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Inside **TraX**

A publication for Berry Tractor and Equipment customers

BerryTractor.com

December 2019



HESS
SERVICES, INC.

Hess Services uses an intelligent Komatsu PC390LCi Excavator to dig utility lines and check grade.

*Dan Hess,
Owner of Hess Services*



A MESSAGE FROM the PRESIDENT



Jon Berry, *President*

Valued Customers:

It's hard to believe that 2019 will soon be in the review mirror – or should I say back up camera!

Technology continues to advance in ways that are both amazing and impactful. Case in point; Komatsu's new Proactive Dozing Control logic. As our industry continues to be challenged by a shortage of experienced operators, this new system will help make new dozer operators as productive as possible, as quickly as possible. The new system interprets data and makes intuitive decisions that mirror seasoned operators resulting in productivity gains within 6 percent of an experienced operator on select Komatsu dozers.

If you're interested in seeing more of the latest and greatest in construction equipment and technology, you'll want attend CONEXPO-CON/AGG, March 10-14, 2020, in Las Vegas. Held every 3 years, CONEXPO is the world's largest construction equipment trade show representing asphalt, aggregates, concrete, earthmoving, lifting, mining, utilities and more. Event registration, hotel and related information can be found at <https://www.conexpoconagg.com/>.

Finally, we hope you had a chance to attend one of the customer appreciation events we held at our locations across Kansas and Missouri this past year. We are forever grateful for the opportunity to serve you with equipment, solutions and support that add value to your operation every day.

As we look back at 2019, we always thank you, the Berry family of customers, for your trust and support and wish you the best in the upcoming year.

Happy Holidays!

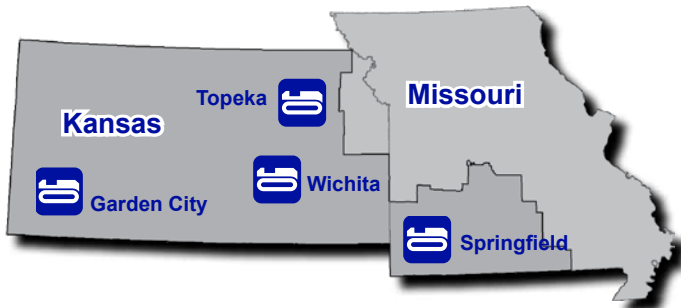
Jon Berry
President
Berry Tractor & Equipment



Inside TraX

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Site work is under way on the rocky parcel destined to be a truck plaza, with restaurants and a hotel.

HESS

SERVICES, INC.

The Right Equipment Leads to Success: Hess Services Finds Value and Versatility in Intelligent Machine Control

By Debra Wood

From fabricating oil tanks to earthwork operations to building structures, Hess Services of Hays, Kansas, does it all with aplomb.

“Construction is a small part of my business,” says Dan Hess, President and Owner of Hess Services of Hays, Kansas. “Overall, the company is the most diverse.”

The conversion of a 40-acre hilly pasture into a full-service truck plaza – with wash and service bays and lodgings – has been a successful project thanks to the right equipment. Hess Services used a BOMAG RS 650 Recycler to grind and remove rock, excavating about 12 feet to prepare the site for hotels and restaurants. The recycler breaks the rock into manageable sizes that can be screened in a Screen Machine Industries Spyder 512T.



The BOMAG stabilizer recycler crushes and recycles rock.

“I did not expect the rock to be as thick and solid as it was,” Hess says. “That’s the biggest challenge.”

Crews used scrapers to bring most of the rock to a 27-foot-deep gully on the job. They are using a blade to level the site. Two BOMAG BW213 Rollers compact the dirt and rock. The intelligent Komatsu D61PXi Dozer lets the operator know when the proper grade is achieved with accuracy. Hess Services used an intelligent Komatsu PC390LCi Excavator to dig the utility lines, foundations, and cut to grade.

“The intelligent machines save time,” says Dan Basgall, Dirt Foreman on the project. “It’s awesome.”

A digital 3-D design of the finished project is uploaded into the dozer’s controller, explains Jon Berry, President of Berry Tractor, adding, “The blade on the dozer automatically raises and lowers to move the material to match the design as the operator drives forward and backwards. In theory, the fewer times you have to ‘touch’ the dirt, the more efficient you can be and therefore the more profitable.”

Hess adds, “Because I use CNC [Computer Numerical Control] machines in my metal fabrication business, I see the value and cost saving in automation. Not only does it save labor and time, the level of accuracy cannot be duplicated consistently with anything else. I can save money and do a better job using that intelligent equipment. Like CNC, I see it being a good fit for the dirt.”

Hess estimates the company will save about 500 hours on the truck plaza project by using the intelligent machines, not needing to stake or restake.

Hess Services is also installing the metal buildings at the truck plaza site. The company began the truck plaza project in May and will finish

it this fall. Subcontractors will put down concrete supplied by Hess Services' ready mix plant. The company brings in rock from North Dakota after hauling tanks to that state.

"Rain was a factor, but with rock and the rain, it packs up nice," says Basgall, who has worked for Dan Hess for five years. "He's a good guy," Basgall says. "I can go right to him. He tells me what needs to get done, and I get it done."

Additional equipment on this project included four scrapers, three twin engines, a paddle scraper, packers and a mixer to mix up the rock, which Basgall says makes it easier to pack.

"Dan is extraordinary, because he keeps his hands on all of the different facets of his business," says Larry Briand, Salesman at Berry Tractor/White Star Machinery in Garden City, Kansas. "He is involved with every bit if it."

Hess Services makes oil field steel and plastic tanks, owns a cement plant and fabrication shop, and operates cranes, trucks and other equipment.

"He is not pigeonholed into one thing," Briand continues. "I admire him." Briand considers Hess one of the largest and most successful contractors in the area.

An Important Dealer Relationship

Hess Services owns a fleet of more than 20 pieces of machinery, plus cranes and the tank services. Much of the equipment has been purchased from Berry Tractor, which was founded in 1957, and now operates out of four locations in Kansas and Missouri. It sells new and pre-owned equipment, rents machinery and provides service.

"Larry has taken good care of us," Hess says. Hess Services has purchased both new and pre-owned equipment from Berry Tractor. "He likes Komatsu and other equipment we sell," Briand says. Basgall adds, "Berry Tractor has been super awesome. We've had really good luck with them. If anything happens, they are here as soon as they can."

Thirty Years of Growth

Dan Hess founded Hess Services in 1989 as a metal fabricator and machine shop, with no employees. During the years, the company evolved into construction work, primarily oil field equipment, steel tanks, pressure vessels, and crane services. The company has expanded over the years as opportunities presented themselves and will now handle just about all aspects of construction projects, subcontracting out dry walling, and pouring concrete.

The company now employs more than 360 full-time, year-round employees and has locations in Kansas and North Dakota. Hess Services remains a family business with brother, Mark, also employed by Hess Services. Dan's children work for the firm as well.

"I always make sure there is something to do in the winter," Hess says. "I never lay anyone off." Hess had worked in a machine shop out of high school, before founding his company at age 20. He taught himself how to run all aspects of the construction business. "I always wanted to have my own business, and knew that early on," Hess says. "I did it, and if there were questions, I would figure it out. There were hard times, but I never had any doubt," Hess says.



Hess Services uses a BOMAG BW 213 PDH Single Drum Roller on the truck plaza project.

The Correct Balance

Through the years, Hess has found a weak point in contracting is relying on other companies to have the same sense of urgency that he has. That is why he entered into the cement business, and other facets of the trade, that make his jobs more seamless and avoids delays waiting on other businesses to handle their side of the operation.

Hess reports his employees are problem solvers, who are committed to delivering a quality job and stand by their word. Matt Orr runs the shop and Bill Hand is a long-term employee.

Hess Services provides tank services for the petroleum industry across the country and Canada. But the construction side of the business is limited to Kansas and surrounding areas. Hess reports few other dirt contractors are working in the western Kansas area, and those existing are small and do not invest in intelligent machines. He plans to start tackling larger jobs, to expand the fabrication buildings, and to purchase more equipment.

"I have to watch that I do not take on too much," Hess says. "I'm always busy. I like the challenges of taking on something different."



Hess Services provides tank services for the petroleum industry across the country and Canada.

PROACTIVE DOZING CONTROL

New intuitive technology uses real-time data collection to mimic actions of experienced operators

Construction companies continue to face a growing shortage of operators. Whether they retire or leave for other opportunities, firms often struggle to find new personnel with the skills and knowledge to replace them.

Komatsu aims to help bring newer operators up to speed faster with the intuitive technology of its Proactive Dozing Control logic. The GPS-grading system is designed to collect and interpret data and make decisions that mimic those of seasoned professionals. The system is available on four dozers: D51EXi-24, D51PXi-24, D61EXi-24 and D61PXi-24.

“Like an experienced operator, Proactive Dozing Control logic understands what the terrain around the machine looks like and decides on the

appropriate action such as whether to cut and carry material, spread or fill that material or whether it should be finish grading,” explained Derek Morris, Product Marketing Manager, intelligent Machine Control. “The system provides the real-time position of the dozer on the jobsite to create a highly accurate elevation for it to drive the blade to the precise grade needed.”

Improving productivity

Proactive Dozing Control logic can be used from first pass to last to perform auto-stripping, auto-spreading, high production dozing and finish grading. Morris stated that it gives operators the ability to use dozers to their full capacity, leading to increased utilization, better return on investment and greater production.



**Derek Morris,
Product Marketing
Manager, intelligent
Machine Control**



Proactive Dozing Control logic understands what the terrain around the machine looks like and decides whether to cut and carry material, spread or fill with it or whether it should finish grade, just like an experienced operator. The integrated GPS grade control system works from first pass to last to perform everything from auto-stripping to final grading.

'Entirely new level of efficiency'

... continued

Morris added that owning and operating costs are also lowered because wear and tear on the machine is reduced with automated operation, including minimized track slippage during operation, which lengthens undercarriage life.

"Proactive Dozing Control logic opens up a world of application possibilities for machine control technology," said Morris. "Traditionally GPS machine control focused on finish grading, which meant that operators only used the technology approximately 1 to 20 percent of the time. Proactive Dozing control logic is a game-changer because the integrated system now lets operators use automation anytime."

With Proactive Dozing Control logic, data is collected at the tracks and provided to the machine, making it highly intelligent and giving the dozer awareness of the surrounding terrain. "The result is an intuitive technology that delivers productivity gains of within 6 percent of an experienced operator," said Derek Morris, Product Marketing Manager, intelligent Machine Control.



A difference in data

Morris emphasized that Proactive Dozing Control logic collects real-time data from the tracks, a significant difference from traditional blade-mounted aftermarket systems.

"Conventional systems only understand the position of the blade and capture data at the cutting edge, so when an operator backs up and raises the blade, he or she could potentially be capturing false data," said Morris. "Because our data is collected at the tracks, that's not an issue."

"We took the data that was always naturally available and provided it directly to the machine, making it highly intelligent and giving the dozer awareness of the terrain around it," Morris continued. "The result is an intuitive technology that delivers productivity gains of within 6 percent of an experienced operator."

"By using the tracks, we have created machine control that is far more advanced, offering an entirely new level of efficiency," he added. "Whether you are an experienced operator or someone new to the job, Proactive Dozing Control logic enables precision work every time, making operation easier and more productive."





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MINI EXCAVATORS

MODEL	DIG DEPTH / REACH	HP	OP WT (LBS)
PC35	11'4" / 18'1"	24	8,245
PC55	12'4" / 20'5"	38	11,700
PC88	15'1" / 23'5"	65	18,560



HYDRAULIC EXCAVATORS

MODEL	DIG DEPTH / REACH	HP	OP WT (LBS)
PC138USLC	19'4" / 28'7"	92	32,700
PC170LC	20'6" / 30'4"	115	40,000
PC210LC	21'9" / 32'5"	165	48,700
HB215LC (HYBRID)	21'9" / 34'8"	139	48,175
PC238USLC	21'9" / 34'8"	148	54,400
PC240LC	24'0" / 32'5"	177	56,400
PC290LC	22'9" / 37'10"	196	72,000
PC360LC	26'10" / 39'0"	257	80,600
PC390LC	26'10" / 39'0"	257	89,000
PC490LC	30'2" / 43'0"	359	109,250



WHEEL LOADERS

MODEL	CAPACITY (YDS)	HP	OP WT (LBS)
WA200	2.5	126	26,000
WA270	3.0	149	29,299
WA320	3.5	166	34,500
WA380	4.3	191	41,000
WA470	5.5	272	52,000
WA480	6.5	299	56,400
WA500	7.4	353	76,000



MOTOR GRADER

MODEL	HP	OP WT (LBS)
GD655	180-220	33,000



AGGREGATE/MATERIAL PROCESSING

MODEL	SCREEN SIZE
PRODUCER SCREENING PLANT	4' X 8'
516 T SPYDER SCREEN	5' X 16'
612 W TROMMEL SCREEN	6' X 12'
4043TR TRACK CRUSHER	
CH30 HYDRAULIC CONVEYOR	18" X 30'
CH40 HYDRAULIC CONVEYOR	24" X 40'
CH50 HYDRAULIC CONVEYOR	30" X 50'
MHP350 MATERIAL PROCESSOR/MUNCHER	



INTEGRATED GRADE CONTROL

MODEL	HP	OP WT (LBS)
D39 DOZER	105	22,000 LBS
D51 DOZER	130	27,000 LBS
D61 DOZER	168	41,000 LBS
D65 DOZER	217	50,000 LBS
PC210 EXCAVATOR	158	50,000 LBS
PC360 EXCAVATOR	257	80,600 LBS
GD655 MOTOR GRADER	180-220	33,000 LBS



HYDRAULIC BREAKERS

WEIGHT CLASS	ENERGY CLASS (LBS)	OP WT (LBS)
15,000-25,000	1,500	1,200
20,000-39,000	2,000	1,700
45,000-75,000	8,000	3,750
77,165-132,000	10,000	8,071



CRAWLER DOZERS

MODEL	HP	OP WT (LBS)
D39	105	21,700
D51	130	29,100
D61	168	43,900
D65	217	52,000



ARTICULATED DUMP TRUCKS

MODEL	HP	OP WT (TONS)
HM300	324	30.9
HM400	473	44.1



BROOMS & SWEEPERS

MODEL	OP WT (LBS)
SUPERIOR DT80 W/CAB - MID MOUNT	6,500
SUPERIOR SM80 W/CAB - FRONT MOUNT	7,000
GLOBAL M3 STREET SWEEPER	



COMPACTION

ASPHALT	ROLLING WIDTH	CF (LBS)
BW120AD	47.2"	10,125
BW135AD	54.3"	11,925
BW190ADO	78.74"	40,950
BW206AD	84"	32,000



SOIL	ROLLING WIDTH	CF (LBS)
BW145D	56.1"	22,500
BW177DH	66.4"	30,375
BW211D	83.9"	61,825
BW213DH	83.9"	82,125

PNEUMATIC	ROLLING WIDTH	MX WT (LBS) BALLASTED
BW11RH - 9 WHEEL	68"	27,200

TRENCH	ROLLING WIDTH	OP WT (LBS)
BMP8500	33.5"	3,620



For RENTAL information, please call David Taylor at 316.943.4246 or email dtaylor@berrytractor.com

All rates are quoted FOB our facilities and do not include taxes, damage waiver, or transportation. Delivery/Pickup is available upon request at an additional charge. Proof of insurance is required or a physical damage waiver of 15% of the equipment rental will be charged. Fuel charges apply to machines not returned with a full tank of fuel. See Berry Tractor's Rental Agreement for full terms and conditions.

KOMATSU®

NEW INTELLIGENT EXCAVATOR

PC290LCi-11 uses 3D design data to deliver first-to-last pass accuracy

Komatsu augmented its intelligent Machine Control lineup with the addition of the new PC290LCi-11 that provides first-to-last-pass accuracy. Like its predecessors, the excavator features Komatsu’s unique sensor package – stroke-sensing hydraulic cylinders, an inertial measurement unit sensor and global navigation satellite system antennas – that utilizes 3D design data to accurately check its position against the target elevation and semi-automatically limit overexcavation.

“The PC290LCi-11 is perfect for applications where customers are looking for good stability and working range. It has a 30-ton-class undercarriage and an upper structure similar to our standard PC240LC model. This

excavator also includes a 3.2-meter (10.49-foot) arm,” said Andrew Earing, Senior Product Manager, Tracked Equipment, noting that a 3.5-meter arm option will be available soon. “Its size helps to avoid most transportation limits associated with larger size-class excavators, making it a good fit for residential and utility work, as well as smaller non-residential jobs.”

Users can load design data into the intelligent Machine Control box. It is displayed on a 12.1-inch monitor in a simple screen layout. A touch screen icon interface, instead of a multi-step menu, simplifies operation.



Andrew Earing,
Senior Product Manager,
Tracked Equipment

**Brief Specs
on Komatsu’s
PC290LCi-11
Excavator**

Model PC290LCi-11
Net Horsepower 196 hp
Operating Weight 70,702-72,091 lb
Bucket Capacity .76-2.13 cu yd

Komatsu’s new PC290LCi-11 offers good stability and working range with a 30-ton-class undercarriage and the upper structure of the standard PC240LC model as well as an arm that reaches past 10 feet.



Display shows realistic design surface

... continued

The machine and design surface are shown in a realistic 3D format. The angle and magnification of the views can be changed, allowing the operator to select the best option, depending on working conditions.

Easily switch modes, offset functions

Operators can choose between manual and semi-automatic modes, as well as design offset functions using switches on the joysticks. The semi-automatic mode features Auto Grade Assist. As the operator moves the arm, the boom adjusts the bucket height to trace the target surface and minimize the chance of digging too deep.

Additionally, the PC290LCi has Auto Stop Control that halts the working equipment when the bucket edge reaches the design surface, which reduces design surface damage. Minimum Distance Control regulates the bucket by automatically selecting the point on the bucket closest to the target surface. Finally, the Facing Angle Compass shows the operator the facing angle relative to the target surface, allowing the bucket edge to be accurately positioned square to the target surface.

"Komatsu introduced intelligent Machine Control excavators four years ago with the PC210LCi, which is now in its second generation with the Dash-11 model," said Earing. "As we continued to expand

our intelligent product line, we heard customers asking for a PC290LCi. With the introduction of this model, we are pleased to demonstrate our commitment to our customers."

Covered by Komatsu CARE

The PC290LCi-11 has Komatsu's KOMTRAX Level 5 technology that provides machine data such as fuel and diesel exhaust fluid (DEF) levels, Komatsu Diesel Particulate Filter (KDPF) regeneration status, machine location, cautions and maintenance alert information.

Whether rented, leased or purchased, the PC290LCi-11 is covered by Komatsu CARE, complimentary for the first three years or 2,000 hours. It includes scheduled factory maintenance, a 50-point inspection at each service interval and up to two complimentary KDPF exchanges and two DEF tank flushes in the first five years.

KOMATSU®



Operators can choose between manual and semi-automatic modes, as well as design offset functions using switches on the joysticks. Features of the semi-automatic mode include Auto Grade Assist. As the operator moves the arm, the boom adjusts the bucket height to trace the target surface and minimize digging too deep.

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‘LARGEST HEAVY METAL SHOW’

CONEXPO-CON/AGG returns to Las Vegas with record number of exhibitors, exhibit space

The “World’s Largest Heavy Metal Show in 2020” is right around the corner with the return of CONEXPO-CON/AGG to the Las Vegas Convention Center and beyond, March 10-14. Presented every three years, it is North America’s biggest trade show and features the latest in equipment and innovation from every key construction-related sector.

In total, a record-setting 2,800 exhibitors are expected to converge on 2.6-million square feet of exhibit space. The show’s footprint has changed with the Gold Lot under construction, making it unavailable. Instead, CONEXPO-CON/AGG will use the Las Vegas Festival Grounds, located on the Las Vegas Strip adjacent to the Circus Circus hotel. The grounds will contain lifting (aerial and cranes), earthmoving, hauling and underground construction equipment, among other things.

“This show is shaping up as one of the best ever; attendees and exhibitors will not be disappointed,” said Mary Erholtz, CONEXPO-CON/AGG Chair. “AEM (Associated Equipment Manufacturers, the show’s lead sponsor) and our show committees of industry leaders are working hard to deliver an outstanding event focused on the latest innovations, technologies and best practices to succeed in our changing world.”

‘Smart city’ display

Similar to 2017, CONEXPO-CON/AGG will emphasize technology. The Tech Experience returns and focuses on three areas that impact the industry: modern mobility; sustainability and sustainable building; and smart cities, according to Al Cevero, Senior Vice President Construction, Mining & Utility at AEM.

Cevero and other members of the show planning team recently unveiled a 10 x 22-foot “smart city” replica scheduled for display. It demonstrates how a smart city, through sensors and analytics “will be able to transform information into digestible data, providing knowledge for the city to work smarter,” according to show organizers.

The smart city replica will showcase several scenarios, including various city grids and how a city responds to heat, wind and storms; connectivity, including 5G sensors, telematics and the internet of things (IoT); and the impacts of construction such as the jobsite of the future within the city and how equipment will communicate.

.... Continued



North America’s largest trade show, CONEXPO-CON/AGG will feature the latest in equipment and innovation from every key construction-related sector. It is slated for March 10-14, 2020, in Las Vegas.



.... Continued

“The main goals of the Tech Experience are to drive awareness and adoption of new technologies and innovations, engage and attract the next generation of attendees and position the show as a thought leader,” said Cevero. “Our plan is to demonstrate how the three areas will transform the contractor’s business of the future.”

Multitude of education sessions, tracks

More than 150 educational sessions are scheduled throughout the week to highlight the latest topics and industry trends. They are grouped into tracks for ease in finding areas of interest. Tracks include aggregates; asphalt; earthmoving and site development; equipment management and maintenance; business best practices; how to attract, engage and retain talent; safety; and technology solutions.

CONEXPO-CON/AGG will be co-located with the International Fluid Power Expo, and new for 2020 is the opportunity to mix and match education sessions offered through both shows. Attendees can register for educational sessions as well as the show itself through the CONEXPO-CON/AGG website at www.conexpoconagg.com.



Be sure to visit with our manufacturers at CONEXPO-CON/AGG in March

Vender	Booth Number
Komatus	N10825
Bucyrus Blades (ESCO Corp)	C20605
Doosan Portable Power	S84316
Epiroc	C20405
ESCO	C20605
Fecon	S5944,C20645
Fleetguard (Cummins)	S84407
Geith	N12567
Genesis Attachments (NPK)	C20926
Gradall	N10801
Hamm	S5419
JRB (Stanley Infrastructure)	N11101
Kleemann	S5419
LeeBoy	C31258
Mellott	C31297
Montabert	N12766
Rockland	N11741
SENNEBOGEN	C22004
Vögele	S5419
Wirtgen	S5419



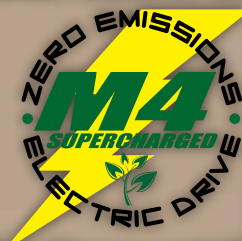
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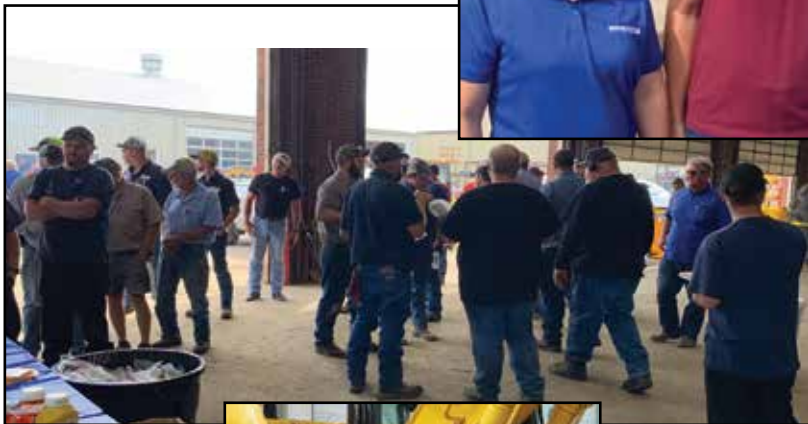
CUSTOMER APPRECIATION LUNCHEONS



WICHITA



Berry Tractor hosted a round of Customer Appreciation events this fall at Wichita, Topeka, Springfield and Garden City. Customers were invited in for lunch, door prizes, including Berry Tractor apparel, high-definition televisions and Alexa Dots. The weather cooperated and everyone had a great time. A big THANK YOU to our customers.... *YOU are the Best!*



TOPEKA





SPRINGFIELD



GARDEN CITY



USED EQUIPMENT SPECIALS



2018 Komatsu PC360LC-11
3120 Hours
EIN 1159740
\$215,000



2019 PC35MR-5
207 HRS
EIN 1176532
\$74,000



2018 WA470-8
951 HRS
EIN 1155400
\$339,000



CALL Clint Goley for more information 316.943.4246 or email: cgolay@berrytractor.com

USED EQUIPMENT SPECIALS



2017 Komatsu Intelligent Machine
D61PXi
1590 Hours
EIN 1150264
\$ 290,000



2019 Komatsu PC88MR-10
715 Hours
EIN 1159833
\$ 118,000



2016 Komatsu HM300-5
2413 Hours
EIN 1123886
\$310,000



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IMPROVING YOUR PRODUCTIVITY

Director of Parts Marketing Chris Wasik shares programs for minimizing downtime, operating costs



QUESTION: What does Komatsu offer beyond Komatsu CARE, which covers routine scheduled maintenance?

ANSWER: To help maintain peak performance and minimize downtime, we recently introduced Genuine Care to extend the benefits of Komatsu CARE, where services are completed by certified technicians using Komatsu genuine parts, filters and fluids. Customers can sign up with their distributors for customized solutions that best match their needs. That may be performing services on the same schedule as Komatsu CARE, or perhaps they prefer to have major services done every 1,000 hours. Options are definitely available. Genuine Care gives customers peace of mind knowing that services are done on time and on location with the right parts.

QUESTION: What other new programs can assist customers?

ANSWER: Recently, we launched the MyKomatsu website application that ties together machine telematics, manuals and online parts ordering. Customers can access information about their machines from any computer or mobile device. The web app allows owners to monitor their fleets and find the items necessary to maintain them. Parts can be selected from the parts book and dropped into a shopping cart. The order is then sent to a Komatsu distributor for quick fulfillment. MyKomatsu brings together initiatives such as KOMTRAX and eParts into a single location.

QUESTION: Does Komatsu still maintain its other support initiatives?

ANSWER: Absolutely. Many remain popular because they have been proven to save customers time as well as keep down their owning and operating costs. For instance, overhaul programs for older machines offer scaled discounts, depending on how many components are rebuilt or replaced. That can be tied in with our Firm Future Order program, which enables machine owners to order major components several months in advance of their planned replacement. This locks in pricing at the time of the order and guarantees that genuine Komatsu parts are on-hand when the customer is ready to have the work completed.

.... Continued



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

Chris Wasik,
Komatsu Director of
Parts Marketing

Earlier this year, Chris Wasik received a 20-year service award from Komatsu and shared why he has stayed with the company so long.

"It's the people I work with," explained Wasik. "We genuinely want each other to succeed. We all know, too, that our success is directly tied to our customers' success, so we are working toward a common goal to deliver the best equipment and support in the industry."

The northern Illinois native said he noticed this culture from the minute he joined Komatsu in 1999 to work on the initiative that eventually led to Komatsu's KOMTRAX telematics system.

In 2015, Wasik became Director of Parts Marketing, where he oversees programs to promote undercarriage, filters, batteries, reman products, kitting and more.

Wasik married his wife, Denise, the same year he joined Komatsu. The couple has a 14-year-old son, and Wasik enjoys coaching his son's baseball team and camping.



Most parts can be delivered within 24 hours

.... Continued

QUESTION: There are many aftermarket sources for parts. Why should owners choose genuine Komatsu parts?

ANSWER: Machines today are built to more exacting standards and operate under higher pressures and temperatures than ever before. Using parts that are not specifically engineered for a machine could result in performance loss, early wear and premature failure. In the end, it will cost more to use cheaper aftermarket parts.

Komatsu genuine parts come with a minimum 12-month warranty, which is exceptional in our industry. Customers are also getting the support of Komatsu and its distributor network. If a part fails, no matter where the customer is located, we have trained personnel who can repair it quickly. And, with nine regional parts depots and a master parts distribution center that is located close to a major FedEx hub, most parts can be delivered within 24 hours to any region of the United States or Canada.

We also collaborate with our distributors on inventory management. This ensures that the right parts (based on machine population in their territory and other factors) are available when customers need them.



Komatsu works with its distributors on inventory management (based on machine population and other factors) to ensure that parts are available when needed.



Chris Wasik, Komatsu Director of Parts Marketing, says genuine Komatsu parts should always be the first choice for service and repairs. "Using parts that are not specifically engineered for a machine could result in performance loss, early wear and premature failure. In the end, it will cost more to use the cheaper aftermarket part."

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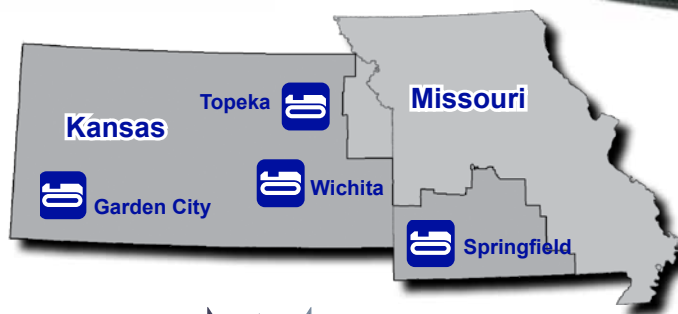


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