

CAT MAGAZINE

Backhoe Loaders
New range, new options

Eight new excavators:
80 major improvements

Hydraulics: the heart
of your machine

CATERPILLAR®

Multiple personality

The Caterpillar MP Series Multi-processor improves productivity in demolition applications by increasing the versatility of your machine. Thanks to sets of interchangeable jaws that are easily attached to the single basic housing, it can tackle a broad range of tasks.

The MP multi-processor is the most versatile demolition tool on the market.

Choose the leader in work tools Cat® work tools help minimize cost of ownership by ensuring you get the best from your machines. Let the strength, durability and reliability of Cat work tools add power to your business. For more information about the full range and the extensive dealer-, service- and spare parts organization, contact your local dealer or visit www.cat-worktools.com.



Professionals rely on Cat

CATERPILLAR



**DEAR READER,
FIRST OF ALL: THANKS.**

One of the great things about my job is the enthusiastic feedback I get from

SUGGESTED LETTER FROM YOUR MANAGEMENT TO YOUR CLIENTS chine operators and site managers when new Cat machines are introduced.

Operators are eager to test drive and experience our comfortable cabs and managers are pleased with the lower owning and operating costs and reliability. This quarter has been especially enjoyable as Caterpillar has released several updates to its product line: serious improvements to the backhoe loaders, now branded E-series; 80 major improvements to the medium-sized excavators; and new features on the wheeled material handlers – all of which are reported on in this issue of Cat Magazine.

Many of the machines now have a Cat engine designed with ACERT® Technology, which both meets current European Union emissions regulations and increases reliability and durability by reducing internal wear. Caterpillar also took the opportunity to put into action the many excellent suggestions for improvement that have come from you, all of which you can read about within these pages.

Thanks from everyone at Team Caterpillar.

Best regards,

Laura Streeter
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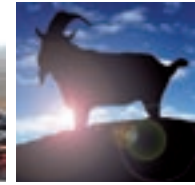
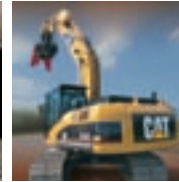
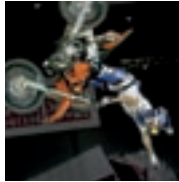
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Cat Magazine is distributed by Caterpillar dealers in Europe, Africa and the Middle East three times per year. Please send your editorial correspondence to Cat Magazine, Caterpillar S.A.R.L. 76, Route de Frontenex, PO Box 6000, 1211 Geneva 6, Switzerland. CatMagazine@cat.com. All rights reserved. ©2006 Caterpillar.



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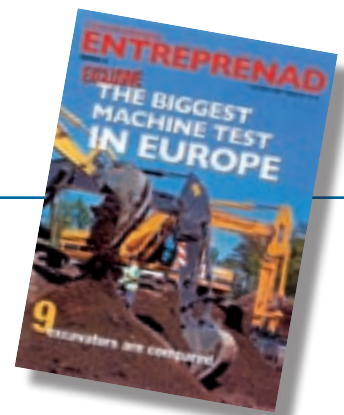
CAT® MACHINES AROUND THE WORLD

Every day more than 2.5 million Cat machines go to work – that's a big number, one that's hard to visualise. But if you placed all those machines end-to-end in a single line they would stretch from Mexico City to Hong Kong. And, as more new machines enter the workplace, by the year 2020 they will completely surround the globe! Now that's what we call Earth Moving.



C-series excavators top survey

Nine brands of excavators were recently tested by the independent Swedish magazine "Entreprenad" and the published results showed that the Cat C-series came overall top. The jury was particularly impressed by the five hydraulic presets – which enable you to change tools and reset the hydraulics at the push of a button. They said this feature was "TERRIFIC". Imagine what they would say about the C-series' successor: the new D-series has TEN presets!



CW series, the standard quick coupler in Europe

Many contractors see the value of this Caterpillar® solution. Over the years, more than 40,000 excavators around the world have been transformed into multi-purpose tool carriers – giving operators the ability to simply release one work tool and connect to another for even greater skill and productivity. You could say that Cat quick couplers are the original transformers.



Ancestor has same personality

Cat Magazine is 10 years old this year, but did you know that there is a much older version? At the beginning of the last century Caterpillar published another journal for operators and owners. And guess what, the same important issues of machine performance, operator comfort and running costs were also covered. It's a powerful example of how Caterpillar has always sought to give customers the information they need.

Covers reproduced courtesy of Caterpillar Inc. Corporate Archives



Great teamwork from Cat dealer

In our September 2005 issue, we reported on the progress of Karahnjukar hydroelectric project in Iceland. This massive project involves hundreds of Caterpillar machines and more than 1,000 operators from Italy, China, Portugal, and of course Iceland. One thing we did not mention was the terrific teamwork that our Italian dealer, CGT brought to the project. Working with our Iceland dealer, Hekla, CGT helped fulfil the huge requirement for Caterpillar machines, spare parts and service.

Double safe & stylish



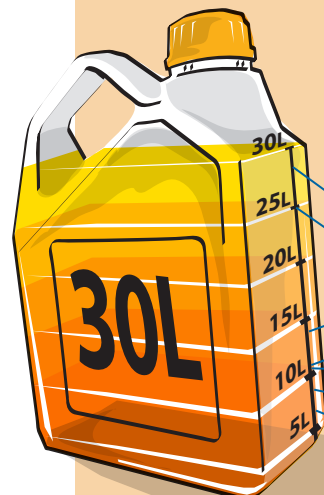
Cat eyewear has been created by Caterpillar licensee, Inspecs, for people who want style and performance that's built to last. Cat eyewear includes a contemporary, lightweight collection of sunglasses and optical frames as well as the new line of safety eyewear that is comfortable to wear and looks good.



They say Cat operators are born, not made and the picture seems to prove the point. This photo was sent to us by proud mum Marjan van den Tillaart, from Holland, whose husband John built the "rocking Cat" and works with Cat machines every day. Clearly it won't be long before Thijs is driving the real thing. When did you first sit on a Cat machine? Send us the photo.

HOW MUCH PETROL

As the cost of petrol significantly impacts your owning and operating costs, Cat Magazine takes a quick look at how many litres of petrol you can buy for €10 in different countries.



Based on information at time of going to press.

BACKHOE LOADERS: new range

Caterpillar has heavily revised and extended its backhoe loader range to provide greater durability, enhanced performance and lower operating costs. Which means the new E-series should be good news indeed for the owner-operator, plant hirer and fleet buyer, as Geoff Ashcroft found out.

Caterpillar's claims that its new E-series backhoe loader range is now the most comprehensive on the market are not unjustified.

Replacing the four-model D-series with an all-new portfolio that includes six E-series machines, Cat appears to have brought a new level of durability, performance, productivity and user-friendliness to the Desford, UK-built backhoe loader range.

There are four unequal wheel machines, badged 422E, 428E, 432E and 442E, and two equal wheel machines identified as 434E and 444E – the latter offering a physical presence bigger than any backhoe ever made by Cat and is described as a machine that genuinely combines wheel loader and excavator performance in one.

“There were so many enhancements we wanted to make across the range, that it was better to start with a clean sheet of paper,” says Scott Haylock, Cat's backhoe specialist. “E-series benefits from a new rear axle, an all-new

braking system across the range, plus load sensing and flow sharing hydraulics that offer fuel saving benefits too.”

And a 100mm longer wheelbase gives better on-road stability says Scott, to suit the higher, 40kph road speeds now sustainable with the new rear axle design.

Only the engine and powertrain have been carried over from the outgoing D-series – everything else is new from the ground up, including an all-new cab with curved glass, automotive-based ergonomics, greater comfort and more space in which to enjoy those long working days.

A greater number of ventilation outlets in the cab offers revised air flow, heating, demisting – and when fitted – cooling capacity through the optional air conditioning.

Even the steering column is quickly released from the driving position by a foot-operated button, allowing easy rotation of the seat when changing from loader to backhoe operation.

Using the firm's 3054C diesel engine, the E-series offers power outputs of 75hp



ange, new options

naturally aspirated plus 91hp and 99hp turbocharged engines. Depending on the model, transmission choice remains with powershuttle and autoshift types.

Up front, stronger loader arms are now fitted to handle the 10 percent increase in breakout forces and increased rim-pull available throughout loading cycles, and the equal wheeled 434E and 444E have loader performance comparable to the firm's 914G wheel loader.

"But the biggest changes can be found on the backhoe itself," he says. "For example, the telescopic part of the extending backhoe is now the outer section, so muck and debris are less likely to be drawn into the wear pads, shortening component life."

The outer section is also wider, and gives more of a load retention opportunity when the bucket is fully crowded up to the stick, and this is enhanced with serrated wear plates located under the stick that can help to retain large objects being rehandled by trapping them between the stick and bucket.

"Wear pads on the extending stick can be adjusted in the field, in just 25 minutes and the whole set could be swapped in under one hour," he says.

The E-series also benefits from powered side-shift – a 'first' on a Cat backhoe loader. Using two hydraulic rams, Cat says it provides positive positioning of the backhoe on the rear frame and should extend the operational simplicity of the E-series.

And an in-cab control pattern selector – on pilot-operated machines – allows easy swapping to and from the excavator-favoured ISO control pattern.

All daily service points and fluid level indicators can now be accessed from the left-hand side of the backhoe, with colour coding used on dipsticks and fill points. A cyclone pre-cleaner system ahead of the engine's air

cleaner is linked by a venturi system to the exhaust which removes large particles and prolongs filter life.

"We've tried to make the E-series as universally adaptable as possible, while building in more productivity, better durability and lower operating costs," he says.

"Compared to a tracked excavator, backhoe loaders can be much more challenging to operate productively, for the less skilled operator," adds Scott. "With the E-series, we've addressed many of those operational issues to make our new range as comfortable and user friendly as possible, which should help to attract new and experienced operators alike, into the cab." ■

Now, turn the page and take a look at what others have said about the new E-series...



The new E-series gets great reviews from users

“Great suspension, very comfortable drive control”

“And the slide frame manoeuvrability of the backhoe is also very good,” says Henry Van De Walt, owner of Active Plant Hire company in South Africa. “Overall it’s a very nice machine, to look at and to work with. The breakout power at the back is also much better than the Cat D-series.”

Active Plant Hire owns 32 Caterpillar backhoe loaders and two excavators and employs 40 operators.

“We love it – especially the superb steering lock!”

“It’s got perfect balance and doesn’t bounce about at all,” says David Saunders, owner of an agricultural construction and small civil engineering company. “All the guys thought that the power-of-dig and the precision control were great; better than anything else they’ve used. Even operator Paul Grice who is a self-confessed fan of a Caterpillar competitor was impressed. Also everyone said that the shape and speed of the backhoe is perfect for any operator.”

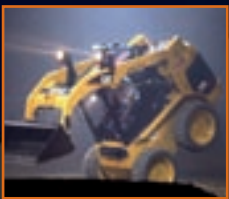
David Saunders Contractors owns two excavators, two tractors, a telehandler and four backhoe loaders and employs seven operators.



*The biggest Supercross Event in Europe
More than 32,500 spectators saw
the 20th Supercross event in Geneva.
In addition to the race, which is part of the
European Championship Tour, one of the evening's
highlights was the freestyle jumping competition.*

CAT MACHINES DO SUPERCROSS

And 100 customers get the best seats in the house



It was noisy and dirty. Rough and tough. But it was also a truly spectacular celebration of speed and skill – and the motorcycle riders were good too. Geneva's Supercross saw Cat operators delighting the crowds with a special firework-featured display of Cat machines. And more than 100 Cat Rental Store customers witnessed it all. They were given the best seats in the house because the Supercross event was sponsored by Caterpillar and its Swiss dealer Avesco Rent SA.

"The team-up between us and Supercross actually goes back to 2003, when we first supplied Cat machines to move and landscape more than 3,000 square metres of earth," says Alain Cornu, Geneva branch manager of Avesco The Cat Rental Store. "Now every year they use only Cat machines, because as the organisers say themselves 'They simply cannot afford to miss the deadline. They must have machines that will do the job. Without fail.' So they insist on Cat machines for their legendary reliability."

In addition to supplying the Supercross event with compact excavators, loaders, telehandlers, and lift trucks, Avesco The Cat Rental Store supplies many other events such as the world famous Cirque du

Soleil, Streetparade, the Lake Parade and the Paleo music festival. "The event business uses a lot of rental equipment," says Patrick Brüttsch, events sales representative for Avesco The Cat Rental Store. "That's because it has an intense need for a short time - unlike the construction business which can use the equipment throughout the year and is more for long term."

With nearly 800 locations in Europe, Africa and the Middle East, The Cat Rental Store will continue to supply Supercross, and other events in 2006 and beyond, because, as Alain says: "It's tough, competitive and down to earth. Just like our machines." ■

HYDRAULICS

THE HEART OF YOUR MACHINE

You want the most productive machine. That's why we at Caterpillar are constantly improving machine performance in terms of faster movement, more power and greater digging force – so you can do more work in less time.

One way we have improved machine performance is by increasing hydraulic pressures (up to 400 bar), and reducing the spaces between the moving parts in the hydraulic system (down to as little as 0.03mm).

These extremely small spaces in the hydraulic cylinders, motors, pumps and valves mean that it is more important than ever to keep your oil clean. Even the tiniest fragment of dirt, sand, paint or metal particles in your oil will grind between the moving parts, causing the small spaces to become bigger. The result? You lose productivity!

Up to 20 percent less productivity

You might not even notice it at first. The loss is gradual and may take weeks. It

is possible to lose up to 20 percent of your productivity before you notice it. That's why oil contamination is often referred to as the "SILENT THIEF".

What you must do

- Make sure only clean oil is put into your machine
- Regularly inspect your machine and fix any leaks immediately, these will allow even more dirt to get into the hydraulic system
- When replacing a component, flush your system and change the filter
- Use genuine Caterpillar hoses and couplings, these are highly durable and exceed industrial standards, so they last longer and are less prone to damage

- Use Caterpillar hydraulic cylinder rods, these are friction welded and induction hardened which means they are less prone to indentation from knocks and flying debris preventing contamination getting into the system
- Use Caterpillar seals, patented design for better sealing
- Ask your dealer about the Caterpillar S•O•S service.

For more information on how a healthy hydraulics system will help maintain your machine's productivity, contact your local dealer. ■



S•O•S helps minimise costs

Pumps are the **heart** of your machine

Hoses and coupling the **veins**

Motors, cylinders and
rods the **muscles**

Filters the **kidneys** and

Oil is the **blood**

Scheduled Oil Sampling, or S•O•S for short, is an ideal way to see what's going on inside your machine and detect problems before they become serious.

Similar to a blood test that your doctor may use, trained engineers will analyse a sample of your machine's oil and diagnose potential problem areas. Too much silicon, for example, indicates dirt entry. Too much sodium - water or coolant entry. With this knowledge you can make repairs before they cause failures.

Take a look at what some Cat owners have said about the S•O•S services.

"We save €100,000 a year with S•O•S"

"We have the detailed records and the statistical proof that S•O•S has saved us €100k (450 Dirham) in the last 12 months. We used to spend more than €450,000 on repairing our fleet of 47 machines. Now that cost has been slashed by 23 percent, thanks to the S•O•S programme.

It's not that surprising when you consider the figures. For example, we had a 3408 engine at 19,000 hours. S•O•S showed metal generation, and it cost €15,000 to repair it. Without S•O•S we would have continued to run it and it would have failed – the cost then: €30,000 for a remanufactured engine."

*Says Robbe Robertze, plant manager for the
Caspian quarry company, in the UAE.*

"We thought it was a hydraulic problem, but S•O•S showed it was a damaged engine cylinder. We would not have solved the problem without S•O•S"

Engineering Consultant, D-Profil co. Ltd. Hungary.

Only trained engineers know exactly what metallurgical specifications were designed into each part and component. And only Cat dealer labs can give you the diagnosis you need. To find out more, ask your Cat dealer.



AUSTRALIAN KNOW-HOW GOES UNDERGROUND IN IRELAND

Two new R1700G LHD underground mining loaders from Caterpillar Elphinstone, Tasmania, are currently being used in the new Drummond mine development for Irish Gypsum Limited in Ireland.

Irish Gypsum Ltd supplies Gypsum Industries, Ireland's leading plasterboard and plaster manufacturer, with raw gypsum from its opencast mine in County Monaghan. The company recently began development of a new underground mine adjacent to the existing opencast mine.

"The deposit comprises two gypsum seams," says mine manager Mike Monaghan, "an upper seam between 2 and 10 metres thick and a lower seam between 20 and 40 metres thick. The underground operation commenced in October 2005 with the development of two declines

(tunnels) into the lower seam – one for vehicle access and fresh air intake, the other for extracting gypsum via a conveyor once full production is under way. We are now excavating the primary crusher chamber and ancillary infrastructure."

The two Cat R1700G machines are currently hauling 12 tonne loads up the conveyor decline – an overall 1 in 5 slope and will continue to do so until such time as the conveyor is installed. "It's demanding work, and not really what they were designed to do," admits Mike Monaghan, "but the Cat machines are performing well, and as the mine ramps up

to full production in 2006, I'm confident that they'll play their full part underground, moving rock to maintain production requirements."

So what led Mike Monaghan to opt for these specialised underground load-haul-dump machines?

He confesses to an emotional preference that goes back to the early 1990s when he was first exposed to the Elphinstone loaders while setting up mining operations in Australia, but he insists that the decision was a purely rational one. "In March 2004 we listed our requirements and invited quotes from all the

“They are reliable, hard working machines, built for tough conditions and come with a very good reputation.”

relevant manufacturers, then in August, after completing a due diligence process, made a judgement based on a range of factors such as user-friendliness and safety, as well as price and availability of spares from a single source in Ireland.”

Brian Vaughan, salesman at Caterpillar’s Irish dealer McCormick Macnaughton Ltd., confirms this: “Irish Gypsum were looking for more than just machines; they insisted that operator training must be provided on delivery, and that there must be a service contract as part of the deal. We managed to meet all their requirements, as well as being able to deliver at the right time.”

The first of the two R1700G loaders, shipped directly from Tasmania, was delivered in October 2005, followed by a second unit in December. “They were the first ones to be brought into Ireland,” says McCormick Macnaughton marketing manager Brian Quinn, “and it provided an exciting challenge for our Product Support department to prepare both machines for action. Both machines are working well for Irish Gypsum at present.”

And with other mining companies in Ireland beginning to take an interest in the machines’ performance, who knows how long it will be before the Cat dealership’s experience and expertise with the R1700G becomes even greater. ■



Mine manager Mike Monaghan (left) with McCormick Macnaughton marketing manager Brian Quinn.



Gypsum, hydrated calcium sulphate

[CaSO₄-2(H₂O)], is one of the most widely used

minerals in the world. Most gypsum is used to

make plasterboard and plaster for homes, offices,

and commercial buildings. It is also used in

concrete for roads, bridges, buildings, and many

other structures that are part of our everyday life.

Eight new excavators – 80 m

Improvements

The C-series has already proved itself as the best-in-class medium-sized excavator (see page 3), now with all these improvements, the D-series redefines the 20- to 37-tonne benchmark.

Performance

- New hydraulic stems for improved control
- 5 percent more lifting capacity
- 5 percent more bucket digging force
- New 'Heavy Lift' mode
- AccuGrade-ready for fast, easy levelling
- Product Link-ready for remote monitoring of performance
- Machine Security System-ready for improved protection against machine theft

Reliability

- Full firewall – reduced risk of fire in the event of hydraulic leak
- New, stronger bucket linkages
- Reinforced undercarriage recoil springs

Versatility

- 10 hydraulic presets, for faster easier tool changes
- New variable adjustable boom
- Power Management Capability

Comfort

- Meets all the latest EU emissions and sound regulations
- Reduced noise – half the previous levels
- Smart boom, for smoother hydraulics
- New cabin – similar to the large C-series excavators
- Full graphic, full colour monitor (20 languages)
- Video ready
- Extreme smooth hydraulics via new stems for levelling / fine grading applications

Cost reductions

- ACERT Technology (reduces owning and operating cost)
- New "economy" mode
- Longer maintenance intervals

But who decided on what to improve?

The new D-series of Cat medium-sized excavators was recently launched at the Intermat fair in Paris, and the world's trade press feasted on a lavish banquet of more than 80 major improvements. But who decided what improvements should be made, and are they really what Cat customers want? Cat Magazine talked to Goran Hjerpe, marketing manager and asked how, why and who made these improvements.

Goran Hjerpe: We simply asked machine owners and operators what they would like. And if a suggested improvement was feasible, we built it in. However, we also needed to take into consideration any regulatory needs like emission and sound. That's why we developed ACERT® Technology, which is in the Cat C7 and C9 engines used in the D-series excavators to meet the Stage IIIA emission regulations in 2006.

Cat Magazine: So if an operator asked for a HiFi and drinks cabinet would we build that in?

GH: "No, of course not - because that wouldn't provide the best return on investment for the owner. There is a very strict New Product Introduction (or NPI) process at Caterpillar. It analyses each possible improvement in terms of how it can enhance an operator's performance and the owner's business success. The NPI takes several years and involves thousands of people - including operators, owners, Cat dealers, design engineers and Caterpillar business managers. All this is controlled by Caterpillar's global Hydraulic Excavator Design Center (HEDC) in Akashi, Japan.

"We were very happy with the 330C – this is even better."

Hubert Louvet, site manager at MDF Carriers in France

We start with 'focus groups', these are groups of experienced operators who meet and discuss their practical day-to-day needs. For example one guy said 'I use five different work tools, and I seem to spend half my day changing between them.' So we built in the second medium pressure and Universal Quick Coupler hydraulics. That was also one of the reasons why we increased the number of hydraulic presets from five to ten. At the press of a button an operator can select the hydraulic pump flows and pressure settings required for ten different tools.

We then discuss the focus group findings with our dealers, through Dealer Advisory Meetings, who

confirm and prioritise the most pressing needs. This is also where we plan for market trends and what we believe owners and operators will need in the future. For example, our dealers told us that AccuGrade® would soon become an essential standard feature. So we made all the D-series AccuGrade-ready.

We also consult our research and development teams to see which recent technological breakthroughs can be put to use. And finally, we calculate how the estimated cost of the improvements will impact the final sales price. There's no point in building a fabulous machine that's full of advanced features if nobody can afford it."

"Economy mode is great for levelling."

Paul Vervoort, operator at A. Jansen BV, the Netherlands

Goran went on to explain how the D-series NPI also included prototype testing. Here operators and Caterpillar design engineers spent several months working closely with each other to test, adapt and perfect each improvement. After that Caterpillar built several 'pre-production field follow' machines and asked various customers to work them day and night. "Our Design Center in Japan remotely monitored the performance of these machines through Caterpillar's Product Link for fast feedback. Detailed reports led to further fine-tuning before the launch."

"And it doesn't stop there," says Goran. "For months after the launch we will be interviewing customers on their new D-series machines, continually gathering and implementing improvement data."

CM: And are we already planning the E-series?

GH: "Not just yet," Goran replies with a smile. "We're still busy with the D-series, but I expect we will be organising more focus groups in the near future." ■

major improvements

New cab



New hydraulic stem



Ten work tool presets



Heavy lift button



ACERT engine





Rare goats sent to landfill

And a Cat compactor helps them stay healthy

The rare Pinzgau mountain goat in Austria is close to extinction. Only 190 are left and their traditional grazing land is disappearing... fast. Nobody has a solution, except for pioneer veterinarian Dr. Huspek, who wants to put them on a landfill that's been covered with grass. But won't the gases from the decomposing rubbish kill them? "No," says the doctor, "The landfill will be densely compacted and criss-crossed by a network of gas collection lines. The reclaimed land will be a perfect home for the goats."

That was more than ten years ago, and since then the goats have thrived: annual blood tests prove it. In fact, the experiment has been so successful that the goats have multiplied and 120 have been reintroduced to the wild.

So how could such a safe environment be made from landfill? "Well, first we had to compact the trash very solidly," says Erwin Pucher, former boxing champion, now fleet manager and supervisor at the Rautenweg landfill just north of Vienna. "We

found that a 37-tonne Cat 826 compactor was the only one that could compress the trash to the density we needed."

A slight vacuum inside the landfill enables us to collect the gas efficiently.

The landfill also had to be built with gas collection lines and wells. "A slight vacuum, produced inside the landfill, enables us to collect the gas efficiently," says the landfill manager, engineer Christian Stricker. "About 12 million cubic metres of gas each year is converted to electrical power." Fly ash concrete (recycled from thermal treatment plant's slag) is then recycled as a ground sealant under the soil layers. This creates a hermetic seal so that no gas escapes.

Nowadays, Erwin Pucher and his team use a Cat 826G Series II compactor, supplied by Cat dealer, Zeppelin Austria. The 826G can be equipped either with plus tips or chopper blades. The weld-on plus tips with their typical cross-shape have strong pressure, mashing and compacting characteristics. The self-cleaning chopper blades are the best choice

when high performance compacting and optimal traction are required. All of which means that, thanks in part to the Cat 826, this most unlikely of nature reserves has become a popular attraction for visitors to Vienna. ■

Double the impact at scrap yards and ports

The new M325D-series material handlers are set to enhance the impact their highly successful predecessors (the C-series) had on scrap yards and ports.

“We’ve improved on the C-series in so many ways, by making the cab riser more rigid and stable for example, and by increasing the lifting force,” says Danielle Thevenoz, Caterpillar Special Markets. “Also, the C-series has been so popular that we often had problems keeping up with demand. By significantly increasing production we are also better able to meet enthusiastic customer demand for these machines.”

The new Cat 30-tonne M325D MH and 36-tonne M325D LMH wheeled material handlers replace the highly successful C-series and fully comply with the latest EU emission and noise regulations. In addition, the D-series has many other new improvements, all of which have been developed following feedback from customers. These include:

- A new 2.6 meter hydraulic cab riser structure for excellent

visibility and an optimized rigidity in swinging movements

- A cab interior equipped with improved consoles and joysticks for easier access to controls and better understanding of function buttons
- A new platform and handrails for easier access to the cab, limiting the risk of accidents
- Pre-screens on doors and hood to avoid dust and dirt coming through
- New, full graphic monitor that is easier to read and is video-ready
- Two percent more standard pressure, which gives more boom and stick force for more lifting efficiency
- New ‘heavy’ lift function (at 360 bars) with three to six percent more lift power than standard mode
- New hydraulic settings and new main valve stems for improved controllability and smoother movements
- Heavier counterweight on the 30 tonne version (from 5600 to 5800 kg) for improved stability
- ACERT® Technology engine: both machines

feature a new Cat C7 engine. For the M325D MH this means a nine percent increase in power.

All new features above will deliver real benefits to owners of the new M325D MH and M325D LMH, thanks to the improved productivity and versatility doubled with enhanced controllability and visibility. ■





Etienne De Doncker

The spare parts specialist who knows exactly where to look

For more than 30 years Etienne De Doncker has been a leadman at the Grimbergen Caterpillar Parts Distribution Center in Belgium.

His colleagues believe that he personally knows exactly where each and every one of the 290,000 different spare parts are located in the massive warehouse that is bigger than 20 football pitches.

And it's one of the reasons why he is the specialist in fulfilling emergency orders and in providing excellent customer service.

How do you fulfil an emergency order?

It starts when a Cat dealer enters part orders. Within seconds, the order is processed and is available for immediate attention at our distribution center.

That's when the race starts. We use a variety of material handling equipment to orderfill, pack and rush it to the customer. It doesn't matter when an emergency order comes in, day or night, it gets the same high level attention 24 hours a day, every day of the year.

What's the most difficult part you have shipped?

An 8-tonne boom for an excavator. It was twelve meters long and it took five of us to load on the truck, which went directly to the customer in Ireland.

Which countries do you supply?

We supply 61 Cat dealers in Europe, Africa, the Middle East and the CIS, and ship on a daily basis to more than 4,000 different destinations in 97 countries.

What's the best thing about your job?

The teamwork. I've been lucky to be part of many teams whose primary focus has been to provide outstanding service to the dealer and the final customer. I also enjoy training new staff, helping them to master their job.

What's the biggest change over the last 30 years?

Computerisation and automation. Both elements have made it possible for us to handle higher volumes while meeting

the customer expectations for improved velocity and high quality levels.

Finally, will automation ever replace people?

No, but automation should help us in meeting customer expectations. It is very important to know that, no matter how many systems and robots you have, nothing can replace the team spirit that gets orders fulfilled, and keeps machines up and running and customers satisfied. ■

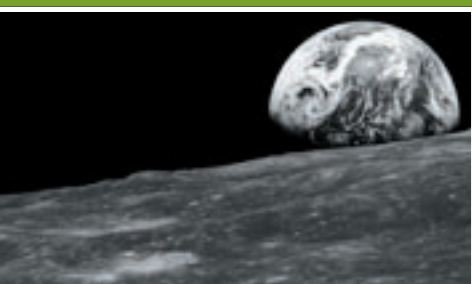


CAT FLASHBACK

Continuing our series of Cat Flashback, which celebrates Cat machines across the decades, here we see a Cat bulldozer working high in the French Alps near Grenoble.

Other notable events of 1968

Apollo 8 becomes the first manned spacecraft to leave Earth's gravity and reach the moon.



Dick Fosbury surprises the world with his revolutionary "Fosbury Flop" and wins gold at the Mexico Olympics.



Oliver! The musical wins five Oscars and becomes one of the best film musicals of all time.



1968

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