with the Komatsu iMC system.

"We just found that iMC system really good, because basically you can't make an error, you can't overdig; it just follows the design."

Ken said Tracks Concrete's introduction to machine had only been a short time earlier, when it had purchased a D61PX-23 dozer, to which it had fitted a 'plug and play' bolt-on GPS machine control system.

"We've had a few firsts this year: the first time we'd set up machine control systems, our first base stations and rovers, and the first time we'd rented a machine from Komatsu Rental," he said.

"I was talking to Rei when we were setting up our new Komatsu dozer with machine control, and he mentioned the iMC 21 tonne excavator for rent, just at a time when we knew we needed to speed things up.

"So we tried it for a month, and we never looked back. In the end, we had the machine on hire from February until July."

Setting up the PC210LCi-10 was very straightforward, said Ken.

"Rei came down and trained us up; he was brilliant. The first time, he was there the whole day, then he came back a second time just for two or three hours.

"After that, it was all fine. Rei kept in contact every month to ensure that everything was going well; if we needed him he was only a phone call away.

"Tracks will certainly be using this machine set up in our next project," said Ken.

**"WE JUST FOUND THAT iMC SYSTEM REALLY GOOD, BECAUSE BASICALLY YOU CAN'T MAKE AN ERROR, YOU CAN'T OVERDIG; IT JUST FOLLOWS THE DESIGN."**

# CMS

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- » Metallurgical Testing and Evaluation
- » Online reports for quick results
- » Tyre Inspection and Measure
- » Oil Consumption
- » Site Audits
- » Fuel Burn



*Pictured: This PC1250, which suffered from the effects of working in close proximity to salt water, is having a major rebuild done.*

## MIDLIFE REBUILD FOR HARD-WORKING HEB CONSTRUCTION'S PC1250SP-7

**Komatsu NZ's Rotorua branch recently undertook a midlife rebuild of a PC1250SP-7 for leading New Zealand contractor HEB Construction Ltd.**

Manufactured in 2005, the excavator was purchased used by HEB through Komatsu Used Equipment in Australia in 2011 and converted to carry out dredging and repair works in Lyttelton Harbour following the Christchurch earthquake earlier that year.

After carrying out numerous dredging works in Lyttelton Harbour, it went to the Chatham Islands to work on the Waitangi Wharf upgrade project for the Memorial Park Alliance.

The excavator's work included construction of the breakwater for the wharf, the placement of several thousand precast "Xbloc" concrete rock armour units on the breakwater, and dredging.

"Throughout its life with HEB, the PC1250SP-7 has suffered from the effects of working in close proximity to salt water, so a major rebuild and refurbishment was well in order", said Grant Moffat, HEB's National Plant Manager.

The bulk of the rebuild work was carried out through Komatsu's Rotorua branch, with assistance from its Auckland and Waikato branches, as well as HEB's workshop in Tauranga.

Rebuild works for the machine included engine removal and a full rebuild, power-takeoff removal and rebuild, oil cooler replacement, checking and replacing critical parts where necessary, inspection and replacement of required hydraulic hoses, replacement of a full set of chains and grousers, and replacement of cooler hoses, heater hoses, charge hoses, along with other parts and components.

All work equipment pins and bushes that required replacement were also being done, along with line boring where necessary.

The cab and boom assembly was also removed and rebuilt by HEB's own workshop team in Tauranga. This included a full sandblast, repaint and refurbishment of the machine's exterior.

**"FOLLOWING THIS REBUILD, WE EXPECT TO GET AT LEAST AS MUCH LIFE AGAIN FROM THIS MACHINE," SAID GRANT. "IT'S CERTAINLY OUR OBJECTIVE TO GET TO AT LEAST ANOTHER 10,000 HOURS WITH IT."**

Komatsu's work at Rotorua was overseen by Tony Kelk, with assistance from HEB's workshop team, with Komatsu's Auckland team carrying out the engine rebuild, and its Waikato branch assisting as and when required.

The project was completed in August.

"Following this rebuild, we expect to get at least as much life again from this machine," said Grant. "It's certainly our objective to get to at least another 10,000 hours with it.

"And we will be putting it back into dredging work.

"This PC1250 has been a very good machine for us; it hasn't missed a beat in that time," he said.

In addition to this unit, HEB has a significant fleet of Komatsu equipment, including a large number of machines on the Transmission Gully motorway project north of Wellington.

"We believe in the product, and that's why we continue to buy it," said Grant.

"In terms of service and support, Komatsu does a very good job.

"Dave Bennett and the Rotorua branch have been standout performers for Komatsu, and Dave looks after us very well – both at Rotorua and Transmission Gully," he said.

"As well, Garth Dixon, who looks after our account, is fantastic. We do have a very good relationship with Phil Pritchard, Garth, Barry, Dave and the Komatsu team, but one-on-one Garth and Dave are the two that stand out for me; most of the time they get it right, which is great."



# HM300-5 HM400-5

**ADTs with advanced transmission, deliver more power, use far less fuel**

**Komatsu has released two new articulated dump trucks, the 28-tonne capacity HM300-5 and 40-tonne capacity HM400-5, both powered by new-generation Komatsu engines and featuring our advanced truck transmission system.**

They incorporate new electronic control systems that ensure engine power, hydraulic requirements and transmission output are all optimised – resulting in fuel consumption savings of between 5% and 15% – depending on models and applications, according to Garth Dixon, Komatsu NZ’s National Sales Manager.

“They also feature our new generation Tier 4 Final-compliant engines, which incorporate unique Komatsu technology to reduce emissions levels by 90% compared with their previous-generation Tier 3 equivalent machines,” said Garth.

The 28 tonne capacity HM300-5 is powered by Komatsu’s SAA6D125E-7 engine rated at 242 kW net, while the 40 tonne HM400-5 is powered by the SAA6D140E-7 rated at 348 kW net.

Both engines are US EPA Tier 4 Final emissions certified, cutting both nitrous oxide (NOx) and particulate matter (PM) emissions by 90% compared with their Tier 3 equivalents, while delivering up to 14% lower fuel consumption compared with previous models.

According to Komatsu NZ National Sales Manager Garth Dixon, Komatsu’s new Tier 4 engines monitor and transmit far more detailed data about engine conditions and operation, giving unmatched visibility into the health of equipment – and any potential issues.

“And through our in-house development and production of engines, electronics, and hydraulic components all designed to work with each other, Komatsu has achieved major advances in technology, providing high levels of performance and efficiency across all applications,” he said.

Both new trucks feature Komatsu’s advanced truck transmission system, including its electronically controlled K-ATOMICS countershaft transmission which is also used on large mining trucks, and the Komatsu Traction Control System (KTCS).

“Both these features are unique to Komatsu articulated dump trucks and, combined with our hydraulically controlled wet multiple-disc brakes and retarder system,

provide unrivalled traction, braking power and safety in all types of operation,” Garth said.

The two trucks also incorporate Komatsu’s exclusive hydraulic braking

and retarder system, which ensures complete control even when doing downhill fully loaded.

“Large-capacity, continuously cooled, wet-multiple disc brakes, which have been proven on other Komatsu rigid dump trucks, also function as a highly responsive retarder, giving the operator full control when travelling downhill,” said Garth.

For more information and technical details of these new machines, please visit <https://www.komatsu.co.nz/equipment/dump-trucks>

**NEW ELECTRONIC CONTROL SYSTEMS OPTIMISE ENGINE POWER, HYDRAULIC REQUIREMENTS AND TRANSMISSION OUTPUT CUTTING FUEL CONSUMPTION BY 5-15%**

## Brief specs of Komatsu's new Dash 5 range of ADTs

ADT Range	Payload Capacity	Body Capacity (SAE heaped 2:1)	Engine Tier 4-compliant	Maximum Travel Speed	Tyres	Loading Height	Width	Overall length
HM300-5	28 tonnes	17.1m <sup>3</sup>	SAA6D140E-7 engine rated 242 kW net at 2000 rpm	58.6km/h	23.5 R25	2,830mm	2,900mm	10,275mm
HM400-5	40 tonnes	24m <sup>3</sup>	SAA6D125E-7 engine rated 348 kW net at 2000 rpm	55.9km/h	29.5 R25	3,164mm	3,450mm	11,105mm



# SHORT-TAIL MID-SIZE DIGGERS



**Advanced control system Slashes fuel burn, Boosts efficiency**

**Komatsu has launched two new short-tail excavators, the 14 tonne PC138US-11 and the 23.7 tonne PC228US-11, powered by new-generation Komatsu engines, and featuring advanced electronic engine and hydraulic control systems that reduce fuel consumption and improve operating efficiency.**

The PC138US-11 has a Komatsu SAA4D95LE-7 engine rated at 73 kW, while the PC228US-11 is powered by a Komatsu SAA6D107E-3 engine rated at 123 kW. The PC228 is also available in a LC version with extended undercarriage.

According to Garth Dixon, Komatsu NZ’s Sales Manager, both excavators incorporate new Komatsu fuel-saving technology, and also comply with US Tier 4 Final emissions regulations, reducing NOx and PM emissions by 90% compared with their Dash 8 predecessors.

“The Dash 11 excavators now feature improved matching between the engine and the hydraulic pumps, allowing the engine to operate at the most efficient speed and save fuel,” he said.

“Higher pump displacement allows the machines to achieve higher flow outputs at lower engine rpm.

“Known as ‘Low Speed Matching’, this system also provides better pick-up and response to hydraulic flow demand, as well as providing fuel savings in low, medium, and high duty cycles,” Garth said.

“Both machines also feature our ‘Variable Speed Matching’ control system, which matches engine speed to pump delivery across both high and low duty cycles, and reduces fuel consumption by lowering engine speed during low flow operations,” he said.

Six working modes further match engine and hydraulic power output to specific applications.

The short-tail swing radius on both machines allows them to work in far more confined areas than a conventional machine.

**DESPIITE THEIR COMPACT DESIGN, BOTH EXCAVATORS FEATURE FULL-SIZE INTEGRATED ROPS CABS WITH A WIDE FRONT VIEW OF THE WORK AREA.**

The PC138US-11 has a tail swing radius of 1480 mm and the PC228US-11 has a tail swing radius of 1785 mm.

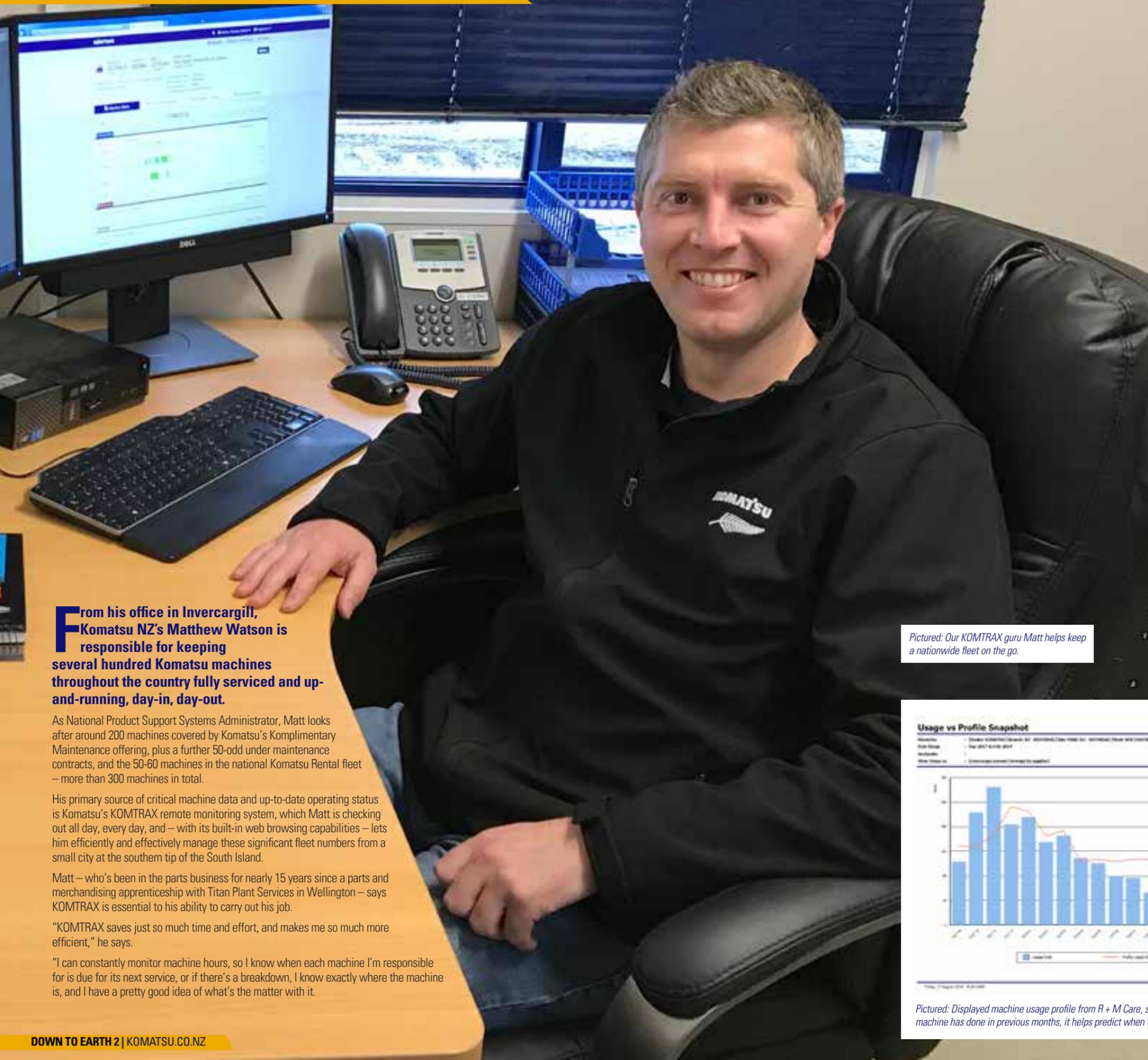
Despite their compact design, both excavators feature full-size integrated ROPS cabs with a wide front view of the work area.

For more information and technical details of these new machines, please visit <https://www.komatsu.co.nz/equipment/excavators/13t-to-80t>

## Brief specs of Komatsu's new range of short-tail Dash 11 excavators

Dash 11 Excavator Range	Operating weight	Engine Tier 4-compliant	Bucket Size Range	Maximum Dig Depth	Bucket Digging Force	Arm Crowd Force
PC138US-11	14,000kg	SAA4D95LE-7 rated at 73 kW	0.21 – 0.53m <sup>3</sup>	5,480mm	8,300kgf	6,200kgf
PC228US-11	23,750kg	SAA6D107E-3 rated at 123 kW	0.39 – 0.97m <sup>3</sup>	6,620 mm	13,500kgf	10,500kgf
PC228USLC-11	24,120kg	SAA6D107E-3 rated at 123 kW	0.39 – 0.97m <sup>3</sup>	6,620 mm	13,500kgf	10,500kgf

PROFILE:  
**Matt Watson**



**F**rom his office in Invercargill, Komatsu NZ's Matthew Watson is responsible for keeping several hundred Komatsu machines throughout the country fully serviced and up-and-running, day-in, day-out.

As National Product Support Systems Administrator, Matt looks after around 200 machines covered by Komatsu's Complimentary Maintenance offering, plus a further 50-odd under maintenance contracts, and the 50-60 machines in the national Komatsu Rental fleet – more than 300 machines in total.

His primary source of critical machine data and up-to-date operating status is Komatsu's KOMTRAX remote monitoring system, which Matt is checking out all day, every day, and – with its built-in web browsing capabilities – lets him efficiently and effectively manage these significant fleet numbers from a small city at the southern tip of the South Island.

Matt – who's been in the parts business for nearly 15 years since a parts and merchandising apprenticeship with Titan Plant Services in Wellington – says KOMTRAX is essential to his ability to carry out his job.

"KOMTRAX saves just so much time and effort, and makes me so much more efficient," he says.

"I can constantly monitor machine hours, so I know when each machine I'm responsible for is due for its next service, or if there's a breakdown, I know exactly where the machine is, and I have a pretty good idea of what's the matter with it.

"It saves a lot of time and a lot of assumptions; there's no having to go back and forth to find out where machines are, or what their hours are; all that information is immediately there.

"With KOMTRAX, this industry is just miles ahead of where we were even five years ago," he says.

As Product Support Systems Administrator, Matt's role includes scheduling regular service calls based on each machine's operating hours, setting up contract maintenance jobs, and providing technical support to Komatsu NZ's sales, service and parts teams.

"A big part of my job is looking after the large fleet of Komatsu equipment working for the HEB-CPB Joint Venture on Wellington's Transmission Gully project, covered by a maintenance contract with Komatsu NZ.

"We've got 30 machines on this project, which I believe makes us the biggest equipment supplier there," says Matt.

Komatsu equipment on site includes dozers from two D65EX-16s to a D375A-6, excavators from two PC350LC-8MOs to two PC600LC-8EOs, 12 HM400-3 articulated dump trucks, and a GD655-5 grader. Also covered by the maintenance contract are eight Hamm rollers, which Komatsu is looking after on behalf of their distributor and the joint venture.

"I'm using KOMTRAX on a daily basis with Transmission Gully," he says.

"Each morning, I go in, look at any issues with the machines, as well as the machine hours.

"We aim to be very proactive with our servicing, so when a service is due, I'll let our service technicians know, along with what parts or anything else that might be needed.

"We give the customer 100 hours notice of each service that's coming up, plus I'll talk to our service technician in Wellington, Alex Betteridge, he'll get in touch with the site manager, and they'll arrange for the service.

"And obviously if there's a breakdown, Alex – who I've known for many years since we did our apprenticeships together in Wellington – will let me know, so I can open a case for that issue, arrange parts, and anything else. That ensures it's all ready for Alex to get out there and do the job as fast as possible."

The large number of machines covered by Complimentary Maintenance (basically every Komatsu construction machine over 8.75 tonnes), plus the Komatsu Rental fleet, means that Matt is in constant contact with Komatsu NZ's branches and its Service Agent network throughout the country.

"That's one of the great things about this job; I've got to know a lot of our staff, a lot of people, so I know who's who, and what they do," he says.

When he came on board with this role in September 2017 one of Matt's first challenges was to ensure that all Complimentary Maintenance and Komatsu Rental servicing was kept completely up to date.

"Because there wasn't previously one person solely responsible for this, things had got a bit out of kilter," he says.

"Once I figured out how it worked, I was able to put a system in place to ensure that no machine service ever gets missed.

"That's working very well, so now it's essentially just a matter of upkeep. That's something that I'm very proud of, that I was able to fix the system and get it back on track," says Matt.

One thing that he has noticed in this role is that it is less customer-facing than those he's had in the past.

"These days, I really do work more with Komatsu people, and it's one of the first roles I've had where I'm not in constant contact with customers.

"But as Brent Hepple (Komatsu NZ's Product Support Manager Technical Support), who's my manager, put it to me when we were discussing this position: the Komatsu business is like a stool with three legs –

sales, service and parts – with our customers sitting on top.

"Our role is to be the braces that help to hold these three legs

together, dealing with each of them on a daily basis, and providing the support they need to ensure we continue successfully serving our customers," he says.

**"WE AIM TO BE VERY PROACTIVE WITH OUR SERVICING, SO WHEN A SERVICE IS DUE, I'LL LET OUR SERVICE TECHNICIANS KNOW, ALONG WITH WHAT PARTS OR ANYTHING ELSE THAT MIGHT BE NEEDED."**

*Pictured: Our KOMTRAX guru Matt helps keep a nationwide fleet on the go.*



*Pictured: Displayed machine usage profile from R + M Care, showing how many hours a machine has done in previous months, it helps predict when the next services will be due.*



*Pictured: Komtrax displaying machine data for example usage, fuel burn and fault codes.*



# WA380-8 WA470-8

**Latest general purpose loaders increase efficiency, cut fuel use**

**Komatsu has launched two new general purpose wheel loaders, the 143 kW WA380-8 and the 203 kW WA470-8 – both featuring new-generation Komatsu engines delivering lower fuel consumption than their previous-generation equivalents.**

The WA380-8 has an operating weight of 18.35-19 tonnes, takes buckets ranging from 2.7-3.6 cu m and is powered by a Komatsu SAA6D107E-3 engine rated at 143 kW net. Fuel consumption is significantly lower than the previous WA380-6.

The 24.2-25.2 tonne WA470-8 has bucket capacities from 3.8-4.7 cu m, and is powered by a Komatsu SAA6D125E-7 rated at 203 kW net, with fuel consumption 6% improved over the WA470-7.

According to Garth Dixon, Komatsu NZ's National Sales Manager, applications for the WA380-8 include civil construction and local government, to sales loading, concrete batch work, log handling with appropriate attachments, waste and recycling, while the WA470-8 is designed for sales loading, logging, waste and mulch handling.

"The engines on both loaders incorporate Komatsu's electronic control system performing high-speed processing of all signals from sensors installed in the vehicle, providing total control of equipment across all conditions of use," he said.

A dual power engine mode lets operators select Economy mode, giving maximum fuel efficiency in general loading works, or Power mode for maximum output in tough applications.

Garth said the two loaders also feature Komatsu SmartLoader Logic engine system, which controls engine torque to match machine demands.

Engine condition information is displayed via an on-board network to the monitor inside the cab, providing all necessary operating data to the operator.

This data is also accessed through the KOMTRAX remote monitoring system.

As with other Komatsu equipment powered by the company's new Tier 4 engines, KOMTRAX monitors and transmits far more detailed data about engine conditions and operation, giving unmatched visibility into the health of equipment – and any potential issues.

For more information and technical details of these new machines, please visit <https://www.komatsu.co.nz/wheelloaders-generalpurpose>

**A DUAL POWER ENGINE MODE LETS OPERATORS SELECT ECONOMY MODE, GIVING MAXIMUM FUEL EFFICIENCY IN GENERAL LOADING WORKS**

### Brief specs of Komatsu's new Dash 8 range of Wheel Loaders:

Dash 8 Wheel Loader Range	Operating Weight (tonnes)	Engine Tier 4-compliant	Large-capacity Torque Converter	Bucket Capacity Range	GP Bucket static Tipping Load	Bucket Digging Force	Dump Clearance
WA380-8	18.35 – 19	SAA6D107E-3 engine rated at 143 kW	maximum speeds F/R, 37.5/37.5 km/h	2.7 – 3.6m <sup>3</sup>	40° full turn 13,440 kg	16,100kgf	4,095 mm
WA470-8	24.4 – 25.2	SAA6D125E-7 engine rated at 203 kW	maximum speeds F/R, 38.3/39 km/h	3.8 – 4.7m <sup>3</sup>	40° full turn 17,460 kg	19,600kgf	4,360 mm

## HOW OUR APPRENTICESHIP DEVELOPMENT SYSTEM DELIVERS BEST SERVICE TECH IN THE BUSINESS

*Pictured: Case Van Vliet (Apprentice Technician) at Auckland Service branch who joined the program in January this year, working on a PC450.*

**In 2017, Komatsu NZ began engaging service technician apprentices through an innovative training system that not only teaches vital trade skills, but also business, life and personal responsibility skills and awareness.**

Currently, six apprentices are part-way through their plant and equipment (level 3 and 4) trade training, said Matt Tosolini, Komatsu's Technical Capability Manager, and who is responsible for apprentice training in New Zealand, and Komatsu's Southern Region in Australia.

There are two apprentices at Komatsu's Auckland branch, one at the Waikato branch, two at the Christchurch branch, and one at the Invercargill branch.

Matt said Komatsu's Apprentice Development System (ADS) began in Australia in 2008, and since then has proven very successful in achieving apprenticeship completion and retention rates significantly above industry averages.

"Our apprentice completion rate over the past 10 years has been 80% – well above the average for automotive-related industries of 50%," he said.

In addition to "traditional" on-the-job training and attendance at Polytech, managed through MITO, the ADS aims to give apprentices important life skills, including Toastmasters (public speaking), road safety awareness, and drugs, alcohol and sexually transmitted infections (STIs) awareness.

Matt said Komatsu's rigorous apprentice selection processes, plus the focus on life skills and supporting participants throughout their trade training had contributed to the ADS's historical high completion and retention rates.

"With our Australian apprentices, we are now seeing some of the longer-term benefits of the ADS, with those who completed their apprenticeships with us in the early years starting to take on supervisory and more senior roles," he said.

"And we are looking forward to our New Zealand apprentices achieving similar advantages as they complete their training and move into permanent roles with the company.

"Komatsu firmly believes that apprentices trained through the ADS really represent the future of our service departments – and down the track other management roles.

"In Australia, already some are service department supervisors and resident service technicians throughout the Komatsu Australia region."

Matt said an important element of the ADS from its inception has been its commitment to diversity – both in Australia and now NZ, with a mix of male and female apprentices, school age to mature age, and those with non-European/Pakeha or other cultural backgrounds represented among apprentices.

**"OUR APPRENTICE COMPLETION RATE OVER THE PAST 10 YEARS HAS BEEN 80% – WELL ABOVE THE AVERAGE FOR AUTOMOTIVE-RELATED INDUSTRIES OF 50%"**

"In Australia, over the past 10 years, we've had 15 female and 333 male apprentices, while each year we've had mature-age apprentices up to at least 32 years old, and with our oldest being 48."

Matt said the ADS had been good for Komatsu and had been good for its customers.

"Over the past 10 years – and into the future – we are producing tradespeople who are able to produce higher-quality work, have the skills to work on our advanced technologies, and have more effectively developed skills across troubleshooting, diagnostics and repair capabilities.

"And through our trade, business, life and personal skills training and development, we are producing more rounded individuals than a traditional 'techie', with excellent communication skills, and a better appreciation of how to cope with ongoing challenges and opportunities," he said.

"We are proud to have rolled out this very successful program in New Zealand, which will allow our Kiwi customers to take advantage of the well-trained, highly skilled and very motivated service technicians that we are producing."



*Pictured: Winstone Aggregates' PC1250SP-8R is the primary excavation tool at its Hunua Quarry in Auckland.*

## WINSTONE AGGREGATES HUNUA QUARRY OPTS FOR KOMATSU DIGGER IN CRITICAL APPLICATION BASED ON REPUTATION, LOCAL POPULATION

**In December 2017, Winstone Aggregates Hunua Quarry, located south of Auckland, leased a new PC1250SP-8R excavator as its primary face-loading tool, where it is required to load an average of 8000 to 12,000 tonnes a day of high-quality hard blue greywacke rock.**

Hunua is the leading quarry servicing the Auckland region, supplying a very high-grade blue metal product used for road seal and concrete applications.

According to Quarry Mobile Plant Supervisor Callum Slavin, the decision to lease the PC1250 was based on its reputation.

"There's approximately 10-15 in the country, everyone uses them, they are easy to get parts for, and seeing it in action with subcontractor C&R, it has proved to be a critical asset," he said.

"It's operating in hard blasted blue greywacke type rock – some of the hardest in the country – and it's required to handle an average of 8000 to 12,000 tonnes a day.

"The machine is loading 62 tonne dump trucks and does from 160 to 220 loads per day."

That also means machine reliability, along with service and support, are critical for this machine.

"Each day, we have around 500-plus truck movements out of the quarry, and our typical working hours are limited from 5 am to 6 pm for weighbridge operation, while the quarry pit operation is limited from 7 am to 6 pm due to environmental and community considerations – so we need to move a lot of material in a fairly restricted time frame," Callum said.

"Since we've had it, the machine's performance has been outstanding; it's basically a good reliable machine. Our operators love it, it's got all the creature comforts, and it's very quiet internally.

"We've had very little downtime, no issues at all with the machine so far," he said.

"The Komatsu team are very easy to work with; due to our restricted operating hours, all service and maintenance has to be done out of hours, either after 6 pm, or on weekends. Komatsu's service people are very happy to work in with us there," said Callum.

"I would like to thank Komatsu for the service and support they've provided to Winstone Aggregates."

**"THE MACHINE IS LOADING 62 TONNE DUMP TRUCKS AND DOES FROM 160 TO 220 LOADS PER DAY."**

# Komatsu Kids Corner

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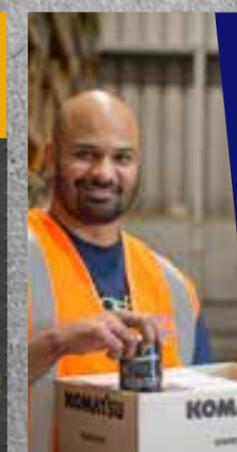
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