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Winter 2026

Industry Scoop

A publication for and about Roland Machinery Co. customers • www.RolandIndustryScoop.com

Shawnee Stone LLC



Great Lakes Logging & Heavy Equipment Expo



Customer Appreciation Open House



Matthew L. Roland

**Happy
New Year**



Dear Valued Customer:

Happy New Year! I hope 2026 is off to a fantastic start.

We were excited to see many of you in attendance at Komatsu's Spring Demo Days 2025. The event gave customers a firsthand look at Komatsu's new solutions and the opportunity to operate various machines, such as intelligent machine control (IMC) dozers and excavators. Talk with your local representative if you are interested in participating in the next Demo Days. We look forward to seeing you there!

This issue also highlights Komatsu's Parallel Link Undercarriage System (PLUS), which is engineered with the goal of distributing wear evenly, simplifying maintenance and delivering long-term durability where it counts most. Check out the article to learn all about its performance-focused design.

If you are planning a rebuild on your large equipment and want to reduce your overall total cost of ownership, try Komatsu's Firm Future Order (FFO) program. It is a proactive approach to rebuilding that guarantees parts availability without expedited or air freight costs.

To help drive customer and team member engagement and collaboration, you can read about relational leadership, which is a management strategy that aims to build genuine, trust-based relationships. Business relationship expert Ed Wallace explains how emphasizing a relationship-first mindset can help build a lasting legacy.

Additionally, there are many more valuable articles I think you will enjoy, from customer success stories to product showcases.

As always, if there's anything we can do for you, please don't hesitate to contact us.

Sincerely,
Roland Machinery Co.

A handwritten signature in blue ink that reads "M. Roland". The signature is fluid and cursive, with a small "and" written in a smaller font between the first and last names.

Matthew L. Roland,
President

Industry Scoop



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Continuing to build on a legacy

Shawnee Stone operations offer a wide range of quality products used in a variety of industries across multiple states



Chris Higgins,
Vice President of
Quarry Operations,
Shakespeare
Aggregates Inc.

The geology of southern Illinois varies greatly. That plays well for material producers like Shawnee Stone LLC and its parent company Shakespeare Aggregates Inc. because it allows them to make a wide range of products.

"All of our mine sites are a little different," said Chris Higgins, Vice President of Quarry Operations for Shakespeare Aggregates, a subsidiary of Shakespeare Oil Company Inc., which celebrates its 75th anniversary this year. "We have dry feed sand and gravel. We have dredging. Some are glacial deposits; some are river deposits."

Shawnee Stone has been producing dozens of products from the raw materials it mines from its three Illinois plants in Buncombe,

Cypress and Jonesboro. Each is unique, but there are similarities between them. All produce concrete aggregates, ag-lime, base materials and riprap. Jonesboro adds flue gas desulfurization limestone and high calcium limestone. Buncombe and Cypress also produce bituminous aggregates, manufactured sand and COE (Corps of Engineers), or compliant materials tailored for projects requiring Corps of Engineers specifications.

Shawnee Stone is one of several operations that falls under the Shakespeare Aggregates umbrella, which offers a comprehensive range of high-quality materials for construction and landscaping such as limestone, sand, gravel, concrete aggregates, decorative gravel and more. Headquartered in Salem, Ill., Shakespeare Aggregates has nine locations across southern Illinois and one in southeast Missouri.

Shakespeare Aggregates' operations service an area that reaches out about a 400-mile radius from Salem. That covers most of southern Illinois, as well as into the St. Louis, Mo., and Memphis, Tenn., areas. Chris estimated that it produces close to 70 products, as well as custom specifications.

Tremendous growth

Chris is part of a larger leadership team that includes President Bryan Hood, Executive Vice President Steven L. Stein, Land Manager & Corporate Assistant Secretary Cheri Baer, Controller & Vice President Douglas M. Alberson, Safety & Environmental Manager Kirk Wilkins, and Aggregate Sales Manager Larry Goessling.

"I started with Shakespeare Aggregates 40 years ago, and we had just three operations at the time," recalled Chris. "The growth has been tremendous over the years. Shakespeare's roots stretch back to the 1950s. It's a family-owned business with no ownership changes other than the next generation taking over. I would say the biggest driver has been the oil industry, which can be volatile. Our parent company wanted diversification to help offset that. Expansion has been a combination of that and solid leadership."

About 12 years ago, Chris was joined by his sons, Dalton and Zach. Dalton is the plant

Customer snapshot

Company: Shawnee Stone LLC, a subsidiary of Shakespeare Aggregates Inc.

Locations: Buncombe, Cypress and Jonesboro, Illinois

Established: 2007

Employees: Nearly 50

Area of expertise: Making high-quality aggregate products

Komatsu equipment: WA500-8 and WA600-6 wheel loaders; excavators ranging from a PC300 to a PC490LC-11; HD405-8 and HD605-8 mechanical trucks; HM300 water truck

A Shawnee Stone operator feeds a crusher with a Komatsu WA600 wheel loader.





▶ VIDEO

A Shawnee Stone operator loads trucks with a Komatsu WA500 wheel loader.

manager for Shawnee Stone's Buncombe and Jonesboro locations, while Zach is the plant manager for Shawnee Stone's Cypress Plant.

"Shawnee Stone is a real good company to work for."

*– Jerry Latham,
Foreman,
Shawnee Stone*

"The three Shawnee Stone locations are all within about a 20-mile radius of each other," noted Dalton. "Buncombe is our newest location, started about three years ago after we purchased a previous operation. They are all focused on limestone production, and even though they have different rock formations, they are pretty much the same in terms of how we get to the material. Buncombe and Cypress have dirt and sand overburden, where Jonesboro is just dirt before going straight into rock. Buncombe also has an inner burden of shale ledges that are 20 to 30 feet thick that have to be moved too."

Foreman Jerry Latham helps oversee operations at Buncombe. He was with the previous company and stayed when Shawnee Stone took over the location, so altogether he's been working at the site for nearly 27 years.

"Shawnee Stone is a real good company to work for," Jerry declared. "They've since added some new Komatsu equipment that has been doing well in the yard."

Productive equipment and solid support

Komatsu is one of the primary heavy equipment suppliers for Shawnee Stone and Shakespeare Aggregates. During the last five or six years, the number of machines purchased and rented from Roland Machinery Company with the help of Territory Manager Austin Robertson has ramped up. Shawnee Stone now runs WA500-8 and WA600-6 wheel loaders, excavators ranging from a PC300 to a PC490LC-11, HD405-8 and HD605-8 mechanical trucks, and an HM300 water truck.

"Austin and Roland take care of all our needs. They have helped us with production and efficiency."

*– Chris Higgins,
Vice President of Quarry Operations,
Shakespeare Aggregates Inc.*

"Price is always a consideration when buying equipment, but a big factor is dealer service and support, which has been great with Roland these past few years," stated Chris. "Austin and Roland

Continued...



**Dalton Higgins,
Plant Manager,
Shawnee Stone**



**Zach Higgins,
Plant Manager,
Shawnee Stone**



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'The Komatsu equipment holds up well'

... continued



Jerry Latham,
Foreman,
Shawnee Stone

take care of all our needs. They have helped us with production and efficiency."

Jerry added, "We do the basic oil and filter changes on most machines, and Roland does the major work like planetaries, air conditioners and more. On the newer machines, Roland also does the routine service with Komatsu Care, which has helped quite a bit because we only have one mechanic. Roland tracks the machines and tells us when they are coming, so we can be ready and minimize downtime."

Dalton also tracks machines with My Komatsu, checking on fuel consumption, service performed, error codes and more.

"I can look at any machine at any location from my office," Dalton explained. "It's a good way to keep an eye on the fleet and identify if there are any issues we may need to address."

Komatsu excavators offer versatility as they are used to feed crushers, break rocks, muck dirt, clean out settling ponds and strip overburden. The 44.1-ton-capacity HD405 and nearly 70-ton-capacity HD605 trucks move materials on-site. Shawnee Stone uses the smaller HD405 models to transport processed rock to stockpiles, while the HD605 models are used to haul raw materials from the face to the crusher and for the stripping crew. Shawnee Stone rents HM400 articulated trucks for overburden removal as well.

By the numbers

- Shakespeare Oil Company Inc. was established in **1950**
- Shakespeare Aggregates Inc. was established in **1962** (originally founded as Covington Stone Company Inc.)
- **3** operations make up Shawnee Stone
- Approximately **70** products are created across Shakespeare Aggregates Inc.



(L-R) Roland Machinery Territory Manager Austin Robertson meets with Shakespeare Aggregates Vice President of Quarry Operations Chris Higgins and Shawnee Stone Plant Manager Dalton Higgins.

Shawnee Stone uses Komatsu HD605 mechanical trucks to move production materials from the face to the crusher.



"We've had great success with Komatsu because it gives us good uptime."

*– Zach Higgins,
Plant Manager,
Shawnee Stone*

"We've had great success with Komatsu because it gives us good uptime," commented Zach. "We have Komatsu loaders at all our operations. Those are used for various purposes. Our big WA600 feeds the plant, and the WA500s are good yard loaders for moving material around and loading trucks."

Jerry added, "They're awesome for yard work, and the 605 trucks are really comfortable rides. The Komatsu equipment holds up well."

In a good position

Chris indicated that Shakespeare Aggregates and Shawnee Stone remain committed to growth.

"That's always been the case, and likely won't change," concluded Chris. "It's a combination, both in terms of looking for other sites to develop and for growing the current operations we have. We service a wide area with a diverse population base, and demand is fairly high. We believe we're in a good position to meet it." ■

**The opinions expressed here are based on the customer's specific experience. Results may vary.*



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Make an impact with your clients and employees

Learn about relational leadership and how it can help drive long-term success

According to business relationship expert Ed Wallace, successful businesses with a solid track record often have one thing in common: they practice what Wallace terms “relational leadership” by emphasizing a relationship-first mindset with customers, employees and other stakeholders.

Relational leadership is more than a management strategy. It aims to build genuine, trust-based relationships, driving customer and team member engagement and collaboration. Unlike traditional leadership approaches that may only focus on authority or results, relational leadership is grounded in the principle of worthy intent — putting the other person’s needs ahead of your own, emphasizing authenticity, communication and mutual respect as core components of effective leadership.

“With relational leadership, the beauty is that it can be anyone at a company, not just who we think of as the traditional leader, such as the owner or managers and supervisors.”

*– Ed Wallace,
Business Relationship Expert,
Managing Director of AchieveNEXT*

“With relational leadership, the beauty is that it can be anyone at a company, not just who we think of as the traditional leader, such as the owner or managers and supervisors,”

said Wallace, who is the managing director of AchieveNEXT, a No. 1 bestselling author and experienced keynote speaker with more than 400 leadership sessions on record. “Everyone who works for a company represents its brand, so everyone is a relational leader, from the first person someone sees when they walk into your office — often a receptionist — to the CEO. Every interaction builds a relationship, and relational leadership involves approaching each one with worthy intentions and putting the other person’s needs and goals ahead of your own. That builds trust and authenticity with your customers.”

Five principles of relational leadership

Wallace emphasizes five key principles to relational leadership:

- 1. Display worthy intent:** “Ask yourself if an interaction made the person come away feeling like you have their best interest at heart, whether it’s an employee or a client,” said Wallace. “Ask questions and actively listen to the answers. Keep peeling back the onion until you fully understand what their needs are.”
- 2. Care about people’s goals, passions and struggles:** If you can locate what Wallace calls relational GPS — the business and personal goals, the causes or passions that people care deeply about, and their struggles — there is a great chance you will advance the relationship. Research indicates that 89% of the time, relationships carry the day in sales. The best indicator that you’re building a good relationship is that the other person shares their struggles in a way that they believe you can help them. This doesn’t happen quickly. It takes time. Remember, a relationship is an investment.
- 3. Make every interaction matter:** “Even if it’s a five-minute ‘drive-by,’ it’s important,” emphasized Wallace. “You can practice this anytime. Try ‘being in the moment’ with someone outside of your business such as a supermarket checker. Actively listen and ask questions. Then, when you have those business opportunities each day, you will focus on the other person’s needs and uncover valuable ways to help them.”
- 4. Value people before processes:** “It’s essential to put people first and treat them



Relational leadership emphasizes authenticity, communication and mutual respect as core components of effective leadership.



Relational leadership builds genuine, trust-based relationships, driving associate engagement and collaboration.

well," said Wallace. "Always keep in mind, 'Are we doing this to help, or are we doing things that hinder performance and our relationship? Are we making our employees' and customers' lives better, and are we making it easier for them to work with us?'"

5. Connect performance to a purpose:

"There is an impact in everything you do," said Wallace. "If you keep that in mind and approach it as a positive impact, chances are the outcome will lead to performance and attract people who want to work with you both as clients and as fellow employees. One of the people I work with views the projects they are part of as their legacy, and that's a great way to look at them. Who doesn't want to leave a positive, lasting legacy?"

What's your legacy and are you a trusted adviser?

During his leadership sessions, Wallace often uses the number 0.00000002 as an illustration to get attendees to understand their impact and legacy.

"That's how long you are on the Earth in relation to its age if you live to be 85," Wallace said. "It leads to asking yourself what I want to accomplish in that relatively short amount of time. The people who practice relational leadership can leave a lasting legacy because it comes back to making a positive impact. We all remember the people who have done that: teachers, coaches, bosses. Companies who

do that with customers can create long-term relationships that drive repeat business and referrals. And, you'll make a lot of true friends in the process."

Wallace is clear that long-term business relationships are not built overnight. He refers to his relational ladder, which is a process for prioritizing, measuring and advancing important business relationships that last. At the bottom are acquaintances who you are establishing common ground with as you display integrity and trust. The next rungs are professional peers who have come to trust you to use time purposefully and know you will help, which then leads to the top where clients see you as a respected advisor.

"The people who practice relational leadership can leave a lasting legacy because it comes back to making a positive impact."

*— Ed Wallace,
Business Relationship Expert,
Managing Director of AchieveNEXT*

"As you build a business, you will have varying numbers of relationships at each stage, both clients and employees," said Wallace. "Even the best companies will have relationships that don't work out for various reasons, but from my experience, the ones that have the most at the top have developed solid practices that apply the relational leadership principles and have become a trusted advisor as opposed to just another contractor." ■

Displaying a wide range of equipment

Roland Machinery showcases Komatsu, TimberPro and more during annual Great Lakes Logging & Heavy Equipment Expo



Matt Roland,
President/CEO,
Roland Machinery



Marcus Steigerwaldt,
Director of Forest
Sales and Marketing,
Komatsu Forest
North America



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The Great Lakes Timber Professionals Association's (GLTPA) annual Great Lakes Logging & Heavy Equipment Expo returned to the Upper Peninsula State Fairgrounds in Escanaba, Mich., giving equipment dealers and manufacturers another opportunity to showcase the latest technology and equipment solutions for the forestry industries. Roland Machinery Company had one of the largest displays as it featured equipment from Komatsu, TimberPro and Quadco (Komatsu-owned companies), and JP Skidmore.

"Forestry is a core industry in our economy, and many of our forestry customers, like Roland Machinery, are family-owned businesses, which we love," said Roland Machinery President and CEO Matt Roland. "Forestry is a big part of Roland Machinery's portfolio of diversified industries that we serve, and that's a big reason why we continue to support the show. It's also a great time seeing our old friends and meeting new ones in the industry as we show our new wares."

This year's GLTPA event was the first since Roland Machinery became the exclusive TimberPro dealer for the state of Wisconsin, which was added to its list that already included the Upper Peninsula of Michigan, Illinois and Missouri. TimberPro is manufactured in Shawano, Wis., about two hours southwest of Escanaba and about an hour northwest of Green Bay, where next year's Great Lakes Logging & Heavy Equipment Expo will be held.

"This show is a great place to showcase a wide variety of equipment," commented Roland. "We've had a long relationship with TimberPro over the years, so we're happy to take on the responsibility for bringing the same great level of sales and service to those customers in the state of Wisconsin."

Showcased machines

Roland Machinery displayed a TimberPro TL745D feller buncher with a Quadco 24C high speed saw, as well as a TimberPro 630D harvester that was custom wrapped for Grade A Logging and was equipped with a JP Skidmore CF24 felling head. The TimberPro equipment was part of a large lineup that included several Komatsu machines. Among them were a 931XC wheeled harvester with a C144 harvesting head, an 855 forwarder with a G84 grapple, a WA200-8 wheel loader equipped with forks for carrying logs, a D51PX-24 dozer with extra guarding, and an FH70-2 IC pneumatic forklift.

"Forestry is a big part of Roland Machinery's portfolio of diversified industries that we serve, and that's a big reason why we continue to support the show. It's also a great time seeing our old friends and meeting new ones in the industry as we show our new wares."

*- Matt Roland,
President/CEO,
Roland Machinery*

Komatsu introduced its newest harvester during the event, showcasing the approximately 51,000-pound 951XC equipped with a C164 harvesting head.

"This is one of the largest forestry expos in North America, and we consider it the largest cut-to-length expo in the United States, which attracts many customers in the industry where that type of logging is gaining popularity," stated Marcus Steigerwaldt, Director of Forest Sales and Marketing, Komatsu Forest North America. "The 951XC is our largest rubber-tired harvester, and this is a perfect place to introduce it. It has the largest crane of any of our harvesters, so it has more lifting and slewing power. It's a good match for the large timber here in the Lake States. You can put a variety of heads on it, but the C164 is our largest head, so it's a great match for the 951XC. The harvester and head are like peanut butter and jelly. They go together."

The popular Great Lakes Forwarder Operator Challenge features competitors navigating a course that includes loading and stacking logs.

> VIDEO





Roland Machinery displays equipment from Komatsu, TimberPro and Quadco (Komatsu-owned companies), and JP Skidmore at the Great Lakes Logging & Heavy Equipment Expo.

Roland Machinery and Komatsu Forest also had a tent set up where attendees could relax, get some complimentary swag, and purchase Komatsu and TimberPro branded apparel. They also sponsored an appearance by 2025 STIHL TIMBERSPORTS National Champion Nate Hodges.

Popular competition

Roland Machinery, in conjunction with Komatsu Forest and GLTPA, sponsored the annual Great Lakes Forwarder Operator Challenge. With Komatsu 875 forwarders, more than 20 competitors navigated a course that included loading logs into the machine's bunk, moving logs between poles and stacking logs. The top eight times in the initial rounds moved on to head-to-head competition where they vied for the top prize of \$1,000 and a hunting trip.

Joey Guimond with J. Guimond Logging took top honors with a final run of 3:54.19 that bested Bridge Creek Logging's Wendell Risser. Steve Anderson of Steve Anderson Forest Products was third and Manley Murray, who works for Steve Anderson, was fourth. Anderson ran the fastest overall time at 3:21.53 during the quarterfinals.

"It's a tough course; you have to be fast, but not so fast that you make mistakes that cost you penalties," reflected Guimond, who typically runs a Komatsu 895 forwarder. "It's fun, and I'm really excited about the hunting trip. The 875 is definitely a lot smaller than I'm used to, with less power. Other than that, the driving, boom movements and everything else is the same."

GLTPA's Great Lakes Logging & Heavy Equipment Expo is slated to return to the Resch Expo in Green Bay, Wis., September 10-12, 2026. ■



(L-R) Following the Great Lakes Forwarder Operator Challenge, Roland Machinery's Jeremy Boettcher presents awards to Joey Guimond (first place), Wendell Risser (second place), Steve Anderson (third place) and Manley Murray (fourth place), with Komatsu's Doug Morris in attendance.

Wisconsin loggers detail benefits

Roland Machinery now serves the Badger State as the exclusive dealer for high-quality TimberPro forestry products made in Shawano



Brad Jackson,
Territory Manager,
Roland Machinery



Dan Thurs,
Territory Manager,
Roland Machinery



Marcus Steigerwaldt,
Director of Forest
Sales and Marketing,
Komatsu Forest
North America



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Earlier this year, Roland Machinery Company became the exclusive TimberPro dealer for the state of Wisconsin, adding to its territory that has sold TimberPro for years, including the Upper Peninsula of Michigan, Illinois and Missouri.

"Timber professionals who use them love the power, speed and multifunction capabilities that TimberPro offers," said Territory Manager Brad Jackson, who handles Roland Machinery's forestry sales in the Upper Peninsula of Michigan. "In my area, and in Wisconsin and northern Illinois, they especially like the fact that the factory is so close because if they need something, it's a short trip to get it direct. TimberPro is very supportive to dealers and end users."

Headquartered in Shawano, Wis., TimberPro (a Komatsu-owned company) designs and manufactures several models of tracked feller bunchers, wheel harvesters and forwarders. The purpose-built equipment easily handles the wide range of wood sizes and species found throughout the Upper Midwest.

"The history of TimberPro is that it was really designed out of necessity," shared Marcus Steigerwaldt, Director of Forest Sales and Marketing, Komatsu Forest North America. "In Wisconsin, select cut hardwood is very important, and we want to maximize the timber. The concept with TimberPro was to have a machine that was able to turn within its tracks and minimize scarring that causes damage to trees that aren't being cut. That allows future generations to harvest the same tract of land later and maximize the value of the timber."

Steigerwaldt added, "We're excited that Roland Machinery now represents TimberPro in Wisconsin, along with its other territory. They have been good partners for us. They stock lots of parts and have a highly trained service team."

Roland Machinery is already working hard to bring its high level of service to TimberPro users in Wisconsin. It recently hired longtime forestry industry professional Dan Thurs as a territory manager. A Wisconsin native, Thurs traveled the U.S. selling harvester heads.

"We mounted quite a few of them on TimberPros, so I got to know the brand well, and I love the line," commented Thurs. "It has one of the best pump configurations with the hydraulics and engine

performance in the industry. Combined with the great service TimberPro and Roland have, I'm excited about the opportunity to work with existing TimberPro users and new customers who want to see the benefits."

Several advantages

TimberPro users in Wisconsin like Briarton Logging Company LLC are already familiar with the advantages. Since its inception seven years ago by founder Jim Young, Briarton Logging has mainly covered east and central Wisconsin. Based in Briarton, it does both select and clear-cutting on private, state and county projects. With a staff of about 15, it typically has three to four jobs going at one time.

"It doesn't matter if it's 20 acres or a thousand, we try to cut whatever we can," stated operator Dugan Webster, who's been logging for about 30 years after starting as a sawyer. "The best part is that I'm outside every single day, which I love. A friend of mine told me that once logging gets in your blood, it stays there, and that's very true."

Harvesting timber has changed during the three decades Webster has been in the industry. One of the biggest has been the prevalence of mechanized equipment like the TimberPro TN735D tracked feller buncher Briarton Logging purchased earlier this year to cut and process trees as well as lay them down.

"One of the things that really impresses me is the ability to perform multiple movements at once without any power loss," explained Webster. "I can cut a tree at the stump, track backward, swing and roll it through the head at the same time. That's impressive. It's faster than what we were using before, allows us to do more and be more effective production-wise. The slew power with the ability to swing left and right when you grab a tree is unbelievable."

According to Webster, that is especially impressive considering the TN735D's size and small footprint, which is one reason Briarton Logging chose it. Another was the boom assist.

"It allows me to identify a tree, and as I reach out to grab it, the boom extends without me having to manually hit a button to do it," described Webster. "I cut it, and as I pull back on the joystick and swing, the boom automatically pulls in. It's definitely something I think every machine should have. I won't go without it now."



▶ VIDEO

Briarton Logging operator Dugan Webster processes trees with a TimberPro TN735D feller buncher equipped with a harvesting head.



Roland Machinery Territory Manager Dan Thurs (right) talks with Al Mann Logging operator Zach Annala about Al Mann Logging's new TimberPro TL735D feller buncher equipped with a Quadco (a Komatsu-owned company) 22SC high-speed saw.

Briarton Logging and Roland Machinery have developed a relationship since Roland Machinery took over TimberPro sales in Wisconsin. That led to Briarton Logging purchasing a Komatsu 875 forwarder.

"They have been great about working with us, even though we didn't purchase the TL735D from Roland," commented Webster. "We call them with any issues, and their service techs come out and take care of it right away, or we take a machine to their shop. We're not waiting days or weeks to get things done."

Combo provides versatility

This year marks Todd Mihalko Logging LLC's 25th anniversary. Based in Crandon, Wis., the one-man

business services about a 60-mile radius mainly handling private sales and occasionally governmental. Owner Todd Mihalko typically cuts 4,000 to 5,000 cords of varying species per year.

"I really don't have a minimum size of a sale, but since it's only me, I try to stay fairly small but profitable," remarked Mihalko, who grew up in the forestry industry and worked with his dad and brothers before starting his own company in 2000.

Mihalko bought his first TimberPro, a rubber-tired TF830B combo in 2007 during a particularly rough time in the market. The machine allows users to cut, process and move logs from the woods to a landing with one machine. He's since bought about 10 more 830 models, including the

Continued...

'Dan and Roland are great to work with'

... continued

purchase of a new 20-ton TF830D combo earlier this year.

"The markets were turning bad, and getting rid of wood was hard, so it was hard to keep anyone," Mihalko recalled. "I ended up looking for a machine that would allow me to do everything by myself. The 830 let me cut the bigger wood I wanted to, and it worked so well that I kept buying them. It gives me versatility, because I can switch from a harvesting head to a grapple or vice versa with a simple quick coupler."

Mihalko continued, "With the head, I can cut a 30-inch tree very easily, and the machine handles it like nothing. The power is phenomenal. I typically will cut for a couple of days, then switch heads out and forward."

Mihalko emphasized that features such as better visibility in the newer D models add to production.

"You can see around you at all times, and if you need to, you can easily turn to get a better view of something," described Mihalko. "Each new model just continued to improve on the last one. The D models have more room and are just all-around more comfortable. It's very service-friendly too. The engine is wide open, and you can get to all the valving."

Mihalko purchased the 830 combos from the previous TimberPro dealer, but he's known Thurs for a long time.

"I bought processing heads from him, so we go way back," reflected Mihalko. "I'm looking

forward to continuing to work with him and now with Roland."

Improved production

Earlier this year, Ogema, Wis., based Al Mann Logging LLC purchased a TimberPro TN735D feller buncher equipped with a Quadco (a Komatsu-owned company) 22SC high-speed saw. Operator Zach Annala, who's been running machinery for about the last decade, said it's improved production.

"I'd say it's doubled or tripled from what we were doing before," reported Annala, who started working for Al Mann Logging about three years ago. "We talked for quite awhile about needing a better buncher, and the TimberPro fit the bill. It has good power in every application a guy could need, but I think my favorite features are the visibility and quietness of the cab. If you're working 12 to 16 hours a day, that makes it much more comfortable. The leveling cab takes the comfort to another level too."

Al Mann Logging works across the state of Wisconsin, but mainly in Price, Taylor and Oneida counties, cutting on private, county and federal sales. It typically has three projects in the works.

"So far, we have had the TimberPro on a big clear-cut, and we recently moved it into marked hardwood," said Annala. "I definitely notice in the hardwood that you can hold the trees and put them where you need to. That lets me spin around, put them behind me in my tracks and not worry about



Todd Mihalko Logging owner Todd Mihalko loads trees into the bunk of his TimberPro TF830D combo that can be used as both a feller buncher and a forwarder.





JW Logging operator Craig Stabenow uses a TimberPro TL735D feller buncher with a leveling cab to cut trees to length.

smashing regen, which means damaging smaller trees that are not being taken out.”

Annala noted that Thurs and Roland have a long history with Al Mann Logging.

“Dan and Roland are great to work with,” declared Annala. “If I call him, Dan answers or he gets right back to me.”

Wouldn't want to run anything else

Based in Chippewa Falls, Wis., JW Logging LLC typically has three projects in the works at once throughout the state, ranging from 40 acres to 200 acres, and cuts trees upwards of 40 inches in diameter.

“Things have changed in the industry with mechanized logging,” reflected longtime operator Craig Stabenow. “It’s made us loggers better. There’s always going to be a need for hand cutting, but using machinery has made it so much more efficient and safer.”

Stabenow often runs a TimberPro TL735D feller buncher with a leveling cab. JW Logging runs two feller bunchers with the leveling cab and one without.

“The leveling cab is great for operator comfort because you’re not getting jockeyed all around in the machine, so it’s easier on the body and the equipment,” acknowledged Stabenow. “We get into some steep ground, so having the leveling cab and always being able to see without

repositioning speeds up production. Even without it, the cab has great visibility. The engine sits back a little farther, so you can see both ways behind you.”

Stabenow added that sometimes he gets into “big, rough timber,” and the TimberPro machines handle it very well.

“I wouldn’t want to run anything else, personally,” revealed Stabenow. “Nothing against the competitors. I’ve run a few of those over the years. The way the TimberPros are set up with the visibility, comfort, fuel economy for what we do and the wood we produce, it’s just better. They are well-built machines with minimal downtime in a tough application, and we just don’t have trouble with them.”

Stabenow added, “The technology is good too. The computers in the machine allow us to keep track of the cordage and species, and we can program in the length if we want. It’s simple, and you can adjust it to each operator. It’s very user-friendly and a good tracking tool.”

Stabenow dealt with Roland Machinery in the past when he worked for other companies and had his own.

“Everybody at Roland was always fantastic to work with,” said Stabenow. “I think it’s going to be good having them as the TimberPro dealer in Wisconsin.” ■

**The opinions expressed here are based on the customer’s specific experience. Results may vary.*



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New forestry machine

TN785D is one of TimberPro's largest and highest capacity machines with excellent stability in a wide working area

Komatsu recently introduced the new TimberPro TN785D swing machine that is designed to be durable, powerful and productive in moving mass quantities of large timber in log loader and millyard environments. It is TimberPro's largest, most powerful and highest capacity machine to date, and it was built with proven components and new features to meet the demands of high-productivity swing applications.

The TN785D features a newly redesigned 12-roller track frame to provide a long stable platform for even weight distribution with high mobility and extended machine durability. Additionally, the operator cab has been raised 51 inches and includes a rear-facing door for easy entry, an overhead skylight for full visibility, and power tilt for efficient transport and access.

Other features include:

- More than 44 feet of reach for a wide working area combined with excellent stability and lift capacity

- High performance hydraulics that offer consistent speed with simultaneous circuit commands
- Closed-loop hydrostatic swing for responsive and precise movements
- A high-output engine that provides more power and productivity
- Dedicated track drives for enhanced maneuverability and control

"TimberPro has designed this machine to excel in high-demand millyard applications where lift capacity, reach combined with stability and hydraulic response are key to maximizing productivity," said Nathan Repp, Product Manager for Forest Products, Komatsu. "We understand the real-world demands our customers face in these environments, and the TN785D was designed to meet those needs — delivering the performance, durability and efficiency they rely on to keep operations running smoothly." ■

Quick specs

Model	Horsepower	Operating weight	Swing torque
TN785D	390 HP @ 2,100 rpm	116,500 lbs.	150,700 ft.-lbs.



The new TimberPro TN785D swing machine is designed to deliver durability, power and productivity in high-demand environments.

Taking time to say thank you

Roland Machinery Company celebrates customers with a Customer Appreciation Open House at its Portage branch



Ed Ellis,
Parts and Service Manager,
Branch Manager,
Roland Machinery



Steve Crutchfield,
Field Service
Coordinator,
Roland Machinery



Bob Schalow,
Territory Manager,
Roland Machinery

Roland Machinery Company held a Customer Appreciation Open House at its Portage, Ind., branch. The celebration included a catered lunch and a chance to talk with other attendees and Roland Machinery personnel.

"We wanted an opportunity to say thank you to our customers who support us through parts, service and sales," stated Parts and Service Manager/Branch Manager Ed Ellis. "We gave some prizes away from various manufacturers that we represent at Roland, and we had a great time catching up with friends and colleagues."

Roland Machinery's Portage store caters to a diverse customer base in northern Indiana, including municipalities, construction and paving contractors, mills, aggregate producers, scrap handlers, and more. Roland Machinery



Tim Lundy (left) and Dave Denney with Beemsterboer stop by Roland Machinery's Customer Appreciation Open House for lunch and some giveaways.

displayed equipment during the event that can be used in a variety of those applications, including a new Komatsu PC220LC-12 excavator that was just introduced into the market. Additional machines on display included a new Komatsu WA475-11 wheel loader and a LeeBoy 1000G paver.

"This is a chance to show our appreciation and reiterate that we're here to help in any way we can through parts, service, sales and rental."

*– Ed Ellis,
Parts and Service Manager,
Branch Manager,
Roland Machinery*

"Roland can service practically any need customers have across a wide variety of industries," noted Ellis. "Many of them came out to the open house, and we're grateful for that. This is a chance to show our appreciation and reiterate that we're here to help in any way we can through parts, service, sales and rental. We have a good tight-knit staff here that's ready to take care of them."

Experienced staff

Both Ellis and Field Service Coordinator Steve Crutchfield have been with Roland Machinery for nearly 20 years. Crutchfield started at the company's Bolingbrook, Ill., location before transferring to Portage.

"I think Roland really stands out from a service standpoint, because we have a very knowledgeable and highly trained staff of technicians who can get customers back up and running with minimal downtime."

*– Steve Crutchfield,
Field Service Coordinator,
Roland Machinery*

"I think Roland really stands out from a service standpoint, because we have a very knowledgeable and highly trained staff of technicians who can get customers back up and running with minimal downtime," said Crutchfield, noting that there are about 15 field techs based out of the Portage branch. "That's always the goal."


(L-R) M.Davis Excavation's George, Marc and Tyler Davis check out some of the equipment on display.





► VIDEO

Roland Machinery Company's Portage, Ind., branch displays a new Komatsu PC220LC-12 excavator, a Komatsu WA475-11 wheel loader and a LeeBoy 1000G paver at its Customer Appreciation Open House.

Discover more at
RolandIndustryScoop.com

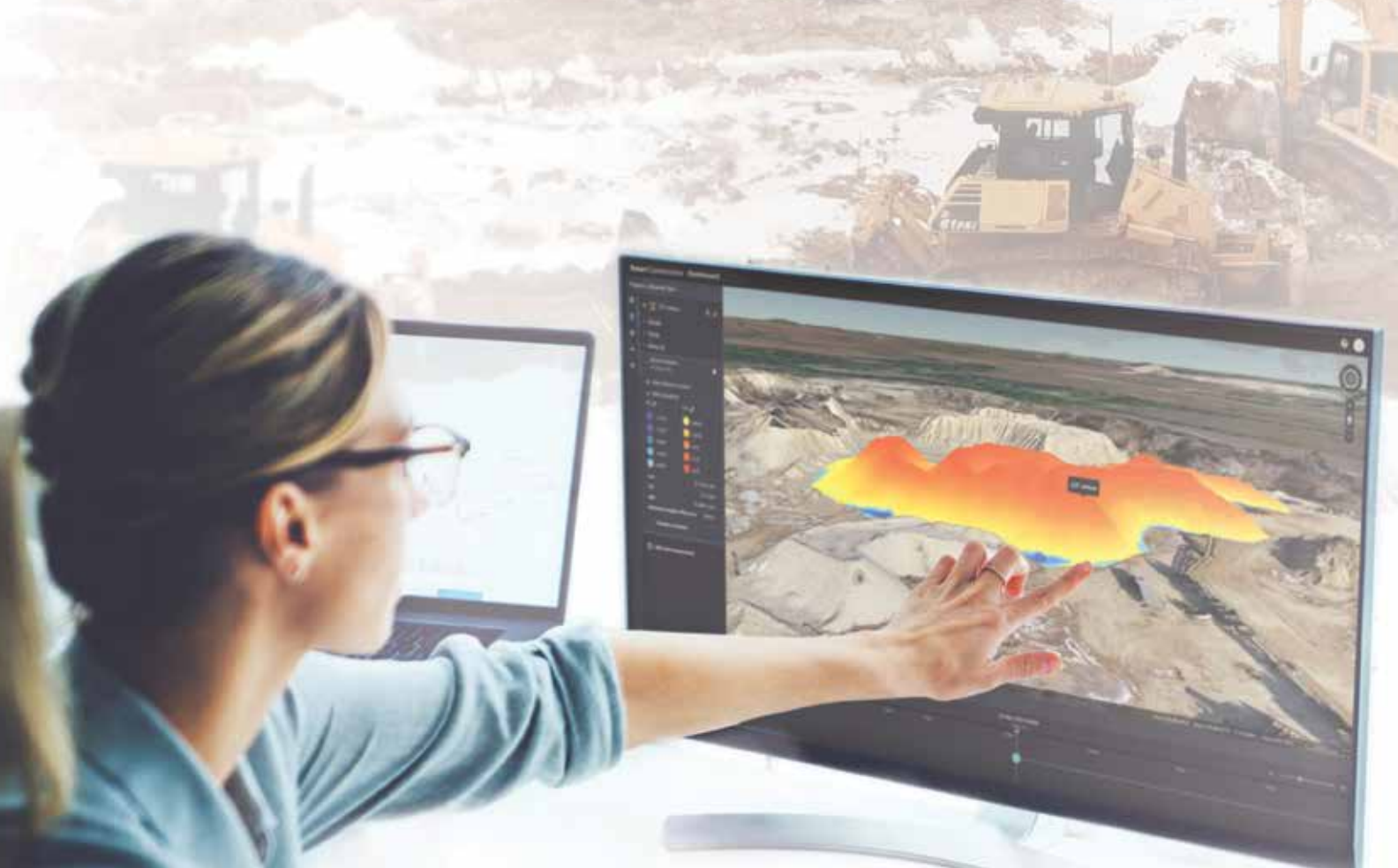
Employees from the city of Portage take a look at the new Komatsu PC220LC-12 excavator.

Portage-based Territory Manager Bob Schalow added that another goal is making sure customers have the right equipment to meet their needs. He has been with Roland Machinery for about four years after working in the health, safety and environmental field for several years.

"I was dealing with the mills prior to this, so that was my connection to the equipment industry," recalled Schalow. "When I was looking to make a change, I was fortunate to come on board with Roland. It's a great family-based company that's supportive of employees' and customers' needs. It's willing to invest in new technology and products, as well as training for employees and customers alike. I really didn't know anything about Roland before coming here, but I'm sure glad I found it, and now I'm blessed to work with customers and help them see the benefits of working with Roland and the manufacturers we represent. Events like this are really great for showing that while also honoring those we serve." ■



(L-R) Roland Machinery employees and customers see a Komatsu WA475-11 wheel loader up close.



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Offer provides exceptional value

Komatsu is including Smart Construction solutions with the purchase of IMC equipment now through March 31

Komatsu is giving customers added value when they purchase an intelligent machine control (IMC) dozer or excavator through March 31, 2026, by offering three Smart Construction solutions complimentary for a year. All customers who purchase a new IMC-equipped product receive Smart Construction Dashboard and Smart Construction Remote, and those buying a PC220LCi-12 IMC 3.0 excavator will also receive Smart Construction Fleet Lite.

"We want to help our customers get better exposure to technology that enables them to get more out of their IMC machines."

*– Ron Schwieters,
Senior Manager,
Smart Construction,
Komatsu*

"We want to help our customers get better exposure to technology that enables them to get more out of their IMC machines," said Ron Schwieters, Senior Manager, Smart Construction, Komatsu. "IMC is a great investment based on the semi-automatic features alone, but there's more production and efficiency to unlock with these and other Smart Construction solutions. The complimentary bundle equates to about a \$9,000 value per year, plus productivity and efficiency gains."

Smart Construction Remote provides 3D data file transfer to a machine from anywhere with an internet connection, enabling project managers and others to update design changes without the time and costs of driving to the jobsite. They can also view the operator's screen remotely and see exactly what the operator sees, if needed for troubleshooting or questions. Smart Construction Remote is compatible with the latest IMC, Smart Construction 3D Machine Guidance, Topcon and Trimble GNSS systems.

"Remote is an easy solution that's proven to reduce costs," noted Schwieters. "Updates can be done anytime and from practically anywhere. If it's sent after hours, the update will occur the next time the operator starts the machine. It's seamless and requires no input from the operator."

Visualize data at any time

Smart Construction Dashboard combines as-built data from IMC and other machines,

plus design and drone data, to create a 3D virtual twin of your jobsite. This solution has many essential features and operational benefits:

- Users can quickly measure cut-and-fill
- Job completion is automatically calculated
- 2D/3D cross-sections help users check elevation changes
- Progress logs help users understand overall completion from chart to timeline
- Heatmap visualizations show completed and remaining work, as well as cut/fill and overcut/overfill

"It's a great tool for visualizing data and tracking progress at any time," stated Schwieters. "That can help you make faster decisions that affect production and potentially save costs. For instance, if you see that you are behind on a project, you can allocate additional resources. If you are ahead, you can put resources into other places. It's also easy and fast to create accurate reports for customers or regulators."

Smart Construction Fleet Lite is a simple payload tracking solution for machines with an integrated payload meter. Payload history is sent back to the office every day, so project managers know how much material was moved and how that impacts the projected schedule and budget.

"At this time, the PC220LCi-12 is the only one, but more will be coming in the future," said Schwieters. "These are all great solutions that provide real value. Customers can work with their local dealers' Smart Construction teams to learn more about them and how to get the most out of them for their operations." ■



Watch the video



▶ VIDEO

Smart Construction solutions, such as Smart Construction Dashboard, help project managers see as-built data in near-real time.



Technology to help you work smarter



Maximize productivity on your jobsites with advanced automation technology. **Komatsu's intelligent machine control (IMC)** can help you get the most from your machines, crew and carefully designed plans.

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- Help eliminate potential damage to design surface
- Empower operators to work efficiently, pass after pass

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Control wear while driving productivity

Komatsu's Parallel Link Undercarriage System aims to maximize machine life, minimize downtime and cut long-term operating costs

A well-built undercarriage does more than support the machine — it can help protect uptime, help control costs, and assist performance in tough conditions. From bushing design to track tensioning, every detail matters when it comes to keeping equipment productive over time. That's why Komatsu's Parallel Link Undercarriage System (PLUS) is engineered with the goal of distributing wear evenly, simplifying maintenance and delivering long-term durability where it counts most.

"Undercarriage costs can represent up to 50% of a dozer's lifetime maintenance," said Raf Bukowski, Product Marketing Manager for HST Dozers, Komatsu. "That's why Komatsu made durability and service life the top priorities with the PLUS undercarriage. We've focused on smarter wear distribution, simplified maintenance and materials that last. All of that [can] translate into real savings and less downtime for customers."

Performance-focused design

The most notable innovation of PLUS is its rotating bushing technology. Unlike systems that require manual bushing rotation, Komatsu's design allows bushings to float around the pin, promoting even wear with the goal of extending component life.

"With PLUS, you're getting nearly double the life compared to traditional undercarriages before any major intervention is needed," Bukowski explained. "Time is money in this industry. If you can run longer without pulling machines into the shop, that's a huge win."

PLUS also includes a self-adjusting idler that automatically works to maintain optimal track tension. This is designed to help minimize track slippage and premature wear, helping operators maintain performance while assisting to protect the system over time.

"It works like a cruise control for track tension," stated Bukowski. "It's snug enough to perform well but loose enough to help protect the components. That balance adds up over thousands of operating hours."

With durability in mind, Komatsu also redesigned key structural elements. Carrier rollers now feature thicker material and updated flange geometry to promote even link contact, while segmented sprockets are shaped to shed material and resist packing in challenging terrain.

"Every inch of the system is purpose-built," Bukowski declared. "We've made iterative

improvements based on field feedback. This isn't the same undercarriage you saw five or six years ago."

Smart technology integration

PLUS pairs with Komatsu's intelligent machine control (IMC) technology to help control overall machine stress and promote extended undercarriage life. As the load increases during operation, the machine automatically adjusts the blade to help prevent track slippage, helping to control unnecessary wear on the system.

"Our dozers don't just push dirt — they respond like experienced operators," commented Tony Kosolofski, Komatsu IMC Product Manager in Canada. "With IMC 2.0, we've given the machine the ability to predict terrain changes and adjust proactively. That helps reduce operator fatigue and undercarriage strain."

"With PLUS, you're getting nearly double the life compared to traditional undercarriages before any major intervention is needed."

*-Raf Bukowski,
Product Marketing Manager for HST Dozers,
Komatsu*

Komatsu IMC dozers like the D71PXi-24 and D61PXi-24 use track mapping to capture real-time as-built data and apply features such as lift layer control, which helps promote consistent compaction thicknesses. That data integrates seamlessly with Komatsu's Smart Construction Dashboard, enabling users to compare performance day by day.

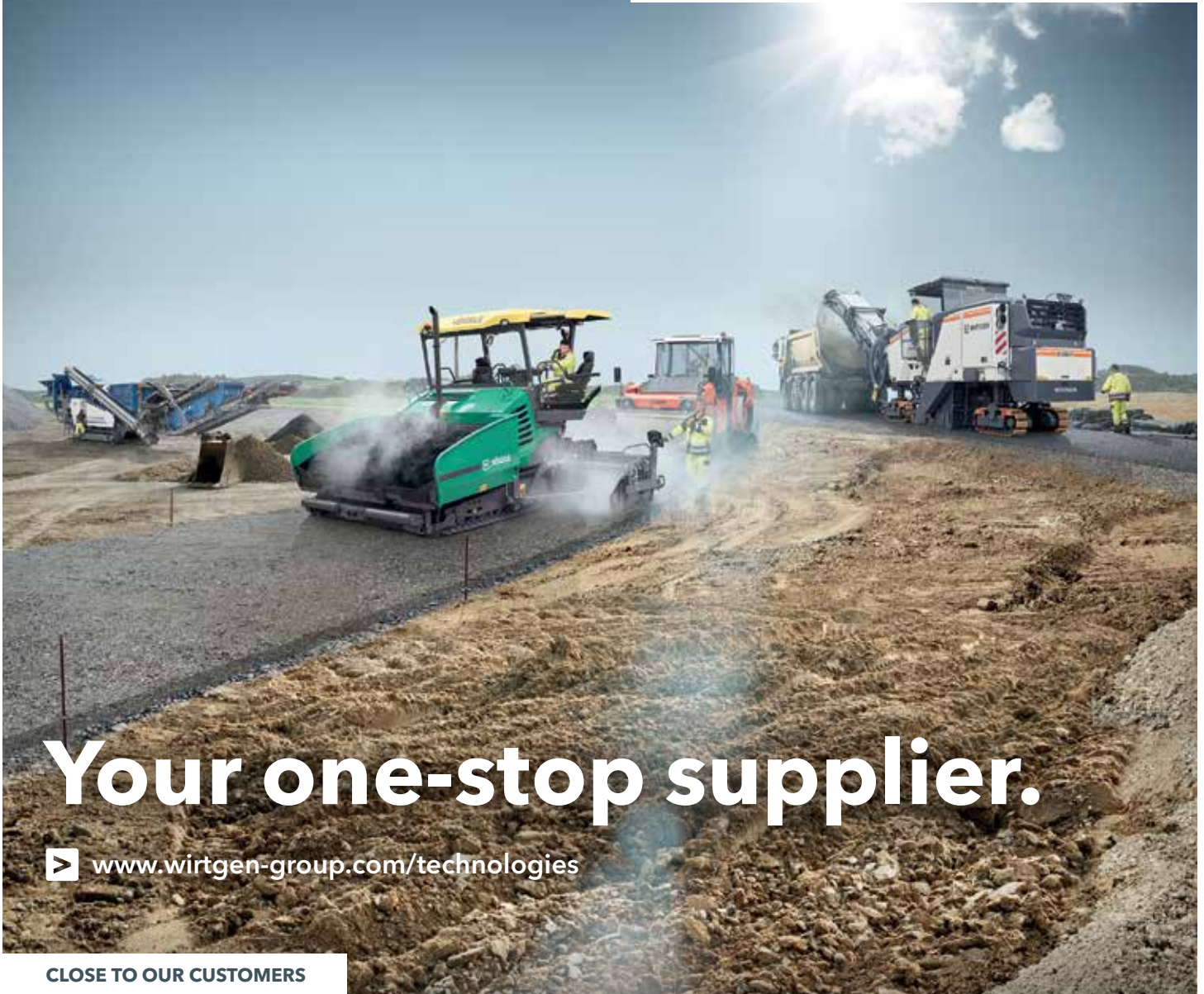
"When we talk about undercarriage wear, we're also talking about how you use the machine," Kosolofski added. "Technology that limits unnecessary spinning, slipping or overworking helps stretch the life of every component." ■



Komatsu's experts showcase the PLUS undercarriage system on a D71PXi-24 IMC dozer at Demo Days 2025.

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Total commitment to your satisfaction

From sales to support, Roland Machinery's new Chicago Division leaders are working together closely to ensure all customers' needs are met

Blake Donaghue and Rodney Drury believe teamwork is essential to Roland Machinery Company. That's why they are committed to working together closely to ensure that when customers purchase, lease or rent equipment they are not only getting the right product for their needs but outstanding service to back it up as well.

"We don't want silos," stated Drury, Vice President of Product Support for Roland Machinery's Chicago Division. "We have a standing meeting every Monday to talk about what's going on in the market, challenges that we may face and things we need to work on. We have challenged our sales and product support teams to work together on a unified front as well to ensure we are best meeting all aspects of our customers' needs."

Donaghue, Vice President of Sales for Roland Machinery's Chicago Division, added, "Whether it's sales or service, the customer is going to get the full experience of the care that Roland brings to each situation. We want to do what's right. We're extremely competitive and want to be a part of every deal and in front of our customers."

Great people

Donaghue knows firsthand how important customer service is. He wasn't planning on a career in the construction industry, but once he got into it, he had a hard time seeing himself doing anything else.

"I started shoveling rock in quarries during the summers when I was home from college as a way to pay for books and school," recalled Donaghue, who studied business management. "I took some positions in quality control, operations and purchasing, then moved into sales. This industry, once you get into it, you realize how great the people are and just stay in it. After 23 years, I took this position with Roland, and I'm really excited for the same successes and opportunities here."

Donaghue moved into his current role on May 5, 2025. He oversees five territory managers from three company stores: Bolingbrook, Ill., Marengo, Ill., and Portage, Ind.

"I had a lot of experience with Roland when I worked purchasing at the previous company and got to know a lot of the Roland people, and what ultimately drew me to Roland was the family feel and it still being a family-owned company," shared Donaghue. "It felt like Roland

was second to none when it came to honoring commitments and servicing our needs. That fits right in with my way of thinking. I believe people buy from people, and it's important that we get in front of customers to learn their business and help them plan for their projects with equipment that best suits their needs from a productivity and cost-of-ownership standpoint."

Outside of work, Donaghue stays busy keeping up with his two daughters. The Lansing, Ill., native likes spending time with them and his fiancée, as well as playing golf and basketball.

A perfect fit

Drury also has spent his entire career in the construction industry, including nine years working in service marketing for Komatsu. Prior to that, he worked for another equipment dealership in the Chicago area.

"I grew up on a farm south of Chicago, and my plan was to remain in the farm industry," said Drury. "I went to school for marketing, and after graduating, I took an entry-level job as a product support rep. I ended up doing several jobs at the dealership, including undercarriage specialist, parts manager and service operations manager. In my last role before going to Komatsu, I oversaw product support sales representatives (PSSRs)."

Drury is now doing the same in his new role for Roland Machinery's Chicago Division, which currently has five PSSRs. He is responsible for the entire umbrella of product support, including parts and service. In addition to Donaghue, he works closely with the parts and service departments at the Chicago Division stores to ensure parts inventory is available and personnel are well-trained to take care of customers' needs.

"Roland has a great name in the industry, and I've known Matt Roland, Dan Smith and others for many years," stated Drury. "There is something to be said for being part of a family business. This is really a perfect fit for me to bring my knowledge and experience together to run the product support for this division. There is a lot of overlap in terms of types of contractors and industries we have in this area, but each has its uniqueness as well. For instance, we support a lot of steel mills from Portage. We have to be ready for everyone."

Drury and his wife, Lusine, enjoy their time traveling together and spending time with their children. He loves exercising, lawn work and being outdoors. ■



▶ VIDEO
Blake Donaghue,
Vice President
of Sales,
Chicago Division,
Roland Machinery



Rodney Drury,
Vice President of
Product Support,
Chicago Division,
Roland Machinery



Watch the video

Educational event for customers

Spring Demo Days 2025 gave attendees a firsthand look at Komatsu's new solutions and the opportunity to operate equipment



Watch the video

Komatsu's Customer Center in Cartersville, Ga., buzzed with energy during Spring Demo Days 2025, as contractors, fleet managers and heavy equipment operators from across North America gathered for three days of hands-on experiences, technology previews and one-on-one conversations with Komatsu specialists.

From intelligent machine control (IMC) 3.0 and other Smart Construction solutions like drone surveying tools, the event underscored Komatsu's commitment to innovation — and more importantly, to the companies and individuals across the construction industry who put that technology to work.

"Spring Demo Days 2025 showcased a range of our Komatsu and partner brands' products — from our IMC 2.0 dozers and 3D Machine Guidance excavators to the WA485-11 and WA475-11 wheel loaders and Smart Quarry solutions," said Ethan Staples, Product Demonstration Specialist, Komatsu. "The highlight this week has been the new Komatsu PC220LCi-12 excavator. As the newest excavator that Komatsu has released, its redesigned cab, integrated technology and jobsite versatility make it a standout for construction companies across the board."

Customer feedback

According to Staples, the event is structured to give customers value from the moment they arrive.

"Every day starts with a safety and product briefing in our theater, then we rotate attendees through stations — dozers, excavators, loaders, trucks and Smart Construction solutions," explained Staples. "We station Komatsu team members at each area to inform customers about each machine's capabilities and offer the customers an opportunity to get real answers to real questions from our experts."

"Spring Demo Days 2025 showcased a range of our Komatsu and partner brands' products — from our IMC 2.0 dozers and 3D Machine Guidance excavators to the WA485-11 and WA475-11 wheel loaders and Smart Quarry solutions."

*-Ethan Staples,
Product Demonstration Specialist,
Komatsu*

That personal attention left an impression on Valentine Cortese, owner of AWS Landworks in New Jersey, who recently finished a project two months ahead of schedule thanks to his new Komatsu D71PXi IMC dozer.

"The machine's performance and the smart grade system really helped with efficiency, wear and tear, and gave us a finished product we were proud of," Cortese commented. "We're here today to look into the IMC excavators and drones. The drone presentation was very educational. Demo Days is a great tool for us owners to look at the new technology, future purchases and just the performance of the machines."

Brandon Wilson, the owner of Wilson Excavation in Utah, added, "This is my first time here, and I would absolutely recommend coming out to Komatsu Demo Days. Where else do you get to play in a big sandbox and try different machines that you can use on your jobsites and for your equipment? It's great."

Wilson also noted that his team already runs about 20 Komatsu machines, including several IMC dozers and excavators.

"We love the IMC machines for their cost-effectiveness," emphasized Wilson. "You move the dirt once, put it in the right place the first time and track production accurately. That translates into stronger bids and better pricing for our clients."



(L-R) Roland Machinery's Brad Reiter, Walport Excavating's Terry Walport and Bennett Walport, and Roland Machinery's Jeremy Boettcher explore Demo Days.



▶ **VIDEO**

Demo Days attendees test out Komatsu equipment, including a D61PXi intelligent machine control (IMC) 2.0 dozer.

Technology solutions

Attendees also received a firsthand look at the latest innovations in Smart Construction technology, including faster drone data processing tools, new scheduling and resource-tracking platforms, and cloud-based dashboards that enable contractors to manage assets in real time.

“We’re really grateful and excited to be here and have the opportunity to try out some new products, learn new things, and see how they can help us be more productive and do better work for the people in our community.”

*-Luke Morgan,
Project Manager and Smart Construction
Technology Manager,
Wilson Excavation*

“Komatsu is ahead of the curve when it comes to technology,” declared Luke Morgan, Project Manager and Smart Construction Technology Manager, Wilson Excavation. “We use their IMC machines on every type of project, and we’ve seen huge benefits and boosts in productivity. We’re really grateful and excited to be here and have the opportunity to try out some new products, learn new things, and see how they can help us be more productive and do better work for the people in our community.”

Chris Christiansen, Associate Vice President of Fleet at BHI, echoed the sentiment,



(L-R) Professional Excavating’s John Gardner catches up with Roland Machinery’s Kyle McDowell at Demo Days.

commenting, “We came to Demo Days to learn, test and get our teams’ opinions on what’s next. Komatsu’s equipment performs well, and they’ve demonstrated excellent service over the years. That partnership matters to us.”

Until next time

Staples wrapped up the event with a note of gratitude.

“We really appreciate everyone taking time out of their busy schedules to come here,” said Staples. “We want our customers to leave knowing they were heard, supported, and that Komatsu is working hard to help them succeed.” ■

5 States
17 Locations
22 Product Support Reps

ROLAND
MACHINERY CO.

Our PSSRs work hands on with our customers to get the best results in all parts and service needs.

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Michigan Indiana

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906-786-6920

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219-764-8080

Slinger
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Proactively schedule a rebuild

Preplanning with Firm Future Order program guarantees parts availability and helps reduce your large equipment's overall total cost of ownership

Large off-road machinery frames generally last 40,000 to 60,000 hours or more, depending on use and the conditions and materials they are in on a daily basis. The life of most of their components are typically about half as long, according to Matt Beinlich, Senior Director, Remanufacturing Business, Komatsu.

"Most of these machines see their first rebuild at around 20,000 hours," said Beinlich. "The advantage is that the customer gets a like-new machine from a components standpoint at a much lower cost, and rebuilding with remanufactured components using Komatsu's Firm Future Order, or FFO, program further enhances the savings and helps reduce the overall total cost of ownership."

Beinlich added, "The frames of these machines are designed for long life, so there is a ton of value in rebuilding instead of replacing. That value is increased by being proactive with FFO, because you are guaranteed parts availability without expedited or air freight costs to ship parts, which can be quite expensive. We can use the most efficient methods that the supply chain offers."

FFO is a proactive approach to rebuilding, according to Goran Zeravica, Senior Product Manager, Komatsu.

"The idea is to plan well ahead of time with your Komatsu dealer or distributor to take equipment out of service," Zeravica said. "FFO provides a long lead time — at least 120 days — and guarantees parts availability at a set price and often at a discounted rate in exchange for placing the order so far in advance. It gives everyone plenty of preparation time."

Coverage up to 12,000 hours

Beinlich and Zeravica encourage customers to use certified dealer technicians to do the FFO rebuild using genuine remanufactured components, saying it's a great way to ensure they are installed correctly and covered under a one-year, unlimited-hours warranty. Major components are also backed by Komatsu's Quality Assurance Program of up to 12,000 hours with labor covered. Some conditions apply.

"We want customers to have the best possible experience with their reman components, so we encourage them to have the work done by trained dealer technicians who are skilled at this type of work," said Zeravica. "They are also going to use high-quality genuine Komatsu lubricants and filters. It's really an ideal solution." ■



The Firm Future Order (FFO) program is a proactive approach to scheduling a rebuild that guarantees parts availability and can help lower your overall total cost of ownership.

Meet the PSSRs

Roland Machinery Company's product support sales representatives are committed to finding solutions to your operation's support needs



▶ VIDEO

Dan Dillie,
PSSR,
Roland Machinery



Discover more at
RolandIndustryScoop.com



Discover more at
RolandIndustryScoop.com



▶ VIDEO

PSSR Brad Tremel (left) meets with one of Roland Machinery's service team members.

When you buy a piece of equipment, outstanding dealer support is an expectation that comes with it. Roland Machinery Company understands that and has always worked tirelessly to provide top-quality service that customers can rely on. That's why it has dedicated product support sales representatives (PSSRs) whose role is dedicated solely to that end.

"We're out in the field representing parts and service," stated Brad Tremel, a PSSR out of Roland Machinery's De Pere, Wis., branch. "A lot of our time is spent looking to find solutions for customers. We're the eyes and ears on the ground promoting Roland Machinery after the initial sale of the machine."

Tremel has been promoting Roland Machinery's parts and service solutions since joining the company about 20 years ago as a service technician. He moved into the PSSR role in 2012. He covers much of northeast Wisconsin where he grew up racing, which involved turning wrenches to keep his stock car performing at its best.

"I was geared toward the on-road side of things when I decided to pursue being a mechanic," recalled Tremel. "When the opportunity came with Roland, it opened my eyes to the off-road side. I absolutely love it — best move I ever made — and Roland is a great family company to work for, so that's why I've stayed here."

Tremel added, "As with any job, there are challenges, but with those come a ton of success stories. Every day is different. I could

be helping with a service contract, then helping determine what ground engaging tools will work best for a particular application. We have a wide range of customers in this area, and fortunately we can handle practically any need they have from a service contract to a complete rebuild of a machine. After all this time, we're always learning something new and often using whatever that is to better help customers with their applications. That's what I really enjoy about being a PSSR."

Outside of work, Tremel enjoys spending time doing outdoor activities such as hunting, fishing and boating.

Loves playing in the dirt

For as long as he can remember, Broedy Renner has been around heavy equipment. His grandparents had a farm near his hometown of Farmington, Ill., and while he was growing up, he spent time there helping with operations and working on ag machinery. That sparked his interest in diesel mechanics and prompted him to enter a diesel technology program at Illinois Central College.

"I have always loved playing in the dirt and using my hands, and I've always been a big fan of heavy equipment," shared Renner. "The farm was a good foot in the door to learn hard work and how to fix things. When I graduated, I took a job with an ag equipment dealer as a service tech. One of my college classmates took a job with Roland and told me about the opportunities here, so I decided to seek a job here. With my background, they brought me on board as a PSSR."

Based out of Roland Machinery's Peoria, Ill., branch, Renner covers a large swath of central Illinois. He works closely with customers on a variety of service-related items such as performing undercarriage inspections, evaluating jobs, selling attachments and parts, and helping set up service contracts and extended warranties.

"I'm an extension of the sales, service and parts departments, and like a liaison between them and the customers," explained Renner. "I believe product support plays a big role in a good relationship between customers and dealers. My favorite part of the position and the industry is helping people. If someone has a problem and I can take care of it, that's rewarding."

Renner noted that to ensure good customer service it's important to stay up to date on





▶ VIDEO

Discover more at
RolandIndustryScoop.com

PSSR Broedy Renner (right) works with fellow staff members and customers to find machine and attachment solutions.

constantly evolving equipment and the various industries that use it.

"We support construction, mining, paving, industrial, crushing and more, and the equipment is always changing with new technologies," acknowledged Renner. "Roland understands that and ensures we have education and training, so we can best support customers. That's a big reason why I'm still here five years after being hired. Roland is a great family-oriented company that cares about its people's success because they know that translates into customers' success."

Renner and his wife, Emerson, have a 2-year-old son, and the couple enjoy spending time with him and doing outdoor activities such as camping.

A good fit

PSSR Dan Dillie, based in DeForest, Wis., also grew up on a farm and worked on equipment. He attended Milwaukee Area Technical College for diesel technology. After graduation, he took a job with an ag dealer.

"I was kind of the family mechanic," said Dillie. "I went to school to be a better ag mechanic and did that for several years until I decided I wanted to be on the construction side. One of the sales reps at the ag dealer took a position with Roland, and that's how I found out about the company. What appealed to me was the family atmosphere. They treated me like I was part of the family even when I was interviewing. It was a good fit."

Dillie joined Roland Machinery in 2007 as a field technician and transitioned into the PSSR role a couple of years ago. He enjoys dealing directly with customers, helping them with a variety of solutions to help limit downtime.

"I see this role as a problem-solver, doing it as quickly and efficiently as I can, and with as much cost savings as possible," declared Dillie. "Fortunately, Roland has a long list of vendors we can turn to that help with that, as well as our own personnel in sales, parts and service who can offer expertise in practically any industry we deal with. We can also help with service on competitive equipment."

Dillie and his wife, Penny, will celebrate their 30th anniversary this year, and they have two grown children. The couple enjoy riding their Harleys, camping, and working on their hobby farm where they have a variety of animals and produce hay.

Ready anytime

Chris DeGroot's career with Roland Machinery began in the Springfield, Ill., branch's wash bay in 2014, before the company sponsored him to attend a Komatsu-specific diesel tech program at Oklahoma State University Institute of Technology. After graduation, he took a full-time position in the shop.

"My dad is a longtime customer of Roland, and I helped him work on things growing up, so that got me interested in being a service tech and working for Roland," remembered DeGroot. "About a year after I started in the shop, I transitioned to field service. I spent a couple of years doing that until I took on the PSSR role. I think being a service tech really prepared me well for this position because it gave me a good understanding of what customers need from a parts and service standpoint."

According to DeGroot, that can involve everything from selling service contracts and extended warranties to handling urgent situations.



▶ VIDEO



Discover more at
RolandIndustryScoop.com



▶ VIDEO

Chris DeGroot,
PSSR,
Roland Machinery



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Continued...

'I like helping customers prevent downtime'

... continued



▶ VIDEO
Wade Walker,
PSSR,
Roland Machinery



Discover more at
RolandIndustryScoop.com

"We have to be ready anytime," stated DeGroot. "I've had to meet customers on a Saturday or Sunday to pick up parts or deliver parts to get them going again. That's part of caring about customers and their uptime. I believe Roland really stands out in that respect."

The Jacksonville, Ill., native covers a big section of central Illinois, spending most of his time on the road to support customers across a wide variety of industries. DeGroot promotes preventive maintenance and consistent machine inspections to help identify minor issues and address them before they become catastrophic.

"I like helping customers prevent downtime and finding solutions to make them more profitable," commented DeGroot.

DeGroot and his wife, Quinlan, recently celebrated their first anniversary. They enjoy spending time with family, going on Jeep rides and being outdoors.

Buying in

PSSR Wade Walker recently hit his first anniversary with Roland Machinery after spending several years as a self-employed automotive technician. Based in a small Wisconsin community, he worked on practically anything with a gasoline or diesel engine. He went to Moraine Park Technical College for welding and started doing that full time for a company after graduation.

"There wasn't much I didn't work on," stated Walker, who is based out of the DeForest, Wis., branch and covers much of the state's southwest territory. "What appealed to me about

Roland was my interest in the heavy equipment industry. I've always had a love for the industry as well as making things run. This role gives me the ability to pursue that and help customers maximize uptime and profitability. I enjoy seeing the happiness of customers when we have solved their problems."

Walker added that it's especially rewarding considering the diverse list of accounts he deals with.

"Each has their specific needs, and as a PSSR, I love being able to come in, get to know them and their operations, and find a suitable solution that works," remarked Walker. "With Roland, I emphasize that they're not just buying a product, they're buying into the company that has their back with highly trained and skilled people who care about their success. I believe we have the best support in the business."

Outside of work, Walker enjoys being outdoors. He is an avid hunter and fisher.

Back home

Waukesha-area native John Palmer joined Roland Machinery's Eau Claire, Wis., branch about five years ago. As a PSSR, he covers a big portion of the Badger State's northern territory. Prior to Roland Machinery, he spent about seven years as a field service technician at Komatsu Company-owned Dealer West's St. George, Utah, location.

"I got into working on heavy equipment and automotive when I was young; I've always been a hands-on guy, playing around with cars, and that stuck with me," reflected Palmer. "I went to school for biomedical electronic engineering. That was extremely boring, so I went back to automotive and then finally back into the equipment field. I went all in. It was a fast-learning opportunity. It's always a challenge as no two days are ever the same, and that's why I love it."

After several years away from his home state, Palmer wanted to return but stay in the industry.

"I researched Roland, and what appealed to me was that it's a family company," noted Palmer. "I think my background as a technician, which a lot of us PSSRs have, really set me up well for this role. I understand customer needs and the solutions we can offer to help maximize uptime and lower cost of ownership. It's great building relationships with them based on that."

Palmer and his wife, Jamie, have a young child and enjoy being active with outdoor activities such as camping, hiking and fishing. ■



▶ VIDEO
John Palmer,
PSSR,
Roland Machinery



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Roland Machinery's PSSRs carry a variety of tools to perform inspections such as measuring undercarriages.





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New machines available

Roland Machinery Company adds Terramac crawler carriers to its equipment lineup in Wisconsin and the Upper Peninsula of Michigan

Roland Machinery Company now carries the lineup of industry-leading Terramac crawler carriers in Wisconsin and Michigan's Upper Peninsula. Terramac, a division of the CK Power Family of Companies, manufactures straight-frame, rotating and purpose-built machines.

"We are proud and excited to represent the Terramac product within Wisconsin and the Upper Peninsula of Michigan," said Del Keffer, Vice President and General Manager of Roland Machinery's Wisconsin Division. "This hard-working, heavy-duty product is used throughout North America by many engineering, pipeline and land clearing companies who rely on both the simplicity of operation as well as the power and capacity in remote areas with compromised terrain. American made and

engineered, this product has a following of loyal users we are proud to be able to serve."

Terramac, founded in 2011, is a leading manufacturer of rubber-tracked crawler carriers and supplier of wheeled dumpers. The company manufactures and upfits in-house, allowing for greater customization and flexibility. Terramac focuses on customer-centric solutions to adapt to construction equipment industry needs.

"The addition of Roland Machinery to our family of dealers is a big win for our customers," said Terramac President Matt Slater. "Their proven track record of providing exceptional service and support aligns perfectly with our brand values. We are excited for our customers to experience the outstanding service and in-depth product knowledge that Roland Machinery is known for." ■



Terramac has an extensive lineup of crawler carriers and wheel dumpers, including rotating models.

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TIRES

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The ideal choice when ground conditions are firm or dry, and maximizing cycle counts is critical. Their superior speed, high maneuverability and smooth ride ensure jobsite efficiency.

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- 180° bed rotation on 2 models
- 6-15 ton carrying capacities
- Customizable with a wide range of support equipment options for any construction application



Specs
& Videos



TRACKS

Rubber Track Carrier Series

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- 3 styles, 8 models (rotating, standard, utility)
- 360° bed rotation on 2 models
- 6-14 ton carrying capacities
- Customizable with a wide range of support equipment options for any construction application



Specs
& Videos



SALES, RENTALS & AFTERMARKET SUPPORT AVAILABLE THROUGH ROLAND MACHINERY

- ① PC360LC-11
- ② Fully automatic Lehnhoff SQ quick coupler
- ③ Montabert multiprocessor



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Discover more ▶ komatsu.com/demolition

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No two days ever the same

Zak Roman loves the challenges of working on equipment in the field to ensure customers' downtime is kept to a minimum

Zak Roman, a field technician at Roland Machinery Company's Bolingbrook, Ill., branch, started turning wrenches at an early age.

"Go-karts were what I worked on first, and as I got older, the toys got bigger," said Roman. "I was probably 8 or 9 when I got a go-kart. It didn't start, and my dad wasn't home, so I grabbed some tools and started having fun, even though I didn't know what I was doing. Dad helped me put it back together, and I just progressed from that. I like working with my hands. I could never see myself behind a desk, and that's why I chose this profession. I have no problem waking up every morning to do it."

Roman would eventually graduate to working on cars, helping around his grandfather's gas station/repair shop when he could. The Burbank, Ill., native took four years of auto mechanics in high school and attended Universal Technical Institute where he started out in automotive before switching to diesel tech.

"I did not know I was going into the diesel world, but I was completely bored in the auto program because my high school's program was so in-depth," recalled Roman. "Diesel was a lot more fun. When I got out of school, I took a job working on semis. I liked it, but there were a lot of slow times, so when the chance to join Roland came along, I jumped at it. I had a lot of experience with emissions, and that was pretty helpful coming in. I felt like I could teach the techs here a little about

that, and I could learn more about equipment from them."

Loves the challenge

Roman started with Roland Machinery as a shop technician about 10 years ago. After approximately 18 months, he transitioned to field work where he covers a large area around the Chicago metroplex.

"I love being out on the road and the challenge of no two days ever being the same."

*-Zak Roman,
Field Technician,
Roland Machinery*

"I love being out on the road and the challenge of no two days ever being the same," stated Roman. "Everything I need in terms of tools is in or on the truck, so I can basically do about anything in the field that can be done in the shop. I'm confident that I can get a machine running. The only time I would want to bring something into the shop would be if the engine or a hydraulic system had to be opened up for an extended period of time, and there was a high risk of it being contaminated by rain or dust."

Roman and his wife, Brittany, have two children who they enjoy spending time with and attending their activities. He's currently working on two project cars, a 1978 Dodge Ramcharger and a 1948 Dodge B2B. ■



Zak Roman,
Field Technician,
Roland Machinery



Discover more at
RolandIndustryScoop.com

Zak Roman, a field technician at Roland Machinery Company's Bolingbrook, Ill., branch, troubleshoots the electrical system on a WIRTGEN mill.





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For **ANY** Job

AGC creates Tariff Resource Center for Contractors

To help contractors navigate challenges related to possible tariffs, the Associated General Contractors of America (AGC) is creating resources, educating the construction community and advocating for contractors on key considerations of the potential consequences as they relate to construction.

AGC has also developed a Tariff Memo outlining key considerations and possible impacts of

the Trump administration's trade policies on the construction industry. It covers general circumstances that construction contractors may face concerning increased tariffs and helpful information on how contractors can work through them.

To learn more, visit <https://www.agc.org/tariff-resources-contractors>. ■

DOT Secretary outlines priorities ahead of highway legislation work

Speaking before the American Association of State Highway and Transportation Officials (AASHTO), Department of Transportation Secretary Sean Duffy talked about priorities in planning federal highway policies, including reforming environmental regulations for federal construction projects, adopting emerging technology to improve safety and creating cost savings. He also said he supports allowing states to set their own agendas.

"Everyone wants their projects to be funded and fast-tracked and so I think there's a real understanding right now in Congress that it's taking way too long," said Duffy. "And

that doesn't mean we shouldn't do environmental studies. And that doesn't mean we shouldn't go through a permitting process, but we can't have it take as long as it's taking right now. So, I think there's a real appetite on the Hill to help us streamline this permitting process to move our projects far more quickly."

Federal authority for certain highway programs expires in the fall of 2026. House and Senate transportation committees will need to draft and advance new legislation before that.

To learn more, visit <https://www.ttnews.com/articles/duffy-highway-bill-priorities>. ■

Living his dream job

Jacob Franks' passion for repairing and servicing equipment began in his grandfather's shop where he helped fix trucks

Jacob Franks developed a love of working on equipment at an early age, thanks in large part to his grandfather who owned a trucking company and was a transmission specialist. Franks spent a lot of his time on weekends and during summers helping out.

"That's where I grew the passion and drive to be a mechanic," stated Franks, a field technician based out of Roland Machinery Company's Franksville, Wis., branch. "I would say it started at five or six years old. If my grandfather needed help with something, he called. It was anything from breaking down tires to doing brakes. He would sit and show us how to do something, then let us do it on our own under his guidance."

When he wasn't helping his grandfather, Franks was doing his own work at home on small engines and autos. He went to a technical college to learn diesel mechanics, which led to a job with a trucking company. About nine years ago, he moved to Roland Machinery as a shop technician.

"There is something new and challenging all the time. Whatever it is I'm doing, my goal is to minimize downtime."

*– Jacob Franks,
Field Technician,
Roland Machinery*

Minimizing downtime

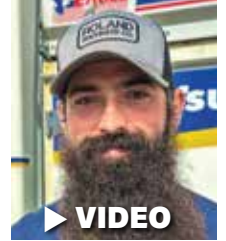
After about six months in the shop, Franks transitioned to working in the field where he provides on-site service to the wide range of equipment Roland Machinery carries. If he's not out on-site, he's helping around the shop.

"I knew right when I interviewed that this is where I wanted to be," recalled Franks. "The tight-knit family atmosphere really stood out, and that's remained the case since I've been here. We're all good friends, and we rely on each other day in and day out. The company cares about us too, and that's a big reason why I've talked to so many people I know in the industry to try to get them to come to work for Roland."

Franks added that no two days are ever the same. One could be working on a small engine, the next day might be urgently responding to a machine that's down or servicing a large piece of mining equipment.

"The changing atmosphere is what I like the most," said Franks. "There is something new and challenging all the time. Whatever it is I'm doing, my goal is to minimize downtime. In order to do that, you have to keep up to date on the changes in equipment and technology. Fortunately, Roland is great about making sure we have all the training we need, either from our in-house trainers or through manufacturers."

Outside of work, Franks enjoys spending time with his wife and their daughter in the outdoors. They like to fish, and he likes to hunt. ■



**Jacob Franks,
Field Technician,
Roland Machinery**



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RolandIndustryScoop.com

Jacob Franks, a field technician based out of Roland Machinery's Franksville, Wis., branch, runs diagnostics on a KLEEMANN crusher.





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*compared to Komatsu's previous model PC210LC/LCi-11

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From small engines to heavy equipment

Terry Vestal maintains his passion for working on everything from dirt bikes to some of the largest machinery in the construction and mining industries

Terry Vestal grew up racing motorcycles, and that's where he learned the art of repairing and maintaining machinery.

"My dad taught me how to turn a wrench, change a bolt, and whatever else needed to be done to get things fixed and keep them running," recalled Vestal, a shop and field technician at Roland Machinery Company's Franksville, Wis., branch. "It stuck with me. In my early 20s, I took a job as a parts runner for a retail store, worked my way up to working on lawnmowers, then took a job with a construction company as an oiler/greaser. I advanced from there to a service truck, and I've been in one ever since."

Vestal added, "I like the challenges that come with working on equipment and the sense of accomplishment at the end of the day. For instance, some of the new installs we do can take a few days. When you're done and see the finished product, it makes you happy."

The experience of working his way up to bigger equipment was a great asset when Vestal was looking to make a career change. Around 2000, he joined Roland Machinery for "the first time." He left the company for a few years, before coming back about four years ago.

"Roland is a great place where you are treated like family," commented Vestal. "Everybody, from the top down, cares about you. My background wasn't really in heavy equipment, but Roland was willing to work

with me. The first formal training I got was through Roland's in-house trainers, and then through manufacturer training. It was great for preparing me to work as a service tech, and it's been great for keeping up to date as the equipment changes."

"I like the challenges that come with working on equipment and the sense of accomplishment at the end of the day."

*– Terry Vestal,
Shop/Field Technician,
Roland Machinery*

Still loving it

Vestal is also passing on his knowledge as he mentors new technicians, helping them apply what they have learned in diesel tech programs as well as through Roland Machinery and manufacturer training.

"It's fun, and it's great to see some younger people interested in doing this," stated Vestal. "I've been in it a long time, but I still love it."

Vestal's love for racing hasn't diminished either. He's currently running a Harley Sportster that was converted into a dirt racer.

"I still get the same thrill out of it, the nerves in the stomach, but I love that like I love turning wrenches, so I just keep doing it," Vestal said.

A native of Kenosha County, Vestal and his wife, Catherine, still live in the area. ■



Terry Vestal,
Shop/Field Technician,
Roland Machinery



Discover more at
RolandIndustryScoop.com



Terry Vestal's love for fixing and maintaining equipment hasn't waned since he grew up working on dirt bikes.

Higher overall mark

ASCE's 2025 Report Card shows improvement in U.S. infrastructure, raising its grade to a C as investment helps in upgrading some sectors

Some progress has been made in upgrading the United States' infrastructure, according to the American Society of Civil Engineers (ASCE), which recently released its 2025 Report Card for America's Infrastructure. The ASCE noted that there is still a long way to go, as it gave the overall infrastructure a grade of C. That represents an improvement over the 2021 report, which graded U.S. infrastructure as a C-.

ASCE graded 18 sectors, with broadband making the list for the first time and receiving a C+. Ports and rail received the highest marks, with a grade of B and a grade of B-, respectively. Overall, eight of the sectors received higher grades compared to 2021.

"Unfortunately, while significant advancements are being made, we still face a substantial investment gap," ASCE noted in its 2025 report, while acknowledging that infrastructure investment has been helped by 2021's Infrastructure Investment and Jobs Act (IIJA). "The shortfall grows as existing infrastructure systems continue to age and demands on those systems increase."

ASCE also noted that passage of the IIJA has shed light on key issues and documented just a few of the challenges affecting our industry:

- Projects should be modernized or replaced by prioritizing resilience to withstand extreme weather
- Resilience-focused measures may add to upfront costs but save on sudden, less

predictable and large financial impacts from disaster-related damages

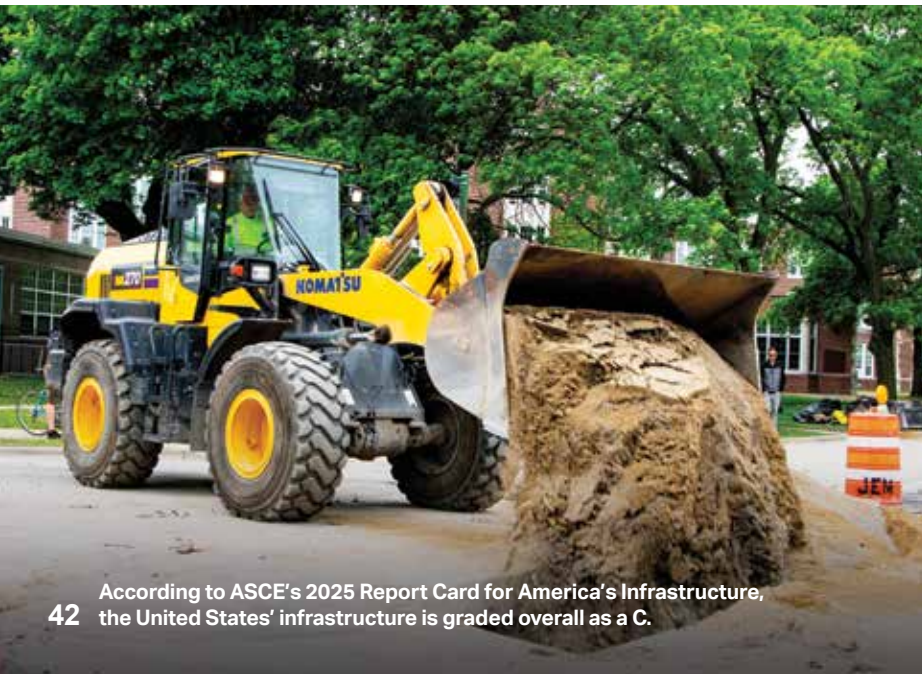
- Infrastructure projects take a long time to develop, and stakeholders may hesitate to pursue resilient designs without assurances that current funding levels will be sustained in the future

Average and below

Bridges, drinking water, hazardous waste, inland waterways, public parks and solid waste were all in the C+ to C- range. Aviation, dams, energy, levees, roads, schools, stormwater, transit and wastewater all received either a D+ or D. This year's report card was the first since the original in 1998 that had no category below a D.

"The 2025 Report Card for America's Infrastructure provides a snapshot of how our infrastructure systems are faring and offers solutions for improving the performance of each category," ASCE stated in its report. "For the second consecutive report, Report Card grades show that U.S. infrastructure is trending in the right direction thanks to comprehensive support, innovative solutions and bold leadership. Continued action will further improve these networks, unlocking the full potential of our nation's economy and creating opportunities for all Americans."

You can view the full report at <https://infrastructurereportcard.org/>. ■





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