

# B E T W E E N the BRANCHES

## Track Renaissance By Paul Iarocci

**Wet weather and tighter rutting tolerances have turned coastal loggers like James Rhodes to track machines.**

Before turning off the highway, one can tell that R&S Logging is a first class operation. The road leading through a cornfield from highway to deck is neatly laid out with mats manufactured in Plymouth, NC at over \$200 a piece. The landing is well organized and all the equipment looks new -- even though swamp logging is one of the most demanding logging applications in the southeast.

James Rhodes, owner of R&S Logging based in Columbia, NC, got his start in the woods as a feller buncher operator for Buddy Byrum. In 1993, Byrum purchased the first Tigercat feller buncher in North Carolina. Rhodes recalls, "I put around five or six thousand hours on that cutter and when I got in it, I thought I'd died and gone to heaven."

For years now, Byrum has enjoyed a cult status of sorts among many of the people at Tigercat. President, Tony Iarocci vividly remembers receiving the evening phone call from Byrum that sealed that 726 buncher deal. During the conversation, a poor connection and north-south accent divergences prevented Iarocci from understanding exactly what Byrum was saying. Byrum eventually

passed the phone off to his wife who worked out the details of the deal with Iarocci. This call marked the beginning of a long and continuing relationship between Byrum and Tigercat which now includes Buddy's son Glen Byrum and son-in-law James Rhodes who married Buddy's daughter, Janice.

Times change and these days at R&S, it's not James but his son Jimmy Rhodes who operates the feller buncher. And the machine doesn't ride on rubber anymore either. R&S has converted to a track feller buncher and often there is little solid ground beneath the tracks. Jimmy will soon be 21 years old and has been working in the business four years. He shows himself to be an expert buncher operator in the swamp hardwood tracts that R&S harvests. He dexterously handles large

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Low impact. The S860 with Tigercat's flotation undercarriage and 36 in. triple grouser track shoes treads softly. The S860 shovel reaches nearly 11 m (36 ft.) to each side of the log mat to convey wood to the skidders.





cont. from pg. 1.

cypress trees and many varieties of gum, building a mat to ride on while flicking the large hardwoods perpendicular to the tracks. Later the Tigercat S860 shovel logger will feed this wood to the skidders.

(L-R) Domingo Gasbar, R&S deckhand; James Rhodes and son, Jimmy Rhodes.

## Tigercat machines and regular maintenance are a good combination'

"The large trees have to be double cut," says Jimmy. "Half on the first pass and half on the second." Since he is restricted to his mat, he can't maneuver the tracks to get in a double cut. Instead, he continues to the end, turns back on the next streak and reaches the still standing trees on the next pass.

Jimmy's machine is an 822, R&S's second track cutter. It is outfitted with a 5400 felling saw and standard 30 degree wrist, standard fuel tank and the standard R6132 undercarriage with top rollers and 915 mm (36 in.) pads.

R&S purchased the 822 one year ago because the pine plantations were getting wetter and more difficult to cut with rubber tire machines. Next they decided to buy a shovel logger and began specializing in swamp logging because of the higher rates and abundance of lowland hardwood tracts along the North Carolina coast.

Jimmy likes the fact that the 822 is a zero tail-swing buncher. If the machine inadvertently ends up in a hole, Jimmy can swing around to find a tree to push off without worrying about the upper swinging into the ground.

Rhodes, who also owned an 845B for a time says this of the two machines. "The 822

is stronger and quicker than the 845. There's no tail swing so you can't as easily get into a bind. When this machine wears out, I'll get another one."

James says that on his next 822, he would prefer the 110 degree wrist instead of the standard 30 degree wrist and the larger fuel tank option as the rear window is of little use in his clear fell operations. (The optional large fuel tank is located behind the cab and eliminates the rear window.)

Both father and son like the undercarriage. Although larger flotation undercarriages are available for the 822, the small lower makes the machine easier to manipulate with the boom. The lighter weight is an asset in the tough swamp conditions. Even with the large hardwood that Jimmy is cutting, stability is rarely an issue.

This [the 822] is not just a machine for pine thinning," says Rhodes. "In a few years, everyone will be using 822s in the swamp."

The butt diameters of the trees stacked at the deck measure from 305 -760 mm (12 - 30 in.) Beyond the deck, the ground drops off, revealing a complex system of main skidder roads, spur roads and feller buncher 'streaks.' The matted road system combined with the 8.38 m (27 ft. 6 in.) cut radius of the 822 allows the wet tract to be effectively harvested.

The main skidder roads are spaced 27-30 m (90-100 ft.) apart. This is a fine example of extremely low impact harvesting, where only a small percentage of ground is ever traveled over. Since all machines travel on the mat at all times, rutting is practically non-existent.

The buncher travels in between the main skidder roads on streaks, positioning the wood so that the shovel logger can access it from the main road and feed the skidders. When operating on these secondary roads, Jimmy travels over the non-merchantable wood that he cuts -- just enough to keep him afloat.

The shovel logger travels on the main roads or mats, feeding loads to the skidders. Once all the wood has been transported, the shovel logger picks up the trees that served as the mat, swinging around to feed them to

R&S runs dual loaders with ground saws on the deck to speed up the sorts. The 1998 model 230 has racked up 11,000 hours without a hydraulic failure.



the skidders. When the S860 shovel logger has finished removing the mat, the freshly cut area looks like it has never been touched by a machine. It's the sign of a good shovel logging operation.

Aside from the 822 feller buncher and the S860 shovel logger, R&S have some other Tigercat pieces including a recently purchased S860 shovel logger, a 240B loader and a 230 loader. It should be noted the 1998 model 230 has over 11,000 hours on the meter. According to Rhodes, "that loader is as good and strong today as the day I bought it."

Rhodes is big on maintenance and says he changes the hydraulic oil every 1,000 hours. The 230 has never had a hydraulic component failure. "It's because of the regular service and good quality of the Tigercat product," claims Rhodes. Indeed he must be doing something right. Visually, the machine is in near perfect condition.

## Merchandising

R&S is cutting a 100 hectare (245 acre) tract, a job that should take three months. This job was contracted by H.S. Hoffler and Sons, timber buyers and pine sawmill owners. For this contract, Rhodes is merchandising the timber himself. He is trucking saw logs 280 km (175 mi.) to Keysville, Virginia, to Franklin Vamer in Virginia, a distance of 220 km (135 mi.) and 270 km (170 mi.) to the nearby Weyerhaeuser sawmill in Plymouth, NC. The pulp is going to Weyerhaeuser, also in Plymouth.

R&S employs four truck drivers for the fleet of log trucks and has a crew of seven in the woods. Janice Rhodes runs the administrative side of the business.

Of Tigercat equipment Rhodes says, "It may not be the cheapest but it's the best. There are not many days that you are waiting on a Tigercat."

"I've dealt with most of the companies and no one stands behind their products better. If you keep it serviced and looked after it can't be beat." James goes on to say that he attributes the success of his company partly to the reliability and quality of Tigercat machines.

Although Rhodes has produced as many as



eighteen loads in a day, the crew consistently produces fifteen loads per day. "Some contractors only focus on productivity. We may not be the most productive because we also focus on safety and quality." It is obvious that R&S focuses on the details rather than just pumping out the wood. It seems that R&S and Tigercat share philosophies. ■

The 822 is proving an ideal machine for sensitive site hardwood logging. The 8.38 m (27 ft. 6 in.) boom carries a big stick – even at full extension.

## Tigercat single post saws

The 5400 saw is performing well in lowland hardwood applications where large, flaring butts are the norm.

Tigercat has also introduced the new 5702 with opposed dual clamp and accumulating arms, for oversized wood, top heavy timber and natural stand felling. The 5702 is strength-to-weight optimized and light enough for use on the 822/L830 series machines, giving contractors more attachment choices for Tigercat's zero-tailswing feller bunchers.

The 5702 is also available on Tigercat drive-to-tree feller bunchers, replacing the 5700.

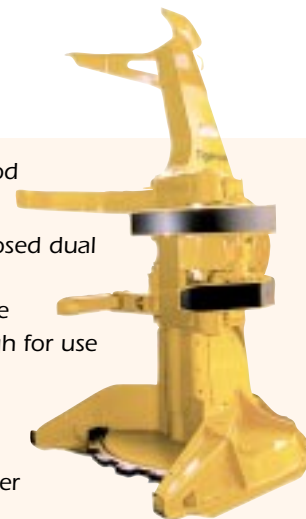
The massive 1.3 m (52 in.) throat opening easily accommodates butt flare. Single cut capacity is 58.5 cm (23 in.)

Although designed for big timber, the 5702 can accumulate approximately eight to ten 15 cm (6 in.) DBH stems and lays down neatly aligned bunches.

The accumulator and grab arms are optimally positioned for control of large trees. Large diameter butts are automatically centred on the buttplate for optimal lateral stability.

With a base weight of 2,625 kg (5,790 lb), the 5702 is lighter than competitive heads without compromising structural integrity. Strong, cushioned, high-pressure Tigercat cylinders provide powerful holding force and are designed and built for long life.

To see the new 5702 saw in action, email today to order a copy of Tigercat's latest 2004 video release. Be sure to include your name and full mailing address. Email to: [comments@tigercat.com](mailto:comments@tigercat.com)



Tigercat 5702.

The wide front opening of the new 5702 is ideal for large butts and hard-to-handle timber.



# Tigercat PDI

By Tracy Culp

Tigercat's pre-delivery inspection teams ensure that every Tigercat machine is assembled to the highest standards. The PDI teams pride themselves on being thorough. They constantly look for ways to improve assembly procedures and provide clear feedback to the original build team.

"Product knowledge, troubleshooting ability and excellent communication skills are the prime criteria when selecting new PDI team members," says Martin Jennings, Tigercat plant manager. "They need to be able to quickly spot areas of concern and discuss them with the engineering group and members of the build team. It is really important that they be able to maintain good working relationships with both groups."

We spoke with Eric Hernandez and Brett Cowie, members of the wheel buncher PDI team about the process and what it takes to ensure the high quality of every Tigercat machine. Hernandez believes that by imagining himself as the customer he is better able to ensure that things work smoothly on delivery, making the small adjustments and touch-ups that he would want done were he buying this machine himself. During his ten years with the company, Cowie has worked a great deal with prototype Tigercat machines and says that this experience has helped him stay focused on the small details.

The PDI process ensures that each machine meets the high quality standards that Tigercat customers have come to expect. "We pride ourselves on the fact that our dealers can take delivery of a machine and have it working in the woods that day," says Jennings." Our customers

expect the machine to be set up to run as soon as it is delivered."

Jason Vervaeke has been a part of the track buncher and loader PDI team for approximately six years, with four years prior experience as a member of the track buncher build team. Vervaeke commented that his motivation is to try to break the machine. "I've been to the job sites, I know what kind of conditions these machines have to perform in. Our job is to work the machines as hard as possible before they leave the factory so that they'll last in the field."

"There is no guess work here. If there is something that isn't quite right with a machine, we don't send it out," says Vervaeke, "We'll keep on it until we are absolutely sure that every component is functioning at 100%."

The PDI procedure consists of a physical inspection of the machine and written report. The assessment includes the overall appearance of the machine, a thorough check of all safety equipment, fluid levels, the cab and controls, electrical and hydraulic systems.

Once the PDI report is complete and submitted, the machine is ready for shipping and the report is filed. Three copies of the final report are generated, the first is submitted to the floor supervisor, the second



Brett Cowie, Eric Hernandez,  
wheel feller buncher PDI.

is issued to the build team for their personal review and the final copy is kept on file in the machine record.

The PDI report produces valuable information that is used to review build team performance, analyse specific areas in the assembly process and identify patterns that may develop either with a build team, weldment or other component. The floor supervisor and PDI teams for each product discuss any areas of concern and together determine what action should be taken.

The PDI teams also work closely with the warranty department to track component quality and in-field performance. "The goal is to improve the long term quality of the products," comments Vervaeke, adding that "We review the claims and working with engineering, if necessary we can implement a change right away."

As demand for Tigercat products continues to increase, the PDI team members are put under enormous pressure to complete the procedure in a short amount of time. In Tigercat's eleven year history very few machines have been delayed due to PDI related issues and Jennings is proud to say, "Over the years no matter how busy or how high the demand for our products, we have never compromised quality."

The PDI teams are constantly working to improve Tigercat customer satisfaction and machine performance. "We really value the

feedback of Tigercat customers. I'd like to see more comment cards returned," says Vervaeke. The comment cards are included in the cab of every Tigercat machine and Tigercat also welcomes customer feedback via email at: [comments@tigercat.com](mailto:comments@tigercat.com) ■


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## 2004 SHOW SCHEDULE

Tigercat or a Tigercat dealer will be exhibiting at these shows in 2004. For an up-to-the-minute listing, go to [www.tigercat.com](http://www.tigercat.com) and click on 'upcoming events'

SHOW	LOCATION	DATE
SkogsNolia	Häggnä, Sweden	June 10-12
Saskatchewan Forestry Expo	Prince Albert, SK	June 24-26
Swan Valley Forestry Exposition	Swan River	July 10-12
Lake States Logging Congress	Green Bay, WI	Sept 9-11
Demo 2004 International	Foret Montmorency, PQ	Sept 16-18
APF 2004 Forestry Exposition	Alcester, Warwickshire, UK	Sept 23-25

# New Developments

## T250 loader with Tigercat 650 processor



The T250 loader with the Tigercat 650 harvesting head; a cost-effective combination for fiber optimization.

A handful of contractors in the southeastern US have invested in T250 loaders outfitted with a T250 processor head as a replacement for pull-through delimiters and ground saws.

For contractors who buy or merchandise their own timber, the T250-650 combination makes a lot of sense. It's more than enough machine for roadside processing at a reasonable cost. The payback comes from the superior quality and grading that is possible with this system. On a given pulpwood tract, it is possible to grade higher quality logs with the 650. On a typical pull-through delimiting and bar saw slashing system this valuable wood would be wasted as pulp.

R.R. Mickey Logging, customer of Tidewater Equipment, Polkton branch was working a sandy tract of juvenile pine and merchandising four different grades. Maximum and minimum diameters for each grade are programmed into the 650 computer: pulpwood, hew wood, chip and saw and saw logs. The 650 eliminates operator guesswork, optimizes each stem and ensures that wood is not accidentally graded too high.

## Box Tongs

Tigercat has designed box tongs for the 630C dual cylinder grapple. The initial run was completed early in 2004 and each set was fitted to a 630C skidder bound for northern Alberta or Ontario for testing. So far feedback has been positive -- excellent holding power, no stem damage and improved ability to deck with the grapple.



The new 630C with prototype box tongs hard at work in northern Alberta.

## 1014 Forwarder

The 14-tonne forwarder represents another step in Tigercat's overall commitment to develop a full range of harvesters and forwarders combining sound engineering and durable construction with proven cut-to-length technologies.

The entire hood enclosure tilts forward by hand to provide easy access to the 228 hp (170 kW) Mercedes 906. The 1014 uses electronic canbus control technology to govern machine functions. Parker's IQAN system is robust and well-designed. Maintenance and troubleshooting are simplified and machine response to operator input is smooth and precise.

The 1014 is designed and built for extreme duty. The robust centre section uses large pins and sealed tapered roller bearings in the articulation and oscillation joints. The 1014 is very stable in rough and steep terrain thanks to the innovative centre joint design that eliminates the need for oscillation locks. Unlike competing machines, the 1014 maintains excellent stability while loading and travelling.

The oversized 18-tonne rated bogie axles can run up to 750x26.5 tires while maintaining a 3 m (9 ft.-10 in.) overall width. The machine can be configured as six or eight-wheel

**Between The Branches  
Editorial Team:**

Tracy Culp  
Anthony Goad  
Paul Iarocci  
Gary Olsen

Please send any  
comments to:

[comments@tigercat.com](mailto:comments@tigercat.com)

drive. Another unique feature is the independent front and rear differential locks that can be activated "on the fly."

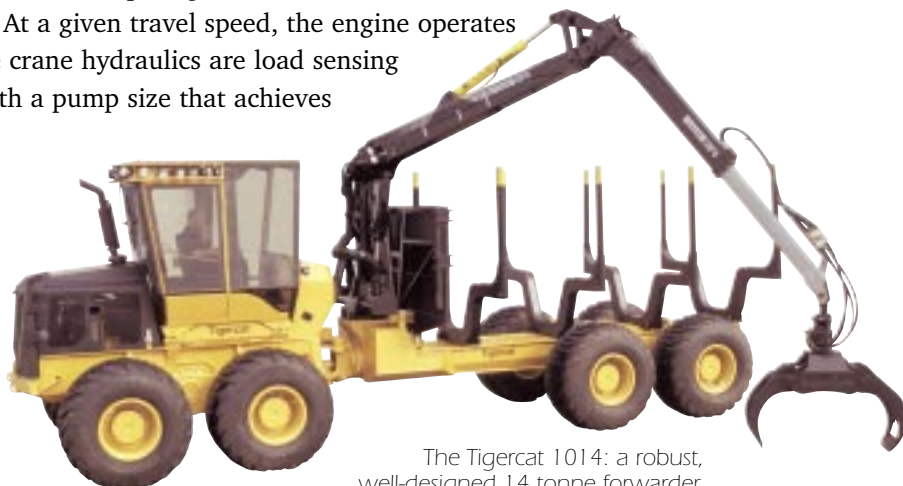
The expansive operator's cab has Tigercat's signature reverse sloping windshield for improved visibility in wet weather. The windows extend extra high to provide unmatched upward visibility for piling high at roadside. The cab is wide, providing additional room for rotating the seat and unobstructed visibility to the ground.

The 1014 can be equipped to accommodate a large 4.8 m<sup>2</sup> (52 sq.ft) load capacity and low 3.58 m (11 ft.-9 in.) overall height. Optional wagon sizes are available for loading two bunks with 3 m (9 ft.-10 in.) logs. The machine can be equipped with various cranes up to a Loglift F111 with 10 m (32 ft.-10 in.) reach.

The 1014 has larger drive pumps and motors than competing forwarders for shallower gear ratios and a wider working speed range. At a given travel speed, the engine operates at lower rpm for increased fuel efficiency. The crane hydraulics are load sensing for simultaneous operation of all functions with a pump size that achieves full crane performance at 1,400 engine rpm.

Machine serviceability is unsurpassed with a tilting cab and engine hood and a completely removable belly pan. All hydraulic control valves can be serviced from one location while standing on the ground.

cont. on pg. 8.



The Tigercat 1014: a robust, well-designed 14 tonne forwarder.

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# Tigercat Recognizes Outstanding



**Tigercat Outstanding Achievement Awards recognize Tigercat distributor personnel who have demonstrated excellence in customer service.**

Recipients have shown that they are committed to the highest level of customer satisfaction. Tigercat district manager, Rob Selby comments, "These guys demonstrate an excellent work ethic and enthusiasm for their customers that is appreciated by everyone who works with them. These awards allow us to encourage their continued success by recognizing their talents and celebrating their achievements."

## **Outstanding Performance in 2003**

**Jim Lattay,**

Tidewater Equipment Co., Thomasville, GA

**Jeremy Strickland,**

Tidewater Equipment Co., Conway, SC

**Ben Smith,**

Tidewater Equipment Co., Walterboro, SC

**Todd Matthews,**

Tidewater Equipment Co., Forsyth, GA

**Von Dennis,**

Tidewater Equipment Co., Newberry, SC

**Wayne Ammons,**

Patrick Miller Tractor Co., Many, LA

**Mark Woods,**

JNS Equipment Inc., Monticello, AR

**Bruce Hutcheson,**

Cotton-Hutcheson Inc., Evergreen, AL

cont. from pg. 7.

## **620C skidder**

The Tigercat 620 series skidder has been redesigned for enhanced performance and improved fuel efficiency. The result is the new 620C, a quicker and more powerful machine than the original 620. Well suited both to selective thinning and clear fell applications, empty travel speed and pulling speed has been increased.

The engine has been upgraded to a 205 hp (153 kW) Cummins QSB5.9 Tier II. The engine house is roomy and uncluttered with convenient access to daily maintenance points. Like the 630C, the tilting cab provides access to the hydrostatic pump stack, motors and drive-line. The pre-cleaner is housed inside the engine compartment. The engine house roof profile is smooth and free from obstruction. Visibility is exceptional.

The computer control system is identical to the 630C. Parker's IQAN system governs all machine functions. It is robust and well designed. Benefits include integrated troubleshooting and simplified maintenance and repair. Hydraulic pilot lines are eliminated. Full horsepower can be put to the ground for higher pulling speeds. The precise nature of the foot pedal and joystick controls is further enhanced.

The hydrostatic drive system is an operator's dream; a smooth ride with no gear shifting -- just forward and reverse drive pedals. The 620C can operate with variable engine rpm for reduced fuel consumption. The operator can set the minimum engine rpm depending on terrain conditions or run at constant rpm for severe terrain conditions. The operator can also limit maximum speed for increased machine control in tough terrain.

The center section is backed by a 3-year 6,000 warranty. It's built with thick steel plate, oversized pins and tapered roller bearings. All pivots are line bored for precise pin fit. ■





# Achievement

**David Long,**

B&G Equipment Inc., Hattiesburg, MS

**Rick Ashenbrenner,**

Pape Machinery, Portland, OR

**Doug Parchomchuk,**

Inland Kenworth Parker Pacific, Williams Lake, BC

**Glen Pope,**

Inland Kenworth Parker Pacific, Fort St. John, BC

**Maurice Boudreau,**

Strongco Equipment, Timmins, ON

**Sandy Hodgson,**

Strongco Equipment, Dartmouth, NS

**Danny St. John,**

Strongco Equipment, Moncton, NB

## Highest Single Store Unit Sales in 2003

**Brad Crews,**

Tidewater Equipment Co., Hazlehurst, GA

## Most Improved Unit Sales in 2003

**Joel Jackson,**

Tidewater Equipment Co., Polkton, NC

## Honorable Mentions

**Keith Michaud,**

Frank Martin Sons, Fort Kent Mills, ME

**Ronnie Pilano,**

A.G. Lassiter Equipment Corp., Chocowinity, NC

**Jimmy Harris,**

A.G. Lassiter Equipment Corp., Chocowinity, NC

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# Old Meets New:

## VANDERWELL'S CUSTOM MILL YARD LOADER

By James Farquhar, district manager for central-western Canada

Bob Vanderwell's mill yard, outside Slave Lake Alberta, is situated on tough ground. In certain weather conditions, the stockpile yard can turn nasty. The machines unload log trucks on solid ground but also must tow a trailer into less hospitable terrain to feed the mill and sort wood in belly deep mud.

In 1988, Vanderwell bought a Koehring 440 and soon realized he had found a machine to live up to this challenge. Tigercat's Grant Somerville worked for Koehring Waterous at the time. He designed and commissioned the 440 and delivered it to Vanderwell's yard. The machine is still working today at 60,000 hours.

### Fast-forward fifteen years

Vanderwell and Somerville met last year to see if Tigercat had something to fill the shoes of the aging Koehring 440. Vanderwell had already bought an old K4L (the predecessor to the 440) as a base for his new yard machine. A plan was quickly formulated.

The front frame, differentials and planetaries were salvaged from the old Koehring K4 and reused. Vanderwell's own welders fabricated a new rear frame using a riser tube supplied by Tigercat.

Tigercat also supplied a modified 870B upper and hydrostatic (skidder) drives for the front and rear frames. A third party built the boom.

The Tigercat components and boom were sold through Steve Crosdale of Strongco Equipment. Bob Vanderwell's in-house mechanics and Brian Hunting, a local contract mechanic, assembled the machine. The machine was then tested, set-up and commissioned by Tigercat's Bruce Vaile, another former Koehring Waterous employee.

The result is a machine that can quickly move around the large mill yard, regardless of terrain, and look after the unloading, sorting and feeding duties. ■



This mill yard application is challenging to say the least; tough terrain and high production.

The Koehring 440 commissioned by Grant Somerville in 1988. This machine has a similar lower to the K4L that the new machine is built on.



# Shear Brilliance

Tigercat revisits its innovative high capacity bunching shear for Australian track machine applications.

By Gary Olsen

When Tigercat's Australian dealer, Forest Centre Pty. Ltd. requested that the 2000 series shear for track machines be revived and re-developed, their sanity was questioned. Although the shear has enjoyed considerable success mounted on Tigercat drive-to-tree feller bunchers and niche market success on track machines, it was a tough decision to be made in terms of the allocation of valuable design time.

Dealer principal, Lex MacLean and his colleagues Glen Marley and Keith Shelley convinced felling head product manager Duane Barlow of the market potential in vast areas of steep and rocky terrain in eastern Australia. Shortly thereafter, Barlow and his design team set about addressing previous design weaknesses of the first generation design, better adapting the head to track carriers and meeting new customer requirements from Australia and the south-eastern United States.

Customer feedback indicated a stronger design was required, with a full 510 mm (20 in.) cutting capacity and a cutting action faster and more powerful than anything seen before. The result is the new Tigercat 2000 shear for track machines.

Barlow was so confident of success that the first unit was sent virtually untested to Australia. The first recipient was Victorian logging contractor Peter Brightwell who agreed to demo the L830 fitted with the new shear head.

Brightwell has a niche yarding contract in the Myrtleford area. The machine fells and bunches on steep terrain ahead of a cable yarder. The need for a stable and solid leveling carrier like the Tigercat L830 became immediately evident when visiting the operation.

To facilitate the subsequent cable yarding operation, the feller buncher operator uses the shear head as a spade to scuff and

loosen the soil where he will place the bunch. He then places the butt ends on the loosened soil. This makes the process of pushing the choker cable underneath and around the bunch much easier.

The operation is typically a pine clear fall with the trees averaging approximately 0.4 m<sup>3</sup> (0.4 ton) per stem. Trees vary in butt diameter from 25 cm (10 in.) up to as large as 63 cm (25 in.) Amazingly, a simple double cut to release compression allows the shear to take on trees larger than the 20 in. (50 cm) specification but fortunately these are rare.

What was specifically of interest is the cleanliness of the cut that the shear produces. Old concerns were quickly dispelled when one witnessed the excellent cut that remained on the butt log.

Despite some initial frustrating hiccups with the carrier performance which were eventually debugged, the bottom line opinion of the operator is that the L830 with the 2000 shear is simply the best machine he has ever operated.

The ultimate accolade of course, is if a customer buys the machine and Peter Brightwell did not disappoint, making his decision on the final day of the AusTimber2004 show held in Albury, Australia. The L830 feller buncher felled trees ahead of the new Tigercat 630C skidder, the H822 harvester, the 1018B forwarder and the Tigercat 220 truck mounted loader.

The AusTimber2004 show was most successful for Tigercat and Forest Centre Pty. Ltd, with a constant flow of quality local customers as well as interested people visiting from Indonesia, New Zealand and as far as away as Russia. ■



Tigercat 2000 series shear.

# Tigercat Appoints New District Managers

## Ben Twiddy & Wayne Cale start logging job & sawmill

In early March, 2004 Tigercat welcomed Roger Faircloth and Doug Phelps to the team of district managers. Faircloth and Phelps will assume the territories of Ben Twiddy and Wayne Cale who represented Tigercat for six and seven years respectively.

President, Tony Iarocci comments. "During Ben and Wayne's tenure, Tigercat experienced significant growth and expansion of machine field population in Virginia, the Carolinas and Georgia. They helped a great deal with the introduction of new products and assisted with technical and commercial issues. They will be missed by all." We will follow the progress of their new business venture in an upcoming issue.

### About Roger Faircloth

Roger Faircloth is district manager for South Carolina and North Georgia. He recently relocated to Hanahan, SC from his hometown in Bainbridge, GA.

Previously, Faircloth held a position with Tidewater Equipment Co, Thomasville, GA as a welder/mechanic while studying industrial engineering at Florida State University. Tidewater branch manager, Charles Wright comments, "Roger takes a lot of pride in his work. When he was working here as a fabricator he never took a short cut. He just wouldn't do something if he didn't think it would last." Wright goes on to say, "We sent him out on several jobs and he got along very well with all the customers. He can talk with most anybody. I think this [position] will be a good match for him. "

After graduating from Florida State, Faircloth joined the US Air Force Officer Training

Program. Faircloth served five years as a technical officer travelling the world to set up military satellite tracking equipment. Faircloth commented that the negotiation and problem solving skills he developed while in the military will be an asset in

this position. "In the field we were in situations where our resources were limited, our team was facing a deadline and we were expected to effectively deal with all kinds of people, everyone from military personnel to heads of government and civilians in order to complete an objective."

When asked what he considered a priority in this position, Faircloth noted that as district manager he felt that his primary goal would be to improve the level of training at the dealer locations with respect to new engineering technologies being introduced in Tigercat products. "It is important that everybody at the dealerships has the knowledge and skills necessary to assist the customers in their territories, especially with the introduction of components like the electronic engine."

### About Doug Phelps

Doug Phelps is district manager for North Carolina, Virginia, West Virginia and Maryland.

Involved in the forestry equipment industry for over 11 years, Phelps has worked with equipment dealers as a sales and service representative. He also has several years experience as an engineering technician for a commercial power distribution company.

Recently Phelps visited the Tigercat facilities in Canada for training. He comments, "I've really enjoyed being here. It has given me a chance to refresh my technical skills and my education in terms of today's technology which is especially important now with the electronic engines."

Phelps was raised in North Carolina. He attributes his interest in machinery to his farming background. "I grew up on a farm. We worked on the equipment and I guess my interest in the technical aspect of the machinery really developed from that time." He attended Roanoke-Chowan Community College for drafting and diesel mechanics, studied industrial technology at Appalachian State University and served five years with the US Marine Corps.

The next few months will offer new challenges that Phelps will gladly accept. "I hope to act as an effective liaison between the Tigercat customer, dealer and the factory." ■

Doug Phelps (left) and Roger Faircloth.



# Ken Harrison

## ORIGINAL TIGERCAT TEAM MEMBER RETIRES

By Tracy Culp

Technical publications manager, Ken Harrison has seen a world of change over his career.

Ken Harrison began working at the young age of 15. His career started on the shop floor at Robert Waston & Co. in Bolton, England some 50 years ago. Harrison's father was a welder by trade and had also been employed by Robert Watson & Co.

Harrison was determined to pursue a career as a draftsman so he began taking courses at night at Bolton Technical College. At 19 years of age he joined textile machinery manufacturer, Dobson & Barlow, as a design draftsman. Harrison continued his education, working toward a national certificate in engineering. He became a certified engineer in 1965.

While Harrison was on staff at Dobson & Barlow a young man by the name of Peter Fryer joined the team as a technical illustrator. "When I saw the work that Peter was doing for the company, boy that really piqued my interest." Harrison transferred to the technical illustrating department where he and Fryer became close friends. Fryer trained Harrison on the job. "Peter really was a perfectionist and I think he instilled that in me."

The illustrations were drawn in pen and ink. "In those days we would illustrate everything -- the curvature and shadows on each of the different components. The drawings were really quite complex." Once the illustrations were complete they were sent out to be photomechanically reproduced. The image would then be pasted to an art board and the annotations were added at that time. Once the entire page was complete the board would again be sent out to be processed for printing.

In 1971 Fryer immigrated to Canada. Harrison, his wife Yvonne and son Tony followed two months later. "Peter had written several letters inviting me to join him in

Canada. He said there was a ton of illustrating work. My wife and I discussed the idea of moving to Canada, of starting a better life. We didn't know what to expect; the decision was really like shut your eyes and jump. So we did."

The Harrison family immigrated to Waterdown, Ontario in 1971, staying with the Fryers until they got settled. "I think that my wife spent our entire first week in Canada in tears."

Harrison landed an interview with the City of Burlington. As he sat there discussing his work history, the interviewer suggested that Harrison visit a company in Brantford. Harrison recalls "We're sitting there in this guy's office and he turns around and picks up the paper. He searches the classifieds for a minute and points out the technical illustrator ad for Koehring Waterous."

After locating Brantford on the map, Harrison went to Koehring to meet with John Kurelek. "We had talked for a while and I had shown him my portfolio. Near what I thought was going to be the end of the interview John just looked at me and said 'Well, do you want the job or not?' I was like, yeah, I want it." Harrison began working for Koehring Waterous just nine days after arriving in Canada.

In the early 70's, the Koehring shortwood harvester was groundbreaking technology in mechanized logging. When Harrison started, they had already produced and shipped about seven machines. "The first seven or so harvesters went out without



Old school field photography. Harrison in his Koehring days.

cont. on pg. 14.

(L-R) John Kurelek, Harrison's first Canadian boss; Ken MacDonald, Kevin Keats (rear); Ken Harrison and Tony Iarocci.

any parts books. While we were designing the parts books for those first seven, it seemed like engineering and manufacturing had produced another seven, all different from the first. We were faced with the challenge of designing books for those machines. Right from the beginning I remember thinking we would never catch up."

Illustrations for the parts manuals at this time were still hand drawn and the pages were all laid out on art board. All of the parts books would be set up for off-set printing, which meant that the art boards for each page of the book were photographically reproduced onto metal plates. Hundreds of copies of each book were printed and stored until revisions had been made and replacement pages had been printed.

As the need for manuals grew, the department had to follow suit. Dave Trites, a young graduate, recalls seeing an advertisement for a company in Brantford looking to hire technical illustrators. Trites says, "I had responded to an ad in the newspaper and was asked to report for an interview a few days later. Ken and I seemed to hit it off right away. He took me on a tour of the facilities and offered me the job that day."

Printing and duplicating processes had developed to the point where, in the mid-80's, duplicating became the ideal method of reproduction. With this new process Harrison could send the original art boards directly to the duplicator; smaller quantities could be ordered and lead-times shortened. "When we were having the books off-set printed it was more economical to have them printed by the hundreds. Now we could run as many copies of a book as we needed."

In 1988 Harrison would use the PageMaker program for the first time. Illustrations were created, scanned and imported into a PageMaker document where they could make annotations and complete the page layout electronically.

During the next twelve years, the ownership of Koehring Waterous would change

cont. from pg. 13.

hands several times. In early 1992, the situation worsened. "They fired about ninety percent of the staff and offered the remaining ten percent positions at Timberjack in Woodstock. I really didn't want to go. I found myself wishing that a small company would pop up out of the ground."

Serendipitously, he was approached by his former manager, Tony Iarocci to design a decal kit for a prototype feller buncher that Iarocci had been developing at MacDonald Steel in Cambridge. When the kit was complete, Harrison arranged to meet with the group that was working on the project.

Harrison listened as the group described their plans to start up a new equipment company. "When Tony asked if I knew anyone looking for work I first suggested Dave Trites for the job, not even thinking about myself. I later decided to take the job and suggested that Dave go on to Woodstock in my place." The following day Harrison tendered his resignation.

Harrison felt it was important to join the Tigercat group as early as possible to stay on top of the publications. "Dave accepted the position in Woodstock and was employed there until 1999 when he joined the technical publications department here at Tigercat."

When asked what tools he would need, Harrison insisted on a large monitor, Windows 3.1, PageMaker and a drafting table. "I must admit that I was very impressed when I came in the first day and everything I had asked for was there."

"I remember that it wasn't until I got to Tigercat in 1992 that I actually produced my first computer generated illustration. I had seen Jon Cooper using AutoCad, an engineering design program, and that really impressed me. I thought if he was using that to design the whole machine than I should be able to use the program to illustrate the parts assemblies."

Today, the illustrators at Tigercat utilize what Harrison refers to as the "next step in illustration." SolidWorks is a three-dimensional engineering design program that is capable of rotating the illustration 360

degrees and exploding the complete assembly or simply small sections of it. The illustrators will then export the illustration to AutoCad for final revision. By learning to use the same design software programs as the engineering group, the illustrators are able to become more efficient with their design time and can better handle the ever-increasing workload.

Recently, Harrison announced that after twelve years, he would step down from his post as manager of technical publications at Tigercat. He has spent the last several weeks preparing his last book, an 860/870 service manual. He kept a copy of the first Tigercat manual and intends to keep a copy of his last.

Dave Trites, who has worked closely with Harrison on and off throughout the last 25 years, will take over as technical publications manager. Trites comments "We are really going to miss having Ken in the office. He has been a great boss, very easy to talk to. We've developed a close personal

relationship over the years. We seem to have a similar sense of humour, plus I really enjoy mocking his 'Brit' phrases."

Harrison will continue to work part time from his home office. ■

A fitting cake for Harrison's retirement party.



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## DEALER NEWS

### Wilson Equipment in Arkansas

Tigercat recently signed on Wilson Equipment in Sheridan, Arkansas as a full-line dealer. In addition, owner Phil Wilson acquired the assets of JNS Equipment in Monticello, AR. Commenting on the deal Wilson says, "I had been considering expanding Wilson Equipment to include a branch in Warren, AR to boost sales and profitability. As I was looking for a site, Mr. Steve Bolin, owner of JNS Equipment, heard of my expansion plans and contacted me about the possibility of purchasing his land and building." Wilson later added that he, "chose to pursue the acquisition of JNS primarily to gain access to Tigercat's full-line offering of quality forestry equipment."

Since the acquisition Wilson has enjoyed the opportunity to re-acquaint himself "with a number of fine people involved in timber harvesting and forest products in Southeast Arkansas and Northern Louisiana."

Phil Wilson's father, L.C. (Bully) Wilson, a successful log loader dealer since the early 1960's, began operating under the company name Wilson Equipment in 1969. Wilson joined his father's company in 1972 and while working in the business earned a masters degree in business administration and a law degree. When L.C. Wilson retired in 1986, Phil assumed the role of president of Wilson Equipment. Wilson says, "My dad was a leader in the Arkansas forestry equipment market for many years. I can never fill Mr. Bully's shoes but I hope to wear his hat and continue as a leading force with Tigercat."

Although Wilson has been operating a law practice on a part-time basis since 1998, he intends to close the practice in order to devote all his time to the success of both stores. "I grew up in the logging equipment business," he says, "and my heart is still there."

For the Tigercat dealer network directory, go to <http://www.tigercat.com/fsnetwo.html>

#### Letters to the Editor:

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### Second Location For Bullock Brothers

John and Landis Bullock have expanded Bullock Brothers Equipment. In addition to the Smithfield, North Carolina location, they have opened another store in Garysburg near Gaston, North Carolina.

Contact information for the new location:

**Bullock Brothers Equipment**

**6240 NC Hwy 46**

**Garysburg, NC**

**Phone: (252) 410-5202 Fax: (252) 410-5250**



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