

CUSTOMER CHRONICLES



NEWS YOU CAN USE FROM BARLOWORLD EQUIPMENT AND CAT SPRING 2007

SYSTEM ONE UNDERCARRIAGE PAGE 2



Used equipment PAGE 8

See our Quality Used Equipment on page 8 or go to www.barloworld-equipment.com



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Use us to increase your productivity

More than 2-million Caterpillar machines go to work every day around the world. In 2006 Caterpillar invested more than \$1.4 billion in research and development. That's about \$4 million/day – weekends included. Caterpillar employees have registered well over 5000 patents and they are not about to stop.

Barloworld Equipment has represented Caterpillar in Southern Africa for 80 years. It is our job to give our customers solutions that increase their productivity and their profits, no matter what their size or their business.

So if you have yellow blood, as we do, we hope this newsletter will give you some ideas on how to become more efficient with Barloworld Equipment and Cat. It will bring you the latest news on Cat products and on Barloworld Equipment's support for those products.

We trust Customer Chronicles will add value to your business. Please let us know if there is anything in particular you would like to hear about and we'll make sure it happens.

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Cat 320D L excavator maintains winning form

The Cat 320C L has captured the lion's share of South African 20-ton excavator sales in the past year and the orders are coming in fast for the new D-series Phase II machine, which is selling at an excellent launch price.

Customers purchasing Caterpillar's quick coupler option with the excavator during the launch period receive a 0,62m³ trenching bucket in addition to the standard 1,08m³ bucket.

The Cat 320C L quickly became southern Africa's benchmark 20-ton excavator, beating the competition on specifications and performance, after being introduced by Barloworld Equipment early last year.

Owners of C-series machines will be pleased to know that few changes have been made to the 320D L Phase II. However it does come with slightly different styling, a new cab for greater operator comfort, better noise control and an integral security system.

It is also powered by the brand new C6.4 ACERT engine with special LRC

software mapping for increased fuel savings.

Long undercarriage

Weighing in at 21,3 tons, this machine also comes with long undercarriage, making for good stability in any work environment. The standard bucket has greater capacity than competitive 20-tonners. Piping for hammer is optional.

The Cat 320D L Phase II is well suited to the plant hire business as well as utility, water and sewage, and general construction applications.

The redesigned cab has better access to switches, wider view of the work area, refined monitor with reminders for maintenance action items, and climate control.

Serviceability has also been improved, with hydraulic filter and hydraulic return filter change intervals extended to 2 000 hours. Engine oil change interval is every 500 hours and self-lubricated bearing front linkage greasing interval is every 1 000 hours except in bucket area.



SOS
Keep your machine healthy more on page 6



New BHL
The 434E has equal size tyres more on page 8

2 | UNDERCARRIAGE

Cat System One Undercarriage for Elevated Sprocket Machines



NOW THIS CHANGES EVERYTHING

The Cat System One Undercarriage is a revolutionary new undercarriage system from the ground up. Caterpillar engineers redesigned everything, including:

- Links
- Carrier
- Track groups
- Idlers
- Rollers
- Guides

Built to last longer and requires less maintenance than you ever thought possible, System One Undercarriage

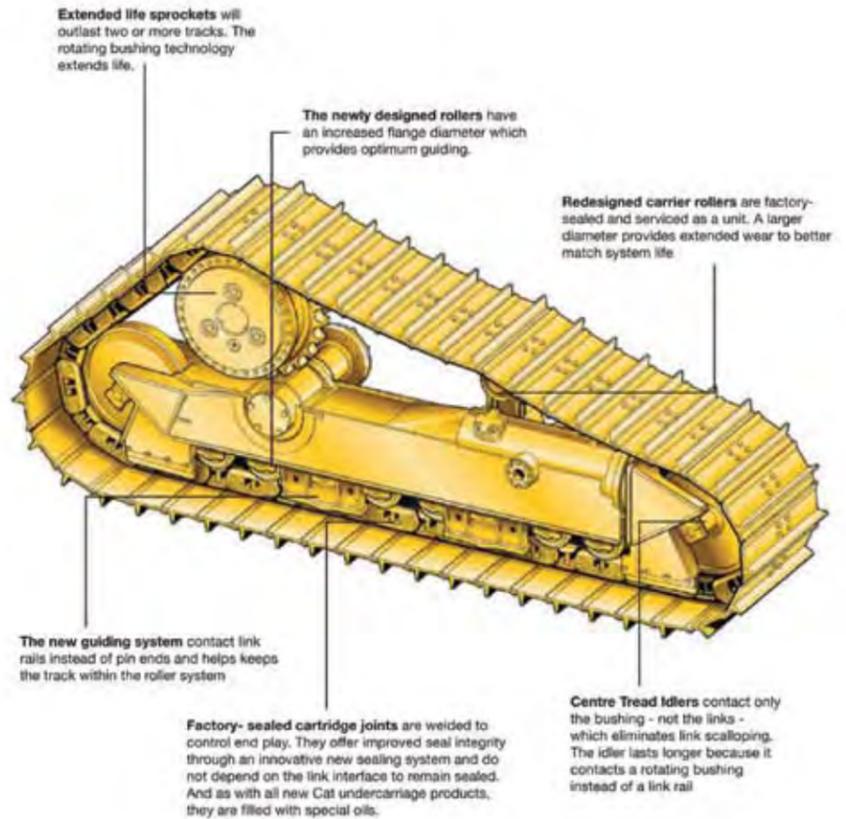
ensures greatly extended life and a dramatic drop in owning and operating costs.

CATERPILLAR. THE DIFFERENCE COUNTS

Cat Dealers define world-class product support. We offer you the right parts and service solutions when and where you need them. The Cat Dealer network of highly trained experts keeps your entire fleet up and running to maximise your equipment investments.

For more information call Barloworld Equipment on 011 929 0000 or visit www.barloworld-equipment.com

Cat System One Undercarriage for Elevated Sprocket Machines



Save with Cat System One Undercarriage

Caterpillar has developed System One Undercarriage for its small and medium size track type tractors with one abiding thought in mind: **the best way to make money is to save money.**

The system has demonstrated to some customers that they can achieve longer wear life. This, coupled with reduced maintenance requirements, can produce a substantial reduction in undercarriage operating costs, according to Jeff Dorrington product manager for undercarriage and ground engaging tools (GET) at Barloworld Equipment.

The revolutionary new undercarriage design, patented by Caterpillar, can be retrofitted to selected machines. System One can be maintained and repaired by Barloworld Equipment technicians on site, using special Caterpillar tooling. Parts are immediately available.



Cat telehandlers do the job for Tiber Bonvec



According to Tiber Bonvec Construction, the Cat TH 360B telehandler offers flexibility and versatility unsurpassed by any other item of materials handling equipment on its sites. Materials handling costs are significantly reduced by the combination of load capacity and handling at height, together with excellent manoeuvrability in confined spaces. The ability of the machines to travel on both sites and public roads adds to the winning formula. The quick coupler operated from within the operator's cab allows easy changing from a bucket to forks for palletised handling as well as general materials handling of goods such as unpalletised bricks, sand and mortar.

Match your loader to your needs and pay less

Customers in the market for new Cat wheel loaders should think twice before selecting the latest models of their existing machines. Barloworld Equipment product specialist Mark Senyard points out that evolution through different series wheel loaders means you can now do the same job as before with a smaller/less expensive model.

Take the Cat 962H wheel loader. This unit replaces the older 966E/F. "Designed and built for improved productivity, the 962H now has the same capabilities you got out of your 966E/F," Mark points out. "As a matter of interest the new 950H replaces the older 966C/D."

Your first question should always be: "What do I want to do with the machine?" Once you have answered that, any Barloworld Equipment sales rep will advise you on the model to suit your needs. You may be pleasantly surprised to find that you have more money left in your pocket after the transaction than you thought.

Mark and colleagues at Barloworld Equipment KZN hosted a demo on a customer site in early August to illustrate this point. The event was attended by 38 customers and two immediate firm orders resulted.

Call Mark at 011 929 0000 or e-mail mseyard@barloworld-equipment.com for more information.

Some facts about the Cat 962H wheel loader

- new load sensing hydraulic implement system provides up to 5% improved fuel consumption and a 20% increase in lift force;
- handles buckets from 2.9 to 4.3 cubic meters;
- powered by the Cat C7 engine with ACERT technology for reduced emissions;
- Engine Idle Management System (EIMS) to maximise fuel efficiency;
- M3PC Priority Proportional Pressure Compensated Valve that adjusts to changing power requirements on both the lift and tilt function to ensure no work stalls;
- electro-hydraulic controls for better bucket control and less spillage;
- air suspension seat, reduced vibration, best-in-class visibility to both the front and rear and reduced cab sound levels;
- command control steering wheel;
- electronically controlled, hydraulically driven fan that automatically changes speed to meet cooling requirements;
- enhanced serviceability with a redesigned hood and counterweight and key changes to maintenance points located in Service Centres;
- Service intervals of 500 hours for hydraulic filter and 1000 hours for transmission filter.



Basic specifications

	950H	962H	966H	972H
Engine	Cat C7	Cat C7	Cat C11	Cat C13
Net power (ISO 9249), kW (hp)	147 (200)	158 (215)	195 (265)	214 (291)
Gross power (SAE J1995) kW(hp)	161 (219)	172 (234)	211 (287)	229 (311)
Bucket capacities, m ³	2.7-4.0	2.9-4.3	3.5-4.8	3.8-5.5
Operating weight, kg	18,498 ¹	19,633 ²	23,955 ³	25,921 ⁴
Static tipping load, full turn, kg	11,308 ¹	11,795 ²	16,048 ³	17,461 ⁴
Breakout force, kN	150.5 ¹	143 ²	182 ³	215 ⁴
Dump clearance at full lift and 45° discharge, mm	2,812 ¹	2,937 ²	2,980 ³	3,117 ⁴

- ¹ with Universal 3.5 bucket
- ² with UNI+ 3.8 bucket
- ³ with UNI+ 4.5 bucket
- ⁴ with UNI+ 5.0 bucket

4 | SSL TYRES

A new category of tyre delivers a higher level of productivity



Whether you are renting a skid steer loader or you own one – Caterpillar or a competitive brand – you need a machine that stays on the job and stays **PRODUCTIVE**. Cat Low Side Wall (LSW) Skid Steer Tyres can give you that competitive advantage. They are manufactured to deliver all the productivity and performance you expect from Caterpillar.

Keep working, even with a flat. Cat LSW Tyres are designed to provide more wear life and greater puncture resistance. But punctures still occur. When they do, you can continue working for a limited time due to the strength and shape of the sidewall.

This patented construction decreases the amount of dirt and debris ingested into the tyre when running flat on a rim, reducing the labour necessary for most tyre repairs. In some cases you will be able to finish a shift with a flat tyre, and in virtually all cases, you will be able to complete the task before stopping to repair or replace the tyre.

Any skid steer loader, any application. No matter what brand of skid steer loader you are operating or the application where you are operating it, Cat LSW Tyres can help minimise your operating costs and maximise your productive uptime. We have the wheels to fit most skid steer brands, so you can bring the performance and value of Caterpillar to your machine.

It looks different and performs better. The first thing you'll notice about the Cat LSW Skid Steer Tyre is its high performance profile. The distance from the centre of the wheel to the top of the tread is identical to that of a conventional wheel and tyre assembly, but the height of the LSW sidewall is 5.7", rather than the 8" of a conventional tyre.

The LSW tyre is more compact and sturdy, and incorporates a larger wheel. It boosts productivity and lowers operating costs. Best of all, LSW technology is



available not only for Cat Skid Steers, but for virtually any brand.

Exceptional stability. Move around an uneven work area or just down the road with a lot of confidence, not a lot of bouncing. Excellent Wear and Puncture Resistance Cat LSW Tyres are among the longest wearing skid steer tyres you can get, thanks to a deeper non-skid tread depth.

Reduced impact and sidewall damage. The result of the heaviest and largest rim guard in the industry. Extra rubber makes the sidewall up to three times heavier than any other tyre on the market, preventing many sidewall punctures and other damage.

Keep working while flat. The low profile of the tyre allows it to continue working even with no inflation. Depending on the work conditions, this will postpone downtime for repairs.

Outstanding traction. 42 dual-tapered step lugs in an open tread design provide a positive grip in virtually any underfoot conditions.

Less maintenance. Open tread design promotes self-cleaning action in most general applications.

Longer working life. An advanced blend of natural and synthetic rubber combines with a reinforced bead area for long life and maximum wear.

Impact resistant. The LSW has a higher carcass strength than any other skid steer tyre on the market, providing greater resistance to impact breaks and other abusive treatment.

Patented flange and bead design. You get better tyre retention, even when it's flat.

Start fresh with New Mounted Wheel and Tyre Assemblies

Our mounted wheel and tyre programme makes it convenient and economical to replace your conventional tyres with Cat LSW Skid Steer Tyres. Install the new LSW advanced technology wheel and tyre assembly and you're ready to get back to work. An excellent strategy for on-site emergency repairs.

- New wheel assembly ensures a perfect, airtight fit
- No bent flanges, wallowed bolt holes or distorted pilot holes from previous use
- Meets OEM specifications
- Minimal service downtime

Service, replacement and repairs are available to keep you on the job with minimal downtime.

Call for complete programme pricing and procedures. Ask us how to improve tyre performance with tyre fill options.

Barloworld Equipment is listening to its customers

Barloworld Equipment customers in Johannesburg, Cape Town and Durban recently got a chance to experience "in the iron" training on Cat skid steer loaders and work tools from the Cat experts themselves.

A three-person Caterpillar team from the USA and the UK, together with the local customer support team, shared the latest information on machine application and work tools. Particular emphasis was placed on safety issues and how to maintain optimum productivity.

Haim Bear, compact machine specialist and senior market strategist at Caterpillar in North Carolina, USA, said the major aim was to bring the voice of the customer back to the factory and so ensure that customer needs were met in future machine and work tool development.



Durban open day – The action of a Cat trencher is demonstrated to customers.



Johannesburg open day – A Cat 216B skid steer loader with an auger work tool attachment.

Cat Series Tooth System



A DIFFERENCE IN PERFORMANCE
The K Series Tooth System represents a new standard of performance for tip retention, easy change-outs and long-term sharpness. A twist-on design and vertical retainer ensure reliable retention and easy removal and installation. The K Series Tooth system:

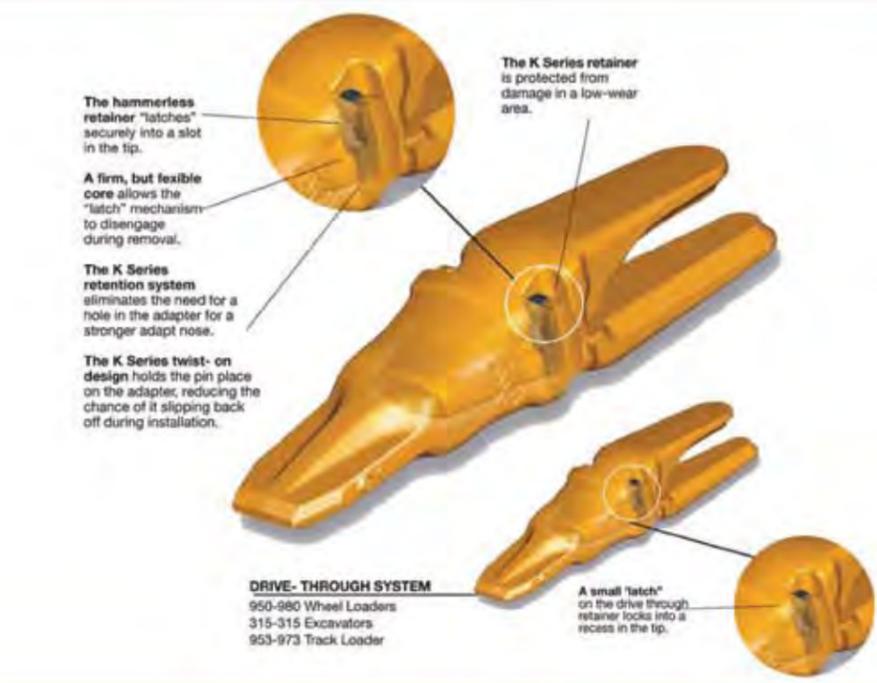
- Hold Tighter - Tips are made to stay in place cycle after cycle.
- Changes Easier - Vertical retention makes tip change-outs quick and easy.
- Stays Sharper - Redesigned tip shape stays sharper throughout its wear life.

CATERPILLAR. THE DIFFERENCE COUNTS
Cat Dealers define world-class product support. We offer you the right parts and service solutions when and where you need them. The Cat Dealer network of highly trained experts keeps your entire fleet up and running to maximise your equipment investments.

The Cat K Series Tooth System holds tighter, changes easier and stays sharper, which means you get improved performance, cycle after cycle.

HOLDS TIGHTER.
K Series tips stay in place, with a retainer that locks

Cat Series Tooth System. Holds tighter. Changes easier. Stays sharper.



The hammerless retainer "latches" securely into a slot in the tip.

A firm, but flexible core allows the "latch" mechanism to disengage during removal.

The K Series retention system eliminates the need for a hole in the adapter for a stronger adapt nose.

The K Series twist-on design holds the pin place on the adapter, reducing the chance of it slipping back off during installation.

The K Series retainer is protected from damage in a low-wear area.

A small "latch" on the drive through retainer locks into a recess in the tip.

DRIVE-THROUGH SYSTEM
950-980 Wheel Loaders
315-315 Excavators
953-973 Track Loader

securely into the tip for reliable retention. Rails on both sides of the adapter angle or slope in opposite directions to provide a twist-on motion when the tip is installed. This means that the harder the bucket digs in tough materials, the tighter the tip screws on to the adapter. The side rails also stabilise the tip and reduce load on the retainer. And a tight fit between the tip and adapter limits movement and wear, improving tip retention and providing longer adapter life.

CHANGES EASIER.
The K Series Tooth System makes tip change-outs quick and easy. The twist-on design holds the tip in place during installation, and easy access to the vertical retainer

makes changes more convenient. Low force and common tools are all that are needed to remove or install the retainer.

STAYS SHARPER.
The K Series tips have a lower-profile shape to maintain sharpness as they wear for better penetration through the life of the tip. This provides improved digging ability, meaning a set of tips can effectively be left on the machine up to 10-15% longer. It also means faster cycles, improved productivity and less machine strain.

For more information call Barloworld Equipment on 011 929 0000 or visit www.barloworld-equipment.com

6 | SOS

Reduce your operating costs with SOS

Scheduled Oil Sampling (SOS) is a proactive equipment management service offered by Barloworld Equipment that acts as a health barometer for your Caterpillar machine, recording critical oil analysis information such as ingress of dirt, abnormal wear, fluid contamination and incorrect operator techniques or habits.

The SOS service is fundamental to effective equipment management, which drastically reduces unplanned downtime and the cost of catastrophic failures. Consider this against the production benefits of maximising machine uptime through planned interventions. An after-failure component repair can cost as much as 60% more than a planned before-failure repair.

The SOS service is offered as part of a Customer Support Agreement (CSA), where all services are carried out by Barloworld Equipment technicians, but can also be a standalone option for customers with their own maintenance capability.

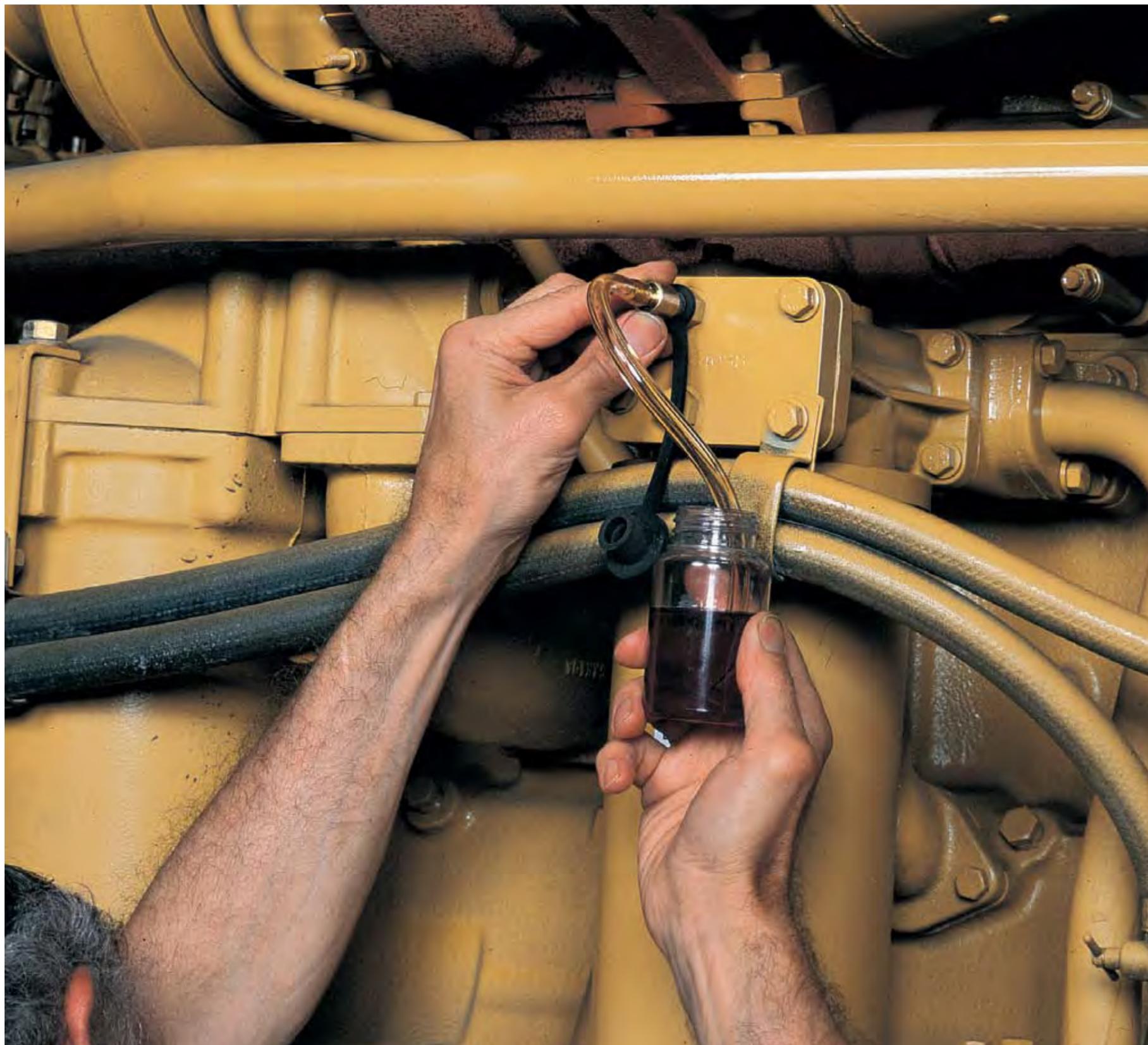
The standard procedure is to test engine oil after very 250 hours of operation and all other major component systems every 500 hours. Samples must be drawn correctly and Barloworld technicians are given specific training to ensure that the integrity of the sample is not compromised.

Recommendations are made based on interpretation of the laboratory results by trained personnel. Trending of samples is also critical to help predict and recommend actions. Whilst there



are other oil analysis facilities that can carry out and produce such test results, none have direct access to the latest

wear parameters and recommendations only given to Caterpillar endorsed laboratories.



Results are transmitted to the customer electronically to facilitate real-time corrective action.

The tests include

- wear-rate analysis, which detects, identifies and assesses the quantity and type of wear-metal elements in the oil;
- oil-cleanliness analysis utilising a particle-count test for non-engine oil. Together with the wear-rate analysis, this allows for comprehensive evaluation of the hydraulic and power train systems;
- oil-condition analysis determines degradation of the oil's lubricating properties.



HOW TO TAKE A GOOD OIL SAMPLE

S O S Programme

Developed by Caterpillar, our SOS programme helps you detect problems before they lead to costly repairs and downtime. We recommend sampling fluid compartments every 250 hours and at each oil change. We recommend sampling on-highway truck engines every 15,000 miles (25,000 km) and at each oil change.

Using oil valve probe

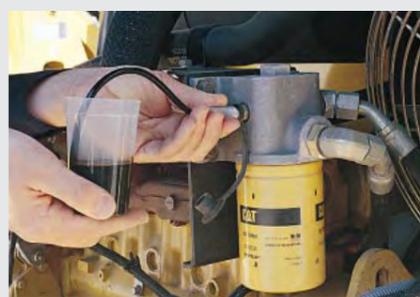
This sampling method requires a Brass Probe (8T9208) and approximately 15 cm (6 in) of tubing. If you are sampling several compartments, begin with the cleaner systems—usually the hydraulic system, then the transmission or steering system, and finally the engine system. Use a new piece of tubing for each machine or engine. It is especially important to discard the tubing after sampling engine oil because soot and oil additives may remain in the tubing and contaminate other samples.

Ensuring accurate SOS results

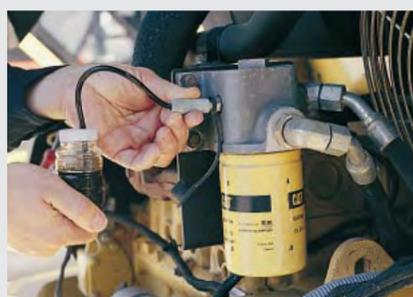
Fill out sample label completely. To ensure accurate sample results, supply all of the information requested for each machine compartment. Model, serial number, and service meter units on both equipment and oil are very important. If necessary, you can obtain oil type and classification information and the meter reading of your last oil change from shop records. It is also critical to indicate whether or not you changed the oil when you took the sample. New oil samples are necessary for oil condition analysis. When you receive a new brand or shipment of bulk oil, submit a sample and indicate on the label the brand, type, and classification of the oil. Fill out the sample label information before you begin taking samples to keep the label oil-free and easy to read.



STEP A
Set the engine at low idle and remove the dust cap from the valve of the compartment you are sampling.



STEP B
Insert the probe into the valve and collect about 100 ml (4 fl oz) of oil into a waste container. If the oil flow is slow at low idle, it may be necessary to have someone accelerate the engine to high idle while extracting the sample. Dispose of the waste oil properly. (This process cleans the valve and helps ensure a representative sample.)



STEP C
Insert the probe into the valve again and fill the sample bottle three-quarters full—do not fill to the top. Do not allow any dirt to enter the bottle or bottle cap. Developed by Caterpillar, our SOS programme helps you detect problems before they lead to costly repairs and downtime. We recommend sampling fluid compartments every 250 hours and at each oil change. We recommend sampling on-highway truck engines every 15,000 miles (25,000 km) and at each oil change.



STEP D
Withdraw the probe from the valve and secure the bottle cap. Then place the bottle with the completed label into the shipping cylinder.

8 | NEW BHL

New Cat 434E backhoe loader likes the mud

A new benchmark has been set in the South African BHL market with Barloworld Equipment's introduction of the Cat 434E, a high-performance loader with the engine power for tougher applications.

The Cat 434E BHL comes standard with Equal Size Tyres (EST), providing

excellent performance in soft underfoot conditions.

Larger 1.15 m³ bucket, excellent lift height and powerful breakout forces allow this machine to make light work of high-productivity loading duties such as hopper charging, bulk material transfer, grading and loading.

All wheel steering (AWS) is standard, with circle steer, crab steer and independent rear manoeuvring modes. This gives the machine an excellent turning circle and good manoeuvrability in restricted spaces.

The standard Return to Dig system reduces loading cycle times by bringing the loader bucket back to the dig

position with a pull of the lever. By the time the bucket is at ground level, it is angled correctly for the next load or cut.

Lighten your workload and improve your productivity by selecting the Cat quick coupler together with various Cat work tools designed specifically for the new 434E.



Rental equipment for sale

RENTAL EQUIPMENT

 CAT 305 Mini Excavators (1000 - 2000 HRS) - 2 Available	 CAT 216, 226, 232 Skid Steer Loaders (2000 - 4000 HRS) - 3 Available	 CAT 902 Wheel Loader (6000 HRS) - 1 Available
 CAT 315B L Excavator - Cat 318B - 6 available (5,000 - 6,500 hrs) - Cat 318C - 3 available (3,000 - 5,000 hrs)	 15kVA Closed Set Generators - 8 Available	 CAT 725 Articulated Trucks - 6 available

CALL TODAY! For new, used, and rental Caterpillar and other allied equipment. **0861 228 736**

FOR SALE

The equipment for sale is from our rental fleet and has been maintained to Caterpillar Dealer standards. The above are some examples of our equipment that is available for sale. Other Caterpillar models not shown above may also be available for sale. Please call Appy Holloway 083 327 4042, Michael Ho 082 903 4620 or Colin Horwitz 072 201 4791




BARLOWORLD EQUIPMENT

CAT Rental