

CUSTOMER CHRONICLES



NEWS YOU CAN USE FROM BARLOWORLD EQUIPMENT AND CAT SPRING 2008

**BIG TRUCKS AT
SISHEN
PAGE 5**



Low hour machines *with warranty*

Quality and value backed by Caterpillar and Barloworld Equipment

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DRIVE TRAIN
Keep it healthy
more on page 4



360° SOLUTIONS
For peace of mind
more on page 7

The construction and mining industries are booming. If you need some good solid help to meet your contract commitments, this may be the time to look at Cat Certified Used (CCU) – a young, low hour Cat machine with a 12-month warranty – for your next earthmoving machine purchase.

Save on cost, get the machine when you need it and know that it will give you the quality and reliability you expect from Cat.

Your low hour machine will conform to strict Caterpillar standards:

- Machine and key components in excellent operating condition;
- Entire machine has been inspected from top to bottom and serviced by Barloworld Equipment to meet all performance specifications;
- Undercarriage and/or tyres with minimum 50% service life remaining;
- Sheet metal and paint in good condition;
- Ground engaging tools in 'near new' condition;
- Each machine sold with a 12-month warranty;
- Get extra value from your CCU machine investment with a 360° Solutions package that includes not only the warranty but also comprehensive financial services and product support options.

Almost all our Caterpillar Certified Used (CCU) machines come from early roll-outs from the Cat Rental Store and therefore have a complete history of maintenance from Barloworld Equipment.

Don't confuse CCU with the Caterpillar Certified Rebuild (CCR) programme, which involves the complete overhaul and sale of selected high hour machines with warranty.

Contact the Barloworld Equipment call centre on 0800 21 22 48 for more information.

(See page 2)



2 | TELEHANDLERS

Going to all lengths to get the job done

New re-engineered Cat telehandlers



Telehandlers used to be judged mainly on their reach and load capabilities. Today it's more about getting the right combination of compact dimensions, sharp turning radiuses, manoeuvrability and versatility through a wide variety of work tools.

Caterpillar's new range of telehandlers, redesigned and re-engineered to suit increasingly varied needs, is now available to Barloworld Equipment customers.

The new TH-series telehandlers include new chassis, new booms, new engine options, new cabins, new axles and a revised hydraulic system. Barloworld Equipment offers three new Cat telehandlers which between them

provide the range of capabilities to suit any requirement.

The smallest of the three, the TH255, is just over 3,5 metres long, 1,8 metres wide and less than 2 metres high – perfect for getting around constricted building sites. It can easily lift 2,5 tonnes to a height of 5,6m, has a forward reach of 3,25m and the most spacious cab in its size class.

The largest is the TH414, with a rated load capacity of 3,7 tonnes, a lift height of 13,7m and a forward reach of 9,2m. Right in between is the TH407, also with a 3,7 tonne load capacity but a lift of 7,3m and a forward reach of 3,7m.

A 74.5-kilowatt (100 hp) Cat C4.4 turbo charged engine is standard

A RANGE OF CAT WORK TOOLS EXTENDS THE VERSATILITY OF THE MACHINES.



Three new Cat telehandlers are now available in South Africa, the TH414 (top), TH407 (above) and TH255 (below).

on all machines. An optional 93.1-kilowatt (125 hp) Cat C4.4 engine with ACERT Technology is available for the TH407. Both engines are certified to Stage IIIA (Tier III) emission regulations.

Load-sensing, flow-sharing hydraulics deliver high digging and lift forces, and allow all boom functions to be operated simultaneously and proportionally.

A range of Cat work tools extends the versatility of the machines. A high visibility hydraulic IT coupler comes as standard on the TH407 and TH414, while the TH255 comes standard with a universal SSL Quick Coupler, allowing it to use most of the skid steer loader work tools.



(From page 1)

The Used Equipment Co (TUEC)

Barloworld Equipment's strategy, closely aligned with Caterpillar, is to provide customers with integrated new, used and rental equipment solutions, supplied and supported under one roof. In the interests of the future successful integration of this model, the joint venture between Barloworld Equipment and BLC Plant Company, known as The Used Equipment Co, has been discontinued by mutual agreement.

This will allow Barloworld Equipment to manage its New, Used and Rental model entirely from within, offering each customer the best solution for his particular needs. Cat Certified Used (CCU) is only available from Barloworld.

"Plug and play" power for mines

Barloworld Equipment Energy has introduced a long-term solution for independent power production that allows South African mines to literally "plug in" containerised Cat generator sets for instant power. Rod Warnes, senior manager for turnkey power solutions, says these high-speed diesel power plants are quick to deploy and commission, easy to move, and flexible to use on remote mine sites. Almost 100 1MVA and 2MVA containerised Caterpillar power modules are on order for delivery within the next few months. All are earmarked for the mining industry. By connecting a number of these modules, which can be rented or bought, even large mines can create their own independent power plants as shown here.



Know the inside story

Cat fluid filters



Fluid filters should be judged on field performance, quality, and consistency. Do not be misled by claims based on unrepresentative lab tests or ambiguous micron ratings.

Will-fit filter suppliers promote their filters based on performance data collected using standard laboratory test procedures. These are comparative tests and do not represent actual field performance.

Competitive marketing efforts are usually based solely on the multipass test. This ISO 16889 laboratory test inserts a concentrated stream of artificial contaminants under a predetermined constant flow and other steady-state conditions to progressively load the filter until a specified pressure drop is reached. During the test, particles entering and exiting the filter are electronically counted. A ratio of the particle concentration upstream to the concentration downstream is called the filtration ratio or Beta ratio.

The Beta ratio can be found in most will-fit suppliers' literature, but you will find little mention of the most critical filter aspects: structural integrity and consistent quality. Caterpillar's highly automated manufacturing processes and robust designs virtually eliminate many of the inconsistencies that occur on conventional filter assembly lines.

Examples of structural problems arising from these inconsistencies are end-cap and media-seam leak paths, as well as metallic process contamination.

Caterpillar recognises that automation and strict quality control are the keys to minimising part-to-part variation and is committed to working with the industry to expand injector wear type tests to resemble real-world results in the interests of improved filter performance.

Cat HYDO Advanced 10

New oil, new benefits

This new oil is a combination of premium additives and base stock designed to provide extended drain intervals and extra protection to hydraulic system components. It has been subjected to severe qualification testing requirements to provide superior protection and life for Cat hydraulic systems.

Cat HYDO Advanced 10 outperforms Cat HYDO in the following areas:

- 6 000-hour change intervals when used in conjunction with SOS oil analysis
- improved filtration properties
- enhanced wear protection for piston hydraulic pumps
- superior thermal stability
- increased corrosion protection
- higher oxidation resistance
- significantly reduced oil darkening
- eliminates interference with optical particle counters.



Cat HYDO Advanced 10 is recommended in any application where Cat HYDO has been used in the past.

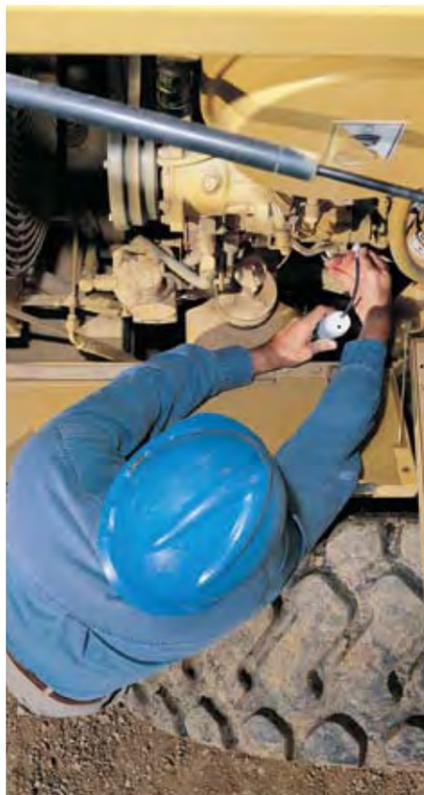
4 | DRIVE TRAIN

Drive train management

This is the first in a four-part series on optimum, cost efficient management of your Cat machine's drive train systems.

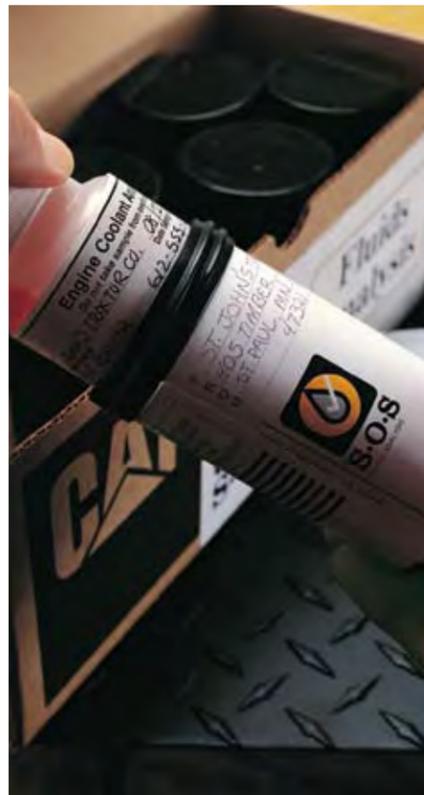
Part 1

Seven elements that will keep your drive train systems in great shape.



Preventive maintenance

Preventive maintenance includes many techniques – like correct selection and changing of drive train oil and fluid filters – that help keep small problems from becoming major repairs.



SOS fluid analysis

SOS fluid analysis is the best way for you to monitor what is happening inside your drive train systems. It consists of tests that enable you to forecast wear-related problems.



Inspections

Inspections combine your daily walk around checks and Barloworld Equipment's periodic technical analyses. Together they allow you to detect potential problems and impending failures, so you can schedule maintenance and repairs.



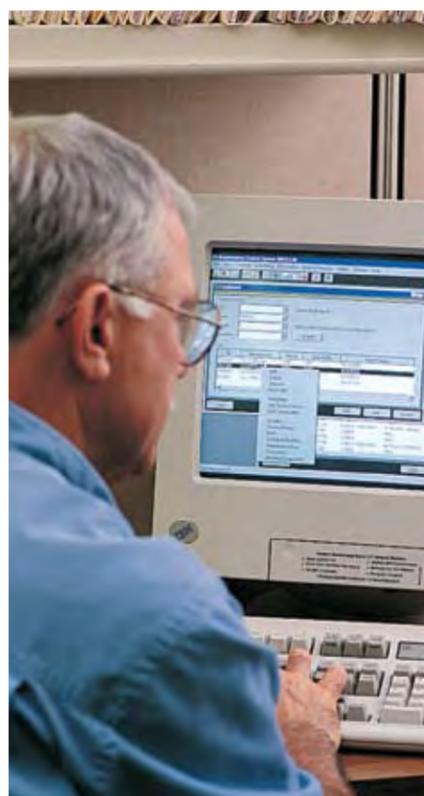
Repair management

Repair management helps you to select before-failure and after-failure repair options and to control repair costs. It allows you to plan and schedule repairs, so you can get your machines back to work quickly and reliably.



Training

Assistance from Barloworld Equipment with training helps you improve the maintenance practices of your staff. It reduces the chance of failures caused by faulty maintenance and helps you lower your owning and operating costs.



Scheduling

A good scheduling system ensures that maintenance, inspections and planned repairs are done on time. It helps you prevent the failures caused by overlooked maintenance.



Record keeping

Record keeping consists of full documentation on machine history, component life and cost information. It helps you identify high-cost or problem areas, track work flow, control costs and increase machine resale value.

Count on our hydraulic cylinder reseal service

Stop leaks and maximise system performance

Barloworld Equipment's service team is committed to resealing hydraulic cylinders quickly and correctly the first time. That's how we help you keep your costs low and your cylinders performing at peak efficiency.

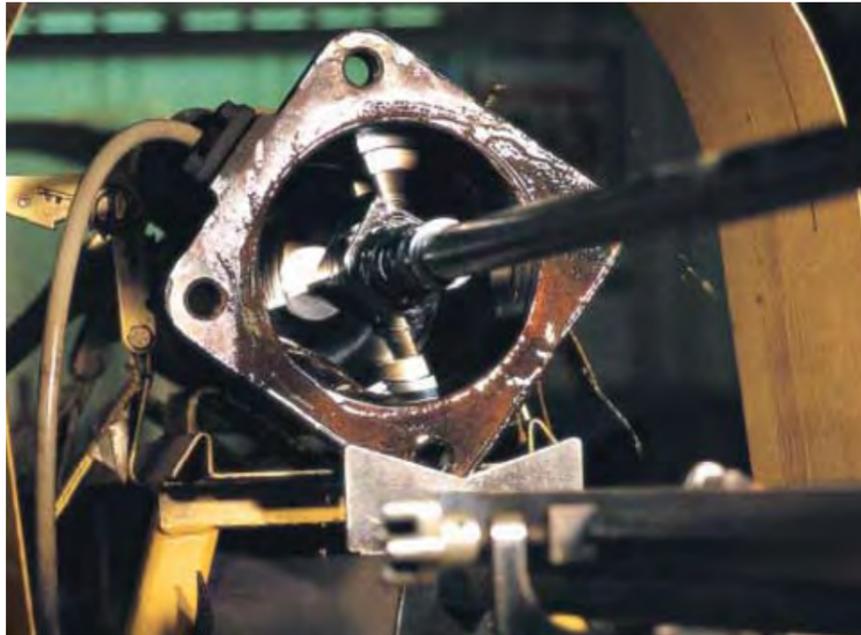
There's a lot more to resealing hydraulic cylinders than just installing new seals. Five reasons why you should be coming to Barloworld Equipment:

- **Proper disassembly and assembly**
Without the proper tooling, completing the repair can take much longer. You also risk damaging reusable parts or ruining the cylinder group. We use tooling designed to disassemble and assemble cylinders quickly, without damaging components.
- **Light honing**
We light hone cylinder tubes to remove minor scratches and other hard-to-see imperfections that quickly damage newly installed

piston seals and piston wear bands. This procedure, in conjunction with proper contamination control practices, substantially increases the life of new hydraulic cylinder seals.

- **Contamination control**
Worn seals allow contamination to enter the hydraulic cylinder. Contaminants can damage newly installed seals or, worse still, other

system components such as pumps or valves. We clean cylinder components and wash out any contaminants before reassembling the group.



- **Cat seals and seal kits**
Caterpillar is dedicated to designing the best-performing seals in the industry. That's why we reseal hydraulic cylinders with genuine Cat seals and money-saving seal kits. Cat seals are specifically designed to handle the increasing pressures and temperatures of today's hydraulic cylinders. Barloworld Equipment carries sufficient stock to support all reseals.
- **Quality assurance**
We pressure test each hydraulic cylinder before returning it to you, helping ensure reliable on-the-job performance.

WITHOUT THE PROPER TOOLING, COMPLETING THE REPAIR CAN TAKE MUCH LONGER.



Big truck breakthrough at Sishen mine

Kumba Iron Ore's Sishen mine near Kathu in the Northern Cape runs a fleet of 54 electric drive trucks for primary production and plans for expansion include tripling the number of trucks hauling ore-bearing material in the near future.

The mine has standardised on electric drive trucks for many years. So when Barloworld Equipment received an order for eight Cat 793D mechanical drive mining trucks this year, it was a departure from the norm. The Cat powered 793D, with 218 ton payload capacity, is Caterpillar's largest mining truck available in Southern Africa.

Sishen is one of the biggest single-pit opencast mines in the world and contains half of the world's reserves of lumpy iron ore. The mine produces 29-million tons of high quality iron ore per annum and is the only mine in the world to beneficiate 100% of the run of mine, mainly for export.

The Sishen Expansion Project (SEP) is a brownfields project that aims to produce an additional 13 million tons per year.

Barloworld Equipment has shared a partnership with Sishen since inception in 1953 and the mine today owns 92 Cat machines supported by an on-site Barloworld Equipment team. With a longstanding relationship in place, the decision to try out Caterpillar's 793 mechanical drive mining truck was logical.

The new trucks will be tested against the electric drive trucks on the mine and the big question, of course, will be the cost of electricity versus diesel in the future. The availability of trucks this size is also an important consideration with the quick production ramp up anticipated.

The unveiling by Caterpillar of its own electric drive trucks later this year is also awaited with interest.

6 WEAR PROTECTION

New GET system for underground loaders

Caterpillar has released a new weld-on Ground Engaging Tool (GET) system for underground mining loaders. The new system, like all Cat GET, aims to maximise productivity and protect more expensive components such as bucket base edges.

This system for underground loaders is designed to be more productive than the previous half arrow systems and offers more wear material to optimise system wear life and bucket protection.

Part of being more productive is reducing downtime. The new system has corners and edge segments designed to wear at an even rate so that the machine does not have to stop working until it is time to replace the entire system.

Because the added material to the new system parts is all wear material, you can expect an increase in wear life equivalent to the increase in wear material.

For more information please contact your Barloworld Equipment GET specialist.

PART OF BEING MORE PRODUCTIVE IS REDUCING DOWNTIME. THE NEW SYSTEM HAS CORNERS AND EDGE SEGMENTS DESIGNED TO WEAR AT AN EVEN RATE SO THAT THE MACHINE DOES NOT HAVE TO STOP WORKING UNTIL IT IS TIME TO REPLACE THE ENTIRE SYSTEM.



UNDISPUTED #1

More Versatility. More Performance
Excellent controllability and reliability, impressive lift capacity, better fuel efficiency, simplified service and a more comfortable operator station to increase your productivity and lower your operating costs. These are just some of the reasons why Cat excavators are the market leader in South Africa. **A Great Choice of Machines and Work Tools**
There is a Cat excavator to match any need, from utility and urban applications through to heavy construction and quarrying. A wide range of work tools is available, including a variety of buckets, hammers, rippers, multi-processors, shears, grapples and compactor plates. Universal quick couplers make it uniquely easy for operators to change work tools. Ten hydraulic pump flow and pressure settings can be pre-set on the in-cab monitor.

We deliver from every angle - 360° Solutions
For more information call Barloworld Equipment on 011 529 0000 or our call centre on 0800 21 22 48 or visit www.barloworld-equipment.com

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Tough machines need tough protection

Cat wear protection products have been designed to protect more expensive components, such as machines and buckets, resulting in less downtime and greater productivity. The wide variety of product designs and sizes allow for maximum wear protection in virtually any type of environment or application.

tended wear life. The zigzag design reduces wear found in parallel-channel products.



Roll Bar: The leading edge of a machine takes a lot of punishment. Roll bars provide maximum protection while minimizing wear as the edge moves through the material. They also deflect impact, improve material penetration and weigh less than other options.



Chocky Bar: This distinct shape conforms to a variety of surfaces and applications. The "V-groove" design allows the bars to be bent around a side-bucket profile or separated to meet different length requirements.

Wear Button: Four different sizes let you choose the right "tri-bar" design to protect your machines and buckets.



Wear Block: Extreme applications call for extreme protection. Cat wear blocks offer a thicker profile for ex-

Benefits of Wear Protection: The purpose of wear protection products is to provide material-on-material wear, resulting in longer life, greater uptime and increased productivity.

Caterpillar GET warranty: Caterpillar warrants most ground-engaging tools against breakage during normal operation. If a piece of Caterpillar GET breaks, Caterpillar will replace it at no charge. Contact Barloworld Equipment for complete warranty details.

Building *trust*

Enduring partnerships need trust, commitment and teamwork.

That explains why, when KZN based construction company James Construction experienced problems with its Cat 318 excavators three years ago, Barloworld Equipment and Caterpillar worked tirelessly with owner James Mbongwa to resolve the issue.

James Construction now has a substantial Cat earthmoving equipment fleet and is also taking advantage of the 360° Solutions package put together by Barloworld and Caterpillar for better value and peace of mind.

The company's most recent acquisition of three Cat 725 articulated trucks included a 360° Solutions package with an extended full machine warranty for two years or 4 000 hours, preventative maintenance filter and SOS kits subsidised by Caterpillar, and financing by Cat Financial Services SA, a new joint venture with Wesbank.

The package takes care of all the issues that worry customers most when they buy new earthmoving machines. The warranty is the most comprehensive in the industry, the preventative maintenance package ensures that the filters and SOS sampling kits are available as and when needed, and the finance is designed for the specific needs of Cat customers.

James Mbongwa experienced the capabilities of Cat 725 articulated trucks in 2006 when he rented some of these units from Barloworld Equipment to supplement his own fleet. When he was looking at buying some new trucks this year, he did the maths and, based on the total value, his experience of the Cat brand and Barloworld's support, went with the Cat 725.

The Cat 318s are still going strong, in case you were wondering.



Small in size, big in action

The new Cat H-series small wheel loaders

By now you know all about the Cat H-series mid-size and large wheel loaders, which have been met with universal approval by Barloworld Equipment customers.

Now joining this popular line-up are the new Caterpillar H-series small wheel loaders, the 924Hz, the 928Hz and 930H. Replacing the G-series, the new models are designed for improved productivity, reliability and versatility on all job sites. Special waste handler configurations are available.

The 930H features a unique VersaLink loader linkage, which combines integrated tool carrier versatility and parallel lift with superior cycle times. A new multi-purpose bucket adds to the versatility. The 930H can be equipped with up to six hydraulic valves for unrivalled work tool control and compatibility, allowing the machine to be used in the widest range of applications.

All Caterpillar small wheel loaders employ a load-sensing, variable flow hydraulic system that senses work demand and adjusts flow and pressure to match. It is designed to provide faster cycle times with low operator effort and improved fuel efficiency and can be configured with various joystick options to suit the operator or applications needs.

The new loaders feature the Cat C6.6 engine with ACERT Technology, meeting emission regulations while offering more power and torque.

The improved H-series cab is designed for safer, easier entry and exit and provides excellent visibility. Serviceability is simpler, with grouped service points for daily checks.



The new 924Hz wheel loader



... and the 928Hz

8 | BIGGER AND BETTER

We are growing to support you better

Our flagship facility in Isando, Johannesburg, is undergoing a transformation to enhance our customer support and to accommodate our comprehensive staff technical training programmes.

An additional machine assembly area will be completed in December 2008. This project includes new assembly workshop with concrete floor and 20 ton gantry cranes, as well as new spray booth, soda blasting and wash bay areas using the latest technology and water conservation systems.

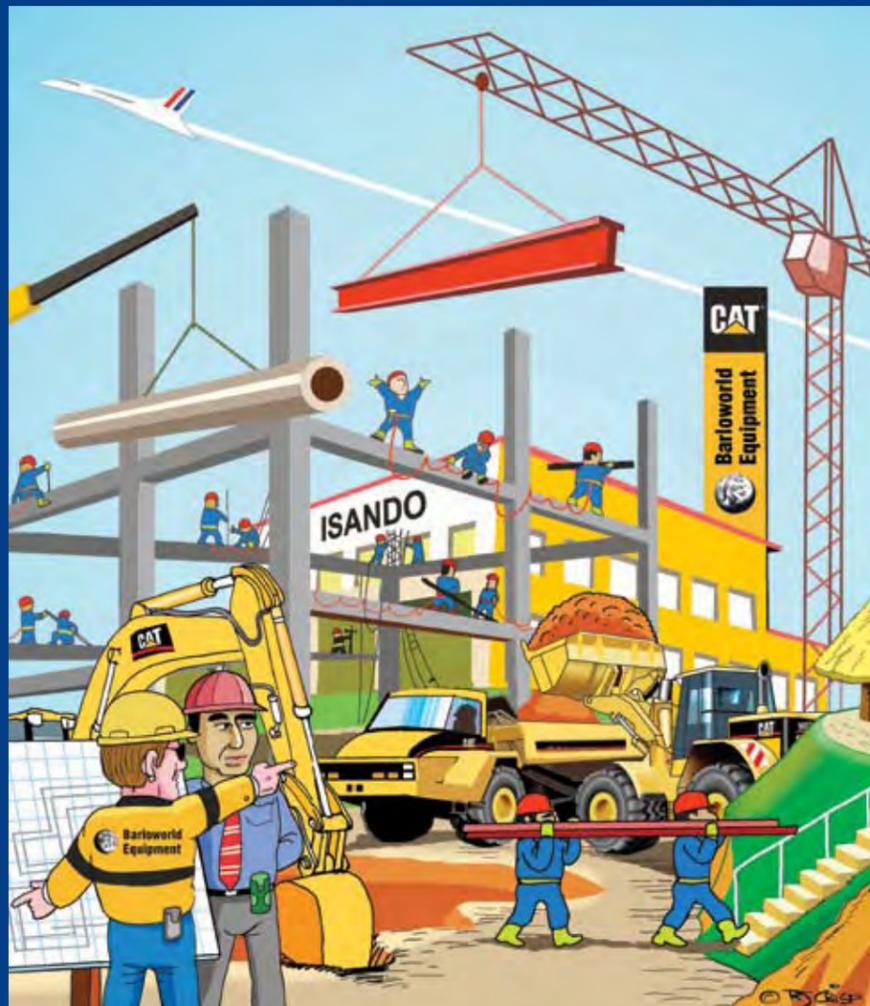
A new separate entry point to the south of the Isando premises will facilitate movement in and out of the assembly area and workshops.

A new workshop adjoining the existing Cat Rental Store workshop will become operational in March 2009. The existing repairs workshop will also be refurbished with new facades, wider roller shutter doors (from 6 to 10m) and new concrete floors.

To ensure that we have the technical skills to support our customers now and in the future, our Centre of Learning will open its doors at Isando in March 2009. This new facility is now under construction on part of the Cat Rental Store premises and an adjacent stand we have acquired. It will consist of two separate buildings for practical skills training and operator training, each containing two floors with the capacity to accommodate more learners and additional offices for teaching and administrative staff.

We are also building a double story parking facility with 500 bays in the existing main car park area. A new double storey office block to accommodate staff growth is expected to be completed within the next year.

Many of our other facilities around southern Africa are also being extended or upgraded to meet customer demand and ensure future capacity.



Another good reason to pay us a visit

Barloworld Equipment has opened the doors of its own Cat retail store – based on site at our new Customer Centre in Isando. This gives you, our valued customers, exclusive access to the latest Cat clothing and accessories such as footwear, watches, caps and sunglasses.

Cat clothing is an important and globally popular extension of the Cat brand and we are proud to be able to add a little more value for our Cat customers by providing you with direct access to this range. We look forward to seeing you at the Cat retail store.

Please visit your sales representative or our marketing team while you are here – we are also based in the Customer Centre and our receptionist will direct you.

The retail store is open Monday to Friday from 09:00 to 16:00 and can be contacted on at 011 929 0000.



From the Cat retail store: Melany Theron of Barloworld Equipment accounts is wearing 5-pocket straight leg jeans, medium wash, at R300,00 (code CAL0043); polo style shirt with velvet laid on ribbon on placket (colour S Canyon Rose) at R240,00; and black zip through jacket with hood and melange fleece lining at R550,00 (code CAL0112). Eric Mbuyene of the 6 Sigma team at Barloworld Equipment Isando is wearing a funnel neck shirt with contrast applique and satin stitch in China Blue at R340,00 (code CAM6071); and 5-pocket mid rise denim jeans, dark wash, at R310,00 (code CAM5047).

Customer tips

Reduce fuel consumption and save

Maintaining your Cat machine

- Maintaining air cleaners is key to ensuring that your Cat engine not only delivers optimum fuel consumption but also maximum engine life. A diesel engine typically consumes, by volume, 1 200 times more air than fuel. A daily check of the air cleaner restriction indicator will ensure that air cleaners are delivering maximum efficiency and performance. Use only genuine Cat filters designed to produce best possible filtration results.

- Always keep fuel clean. Dirty fuel can damage sensitive internal fuel injector parts and result in malfunctioning injectors, poor injection spray patterns and fuel wastage through poor combustion. Fuel should always adhere to the ISO cleanliness code as recommended in the Caterpillar lubrication and maintenance guide. (Wally Parsons, product manager, After Sales)

Operating your Cat machine

- When driving a Caterpillar skid steer loader (SSL), keep the hand-throttle in the idle position and use the foot throttle on the floor when more power is required. This feature, standard on all Caterpillar SSLs, will reduce overall fuel usage and engine noise.

- Fuel efficiency on a Caterpillar backhoe loader can be increased through responsible operating techniques such as selecting the appropriate gear when roading and ensuring sufficient throttle set when trenching. Efficiency will also be aided by the physical design of the engine, allowing for lower fuel usage over a standard working day. (Neal Markham, product and marketing manager, General Construction)

Please contact our editors if you have any comments, recommendations or queries on Customer Chronicles.

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