

**HITACHI**

**Reliable solutions**

# INTEGRATED PRECISION

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SPRING 2021

## on the inside

Imagine your best operators made even better. That thought is behind the manufacturing of Hitachi equipment and development of its technology solutions.

In this issue of *BREAKOUT*, you'll read about Hitachi's newest technology offerings: Solution Linkage 2D and 3D Grade Control. This factory-integrated technology allows operators to set a grade and hold it without the risk of overdigging. The machine controls the boom and bucket as the operator handles the arm. This increases efficiency while also lowering daily operating costs. Find out more about the features and benefits on page 4.

Have you joined The HERD? This is an exclusive group for Hitachi owners, operators and fans. Read about HERD member Riley Hastings, owner of PRO EX Services LTD., on page 8 and sign up for The HERD today.

You'll also learn about ACME Lift Co., the world's largest wholesale re-rental company, which has recently added excavators to its fleet through a joint venture with Hitachi. Read more about the company and its unique operations center called the "War Room" on page 10.

As Hitachi's largest haul truck, the EH5000AC-3 delivers impressive productivity. See page 14 to find out more about its features and specs.

As always, thank you for choosing Hitachi and we look forward to hearing more about your experiences.

*Dan Fitzpatrick*

**Dan Fitzpatrick**  
Director, Sales, Hitachi Division



Have an article idea or address change for *BREAKOUT*?  
Contact Kristin Stires at [kstires@mindfirecomm.com](mailto:kstires@mindfirecomm.com) or  
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“It’s just so reliable. I’ve run plenty of other machines. The Hitachi is smoother and has more power.”

**ROBERT BOHANON**

Operating an EX1900-6  
Usibelli Coal Mine  
Served by Construction Machinery Industrial, LLC

from the  
**cab**

## message from japan

“However great the changes we face, we will continue to provide customers around the world with products that offer social, environmental and economic value, and the value chain that goes along with it.”



**Kotaro Hirano**  
President, Chief Executive  
Officer and Director  
Hitachi Construction  
Machinery Group (HCM)



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Riley Hastings



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Major Productivity

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# INTEGRATED PRECISION

IMAGINE YOUR BEST OPERATORS MADE EVEN BETTER. MORE ACCURACY. MORE EFFICIENCY. MORE PRODUCTIVITY. GOOD NEWS — HITACHI'S NEW SOLUTION LINKAGE GRADE CONTROL CAN HELP TURN THOSE THOUGHTS INTO REALITY.



H

itachi continues to provide customers with efficient, reliable and durable equipment featuring advanced technology – the newest being factory-integrated Solution Linkage 2D and 3D Grade Control.

“We gave a sneak peek of Hitachi’s grade control technology at CONEXPO-CON/AGG last year,” said Justin Steger, solutions marketing manager, site development & underground, Hitachi Construction & Mining Division. “It’s thrilling to share this solution with our customers for increased efficiency.”



With Solution Linkage Grade Control, operators can set a grade and hold it without the risk of overdigging. Available now on the ZX210-6, ZX210LC-6 and ZX350LC-6, this technology helps operators spend less time getting the grade right the first time.

The technology allows the machine to control the boom and bucket as the operator handles the arm. This functionality is especially useful as it reduces the need for multiple passes to achieve the correct grade. Likewise, less experienced operators are able to achieve the correct grade more efficiently while a crew member who previously had to check for the grade can now be reassigned on the worksite.

Solution Linkage 3D Grade Control with Global Navigation Satellite System (GNSS) controls position and elevation with respect to a global reference while Solution Linkage 2D Grade Control manages the elevation of the cutting edge in relation to a benchmark. The 2D Grade Control technology can also be upgraded to 3D Grade Control through Hitachi dealers.



#### FULL INTEGRATION

Solution Linkage is fully integrated from the monitor in the cab, to the components on the machine. Wire harnesses are thoughtfully routed and sensors are covered and protected from damage.



“Our Solution Linkage 2D and 3D Grade Control unite advanced grade technology with the smooth hydraulics and fast cycle times of Hitachi excavators,” Steger said. “It saves time and helps make good operators great.”

With an over-dig protection feature, Solution Linkage Grade Control also lowers the likelihood of over-excavation by preventing the machine from digging past a defined surface or depth. With the prevention of over digging, operators can finish jobs more quickly, reduce material cost and save fuel costs, too.

Virtual Fence features allow operators to establish boundaries and notify the operator as the machine approaches those boundaries. The boundaries include: Virtual Front, Virtual Ceiling, Virtual Floor, Virtual Swing and Virtual Wall. The Virtual Front feature hydraulically limits and automatically stops the bucket cutting edge from contacting the front of the machine at a selectable distance. Virtual Ceiling, Virtual Floor, Virtual Swing and Virtual Wall features provide visual and audible alerts to the operator as the machine approaches an adjustable set point, allowing operators to focus on productivity.

With the addition of grade control, Hitachi now offers customers four options for grade management technology: Solution Linkage 2D Grade Guidance, Solution Linkage 3D Grade Guidance, Solution Linkage 2D Grade Control and Solution Linkage 3D Grade Control.

Hitachi’s grade management technology options are factory-installed and calibrated. The systems are also fully supported by Hitachi dealers. Plus, system data from all options works with ZXLink™ for analysis, so the machine’s health can be monitored to keep projects on track.

“We know grade management technology is the future of the excavator industry,” Steger said. “We’re glad to provide a variety of options for our customers.”

Contact your Hitachi dealer today or visit [HitachiConstruction.com/grade-management](https://HitachiConstruction.com/grade-management). ■



## CHOOSE HITACHI SOLUTION LINKAGE 2D OR 3D GRADE CONTROL

### SIMPLIFIED CONTROL

The operator sets grade and controls the arm as the machine automatically controls the boom and bucket.

### FEWER PASSES

Grade Control reduces the need for multiple passes to achieve final grade.

### FACTORY-INTEGRATED

The system is factory-integrated and calibrated so the excavator arrives ready to work on day one.

### OVERDIG PROTECT

Overdig protect prevents digging below target grade for both 2D and 3D systems.

### TEAMWORK

Crew members normally assigned to checking grade can be reassigned to other tasks.

### VIRTUAL FENCE

Virtual fence features allow operators to establish boundaries and notify the operator as the machine approaches those boundaries.

### FINGERTIP OPERATION

Joystick integration adds functionality without compromising operation.

### EXPAND OPPORTUNITIES

Connect to any jobsite with the integrated dual-band radio or by adding a network modem or compatible RTK radio.

### REMOTE SUPPORT

Grade Control remote support includes Remote Display Access (RDA) and Wireless Data Transfer (WDT) to boost performance, connectivity and support.



	<b>RILEY HASTINGS</b>		
	Owner/Operator, PRO EX Services LTD.		
<b>EST. 2010</b>		Headquartered in Kelowna, BC, Canada	

Born and raised in the construction industry, Riley Hastings of Kelowna, BC, has fond memories of growing up around his father's heavy equipment. After spending summers as a teenager working for local contractors and, later on, many years working with large-scale international corporations, Riley decided to start his own family business and now serves as owner and operator of PRO EX Services LTD. We recently caught up with Riley to learn more about PRO EX Services and why he chooses Hitachi.

**Tell us about your company.**

"We do residential and small commercial excavating, trucking and demolition. PRO EX Services has been in business for about 10 years now."

**What Hitachi machines do you currently run?**

"I run a ZX245USLC-5."

**Why did you choose that size machine and what types of jobs does the ZX245USLC-5 tackle?**

"I picked the ZX245LC for the triple hydraulic pump system and the reduced-tail-swing. My machine allows me to get into and work in very tight spaces such as in between houses or trees. In the time I have had my machine, I have done projects as small as digging in residential utility services to large 22-foot-deep commercial excavations where all material had to be loaded on trucks in a timely manner."



**How does the machine handle the attachments needed for those different jobs?**

"The attachments I have for my excavator are a crusher bucket, rock hammer, hoe pack, wrist bucket, grapple bucket, V bucket and a large volume cleanup/ditching bucket. The machine handles all with ease."

**How does the machine's reduced-tail-swing design help with the work you do?**

"The reduced tail is a must for me due to most of my work being residential with building parcels getting tighter

and tighter. I'm always working in areas where people are shocked I can get such a big machine into the area and work."

**What do you like most about the ZX245USLC-5?**

"It's a very quick machine – it moves quicker than most of the others. It's smooth and the hydraulics are well-tuned. I have just about no downtime with it."

**What made you buy Hitachi?**

"I grew up on Hitachis. They've always been a good, quality machine. I never have to worry about downtime, they're fuel-efficient and the engine seems to live forever."

**2020 was a tough year for many. Any challenges or breakthroughs for your business last year?**

"Actually, 2020 was a really good year for us. We've been working nonstop and are looking forward to business in 2021." ■

**SIGN UP TODAY!**

**THE HERD IS AN EXCLUSIVE GROUP FOR HITACHI OWNERS, OPERATORS AND FANS.** HERD stands for Hitachi, Efficiency, Reliability and Durability. Join today and get a FREE hat with your membership kit!

[HitachiConstruction.com/TheHERD](https://HitachiConstruction.com/TheHERD) > ENTER CODE: **HERD21**







# A PASSION FOR RENTAL

Woody Weld, president, CEO and chairman of ACME Lift Co., and his team have the rental business down to a science. Whether it's scheduled down to the hour, day or week, each Hitachi excavator in the company's fleet arrives where it needs to be, when it needs to be there all across the U.S. These precise operations are driven by Weld's passion for rental and his more than 45 years of industry experience.





Take one glance at Woody Weld's eclectic office at ACME Lift Co. (ACME) in Mesa, Arizona, and it is impossible not to ask any questions. It resembles a museum, packed with memorabilia and artifacts – from photos and books to robots, car figurines and a large dragon sculpture.

"My office is a reflection of the people I've known and all the things that have happened over 45 years in the business," said Weld, president, CEO and chairman of ACME. "They're things people have given me or that have some story and connection to the business or my life."

Weld's rental industry experience helped spur the idea for co-founding ACME in 1997.

"I worked for a big rental company and we would get a job to build a stadium," he said. "We would win the whole job – all the lifts, earthmoving equipment, cranes, everything they wanted. Then we'd run short of equipment. We couldn't find any place for short-term, late-model equipment that we

could give to our customers to retain our relationship with them and not give up that relationship to another rental company."

After understanding the industry need for short-term rentals firsthand, Weld decided to offer a solution.

"We started with the idea that rental companies might share their infrastructure with us if we solve problems for them," Weld said. "We had maybe 40 machines and a couple hundred thousand dollars, and we built ACME up to where we are today."

#### **PARTNERING WITH HITACHI**

Today, ACME is the world's largest wholesale re-rental company, with a \$450 million fleet including aerial lifts, telehandlers, portable air compressors and earthmoving equipment, which most recently includes Hitachi excavators.

In March 2018, Hitachi Construction Machinery Co., Ltd. (HCM) acquired a 33.3 percent share of ACME. The joint venture allows retail construction equipment rental companies access

**“MY OFFICE IS A REFLECTION OF THE PEOPLE I'VE KNOWN AND ALL THE THINGS THAT HAVE HAPPENED OVER 45 YEARS IN THE BUSINESS.”**

Woody Weld,  
ACME Lift Co.



to Hitachi excavators through ACME's re-rental business. ACME serves large rental companies as well as small independents.

"I've had a lot of business partners and a lot of manufacturers in my life," Weld said. "Hitachi is the best I've ever done business with, in terms of how we work together and how well we accomplish the tasks they set forward."

ACME's Hitachi excavators range from the ZX130-6 up to the ZX470LC-6. The company also buys used Hitachi equipment through the Hitachi dealer network.

"Our customers have reacted very positively to us carrying the Hitachi brand," Weld said. "And the machines are excellent. Hitachi makes spectacularly good products. This year we are adding at least \$40 million worth of Hitachi product into our fleet."

### THE WAR ROOM

Although ACME's fleet includes about 300 Hitachi excavators, you won't see any of the machines if you visit the company's headquarters. And that's a good thing – all across the U.S., each excavator is where it needs to be when it needs to be there.

"The machinery doesn't do much good sitting here," Weld said. "It's in rental company yards or our local laydown yards in markets where we know there's business and demand, so it can be delivered quickly."

That timely distribution is thanks to ACME's War Room. Instead of separate

departments handling logistics, service, freight, parts and sales, ACME has them housed at headquarters in one space called the War Room. The War Room functions as a streamlined operations center designed to provide real-time information about equipment and single-point customer support.

"The War Room is a little bit like an aquarium in that all of the different disciplines required to do our job exist in that one space," Weld said. "Everybody works together to solve customer problems in real time. A customer can call ACME and rent a machine, repair a machine, get parts for a machine or move a machine with one phone call into one room."

ACME's entire fleet, including its Hitachi excavators, is equipped with telematics to monitor equipment availability and usage.

"We don't get phone calls from people idly wondering what we have in inventory," Weld said. "Our customers call, and they need something right away. The War Room map is basically a heat map of where there's work. If the Gulf is busy, the machines get drawn there. After the big fires in California, they needed earthmoving equipment for the clean-up. The machines migrate to wherever the work is."

Weld said the secret to ACME's customer service is resourceful employees.

"One of the most important things I teach people when they start working

at ACME isn't that we know the answer to every question. What we know how to do is learn," he said. "ACME is about learning. It's about finding the answer very quickly. The whole point of this place is to make customer problems disappear."

### AN EVOLVING INDUSTRY

Weld's success comes not only from his industry experience, but also from his strength to continuously adapt. When he first entered the industry, rental was a monthly business. A company would create a machinery list and bring all the equipment to the job on the first day. The equipment yard would be debited as work was carried out. This process has changed dramatically over the years, and by focusing on logistics, Weld ensures that ACME remains an industry leader.

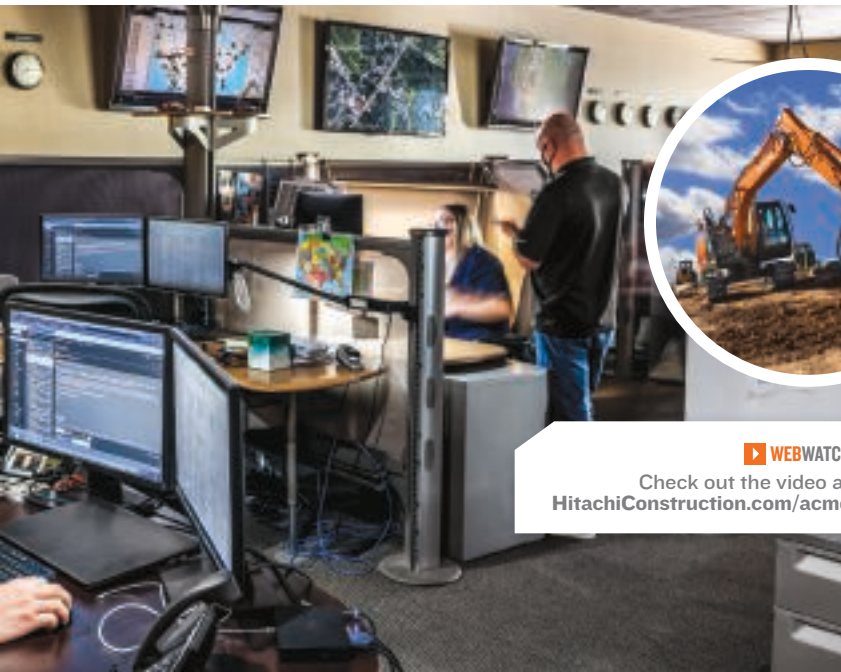
"Now, there are algorithms, product management systems and highly educated people coming out of construction management programs," Weld said. "Those people are managing down to the hour and the day and the week. Customers are saying, 'I want it on Thursday at 9:00 a.m. and I want it gone by Friday. And then I want it back again the following Thursday.' That becomes more of a logistical business than it is a rental business."

The charismatic Weld forges ahead, making sure he has the best people on his team.

"This company is about people," he said. "It's about the relationships we have with our customers and the interrelationships with all the people on our team. And trying to make sure we do the right thing every day and we're headed in the right direction."

Weld said it's those relationships, along with the multi-faceted work, that keeps him coming back for more.

"I do this work because I passionately love to be involved," he said. "I guess the thing you think about as you age is that you want to remain relevant. I want to have a purpose and a meaning. I can teach young people about the business. Customers have problems we can solve. Manufacturers have issues; we can give them a solution. Maybe that's why I'm passionate about it because it's quite fulfilling." ■



Check out the video at  
[HitachiConstruction.com/acme](http://HitachiConstruction.com/acme)

# EH5000AC-3

## Built to deliver major productivity

### SPECS

**ENGINE**

Cummins QSKTTA60-CE

**POWER**

2125 kW (2,850 hp)

**NET MACHINE WEIGHT**

500,000 kg (1,102,311 lb.)

**NOMINAL PAYLOAD**

296 tonnes (326 tons)

Find out more at  
[HitachiConstruction.com/  
products/EH5000AC-3](http://HitachiConstruction.com/products/EH5000AC-3)



As Hitachi's largest haul truck, the EH5000AC-3 combines time-proven hauler technology with an Advanced IGBT AC-Drive system. It doesn't just get work done – it gets more work done.

- + Advanced IGBT AC-Drive system delivers higher torque, faster acceleration and lower operating costs.
- + Pitch control system prevents chassis oscillation in a front-rear direction for improved stability.
- + Slip/Slide control system increases traction and reduces tire slippage on acceleration and tire lock-up during braking.
- + Improved electric braking gridbox capacity, updated console and creature comforts help maximize uptime.
- + Rugged frame, independent trailing arms and Neocon-filled struts increase durability.
- + Optional Aerial Angle™ system provides a real-time bird's eye view around the machine.
- + Pairs with Hitachi EX5600-7 and EX8000-6 excavators.





# CORE PARTS PROMISE FOR PRODUCTION-CLASS EXCAVATORS

Hitachi is taking efficiency, reliability and durability up a notch with its **CORE PARTS PROMISE** program. This dealer stock program promises quick parts replacements for Hitachi's production-class excavators so you can maximize productivity. The program consists of two components:

## SAME-DAY CRITICAL PARTS

Critical parts that can down a machine and be installed within three hours will be available the same day from the participating Hitachi dealer – or the part is free. This includes parts such as hydraulic hoses, alternators, starters, water pumps, injectors, switches, relief valves and more.

## NEXT-DAY MAJOR PARTS

On major parts and components, such as engines, transmissions or motors, Hitachi promises to get the parts to customers the next day, or shipping is free.

Eligible models include: ZX470LC-5, ZX470LC-6, ZX670LC-5, ZX670LC-6, ZX870LC-5, ZX870LC-6

This program is offered to customers in the U.S. and Canada through participating dealers. Hitachi's Core Parts Promise helps keep you up and running – full speed ahead.

See our list of participating dealers, qualifying parts and full terms and conditions at [HitachiConstruction.com/CorePartsPromise](https://HitachiConstruction.com/CorePartsPromise).



# HITACHI

Reliable solutions

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ZX75US-5  
**\$1,655**  
PER MONTH<sup>1,3</sup>

ZX85USB-5  
**\$1,765**  
PER MONTH<sup>1,4</sup>

ZX26U-5  
**\$539**  
PER MONTH<sup>1,2</sup>  
\$595 WITH CAB

## INTRODUCING THE **ZX-TRA OFFER**

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Contact your dealer to learn more.  
[HitachiConstruction.com/ZX-traOffer](http://HitachiConstruction.com/ZX-traOffer)

<sup>1</sup>Offer valid on qualifying purchases of new equipment made between 1 April 2021 to 31 October 2021. Subject to approved installment credit with John Deere Financial, for commercial use only. Down payment may be required. Average down payment is 10%. Taxes, freight, setup, delivery charges and optional features could increase monthly payment. Available at participating U.S. dealers. Prices and available models may vary by dealer. Offers available on qualifying purchases of new equipment purchased in the U.S. Prices and savings in U.S. dollars. <sup>2</sup>Qualified equipment includes the ZX26 canopy (8150) or cab (8185) operator station with a 18 in. bucket with teeth. <sup>3</sup>Qualified equipment includes the ZX75 excavator with rubber crawler pad tracks (3265) and a 30 in. bucket with teeth. <sup>4</sup>Qualified equipment includes the ZX85 excavator with rubber crawler pad tracks (3265) and a 30 in. bucket with teeth.