

A HITACHI CONSTRUCTION & MINING PRODUCTS PUBLICATION

HITACHI

Reliable solutions

BACKLASH

SUMMER 2020

 **RDO**[®]
EQUIPMENT CO.



on the inside

This has certainly been an unprecedented year so far as our world has been impacted by the coronavirus (COVID-19). We extend our deepest sympathies for those affected and wish the best for you and your loved ones.

Through it all, Hitachi remains focused on supporting dealers and customers and their livelihoods. And we hope Hitachi equipment remains a steadfast and reliable part of your operation. For more information on Hitachi's response to the pandemic, please visit **HitachiConstruction.com/covid-19**.

In this issue of *BREAKOUT*, we share a recap of CONEXPO/CON-AGG 2020 where attendees learned how Hitachi iron will deliver the reliability and toughness they need and so much more. You'll also read about why Papac Alaska Logging, Inc. continues to choose Hitachi equipment for demanding, steep slope work.

In order to better serve an expanding global market, Hitachi mining is now offering online training sessions for customers and dealer technicians. Get more details on page 8.

The ZX210-6 and ZX210LC-6 will soon be available with a new option – Hitachi Solution Linkage Integrated Grade Control with Topcon, which was previewed at CONEXPO/CON-AGG. Read more about what this excavator offers on page 14.

We appreciate your continued trust in Hitachi equipment for all your jobs. We look forward to hearing more about your experiences.

Dan Fitzpatrick

Dan Fitzpatrick
Director, Sales, Hitachi Division



Have an address change for *BREAKOUT*?
Contact RDO Equipment Co. at 701.551.0328.



facebook.com/HCMAmericas



instagram.com/HitachiCMA



youtube.com/c/HitachiConstructionMachineryAmericas



from the cab

"Hitachi is a better machine.
The hand controls and functions
are great. The tracks of the
machine make it very stable."

WAN HEE KIM

Operator
Kang Construction Ltd.
Served by Wajax,
Calgary, Alberta



message from japan

"We would like to express our deepest sympathies and condolences to all those who have been affected by the new coronavirus infection (COVID-19) and to those who have lost their lives."

Kotaro Hirano

Representative Executive Officer,
President and Executive Officer, CEO
Hitachi Construction Machinery Group (HCM)



4

Showcasing the Industry's Best



Live, Real-Time
Training with
Big-Time Benefits

8

10

A One-of-a-Kind Workhorse
in Alaskan Wilderness

Equipped for Efficiency

14

contents



ARE
HITACHI

WELCOME
to Fabulous
VEGAS
NEVADA



■ BE POWERFUL ■ DIG IN ■ INCREASE PRODUCTION ■ GET IT DONE
MAKE YOU PROUD ■ INCREASE RELIABILITY ■ ALWAYS WORK FOR THE BEST
WORK DILIGENTLY ■ BE EFFICIENT ■ BE RELIABLE ■ BE DURABLE
EFFICIENCY ■ DIG DEEPER ■ RUN SMARTER ■ LAST ■ START WHEN OTHERS STOP
WORK HARDER ■ WORK SMARTER ■ CRUSH DOWNTIME ■ STAY ON SCHEDULE
■ WIN ■ SUCCEED ■ LEAD THE INDUSTRY



SHOWCASING THE INDUSTRY'S BEST



On March 10-13, the construction industry came together to celebrate many of the latest equipment innovations and technologies at CONEXPO-CON/AGG in Las Vegas. As always, Hitachi was proud to be a part of North America's largest construction tradeshow.



Throughout the week, tradeshow attendees stopped by Hitachi's booth to learn how Hitachi iron will deliver the reliability and toughness needed to tackle any jobsite.

"We had a great time showing CONEXPO attendees what our iron will do for them," said Jonny Spendlove, product marketing manager, excavators, Hitachi Construction Machinery – Americas.



BREAK GROUND, NOT DOWN



"HITACHI'S IRON WILL ALLOWS US TO CREATE AND DEVELOP THE LATEST TECHNOLOGY AND EQUIPMENT, SO OUR CUSTOMERS' IRON WILL DELIVER THE ULTIMATE EFFICIENCY, RELIABILITY AND DURABILITY."

Jonny Spendlove, product marketing manager, excavators, Hitachi Construction Machinery – Americas

"Hitachi's iron will allows us to create and develop the latest technology and equipment, so our customers' iron will deliver the ultimate efficiency, reliability and durability."

At the show, Hitachi displayed a range of models for attendees to experience up-close including the ZX345USLC-6 and ZX245USLC-6, both reduced-tail-swing excavators and the newest additions to the Hitachi construction line. The compact ZX60USB-5 and full-size ZX350LC-6 and ZX470LC-6

were also showcased. The orange excavators were presented alongside yellow John Deere excavators as a visual representation of the Hitachi and John Deere partnership, which includes joint manufacturing facilities and integrated marketing and parts distribution.

Hitachi machines were also equipped with a special 70th anniversary decal, celebrating the start of Hitachi Construction Machinery's full-scale production and innovation that has led to today's machines.

"This milestone is possible because of Hitachi's incredible customers and employees," Spendlove said. "Hitachi's longevity is so impressive, and it's a tribute to the machine quality and innovation."

Beyond equipment, Hitachi also previewed new technology, Solution Linkage Integrated Grade Control with Topcon, that will provide even greater productivity on jobs. The system allows operators to set a grade and hold it, increasing efficiency and lowering daily operating costs.

"With Solution Linkage Integrated Grade Control with Topcon, our customers will combine the smooth hydraulics and fast cycle times of Hitachi excavators with advanced grade technology in one package," Spendlove said. "This technology is all about saving time and making good operators great. We're looking forward to providing that increased efficiency for our customers. Grade Control is truly the future of the excavator industry."

The new grade control option was previewed on a ZX350LC-6, and will be offered on additional Hitachi Dash-6 construction excavators in the future.

Many booth visitors will be showing their Hitachi pride for years to come by sporting some of the newest Hitachi swag – bandanas, gloves and hard hat stickers – that was given out at the show.

Additionally, on Wednesday, March 11, Hitachi dealers, management and customers took a break from the show and were treated to an exclusive hospitality event at the Las Vegas Mob Museum. Featuring dinner and drinks in the museum's speakeasy, it was an unforgettable night.

After four days and more than 2.7 million square feet of equipment and exhibitors, we wrapped up CONEXPO-CON/AGG and are already planning for the next show. Come see what Hitachi iron will do for you in 2023! ■



▶ WEBWATCH

Check out the video at HitachiConstruction.com/conexpo2020

CONEXPO-CON/AGG BY THE NUMBERS

4 show days in Vegas **130,000+** registered attendees

2,300+ exhibitors **150** education sessions

2.7 million+ square feet of equipment and exhibitors

5 Hitachi machines showcased

- ZX345USLC-6
- ZX245USLC-6
- ZX350LC-6
- ZX470LC-6
- ZX60USB-5

LIVE REAL-TIME TRAINING WITH BIG-TIME BENEFITS

Need to know how to correctly check the track sag on your mining excavator? What about how to discharge the accumulators in a hydraulic system? Want to complete classes to expand your certification? Hitachi mining product experts are ready to answer all these questions and more through a new Virtual Instructor-Led Training (VILT) experience.



From their training center in Davenport, Iowa, Hitachi mining product experts are educating Hitachi customer and dealer technicians located throughout North and South America. This allows technicians to attend training from any location as long as they have a laptop with internet connection.

“Due to the expansion of global markets, we needed a new training method to reach more people and offer additional learning opportunities,” said Kendall Mattson, instructional team lead for Hitachi Mining Products – Americas. “Our goal was to create an interactive training experience for customer and dealer technicians that meets and, in some cases, may exceed our current instructor-led training.”

Mattson and his team feel they have achieved this goal with Virtual Instructor-Led Training (VILT). These online training sessions use live-streaming video, interactive activities, poll questions and testing to ensure student engagement and participation. A technician’s time is highly valuable, and this type of training allows the Hitachi team to more easily accommodate a dealer or customer’s busy schedule while reaching a larger, widespread audience.

“It allows us to create more opportunities on a global basis to train people,” Mattson said. “We’re a lean organization and it has become challenging to meet the growing demand for the number of training requests we receive. So, we’re taking a different approach by offering the VILT experience.”

The VILT classroom is actually an advanced production studio packed with technology. This includes a TriCaster video production system, multiple monitors, a green screen, lights and an Elmo document camera that can zoom-in live on drawings, machine parts and components. This allows for better visibility with different angles for technicians to learn from. The instructor can easily monitor and interact with students in real-time through the students’ web cams.

Brent Leopold, senior instructional designer, is the technology expert who produces each session and makes sure everything runs smoothly in the

studio. He mentioned that adaptability is the name of the game for training to be successful.

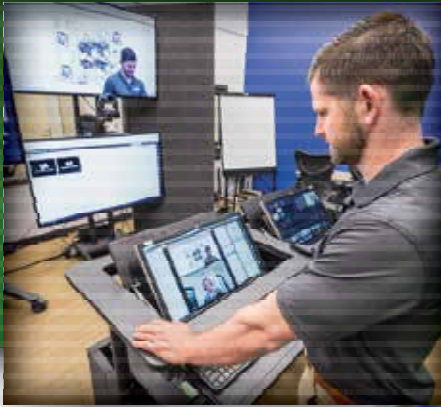
“With the technology, we have the ability to do a lot of



different things during the sessions,” Leopold said. “We also have a camera out in the shop that we can always cut to if we need to demonstrate something live on a machine. Or we may cut to a shot of a schematic – it’s whatever works best for the scenario.”

Mattson has been pleased with the outcome of the sessions they have offered so far.

00:01:30



**“OUR GOAL WAS TO CREATE
an interactive experience
THAT MEETS, AND IN SOME CASES, MAY EXCEED
OUR CURRENT INSTRUCTOR-LED TRAINING.”**

Kendall Mattson



LEFT: Brent Leopold, senior instructional designer. TOP: Patrick Hathaway, instructor
RIGHT: Kendall Mattson, instructional team lead

“We set the bar high from the start, and I believe we reached our goal with the level of engagement and interaction we have seen in the sessions we have offered,” he said. “With changes in technology over the last few years, we’re able to meet the same goals and expectations as an in-person, onsite training. Since it’s live, the students’ questions help drive what we cover in class. It’s their class; they own it. If they want to learn more about the operation or repair of a certain item, we’ll discuss it more in-depth.”

Throughout the sessions, Leopold is behind-the-scenes monitoring and making adjustments to best support class content, camera angles and visual aids, as well as instructors and students.

“On the backend, we have algorithms to measure student engagement so we can adapt the material and class experience to that,” he said.

Patrick Hathaway, instructor for Hitachi Mining Products – Americas, summed up the VILT program benefits.

“We’re able to conduct training at a lower cost for the dealers and customers,” Hathaway said. “There’s a lower cost for the course and no one has to travel to a training event. It’s saving them time and money. It’s more interactive, and we’re able to provide more training opportunities.”

Hathaway said the team looks forward to building and refining the training program as a win-win for Hitachi mining and its dealers and customers.



There’s only one small caveat.

“With the green screen, sometimes you feel like a weatherman,” Hathaway laughed.

Please contact your local Hitachi dealer about upcoming VILT sessions. ■







A ONE-OF-A-KIND WORKHORSE IN
**ALASKAN
WILDERNESS**



Prince of Wales Island, Alaska, is home to over 16.7 million acres of Tongass National Forest. Within the millions of acres of raw Alaskan wilderness, works a customized, one-of-a-kind ZX470LC-6 Hitachi machine.

The machine isn't your average log loader. That's because it's actually a large construction excavator that Mike Papac, owner of Papac Alaska Logging, Inc. has modified to work as a log loader. The wood that Papac and his crew work in is very large, old growth trees that require his team to hand-buck. With wood this large, standard feller bunchers can't handle the weight and size.

Papac's need for machine strength made him think creatively. He wanted his next equipment purchase to take his fleet's durability to a new level. That's when he had the idea to customize the ZX470LC-6.

"The custom Hitachi 470 is something that I came up with, I guess," Papac smiled. "It's a one-of-a-kind machine. I added the 50-foot boom on it, and so far, the performance of the Hitachi has been outstanding. It's doing extremely well. I'm just tickled to death with it."

Operator Don Schmidt, who happens to be Papac's brother-in-law, echoed the enthusiasm for the new ZX470LC-6.

"It's a great machine," Schmidt said. "It's comfortable but also has a ton of power. It's very smooth for how far it can reach."

Papac's fleet is largely represented by Hitachi orange. With 12 Hitachis varying in size, it's his go-to brand of choice to do his heavy lifting. The strength of the ZX470LC-6 has really been a game changer. And Papac and his crew aren't the only ones who admire the ZX470LC-6.

"We had another salesman come up here to try to sell me a different machine," Papac said. "I told him to get in the 470 then tell me what he thought about it. He got in the machine and I almost had to drag him out. He said it's the most amazing machine he'd ever been in."

Papac worked with his dealer, Construction Machinery Industrial

(CMI), as well as a third-party vendor to customize the machine. Papac has been thrilled with the results.

"I like to brag about the 470 a little," Papac said. "Because it turned out even better than we expected."

THE CHALLENGES OF BEING REMOTE

Along with all the beauty and unique wood types on the island comes challenges.

"We're very remote up here," Papac said. "And it rains a lot. This rainforest gets 170 to 220 inches of rain per year."

The lack of daylight in the winter is a challenge, too.

"In the winter, we're lucky to get seven or eight hours of daylight," he said. "It makes it a little harder to work."

Aside from the harsh weather, it takes extra attention to logistics and up-keep to ensure machines are running smoothly.

"One of the disadvantages of being remote is that you can't just run to the store and get a part if you need it," Papac said. "Everything here comes by plane or boat. That means you have to have the part on-hand or otherwise it could take up to a week or more to get the part. Downtime's a killer in any business, and if you don't have your parts, you're screwed."

When a breakdown can be so catastrophic, it's even more important that machines perform. Luckily for Papac, he's seen great performance from his Hitachi fleet.

"The first Hitachi I ever had worked great, so I just stick with them. They're reliable machines," Papac said.

Papac said another critical piece of uptime is the support he receives from CMI.

"I do a lot of business with CMI," he said. "Between what CMI keeps on-hand, and the machine's routine maintenance, they keep us going."

IT TAKES A SPECIAL TYPE

On Prince of Wales Island, (pop. 6,000), it's not that farfetched that everyone eventually knows your name in town. But Papac's notoriety spreads much further than the banks of the Alaskan island he calls home. In fact, you might be familiar with the History Channel Ax Men star yourself. But what led him to the success he has today is a lifetime of logging, and a love for the land and the industry.

"I just love logging," Papac said. "I guess to a degree, I am a celebrity, but I don't like to use that word. I love being out here in the elements, otherwise I wouldn't be doing it."

Papac admits that it probably takes a special type of person to enjoy the Alaskan island's remote environment. And with a



Mike Papac, owner
Papac Alaska Logging, Inc.

small population on the island, attracting and hiring the right employees can be a major challenge for Papac.

"A lot of people want to come up for the mystery of Alaska," Papac said. "But when they get here, maybe it might not be what they quite anticipated. It takes a special person to enjoy the lifestyle."

With the challenge of location working against him from a recruitment standpoint, he's worked to make his company attractive from a cultural perspective.

"My philosophy is to treat my guys the way I'd want to be treated," Papac said. "And family is very important to me. I get that it can be hard working on a remote island if your family's not here with you."

As far as Papac's plans for the future, he's driven to keep going as long as he can.

"What drives me is pride. I want to do the best job possible while I'm here," he smiled. "I'm getting older, but I don't figure I'll be quitting any time soon."

Papac Alaska Logging, Inc. is serviced by Construction Machinery Industrial, LLC, Ketchikan, Alaska. ■

PRODUCTION IS MUSIC TO YOUR EARS

On most logging sites, production is king. That's not unique to Papac. What is unique, however, is some of the logs they produce. At a jobsite located just outside of Control Lake, they're working to harvest Sitka spruce, an abundant tree found on the island that is unique in its grain, and specially suited to be made into instruments.

"Sitka spruce is the best wood for sound," Papac said. "When these logs go to the mill, they'll saw them into lumber and then they'll be made into Gibson guitars or Yamaha instruments."



▶ WEBWATCH

Check out the video at HitachiConstruction.com/papac

PRINCE OF WALES ISLAND QUICK FACTS

- Third largest island in the United States
- Only accessible by ferry or plane
- 135 miles long, 45 miles wide
- Dense rainforest made up of Western Hemlock, Sitka Spruce, red cedar and yellow cedar
- Population of 6,000, roughly the same size as Delaware (population with 967,000)

Equipped for Efficiency

Whether you're moving dirt or installing utilities, the ZX210-6 and ZX210LC-6 feature productivity-boosting advantages.



SPECS

NET POWER

119 kW (160 hp) at 2,000 rpm

OPERATING WEIGHT

21 501-21 971 kg (47,402-48,438 lb.)

MAX REACH

9.92 m (37 ft. 7 in.)

MAX DIG DEPTH

6.67 m (21 ft. 11 in.)



Check out the Solution Linkage Grade Control video at HitachiConstruction.com/solutionlinkage

Additionally, these workhorses will soon be available with a new option – Hitachi Solution Linkage Integrated Grade Control with Topcon. This technology will allow an operator to set a grade and hold it, increasing efficiency and lowering daily operating costs.

When you're running a ZX210-6 or ZX210LC-6, you're equipped for efficiency.

- + **Final Tier 4/EU Stage IV Isuzu engine** provides fuel-efficient performance – no DPF needed.
- + **Exclusive HIOS III hydraulic system** balances engine performance with hydraulic flow.
- + **Fuel recirculation system** helps prevent fuel gelling in cold climates.
- + **ZXLink™ remote monitoring system** keeps you updated on your fleet.
- + **Optional Hitachi Solution Linkage Integrated Grade Control with Topcon** increases efficiency (coming soon).



Find out more at HitachiConstruction.com/products/zx210lc-6-zx210-6



HITACHI RELIFE PROMOTION: PROTECT YOUR INVESTMENT

From the first oil change to a major rebuild and everything in between, you experience Hitachi's commitment to manufacturing the industry's most efficient, reliable and durable excavators. And your Hitachi dealer stands ready to provide complete solutions throughout the entire life of your machines.

To support and thank you for your dedication to Hitachi, we're offering the Hitachi ReLife Promotion: Protect Your Investment.

JUST COMPLETE A QUALIFYING HITACHI POWERTRAIN RELIFE PLUS BEFORE OCTOBER 31, 2020 and you'll receive a FREE, heavy-duty, steel Tool Chest with custom Hitachi Tool Mat.

Take advantage of this special offer and breathe new life into your machine today! Contact your local Hitachi dealer for qualifying models and full details.



HITACHI





DKD2002B0 Litho in U.S.A. (20-07)

Hitachi Construction & Mining Division — Americas
1515 5th Avenue Moline, IL 61265 | HitachiConstruction.com

**OUR IRON WILL WAS TO
REDUCE FUEL
CONSUMPTION
BY 8%***



**SO YOUR IRON WILL BE
EVEN MORE EFFICIENT.**

*Comparison of Cummins engine configuration against EX5600-6.