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Sincerely,

Josh Stivison
President

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For additional video coverage, visit columbusequipment.com/news/videos for more on Geddis Paving & Excavating Inc.'s experience.

Geddis Paving & Excavating Inc. ADAPTING, ADOPTING AND GROWING ... SINCE 1946

It's unusual to hear a contractor link his company's growth to The Great Recession, but Steve Oliver, president of Geddis Paving & Excavating Inc., does just that.

Oliver and Bob Geddis, owner of the Toledo-based company, shared a desire to grow the company. During the recession, "we knew that the government was going to try to stimulate the economy through construction contracts, so we focused on that," he explained. "Moving in that direction contributed to 90 percent of our growth. By focusing on the public sector, we had no option but to grow."

The company has grown over 400 percent since 2004, and employment in field operations has grown from about 10 people then to about 50 now.

In the years since, Geddis has worked primarily in the public sector, which accounts for about 80% of its business in most years. "This year, it's about 60% public. There seems to be a little more money in the private sector this year," Oliver said.

The company has grown over 400 percent since 2004, and employment in field operations has grown from about 10 people then to about 50 now.

"We are really happy with our Komatsu equipment. All the equipment we've bought has performed really well."

Steve Oliver; President, Geddis Paving & Excavating Inc.

As the company name suggests, Geddis does everything from the initial digging to the final course of asphalt. One of its specialties is complete road reconstruction. "We remove the existing road, put in all the underground utilities, storm drainage, water lines, sanitary sewers and rebuild the road," Oliver said. Currently, Geddis is wrapping up the total reconstruction of South Avenue in Toledo.

The company also provides complete site development. Recent projects include an expansion at St. Ursula Academy in Toledo, including new parking lots. The company has also worked for the University of Toledo, Kingston Healthcare, and Hunger Hydraulics.

Geddis has been strategic about making purchases that will help it grow and execute effectively. For example, it operates a quarry and crushing operation in St. Marys.

Buying the right construction equipment for the job has also been a priority. The contractor owns more than a dozen pieces of Komatsu equipment, including five wheel loaders, four excavators, and two intelligent dozers. They've purchased Komatsu equipment since about 2009.



Geddis Paving & Excavating president, Steve Oliver, onsite in Toledo, Ohio with a Komatsu PC290LCi excavator.

"We are really happy with our Komatsu equipment," Oliver said. "We've seen what Komatsu has done with their program. All the equipment we've bought has performed really well."

One area where Komatsu really stands out is reliability, he added. "I'm seeing that we're putting hours on equipment that exceed what we're used to. We used to replace excavators at 8,000 to 10,000 hours. Now, we have some older pieces with 12,000 to 14,000 hours, with more years of useful life in them. That used to be unheard of."

It's not just the excavators. "I'm totally impressed



Geddis shores up production at Con Agg’s Cornerstone Crushing operation in St. Marys, Ohio, in support of Con Agg’s ready-mix operations. The quarry produces a range of aggregate product—304, 57, 1 and 2, and 8s.

with the loaders. They are good pieces,” he said. The company owns three WA270s, a WA500, and a WA250 with more than 10,000 hours.

Oliver also believes it’s important to keep up with changing technology in the industry, and he’s a proponent of Komatsu’s integrated machine control system. Geddis purchased its first Komatsu intelligent Machine Control dozer, a D51i, in 2015. A smaller

“We used to replace excavators at 8,000 to 10,000 hours. Now, we have some older pieces with 12,000 to 14,000 hours, with more years of useful life in them. That used to be unheard of.”

Steve Oliver; President, Geddis Paving & Excavating Inc.

D39PXi dozer was added to the fleet in 2018. “We use the Komatsu i-machines on pretty much all of our site projects. We really rely on them.”

Another piece of Komatsu technology, KOMTRAX, is very useful too, he added. “The data helps us to understand our operating costs, that’s the most important part of it. We look at burn rates and things that affect our operational costs.”

Oliver also likes that KOMTRAX and Columbus Equipment Company are proactive in alerting Geddis of any cautions or codes that indicate problems in a machine. “It’s kind of nice to get an email where someone has diagnosed your problem. It’s like someone knows you’re sick before you even feel sick, and that has saved us a lot of money.”



Investment in the future is core to Geddis’ DNA. Here, Site Superintendent Charlie Proch (left) trains Operator Jake Levicki on the Komatsu PC290LCi iMC operating system.

“Geddis Paving & Excavating is smart about using KOMTRAX reports to keep small problems small,” noted Luke Matheson, Columbus Equipment Company sales representative. Taking care of small issues when they crop up prevents them from snowballing into big issues.

Geddis has been a customer of Columbus Equipment Company for decades. In earlier years, when Geddis



Under Quarry Superintendent Randy Solly, a Komatsu WA500 pitches in on the St. Marys facility's production—approaching 500,000 tons annually. Additionally, Geddis recycles 180,000 tons of concrete and asphalt through mobile operations.

was primarily a paving contractor, the firm bought all its paving equipment from Columbus Equipment, Oliver recalled. Today, the company relies heavily on Columbus Equipment Company's service knowhow.

"We have some mechanics, but we outsource quite a bit of work to Columbus Equipment Company. We'll do service things like replacing hoses, but if anything major goes wrong, we rely on Columbus Equipment

"It's like someone knows you're sick before you even feel sick, and that has saved us a lot of money."

Steve Oliver; President, Geddis Paving & Excavating Inc.

Company to service it. We are extremely happy with their service. They respond in a timely manner any time we have issues." When there was a problem with the WA500 at the quarry, for instance, Columbus Equipment technicians responded very quickly. "That's important because that operation can't stop," Oliver said.

Geddis began business as Geddis Brothers Paving in 1946, when company founder Robert Geddis Sr. started with one backhoe and a dump truck. Originally, the company paved residential driveways, but by the 1970s he had incorporated it as Geddis Paving & Excavating, reflecting the company's growing diversification.

Today, his son Robert Geddis Jr. owns the company. Robert Jr.'s son-in-law, Kurt Rasmusson, and Steve Oliver's son-in-law, Richard Crace, work as project managers for the company.

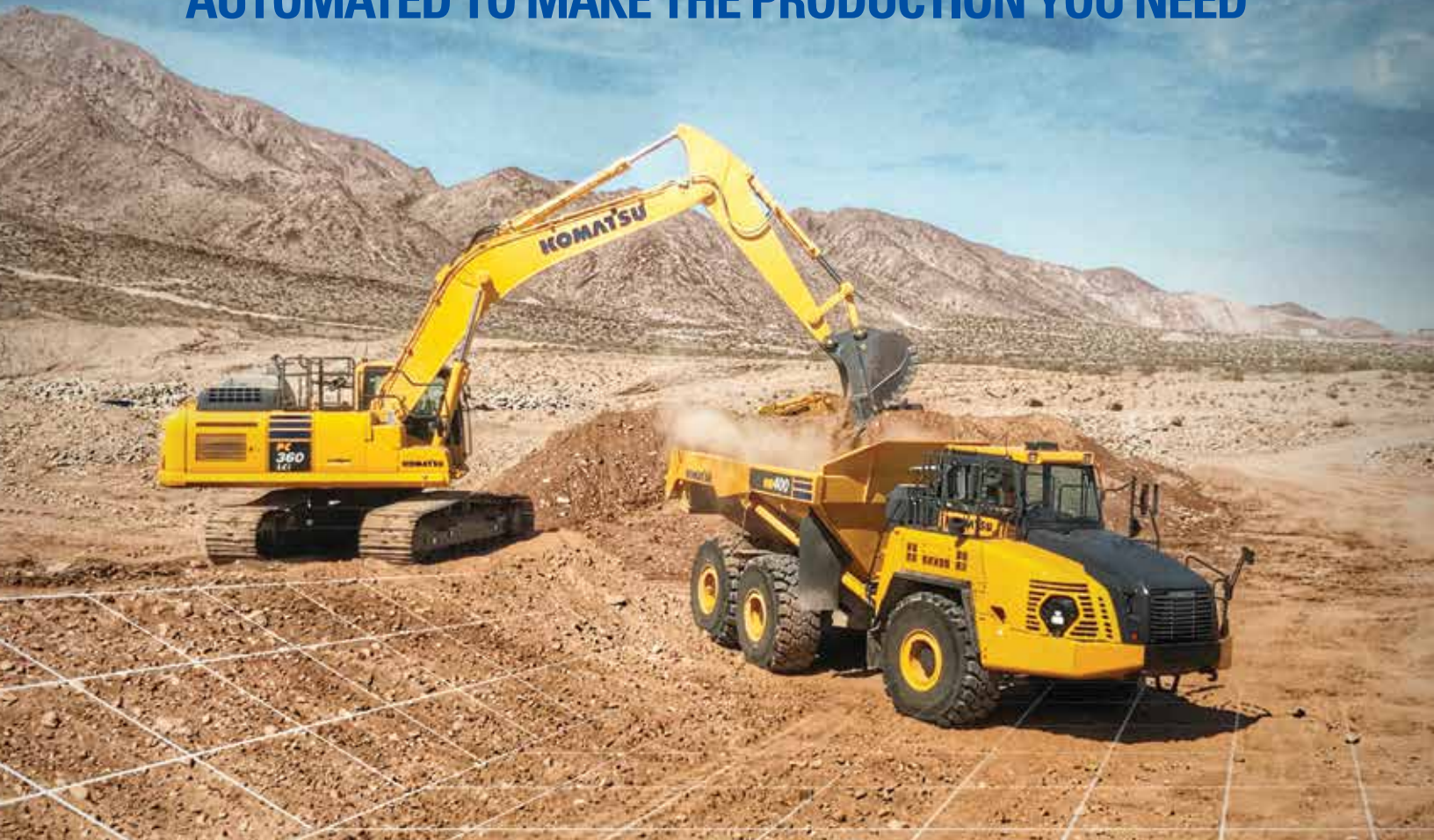


It's easy for family-owned businesses to rely on tradition and to stick with the familiar. The growth of Geddis Paving & Excavating, however, demonstrates the value of seeking new markets and employing new technology while honoring the family tradition of providing quality work to every customer.

SMARTCONSTRUCTION

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Want to make your next machine acquisition really count? Komatsu's lineup of automated excavators, including the all-new PC360LCi-11 and PC490LCi-11 feature a revolutionary, factory integrated, machine control system. The exclusive intelligent Machine Control technology lets operators focus on moving materials efficiently, without worrying about digging too deep or damaging the target surface. Contact your Komatsu distributor to learn how you can hit pay dirt today with Komatsu innovation.

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020

New Komatsu PC290LCi-11 Hydraulic Excavator: POWER, CUTTING-EDGE TECHNOLOGY AND EASE-OF-TRANSPORTATION



Contractors who want the speed and accuracy of Komatsu’s integrated machine control system without having to worry about transportation permits should look at the new PC290LCi-11 hydraulic excavator.

Like the bigger intelligent Machine Control (iMC) excavators Komatsu makes, the PC290i uses integrated sensors, GPS, and 3D design technology to provide digging accuracy from first pass to last pass.

“The PC290LCi-11 is perfect for applications where the customer is looking for good stability and working range, while avoiding the transportation limits of larger-size-class excavators.”

Andrew Earing; Senior Product Manager, Komatsu America

“The PC290LCi-11 is perfect for applications where the customer is looking for good stability and working range, while avoiding the transportation limits of larger-size-class excavators,” said Andrew Earing, senior product manager, tracked equipment, for Komatsu.

The excavator is equipped with a range of features designed to help operators reach the design surface

quickly and accurately, including iMC joysticks that allow the operator to switch between semi-autonomous and manual mode with the touch of a switch.

Many features are designed to prevent overdigging. The intelligent machine will adjust the bucket height automatically to trace the target surface and prevent digging too deep. During boom and bucket operations, the equipment automatically stops when the bucket edge reaches the design surface. And, a facing angle compass helps the operator position the bucket edge square to the target surface.

The realistic 3D display lets the operator choose the angle and magnification that’s best for the work conditions, and the simple screen layout is easy to understand.

The PC290i is powered by a 196-hp Tier 4 engine. It’s also equipped with the latest KOMTRAX technology, which keeps the operator apprised of important machine data, including fuel and DEF levels, cautions and maintenance alerts.

Using the data from KOMTRAX helps to lower operating costs and prevent downtime. Komatsu carries its commitment to lower operating costs even further by also providing Komatsu Care—a complimentary maintenance program—on this machine for three years or 2,000 hours.





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New Komatsu GD655-7 Motor Grader: ENHANCED OPERATOR FEATURES DELIVER HIGH-PRODUCTION COMFORT



The newest version of Komatsu’s GD655 Motor Grader is equipped with a range of enhancements to improve operator comfort and productivity.

“The GD655-7 provides operators with an all-new, ergonomic working environment,” said Bruce Boebel, senior product manager, Komatsu America. “The new spacious cab allows more room for operators working long days.”

“The GD655-7 provides operators with an all-new, ergonomic working environment.”

Bruce Boebel; Senior Product Manager, Komatsu America

Some of the enhancements to improve the operator experience include new low-effort controls and steering levers, new transmission controls and an articulation stop-at-center feature, Boebel explained. “Collectively, the new controls significantly reduce operator fatigue.”

The new motor grader has a slightly smaller, “right-sized” steering wheel that provides better visibility out of the cab. It also results in a roomier feel in the cab. For small steering adjustments, the operator can use a

steering lever that allows him to keep his hands on the work equipment levers without having to turn to the steering wheel.

To reduce the hand movements operators have to make, Komatsu added a new transmission shift lever so operators can switch between forward, neutral and reverse with a finger. For precise control of movement, the operator can use the inching pedal.

The dual-mode transmission combines the benefits of direct drive for high travel speeds and a torque converter for tractive effort.

Under the hood, the GD655-7 is equipped with a new 218-hp Tier 4 certified engine. For optimal fuel savings, the grader is also equipped with a two-mode, three-stage variable horsepower control. With this feature, the operator can choose between economy or power mode, matching application needs.

As with every Komatsu, the GD655 is designed for easy service. Technician have easy access to the engine and hydraulic oil, coolant drains, and fuel and DEF fill. The machine also comes with Komatsu Care, which provides scheduled maintenance for the first 2,000 hours or three years—whether you buy, lease, or rent the equipment.



SMART CONSTRUCTION DIVISION

Proactive Dozing Control: WHAT DO OPERATORS THINK OF KOMATSU'S PIONEER



The new Proactive Dozing Control (PDC) feature on Komatsu intelligent Machine Control (iMC) dozers is helping Ohio contractors get the job done faster and more accurately than ever before because automatics on the dozer are now available for all dozing operations.

Proactive Dozing Control uses data from the dozer's satellite positioning systems to track, store and record topographical information as the dozer tracks. The

“Machines with PDC are often operated in automatic modes up to 50% of the time, compared to the high single digits for traditional automatics.”

Mike Fenster; Manager, SmartConstruction Division

machine processes the information to “learn” the surface of the existing grade and to predict what the surrounding surface—including areas where you haven't tracked—looks like. The data allows the machines to be smoother, predictive, and more powerful.

PDC is game-changing technology because it allows you to use automatics in a much wider range

of applications, whereas traditional automated dozing is typically limited to finish grading. “In fact, machines with PDC are often operated in automatic modes up to 50% of the time, compared to the high single digits for traditional automatics,” according to Mike Fenster, manager of Columbus Equipment Company's Smart Construction Division.

Increasing the use of automatics gives contractors a higher return on investment for their iMC equipment, Fenster added. “Owners who have made an investment in automatics are seeing results. Operators using automatics are getting jobs done faster and better.”

The ability to stay in automatics mode really appeals to Kenny Heitzenrater, a dozer operator for Cavanaugh Building Corporation. “You don't have to turn the system on and off all the time. You can just turn it on and let it go,” he said.

Heitzenrater, who has 30 years of experience as an operator, finds the cut-and-carry function very useful because with Proactive Dozing Control, “you don't have to worry about the blade trying to go all the way down to grade” on the first pass. Instead, “it adjusts itself. It just cuts in until it fills the blade,” and he can carry the load where he wants. With PDC, the dozer knows the grade of the surface in front of it and traces the existing surface rather than losing material when it moves over hills or valleys.

STRIPPING, NEW MODE?



Cavanaugh owns a D61i, and Heitzenrater uses the PDC system for cut-and-carry operations, excavation, and spreading topsoil or stone. “It will knock down and spread 20 tons of stone in two passes,” the

“You don’t have to worry about overstripping,” he said. “The machine’s ability to store variations in elevation to help keep you on grade is fantastic.”

Dave Mason; Survey Manager, Mosser Construction

operator said. PDC makes spreading material highly automatic, because it already knows the terrain you’ve dozed. You simply input the depth of stone needed and the automatics take care of the rest.

Proactive Dozing Control is also very useful in stripping topsoil, a job that usually requires an experienced operator. With PDC, the operator just has to lower the blade until he reaches clay. At that point, he can input the depth and the automatics take over

Dave Mason, a survey manager for Mosser Construction, finds that Proactive Dozing Control is particularly beneficial in stripping topsoil. “You don’t have to worry about overstripping,” he said. “The

machine’s ability to store variations in elevation to help keep you on grade is fantastic.”

Steve Houlette, a foreman with RT Vernal Paving & Excavating who has 20 years of operating experience, agrees with Fenster that PDC is encouraging operators to use automatics more often. “The operators here leave it in automatics because we know the dozer is going to react how we want it to. We really trust in the responsiveness of the dozer,” he said.

“We really trust in the responsiveness of the dozer.”

Steve Houlette; Foreman, RT Vernal Paving & Excavating

The Proactive Dozing Control software update is currently available on Dash-24 models of the D51i and D61i. Contact Smart Construction Division Manager Mike Fenster at (614) 802-7099, or your local Columbus Equipment Company sales rep for more information on PDC, or to answer any questions you have about iMC equipment.



LaRoche Operator Zach Gibbons on a residential clearance site in Wheeling, WV with one of the company's three CMI C175 Twister II mulchers.

CUSTOMER SPOTLIGHT



The Mulching Specialists

For additional video coverage, visit columbusequipment.com/news/videos

for more on LaRoche Tree Service Inc's experience.

LaRoche Tree Service Inc. COMMITMENT, EXPERIENCE AND INVESTMENT SIGNAL A BRIGHT FUTURE



CJ LaRoche, owner of LaRoche Tree Service Inc., got the idea for his career when he was 15. “My parents had a guy come out and remove some trees at our home. I saw it that day, and I knew that was what I wanted to do,” he recalled.

His company has grown far beyond what that starry-eyed, budding professional could have imagined, however. In addition to the kind of residential tree service he probably envisioned as a teenager, the company does right-of-way and land clearing, commercial tree care, and mulch production. He has about 55 employees.

Land clearing accounts for about 70 percent of LaRoche's business. The company primarily works in Ohio, West Virginia, and Pennsylvania.

Land clearing accounts for about 70 percent of LaRoche's business. The company primarily works in Ohio, West Virginia, and Pennsylvania but will travel for some jobs, including hurricane cleanup in Hilton Head, South Carolina.

Bellaire, Ohio-based LaRoche Tree Service has been growing rapidly, the owner said, in part because of repeat business. “The work is there. It's just

whether you can handle the workload, do it safely and do a good job,” LaRoche noted.

To ensure the job is done well, he relies heavily on CMI mulching machines. In all, he owns ten CMI units: three C175 units, three 250's, two 400's and two C450's. Four of the machines—two 250's and the two 400's—are outfitted with stump grinders, and the rest are used as mulchers.

LaRoche has been using the brand for more than two years. “CMI's are well built machines. They are simple and rarely fail,” he noted. “They may not be the cheapest upfront, but in the long run they do a good job and justify the investment. The performance and reliability are definitely there.”

The smaller units are sometimes used for residential work, like clearing a lot for a house to be built. “The 175 or 250 can handle small jobs with ease and perform the work very quickly. This gives us an advantage in clearing smaller plots of land due to efficiency.”

The larger units are excellent for right-of-way clearing, LaRoche added. “I had a large right-of-way clearing project and Bob Stewart (Environmental Division sales rep) set up a brand new C450 for us to demo. We were surprised by the balance of the machine and its ability to climb hills and handle adverse terrain. This was our first CMI purchase, and obviously not our last.”

It's good for the operator, too. “The cab is roomy,



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DEF Handling: Five Essential Tips

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and you can see out of it very well,” LaRoche said. “It’s a well-built, well-thought-out machine.”

The CMI C450 is also an extremely impressive mulcher, LaRoche said. “I was surprised by the speed, the size of the material, and the finished product. Versatility is the best way to describe the 450 as we use it to mulch brush, logs, uprooted stumps, standing trees and to fix ruts and dress up the work area upon completion.”

“CMI’s are well built machines. They are simple and rarely fail. The performance and reliability are definitely there.”

CJ LaRoche; Owner, LaRoche Tree Service Inc.

Previously, LaRoche used Rayco mulchers, but he tried CMI machines on the advice of other tree clearing professionals, and has quickly acquired a whole fleet of CMI machines.

Another advantage to using CMI equipment is dealing with Columbus Equipment Company, LaRoche added. He has been happy with the customer service he’s gotten, whether it involves financing, sales or service. “There’s good communication from everyone,” he said. “If we call, someone calls us back. Everyone is very proactive.”

LaRoche has been a customer of Columbus Equipment Company since about 2012, when he purchased a U.S. Pride cone splitter after The Paul Bunyan Show. He has purchased a variety of equipment, including Komatsu excavators he uses to feed his Morbark chippers.

Recently, LaRoche became the first customer in Ohio to buy the new XT445L-5 Komatsu Forest feller buncher. “He demoed it and he liked the features, performance and financing,” Stewart said.

LaRoche attributes his company’s growth to several factors. As he has gotten more work from existing customers, he has focused on hiring good employees “from operators to managers.” Several relatives, including his father, a retired Ohio State Patrolman, work for him.

He has also diversified the business, including adding the production of landscaping mulch, to help weather any ups and down in the economy. “We work in various markets for an array of different customers, from mulch to snow plowing, tree care to tree clearing. Minimizing risk through diversification is one of our top strategic goals.”

Companies can experience quality issues when they grow quickly, but good employees, effective management and quality equipment have prevented that from happening at LaRoche Tree Service, LaRoche said. “As we’ve grown, our quality has gotten better. I don’t believe this is a common trend with companies growing at a rapid rate, so we are all very proud of this accomplishment.”

Did you know?

CJ LaRoche got interested in tree work as a teenager, but his love of motorcycles started even earlier. “I’ve ridden ATVs and motorcycles most of my life,” he said.



LaRoche entered the motorcycle road racing scene as an amateur in 2012. Since then has moved up to the professional level and has two top 10 finishes with MotoAmerica, which is considered to be the premier professional road racing organization in the western hemisphere.

With his work schedule, he doesn’t have much time for pro events, but he participated in several regional WERA races and five, four-hour team endurance races in which LaRoche’s team won all five events. In 2019, CJ had #1 finishes in 10 WERA Expert races in Michigan, Ohio and Pennsylvania, riding a Yamaha 600.



218

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CUSTOMER SPOTLIGHT

Richard Goettle Inc. GEOTECHNICAL SPECIALISTS ON FIRM FOOTING WITH LINK-BELT

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For additional video coverage, visit columbusequipment.com/news/videos for more on Richard Goettle Inc's experience.



Under the Columbus skyline, Goettle Oiler Danny Smith awaits an incoming, 62-foot, 13,020-lb. beam. The beam will help form one of the Columbus site's 685 secant piles—a European technology that will provide support for the new, state-of-the-art facility.

Wherever you find a large construction project that presents engineering challenges, there's a good chance that Richard Goettle Inc. is on the case.

For more than 60 years, Cincinnati-based Goettle has been designing and building deep foundation systems, earth retention systems, ground modifications and marine construction.

The company has been involved in many high-profile projects, including major stadiums and power plants. Recent projects include foundation work for a new aircraft hangar, and two MLS soccer stadiums in Ohio.

"If it's a difficult or complex foundation project, Goettle is called in to do it," said Roger Reese, Goettle's Columbus Equipment Company sales representative.

One tool found at every Goettle jobsite is Link-Belt cranes. "We have a 60-year history with Link-Belt. That's all we own," said Clint Studt, shop manager for Goettle. The company's fleet of Link-Belt cranes includes six 108-B models, two 138-H2 models, a 138-H5, a 218-HSL and a 238-HSL.

The company prefers Link-Belts for many reasons. "There is a lot of flexibility in the machines. We can use them for different applications—drilling, driving pile, standard hoisting," Studt said. "The product support from Link-Belt and Columbus Equipment Company is phenomenal. The parts support is great. The machines are simple to operate and simple to maintain."

Link-Belt durability is unbeatable, Goettle has found. The company has owned some of its 108s since the 1950s. "The 108s are still in good working order and are used every day," Studt said. "We probably have the best fleet of 108s in the country. They are well maintained. Some of them have been painted six or seven times. We have the same angle boom we've had forever and we change out engines when needed."

"Link-Belts are the best crane suitable for our work due to their durability and operator friendliness. We're specialized and they handle what we do really well."

John Conety; Superintendent, Richard Goettle Inc.

The 108s are "a lot more flexible than using an RT," he added. "We are always in the mud. The 108s are rated enough to build other cranes and drill rigs, and you don't need two operators for one machine."

Goettle recently bought the Link-Belt 218 and 238 from Columbus Equipment Company because the industry is requiring bigger cranes, Studt said. "Foundation piles have

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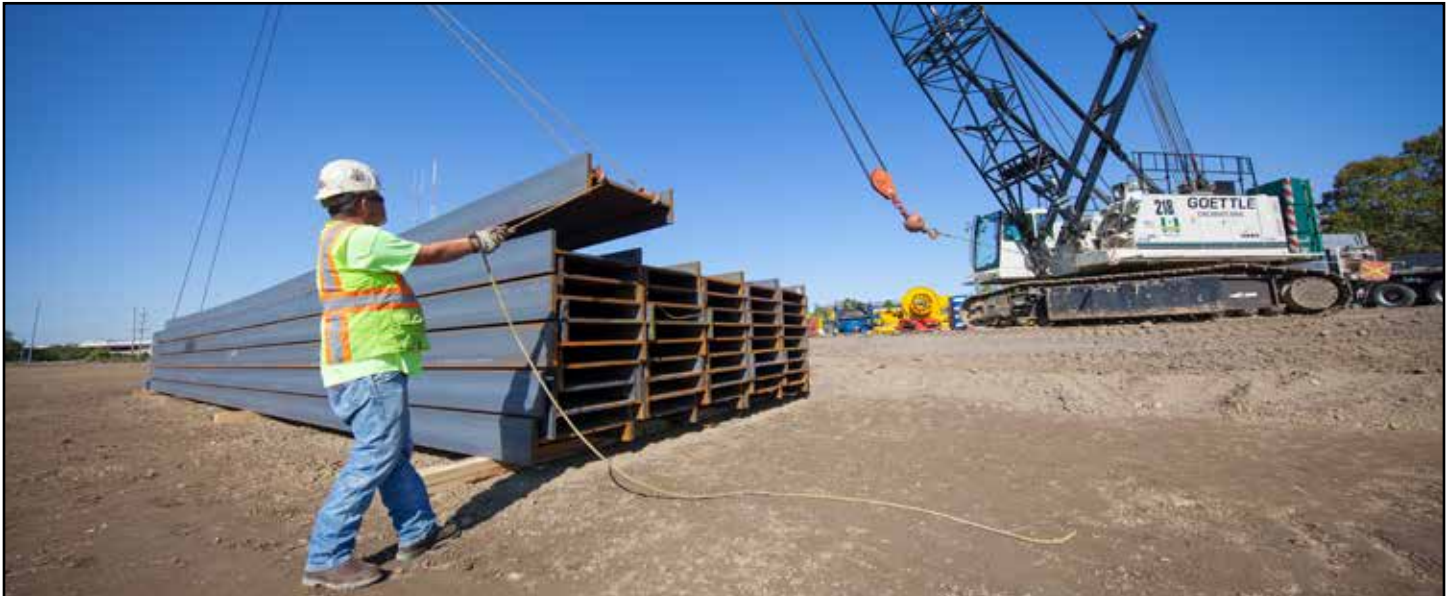
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Richard Goettle Inc. relies upon experienced crews, as well as industry expertise, for projects to run smoothly. Pictured here prepping W-section, steel beams with Carpenter Jim Kersey, the company's Link-Belt 218-HSL Operator Pat Edinger has twelve years of experience.

gotten deeper and larger in diameter. That's where the 238 comes in. It's a real good fit for us for augercast piles. It has an excellent chart."

Goettle selected the 218 because it's a 110-ton crane rather than a 100-ton. "We got a little more oomph and it has a better chart than an H or an H2," Studt noted. "The extra 10 metric tons always helps, and it has a better reach."



"Deep foundation work on the 238's current project requires the placement of over 2,500 augercast piles 18-inch and 24-inch in diameter, weighing 40,000 to 50,000 pounds each," said John Conety, Goettle's superintendent for the project.

"Link-Belts are the best crane suitable for our work due to their durability and operator friendliness. We're specialized and they handle what we do really well. You are able to get the correct size of crane you need for each project with different models, boom lengths and setups," Conety said.

"I'm an operator by trade, and Link-Belts are a great crane," he added.

At the new Columbus soccer stadium, Goettle's Link-Belt 218 is being used to install 685 secant piles. The piles are 90 feet deep, and 62-foot-long W-section

beams will be inserted vertically and concreted in place to create a cutoff wall, said Wes Campbell, field superintendent.

Campbell is a big fan of the 218. One of the crane's first jobs at the stadium was to build two large drill rigs, lifting parts that weigh more than 46,000 pounds. "The 218 is not too big, it's easy to move around, and it's not so heavy that they need to be on crane mats," he said. "Link-Belts are the workhorse in the industry."

Product support is an important factor in Goettle's preference for Link-Belts. "Parts availability is great," Studt said. "We order parts through Columbus

"Columbus Equipment Company has topnotch mechanics and has provided excellent support."

Clint Studt; Shop Manager, Richard Goettle Inc.

Equipment Company, and they are very good. They have topnotch mechanics and have provided excellent support for our older machines. They have excellent product knowledge on the newer machines."

"When we commissioned the new 218 and 238, Columbus Equipment was there every step of the way," he added. "We didn't have any issues."

It's rare for any company to stick with a brand for six decades. Goettle's history with Link-Belt is a testament to the value, durability and support offered by the manufacturer.

For more on Richard Goettle Inc.'s Link-Belt experience, visit columbusequipment.com/news/videos for video coverage.

Exceptional Customer Support BUILT ON QUALIFICATIONS AND EXPERIENCE



Our dedicated employees are the reason that Columbus Equipment Company is Ohio's Dependable Dealer. Congratulations to **Rick Cramblett** and **Ernie Potter** (both marking 40 years) and **Ron Ferri, Jim Morehart, Steve Scott** and **Fred Wahl** (all with 35 years) as we celebrated their anniversaries with the company in 2019.

We'd like to recognize these milestone work anniversaries occurring in 2020:

35 years: Neil Ehrhardt, Perrysburg parts manager.

30 years: Rick Ransburgh, customer service rep in Columbus, and **Tom Brassler**, sales administration manager.

25 years: Jason Deeds, Columbus parts manager, and **Tim Albright**, vice president of sales & marketing.

Thank you all for your hard work and dedication to serving our customers.

Jeremy Robinson, Cincinnati service manager, and Derek Oberlander, Komatsu technical communicator based in the Cleveland branch, recently graduated from the Komatsu Service Institute (KSI). They have both achieved KSI Certification as an Expert of Customer Support.

The KSI program provides service department managers and administrators with training in technical and leadership skills. The annual three-day event is held at Komatsu's training facility in Cartersville, Georgia, and individuals must attend the event for three years to complete all the classes required for certification.

The classes cover a wide range of skills service

managers need, from leadership and team building to meeting customer expectations to understanding new Komatsu products and features.

The training was very beneficial, Robinson said. "At KSI, you get to see how other service managers complete tasks and learn about the tools Komatsu provides that help you do the job more efficiently."

Cincinnati



After more than 22 years behind the Cincinnati branch's parts counter, Don Mortimer retired in December 2019.

Don started with Columbus Equipment Company in March 1997, and prior to that he worked for another company for 22 years, totaling 44 years' experience in heavy equipment parts.

He got his start with heavy equipment when he served in the Army, including a year in Vietnam, he added.

Don was an active member of the Columbus Equipment Company safety team, where he shared the skills he acquired as a volunteer firefighter—such as CPR, first aid, and using fire extinguishers—with fellow employees through demonstrations.

Although Don wanted to retire in July, he graciously continued with the company for another six months when the branch was short-handed due to illness.

Don has a busy retirement planned. He has studied taekwondo—he's a 3rd Degree Black Belt—and plans to teach the Korean martial art form.



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