

AUGUST 2019

ISSUE 3

# D2E

DOWN TO EARTH MAGAZINE NEW ZEALAND

ADVANCED ENGINE  
TECHNOLOGY

## PC210LC-11

» BUY PARTS ONLINE ON  
NEW CUSTOMER PORTAL  
[MY.KOMATSU.CO.NZ](http://MY.KOMATSU.CO.NZ)

» NEW KOMATSU  
SOUTH ISLAND HUB  
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**KOMATSU**



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 **Komatsu  
Genuine  
Parts**

# CONTENT



## COMMENTS

It is great to be able to bring our mid-year D2E to you.

In this edition, we have an exciting array of product information, expansion plans, an inspiring fundraising effort for childhood cancer, and amazing stories from some of our outstanding long serving employees.

We are very proud that Komatsu Ltd will celebrate its 100-year anniversary in 2021; for Komatsu New Zealand we date back to 1965 when a company called Ward Hill first started distributing our products here.

And two of our employees, Phil Thomson and Debbie Visser have been with us for a long proportion of our time in this country, having served 34 and 32 years respectively.

The changes that they have seen in over Komatsu products during their time with us have been very significant – and the technology being released now in both our machines and our support platforms to increase productivity and reliability demonstrate an exciting future for Komatsu.

Within Komatsu we are always looking at ways to support the local communities we operate in.

We were delighted to see Spencer Raynel, our Regional Customer Support Manager for the Waikato region, undertake a great fundraising event which raised \$25,000 for the Child Cancer Foundation as part of our NZ and Australia-wide Live Your Dream program. He also had a lot of fun with 250 of his off-road motorcycle mates!

Komatsu NZ's online parts portal is now fully operational and provides customers with a simple, accurate way of ordering the right parts, first time, every time.

Our advanced search feature ensures the required parts are linked to your machine at the serial number level.

This system works 24/7 and can be accessed via computer, smartphone or tablet – paid for by credit card or billed to your Komatsu NZ account.

In addition, if you are already an account customer, or register through the portal, you can earn Air New Zealand Airpoints for Business with your purchases.

And as a launch promotion, all parts purchased through the system will be delivered freight free until Christmas!

Please enjoy the D2E and don't hesitate in making contact if you'd like to discuss anything.

### Phil Pritchard

Managing Director  
Komatsu New Zealand

## KOMATSU NZ FEATURED PRODUCT



**PC210LC-11:**  
performance, power and  
fuel-efficiency!

[Click here to read more.](#)

## KOMATSU NZ LATEST PRODUCTS



**Komatsu's New  
Range of Hydraulic  
Rock Breakers.**

[Click here to read more.](#)



**GD655-7:  
the future is  
at your fingertips.**

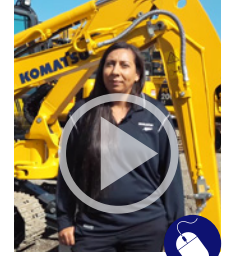
[Click here to read more.](#)

## KOMATSU NZ LATEST VIDEOS



**Komatsu  
PC210LC-11  
Walkround.**

[Click here to view.](#)



**Komatsu  
Mini Excavators.**

[Click here to view.](#)

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## CONTRIBUTORS

**Editor**  
Elle Schutte,  
Komatsu New Zealand

**Copywriters**  
Phil Pritchard, Mark Cherrington,  
John Smailes

**Graphic Design**  
Willis Lau,  
Komatsu Australia

### CONTACT DETAILS

Komatsu Auckland Branch,  
Regional Office & Rental Office  
19 Offenhauser Drive  
East Tamaki Auckland 2015  
[www.komatsu.co.nz](http://www.komatsu.co.nz)



### FRONT COVER

*Komatsu sets new standards in  
performance and fuel economy  
with 23 tonne class PC210LC-11  
excavator*

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publication.

# KOMATSU EQUIPMENT DELIVERS EXCELLENT PERFORMANCE ON MAJOR MOTORWAY PROJECT



The Ara Tūhono - Pūhoi to Warkworth project will extend the four-lane Northern Motorway (SH1) 18.5km from the Johnstone's Hill Tunnels to just north of Warkworth. It is the first stage of the Ara Tūhono – Pūhoi to Wellsford project and will be open for traffic by late 2021.

The Pūhoi to Warkworth project is a Public Private Partnership (PPP) contract between the NZ Transport Agency (NZTA) and the Northern Express Group (NX2).

Fletcher/ACCIONA, the Joint Venture Contractor for NX2 constructing the Pūhoi to Warkworth project is reporting excellent performance from a fleet of Komatsu equipment used in the project.

The Pūhoi to Warkworth project's equipment requirements include rigid and articulated dump trucks, excavators, dozers and scrapers.

The Komatsu equipment, which has been on site since October 2018, consists of three HD605-8 rigid dump trucks, a PC1250-8R excavator, and a D375A-8 dozer – its latest purchase.

"Since it's been on site, we've found the performance of our Komatsu equipment to be excellent," said Reece Corbett, Logistics & Plant Foreman for the Project.

"Performance is very much as we've expected, and we are very happy, with fuel consumption actually being better than anticipated."

Reaction among those working with the plant has also been very positive.

"Komatsu has a reputation for quality products, and operator feedback has been very encouraging with comments such as: they are quiet, comfortable, and the trucks have a very good turning circle."

"The support we've received from Komatsu NZ has also been greatly appreciated."

Reece said the decision to purchase the Komatsu machines was based on such factors as product reputation, pricing, and the flexible lease terms available through Komatsu Finance.

"Our Komatsu fleet here is on a Komatsu Finance lease agreement. We've found the Komatsu team to be professional and knowledgeable, and willing to work to our requirements.

"A major consideration for acquiring the Komatsu equipment was the flexibility of the lease terms to suit our project requirements," he said.

The NX2 - Fletcher/ACCIONA project team are also finding that the data and feedback coming from the equipment's KOMTRAX remote monitoring system very useful.

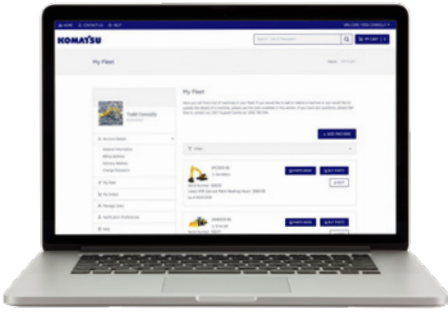
"The information we get from KOMTRAX is invaluable in the efficient use of these machines," he said.



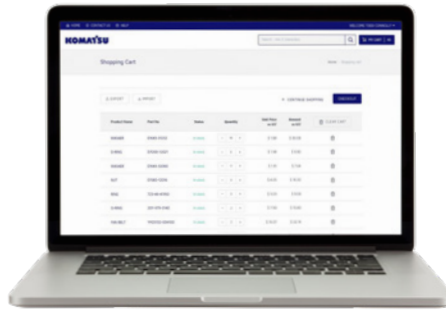
Photos courtesy of  
Ara Tūhono – Pūhoi to Warkworth, a NZ Transport Agency PPP Project



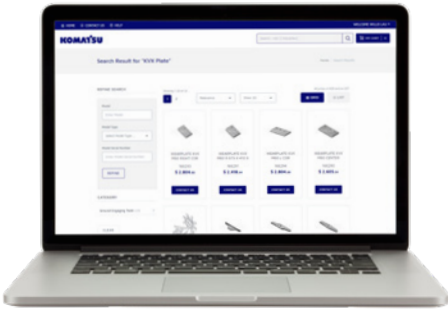
## MyFleet



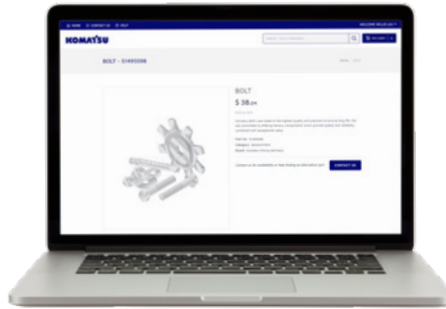
## Shopping Cart



## Search page



## Product page



**“We aim for it to be a self-service tool, through its easy access to parts searching, and the ability to buy the exact parts they need when it suits them – any time of the day or night,”**

*Pictured: MyKomatsu online parts customer portal is designed to let Komatsu owners quickly and easily find and order the parts they need – 24/7.*

# INTRODUCING MYKOMATSU BUY PARTS ONLINE QUICKLY AND EASILY

**Komatsu New Zealand has launched myKomatsu (mykomatsu.co.nz), a new online parts customer portal that makes ordering parts a quick and easy process.**

Available 24/7 throughout New Zealand, myKomatsu has been designed to ensure that customers order the right parts for their machines and are through to checkout as quickly as possible.

It is completely cross-platform, allowing parts to be ordered via computer, smartphone or tablet – and then track the progress of orders and when they will be delivered.

According to Barry Millar, Komatsu NZ’s National Customer Support Manager, this new sales channel aligns with the company’s philosophy of being “easy to do business with”.

“Ordering parts for earthmoving equipment can be a complex and time-consuming task, but myKomatsu has been developed based on our customer-first philosophy,” he said.

“Our industry-leading site offers customers multiple ways to find the correct part, including by part number, key word, parts book or machine type, make and model – with customers able to use whatever method best suits them.

“And once an online order has been placed, the order automatically passes through our business systems within minutes until it is ready to be dispatched from the nearest distribution centre.”

myKomatsu has been primarily designed for Komatsu’s utility and construction customers – many of whom typically have only one or a few machines.

“We aim for it to be a self-service tool for our smaller customers, through its easy access to parts searching, and the ability to buy the exact parts they need when it suits them – any time of the day or night,” said Barry.

“It also offers significant benefits for larger fleet owners who may prefer to manage their parts ordering online.

myKomatsu introduces a number of new features to further benefit customers and make ordering the right part faster, easier and more efficient.

“These include online credit card payment options, and the ability to track the progress of deliveries in real time,” he said.

“We also have automatic supersession management, which means that if a particular part has been superseded, the customer will automatically be offered the updated part.”

In addition, myKomatsu gives customers the choice of being able to purchase anonymously as a Guest, or to register and have their existing offline trade account fully integrated with their online account.

**Deliveries are FREE on all orders until 31 December 2019.**

Barry said that as an organisation driven by People Powered Technology, the quality of customer support Komatsu provides is equally as important as the product itself.

“This means that myKomatsu is backed by experienced personnel, who will ensure a customer’s experience is never compromised,” he said.

“That’s why myKomatsu includes a dedicated team offering 24/7 support to any customer engaging with the website.

“If they have a question or a problem, we will have people on hand to help,” he said.

Customers can also earn Airpoints Dollars on purchases if they are registered for Airpoints for Business and provide us with their airpoints number.

To order parts through myKomatsu, please visit [mykomatsu.co.nz](http://mykomatsu.co.nz).

For any enquiries or assistance call **0800 433 116** or email [online@komatsu.co.nz](mailto:online@komatsu.co.nz).



# NEED IT



# FIND IT



# BUY IT

## KEY FEATURES

- ✓ Fast and responsive
- ✓ Self-track deliveries
- ✓ Easy access to parts books
- ✓ View complete order history
- ✓ View fleet (if registered)
- ✓ Automates supersessions

## BUY PARTS ONLINE

# Visit [my.komatsu.co.nz](https://my.komatsu.co.nz)

Free delivery on all orders until 31 December 2019



0800 433 116 | [online@komatsu.co.nz](mailto:online@komatsu.co.nz)

# KOMATSU

*Driven by your success*

*Pictured: Komatsu's new PC210LC-11 delivers improved operational efficiency and lower fuel consumption compared with predecessor models.*



## KOMATSU SETS NEW STANDARDS IN PERFORMANCE AND FUEL ECONOMY WITH 23 TONNE CLASS PC210LC-11 DIGGER

**K**omatsu has released the 23 tonne class PC210LC-11 excavator, delivering increased performance, operating efficiency and productivity, while significantly reducing fuel consumption compared with predecessor models.

It is powered by a low emission Komatsu SAA6D107E-3 Tier 4 Final-compliant engine, which – through Komatsu's advanced engine and hydraulic control technology – improves operational efficiency and lowers fuel consumption by up to 7%, according to Garth Dixon, Komatsu NZ's Sales Manager.

"As with all our products, it has been designed in line with Komatsu Harmony principles, resulting in a fully integrated machine to produce an efficient, reliable system," he said.

"An important factor in this is that Komatsu designs and manufactures all major components, including engines, pumps, valves, motors and cylinders allowing us to optimise machine performance so we maximise production while minimising fuel consumption."

As with others in Komatsu's Dash 11 range, the PC210LC-11 is fitted with a number of unique features that contribute to reduced fuel consumption and allow the engine to operate at the most efficient speed.

### These include:

- » Low speed matching, which provides higher flow output at a lower engine RPM through the use of larger displacement hydraulic pumps. This feature also provides better pick up and response to hydraulic flow demand and provides fuel savings in all duty cycles.
- » Variable speed matching, an engine-pump matching control that matches engine speed to hydraulic flow requirements. It keeps engine speed high when large pump delivery is required and reduces engine speed in light duty operations to save fuel.
- » Six working modes including a Fine Control mode, Breaker mode and Economy and Power modes for Attachments.
- » A reduction in auto deceleration speed to low idle speed.

The PC210-11's advanced new engine technology delivers reductions in NOx and PM emissions by up to 90% compared with the Tier 3 engines in the previous Dash 8 range, said Garth.

Features include a common rail fuel injection system, Komatsu diesel particulate filter, Komatsu variable geometry turbocharger, Komatsu closed crankcase ventilation filter, cooled exhaust gas recirculation, a selective catalytic reduction system and advanced fuel injection timing.

"As well as significantly lower emissions, our new PC210LC-11 is also incredibly fuel efficient, offering up to 7% fuel savings compared with our previous model," he said.





*Pictured: The PC210LC-11 has a number of unique features that cut fuel burn and allow the engine to operate at its most efficient speed.*

Additional improvements that contribute to fuel efficiency – and which are standard across Komatsu’s Dash 11 excavator range – include an economy working mode for attachments, an “ECO-guidance” function which provides data and recommendations to the operator for fuel saving operations, and auto idle shutdown to reduce excessive idle time.

Safety and operator comfort have also been upgraded on the PC210LC-11.

“As with all our Dash 11 excavators, it has an upgraded, fully compliant ROPS cab and includes a new high back air suspension operator seat with lumbar support,” Garth said.

“The new cab also incorporates console mounted arm rests with a tool-less height adjustment so that operators can easily change the arm rest position in relation to both the seat and the joysticks for better ergonomics.”

Safety is further improved with the lock lever auto lock function to prevent unintentional movement.

“If the operator has accidentally activated a control during start-up, the machine recognises this and automatically applies the hydraulic lock so that no uncontrolled movement occurs,” Garth said.

Quick hitch and hammer piping is standard on the PC210LC-11, as is an additional service valve for easy set-up of a proportionally controlled second auxiliary line.

Attachment tool management is also available through the monitor panel, enabling an operator to name and set the flows for up to 10 attachments for easy selection when changing out attachments on the jobsite.

Serviceability has also been improved with ground-level access to centralised service points, high-efficiency dual-element fuel filters, and improved work areas around the engine compartment.

“Like all Komatsu machines powered by its new engine technology, the PC210LC-11 also includes the latest developments in our KOMTRAX telematics-based remote monitoring system, ensuring unrivalled visibility into all critical machine and operational parameters,” Garth said.

“This gives machine owners and fleet managers detailed data on machine performance as well as upcoming maintenance and service requirements.”

“Overall, our new excavator brings higher productivity and performance compared with the previous model, while reducing owning and operating costs.

“That means that owners can excavate more material or move more dirt, at a lower overall cost,” he said.

As with all equipment sold through Komatsu NZ, the PC210LC-11 is backed by the company’s nationwide aftermarket support network, which includes branches in key major centres, along with service partners throughout New Zealand.

**“The PC210-11’s advanced new engine technology delivers reductions in NOx and PM emissions by up to 90% compared with the Tier 3 engines in the previous Dash 8 range”**

Komatsu NZ is further growing its aftermarket capabilities with the recent opening of a dedicated parts distribution centre in Auckland stocking parts that are specific to the New Zealand machine population.

Recently, it also launched its myKomatsu customer portal, which allows customers to order parts online 24/7 for the machines they own.

Brief specs of the PC210LC-11 are:

Operating weight, 23-23.8 tonnes; engine SAA6D107E-3 rated at 123 kW; hydraulics, Komatsu HydrauMind closed-centre load sensing system with variable displacement piston pumps, maximum pressure 380 bar, maximum flow 490 lit/min; bucket capacity range, 0.39-0.97 cu m; maximum dig depth, 6620 mm; maximum vertical wall dig depth, 5980 mm; maximum dig depth for 2440 mm level bottom, 6370 mm; bucket breakout, 13,500 kgf; arm breakout, 10,500 kgf.

The PC210LC-11 is also available in an intelligent Machine Control (iMC) version, as the PC210LCi-10.



*Pictured: As with all equipment sold through Komatsu NZ, the PC210LC-11 is backed by the company’s nationwide support network.*

*Pictured: Komatsu's new GD655-7 grader comes from the factory "plug-and-play" ready to use 2D or 3D machine control systems from Trimble, Topcon and other leading suppliers.*

# GD655-7

**The future is at your fingertips on our new contractor-focused GD655-7 grader**

**Komatsu has released a new grader, the GD655-7, incorporating a number of technology innovations compared with its predecessors as well as other graders on the market – aimed at making it easier to use and more productive, in a package that the company believes makes them particularly attractive to contractors.**

The GD655-7 is powered by a Komatsu SAA6D107E-3 Tier 4 Final-compliant variable horsepower engine, rated at 134-165 kW (depending on gear and operating mode) and with an operating weight of 19.3 tonnes with rear ripper.

Technology innovations include updates to the transmission and control improvements that make it easier to operate, for reduced operator fatigue and increased safety, as well as being factory-fitted to take any of the many 3D machine control system options available from leading third party suppliers.

According to Garth Dixon, Komatsu New Zealand's National Sales Manager, the GD655-7 grader represents a significant technology step forward in grader design and ease of operation.

"We're highlighting these enhanced grader control systems as putting the future at your fingertips," he said.

These technology innovations include an all-new operator station, with features such as EPC (electronic proportional controls) for blade and ripper functions, and the option of dual-function palm controlled steering or a conventional steering wheel.

"Our EPC palm control systems greatly cut down operator effort, reducing hand/wrist movements by 95%, and resulting in far lower operator fatigue and improved jobsite safety," said Garth.

"In addition, this new grader retains our unique dual-mode direct drive and torque converter transmission system, upgraded with a new range change and forward/reverse controls for reduced driveline shock – and again contributing to reduced operator fatigue and very long service life of transmission drive line components.

"The Tier 4 Final Komatsu engine, which has been matched to the Komatsu-designed and built transmission, driveline and hydraulics, results in fuel consumption reductions of 5-15% compared with our previous models," he said.

Standard on the GD655-7 are factory-fitted cabling, controls and bracketing for multiple makes of 3D machine control systems, allowing customers to simply install a "plug and play" kit to use with their own or a rented 3D machine control system, with no additional cabling or brackets.

"With this 'plug and play' installed, customers can go straight to work with a 3D GPS system from Trimble, Topcon or other leading suppliers, without having to spend money and time on preparing the machine," said Garth.

"We believe these technology advances, including improved ease of use, increased safety and true machine 'plug and play' gives our new grader strong appeal to Kiwi contractors."

Compared with Tier 3 predecessor engines, the GD655-7's Tier 4 Final-compliant engine technology reduces both particulate matter (PM) and nitrous oxide (NOx) levels by 90%, while reducing fuel consumption by up to 15%.

"This new grader uses 5% less fuel in P (power) mode, and 15% less fuel in E (economy) mode," he said.

"Fuel consumption is further reduced through increased cooling capacity, a new auto idle stop function, an improved operator interface on the machine monitoring system, and a new ECO assistance feature that encourages fuel-saving operating practices."

As with all Komatsu Tier 4 engines, it incorporates an advanced electronic control system that performs high-speed processing of all signals from sensors installed in the grader, providing total control of equipment across all conditions of use.

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

Additionally, this data can be accessed and managed via Komatsu's KOMTRAX telematics remote monitoring system (supplied as standard on all Komatsu construction and utility machines), ensuring owners and fleet managers stay well on top of all maintenance requirements.

This also allows Komatsu to advise machine owners of upcoming service requirements, as well as providing machine health, performance and location information, as well as Fix It First Time real time diagnostics

Garth said the new GD655-7 grader machine retained all the benefits of its predecessor machines, while significant technology improvements contributed to increased productivity and safety, while lowering ownership and operating costs.

"Komatsu graders have become recognised for their outstanding visibility to the blade, front wheels and rear ripper – and that's been improved even more through further improvements to cab design.

"Operators also appreciate our unique Komatsu transmission system, which provides the option of full powershift or our lockup Torque Converter Auto mode, which delivers power for tough grading, or low-speed fine control," he said.

Brief specs of the GD655-7 are: Operating weight, with ripper, 19.3 tonnes; engine Komatsu SAA6D107E-3 Tier 4 Final-compliant variable horsepower engine, rated at 134-165 kW (depending on gear and operating mode); blade length, 4.27 m; transmission, full powershift with lockup torque converter with anti-stall function ; speeds, 8F/4R, maximum speed, 44.3 km/h; overall length, 10.875 m; industry leading minimum turn radius, 7.4 m.

**"We believe these technology advances, including improved ease of use, increased safety and true machine 'plug and play' gives our new grader strong appeal to Kiwi contractors."**



*Pictured: With industry-leading visibility to the work area, Komatsu's new GD655-7 grader represents a significant technology step forward in ease of operation that includes EPC for blade and ripper functions, dual function palm controlled steering and a steering wheel fitted as standard.*

**Brief specs of Komatsu's new GD655-67:**

Operating Weight (tonnes) with ripper,	Engine Tier 4-compliant	Blade Length	Transmission	Speeds	Overall Length	Industry leading minimum turn radius
19.3 tonnes	SAA6D107E-3 engine rated at 134-165 kW (depending on gear & operating mode)	4.27 m	full powershift with lockup torque converter with anti-stall function	8F/4R, maximum speed, 44.3 km/h	10.875 m	7.4 m



Pictured: Komatsu breakers, designed to work with Komatsu's excavator range, are available for carriers from less than a tonne to more than 85 tonnes.



# KOMATSU ANNOUNCES NEW RANGE OF HYDRAULIC ROCK BREAKERS

**Komatsu has announced a new range of Komatsu-branded hydraulic breakers matched to fit its own excavator range and designed to work with machines from less than one tonne to over 85 tonnes.**

The range of new Komatsu breakers, which have operating weights from 65 kg to 5589 kg, covers mini excavators (0.7-7.5 tonnes), medium sized excavators (7.5-20 tonnes) and large excavators (20-90 tonnes).

The Komatsu Heavy Range of breakers are available as both a two-speed option as well as a fully variable speed version. The fully variable speed version automatically change their frequency to different conditions or material hardness therefore greatly increasing productivity across varying applications.

According to Barry Millar, Komatsu NZ's National Customer Support Manager, the company's new breaker range brings industry-leading rock breaking technology to its entire construction excavator range.

"For many years, Komatsu has been recognised as offering the industry's best range of excavators, in terms of performance, productivity, reliability, durability and cost of ownership," he said.

"Now we are delighted to be able to offer a matched line of breakers, designed to work with our own excavator line, and backed by the full Komatsu support network across New Zealand, Australia and New Caledonia."

Barry said the new Komatsu breaker range offered several unique advantages, including the variable frequency and energy system on selected models for higher productivity and lower maintenance costs.

"Our design engineers understand that percussion efficiency is the key – not heavier breaker weight, which simply results in increased carrier fuel consumption.

"Our variable speed breaker design provides greater hydraulic efficiency, further enhanced with our energy recovery and regulation systems.

**"Komatsu breakers offer the industry's highest percussion efficiency, with their lower input power requirements resulting in better fuel efficiency."**

"Komatsu breakers offer the industry's highest percussion efficiency, with their lower input power requirements resulting in better fuel efficiency.

"And higher output power means greater productivity in fractured and semi-fractured rock," he said.

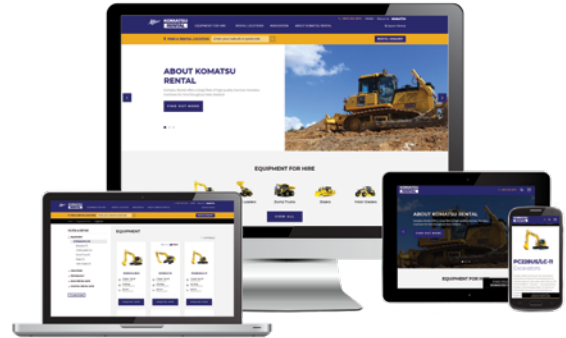
"As well, all Komatsu breakers incorporate a back pressure-tolerant design, blank firing protection, over-flow protection and a fully enclosed nitrogen filled accumulator.

"Combined with the low operating costs benefits of our excavator range, this means a Komatsu combined excavator/breaker package offers major benefits, including better productivity and performance, reduced downtime, lower cost per hour, and the industry's leading service and support network," Barry said.

Komatsu breakers are available with a range of tools for different applications, including chisel,moil point, pyramid point and blunt tool.

# KOMATSU RENTAL'S INNOVATIVE WEBSITE

## MAKES IT EASIER TO HIRE



*Pictured: Our new Komatsu Rental website lets customers quickly and easily rent equipment, using computer, tablet or smartphone.*

**KOMATSU  
RENTAL**

Visit us on  
**[komatsu.co.nz/rental](http://komatsu.co.nz/rental)**



Komatsu is continuing to expand its digital presence with the launch of purpose-built new websites for its Komatsu Rental operations in New Zealand and Australia, at [komatsu.co.nz/rental](http://komatsu.co.nz/rental) (New Zealand) and [komatsu.com.au/rental](http://komatsu.com.au/rental) (Australia).

Komatsu Rental's New Zealand and Australian websites allow customers to view the full range of rental solutions available, including excavators, wheel loaders, dump trucks, dozers, graders and more, as well as attachments.

The sites are fully cross-platform, optimised for use with computers, tablets and smartphones.

Geoff Pisani, Komatsu Rental's General Manager, said customers were increasingly looking to online resources when making rental and purchasing decisions.

"All rental machines available across our Australian and New Zealand offerings, including new models, can easily be viewed online," said Geoff.

Peter Groube, Komatsu New Zealand's Business Development Manager - Rental, said it was an exciting development to bring this customer-friendly, easy-to-use online offering to New Zealand contractors and other end users looking to rent modern and technologically advanced Komatsu machines.

"Customers in both markets can now rent groundbreaking Komatsu technology, including our iMC (Intelligent Machine Control) excavators and dozers, our highly fuel-efficient Hybrid excavators, and take advantage of our KOMTRAX remote monitoring capabilities to ensure they always get the best from their Komatsu Rental machines," said Peter.

"As well, there's a growing range of Komatsu attachments, including a full range of Komatsu breakers, matched to many of our machines."

Geoff said the new websites have also been designed to put customers quickly in touch with their local Komatsu Rental team member. "When customers enable the site to use their location, it provides full contact details of their nearest Komatsu Rental Representative," he said.

"There's also a quick and easy online enquiry process, so customers can request a call from a Komatsu Rental representative. And an intuitive online map lets customers view the locations of all our rental branches at a glance," he said.

"Our new Komatsu Rental website is an important development in continuing our approach of being easy to do business with. Now our customers can view the full range of rental solutions, any time of the day or night," said Geoff.



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1. Send us a **high resolution photo** of your Komatsu machine and stand a chance to have it featured in our Komatsu 2020 Calendar.
2. Email your photo to [info@komatsu.co.nz](mailto:info@komatsu.co.nz)
3. Winners will receive a Komatsu **Merchandise Pack** including 2 printed calendars, cap, coffee mug, torch and a multi-tool! Competition opens 1 August 2019 and closes 30 September 2019.

This Merchandise Pack  
could be yours to win





*Pictured: Conceptual 3D rendering of Komatsu's new South Island Hub.*

## KOMATSU'S NEW SOUTH ISLAND HUB WILL MEAN HUGE BOOST TO REGION'S CUSTOMERS

**Komatsu New Zealand has announced it will open a new South Island Hub facility in Christchurch in mid-2020, greatly enhancing its service and support capabilities for customers throughout the South Island.**

Almost triple the size of Komatsu's existing Christchurch branch, the new South Island Hub is being built in the new industrial subdivision of Hornby South, on Gallagher Drive.

The facility backs onto the new Christchurch Southern Motorway, which is due to be completed later this year, giving easy road access to the main highways serving the entire South Island.

"Our new South Island Hub will be a step forward in terms of the service and support we can offer our customers throughout the island," said Rob McGregor, Komatsu NZ's South Island Regional Manager.

"It will have a total of about 10,000 sq m of floor space, including an eight-bay workshop and two-bay warehouse. That's a significant expansion when you consider we currently only have around 4000 sq m of floorspace, a single-bay parts warehouse and a three-bay workshop.

"We have well and truly outgrown our existing facilities; when we moved here in 2007, we had just six staff members," said Rob.

"Now we have 26 people based at the branch, including sales reps and satellite service technicians working out of other locations.

"We'll really be able to step up the service we can offer customers, including our own clean rooms for rebuilds, a painting booth so we can spray paint our own machines.

"And we're also likely to be engaging more service and technical staff, as well as a trainer who can meet all our iMC (intelligent Machine Control) training and support requirements," said Rob.

Komatsu NZ's Managing Director Phil Pritchard said that in the 12 years since Komatsu had opened its Christchurch branch in 2007, the company's machine population in Canterbury and the South Island as a whole had grown significantly.

"When we opened the branch, we had around 200 Komatsu machines throughout the South Island; today, we have a population of more than 1500 – and that number is growing all the time," he said.

"We need to increase our service capabilities so we can support this growing population, which is why we've decided to expand into this new South Island Hub.

"In addition, our customers' requirements are becoming more complex as we introduce new technology and new systems to help them become more efficient, productive and profitable through their use of Komatsu equipment.

"Our new South Island Hub will play an important role for many years to come in supporting Komatsu's existing and future customers throughout the region," Phil said.

"It's also a symbol of our growing presence throughout New Zealand, and a key element in building a comprehensive nationwide service and support network that will ensure we can meet our customers' needs no matter where they are based – from the tip of the North Island, to the very south of the South Island."



*Pictured: Komatsu NZ's new South Island Hub will mean a substantial expansion in our ability to service and support customers throughout the island.*



*Pictured: Komatsu Undercarriage at work. - Komatsu conducts regular FREE assessments as part of its Genuine Undercarriage support.*

# GENUINE KOMATSU UNDERCARRIAGES IN FOR THE LONG HAUL

**Komatsu NZ is discussing with its customers several reasons why they should choose and stick with Komatsu's Genuine Undercarriage – foremost being component wear-life and reduction in undercarriage overall cost-per-hour.**

Elle Schutte, Komatsu NZ's National Aftermarket Marketing Manager, said Komatsu continuously works in partnership with its customers in comparing life cycle data for Genuine Undercarriage.

The results back up the theory behind why Komatsu Genuine Undercarriage components last longer.

"Customers can find a cheaper up-front alternative appealing, but that doesn't always equate to value over the machine's service life," said Elle.

"If your machine has a failure and can't operate or doesn't achieve the desired life, that initial saving can erode and lead to a higher operating cost.

"We want the best outcomes for our customers, so we want to be active in helping them understand the true cost while working efficiently," she said.

"Together we gather data to understand the differences and how it impacts the customer. Ultimately, we want our customers to make a wise decision and maximise their profits.

"That won't happen if you lose productivity and uptime due to undercarriage failure or premature change-outs due to poor wear life.

"This is the risk with the cheaper alternatives," said Elle.

Komatsu NZ conducts regular free detailed inspections, measuring bush thickness, link, and shoe height and roller shell thickness as part of its Genuine Undercarriage support.

"Customers can rely on us to monitor their undercarriage condition and be proactive in avoiding any potential problems ahead of time," said Elle.

"That way, downtime is minimised over the wear life.

"We want the best outcomes for our customers, so we want to be active in helping them understand the true cost while working efficiently."

Elle said that when a Komatsu undercarriage specialist inspects a machine, the company keeps that data in its Undercarriage Management System (UMS) for overview reporting.

"This provides a precise picture of the state of each inspected machine's undercarriage and removes the guesswork from a customer's machinery investment.

"We can then work with our customers to plan future change-outs and conduct cost-per-hour analysis," she said.

"The inspections give us visibility for what can be done to prevent any unplanned downtime through premature failures."

Elle said Komatsu Genuine Undercarriages offer a greater hardness depth than the cheaper aftermarket alternatives.

"Greater hardness depth in Komatsu's quality manufactured undercarriage components equals longer component life.

"Using Genuine means less downtime, parts purchases and labour costs through fewer undercarriage replacements over the machine's lifecycle, reducing the overall operating cost of the machine."

Elle said that while Komatsu has confidence that its Genuine Undercarriage is the best option for our customers, "we also understand that there are situations where our customers might require the support of options in reducing their operating costs.

"This could include the machine being at the end of its life, working in a very light-duty application or unknown future prospects for the machine."

For these customers, Komatsu is now offering a lower-cost option for select construction excavators.

Its General Construction (GC) tracks are designed for use in lower impact applications while still giving excellent wear life, the reassurance of buying quality Komatsu Genuine Undercarriage and the back up and support of an OEM.

While undercarriage wear can't be prevented – it's something all users must accept – Elle said Komatsu's undercarriage technical experts can offer plenty of valuable advice on managing undercarriage wear.

"The key to reducing your undercarriage costs is monitoring the wear and overall maintenance of the undercarriage," she said.





Komatsu's top tips for increasing undercarriage life include:

#### Regular inspections

- » Get in the habit of carrying out regular machine inspections – including the track. You are looking for things like oil leaks or unusual wear.
- » Komatsu recommends regular inspections on excavators and dozers, with inspection intervals dependent on wear rates and site conditions.
- » For example, a high abrasion application would call for much shorter inspection intervals.
- » Komatsu's undercarriage inspection service – available free of charge through Komatsu New Zealand's network of customer support sales representatives\* – involves electronic and ultrasonic measurement of the undercarriage components including bush and roller shell thickness, plus link and shoe height.
- » This indicates the percentage of life of key undercarriage components and allows for component forecasting and on-site planning for the ordering of replacement parts in time for scheduled downtime.

#### Regular cleaning

- » When the track frames become packed with soil or material it can speed up the undercarriage wear on components.
- » Regular cleaning can promote a longer life and reduction of premature wear.

#### Check track tension

- » Incorrect track tension can also affect undercarriage life dramatically.
- » Too loose or too tight can lead to high wear, component breakage, hot joints, excessive noise or uneven wear. This is one of the most important contributing factors to premature wear.

#### Check track installation and operating procedures

- » Track can be installed backwards; if this happens bushes and sprockets can wear out faster.
- » Also, on dozers the traction can decrease, resulting in further issues.
- » One of the best ways to reduce track wear is to minimise operating in reverse; reverse operation increases wear due to the higher tension it puts on the track.
- » Varying the direction of turns between left and right spreads the wear, allowing you to get a full life from evenly worn components.

\* Some conditions apply, based on customer location.

*Pictured: Genuine Komatsu Undercarriage is always the best choice when choosing replacement track for your machines.*



# KOMATSU TECHNOLOGY INNOVATIONS

## LEAD THE WAY TO EARTHMOVING INDUSTRY'S FUTURE

**Over the past few years, Komatsu has been increasing its investment in innovative technology, including an accelerating use of telematics, to drive the future of civil construction, earthmoving and related industry segments.**

Telematics encompasses telecommunications; machine technologies; transportation and safety; sensors, instrumentation and wireless communications; information communications technology (ICT); and global positioning technology.

"It is Komatsu's investment in telematics, allied to the development of a major ICT (information communications technology) centre at its regional headquarters in Sydney, that is allowing it to achieve breakthroughs in machine management, project management, site supervision and planning, and long term infrastructure maintenance and support," says Barry Millar, National Aftermarket Manager - Komatsu New Zealand.

"For example, all Komatsu's latest product releases incorporate our KOMTRAX Step 5 remote monitoring capabilities, giving machine owners and fleet managers unprecedented access to very detailed data about every aspect of a machine's operation – and available online via computer, smartphone or tablet 24/7," he said.

According to Barry, KOMTRAX gives Komatsu and its customers the ability to identify potential issues with a machine, well in advance of them causing a breakdown, so they can be rectified and repaired in a timely manner.

"Since it was introduced 10 years ago, in late 2008, KOMTRAX – which is available free on every Komatsu machine sold in New Zealand, Australia and New Caledonia – has grown to cover nearly 14,500 machines," he said.

"Customers and their operators are using KOMTRAX to not only identify and fix potential issues before they become problems, but also to improve machine and site performance and productivity, and even operator skills.

"And with our latest Step 5 version identifying individual operators working on a given machine, KOMTRAX now allows site or project management and operators to work together even more closely to improve and develop their skills and production levels."

Komatsu manages the data coming from KOMTRAX through its ICT-powered INSITE Fleet Management Centre at its regional headquarters in Sydney.

"Our investment in ICT has significantly changed the way we interact with our customers throughout the region," said Barry.

"It allows us to harness the power of our KOMTRAX systems, working in conjunction with other analytical and communications tools, to help increase machine safety, productivity, uptime and availability – and reduce customers' costs per tonne, no matter where they operate.

"That data, combined with Komatsu's analytical and predictive capabilities based on millions of machine hours data, allows us to work with our customers to help ensure their Komatsu equipment is always working at its optimal best."

**Komatsu's investment in telematics ... and ICT is allowing it to achieve breakthroughs in machine management, project management, site supervision and planning, as well as long-term infrastructure maintenance and support.**



These ICT capabilities allow Komatsu and its service technicians to be far more responsive to machine issues when carrying out repairs or service and support calls.

Known as “Fix It First Time”, this concept ensures that customers’ machine issues are identified, addressed and resolved in the shortest possible time, and on the first visit – minimising downtime and keeping repair and service costs to a minimum.

“Fix it First Time focuses on getting our customers’ machine issues resolved in the least possible time, and on the first visit, so that downtime is minimised,” said Barry.

“This is another element of our holistic approach to machine monitoring, troubleshooting and servicing. “Our ICT systems are key to ensuring that the issues arising on a machine are fully understood and diagnosed, prior to a Komatsu technician attending the customer’s job site.”

Barry said that this preparation, in combination with Komatsu’s fully qualified in-house technicians, meant that a technician with the right skills, the right parts and the right tools is dispatched to get each customer’s machine back to work quickly.

“By reviewing the latest machine-specific ICT information before heading out to service that machine, our technicians can understand how the machine has been operating in previous days and weeks, including any abnormalities which have occurred.”

“This understanding allows for diagnosis and troubleshooting to begin before leaving the branch, creating the shortest-possible path to get a machine working again,” he said.

“This means that we are far more likely to fix the machine on the first visit. “This is something that our competitors in the service space can’t match because they don’t have access to the same skill set of reliability engineers or our advanced ICT systems.”

But remote monitoring is only one element in Komatsu’s telematics capabilities. Komatsu is a pioneer in semi-automation – as a first step towards full automation – of complex earthmoving activities, such as digging, excavating, dozing, levelling and grading to high levels of precision.



*Pictured: Komatsu SMARTCONSTRUCTION and iMC technology are changing the way the earthmoving and construction sectors are doing business.*

“In the past two years, we’ve introduced our integrated ‘intelligent Machine Control’ concept, which allows machines such as excavators and bulldozers to excavate, bulk out and trim – in high-precision complex 3D designs,” Barry said.

“Our intelligent Machine Control, or iMC, system is factory-integrated into select Komatsu machines and results in significant improvements in efficiency and productivity compared with conventional construction processes.”

“Customers who’ve used this technology are seeing massive benefits from it, and we are seeing multiple repeat orders from contractors and plant hirers throughout New Zealand and Australia.”

More recently Komatsu has rolled out SMARTCONSTRUCTION, a completely new concept in construction technology with the potential to really change the face of the earthmoving industry – and the way it goes about its business.

SMARTCONSTRUCTION covers the critical steps in a project’s development, from initial site survey, design and professional consultancy, through to final completion.

“It includes improving site process and productivity, machine control management, machine interconnectivity and review of project progress during the construction phase, and culminating in development of detailed as-built information for future construction and infrastructure maintenance,” he said.

“Komatsu has integrated these technologies through the introduction of our drone-based survey and site management technology, and our cloud-based SMARTCONSTRUCTION Application information management offering.

“And Komatsu today is unique in our ability to offer a complete suite of fully integrated, end-to-end range of cutting edge telematics-based products, services and solutions across every aspect of a project, and the life of the machines working on those projects.

“It gives our customers a real edge in today’s increasingly competitive and challenging construction and resources extraction environment,” Barry said.



*Pictured: Information Communications Technology (ICT) is allowing Komatsu to greatly enhance the level of service efficiency we offer our customers, through offerings such as Fix It First Time.*

# UNCLE SPENCER RAYNEL HELPS DELIVER A HUGE DAY TO LEUKEMIA SURVIVOR NIXON BROWN

**N**ine-year-old Leukemia survivor, Nixon Brown was the proudest boy in New Zealand this August when he handed a giant cheque for almost \$25,000 to the Child Cancer Foundation.

The foundation had supported Nixon and his family throughout his illness, and he was overjoyed to support them in return.

In June, Nixon had invited every trail bike rider in New Zealand to join him in a ride with New Zealand Motorcycle Hall of Fame legend Sean Clarke.

It was a fund-raising day for Nixon's chosen charity, as part of his uncle's participation in Komatsu's Live Your Dream program, an opportunity for employees to give back to their local communities.

The machinery giant gave \$10,000 to each worthy idea and Nixon's uncle Spencer Raynel, the company's Regional Customer Service Manager in the Waikato region nominated Nixon and the Child Cancer Foundation.

Instead of applying the Komatsu money to conducting the event, Spencer and Sean Clarke, New Zealand's 17-times national enduro-champion, set out to find other support from sponsors, and sought an entry fee of \$40 from every adult rider, and \$25 from every rider under 15. The response was overwhelming.

"We made \$24,290.18, including Komatsu's contribution," Spencer said, as proud of the result as he is of young Nixon.

Almost 250 riders turned up in a private forest north of Taupo for a day of off-road motorcycle enjoyment, enhanced when New Zealand's world MX2 Champion Ben Townley, made a surprise appearance.

LIVE YOUR **DREAM**



Townley took Nixon, already a keen and competent rider, for two 10-kilometre laps in the forest and came back impressed with the youngster's prowess and stamina.

Nixon, the youngest of his family's three boys was diagnosed with Leukemia when he was just three and his family relied on the help of the Child Cancer Foundation throughout his treatment.

His treatment plan lasted three and a half years, and he is now almost three years post treatment.

One of his great delights was riding his trail bike, a KTM 65, with his uncle Spencer.

"The Komatsu Live Your Dream program was an opportunity for us to give back," Spencer said.

"Every week three New Zealand children are diagnosed with cancer and the Foundation supports more than 1,700 families."

An even dozen companies, most associated with Komatsu, and many more individuals, supported Nixon's ride. Spencer was keen each should be thanked: Forest Trail Events (Sean and Adel Clarke), C&R Developments, Smythes Quarry, TWR Media, Motor Works Hawkes Bay, Stellar Recruitment, Blackwood Yamaha, Neil Thistlethwaite of NEMS Medical, Edwards Transport, Lubricants New Zealand, Pirtek, and Mega Fluid Solutions.

"And, of course Ben Townley," Spencer said.

"Nixon was totally exhausted at the end of the day – but on the way home he would just not fall asleep. That was a mark of how good the day was."



*Pictured: Nixon Brown, leukemia survivor and proud participant in our Live Your Dream fundraising day.*



*Pictured: Spencer Raynel, Waikato Branch Regional Customer Service Manager, completed his Live Your Dream journey on 23 June 2019 to support the Child Cancer Foundation.*

## THANK YOU

Komatsu New Zealand would like to thank everyone who donated, sponsored and contributed time, money or services to make the event the great success it was, including:

- » C & R Developments
- » Smythes Quarry
- » TWR Media
- » Motor Works Hawkes Bay
- » Stellar Recruitment
- » Blackwood Yamaha
- » Forest Trail Events, Sean and Adel Clarke
- » Medic Team
- » Edwards Transport
- » Lubricants New Zealand
- » Pirtek
- » Mega Fluid Solutions

# LIVE YOUR DREAM



*Pictured: Some of the highlights of our Live Your Dream fundraiser for the Child Cancer Foundation.*



# UNDERCARRIAGE MANAGEMENT

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*Pictured: Phil Morrell, Komatsu NZ's newly appointed National Service Manager, aims to expand the company's uptake and range of aftermarket solutions.*

# PHIL MORRELL

## APPOINTED KOMATSU NZ'S NATIONAL SERVICE MANAGER

**Komatsu New Zealand has appointed Phil Morrell to the newly created position of National Service Manager, with the aim of expanding the company's uptake and range of aftermarket solutions.**

Reporting directly to Komatsu NZ Managing Director Phil Pritchard, Phil Morrell will work closely with Barry Millar, Komatsu NZ's National Aftermarket Manager.

Phil has spent the past 10 years working in aftermarket management and service delivery for a number of leading companies in the mining, industrial and energy sectors, both in New Zealand and internationally.

His roles included setting up aftermarket systems for service technicians in the field, and developing back-end value-added capabilities to ensure the highest levels of support for customers.

"The modern aftermarket business is all about enabling technicians and management to be able to use systems to their maximum capability, and contribute to driving growth for the business," said Phil.

"From the customer point of view, it's all about keeping them constantly informed of the condition of their equipment, enabling them to better budget for their medium and long-term operations, and not have plant out of operation at critical times due to unplanned downtime.

"To achieve this, it's essential to have the systems in place that allow us to better communicate with customers on what actions they need to take, and to work with them on budgeting for service and maintenance, with the overall aim of reducing the lifetime costs of a machine, and increasing the availability of the product," he said.

"With Komatsu, we – and our customers – are very fortunate in having the capabilities built into our KOMTRAX remote monitoring system. And we have some very smart and advanced technology coming down the line.

"KOMTRAX gives us access to huge amounts of 'live' data coming from each machine, and we can compare this data with what we know already about machine service histories and component lives, which in turn gives us a far more accurate picture of what's happening, and what's likely to be coming up," Phil said.

"It's my job to make sure our service technicians are able to make the best use of these existing and emerging technologies, and apply them to the benefit of our customers.

"I'll be very much focused on opportunities to grow our aftermarket business, by developing and growing our technical capabilities throughout New Zealand," he said.

# PHIL THOMSON PROFILE: "IT'S BEEN SO REWARDING WATCHING MY CUSTOMERS GROW THEIR BUSINESSES OVER 30 YEARS"

**F**or Komatsu New Zealand's Phil Thomson, one of the biggest rewards in a career selling Komatsu equipment since 1985 has been watching customers grow from modest beginnings with just a couple of machines 30 years ago to large civil contracting companies today.

Phil, who's recently been appointed Komatsu New Zealand's Major Accounts Manager for the South Island, started working for then-Komatsu dealer Motor Holdings as an Otago and Southland territory sales rep in October 1985.

"In terms of career highlights with Komatsu, one of the things I've been really grateful for has been to see some of the key people I started dealing in the late 1980s as very very modest enterprises, grow massively over the years. That has been great to have been a part of this," he said.

Phil can reel off a list of significant South Island contractors who he's watched grow their operations and capabilities significantly over the past three decades.

"There's a lot of them. Some had only one or two machines when I first met them, some I sold them the first excavator they ever bought; now some own well over 100 to 120 machines, and are among the most significant contractors in this part of New Zealand," he said.

He will also proudly tell you he's only ever worked with two products in his entire working life.

"When I left school, I did my apprenticeship and qualifications with a Ford car/truck/tractor dealer in Dunedin. After about 11 years with them, I went to Komatsu, and I've been here ever since."

About four years after he started selling Komatsu with Motor Holdings, Phil's sales territory was expanded into much of Canterbury, "to the extent I was effectively responsible for half of the South Island for the next few years."

For him a major change occurred in 2002, when Komatsu Australia – as a factory-owned operation – also took over Komatsu distribution in New Zealand.

"At that time, I took on the role of Used Equipment Manager, and I've been doing that until my latest appointment."

Phil sees the move to Komatsu ownership as a turning point for the brand in New Zealand.

"With Motor Holdings, things had reached a very low ebb, and I was just hanging in there by my fingertips, thinking we can't carry on like this.

"When Komatsu took over, that was a big first step, and we saw a slow improvement over the next three or four years. The most significant change after this was the opening of a new branch in Auckland.



"However, I think the real catalyst for change was when Sean Taylor, who was then Komatsu's General Manager - Construction, took on responsibility for New Zealand in addition to his main role," Phil said.

"Sean realised that New Zealand was not the same as Australia, that it was a very different market with a different culture. Once the company as a whole recognised that, things really took off.

"The Komatsu brand started to get real momentum behind it in New Zealand, we got developments like a new branch in Christchurch.

"More recently, we've had Phil Pritchard appointed Managing Director for Komatsu NZ, and that's starting to make a difference too," he said.

"From my perspective, we are starting to feel we have a little more autonomy with Komatsu NZ, and that is a good thing.

"At the end of the day, Kiwi customers like to feel they are dealing with a local company – but they also like being able to deal with the factory.

"It's a really big difference from the Motor Holdings days, when really it all ran on a shoestring."

In his new role as Major Accounts Manager for the South Island, Phil will continue to work closely with those customers who he's seen grow so much over more than 30 years, along with other major customers who have activities in the South Island as well as newer entrants to the business who are going to ramp up their operations in the future.



# DEBBIE VISSER PROFILE: "I LOVE WORKING WITH SUCH A GREAT TEAM OF PEOPLE"

**D**ebbie Visser, Komatsu NZ's Christchurch Branch Administrator has spent the past 32 years working for Komatsu and related companies – and loves the work today as much as she ever did, mainly because she works with "such a great team of people".

A perfect example of this is how everyone in the Christchurch branch pulled together in the wake of the devastating 2011 earthquake to help out each other and their customers.

In Debbie's case, it was particularly personal: with no power or water at her home for 12 days after the quake, her boss South Island Regional Manager Rob McGregor and his family had her to stay until she could move back.

"Rob and his family were fantastic, really supportive, until we got our services back on and could return home," she said.

"And I was lucky really; a couple of our other staff members lost their homes in the earthquake." Debbie strongly believes that the extent to which everyone at the branch supports each other is something you don't often see in a workplace.

"We have got such a great team of people in this branch, that I actually feel it is unique," she said. "Everybody works together really well, we all just help each other out, and we'll all pitch in when someone needs a hand. The support everyone here gives each other I think is the biggest thing from an employee point of view."

Debbie has been working with Komatsu products since the days before Komatsu Ltd itself took over distribution in New Zealand in 2002.

"Probably one of the highlights of my working life was getting a phone call in 2006 telling me that they were going to open a Komatsu-owned branch in Christchurch, and would I come and work for them. I said 'yes please!' without a second thought."

When she started her working life in the early 1980s, Debbie wanted to be a mechanic. but back in those days it was frowned upon and she was discouraged from pursuing the trade.

Her career with Komatsu products actually began in 1987, when she was employed as an office administrator with then NZ distributor Motor Holdings. Debbie had only ever had one other job prior to this, working for family.

At the same time in Christchurch, DA Tong Ltd was the-then local Komatsu service partner, and Debbie was given the task of helping run that company too.

"When DA Tong finished up, I got thrown into spare parts and running the workshop, then ended up in charge until the branch was shut down in 2000.

"I transferred to the new Komatsu service agent, Southern International, initially as parts manager, and then moved to running the workshop for the construction side of the company servicing Komatsu and other makes of equipment.

"Then I got that call from Komatsu in December 2006," said Debbie.

"I started initially as parts CSR (Customer Service Representative) and was pretty much handling all the service administration as a 'one-man band'; then as the company grew, I became the senior CSR.

"Then I switched to the service department, doing service administration as part of my branch admin duties."

Debbie strongly feels that one of the best things Komatsu did for the region was to bring back the Christchurch branch.



*Pictured: Debbie Visser  
Branch Administrator - Christchurch  
Komatsu New Zealand*

"I believe that when they closed the Christchurch branch in 2000, and went to a service partner operation, Komatsu lost a lot of focus in Canterbury; that was something that really hurt the product," she said.

"It really was the best thing Komatsu ever did in bringing back the Christchurch branch, and our customers have really responded to that."

Debbie attributes her ongoing success within the company to the experience she's picked up over the years.

"In the beginning, it was very much a male-dominated workforce, even to the extent where a customer would come in and ask to speak to the 'parts man', not the 'parts lady'!

"And even today, I still get customers who'll come in and say: 'you still here, Deb?'"

Debbie has seen first hand the changing opportunities and expectations for women in Komatsu during her time with the company.

"Over the years, I've seen Komatsu in New Zealand and Australia really make a difference by giving women opportunities to move up the ranks.

"I have seen many changes in my career so far, the one I like the most is women being encouraged to do an apprenticeship as a heavy diesel mechanic – something I would have loved to have done," she said.

"And when I started in parts, I was one of the first female CSRs across New Zealand and Australia, and now there are several throughout the company.

"I've had a real variety of roles over the years across parts and service – I pretty much can do everything but actually servicing machines.

"I've thoroughly enjoyed everything; I'm planning to remain here for the foreseeable future. And I'm really looking forward to our new South Island Hub opening here next year," said Debbie.



# PREVENTATIVE MAINTENANCE CLINIC



## THE BENEFITS OF PREVENTATIVE MAINTENANCE

Komatsu's PM Clinic offers our customers a cost effective solution that will help minimise machine downtime and deliver real benefits by:

- ✓ Reducing unscheduled downtime
- ✓ Maximising machine availability
- ✓ Improved fuel consumption
- ✓ Increased productivity with better cycle times
- ✓ Minimising overall operating costs
- ✓ Extending equipment life

### PM CLINIC INCLUDES

#### VISUAL CHECK

- » Damage, fluid leakage, loose bolts & broken welds

#### CHECK

- » Alternator fan belt tension
- » High & low engine Idle RPM
- » Engine crankcase blow by pressure
- » Engine RPM @ hydraulic stall
- » Engine lubrication pressure
- » Hydraulic main pressure relief setting
- » Hydraulic pressures
- » Coolant system hoses and clamps

#### MEASURE

- » Full machine function testing Brakes, work equipment & undercarriage (where fitted)

#### INSPECT

- » Warning horn, lights and wipers
- » Back up alarm
- » Neutral lock and shift control
- » Fan guarding
- » Radiator for leaks and damage
- » Coolant for anti-freeze protection

#### DISCUSS

- » Any machine performance concerns

#### FULL MACHINE CONDITION REPORT

#### KOWA OIL ANALYSIS SAMPLES



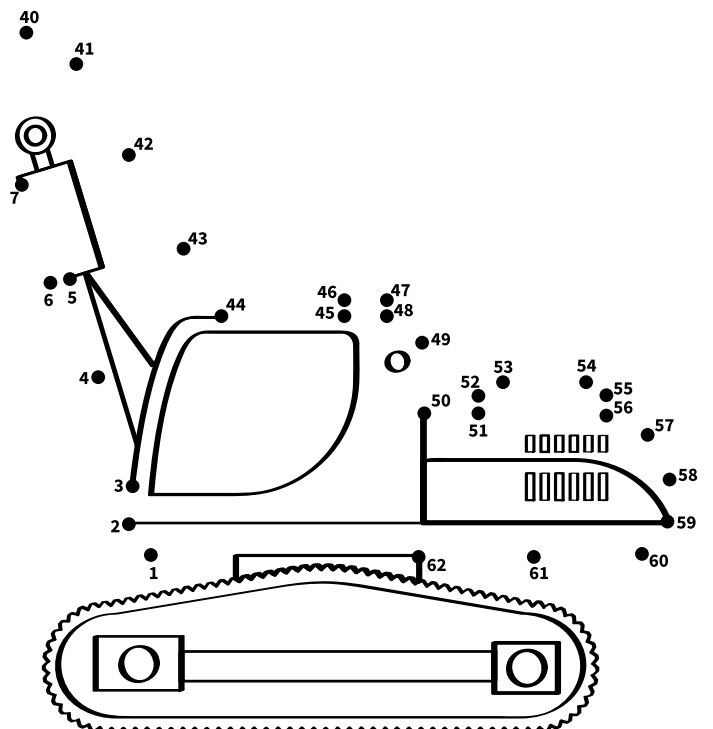
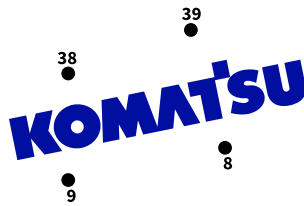
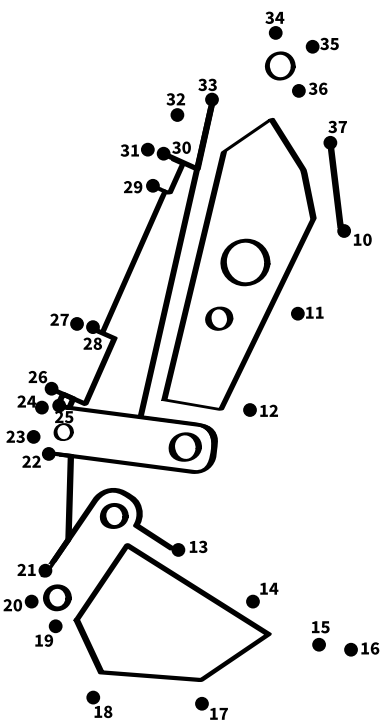
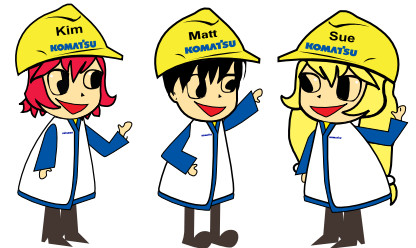
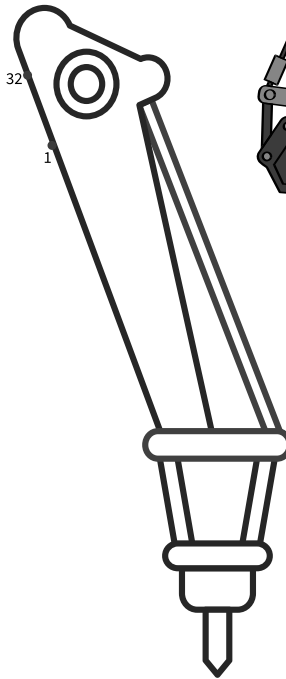
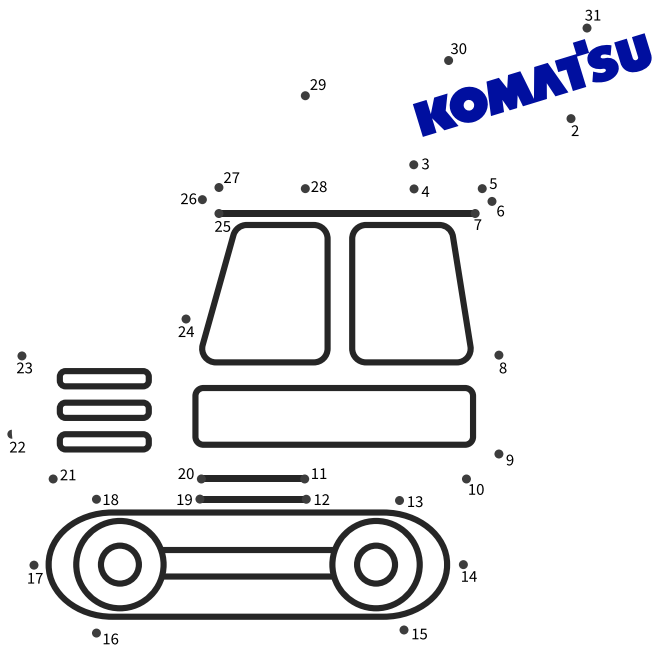
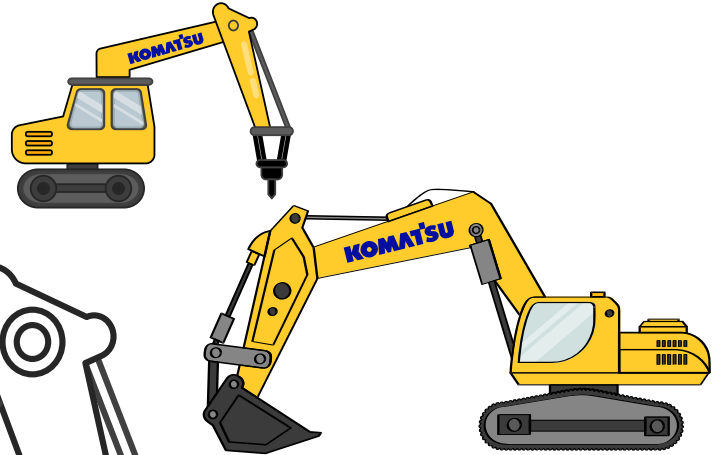
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