

A HITACHI CONSTRUCTION AND MINING PRODUCTS PUBLICATION

# BREAKOUT

THIRD ISSUE 2011



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# ONtheINSIDE

## **PARTS AVAILABILITY A MAJOR PRIORITY**

We take parts fill seriously. We're committed to implementing key improvements to raise the bar on our over-the-counter parts fill rates, daily stock orders, and emergency delivery rates.

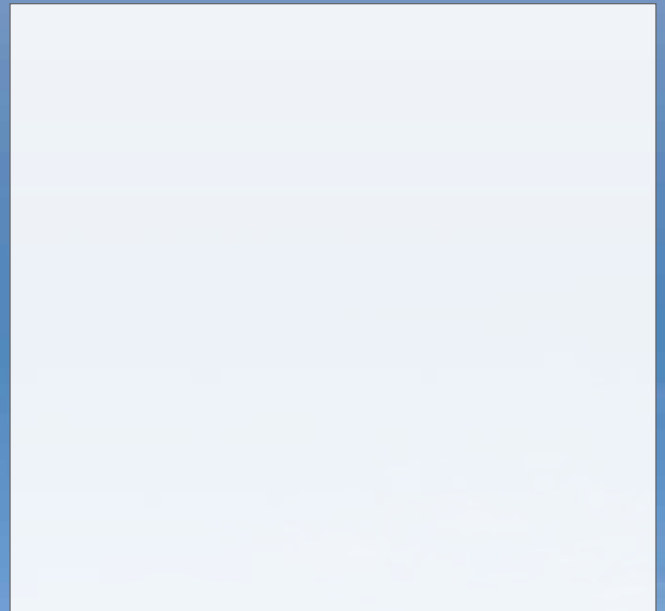
In addition, we've nearly completed a project to add, relocate, and restructure our parts distribution centers in North America. We are placing inventory closer to more dealers and customers in order to get more parts to more customers, faster.

We're constantly monitoring high-usage parts, and work to keep those readily available on dealers' shelves. If for some reason a part may not be on the shelf, we've made big strides in getting it there overnight, and before 8 am. This includes the way we handle "flash" orders, where even in the middle of the night, the right people are notified to pull a part off the shelf and get it on its way. Parts can also be located and shipped through inter-dealer sharing.

So next time you contact your Hitachi dealer for parts, do so with confidence. We're all working together to keep you up and running.

*Kelly Granatier*

*Kelly Granatier, Director, Sales, Hitachi Division*



# Removing and preventing ENGINE DEPOSITS

**C**ommon engine issues, including engine misfires, injector sticking, injector tip deposits, rough idling, excess exhaust smoking, power loss, and hard-starting conditions, may all derive from a common enemy — engine deposits. Removing and preventing these deposits is key to improving engine health and machine uptime. If your engine isn't performing the way it should, or if you are looking for a preventive measure against engine problems, there's now a solution ... literally. Fuel-Protect Keep Clean solution for diesel injectors, available through many Hitachi dealers, is formulated to fight the engine deposits that cause these issues.

This product, which is intended to be blended with your regular diesel fuel, can be utilized as a deep-cleaning treatment if deposits are present or as proactive maintenance to prevent deposits from forming. If your engine is new or has been successfully treated

with Diesel Fuel System Clean-Up and the Fuel Injector Flush Tool, a smaller dosage of Keep Clean should do the trick. If your engine is experiencing any of the problems listed above, a heavier concentration of Keep Clean is needed. Refer to the treat-rate table at right.

This product is not intended to replace the powerful duo of Diesel Fuel System Clean-Up and the Injector Flush Tool. Rather, it is a new weapon in the arsenal against engine deposits that works in conjunction with the other products. Clean-Up and the Injector Flush Tool are fast acting, removing deposits after an hour of connection to the machine. Keep Clean usually requires 40 to 80 hours to take effect, and, as its name suggests, it takes over where Clean-Up leaves off, ensuring the engine stays clean of deposits.

Check with your dealer for diesel fuel-treatment solutions that can meet your needs.

## TREAT RATES:

### Maintenance

Keep Clean Amount	Treated Fuel Amount
29.5 mL (1 fl. oz. US)	37.8 L (10 gal. US)
118 mL (4 fl. oz. US)	151 L (40 gal. US)
946 mL (32 fl. oz. US)	1211 L (320 gal. US)
3.78 L (1 gal. US)	4845 L (1,280 gal. US)

### Cleaning

Keep Clean Amount	Treated Fuel Amount
29.5 mL (1 fl. oz. US)	18.9 L (5 gal. US)
118 mL (4 fl. oz. US)	75.7 L (20 gal. US)
946 mL (32 fl. oz. US)	605 L (160 gal. US)
3.78 L (1 gal. US)	2422 L (640 gal. US)



# Hoe-chucking the Sladey way



**“Forestry is a great renewable resource. My sons are fourth-generation loggers, and I’m confident their careers will be good.”**

***Doug Sladey,  
Sladey Timber Ltd.***

“I am a third-generation logger, with 40 years in the industry,” says Doug Sladey, President, Sladey Timber Ltd. “Both my sons have told me they wanted to work in the family business. So I’ve got more reasons than ever to keep our own company healthy as well as participate in the various organizations dedicated to keeping the industry strong.

“When you think about it, we’re simply farming the trees — we just have a long growing season. The trees we are harvesting are on an 80-year rotation.”

## **TO WORK BY BOAT**

The operation is based in Madeira Park, in the middle of British Columbia’s “Sunshine Coast,” a remarkable area of fjords, islands, inlets, and bays facing the Pacific Ocean. The equipment is barged to each job, and a road is pioneered from the water’s edge to the targeted timber stands.

Diesel-powered boats ferry the crew to work each day, escorted by the occasional porpoise, whale, or eagle.

“Nearly all our jobs are remote and inaccessible by inland roads,” says Sladey. “Our crew is like family because we work, socialize, and enjoy each other’s company. We’re just good old local boys. Most have gone to school together

and are friends for life. Our foreman has been with us for 38 years. We had our first retiree last year.

“Our local dedicated team is comprised of a mixture of age groups ranging from 25 to 65 years old. Not only are all of them versatile operators, they’re pretty good mechanics. They are responsible for changing oil, servicing the machine they’re operating, and changing their own hydraulic hoses if one should blow.”

## **RELIABLE EQUIPMENT A MUST**

Given the remoteness, Sladey’s requirements from a manufacturer for machine performance and reliability are at the top of the scale.

“Just imagine asking your dealer to send his mechanic and service truck to a harbor hours away from the branch so he can be loaded on a barge, pulled slowly to our landing with a tug, and, once on land, hopefully be able to maneuver on our temporary road — while making darn sure he packed all of the right parts. Well, first we’d be down for days, and second, it would cost a fortune.”

So it’s no surprise the company only owns brands proven to be equal to the job. They literally can’t afford not to.



**“This Hitachi is the best yet. It has more counterweight. It’s more stable and powerful. The grapple length and the heel is improved. The boom is stronger, and it does a better job of moving these larger trees.”**  
*Jeff Girard, Shovel Logger*



**Gerry Pockrant, Foreman,  
Sladey Timber Ltd.**



**Jeff Girard, Shovel Logger,  
Sladey Timber Ltd.**

“Excluding pickups, we have one or two each of a select few pieces of equipment on every cut block. A couple of Kenworths, a feller-buncher, an articulated truck for road building, and a fleet of Hitachi purpose-built Foresters.”

One Forester ZX350RB builds the roads, and then as the harvest nears completion, removes most of them as specified by the project plan. A ZX350F is equipped with a Waratah 624-Series processor for classifying and cutting the logs to mill specs.

Their newest Forester ZX370F-3, just delivered this season, features single-grouser tracks and next-size-larger undercarriage and swing-control motors. These features are a must for aggressive shovel logging, which is the West Coast’s answer to lower-cost

movement of logs out of the forest rather than yarding or helicoptering.

Appropriate (and legal) for moving logs on slopes up to 40-percent grades, a hoe-chucking operation means Sladey’s Forester has to travel up grade, travelling over wet logs, mud, and rocks to where the tree was felled. It then picks the log up and rotates it in the air from front to back, again and again — typically up to four times — and then stacks it along the haul road. Another Forester cuts the logs to the correct length. The timber is loaded on a truck and taken to the water’s edge, where it is rolled in with a splash to form floating rafts. There is no more demanding effort put on a hydraulic excavator-type machine than shovel logging.



**Glyn Rose, Road Builder,  
Sladey Timber Ltd.**

## DESIGNED BY A LOGGER

“We harped and harped for years to all the manufacturers for a machine designed by a logger, built for a logger, and equipped to tackle the demands shovel logging puts on it,” says Sladey.

“My feeling is that with the newest Hitachi Forester, we’re finally — or at least almost — there. We’ve got the extra windows for better visibility and the dual swing motors for power. We’ve got a larger undercarriage so there’s real power to the tracks and it doesn’t bog down. The booms are purpose-built and tough. The screening on the engine

is really good. It filters out all the needles, moss, and dust so there’s less risk of fire or overheating. Windows in the cab actually open — which is big because they used to be sealed.

“Hitachi was already making a very reliable machine. Twenty-thousand hours on one is nothing. And, we’ve been sold on the Isuzu engine for years. It’s reliable and gets better fuel economy for the production than any logging machine we have experienced.”

And when it comes to support, Sladey is pleased there, too. “Ralph Currie, our Wajax Equipment sales rep-

resentative, has been great. I call him a personal friend because of the classy way he treats us. No hard sell — he simply makes sure we have the product we need when we need it, the options we require, and a competitive price. After the sale, the dealership gets us parts in a timely manner, and follows up to make sure our Hitachi machines are in good working order.”

 To view the video go to: [www.hitachiconstruction.com/sladey](http://www.hitachiconstruction.com/sladey)

*Sladey Timber Ltd. is serviced by Wajax Equipment, Langley, British Columbia.*



*Each site has a self-loading tractor-trailer rig for moving the logs to water.*



*The logs are hauled to water, and then, as a bundle, pushed into the water.*



*The log bundles are worked into packages and towed to the mill.*



# DSM Excavating

# 25 years in business

# 24 years

# of owning Hitachi

**“W**e’re mostly into land development in the eastern suburbs of Vancouver,” explains Dave Atwal, Owner, DSM Excavating and Contracting Ltd., Surrey, British Columbia. “We handle bulk excavation and site preparation to the installation of underground utilities, roads, curbing, and sidewalks. We do it all.”

Atwal started in business when he was just 20. He wanted to complete a drainage project he’d begun for his family, and realized he needed to rent a machine to finish it off. In the process, he discovered he really liked the work. “As it has turned out, I’ve never worked for anyone else; I’ve always been my own boss.

“In 1987, I bought my first excavator — a Hitachi UH45. I did a lot of work with it; it was a very good machine. Today, I have a total of eight Hitachi machines, ranging from a small ZX17U-2 up to the ZX350LC-3.”

## **A STRONG BUSINESS**

“We have a number of clients for whom we work on a regular basis,” notes Atwal. “And that’s a big part of our overall business. However, we do speculate and develop some opportunities on our own. We also do some tender work.”

Working for good people as well as hiring good people for his crews has been crucial to the company’s success. “And so has finding the right suppliers. Wajax Equipment, our Hitachi dealer, has been really, really good to work with. We have a great partnership with them, and they look after us really well. For example, we had a problem with our ZX350 after the warranty expired. Wajax stepped in and took care of us. They’re our equipment specialists.”

Like many cities in North America, Vancouver has seen its share of expansion and shrinkage when it comes to real-estate development. For some



*The company's zero-turn Hitachi ZX225USLC-3 is a very versatile machine.*



*A typical job includes the redevelopment of in-town lots for more upscale housing.*

*DSM Excavating specializes in utility and site-prep work in the greater Vancouver area.*





*The Hitachi ZX17U was the perfect solution for finishing a basement garage.*



**Dave Atwal, Owner, DSM Excavating, and Mark Coulbourn, General Manager, Wajax Equipment, British Columbia.**

contractors who found themselves overextended financially, recent slow-downs have spelled the end. DSM, however, has avoided those pitfalls by running a lean operation and being adept at finding a variety of projects to pursue.

“Some of our developmental work is in existing neighborhoods,” says Atwal. “There may be a fairly large block of land with only a few homes on it. A developer gets permits for higher density, buys the land, and tears the old homes down. The development we’re working on now originally had just four homes on it. When it’s finished, there will be 15 lots for sale.

“We also bid and won the excavation of a commercial project near the downtown center of Vancouver, which we executed with our ZX350. But since the underground parking-garage floor

couldn’t be completed until the building structure was finished, the garage’s low ceiling created a problem — the 350 wouldn’t fit. So our solution was to bring in our small ZX17U with its ROPS guard down. It dug the final utility trenches and worked with the finishers to get the parking-garage floor poured. Our solution was a simple way to accommodate the builder at an economical price.”

### **WE LIKE HITACHI**

“Hitachi excavators are dependable, smooth operating, and operator favorites,” Atwal summarizes. “And I like them because I can count on them, and on Wajax Equipment, our Hitachi dealer.”

***DSM Excavating and Contracting Ltd. is serviced by Wajax Equipment, Langley, British Columbia.***



# EX1200-6: Jack-of-all-trades

**A**vailable in front shovel and backhoe configurations, the EX1200-6 is equally at home in mass-excavation sites, quarries, and mines. Bucket capacities range from 5.9–6.5 m<sup>3</sup> (7.7–8.5 cu. yd.) for shovels and 3–6.7 m<sup>3</sup> (3.93–8.8 cu. yd.) for backhoes.

## **MORE PRODUCTIVE**

The EX1200-6 features a 567-kW (760-hp) Tier 2 Cummins® engine and impressive swing torque, traction force, and bucket- and arm-digging forces. The boom-recirculation system efficiently recirculates oil in the boom circuit, delivering more pressurized oil to the arm from the pump to increase arm-lowering speed in the combined operation of the boom and arm.

Three special work-mode switches allow the operator to select boom-priority, swing-priority, or normal mode. Boom priority increases boom-raise speed to reduce cycle time when swing angle is small in a cycle of digging, swinging, and dumping. The swing-priority mode increases swing speed when

the swing angle is large. Activating the boom-mode switch reduces lifting and pulling on the body, which reduces vibration and increases the wear life of the machine.

The EX1200-6 front-shovel version also features Hitachi's exclusive auto-level crowd mechanism. This allows easy one-lever crowding of the bucket into the material at a constant level, to keep a cleaner floor and increase bucket fill.

The high-cab kit is standard with the shovel configuration, optional for the backhoe. A sliding ladder is optional for both configurations, providing easy access to the cab and working platform.

## **MORE DURABLE**

Both standard and BE booms use thick-plate steel. Buckets are stronger and larger. The larger-diameter swing bearing provides increased reliability and durability, as well as improved stability. The heavy-duty undercarriage features oversized track links,

and upper and lower rollers. The oil cooler and radiator are separated to provide an effective heat balance. In-line filtration on the delivery side of the main pumps enhances hydraulic system protection.

## **MORE INFORMATION**

The EX1200-6 also comes standard with Hitachi Global e-Service (GeS). Through GeS, the Machine Information Center (MIC) data (current hours, operation history, alarms, and faults) as well as the machine's current location, is uploaded once a day via satellite. The data is viewable by the customer, dealer, and Hitachi via GeS — allowing for productive discussions about effective machine maintenance. This data is available for downloading and viewing as the owners designate, making it easy for managers at all levels to review the material for group discussion and planning.

For more information, visit us online at [www.hitachiconstruction.com](http://www.hitachiconstruction.com), or contact your local dealer.

# Strong, honest values

## shape this contractor's business

“Our first break as a new company in 1983 was a major sewer-line project near Nashville, Tennessee,” Larkin Ritter starts in. “It was a controversial project as far as the property owners were concerned. So I decided the approach was to be honest, upfront, and conscientious with everyone concerned. It worked so well, I’ve worked hard to repeat that attitude on every job since.”

Over the years, Scott & Ritter has learned other valuable rules and values. “After managing our growing fleet of blended equipment brands myself, I learned the importance of standardization. Henry Ford had it right when he made standardization on the assembly line a key component.

“First, we’ve developed a set of proven, standardized equipment brands. That reduces filter and supply costs, and makes troubleshooting for repairs quicker. Hitachi is what we’ve selected for our excavator models. And each one has a mass-excavating and trench bucket, ESCO® teeth, a hydraulic coupler, and a hammer. We have extra lights for night work.



*Larkin Ritter, President, Scott & Ritter*

“We respect the Hitachi brand and the dependability so much that a few years ago we standardized our corporate colors around Hitachi Orange. We think it sets us apart; the color is easily seen. We have multiple Hitachi excavators on most jobs, and now our trailers, trucks, and many other pieces of equipment are standardized in their look — they’re all orange.

“Another plus of standardizing our iron is that our chosen equipment suppliers share in the responsibility as well. They become part of Scott & Ritter,

and are held to the same values we have for the rest of our family and labor force. We respect Rudd Equipment and their sales representative, Terry Abell.”

### **AT THE WORKSITE**

Each operator is responsible for daily maintenance, and on each time card turned in at the end of the week, he is required to fill out the machine hours, machine location, and description of any need the machine might have. That way the company stays on top of keeping the equipment in peak order.



“And second, explains Ritter, “each project element has a standard description of how to do the work. That’s the way it is going to be done. When the project is done, the supervisor signs off on it so that he’s personally held accountable for it having been done right. The inspectors like it, I like it, and our customers like that bottom-up feeling of responsibility. It’s the Scott & Ritter way.”

### **SAFETY AND VALUES PAY**

“When my son turned 17, it was natural that he work some in the trenches — and it scared me,” shares Ritter. “I mean, I couldn’t help question whether we really had the best safety program in place. So, as a team, we refined our corporate attitude about personal risk and developed the same black-and-white procedures that we had built for quality. From that point forward we have made it so that any father’s son could work on our jobs, confident all safety procedures are being taken. We want all of our guys to retire in good health.

“And you know, a construction jobsite is really a workplace where things need to get predictably done at a predictable cost. Being unsafe flies in the face of that dictate.

“Since we first started, we’ve conservatively managed for harder times to come. We’ve saved our money, aggressively sought new business, and worked hard to build a reputation with a set of values that leads a person to say, ‘All things considered, I’d like Scott & Ritter to do the job. I know they’ll do it right and treat me fair.’”

**Scott & Ritter is serviced by Rudd Equipment, Evansville, Indiana.**




**Three Hitachi excavators work a job for Bowling Green Municipal Utilities.**



**Scott & Ritter handled the expansion of the stadium and field at Western Kentucky University.**



**This utility job in western Kentucky made good use of the power and reach of the ZX850LC-3.**



# Manage your fleet without leaving your seat.

Stay in control and in the know with the ZXLink™ Machine Monitoring System. ZXLink lets you manage multiple jobsites from the comfort of your computer workstation. It gives you real-time info on machine location, utilization, and fuel consumption with just a click of the mouse. This easy-to-use system also transmits machine alerts and diagnostic trouble codes, which can dramatically reduce downtime.

Call 866-973-0394 or see your local dealer to find out how ZXLink lets you manage your fleet without leaving your seat.

**HITACHI**

[www.hitachiconstruction.com/zxlink](http://www.hitachiconstruction.com/zxlink)

# Momma is a coal miner.



Why are Hitachi Zaxis Excavators so productive and durable? Heredity. Heading the Hitachi family are massive excavators that move tons of rocky overburden, even precious ore, 24 hours a day, day after day. Their reputation for productivity and uptime has made them the leader in the toughest excavation environment in the world. The same engineering expertise behind these colossal machines is in every Zaxis Excavator, from 1.7 to 90 metric tons.

Hitachi Zaxis Excavators. Extreme productivity runs in the family. Learn more at [www.hitachiconstruction.com](http://www.hitachiconstruction.com).



# HITACHI

the COLOR of QUALITY