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### Dear reader,

I'm sure you'll agree with me that advances in technology are only justified by the genuine improvements they deliver in terms of performance, savings and safety.

That's why, in this issue, I want to share some of the ways in which we and our dealers are partnering with you to achieve this. In the following pages you'll read about how joint development of a remote control system in Norway is ensuring operator safety in a dangerous environment. Also, for the first time we reveal some revolutionary new Cat machine concepts designed to meet your earthmoving needs two decades ahead. In addition, we explain how collaboration in on-site service management ensures minimum downtime during construction of the Middle East's first high speed railway.

To me, these and other stories are vivid illustrations of how Caterpillar's unique working relationship with you, our customers, is always the best way to get the job done. Individually we are strong, but together we are unbeatable!

Paolo Fellin, Vice president Caterpillar





### SHAPING THE FUTURE BY REMOTE CONTROL

Working with empty cabs for safety's sake in Norway

**MAINTENANCE TIPS** 

To maximise machine life and productivity

THE DRIVING FORCE FOR HIGHER PRODUCTIVITY

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Cat industrial design reveals the future of earthmoving

**SMOOTHING THE WAY BETWEEN MADINAH AND MAKKAH** 

How effective service speeds railway construction in Saudi Arabia

LIFE BEGINS AT 30+

for a Cat D7F in Tunisia

### YOUR OPINION!

Thank you all for your responses to our Reader Survey. We are busy analysing the results and plan to share them with you in the next issue.

Above is just a taste of what's in this issue – you'll find plenty more news and views inside. If you have an idea for a story for a future issue, contact our publishers on CatMagazine@cat.com

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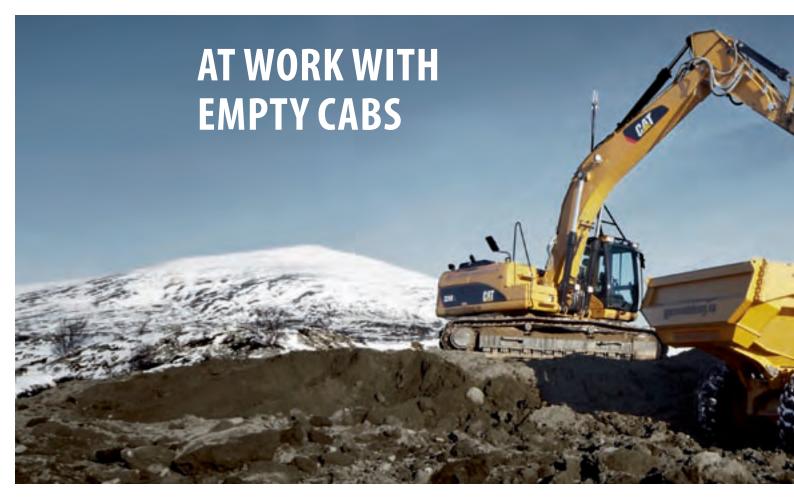
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Dovre National Park, established in 2003, covers an area of 289km² at altitudes between 1,000 and 1,700 metres, and is home to wild reindeer and Europe's only herd of the rare musk oxen.

### **BACK TO NATURE**

Dovre National Park covers an area of 289km<sup>2</sup> and is visited by thousands of people every year. But one part of it is strictly out of bounds to visitors – the Hjerkinn firing range.

Covering 165km<sup>2</sup>, the range was established in 1923 as an artillery firing zone and was in use until the end of 2008. Its closure left the problem of how to remove more than 50,000 rounds of unexploded ordnance still littering the site and restore it to its natural state.

Meeting the challenge is Norwegian contractor Brødrene Gjermundshaug Anlegg AS. Founded in 1949, the company has earned a reputation for tackling out-of-the-ordinary assignments. Current owner and general manager Jan Inge Gjermundshaug says: "We thrive on new challenges and always have, ever since my father started the business. As a result, for a number of years we have done work for – among other customers – the Norwegian armed forces, and this latest project continues that tradition."

The first phase of the restoration, scheduled for completion in 2011, involves removing 80,000m³ of earth in two long embankments sited behind targets in the artillery ranges. These may contain significant amounts of undetonated explosives. Subsequent phases will involve the reclamation of a former bombing range and the removal of some 90km of roads.

Four Cat machines are working on the project. A 324D excavator lifts material from the embankments. It is then transported five kilometres by two Cat 730 articulated trucks to a former gravel pit, where a 312D excavator disposes of it. Any explosives found during the

operation are dealt with by Norwegian Army explosives experts who are always on call close to the site.

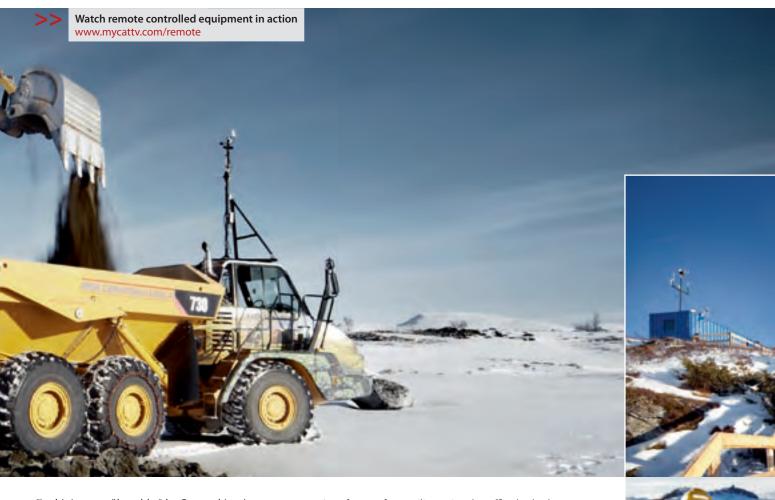
"Because of the danger," says Jan Inge, "we knew it wouldn't be possible to operate the machines in the normal way. So we set about developing a remote control system for them."

### **CLOSE COLLABORATION**

The remote control system had to be operational by the project start date of 10<sup>th</sup> August last year, and involved collaboration between Brødrene Gjermundshaug, Norwegian Cat dealer PON Equipment, electronics specialists Cavotec and Data Equipment, and video technology specialists Specto Remote.

PON Equipment's Kai Ronny Løvtjernet takes up the story: "Our relationship with Brødrene Gjermundshaug goes back a long way. The company bought its first Cat machine in the mid-1950s and currently has over 20 machines. The trucks and excavators for this project had to be able to be operated normally as well as by remote control, so they were supplied as standard 2009 models. Modifications to the hydraulic systems for remote operation were carried out by Gjermundshaug's own mechanics."

"We have a good, close relationship with PON Equipment, to keep our equipment up and running," confirms workshop manager HåvardTronsmoen. "And the decision to choose Cat equipment is always an easy one. When you have Cat machines you can sleep easily. We keep our machines for between three and five years and spend a lot of time keeping them in shape. But we know we'll get a good resale price when we sell them, and you can't say that about every make of machine.



"In this instance," he adds, "the Cat machines' hydraulics systems were not so difficult to adapt to remote control, although the electrical and electronic linkages took more time than we had expected."

### **GOING THE DISTANCE**

There are four main elements to the remote control system. The machine-mounted controls comprise a mixture of electronics – known by operators as the 'Black Cat Box' – and hydraulic valve assemblies. The four operator control units in the steel container, complete with joysticks, control panels and pedals, mimic the machines' own controls. A high capacity signal transmission system links the operators with the machines, for accurate control of all functions at distances as great as six kilometres. And finally, a high definition video system gives operators the quidance they need for accurate, safe operation.

Development posed fewer problems than expected. Data Equipment's Tore Andreassen says: "The data transmission

# "It was a learning process for everyone – new equipment, new ways of working."

Jan Inge Gjermundshaug

and reception technology is well understood, even though we had to 'stretch' it a little to cope with the distances involved. The truck mounted aerials presented a challenge, because their distance from the static control room aerials, and their tilt relative to them, vary as the machines move. We've found the solution though – gyroscopes mounted on the trucks' and excavators' aerials maintain an optimal angle to the static aerial."

Interference from military signals traffic also had to be dealt with by Data Equipment. A nearby military communications post was found to generate electronic noise, so aerials were equipped with shields to diminish the interference.

More >



JAN INGE GJERMUNDSHAUG, owner and general manager, Brødrene Gjermundshaug Anlegg AS : "We thrive on new challenges and always have."



Operators at work controlling their distant machines, with communication and control provided via machine mounted antennas and video cameras.







For Specto Remote the major challenge was the data transmission rate needed. It had to be high enough to eliminate any delay in the transmission of the high definition pictures from the eight cameras on each Cat machine. In practice there were no problems coping with these critical needs, but for the future the plan is to adopt 3D video to make the system even more operator friendly.

The final judgment, however, must rest with the operators. Håvard Thoresen, one of four working in the control room, has over 16 years' operating experience and still claims that he has one of the world's best jobs. "It has been an unusual experience," he says, "learning to do what I do while sitting in a steel box kilometres away from where I'm actually working. It took about two weeks to become confident with this new way of working. At first we had a few difficulties keeping everything under control, but now there are no problems."

### AN INVESTMENT IN TOMORROW

Does Jan Inge Gjermundshaug see a future beyond this project for Cat machines fitted with remote control? His answer is emphatic: "Of course. Think of the number of environments where working conditions can be hazardous. The oil and gas industries, for example, or a recent power station project where machines had to work in a tunnel. The roof collapsed, killing one person. With remote control that wouldn't have happened. Certainly we have spent a lot of time and money developing this remote control system, but I am convinced that over the coming years we shall reap the reward for our efforts many times over."

# MAINTENANCE TIPS TO MAXIMISE MACHINE LIFE AND PRODUCTIVITY TO MAXIMISE MACHINE LIFE AND PRODUCTIVITY

Regular inspection and maintenance in accordance with your hydraulic excavator's Operation and Maintenance Manual minimises downtime. It locates and remedies potential and overlooked problems, and helps reduce owning and operating costs. In this article we offer some essential tips to ensure that maintenance is carried out safely and effectively.

### 3: THE KEY TO SAFETY

Always attach a "Do Not Operate" tag to the machine's start switch and make sure it remains there throughout the maintenance process.

# UPPER-LEVEL INSPECTIONS 6: ACCURACY COUNTS

When checking the air cleaner during inspection of the turbocharger, be sure to check the accuracy of the air filter service indicator. Refer to the Operation Maintenance Manual to see how to do this.

### **LOWER-LEVEL INSPECTIONS**

### INSPECTION PREPARATION

### 1: PLAY IT COOL

For safety's sake, when it comes to checking engine coolant levels and topping up when necessary, remember never to remove the radiator cap unless the engine is cold.

### 4: KEEP IT CLEAN

Before removing a dipstick, filler cap or plug when checking and adjusting the oil level in the final drives, make sure you wipe round the area to ensure that no dirt or contaminant enters the oil system.

### 7: REPLACE ALL V BELTS

If, when inspecting belts and pulleys, you find a V belt that needs replacement, then you should replace all the other V belts that transfer motion to the same pulley as well, rather than just that one.

### MIDDLE-LEVEL INSPECTIONS

### 2: KEEP A SURE GRIP



When parking in the standard service position, remember to maintain three points of contact with the machine when climbing on and off.

### 5: ADVICE WHERE IT'S NEEDED

While inspecting the cab interior, always remember to make sure that there is an Operation and Maintenance Manual present in the cab.

### 8: RELEASE THE PRESSURE

When inspecting the main hydraulic control valve, first release any pressure still present in the hydraulic system by turning the engine start key to the 'on' position (without starting the engine) and moving the joystick through the full range of travel. Then return the key to the "off" position and turn the battery disconnect switch to the 'off' position.

# THE DRIVING FORCE FOR HIGHER PRODUCTIVITY

### HOW CAT TECHNOLOGY OFFERS BENEFITS BEYOND SIMPLY MEETING NEW TIER 4 EMISSION REGULATIONS

Tana Utley is a woman on the go. As Caterpillar's chief technology officer and vice president of the Product Development Center of Excellence in Peoria, Illinois, she drives the development of all new Cat machines. And with new, tighter Tier 4 emissions legislation due in Europe and the USA in 2011 and 2014, she is faced with introducing over 350 new Cat products in just four years. So what drives her, and how will the development process she controls result in more productive Cat machines?

### **FOCUS ON STRATEGY**

Cat yellow blood flows in Tana's veins. When she was small her father took an engineering job with the company, and she followed him in 1986. "I never intended to be an engineer," she says. "I was going to major in music, but changed my mind. I wanted variety, along with an interesting career, and decided that engineering could give me both."

Over the years the nature of the problems facing her has changed. As an engineer she worked on individual products. She now has a more strategic focus; devising technology that will provide the greatest benefit to Caterpillar customers. And the forthcoming Tier 4 regulations, demanding reductions of up to 87 percent in NOX emissions and up to 95 percent reductions in particulate matter from off-road diesel engines, present one of her greatest challenges to date.

### DEVELOPMENT FOR PRODUCTIVITY

"Our customers," says Tana, "want to move earth, not worry about Tier 4. So we focus our development on providing clear benefits for them. Therefore our Tier 4 compliant machines must also provide improved productivity."

"Some of the technology is new, but the primary focus has been on melding a range of technologies developed over the past 20 years. It's a process of

"Concentrated 24-hour testing of complete machines, dramatically improves development efficiency."

fine-tuning combustion, air and injection systems, and electronics. We're looking at greater systems integration to use power in the most effective way."

"The most noticeable development," she adds, "is probably the new Cat Clean Emissions Modules. It's a family of around two dozen after treatment systems to fit every Cat off-road machine, replacing over 200 separate mufflers."

### PROVING THE POINT

Innovative evaluation technology plays a significant role. Computer simulating techniques, for instance, are benefiting from more powerful computers, allowing engineers to discover potential problems in the computer rather than later, on prototype machines.

"We made a big investment in component validation too," states Tana. "An engine facility doing prototype calibrations now works 24/7. And we have a "shake table" that recreates the worst vibrations components will be subject to in the real world. It simulates 10,000 hours of operation in just 500 hours.

"Then there's the Peoria Development Center in the USA, a facility now equipped with an indoor arena covering several acres where everything can be controlled, including even soil moisture. It's dramatically improving our development efficiency."

### PARTNERING WITH THE BEST

Tana is also tasked to look further ahead. "We have a number of people working on future technologies, and we maximise resource use by partnering with the world's best in various fields. So we have worked with NASA and are collaborating with Carnegie Mellon University in Pittsburgh on machine autonomy. With Parma University in Italy we're developing a vision system for future remotely controlled machines. And we're working with many other academics in other countries."

"But whatever we do and whoever we partner with," she adds, "it's always with one clearly focused aim – to develop new Cat machines that will work ever more effectively and cost efficiently for our customers worldwide."



# FROM EVOLUTION TO REVOLUTION





**GARY BRYANT,** Caterpillar industrial design group manager.

In the first of three articles showcasing the work of the Caterpillar industrial design group, we take a look at their mission, what motivates them, and how they work to meet the earthmoving challenges and needs you face.

### FINDING NEW WAYS OF MOVING EARTH

In 2004 Gary Bryant, manager of Caterpillar's industrial design team, was tasked with presenting to the company's Global Brand Identity Council his unit's latest project. Called 'Breaking New Ground', it was a glimpse into what Cat machines could look like in 2014 and 2020. When he had finished there was a moment's awed silence. Then Stu Levenick, Caterpillar group president and chairman of the Global Brand

Identity Council, spoke: "Gary," he said, "we don't want to wait that long, we need to pull these designs forward." This is the team's major focus.

Based in Peoria, Illinois, the group has existed for over 50 years and consists of a team of highly qualified, experienced designers. They provide a comprehensive range of industrial design services, from ongoing evolution of current product lines to 'blue skies' thinking and concept development. The group's expertise combines the technical aspects of design and machine appearance, with the emphasis now rapidly shifting from work on single machines to the creation of machine 'families' with a common, distinctive Caterpillar identity.

Gary says, "We deal with everything from designing a new switch to the creation of a total machine exterior. People tend to think of us as stylists, but in reality what we do is a blend of art and engineering. And we never turn to external design consultancies, so everything we do springs from and reflects the Caterpillar culture and community."

He also emphasises the single-minded focus of all their work: "Whether we're working on current products or looking into the future, our goal is simple – to produce more productive, cost-effective machines. If our customers like our styling too, that's great, but it's not our primary interest – or, usually, theirs either."

### A TOTAL OWNERSHIP EXPERIENCE

Work on current products occupies around 85 percent of the group's time, with 15 percent devoted to longer term thinking. Naturally it's the 15 percent that commands immediate attention, thanks to the startlingly futuristic look of some of the resulting design studies. But the group's principles and guidelines don't change when they're producing concepts such as the off-highway truck pictured here.

"Safety, quality and productivity still rule," says Gary.

simultaneously. Control information may be transferred by satellite, so we'll be able to operate machines at or beyond the limits of human vision.

"And we're not just talking about machines; we're talking about a total ownership experience. A Cat machine will have to be one in which tomorrow's operators will actively want to spend eight to ten hours a day. It must be an experience they enjoy.

"And in order to achieve that, who knows? Maybe we'll be moving earth by means other than a mechanical bucket. By sound waves perhaps. Is that feasible? Not right now, of course, but paradigms will change. And it will be the Caterpillar industrial design group who help show the way forward."

In the next issue of Cat Magazine we will highlight some more of the design concepts recently developed by the Caterpillar industrial design group.







it's why there's no cab. After all, nothing delivers greater operator safety than remote operation."

Gary also points out that most of its technology is available today. "It's fundamental that we create concepts that we know can be produced," he says. "We look at the second generation forward from today's machine. That's only around 18 years ahead, so to make sure that what we produce will actually function is essential."

### "We regard the Cat machine as an extension of the human hand."

The group's brief, however, extends beyond simply creating concepts for 'new versions of current machines'. Devising and assessing entirely new ways to manage the whole earthmoving process are central to their mission.

"As we go forward," says Gary, "the human/ machine interface will change. Remote operation may allow us to operate more than one machine

This D8X track type tractor concept features fully integrated track, and the option of either remote control or a movable cab for optimum safety and visibility (see above).

# SMOOTHING THE WAY

BETWEEN MADINAH AND MAKKAH

In 632 AD Prophet Muhammad (Peace be upon Him) led his followers from Madinah in a pilgrimage to Makkah. Following his example, that same journey is now undertaken by over three million devout Muslims from all over the world taking the trip to Makkah every year. In order to promote their safety and comfort on the Hajj, the Government of the Kingdom of Saudi Arabia recently took the decision to build a 444km high-speed railway line linking these two holy cities via the Red Sea port of Jeddah. Scheduled for completion in just three years, the first phase of the Haramain High Speed Rail Project requires over 120 million m³ of earthworks – a task requiring over 180 Cat machines to work flat out in difficult terrain, high temperatures and dusty conditions. So what does the project involve and how are the Cat machines kept operating at peak efficiency in such a demanding environment?

"200,000m<sup>3</sup> of concrete, 2 million m<sup>3</sup> of aggregate, 500,000m<sup>3</sup> of asphalt – all the figures connected with this project are impressive," says Mohamed Shouman, project





### **80 CAT 14M MOTOR GRADERS**

are employed, creating a smooth surface with maximum 4 percent gradient which will allow trains to travel at up to 360km/h.



### RAPID MAINTENANCE AND REPAIR FACILITIES

provided by Caterpillar dealer Zahid Tractor at six bases along the route ensure minimum downtime and maximum productivity.



Machines ordered for the project include 40 D9R track type-tractors, 80 14M motor graders and 60 966H wheel loaders.

On parts of the route the conditions are as tough as they come. Although over 80 percent of it follows fairly level ground that is not unduly difficult to work, the northern section, south of Madinah, crosses remote, hilly terrain that consists of a mix of fine sand, boulders and hard volcanic rock masses – a challenging proposition for earthmoving equipment, particularly when high temperatures make difficult operations even more demanding. A close working partnership between MASCO and Zahid Tractor has been the key to keeping everything moving on schedule.

### PARTNERSHIP FOR EFFECTIVE SERVICE

It's a relationship that began even before the contract was awarded. Zahid Tractor representatives accompanied MASCO on their visits to the Saudi Railway Organisation to ascertain machine requirements for optimum productivity. Then, with the contract won, Zahid Tractor not only supplied the Cat machines for phase one of the project, but also set up comprehensive on- and off-site service resources.

"The aim," states Ishtiaq Malik, Zahid Tractor's on-site service supervisor, "was to complement MASCO's own maintenance facilities, and the work of their mobile crews providing routine maintenance directly at the jobsites. We needed to make certain we achieve maximum machine availability and productivity for MASCO. To do that, we made arrangements to ensure correct machine usage, correct preventive maintenance, and the correct handling of oils and fuel. The availability

of parts along with Zahid and Caterpillar service personnel to fix any problems that might occur were also essential. All this was in place by the time work began.

"In addition, because the working conditions can be tough, we've put in place a regular oil sampling programme, carried out by Zahid Tractor's own Scheduled Oil Sampling (S.O.S<sup>sm</sup>) laboratory in Jeddah. So if contamination is found, then the oil can be changed before there's any major damage. It's all part of the drive to maximise machine up-time and productivity on the project."

Operator training is also provided by Zahid Tractor. Mansour Sallam AL-Absi, MASCO sector manager on one of the most demanding parts of the project, says: "There's a shortage of operators here in Saudi Arabia, so some are inexperienced when we recruit them. Others have had experience with Caterpillar machines, but not on the latest machines that we're using here. So, experienced or not, they all need training. And of course good training makes a significant difference when you're dealing with difficult ground. If operators don't really know what they're doing, machine breakage is inevitable. Rather than break and fix, it's faster and cheaper for us to make sure they're properly trained before they start work."

It's a policy that's evidently paid off, as Cat 14M motor grader operator Iftikhar Wahab confirms. Experienced on older Caterpillar models, he is enthusiastic about working with the 14M. "It works much faster than other machines," he says, "and by comparison with them it's very easy and comfortable to operate. On this job I am covering a greater area in the same time and can work for a long time before getting tired."





ISHTIAQ MALIK
Cat dealer Zahid Tractor's service supervisor, on site throughout the project.



MANSOUR SALLAM AL-ABSI MASCO sector manager: "Good training makes a significant difference when you're dealing with difficult ground."



### **BOUCHAMAOUI INDUSTRIE**

has been in existence for over 100 years. Since 1900, three generations of the Bouchamaoui family have led the company through more than 1,000 projects in Tunisia and neighbouring countries. The company currently handles business in the areas of steel construction, welding and long distance pipe installation. Bouchamaoui Industrie is one of the longest established oil and gas contractors in Tunisia. In today's difficult economic climate, one way for the company to stay competitive is to keep their equipment fleet – mostly Caterpillar machines including hydraulic excavators, track-type tractors, pipelayers, wheel loaders and motor graders – up to date. In order to pursue this aim, the company recently took a decision to progressively renew their fleet, which was aging and in danger of becoming unproductive.

"Because replacing a fleet rapidly requires a big financial outlay, instead of buying new equipment we proposed rebuilding their current machines instead," Anouar Ben Ammar, executive manager of local Caterpillar dealer Parenin SA explains: "We have now finished

## "The rebuild was a great choice — not only economically but also ecologically."

rebuilding the first machine, a D7F track-type tractor, for a price that's only 40 percent of the price of a new machine. This also includes a one-year warranty period. Given that the D7F was no longer in use but had been dumped as scrap, the rebuild was a great choice – not only economically but also ecologically."

The D7F is now as close to a new machine as a used piece of equipment can be. "We rebuilt the transmission and undercarriage, straightened the blade and ripper,

changed the hoses, redid the electrical installation and replaced the old engine with a new one. We also sandblasted and repainted the structure," says Anouar.

The rebuild was completed in just two months, with a team of four experienced technicians working eight hours a day to meet the deadline.

The D7F has now returned to work as a pipelayer, digging trenches, and undertaking road construction. It is the same job, in the Sahara desert, in which it had already clocked up more than 40,000 hours since the early '70s.

Who says you only live once?

# NEW HIGHLY VERSATILE 319D

**BECAUSE BIGGER IS NOT ALWAYS BETTER** 

On most jobsites today, medium sized excavators are used for a wide variety of applications such as loading, trenching, lifting, grading, and more. They also handle tools such as tilting buckets or hammers for example. In many cases, those 20+ tonne excavators are not pushed to their productivity limits, however, they need to be able to perform a wide variety of tasks and stay low on fuel. With this in mind, Caterpillar upgraded its 318C and came up with the new 319D.

Weighing between 19 and 20.5 tonnes, the 319D will handle a variety of jobs with excellence. State-of-the-art all-round visibility, including parallel wipers and maximized glass area, help ensure safe and comfortable operation. Joysticks and seat move together on the same suspension to provide accurate control in all situations. In addition, the unique 'Smart Boom' allows the boom to lower under it's own weight during hammering; thereby eliminating mis-fires. This boom can come with a variable-angle feature, which allows the operator to dig much closer to the machine, effectively reducing the number of times he needs to reposition the machine. Also, like all D-Series machines, tool changes are made quick and easy thanks to the Tool Control system.

"It's a perfect match with today's customer requirements in the 20-tonne size class" says Vincent Lys, Caterpillar product specialist. "This machine can do everything that his bigger sisters do, and even though it is not quite as fast when it is under load the fuel savings are significant!"

### **BEST FUEL EFFICIENCY IN ITS SIZE CLASS**

As stated above, the 319D may not be quite as powerful as the 320D Series, but it burns a lot less fuel, thanks in part to the four-cylinder ACERT™ engine rather than a six-cylinder. For example, when loading a truck using a 1.3 cubic metre bucket, and with the Economy Mode activated, it can move 14 tonnes of dirt per litre of fuel - which makes the machine the most fuel efficient in its size class. ■





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