



btb

BETWEEN
THE
BRANCHES

OFFICIAL PUBLICATION OF TIGERCAT INDUSTRIES INC.



SILVER ANNIVERSARY EDITION

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new machines

1185 HARVESTER DEBUTS AT ELMIA

Premium quality 34-tonne 1185 wheel harvester debuts at Elmia Wood to rave reviews.

Tigercat introduced the eight-wheel drive 1185 harvester at Sweden's Elmia Wood in June 2017. The 34-tonne machine is a robust, powerful, high production harvester well suited to extreme duty clear fell applications, steep slopes and tough terrain.

The 1185 is amply powered by the Tigercat FPT N67 Tier 4f engine, rated at 230 kW (308 hp). The drivetrain components – including the pump drive, transmission and the hydraulically balanced bogie axles – are all engineered and built by Tigercat for extreme forest duty, long life and maximum uptime.

Tigercat's unique WideRange® drive system increases working travel speed while delivering extremely powerful tractive effort for high performance in steep terrain and quick in-stand travel on good ground.

The 1185 blends high performance with fuel efficiency through the use of advanced hydraulic circuits. Dedicated pumps power the drive, harvesting head, crane, fan and cooling circuit functions. In addition, a closed loop drive system provides excellent performance and response on steep slopes. A pressure and flow controlled piston pump drives the cooling fan, maintaining optimal operating temperatures at the lowest possible fan speed.

The crane features Tigercat's efficient and operator-friendly patented ER® boom technology. The hooked profile of the main boom promotes excellent right-side



The world premiere of the 34-tonne Tigercat eight-wheel drive 1185 harvester at Elmia gained a lot of attention. Sweden native, Bruno Kempe, looked over the machine with Tigercat engineering vice president, Jon Cooper, stating, "You need to know that I am very impressed." The 1185 caused quite the impressive stir amongst competitors resulting in a steady flow of "spies" constantly trying to acquire close-up pictures and details on this new release.



The 1185 wheel harvester on display at Elmia Wood 2017.

visibility. Not only is the crane efficient but also simple in design, without external parallel linkages. There are two stick boom options – fixed or telescopic.

With an extreme duty slew system and 360° continuous rotation, the cabin rotates with the crane. The cabin is spacious with excellent visibility and clear line-of-sight

to the wheels. The curved windshield affords excellent upward visibility along with patent pending protective technology. Operators will find all the creature comforts including a comfortable and highly adjustable climate controlled seat with a four-point harness and full Bluetooth® connectivity. ■

602 SKIDDER PROTOTYPE DEBUTS AT LES COGNÉES



Swarms of people took photos of the 602 skidder after its big reveal. Swamp Logger stars Bobby and Lori Goodson were on site to sign autographs and talk with fellow loggers.

Tigercat and Clohse Group introduced the prototype model 602 skidder at Les Cognées, a unique forestry event held every other year in the heart of the French Alps in Les Gets, France.

With a Tigercat FPT N45 Tier 4f four-cylinder engine, the 602 is Tigercat's most compact skidder yet. It is equipped with centre joint oscillation in place of an oscillating front axle to achieve an overall width as narrow as 2,4 m (96 in).

This machine was ready for the swing boom to be installed by Belgium based Charlier Engineering.

Tigercat's skidder design team is meeting the challenge to produce a small, compact, lightweight skidder platform that can be adapted to a number of niche applications while featuring the toughness and reliability loggers expect. ■



Clohse Group had three Tigercat models in the skidder competition: a dual winch 610C, a swing boom 610E and a dual winch 610E. A 602 ready to be equipped with a Charlier G4 swing boom and a 610E with dual drum winch hydraulic backboard and Palfinger X150R72 crane were on static display.

Crowds of people came to witness the unveiling of the new 602 skidder at the Clohse Group booth at Les Cognées. Attendees were impressed by what they saw, with Clohse Group selling three units over the two day event. Mr. Dieda, owner of Dieda Frères from the Alsace region stated, "We have been waiting for this quality built Tigercat machine for the European market. Now it is here in front of me and I just bought one!"

PARNELL PERSPECTIVE

– Samantha Paul



The 45,000 hour T250 in the yard at the Parnell Inc. headquarters in Maplesville, Alabama. (L-R): David Long, sales specialist, B & G Equipment; Joseph Parnell, part owner, Parnell Inc.; Jeff Parnell, part owner, Parnell Inc.; Johnny Boyd, Tigercat district manager; Tommy Moore, manager, Parnell Inc. “It is just as dependable as it was when we first bought it,” says Jeff.

The Parnell family has come a long way from their first grant of land from the Government of Alabama nearly 200 years ago back in 1819. In 1960 James Parnell started his own business with just a used truck and a pair of mules. Incorporated in 1978, the company now has nine logging crews and 34 pieces of forestry equipment. In 2006, Parnell Inc. earned the title of Forest Resource Association’s Regional Logger of the Year and in 2008 Logger of the Year.

“You can’t imagine what I have seen change over the years,” states family patriarch James. When James first started out, he bought an old Pepsi Cola delivery truck from Atlanta. He put a log body on the back and loaded logs by hand. They used mules to skid until about 1963. Back then he worked eighteen hours a day. “He would do it today if mama would let him,” says son Joseph.

Logging was not a big industry in the area in the early 1960s. “We didn’t know we were in a good trade at the time,” says James. “The Riverdale Mill that opened in Selma Alabama in 1966 opened things up for logging in the South. Before that, we didn’t know what we had. When that mill came in, it was like the gold rush out West.” People were calling James at twelve o’clock at night trying to learn about logging and how to get in business.

Brothers, Joseph and Jeff Parnell spent many years in the woods with their now 73-year-old father James. In the early 1980s the family worked on building one main crew and getting that crew as productive as possible. By the time Joseph graduated from college in 1997, the business was doing very well. They then decided to start a second crew in 2002, producing eighteen loads per day with just three men.

“Today, we run a very lean operation with myself, Jeff, Tommy Moore and two ladies in the office managing



MARKET INSIGHT

Joseph Parnell shared his thoughts on the current cycle of supply and demand in the United States: “We are going into the best spring bounce in dimensional lumber since before 2008. The problem is the dimensional lumber mills can’t run because they can’t get rid of their residuals, too many chips with nowhere to take them.”

“We are growing 30% more wood a year than we are consuming so there is a current oversupply in the market. However, long term outlook looks really good. We have an announced 4.5 million tons of increased capacity of dimensional lumber within 150 miles of here [Maplesville, AL] and a lot of universities in the area are looking into how to cut and dry a southern young pine board to get it uniform so it will maintain its integrity, so you can build with it.”

“We have always faced challenges and will continue to face challenges. You just have to keep a positive attitude and stay aware of the markets,” adds Joseph.

500,000 tons per year. We deal with the timber buying, the mill and nine crews but we do it all very lean,” states Joseph. Instead of harvesting on land owned by the mill, the company buys all of its own timber, mainly from private landowners. He feels that relying on the large forest product corporations hinders growth.

Working at full capacity, the company can haul 600 loads per week, but more typically averages 500. Recently, this volume has been cut down to 350 loads per week due to the twin challenges of overcapacity and the reduced demand that the industry is currently facing.

The Fleet

Finding good labour has been an ongoing challenge for the Parnells, so they have been early adopters of the latest innovations with the aim of doing more with less. For instance, James Parnell purchased the first hot saw in the area, the first grapple skidders and the first stroke delimeter in the southern United States.

Parnell Inc. currently owns 29 pieces of Tigercat equipment. The first Tigercat machine was an 860 stroke delimeter purchased in 1999. “At the time everyone was saying we can’t

buy Tigercat, there isn’t any dealers around.” Joseph responded with, “Well we have never had to call the dealer.” To this day he can’t remember a service call he has had to make for that 860.

We demoed one of the first 726 drive-to-tree feller bunchers. Not buying that machine may have been one of the worst mistakes we ever made.”
– Joseph Parnell

The company’s second Tigercat purchase was a T250 loader in 2003. Then came the 630C skidder, followed by a 724D drive-to-tree feller buncher and another T250. “The 724D has cut more wood than

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Parnell Inc. owns 34 trucks with contract trucks on top of that. The company services the trucks at night so the trucks don’t need to be pulled off the road during the day. “The repair costs are going down tremendously,” explains Tommy.

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"Success has come from the good operators and crew foremen we have been able to hire," says Joseph. (L-R): 620D operator, Lane Collins, Joseph Parnell and Johnny Boyd on one of the nine crews Joseph manages.

most loggers will cut in a lifetime. It cut four times [more] than an average crew would for eight years. We demoed one of the first 726 drive-to-tree feller bunchers. Not buying that machine may have been one of the worst

mistakes we ever made," states Joseph.

Preventative maintenance

Good maintenance has helped the Parnells grow and improve profitability. "We are sticklers about maintenance," says Joseph. "We always blamed the heat for our breakdowns. When a group of Brazilians came to see our job they opened my eyes," says Joseph. The Brazilians explained that they were easily getting 20,000 hours out of their Tigercat machines while experiencing the same high heat all year round. Their secret? Having a technician on site every day conducting maintenance checks according to the proper maintenance schedule.

Parnell Inc. quickly switched to daily greasing. They now have everything on a regular schedule. They have two mechanics whose sole purpose is to go around to every machine at least once a week to do regular maintenance checks. They do fluid changes, filter changes, greasing and write a report detailing items that require attention. Head office has good visibility



In a company-wide study, every time a machine was idle for more than three minutes, the operator had to report why so they could really understand their productivity loss causes.



BTB got a quick chance to talk with James Parnell who is still running his Tigercat T250 loader.

into the status of all machines and can then schedule preventative maintenance ahead of time.

“Preventative maintenance is cheap compared to replacement costs. If it says to grease every eight hours, don’t grease every eighteen hours, you need to grease every eight hours,” explains Joseph.

The Tigercat Fluid Analysis (TFA) oil sampling program works well for Parnell and excessive metal content in the oil is taken seriously and always investigated further.

Success

Parnell Inc. has been a leader in the logging industry for many decades. Visitors have come from all around the world, including India, Brazil, Chile and China to see how the company runs its operations. The company follows market trends, takes timber buying into its own hands, takes preventative maintenance very seriously and hires the best to continue to overcome the market challenges faced today.

“I am not just blowing smoke, the biggest advantage we have had over others is being a Tigercat customer,” says Joseph. “We have been able to grow because instead of having to replace equipment, we have been able to keep it running and move it to another job because of its longevity.” ■



Joseph, Jeff and 234B operator, Leslie Collins (Rookie) had dinner with Tigercat CEO Ken MacDonald at the Hot Springs, Arkansas show several years ago. At the time Rookie did not know who Ken was. Ken asked him what he thought of the new loader. Rookie responded with, “I love everything but that damn seat. Those Canadians must be little because they won’t hold up for me,” he stated. “If I had have known who I was talking to I would not have said that,” laughs Rookie. Ken had a good laugh too and immediately set Tigercat designers in Paris, Ontario to improve the loader cab and seat.

234B operator, Leslie Collins talking things over with Joseph Parnell.

OVERCOMING CHALLENGES IN QUEBEC



The hard working office staff of Wajax Saint-Félicien branch. (L-R): Sylvain, Dominic, Ghislaine, Gilles, Chantale, Bruno, Pierre, Frederic, Denis, Matthieu, Eric, Jonathan.

– Samantha Paul

Logging contractors in the Saguenay–Lac Saint-Jean region of central Quebec face it all – from extreme weather conditions and remote locations to low wood prices and high production demands. The Saint-Félicien branch of Tigercat dealer, Wajax, has a winning formula that is helping its customers to overcome some of these regional challenges.



Saint-Félicien, a city of approximately 11,000 people, sits west of beautiful Lac Saint-Jean, 280 kilometres (175 miles) north of Quebec City. In addition to hunting, fishing and dairy, saw timber has historically been a predominant economic driver across the region with pulpwood coming on as a major contributor to the local economy starting in the 1970s. This local Wajax branch is mainly forestry driven and covers a very large stretch of central Quebec, servicing customers that are up to twelve hours away.

Logging contractors here work double shifts five days a week, accumulating significant hours in a short calendar period. Working double shifts puts extra pressure on reducing downtime as lost time cannot be recovered. Without exception, downtime results in fewer cubic metres on the ground. Other areas nearby may run only one shift per day, giving them more flexibility in recovering time, however customers in the Saint-Félicien region do not have this luxury.

Transport distances to the mill are getting longer and average log diameters are getting smaller. Loggers are incurring higher costs and the only way to make up for lost margins is to achieve higher productivity. Downtime



“Every week we put a new machine near the front door to show off. “In this region machines are needed right away. If you don’t have it in your yard, they are going to go somewhere else,” says Sylvain.

is the biggest productivity killer. “When you are this far north you cannot stop a guy for more than one day. If you do, you better have a good reason to,” explains Wajax Saint-Félicien branch manager, Sylvain Bonneau. “This is why preventive maintenance is so critical and why you will see over twenty different customers at the branch working on their equipment during spring break-up.”

Spring break-up

This pause in harvesting activity takes place during the spring thaw, usually in April and May, when the ground is too soft to support forestry machines. The goal during spring break-up is obvious – to give each machine a full service overhaul, reducing unplanned downtime during the next work season to a bare minimum. Customers and dealer mechanics work side-by-side doing everything to prepare the machine for the demanding season ahead. The other advantage of the annual preventative maintenance program is that the technicians are working in a warm, dry, well lit, fully-equipped shop, as opposed to a dark, frigid roadside in the remote bush.

First class service and support

The staff at the Saint-Félicien branch are impressive to say the least. The passion and experience of each team member is obvious as soon as one walks through the front door. The success of the team is due in large part to the strong leadership of Donat Massie, who managed the branch for 32 years. He left a strong and enduring legacy behind him when he retired last year. “In all my years in the business,

this particular branch stands out with the experience to do maintenance and repair right,” explains Tigercat district manager for Quebec, Yannick Lapointe. “The customers talk, so they know the experience that Wajax has and it is a very strong selling feature.”



“Everyone is very dedicated to their job. Everyone is invested in the welfare of the business. It is a true team effort,” says Sylvain.

This particular branch services over 200 Tigercat machines with customers spanning from Baie-Comeau to Mont-Laurier. The service team must manage its resources as efficiently as possible. Bruno Villeneuve is the field service supervisor. He plays a critical role in servicing

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Customers have red coveralls and Wajax has blue. Service manager, Dominic Langlois needs to know who is a Wajax staff mechanic and who is a customer at all times.

customers throughout the year. Bruno's main objective is to pre-diagnose the customer's issue over the phone prior to dispatching the mechanics – ensuring all the right tools and parts are with the mechanic so he only makes the trip once. Bruno gets an average of 120 calls per day. Once it hits 6:00 pm on Friday and the phone calls stop, Bruno maps the week ahead for his five field technicians. Scheduling and organizing the technicians to optimize their time is critical to the company's success.

“We have the capabilities to fix anything. There is nothing we can't repair,” says branch manager Sylvain Bonneau. “Customers come from all over to get their machines repaired here. They know it will be fixed safely and quickly.”

Service manager, Dominic Langlois, has a lot on his plate throughout the year but even more so during spring break-up. When a customer first brings his machine or fleet of machines to the shop for break-up service, Dominic and the customer discuss and define a worklist, a timeline and a budget. At the end of the process Dominic will do a full walk around on each machine to ensure that the job has been completed as specified.

The parts department is managed by Pierre Bouchard. The branch has a \$1.2 million parts inventory with \$900,000 attributed to Tigercat. “We have a fill rate of nine out of ten parts. Every ten parts requested, we have nine in stock. Usually the only time I can't fill a part [order] is if two customers ask for the same part,”

explains Pierre. “We carry everything the customer may need to maintain new or old (machine models).”

The branch has a lot of traffic for parts pick-up on Monday and Friday. During the working season, this is when customers are on their way up to their logging site or when they are coming back for the weekend. The branch gets an average of 100 people on those high traffic days. It has a parts counter just for the shop then a separate parts counter for the customers coming in the front door.

“These logging contractors are buying these machines because they know they are going to be supported properly,” says Yannick. “No matter what the brand, if



Safety is top priority. Customers must sign in when they come on the floor. The branch has extra hard hats, glasses and vests as you enter the shop floor. There is also a coloured harness display, visually showing the height levels that require a harness.

you do not have a good service department to back you up, you have nothing.”

In the front lobby of the branch there are two walls dedicated to proud customer pictures that sales specialist Jean-Francois Chrétien puts up. It is a constant reminder of who the after sale support team is working for and what they are striving to achieve.

Overheard in the workshop

1. Customer: Michael Lavoie, Forestier LOLUC Inc.

Logging site location: North of Lac Saint-Jean, four hours from the branch.



Wajax mechanic, Clancy Allard with Tigercat customer Michael Lavoie, working on his H855C harvester.

Machines in shop: Tigercat H860C harvester with 35,000 hours and Tigercat H855C harvester with 18,000 hours.

Money spent this spring break-up: \$100,000 CAD.

Average time in shop during spring break-up: Two weeks.

Michael achieves approximately 85% uptime including regular maintenance, fuelling and shift change. Each machine is only allowed to work twenty hours per day, 100 hours in a week. The machines cannot work 101 hours.

“We need that uptime, that is why we come here and spend that kind of money, so we don’t break down during the winter season,” explains Michael. “Saint-Félicien branch is very good at organizing the machines and splitting up tasks. One person will be working on a weld, while someone else is machining, with a mechanic working on the machine in the yard.”

2. Customer: Rémy and Carol Simard, Multi RS Logging.

Logging site location: North of Lac Saint-Jean, five hours from the branch.



Customers Rémy and Carol Simard preparing their H855C track harvester for the demanding season ahead.

Machine in shop: Tigercat H855C track harvester with 12,000 hours.

Money spent this spring break-up: \$15,000 to \$20,000 CAD.

Average time in shop during spring break-up: One to two weeks.

Multi RS Logging has switched brands in the past because owner, Rémy Simard, wasn’t happy about the service. Now he is with the brand he wants and has the service level he requires.

“We can call Bruno and get our machine fixed in five minutes over the phone. It is very valuable to us. Low operating costs are great with Tigercat. It is low cost on maintenance and efficient for the money you put in. You get a lot out and the resale value is there,” says Rémy. ■

1085C FIRST IMPRESSIONS



Jocelyn Gagné of Forestier 2P Logging in front of his new TigerCat 1085C forwarder.

BTB went to Chibougamau in central Quebec in April to visit with Jocelyn Gagné of Forestier 2P Logging and get his first impressions of his new 1085C forwarder.

BTB: When did you start operating the 1085C and how many hours are on the machine?

Jocelyn: The machine was delivered mid-February of this year. It currently has about 550 hours on it. We work double shifts so there is another operator that switches off with me for the evening shift.

BTB: What machine did you operate prior to this machine?

Jocelyn: I used to run a TigerCat 1075B and prior to that I operated Logset and TimberPro.

BTB: Why did you decide to switch to the 1085C?

Jocelyn: Because there is a lot less maintenance with TigerCat and the toughness of the gears, bogies and crane. I can get more out of these costly components before they need a repair. We only have one harvester so we don't need it for larger production but we purchased it for the toughness and TigerCat components.

BTB: What type of wood are you hauling?

Jocelyn: Around here people are typically hauling 12 ft [3,6 m], 16 ft [4,9 m] or 21 ft [6,4 m] logs. But now we are hauling logs that are 25 ft [7,6 m] long, so the strong, far-reaching TigerCat boom is very nice to have to maximize each bunch.

BTB: Did anything surprise you about the machine?

Jocelyn: The drive power is a lot more than I expected. It really impressed me. It is a heavy machine but the



The 1085C forwarder working in Chibougamau, Quebec.

tractive power is there. We moved further north to snow now so I have been able to really feel the power now that the wheels aren't spinning out.

BTB: Are you comfortable in the cab?

Jocelyn: The cab is gold. Very spacious with good visibility and the window shades help a lot to stay cool in the summer.

BTB: How do you find the hooked crane and low-wide bunk configuration?

Jocelyn: The hooked crane is as different as night and day. We don't even need to think about hitting the bunk and gate anymore. It is very good. ■

Watch a short video of Jocelyn operating his 1085C on Tigercat TV: www.tigercat.com/video/1085c

Tigercat App Update

New update available (1.1.7)

- Improved metric/imperial toggle
- Faster update process

Go to your mobile app store to update.



Tigercat
Tough • Reliable • Productive

YOU CAN'T JUDGE A BOOK BY ITS COVER: *An Oral History of Tigercat*



(L-R): Jon Cooper, Ron Montgomery, Rick Routliffe, Johnny Boyd, Stan Bera, Ralph Zuidervliet, Bruce Vaile, Tony Iarocci, Ken MacDonald, Martine Léveillé, Joe Barroso, Ken Harrison, Michael Fischer, Phil Ricotta, Dick Ronald, Don Snively, Grant Somerville.

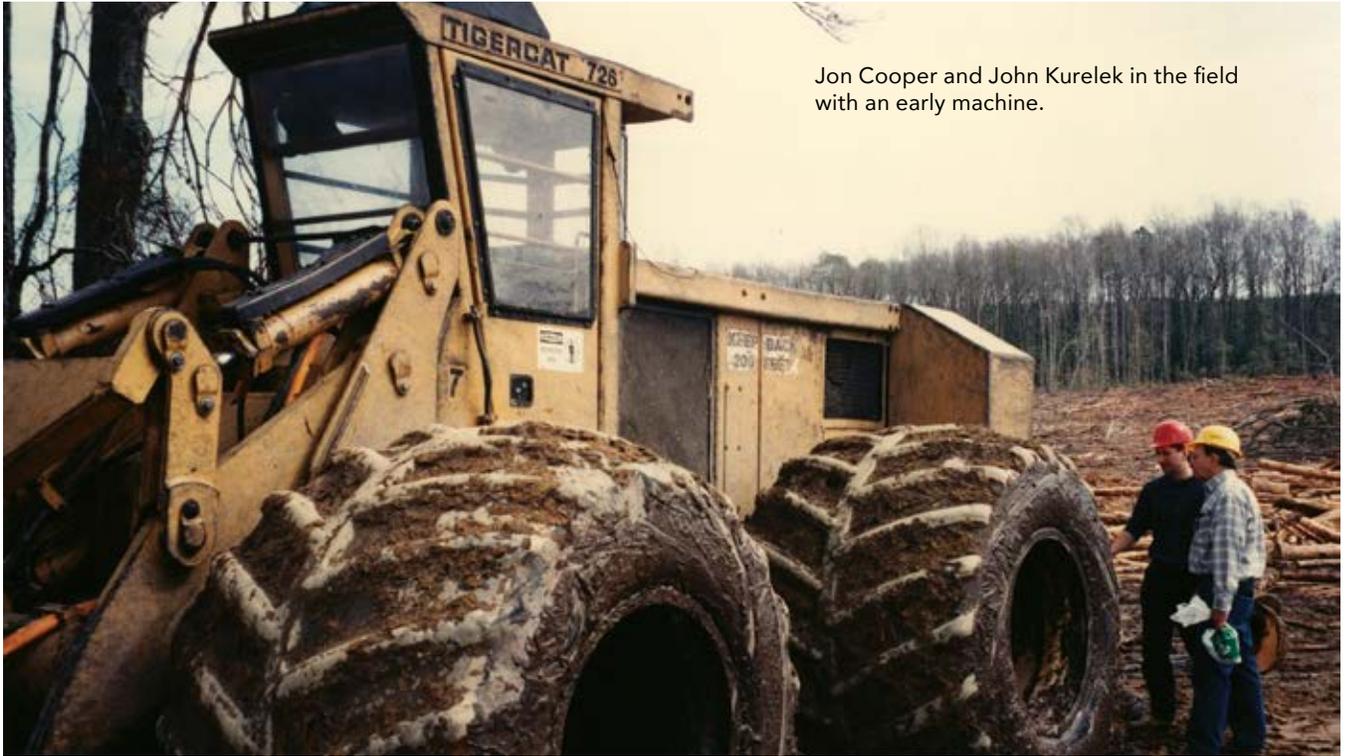
25 years ago, a very small company with a single prototype and no distribution showed up at a logging show in Georgia. What led up to it and what happened next? Some of the earliest Tigercat team members look back for the answers.

A young Ken MacDonald eagerly completed a four-year Business Administration degree in two and a half years before joining MacDonald Steel full time as a production coordinator at age 22. He made it known that he wanted to purchase the company from his father. Ken explains that great pains were taken to ensure the valuation was independent and verifiable. For several months, accountants and appraisers evaluated real estate, inventory and equipment. The closing date was August 1, 1976 – the day before Ken turned 23. Between 1976 and 1989 Ken doubled sales several times over and quadrupled the employee count before a fierce global recession took hold in Ontario and began to cause serious harm to the company.

Ken MacDonald, CEO: I started work at MacDonald Steel when I was nine years old and I have basically been coming into the factory almost every Saturday morning since then. After graduating from university, I joined the company full time. Over the years, I have literally had hundreds of teachers and mentors both within the company and amongst our customers.

Some taught me how to run the various machines, some taught me to fit and weld, some taught me how to drive forklifts, cars, trucks and tractor trailers. Some to scuba dive, some to climb heights and install equipment, some to estimate job costs, some to read drawings and financial statements. Some taught me to read people and to swear like a sailor. But all of them taught me the importance of teamwork.

Joe Barroso, VP manufacturing: I was a struggling student looking for summer employment in the summer of 1984. A friend of mine had just started working at MacDonald Steel and called to let me know they needed a second student. I went right over and was



Jon Cooper and John Kurelek in the field with an early machine.

hired to start the next day. I was working in quality control and shipping/receiving when I started but soon was involved in many different functions within the plant. I worked there every summer until I completed school at which time Ken hired me on full time in the planning department.

Ken MacDonald: In the late eighties, MacDonald Steel lost a lot of core customers. This had near catastrophic consequences on the company and it forced me to look at alternatives. I bet the farm on starting work on a new product line and eventually creating a new business entity.

Tony Iarocci, president: In 1991 Ken approached me with a proposal to join his organization with the express purpose of designing and building log skidders. Although for a brief couple of years I was not involved in the forest industry, I did have over twenty years of experience in engineering, customer service and marketing while working at Koehring Waterous, a manufacturer of pulp mill equipment and state-of-the-art forestry machines. The thought of re-entering the forestry equipment business with a clean sheet intrigued me and I accepted Ken's invitation.

Jon Cooper, VP engineering: I started working at MacDonald Steel in 1987. When Tony was hired to

develop a forestry machine, I was assigned to produce drawings for the various machine concepts. After the wheel feller buncher was selected, I continued designing and creating drawings used to produce the first machines. During that time, Tigercat was created and I became the second 'official' employee.

Tigercat Equipment Inc. was established as a Canadian corporation January 20, 1992.

Tony Iarocci: We began designing the 726 in the fall of 1991 with a goal to have it completed and ready to exhibit at a live, in-woods show in Quitman, Georgia in April 1992. Although lacking some finishing touches, such as finding a location for the batteries, which we had temporarily secured with bungee cords under the engine, Don Snively loaded it on a MacDonald Steel truck and with Jim Wood, we set out for the southeast US.

Jon Cooper: At that first show, a logger asked me how much the machine cost. I told him the price and a look of shock came over his face. He replied that the price must be wrong – he could buy two feller bunchers for that price. I assured him the price was right and tried to explain the extra value was in the machine. He left unconvinced and I was a bit worried for our future.

A few years later at the same show, a different logger

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In just five short years, Tigercat shipped its 1000th machine in 1997. The loader group is shown here in front of Tigercat's first dedicated plant, 86 Plant Farm Blvd, Brantford.

approached and asked what I did at Tigercat. After I told him, he asked to shake my hand and thanked me for giving him his life back. He went on to say that he used to run another brand of machinery from Monday to Friday trying to make a living. Then he worked on that machinery Saturday and Sunday so he could go back to work logging on Monday. With his Tigercat machine (which was far from new) he could run it from Monday to Friday, park it and enjoy the weekend with his family – something he had never been able to do before. He said the Tigercat was worth every penny. It was reassuring to hear that the additional value was being recognized.

Ken Harrison, technical publications manager (retired): I worked at Koehring Waterous for about twenty years as technical publications manager. Later at MacDonald Steel, Tony and Ken got involved with producing logging equipment. After production began, Tony approached me to have some labels made for the first 726 feller buncher. I later joined Tigercat in July 1992.

Tony Iarocci: We had committed to a prospective dealer in North Carolina to demonstrate the machine in operation on our way to Georgia. We drove to a logging site in Lumberton and were met by the contractor who climbed into the cab, drove the machine off the side of the trailer and immediately proceeded to the block, intent on cutting trees. With difficulty, we managed to stop him, but only for the few minutes required to remove the saw blade guard. As soon as the

guard was off he resumed his quest to cut trees. Jim, who lead the assembly team and Don, who drove the truck, had never before seen mechanized harvesting. They observed incredulously this machine in operation. The logger continued, disappearing into the forest for what seemed an eternity. He liked the machine.

Don Snively, now a district manager and US citizen residing in Georgia with his family, was a truck driver at MacDonald Steel in 1992. He toured the prototype machine around the US for forty days until it found a home at Williston Timber in north Florida.

Don Snively, district manager: When Jim Wood and I saw the 726 cut its first tree we said, “Damn, it works.” We had never seen a machine cut a tree and carry it.

Dick Ronald, US sales manager (retired): I had spent 27 years working in the heavy equipment business for Clark and then Valmet – mainly in the forestry end of it. Tony was looking for somebody, and I think a few of the dealers who Tony was working with and who knew me quite well, were advocating for me to get a job there.

Ken Harrison: Changing the company name from Tigercat Equipment to Tigercat Industries back in 1993, moving into our own facility on Plant Farm in Brantford, that was all very memorable for me.

Grant Somerville, VP engineering: Our early days were spent at the Industrial Road plant, but in 1993 we moved into our first ‘Tigercat’ factory in Brantford. I recall thinking we had achieved our ultimate goal, our own factory. What more could we want? We had no idea that was just the beginning of our growth.

Ken acquired Plant Farm in 1993 and then went on to purchase additional disused buildings in Paris, Brantford, Woodstock, Cambridge and Kitchener over the years.

Ken MacDonald: I get a big kick out of transforming older, pre-existing buildings into new manufacturing facilities for our purposes. I had a great time participating in the planning and construction of the newest plant we built in Paris. It has also been fun installing many new, state-of-the-art machines, cranes, and grit blast and paint booths over the years.

Dick Ronald: It’s kind of humorous, when I look back at it, because we were doing everything at Tigercat at the time. You know, along with looking after sales and courting new dealers and all the rest of the stuff that goes on with that business.

Ken Harrison: In the early days, I began preparing parts and service manuals, spec sheets, company forms and the company logo as it is today. I was also dealing with service calls from dealers over the phone. Later, I focused primarily on being the Tigercat technical publications manager.

Tigercat’s original assemblers, like Jim Wood, Ralph Zuidervliet, Larry Almond, Tim Koniuch, Ross MacDonald, John Stevenson, Bill Clark, Denton Rerrie, Ernie Sowden and Paul Brown were highly skilled tradespeople who could solve problems on the fly. Tigercat needed people like this. The young company did not have the production controls, drawings or documentation that exist today. The machines were assembled from start to finish by teams of two. The assemblers names were imprinted on a label in the cab. Proudly built by...

Ralph Zuidervliet, assembler (retired): I was unemployed and received a phone call from Tony whom I had worked with at Koehring Waterous previously. At that time, I was 62 years old and a skilled worker trained in Europe and also in Canada. Mr. Iarocci was familiar with my work. He knew I was unemployed and asked if I would be willing to come and work for him at a new company called Tigercat.

Grant Somerville: I began working in forestry in 1977 in the Canadian pulp and paper side of the industry. Forestry was done on a large scale with fleets of large machines and unionized workforces living in remote, well-outfitted camps. The decline of the Canadian pulp and paper industry led to the demise of company-owned and operated forestry operations, and with them the market for the large machines we were building. By the mid-eighties it was apparent the future was with smaller, private contractors. These new customers needed smaller scale, more affordable machines. This accelerated development of the track feller buncher. By the early nineties, many manufacturers were offering models to the market and competition heated up. In 1993, the competitive structure created a window of opportunity for us. The resulting 853 track feller buncher – distributed in Canada through the Deere dealer network – played a key role in Tigercat’s early development.

Tony Iarocci: The 726 created the foundation upon which Tigercat would develop to become a respected, major global provider of forestry machines. It



The ribbon cutting ceremony for the opening of 54 Morton Ave in Brantford in 1998. The crowd is waiting for an operator to get into the machine and cut the ribbon Tigercat-style.

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essentially paved the way for additional models and the 726 did not go unnoticed by John Deere, one of four competitors offering drive-to-tree feller bunchers. The success of the 726 prompted Deere to approach us in 1993 with a proposed marketing agreement. Tigercat would build a yet-to-be designed Tigercat branded track feller buncher and make it available on an exclusive basis to all Deere construction and forestry equipment dealers in Canada. Grant Somerville headed the engineering development of this new model, the Tigercat 853E. The model designation was actually requested by Deere. The prototype 853E was shipped to BC only a year later in 1994 and sold to Blue Nose Logging. We had done it again. The 853E was very successful and the expansive Deere dealer network gave us immediate coverage across Canada.

Martine Léveillé, service and warranty administrator: My father worked for the John Deere dealer in my home town of Amos, Quebec. When I finished university with mechanical engineering, the dealership had received their very first Tigercat machine, an 853E feller buncher. The late Len Arvelin was at the dealership to introduce the machine and he suggested to my dad that I should apply for a job at Tigercat. Two weeks after I sent in my résumé, I received a call from Tony. He was visiting a dealer in Timmins and asked if I could meet him there. I went, and two weeks later, I moved to Brantford. My first day was September 25, 1995.

James Farquhar, district manager: I was able to spend a lot of time with Tony and learned a lot from him when I was running the parts department and later after my move to service. He also helped me by directing me on what night school classes to take – I spent almost five years going to night school. I still learn a lot every day working at Tigercat.

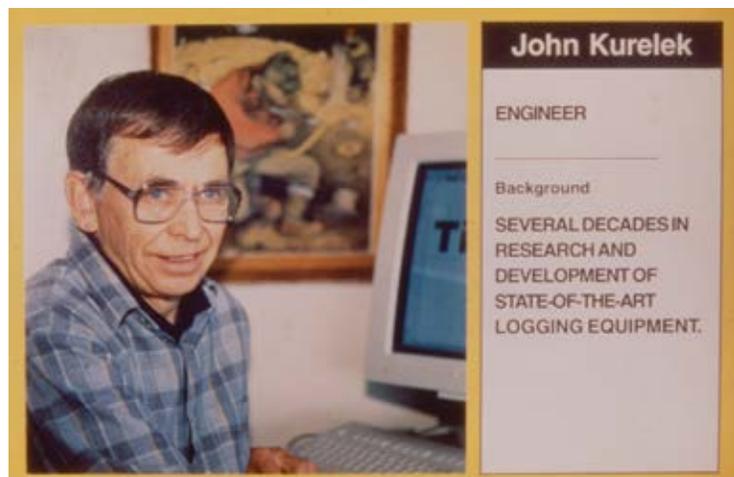
Brian Jonker, parts manager: My father was a welder for MacDonald Steel and became one of the earliest employees at Tigercat. When I finished school, I started with Tigercat in 1996 and spent my first year building cabs before moving into the parts department, which at the time consisted of myself picking parts and Jim Leach and James Farquhar in the office. Tony gave me an opportunity at a young age to grow into my current role. There were

many things to learn and he guided me in the right direction, while also allowing me to occasionally bump my head.

Johnny Boyd, district manager: I've been with Tigercat since December 1995. At that time, we had an 1800 shear, a 2000 shear, the 726 and 720 and the 853 and 845 track feller bunchers. I've often said to people who don't know Tigercat, that it is an engineering-based company that will allow ideas to develop into products for niche applications all around the world. We don't have to convince some accounting or marketing group within the company in order to satisfy an end user in need of a better tool for a specific application. The best thing about Tigercat is that we can decide overnight to build a superior product for anyone in the world.

Like many of the designers at Tigercat, Duane Barlow came on board as a co-op engineering student.

Duane Barlow, product manager, attachments: John Kurelek was a major influence. I worked under his direction for the shear head and later the high capacity bunching head development. John was a key innovator in the industry, but also wanted things strong, simple and woods-tough, a mantra that still holds true today.



Taken from an old slide deck in the mid-nineties.

John Kurelek is an industry veteran and pioneer who went to work for Marathon Corp. in northern Ontario in 1951. Later, in his career at Koehring, he was integral in the development of the shortwood harvester, the accumulating shear and the disc saw

head. At one time or another Robin Barker, Stan Bera, Ken Harrison, Tony Iarocci, Kevin Keats, Phil Ricotta and Grant Somerville all worked for John at Koehring. These individuals would later become key team members at Tigercat. John's influences have been crucial to the success of Tigercat.

John Kurelek, senior engineer (retired): To be a success, our ideas have to work, they must answer a need with a good job and they have to make money. Our team of three knew that our machine had to be better and that our best chance at that was in durability. One had but to look at the weld repairs on relatively new [feller bunchers] in the bone yards of southern dealers to see that there was opportunity.

Johnny Boyd: John Kurelek had the most influence on my thought process. He said, "When thinking of productivity, don't think about an hour, don't think about minutes, think about seconds, because seconds make minutes, minutes make hours. The way to increase productivity is to save seconds."

Ralph Zuidervliet: Training new people was something that stands out in my mind. Each new person I trained was a legacy for me and the company. I recall that one of the guys I trained received a 50-dollar bill from an American customer during a plant tour. The customer was impressed at the high quality and workmanship of his machine. It was nice to know I helped contribute to that young man's success and that he would continue the tradition of fine craftsmanship and quality that Tigercat had come to be known for.

The customer had noted the names of the assemblers who had built his machine and sought them out during the tour.

Ken MacDonald: I take great pleasure seeing young people join the company and grow as individuals, get their first cars, live through the dating years, marry, raise a family and rise to the best that they can be in their trade or profession.

Brian Jonker: I would challenge anyone to tell me a company that cares about its employees more than Tigercat. That starts from the top. Ken has always thought about his employees, dealers and customers first. That shows through. We have grown into a large



Ralph Zuidervliet operating the hydrostatic demonstrator.

company but the personal touch has never changed. Ken is a great example for all of us. He truly cares about others.

Martine Léveillé: I had the incredible chance and honour to work with my father, Yves, for eight years when he joined our team as district manager for Quebec in 1998.

Tigercat has long-term dealers in the southern US like Tidewater and B & G Equipment that helped the unknown upstart to establish credibility and some market share. And Tigercat contributed to the success of its dealers by eventually providing a full product line as equipment manufacturers consolidated and some competing product lines were swallowed up or disappeared altogether.

Dick Ronald: One Tigercat dealer that stood out was B & G Equipment. I've known them a long time because when I was at Clark, they were signed up to become a skidder dealer. They had a two-car garage in Philadelphia, Mississippi. They were selling truck and trailer parts and a sales rep we had down there went and called on them to see if they were interested in selling skidders. Debbie and Doug [Bates] were both in high school. That's when I started going down there. I still remember Peggy's Restaurant in Philadelphia. What a success B & G has been. There's not many dealers who have stayed around in the forestry end of the business that long and done that well.

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Dick Ronald and Martine Léveillé on site at DEMO 1996 in Quebec.

Ken MacDonald: Growing our dealer network has afforded the chance to meet interesting people from around the world. We sure as hell have the good fortune to work with some of the most progressive, inventive industry leaders – many of whom are real characters with unique personalities. They all work hard and most of them can party like there is no tomorrow.

Martine Léveillé: DEMO in Quebec City in 1996 was my first live logging show. I was translating for everyone, presenting at the show with Dick Ronald and entertaining our visiting staff and customers after hours in beautiful Old Quebec City. Don Snively and I travelled back from the show together. He unknowingly taught me how to drive on a four-lane highway. He asked me to drive so he could make phone calls. I didn't tell him at first that I had never driven on the highway before. You should have seen his face after I said that – a priceless moment.

Brian Jonker: I remember in the first month as the parts manager going to the woods in Florida. Seeing snakes and alligators and witnessing the heat the

operators worked in opened my eyes to the conditions our customers endure.

James Farquhar: I found myself laying in a skidder in the pouring rain in Chile. I was trouble shooting and I needed a 10 mm wrench. I was contorted into the belly of the machine yelling for a 10 mm wrench. No one got me the wrench. No one on the site spoke English. After climbing out of the machine, my Spanish was certainly no better, but they all knew the word wrench.

Grant Somerville: We drove through a rural village in Tasmania, a few homes around an intersection of country roads. The local dealer rep driving us stopped in front of a modest general store and said we should pick up some sandwiches for our day in the bush – it was the best place around. As it was the only place around, I had low expectations. I went inside and was immediately taken by the age of the woman standing behind the simple wooden counter. She must have been well into her nineties. Trying to be amusing I said, “I hear you have the best sandwiches in the world here,” to which she replied with no expression and great confidence, “Yes we do.” This struck me as a bold statement. While you can't judge a book by its cover, she gave the impression of spending her years within walking distance of that store. I kept my chuckle on the inside and respectfully ordered lunch. Later when we were eating I realized she was neither backward or arrogant. She was right. At first, people thought our wheel feller buncher was a little funny looking. You really shouldn't judge a book by its cover.

Dick Ronald: I remember flying down to Georgia or some place in Ken's plane one day and it is kind of bouncy. He had a storm scope so you know where the storms are. Air traffic control comes on and suggests we have to deviate around the storm and Ken looks at the scope and says, “Nah, it's okay we'll shoot straight through.” Well we had to hold our briefcases down so they wouldn't hit the ceiling but other than that it was okay.

Ken MacDonald: I am a religious person and I strongly believe that God helps those who help themselves. I believe that if we work both smart and hard, things will work out. Another aspect of my faith is belief in my team. I have always felt that if anything

can be done, my team can do it better. To date they have lived up to and often exceeded the level of faith I placed in them. Have we fumbled from time to time? Hell yes. But do we continue to strive to be the best? You're damn right we do. A directing philosophy for me and the company is to treat others the way you wish to be treated. We try to instill that way of life in what we do as a company.

Another thing in my life that perhaps has been an influence is a favourite children's book. The title, I think, is *The Little Engine That Could*. Tigercat has been, and will continue to be for decades to come, among the smallest of companies in most of the markets we compete in. We and our dealer partners have no choice but to try harder to design and build the toughest, most reliable, most productive machines. We have to work even harder to provide the very best after sale support to our customers. The giant companies we compete against are always looking to eliminate us.

Duane Barlow: Tigercat has achieved so much, ER, the hydrostatic skidder. But for me, the development of the high capacity bunching shear and disc saw heads stand out. They significantly improved productivity – particularly for plantation applications. Adding snouts and closing off the unguarded chip discharge enhanced safety – something we have tried to emulate in our bar saw heads by limiting openings directly in line with the chain.

John Kurelek: Heads made by others had been installed to work on Tigercat feller bunchers. They all had at least one tree taking arm and one opposing tree tucking arm – a taker and a tucker. And to various extents, a pocket to place tree butts in out of the way of severance. Bundle building in the pocket was not reliably neat. Sometimes trees would jack straw. Tigercat's tractors were quick and forceful. They could lift and carry heavy bunches and travel backwards and forwards to get to more trees. Under such work loading, life of existing felling heads when mounted on Tigercat tractors was short, so a stronger design was needed.

Ralph Zuidervliet: In my view, one of the best things the company has made were all of the felling attachments. They were very well made and it has become something the company is known for.

John Kurelek: I recalled how often the bundle alignment was spoiled by the tucker when it pulled out from behind the tree and moved it before re-grabbing it. Part of the problem seemed to be that with the arms pivoted on opposite sides of the storage pocket, each would tend to have its own preferred place to put the tree. My thought, which we put into hardware and tested, was to pivot both taker and tucker on approximately the same axis so that they would each tend to push trees into the same place in the pocket.

Jon Cooper: We just finished the first shear head and had sent the machine to a logger in North Carolina who agreed to test it on his thinning job. He was running five competing feller bunchers to meet his production needs. He parked one and had the operator run our machine. It was an impressive job to watch. All five machines would enter the stand together and cut to the back of the stand. Then they would drive out the cut row, emerge together at the roadside, move down the road and enter the stand again. We left the machine for a few days, then came back and asked him how it was working. He said it really did not seem to be doing any better than the others, but that it was keeping up okay. We were disappointed but the contractor purchased the machine.

A few months later we came back to the job. As we drove in we saw two of the feller bunchers parked.

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Jon Cooper testing the 1185 harvester launched at Elmia Wood 2017. The original 726 and the new 1185 are at opposite ends of a very broad spectrum in terms of design, size, technology, function and just about every other factor except durability and reliability. Jon has led the drive-to-tree feller buncher, skidder and cut-to-length product groups over the years.

THE INFAMOUS SKIDDER PULL-OFF

We were at a forestry festival in Winnfield, Louisiana. The Caterpillar people came around our 630, all wearing their ice cream shirts and boasting that their 545 would pull our 630 backwards. So we said let's do it. I got in the 630 and drove to where they were having a skidder contest. We hooked on to the same log and the Cat salesman dropped a flag. I had the diff locks on, grapple low and in, and blade low. Faith Hill was singing on the radio, "The Way You Love Me." I eased into the hydrostat pedal but I didn't move nor did I feel anything. When I looked out the back window, I saw that the 545 was standing straight up like a rocket ship! He started turning the machine left to right like he was stuck in a mud hole but his front end was in the air. I thought that he was going to roll over backwards so I let up on the forward pedal. When I did his front end hit the ground and his foot must have slipped off the throttle pedal. Then I got back onto the hydrostat pedal and began to pull him backward. My intention was to pull him around the fairgrounds but after about 50 feet he opened his grapple to let loose of that badass 630 and further embarrassment. There was supposed to be \$1,000 cash for the winner but all the Caterpillar salesmen went into hiding and I didn't get a dime! There was at least 200 loggers that were watching.

– David Long, sales specialist, B & G Equipment and long-time Tigercat advocate



The infamous skidder pull-off in Winnfield, Louisiana in 2000. Wagers were taken, a job was lost and a budding child photographer (who must be 30-years-old by now) got a new computer out of the deal.

The contractor told us he didn't need them – he could make the same production with only three machines. He recounted to us that one day he snuck into the woods. He watched the Tigercat cut wood way faster than the other machines. The Tigercat would reach the back of the stand in half the time. Once it got there the operator stopped, lit a cigarette and waited for the other machines to catch up. After a stern chat with the Tigercat operator, the contractor parked the two machines. The shear dramatically changed the productivity of wheel feller bunchers in thinning applications.

Dick Ronald: To attract dealers, you have to have a full product line. Tony never really wanted to build a skidder but we had to have one to fill out the product

line to keep the dealers happy. If you have a full line, you've got the dealer's attention and you haven't got someone else in there trying to worm into your business.

Tigercat rounded out the product line with a skidder in 1996 and a knuckleboom loader in 1997. This gave US dealers a product line. However in Canada, it created the necessity to establish a parallel dealer network. Corporate Deere was happy to allow its dealers to sell the non-competing 853E feller bunchers. Skidders... that would be another story. Strongco got the first kick at the can.

Jon Cooper: Our customers and dealers began to ask for a skidder. After a few years of success with

feller bunchers, they told us that if we could develop a skidder that was as good as the feller buncher, it would be a success. Market demand drove the decision to develop a skidder. It was similar logic that led to the loader development.

Johnny Boyd: The Tigercat skidder has done more to change productivity in the southeastern US than anything in the last twenty years. Only one thing defines the productivity of a skidder and that is the size of the grapple. Speed doesn't matter. It's what you bring to the roadside when you come. We've been able to increase the grapple size and put everything in front of the grapple to do the job.

When Tigercat launched the 630 skidder, it was the biggest machine on the market, competing in the size class with the smallest market share. These days, it would be about equivalent in size and capacity (but certainly not speed) to the 610E, Tigercat's smallest grapple skidder. Tigercat called it early and led the trend toward bigger skidders.

James Farquhar: The move to big skidders was a pretty big deal. I have a customer that told me that if we sold him the 632E twenty years ago, he would be retired by now.

Joe Barroso: There was a gentleman by the name of Rick Duke and he worked in one of the Brantford plants. He had been laid off but Tony suggested I call him back to work at Savage Drive and see if he could be of help in our process improvements. I was looking after the skidder line at the time and Rick was my first real introduction to lean manufacturing. Together we were able to move the organization in dramatic fashion toward a lean operation. It made a significant change to Tigercat.

Tony Iarocci: The introduction of electronics in off-road equipment has had a major impact in the evolution of forestry machines. The first Tigercat models did not have one electronic component. Although, the introduction of electronics in engines, hydraulic controls, telematics and exhaust emission systems has introduced a great deal of complexity in forestry machines, the industry has benefited with

operator safety and comfort, improved performance, a significant reduction in fuel consumption and greatly reduced emissions.

Joe Barroso: From an operations perspective, we have been able to reduce the assembly times by 75% and we have reduced inventory by 80% on a majority of items. This has been a very significant change to the manufacturing process that occurs in a Tigercat plant. We continually improve on quality, delivery and cost.



Tigercat's last go at the Atlanta show. Downtown Atlanta wasn't the most logical choice of venue for a logging equipment show. The Tigercat booth staff did not blend in with the crowd.

John Kurelek: I think of [the ER] invention as the best of my career because it will surely continue to save our planet thousands of truck loads of fuel. When the Drott excavator based feller buncher was first conceived and produced in the fifties, its energy-wasting hydraulic system was implanted in [the] industry for a half century. The ER circuit provides a way to transfer the pressurized oil in the base of the hoist cylinder to the base of the stick cylinder where it continues to do load supporting work. This transfer of pressurized oil is done by operating a single lever so it is easier to train operators. Engine power is not used to pump oil under pressure during reaching and can be used to hurry other machine functions or it can simply be fuel saved.

Grant Somerville: The way we work with the people that use our machines is where we are different from the mainstream. Many companies claim to be in touch with their customers, but very few ever

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UNTESTED PROTOTYPE CUTS TREES AT DEMO 2000

Always confident, Tigercat brought an untested prototype L830 feller buncher to Kelowna in 2000 and proceeded to run it on a very steep slope in front of thousands of people all day long on the first day of the show. Everything was going great and the crowds here wowed until late afternoon when the coupler between the engine and pumps failed, leaving the machine stranded pretty much in the same spot that this picture was taken – about 200 metres from the roadside. A group of dedicated Tigercat staff drove back up the mountain that evening and stayed up very late changing out the part while everyone else was staying up very late partying in Kelowna. It was a big job to take the pumps off on that slope in the dark. They ended up sourcing a replacement coupler – from a competitor!



really achieve this. The fact that we have successfully made this a key part of our business model is a major accomplishment I think many may not realize. Customers may be surprised to learn just how much they have contributed to the development of our products.

Joe Barroso: For me, the best thing about Tigercat is probably the ability to create and invent and not be tied down in bureaucracy and red tape. You can create solutions, problem solve with your team and make things happen as quickly as necessary. It could be one of our significant competitive edges.

Ralph Zuidervliet: Management, engineers and my fellow workers all contributed to an outstanding work environment. It was quite a close knit group. Like family. The camaraderie, the clean, safe environment, the support of our engineers and management. I will always remember my time at Tigercat fondly.

Brian Jonker: The vision of a few people building that first machine has led to where we are today. From Tigercat employees to our dealers, customers and vendors, there are tens of thousands of people whose lives are directly affected by Tigercat. That is very impressive and powerful when you stop and think about it.

Ken Harrison: I came to Canada from England in 1971 and retired in 2004. I can honestly say that I got it right twice. I came to the best country in the world and I worked at the best company in the world.

Ken MacDonald: What we have accomplished to date is simply the beginning of a machinery design, manufacturing and product distribution organization. It is the foundation for what is to come. We have so many more products to develop and so much more we can offer to the world. I recognize that we will face more than our share of challenges but I continue to have faith in our team, in their desire and capability to succeed far beyond my lifetime.

Tony Iarocci: Unquestionably Ken's incessant desire for ever-increasing growth, in terms of both sales volume and product offering, has had a profound influence on my day-to-day decisions and long-term strategies.

Ken MacDonald: I am overjoyed that the world record holders for harvesting and extraction and almost all of the top loggers and forestry companies already use our equipment. I find the greatest pleasure in working with them to create the optimal harvesting solutions and seeing them succeed. ■

HELPING YOUR TIGERCAT DEALER HELP YOU

– Pierre Fortin, Tigercat operator trainer

In logging, time is money just like any other business. When your forestry machine has a technical issue that threatens your wood harvesting capacity, time is of the essence. The machine's issues must be diagnosed and solved in the shortest amount of time possible to minimize lost production and repair expenses. Additionally, proactively fixing small items can prevent major malfunctions that could permanently damage the machine or endanger personnel.

To make the most efficient use of time, the dealer technician needs to show up to the work site well prepared to do the repair or adjustment efficiently. The technician must have a good notion of what problem needs addressing immediately on arrival and what parts he or she will need. The key to this preparation is good communication between the logger in the field and the Tigercat dealer. Clear communication saves time and money.

First and foremost, you need to provide the dealer with the machine model, serial number, location and a precise explanation of the issue. Is the machine still under warranty? Will it need to be extracted to the roadside for repairs? Is it acting up continually or sporadically? Has the problem developed over time or has it just suddenly appeared?

When dealing with problems in the hydraulic system, the operator should think about whether the issue is a lack of power or a lack (or excess) of speed, or a combination of both. Is the problem occurring when only one function is activated or when a combination of functions are being used? Are all of your operators complaining about the problem or just one of them? Is there a hydraulic oil leak? If so, remember to exercise caution when investigating the leak (see "A Dangerous Bite" in BTB issue 44).

Your cellphone camera can be a valuable tool to relay details from the machine back to dealer technicians. Sending clear pictures of a hydraulic leak or broken part can help the technician understand what has happened



Parts associate Larry White (L) and store manager Tom Sawrey (R) help a customer at the new CTW Rose Hill, NC location. See back cover for more information about the new store.

and ensure the right tools and parts are on hand for the repair. A short video of the machine's behaviour can also reveal how to deal with the issue and potentially save significant troubleshooting effort, especially if the problem is intermittent or difficult to describe.

For electrical or control system issues, if the system is giving alarm messages, the dealer will need a thorough description of all of the messages. Write down all the details and error numbers that show up on the control system display or take a picture of the alarm message and pass it on to the dealer. Let the dealer know about the frequency of the issue and if it seems to be related to a particular time or sequence of work. For engine or after-treatment system alarms, you can also look at the alarm log in the control display of the machine and take a note or snap pictures of the last few alarms listed. The meaning of various engine SPN and DTC codes can be checked using the Tigercat App available for both Android and iOS.

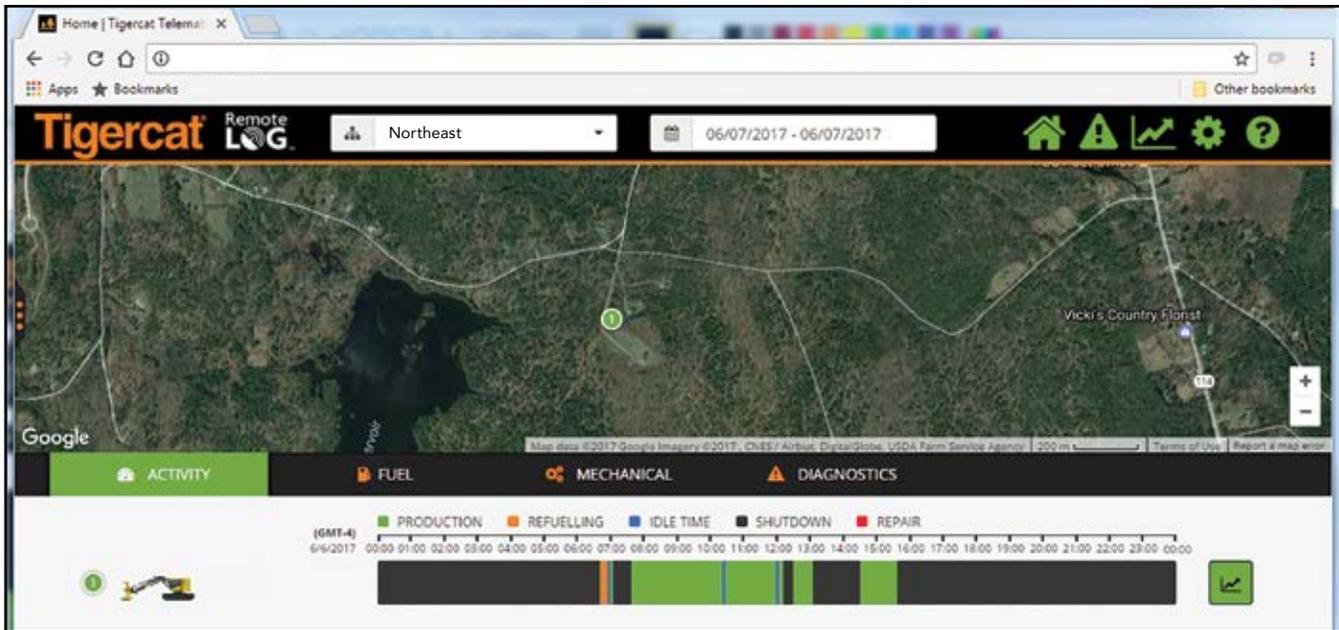
And talk to your dealer about RemoteLog™, Tigercat's new telematics system. RemoteLog can transmit to the dealer – efficiently and automatically – most of the critical information that the service technician requires to work on your machine. ■

TIGERCAT LAUNCHES REMOTELOG



A new telematics system for data that matters.

– Chris Armour, marketing technical writer



Loggers can manage their machines from anywhere with a web browser and an Internet connection.

Tigercat is pleased to announce the launch of RemoteLog™, the company's new telematics solution.

RemoteLog was designed after extensive field research that included feedback from customers from around the world. The result is a simple, robust telematics solution that works even in the most remote locations. Now loggers can track key machine performance metrics from their desktop or tablet to maximize machine productivity and reduce operating costs. Telematics project engineer Rob Archibald comments, "RemoteLog is a valuable new tool for loggers to optimize productivity and minimize downtime by having data that matters right at your fingertips."

Logging sites are often well out of range of cellular phone service providers so RemoteLog uses a satellite data connection that provides global coverage. Data is automatically updated to secure servers on a regular basis.

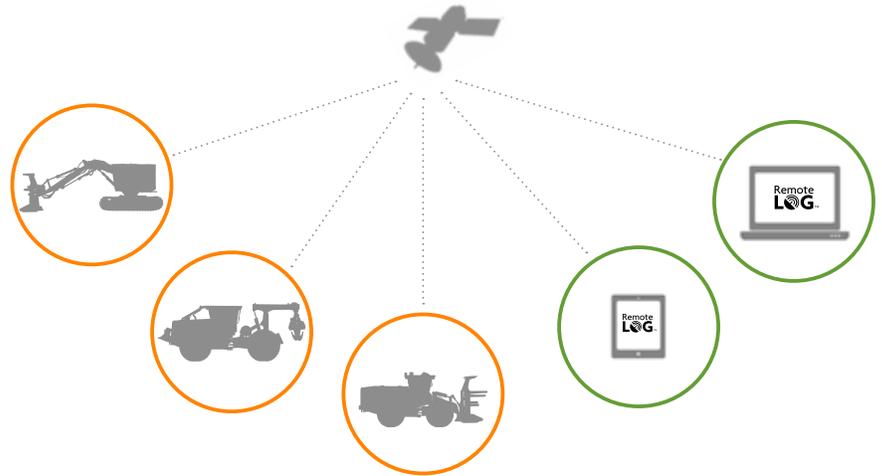
Data includes:

1. Machine location and movements
2. Activity timeline to identify when a machine is idle, operating, shutdown or refuelling
3. Fuel levels and consumption
4. Mechanical performance parameters
5. Critical machine messages

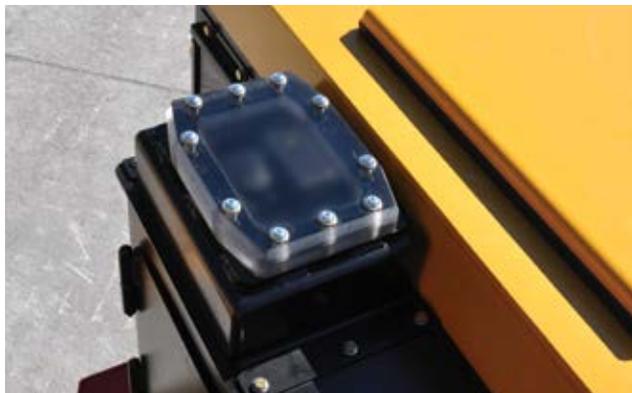
The data is presented in a simple, easy-to-navigate web portal that runs on all major desktop and tablet browsers so it is available from anywhere with an internet connection. No special operator training is required. The system collects and sends data automatically.

Extensive reporting and analytics built into RemoteLog mean owners can see at-a-glance when the machine is working or if there are potential problems developing.

Users can also set up alerts to notify service personnel. Dealers can see error codes and other important mechanical information to help get the right service and parts on the first visit. Are hydraulic fluid temperatures higher than they should be? Is the pressure drop too high across the fuel filter? RemoteLog helps owners address simple things such as filter changes before they become major headaches and lets dealers offer proactive service for spare parts and consumables.



The hardware components of RemoteLog consist of a satellite antenna on top of the machine that is well-protected by a polycarbonate housing. A telematics



The RemoteLog satellite antenna enclosure is made of tough polycarbonate.

computer module is located in the cab. The computer module connects to the machine data bus to read maintenance information and to the satellite antenna for data upload. The computer module goes into low power mode when the machine is turned off. The module will shut down automatically after three days with no key-on cycle to conserve the machine battery.

RemoteLog is now available as a factory installed option on all Tigercat machines. The initial purchase includes the required hardware and the first year of data usage (running in sync with the machine's warranty period). After the first year, annual subscriptions can be purchased from your Tigercat dealer. Contact your dealer to see if a retrofit kit is available for your existing Tigercat machine. ■

724G Feller Buncher Die Cast 1/32 Scale Model

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Tigercat
Tough • Reliable • Productive

CAPTURING VALUE IN THE ADIRONDACKS

Fourth generation logger, Larry Richards talks about his operations in the Adirondacks and leveraging the knowledge and expertise of the team to capture more value – for the company and the landowners.

– Paul Iarocci



The Richards Logging team. (L-R): Bob Perras, Tony Roy, John Hammond, Brandon Tokarz, Theresa Richards, Larry Richards, Bruce Richards, Cora Mae Richards, Zach Weber, Ed Moehring, Terry Green, Kerry Amell, Burt West, Mike Corsetti, Willy Godin, Ray Campany.

Richards Logging LLC, based in the heart of the Adirondack Mountains in Tupper Lake, New York, is a modern, innovative and increasingly vertically integrated and diversified timber harvesting company. Its primary focus is prescription thinning and stand improvement for large landowners and timberland management companies. However, under the vision of principal and co-owner Larry Richards, the company continues to adapt and diversify. Between the Branches spent a day touring with Larry, visiting two harvesting sites and the company’s wood yard as well as one of Larry’s new projects.

Larry is a fourth generation logger. His great-grandfather taught Larry’s own father, Bruce, the ropes as a teenager. “My grandfather was a part-time winter logger,” Larry explains. “In 1977, my father bought a skidder and a loader for \$60,000 and took it to the next level.”

Bruce moved the family and the business from North Creek, NY, to Tupper Lake nearly 25 years ago. “We were working for a paper mill and a new management company wanted us to move up here,” explains Larry.

Although starting again in a new region and hiring new employees posed some challenges, it also came with some advantages. Larry points out that there was more timberland and bigger tracts in the Tupper Lake region. “We work 2,500-3,000 acres [1000-1200 ha] in a year. It is hard to do that on 100 acre parcels.” The industry trend of consolidation and ever larger landowners has continued to favour Richards Logging. A significant customer is Molpus Woodlands Group, the largest landowner in the state. “They have been phenomenal to work with,” says Larry.

A century old company, Molpus owns or manages timber resources in several states and like Richards Logging, is taking an innovative and vertically integrated approach to the business – keeping important

functions in-house, intensively managing its timberland for optimized biological growth and maximizing value added through alternative land use opportunities and other out-of-the box ideas.

Larry considers Richards Logging to be more than just a harvesting contractor. He sees a partnership between his company and the client landowners to make the resource the best it can be – now and more importantly, in the future. With several species of grade logs, pulpwood and firewood sorts, merchandising is crucial. “It is all the sorts that add value to the landowner,” says Larry, a laid back and amicable guy who has strong business sense and vast industry knowledge.

With help from Rick Sage who supervises felling operations, Richards Logging is performing extremely high quality prescription thinnings, understory removal, overstory removal – whatever is required to harvest a marketable product, whether it is high value veneer or biomass, while always contributing to the long term goals of stand improvement and sustainable forest management. “Rick is the best in the business with a great combination of experience. He is a huge asset in this planning and really a huge asset to the business.”

“I started as a small kid,” recalls Larry. “I was always going to work with my father when we were hand felling and cable skidding. We switched to grapple skidders in the late nineties.” In the meantime, Richards Logging



Larry pulled the trigger on his first Tigercat skidder – a 630E – in 2014.

bought its first Tigercat in 1998, a 245 loader from Boonville, New York based CJ Logging Equipment. Then in 2004, the company’s first Tigercat feller buncher, an 822 model, turned out to be practically bulletproof. The reliability of these two machines and solid support from the team at CJ Logging opened a door of possibility and in 2014, Larry had a Tigercat 630E skidder on the jobsite for a 40 hour trial. He ran the machine himself.

“I felt like it would hold up better over time,” he recalls thinking during the initial demonstration. “I remember thinking, what would happen if you flick from full forward to full reverse? So I tried it and it just slowed down, stopped and went the other way. So far I am

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The 635E skidder. Sure it’s big but it fits well with Larry’s operations, excelling in long distances and extending the winter season with its low ground pressure.



A Tigercat 234 mounted on an AC16 articulating carrier unloads the logs and spreads them out on stringers.

sold.” Comparing the original Tigercat skidder to his previous brand he says, “We found it slower but it handled the hitch better. So it was more a case of slow and steady wins the race.”

Up until 2009, Richard’s Logging ran just the two Tigercat machines, the loader and the track buncher. Now seven years later, the company has moved much further into the Tigercat fold, currently running and relying on two 822C feller bunchers, three E-series skidders and three 234 series loaders.

The yard

The wood yard has become of central importance to the Richards Logging operations. The ability to grade every log adds value to the business and to the landowners. It often allows for smaller decks on the harvesting sites, provides the flexibility that comes with the ability to stockpile, and it opens up new opportunities for additional profit centres.

The company purchased the land about ten years ago. “It is right in

the middle of the land we cut on,” explains Larry. Prior to this, Richards Logging didn’t scale and grade. Instead, the company merely sold full log loads to the mills. Once the new yard was in play, the company started buying spruce off the street from anybody that was cutting softwood logs. “That business really took off,” says Larry. “There was another guy operating a spruce yard and we basically bought his business.”

In the process, Larry developed a strong relationship with Matériaux Blanchet Inc., a large privately owned sawmill in Quebec. This is the primary outlet for all of the spruce logs. “A real deal-on-a-handshake company,” says Larry. “I wish more people still did business like that.”

In 2016, the yard handled seven million board feet – much of it being SFI (Sustainable Forestry Initiative) and FSC (Forest Stewardship Council) certified. “All our logs come here, as well as some other contractors’ that work on Molpus land.” There are many different hardwood sorts by species and grade. “Hard maple on its own gets sorted into five different piles,” says Larry.



Richards Logging runs two 822C feller bunchers. According to Larry, the machines have turned out to be practically bulletproof.

The logs are unloaded with a Tigercat 234 mounted on an AC16 articulating carrier and spread out on stringers. After establishing a ticket number and entering the contractor name and date, the log scaler records the diameter, length and species of each individual log using a handheld scaling computer. The system keeps track of every load, manages the inventory, and creates an invoice and scale slip.

Larry credits his father, Bruce (co-owner of the company) for putting Richards Logging on the map. Bruce also runs a firewood processing operation in the yard. “My Dad really enjoys it and eventually we want to expand the business,” explains Larry. “We want to get some inventory and start advertising it. We feel it will be a full time business and it is an outlet for wood that would otherwise end up at the paper mill.”

Roadside processing experiment

Larry’s customer service oriented philosophy spills out of him in every conversation. As we drive to the spruce site where the company has just started a new roadside processing system, the topic switches once again. “We have worked hard to build these customer relationships and we want to do everything we can for the landowners. You will see it in our operators as well. We have a lot of great young guys.”

Larry has just gotten this system started with an excavator-based processor and a brand new operator, 23-year-old Zach Weber. “Processing is really new to

us. It is new to Zach as well.” A recent college graduate, Larry started him in the wood yard, so that he could learn the logs. Larry is sure that processing is the right direction to go in order to further expand the spruce business.

A 630E skidder is hauling full trees to the landing. Careful planning builds in flexibility for weather, other complicating factors and also allows for a lot of space around the machines. The 822C feller buncher, operated by Brandon Tokarz, is long gone to the next site. “Brandon saw my operation on a high school field trip,” Larry recounts. “I have a lot of young operators in their twenties. I can’t teach attitude and work ethic but I can teach everything else. I think it is better to train an operator from scratch but you must identify the ones that are worth investing the time into.” Predictably, Richards Logging enjoys a very low employee turnover.

The hardwood site

Next, we visit a hardwood selective thinning operation. Again, it is easy to see that a degree of separation has been built into the planning, with no machine really working nearby to any other. Two Tigercat 822C feller bunchers are far ahead of the 630E and 635E skidders. The skidders are pulling to the back of the deck to the stroke delimiters. The delimiters are limbing, topping and decking the full length logs. Circle saw slasher equipped Tigercat T234 loaders cut to length and load trucks – all well organized, with a good flow.

I can’t teach attitude and work ethic but I can teach everything else.
– Larry Richards,
Richards Logging

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On the hardwood job, T234B loaders equipped with circle saws cut to length and load.

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This is an overstory removal operation. The average diameter of the understory must be six inches before the high value mature timber – such as maple and cherry – can be harvested. Again, always thinking about long-term value, Rick and Larry stress that it is crucial to leave all the understory intact after the thinning. Although the biggest skidder in the business is ranging through this tract, great pains are taken to ensure that not a single sapling is run over unnecessarily. For his purposes, Larry considers the 635E the ultimate skidding machine – great for long distances, with the flotation to extend the winter season. In late winter, the skidders will also do return trips with brush to fill in the main skid trails with a thick layer of highly effective mat material to further extend the season.



An idyllic lakeside cabin sits on the 345 ha (850 acre) parcel of timberland that will undergo a land improvement treatment.

Larry and his wife Theresa have been married 23 years and have three children, Allison, Elaine and Bryce. Although relatively new to the business, Theresa provides key support in the office, managing payroll, stumpage and inventory. “My parents are mostly retired,” explains Larry “and my son Bryce [16] is interested in the business and works part time with us.”

Larry’s mother, Cora Mae has been part of the company for over thirty years. Over the last two years as Cora Mae has decided to semi-retire, the company hired Michelle Delair to take over her responsibilities in the office.

“Kerry Amell has worked with us for over twenty years,” explains Larry. “His dedication to the business and the knowledge he has taken in over the years has made him a valuable asset at the yard and in the woods.” Richards Logging employs ten machine operators, usually two or three in the wood yard, along with two technicians in the shop. The company performs all of its own service work on the machines and the trucks. There are ten truck drivers and two in the office.

Land improvement

Larry recently purchased a 345 ha (850 acre) parcel of timberland near Tupper Lake. The property comes with a lake, a cabin and a bit of history. There has been logging activity in the past and the goal is a land improvement project. Larry will clean up the waste wood that has been left on the ground and market the biomass. Through proper selective harvesting practices, he will be able to harvest some marketable timber and promote new growth, eventually improving the quality of the timber stand.

He plans to perform other site improvements, like cutting recreational trails, improving the road and renovating the cabin that overlooks the lake. “It is good ground that gives us something to do in the spring,” he says. It is one more example of progressive thinking – leveraging the company’s unique skill set to look beyond harvesting timber for additional and innovative ways to diversify and create value. ■

TIDEWATER DEMO DAY 2017 HUGE SUCCESS



A pair of Tigercat 234B loaders took care of sorting, merchandising and loading.

A perfect spring day greeted 1,500 guests at the second, highly successful Tidewater Demo Day held outside Valdosta, Georgia on May 6th. Mild temperatures, with just enough breeze to move the gnats along, were complemented by the pleasant shade of the Langdale family's pecan orchard. This very special event celebrated not only Tigercat's 25th anniversary, but also Tidewater's 70th anniversary.

An impressive line-up of 24 Tigercat machines was on static display. The broad range included loaders, drive-to-tree feller bunchers, track feller bunchers and the new 632E skidder as well as equipment from Tidewater's other suppliers including – Pitts Trailers, GCR, Fussell Tires, CSI, Morbark, R-Squared Solutions, Big John Trailers, Rotobec and Maxi-Load Scale Systems.

The live demonstration featured two 620E skidders, two 234B loaders, an 822D track feller buncher, a 724G

drive-to-tree feller buncher and an R-Squared delimeter.

Twenty loads of logs were extracted along with eleven loads of fuel chips.

A strong contingent of 28 Tigercat staff was on hand to support the event. The group included CEO Ken MacDonald and president Tony Iarocci, as well as senior sales, engineering and manufacturing personnel. Tigercat people used the opportunity to talk directly with loggers, gathering valuable feedback.

Tidewater president Jamie Young commented, "We could not be more thrilled to have celebrated Tidewater's 70 year anniversary with our customers and vendors on a picture perfect day in an absolutely beautiful setting. Our second Demo Day went as well as any show I have ever witnessed and we are so proud of celebrating this milestone in such a unique family atmosphere. Tigercat once again showed our loggers how important they are by bringing the CEO, president and top engineers to this event to mingle and address any issues they may have."

After the demo, Tidewater and EPG Insurance hosted dinner with door prizes for customers and vendors at the Valdosta Holiday Inn Conference Center. Both Tigercat and Tidewater offer their sincerest thanks to the Langdale family for allowing this event to happen on their wonderful property. ■

Go to Tigercat TV to watch a short video of the action: <http://www.tigercat.com/video/tidewater-demo/>



Each attendee received an orange or pink Tigercat branded hard hat, a Tigercat ball cap of their choice and a Tigercat machine key chain as a gift to take home with them.

25 YEAR ANNIVERSARY CELEBRATION



2017 marks the silver anniversary of Tigercat. Design and manufacturing excellence, dedication to the customer, vision, perseverance and teamwork have advanced Tigercat from a single prototype to a broad range of forestry equipment and specialized off road machinery.

Producing 19,000 machines and counting, Tigercat has grown into a global success story – by helping its customers to succeed. With an employee count of 1,400 and over 150 independent dealer locations worldwide, Tigercat has accomplished what many thought to be unimaginable in just 25 years.

Tigercat celebrated this 25-year milestone with a party for staff, retirees and dealers at Bingemans Conference Centre in Kitchener, Ontario. The night included dinner, dance and the premiere of the film, 25 by Tigercat.

The rebuilt prototype 726 drive-to-tree feller buncher was on display at the front of the conference centre and a Tigercat gallery was set up with old photos and archived articles, sparking memories and stories to be shared between guests.

To learn more about the early days of Tigercat and to see stories and photos from some of our first customers visit, www.tigercat.com/25years ■



Just under 1,500 people attended the 25-year celebration.



Both president Tony Iarocci and CEO Ken MacDonald gave emotional speeches that will be remembered for years to follow.



Tigercat customer and Swamp Loggers star, Bobby Goodson, told the crowd about some of his experiences being a logger and how Tigercat played a major role.



Tigercat's first customers standing in front of the first Tigercat machine, a 726 feller buncher, rebuilt 25 years later.

(L-R): Ken MacDonald, Eddie Hodges, Julie Hodges, Rose Clary, Robert Clary, Tony Iarocci.

The event was decorated Tigercat-style with small scale machine models, wood slices, ferns, old photos and archived articles.





WHEN YOU'RE ON A GOOD THING, STICK TO IT

This article originally appeared in Australian Forests & Timber News, May 2017. Reprinted in part with permission.

Remember that advertising catchphrase ... when you're on a good thing, stick to it! Well, after gathering material for this story that seems to be the perfect way to sum up how some contractors feel about Tigercat forestry machines.

First off the rank was Fennell Forestry Pty Ltd, a family-owned business which is based in Mount Gambier in South Australia and runs a highly successful infield chipping operation, 24-hour timber haulage operations, plus clear fell large pine operations. This business was established in 1991 by Graham and Val Fennell and Ronnie Nilsson. Though it started small, it has since grown into a major plantation hardwood and softwood harvester and transporter. The company, which employs about 75 staff, is still managed by members of the Fennell family. Barry Fennell, executive director and sister Wendy

Fennell, managing director at Fennell Forestry, have been a part of the business almost since its inception, so when you seek an opinion from them you know it's backed by experience.

Actually, Fennell Forestry took delivery of the very first Tigercat 1085C (25-tonne) forwarder to be sold in Australia. The massive Tigercat 1085C shares some similar componentry with its cousin the Tigercat 1075C but boasts a superior Tigercat manufactured drive-line incorporating significantly stronger bogies and transmission to allow a higher payload.

"The new Tigercat 1085C was commissioned into our clear fell softwood operation at the start of February 2017, as a replacement for an existing forwarder," said Wendy.

"Traditionally we operated Timberpro 840 forwarders in our clear fell operations, which have served us well

as far as production went. The decision to change this was driven by operator comfort, maintenance costs and service/parts support.”

“It’s still early days with the forwarder only having 750 hours on the clock, however figures are indicating lower running costs. Operator acceptance of the machine has been positive with operators commenting on how comfortable the machine is to operate. Visibility from the cab as well as the addition of the slope bunk enables the operator a clear line of sight on the work zone,” she said. “Serviceability is good, all pumps, valve banks and engine bay is easily accessible. The cabin is spacious, enabling good ergonomics for the operator. The innovative sloped bunk with its larger capacity allows greater loads, whilst having butts all one way, combined with the safety of a lower centre of gravity.”

“Generally, the standout points of the latest machine – fuel efficiency, operator comfort, and serviceability,” said Wendy. “Sales and service from Onetrak (Onetrak Mt Gambier) provide us with superior support and service. They have a comprehensive knowledge of the Tigercat machines, combined with the understanding of their customers operational demands which means they are a valuable partner.” Fennell Forestry currently has eight Tigercat machines consisting of feller bunchers, skidders, harvesters and the forwarder.

From down south to up north, the Imbil, Queensland based family operated business GMT Logging has been operational for decades. GMT also has a close relationship with Tigercat as general manager Adan Taylor (also Chairman of the Australian Forest Contractors Association) explains. “We purchased a 1075C forwarder last November. Actually, we’ve been buying the 1075 size forwarders for quite some time. This is our fourth. Basically, we bought it because we recently won a tender for a new export contract, and needed to establish another crew to carry out the work and the 1075C was the newest model forwarder on offer from Tigercat. Joining the new 1075C is a new Tigercat LS855C set up with a feller-director boom and Tigercat’s 5195 felling head.

“This [1075C] came with the sloping bunks and fixed headboard and the [hooked] banana boom. We had seen it at AUSTimber and were aware of the new design because we had been to Canada in October and seen the new model over there,” Adan said. “We’re pretty happy with it. The sloping bunks, headboard and boom are well set up. It works quite well. There haven’t been a lot of changes in the cabin ... a few little things to make it more comfortable,” he added. “We love our Tigercat forwarders, as they are a good and reliable workhorse all round, solidly built, efficient and comfortable to operate.

“We’ve had a long relationship with Onetrak. We’re very happy with their service and back-up. This is a major reason why we keep buying their machines. They’re also very well built machines.”

Back down south again to K.C. & M.R. Boults operations in the Mount Gambier region of South Australia. The company has recently purchased its third Tigercat H822C harvester after formerly being aligned with a competitor. “These new Tigercat H822C units are working in the Mount Gambier region of SA in pine thinnings. The machines are frequently double shifted and work with a high level of availability,” explained Gerard Boults, harvesting manager.



Tigercat 1085C forwarder in Fennell Forestry operations.

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That's vastly different to when the forestry business was kicked off. K.C. & M.R. Boulton was formed in 1976 by Kevin and Margaret Boulton, starting out with one truck, a White 4000, and a home-built NRM Mack Forwarder carting off pine fallers.

“Today, we run ten harvesters, six forwarders and fifteen B Doubles. Three of those harvesters are H822C Tigercats running a double shift in T1 operations. With work picking up around 2014 and in need of a thinning machine, we looked at what purpose-built machines were available,” said Gerard. “Onetrak had one in stock in Dandenong and we also looked at an 855C they had in Mount Gambier at the time. Looking at the build quality, I made the decision to purchase our first Tigercat. Onetrak moved to Mount Gambier twelve months later and the second H822C was purchased. With a move from hardwood to all softwood, a hardwood machine was traded on our third H822C in January 2017.

“Our first H822C has clocked up 10,000 hours and that's inside three years. They have proven their reliability in that time. All three machines are identical



Boulton's third Tigercat H822C harvester.

which is ideal for maintenance planning and operators being familiar with our machines.”

And there's another underlying factor behind the Boulton move to Tigercat. “Having the dealer support in town has been important to us led by Jotham Allright,” said Gerard. ■

SINCE
25 YEARS
1992

25

A film by Tigercat, will be released online this summer!

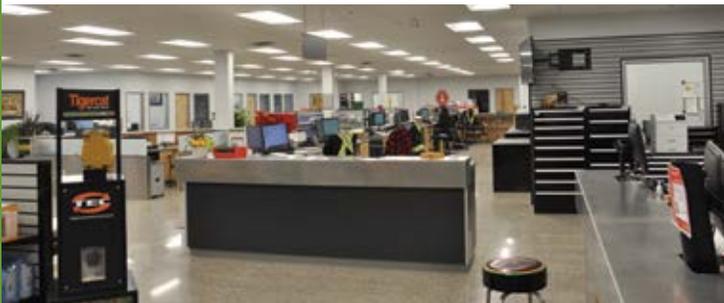
INLAND, PRINCE GEORGE GETS NEW FACILITY



Tigercat staff toured the new Prince George facility during Inland's annual sales meeting.

Tigercat's British Columbia dealer, Inland, inaugurated an impressive new facility in Prince George in grand style with a facility tour and meeting for its sales team and vendors April 24-25, 2017.

Inland has had a major presence in Prince George for over 50 years. Based on the success of the business and Prince George's location as the economic hub of Northern British Columbia, Inland decided to invest in a



The new Inland facility features an expansive retail area.

brand new building near the Prince George airport. The new location features over 7 800 square metres (84,000 square feet) of space and includes a retail/service area, extensive repair shops and a parts warehouse.

After touring the new dealership, Inland sales specialists and senior management attended a series of meetings with vendors to review new models and product roadmaps. On hand from Tigercat to take the group through the latest Tigercat developments were Ron Montgomery (Canadian sales manager), Rob Selby (western district sales manager), Fil Rinaldis (880 lead engineer), Joe Azzopardi (Canadian sales coordinator), Chris Armour (marketing technical writer) and Brian Scott (skidder designer). Rob Selby commented that "the event demonstrated how the Inland Group works closely with Tigercat on continued development of new and innovative products designed for the West Coast market."

At the awards dinner, senior Inland sales staff and long serving employees were recognized by Inland senior management and vendors. For Tigercat equipment sales, Brent Scheer and Steve Antonenko from Prince George and Dan Beetlestone from Inland's Penticton location were recognized for exceeding sales targets for forestry equipment.

Ron Montgomery said of the new facility and the event, "Inland continues to be a critical partner for Tigercat and their commitment to meeting and exceeding customer service and sales goals is extremely impressive. Inland stands out for their support of their customers, staff and vendors."

Corey Timms, director of forestry equipment sales at Inland agreed: "This is an exciting time for Inland and for our northern territory. Providing a safe and productive environment for our employees is a key focus at Inland. This world class facility will allow us to continue to grow



Recognizing sales milestones. (L-R) Corey Timms, Ron Montgomery, Brent Scheer, Rob Selby, Dan Beetlestone, Fil Rinaldis, Chris Armour.

while also acting as a parts and service hub supporting all of our northern locations.

The new Inland Prince George facility is managed by Rick Brunesci and is located at 7337 Boundary Avenue, Prince George, BC. ■

CTW EQUIPMENT OPENS NEW STORE IN ROSE HILL, NORTH CAROLINA



CTW's Rose Hill, NC location helps local loggers by providing top quality Tigercat service.

On April 24th, 2017, Tigercat's valued dealer partner, CTW Equipment Company, increased its footprint by opening a new store in Rose Hill, North Carolina, approximately 100 miles south of the first location in Williamston, North Carolina.

The new 3,000 square foot store is well stocked with genuine Tigercat parts as well as Bandit chipper parts. An ample supply of hose and fittings provides the ability to custom build hydraulic hoses. The facility will grow into a full service dealership in the future.



Having a well-stocked hydraulic hose shop allows the CTW team to quickly respond to customer needs.

Local loggers are pleased to have a Tigercat dealer in the area. Michael Goodson of Michael L Goodson Logging is glad for the representation in the southern territory. "We have been needing a Tigercat presence here for a while now."

Sherwood Padgett of Padgett Logging comments, "CTW will do well here, now that they have a store in the area."

Tigercat's US sales manager, Kevin Selby says, "Tigercat is very grateful for CTW's commitment to high quality customer service as demonstrated by their new location. Tigercat's strong partnership with CTW Equipment ensures loggers in their southern North Carolina territory will be well served by a trusted local resource."

The store manager is Tommy Sawrey and Larry White is a parts associate. Rodney Winders is the sales representative. The new store is located at:

1112 W Charity Rd
Rose Hill, NC, 28458
Telephone: 910-282-0892 ■

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