

BETWEEN BRANCHES

ISSUE 56 APRIL 2022

**CTL *in*
QUEBEC**

**NEW
180**

**FIXED 570
COMPLETE CONTROL**

In the blood
**SANDLIN
FORESTRY**

**HIGH
PRODUCTION
MULCHING**

**COST PER TONNE
and TELEMATICS**



Tigercat®



BETWEEN THE BRANCHES

ISSUE 56 APRIL 2022

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FROM THE *Editor*

We are already four months into 2022 and despite a lingering pandemic, a European war, grinding inflation, looming food shortages, and ongoing supply chain and international shipping chaos, it feels like we are possibly trending toward improvement.

Hopefully some of you will be flipping through this magazine while attending Expo Richmond or another spring forestry show. In this issue we report on the highly successful OLC held this past February in Eugene, Oregon. It marked the first industry event that finally allowed Tigercat factory people to reconnect in person with dealers and end users from the western part of the continent after enduring two years of virtual meetings. The general feeling at the show could be characterized as buoyant and optimistic. Truly a breath of fresh air.

For anyone envisioning a future full of promise, you are not alone. Read on to a profile of a young American logging contractor who is betting with large capital investments that the forestry sector is going to be a good place to be for the long term. Another Quebec based contractor is running a full Tigercat cut-to-length operation. His innovative business model allows some of his operators to have an ownership stake in the business.

Tigercat also has a positive view of the future. The company continues to invest for the long term – in people, equipment, and new product development. This issue touches on at least three novel product offerings.

First up is a fixed wrist version of the 570 harvesting head for tough hardwood applications in the lake states. Next, learn how a high power rubber tire mulcher carrier originally conceived for southern hemisphere post-harvest residuals cleanup found almost immediate uses in other applications. The new 760B mulcher has joined the fleet of a Tennessee based land clearing and vegetation management company. And finally, at the OLC Tigercat debuted a modern and innovative swing yarder. The new 180 model represents ongoing efforts by Tigercat to provide the best machinery and systems for safe and efficient harvesting operations on steep slopes and challenging terrain.

Let's all hope for renewed peace, cooperation, and a more stable and steadily improving business environment in 2022.

– Paul Iarocci

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DEALER DEVELOPMENT

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LX830 ADVANCES TO E-SERIES

Tigercat releases the LX830E feller buncher with the latest features and upgrades, including a redesigned debris management system and an upgraded operator's seat.

The LX830E is a powerful and stable leveling feller buncher with compact tail swing and a high performance closed loop track drive system. It is well matched to steep slope thinning and final felling applications.

The updated E-series cab includes a new parallel action air ride seat with integrated heating and cooling. The reclining seat is fully adjustable with seat angle and seat extension adjustment. The wider seat cushion and lumbar support provide operator comfort all day long.

The HVAC controls feature a new infinitely variable fan speed control, adjusted on the control panel or via the machine control system touchscreen, adding to operator comfort. Additional features include multiple convenient storage locations with nets to keep items secure.

A redesigned engine enclosure provides improved roof access for clearing debris. A boom slider also reduces debris build-up in hard-to-reach areas.

A hot shutdown feature has been added. This allows the turbo to

sufficiently cool before stopping the engine, improving turbo life. A larger, spring-assisted pump cover allows for easier service access to the hydraulic pump area. Hydraulic enhancements include quicker anti-stall response, consistent anti-cavitation flow and improved heat rejection.

An optional cable assist mounting system allows either single or double cable tethers to be attached to the machine for further enhanced steep slope operation. ■

635H *swing* BOOM

The ultimate skidder for extreme terrain and cable assisted logging operations.

The capabilities of the six-wheel drive 635H in difficult terrain and cable assist applications have been taken to the next level with the integration of a Tigercat designed and built swing boom system – initially introduced on the 635G series skidder. The additional working envelope and ability to position the grapple well outside of the working track of the machine increases productivity in applications where skidder travel is restricted or limited by terrain characteristics.

With the ability to lock the seat and operate the machine from any position with full drive controls, Tigercat Turnaround® 220 is an important advantage for swing boom skidding applications. It allows the operator to position the seat at any rearward-facing angle to align the field of view to the working area of the grapple.

The slew system at the base of the boom is field-proven, using components that are common to Tigercat track machines. In addition

to the increased working envelope, the boom has more powerful lifting capacity compared with a conventional dual function arch.

For cable assisted applications, the skidder can be factory equipped for tethering with optimally positioned frame lugs and through-the-blade cable routing. The lugs attach to the frame structure behind the front axle, closer to the payload. ■



GROWING LINE OF TIGERCAT GRAPPLES

Tigercat is steadily growing its line of grapple attachments in an effort to provide complete Tigercat systems that integrate seamlessly with Tigercat loggers, loaders and shovel loggers.



BT08 butt-n-top grapple



SC08 shovel clam grapple

The new butt-n-top and shovel clam grapples are built with durable boxed style jaws fabricated from high strength steel. Replaceable tine tips are made from abrasion resistant steel.

High quality, heavy duty components are used throughout. Cushioned cylinders, and a soft-start and stop slew hydraulic circuit prevent structural shock loads and promote extended grapple life, while providing ample speed and torque for excellent performance.

Hydraulic hoses are routed on top of the boom and under the connecting

pin to best protect the hoses from damage. The BT08 and SC08 grapples are simple to maintain with easy access to daily service points and critical components. A sealed electrical box protects electrical components from the elements.

Butt-n-top

With a 0,7 m² (8 ft²) load capacity area, the BT08 butt-n-top grapple is designed to match up to the 865, 875E and 880E series loggers. The overall design provides exceptional control of tree-length timber. The jaw profile rolls the logs into the

load area to maximize load size and minimize cycle times.

Shovel clam

The new Tigercat SC08 shovel clam grapple is designed for the LS855E and LSX870D shovel loggers. Also with a 0,7 m² (8 ft²) load capacity, the shovel clam grapple provides an alternative to dangle style log and bunching grapples. The SC08 can enhance shovel logger functionality and productivity by increasing control of the trees and the speed at which the operator can gather and manipulate the bunches. ■

TIGERCAT ENTERS YARDING NICHE *with* 180

Tigercat builds first model for cable logging operations.

The new Tigercat 180 swing yarder is purpose-built from the ground up. It combines the speed and stability of conventional yarders with the mobility and simpler controls of excavator-based yarders. The result is a powerful and versatile yarding machine for extreme terrain logging applications. The 305 kW (409 hp) carrier was carefully designed with a component layout, hydraulic system, drivetrain, and boom system optimized for

yarding. The result is high line pull, excellent stability, and efficient operation.

Designed to achieve exceptional stability, the 180 can achieve high line pull without the use of guylines in most operating conditions. The purpose-built undercarriage has a reinforced pedestal and carbody with an extended blade for added stability. The blade mounts are tied directly into the carbody for

added strength. The machine can be quickly moved to the next set-up by simply lifting the blade. In operating situations where additional stability is required such as extremely long yarding distances or low deflection conditions, a simple static guyline can be quickly set up. The machine still retains the ability to swing with this guyline attached.

The purpose-built winches are driven with efficient dedicated closed loop hydraulic circuits for smooth operation and infinitely variable speed control. The closed loop circuits provide energy recapture when lowering the load for increased efficiency. Intuitive joystick controls, along with many programmable features reduce operator training time and increase production. ■





FIXED 570 FOR COMPLETE CONTROL

Brothers Mark and Jason Nordine of Nordine Land Management purchase the first Tigercat 570 fixed harvesting head, fitted to an 822D carrier.

Nordine Land Management is based in Watersmeet, Michigan near the Michigan-Wisconsin border. It is a two-person operation with Mark running the harvester and Jason running the forwarder. Mark harvests a lot of large hardwood, often close to the road or near powerlines, where he needs complete control of how to lay the tree. “Being able to control the tree is a necessity,” says Mark.

In October 2020, Tigercat dealer Woodland Equipment hosted a

live demo that included an H822D harvester equipped with the 575 harvesting head. Mark was instantly impressed by the build quality of the Tigercat products. Mark has always run a fixed head, but never a Tigercat. He looked at the 575 and stated, “If you can build me a fixed head like this, that big and heavy, we will buy one.” Woodland and Tigercat brainstormed and told him they would build him a 570 with a 340 degree wrist. Nine months later, Mark cut his first tree with the machine.

At the end of July 2022, the machine will be a year old. Mark has put just over 1,000 hours on it so far, commenting, “The wrist has more than enough power, and the head has a lot of delimiting power. Earlier today I delimited this big gnarly aspen, and it delimited so well. It also makes a much cleaner piece of wood.”

Tigercat build quality is what sold Mark on the Tigercat brand. “Tigercat builds its equipment very well, I mean very well,” he states.



Brothers Mark and Jason Nordine of Nordine Land Management.

“Especially these harvesting heads. You can tell it is built to last. Other brand heads are going to start cracking apart over time. I looked at many other brands, and nothing else stood out like Tigercat did. When you buy something, you want it to be manufactured the best, and this one is. In my opinion, there is no alternative.”

**“THE TECHNICAL
SUPPORT YOU GET
OUT OF TIGERCAT, I
HAVE NEVER SEEN
ANYTHING LIKE IT.”**

– Mark Nordine, co-owner of Nordine
Land Management

“Woodland has been great to work with. Another thing I like about the Tigercat support network is the technical support from the factory. If I have a question about the head, someone like Gary MacDonald [factory support representative] will answer the phone. The technical support you get out of Tigercat, I have never seen anything like it.” ■

822D carrier equipped with the 570 fixed harvesting head.



AFREQUIP DELIVERS 100



Although both units were delivered on the same day, the LH845E is carrying the 100th machine banner as it was cutting trees before the forwarder started loading.

Tigercat southern Africa dealer, AfrEquip delivers units 100 and 101 on the same day.

In January 2022, South Africa based dealer, AfrEquip crossed the 100 unit mark, delivering an LH845E harvester and a 1075C forwarder on the same day.

AfrEquip took on the Tigercat brand in 2005. During the first three years, the company retailed a significant number of machines before the southern African

economy was derailed by recession in 2008. The resulting economic damage and currency devaluation affected the southern African forestry market for many years.

New machine sales remained in the doldrums until Tigercat launched the fuel efficient Tigercat FPT engine series. As AfrEquip managing director John du Toit

explains, “The southern African forestry market is largely a cut-to-length industry, and this is highly affected by the cost of fuel going into the units. Most of the new unit sales have been driven by reductions in these costs.”

The other factor that has stalled new machine sales is the longevity and high availability rates that

contractors have experienced over the years with their Tigercat machines. “In reality we would have reached 100 units a long time back if these Tigercat machines weren’t so incredibly tough,” John explains. “The first unit that AfrEquip ever delivered was a 630C skidder. It is still running with one of our customers and we have many Tigercat units that have over 40,000 hours and even a few that are still running in frontline service with over 50,000 hours.”

All that said, AfrEquip has registered growth for each of the

**“IN REALITY WE
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– AfrEquip MD, John du Toit

last five years and managed to show some encouraging Tigercat sales results even during the depths of the pandemic. “We have had a fantastic run and we believe that units 100 and 125 should be delivered in the same year,” John expresses enthusiastically.

“Tigercat is really proud to have AfrEquip as their southern African dealer,” comments southern hemisphere international sales manager Gary Olsen. “AfrEquip has done a fantastic job of supporting the customer base. There were a number of years of hard times when



Unit number 101. The Tigercat 1075C loading 6 m (19.5 ft) eucalyptus lengths behind the LH845E harvester.

AfrEquip managed to support and service our field population without retailing a single machine. They have five supply offices within the southern African forestry area. They employ some really good

technical staff, and they ensure that parts are supplied to every Tigercat in their territory.”

During 2021, AfrEquip took possession of a brand-new head office, parts, and service centre in

Pietermaritzburg. It is a spacious and impressive facility. However, it is still in need of an official opening – which will surely take place once the pandemic is fully in the rearview mirror. ■

**UNIT NUMBER ONE.
AFREQUIP'S FIRST MACHINE,
RETAILED IN 2005, IS STILL
PRODUCING EVERY DAY.**





Tigercat
OUTFITTERS



tigercatoutfitters.com



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COST PER TONNE *and* **TELEMATICS**

More than a machine monitoring system, telematics is emerging as a business analysis tool.

– Gary Olsen and Paul Iarocci

Cost per tonne is the total cost of an individual machine or a logging system divided by the total production of that machine or system. It is a simple formula but the accuracy depends on challenges related to compiling and often estimating variable and fixed costs, as well as production rates – all broken down by machine. It is an important analysis that can help contractors to improve profitability

by optimizing equipment and system choices, eliminating flow bottlenecks, and identifying poor operating practices.

The process leading up to plugging numbers into this simple formula can be complex, often relying on dangerous assumptions and extrapolation outside of the known. This article discusses the basics of cost per tonne calculations as well as methods and resources to get the best quality input data and assumptions.

This is where Tigercat's RemoteLog® telematics system comes in. RemoteLog can tell offsite owners and managers that the machines are in the right place and operating within established mechanical parameters, but users can also pull important data from the system to aid in cost per tonne calculations and other types of business analysis.





Cost per tonne analysis can help to identify ways to reduce costs and increase production by modifying processes, removing bottlenecks, and improving flow.

Calculating production

Total production should not be difficult to figure out because harvesting contractors are paid based on some type of volume or weight measurement. The unit of measurement might be tons, tonnes, cords, truckloads, cubic feet or cubic metres. Here, we use the unit tonne to represent a measure of production.

Determining the production for a particular piece of equipment or logging system can be more complex. RemoteLog telematics or the machine control system may help in some cases to provide very accurate production volume. This functionality is currently limited to stem counts for a feller buncher, volume reports from the harvester computer control system, and bunk scales that provide payload data via the forwarder's computer control system.

For other types of machines, it is necessary to observe and count the individual machine's production.

MECHANICAL AVAILABILITY IS THE PROPORTION OF TIME THE EQUIPMENT IS ABLE TO BE USED FOR ITS INTENDED PURPOSE. UTILIZATION IS THE PROPORTION OF THE AVAILABLE TIME THAT THE EQUIPMENT IS THEN USED FOR ITS INTENDED PURPOSE.

This is commonly known as a time and motion study. The idea is to count the number of trees

processed, produced, loaded, skidded, or whatever the machine and operation is, to determine the associated production volume over a fixed time period. Then divide by the total number of hours the machine actually worked. This provides a good estimate of production per working hour. The longer the sample period, the more accurate your information will be.

Availability and utilization

If your machine operator is running an eight-hour shift and you are keeping careful track of the number of actual productive machine hours per shift, you will very likely notice that it is some percentage of eight hours. This analysis is related to machine availability and utilization. In general, availability or mechanical availability is the proportion of time the equipment is able to be used for its intended purpose and is related to uptime.

Utilization is the proportion of the available time that the equipment is then used for its intended purpose. Employee breaks, daily maintenance, non-productive travel time, refuelling and mechanical breakdowns are all factors that reduce machine utilization. In order to get an accurate production rate per hour figure, the denominator should be utilization hours, not total shift hours.

Although machine shift length and shifts per year can likely be determined from payroll or accounting records, RemoteLog can take the analysis a step further by dividing the shift into discrete groupings – productive time, idle time, refuelling, machine shutdown and an additional optional category, service mode.

The accuracy level of the utilization assumption is directly related to the accuracy level of the entire cost per tonne analysis. In addition, it is instructive to figure out what exactly are the causes of the non-productive time in a shift.

Calculating cost

Once you have determined how much a machine or a harvesting system is producing per hour, it is time to assign a cost per hour to that given machine or system. Good record keeping will make this process easier. There are many variables to consider when determining the cost per hour for your forestry machine.

Variable costs

These are the costs directly incurred by running the machine. Fuel consumption, defined by whatever date range you choose, can be accessed from RemoteLog. However, careful record keeping is required in order to get good estimates per machine for inputs such as filters, fluids and maintenance labour.

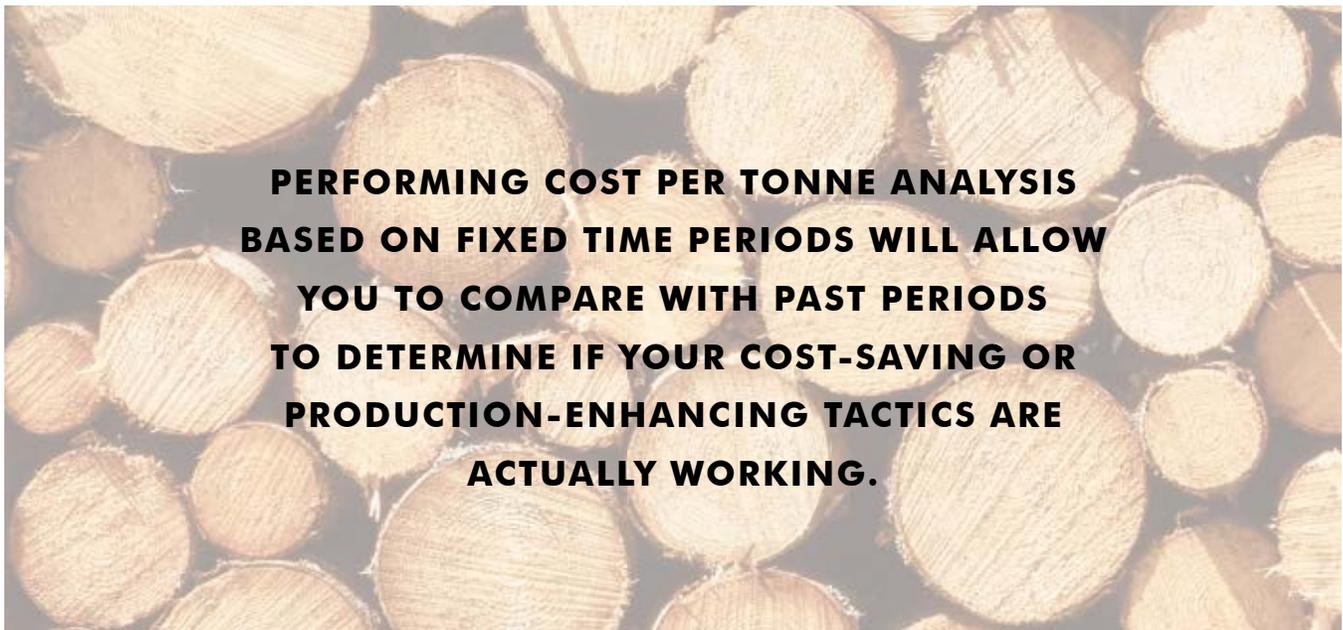
Fixed costs

The telematics system is not going to help you with fixed costs, but your accountant or bookkeeper can. An important point to remember

here is that unlike production and variable costs, which can be calculated for a time period of any duration, some fixed costs must be factored over the expected life of the machine. This is where your own experience, machine records, history and the experience of your dealer can help you to estimate a suitable machine lifespan and residual value based on your unique operating conditions. Then these fixed costs can be amortized over the life of the machine. Other fixed costs such as insurance premiums and licencing fees are annually based and thus more straightforward.

Why is cost per tonne important?

As touched upon earlier, cost per tonne analysis is a great way to compare and evaluate different machines. The model is often used to compare different brands of machines to one another in order to make a purchase decision. However, cost per tonne can be used to help decide between a track





RemoteLog tracks important cost per tonne inputs such as production volume for some models, and fuel consumption.

or wheel feller buncher for a given application. The analysis may be used to decide between a full-tree or CTL system.

Like factories, mechanized logging operations must run continually, on schedule and with minimal downtime. Successful industrial manufacturers conduct some type of cost versus production program, often in real time, in an effort to improve efficiency and reduce costs. By making all your costs transparent, this exercise will allow you to determine different strategies for reducing costs or increasing production, possibly

by replacing technically obsolete or troublesome equipment, or modifying processes to remove bottlenecks, and improve flow and productivity. And performing cost per tonne analysis based on fixed time periods will allow you to compare with past periods to determine if your cost-saving or production-enhancing tactics are actually working.

Tigercat has made available to its dealers a series of spreadsheet-based costing models. These models are fairly easy to use and provide a solid foundation for cost per tonne analysis.

RemoteLog telematics is a value-adding system that is collecting vast amounts of data and processing it into actionable information. Over time as additional functionality is added to the system, this information will become more comprehensive and valuable. ■



AN **AUSTRIAN** *in* **TEXAS**

Tigercat district manager Heinz Pfeifer retires after supporting Tigercat dealers and end users in the central southern US since 1998.

Heinz Pfeifer, Tigercat district manager for Texas, Arkansas, Louisiana and Oklahoma retired at the end of 2021 after representing Tigercat in the region for 23 plus years. “I joined the Tigercat team on September 15, 1998. My initial meeting and interview with Ken and Tony convinced me that Tigercat was the place I wanted to work. I enjoyed the challenges of helping to establish new product lines and helping the local dealers grow, as well as making sure that our customers were getting the support that they deserved.”

Earlier in his career, Heinz was employed by an Austrian manufacturer of cable logging equipment. “I moved from Austria to the Pacific northwest and settled in Portland, Oregon. Over time, two additional Austrian companies were added to the products I represented. One of them manufactured a processing head that was mounted on converted excavators. These processing heads are what brought me to east Texas. They were sold through Texas Timberjack at the time, and Lufkin became the new base for me.”

Heinz says that he enjoyed the freedom to take decisions and the high degree of competency and support that he in turn received from the factory. “When my initial training in Brantford ended after three weeks, I asked what my job description and responsibilities were. I was told, ‘Just do what needs to be done. We’ll let you know when it’s not right.’ The support and back-up I received from all departments at Tigercat contributed to my success.”

**THESE LAST – ALMOST – 24 YEARS WITH
TIGERCAT HAVE BEEN VERY REWARDING FOR ME.
I HAVE ENJOYED WORKING WITH THE ENTIRE
TEAM THROUGH THE YEARS AND GROWING
WITH THE COMPANY.**

– Heinz Pfeifer

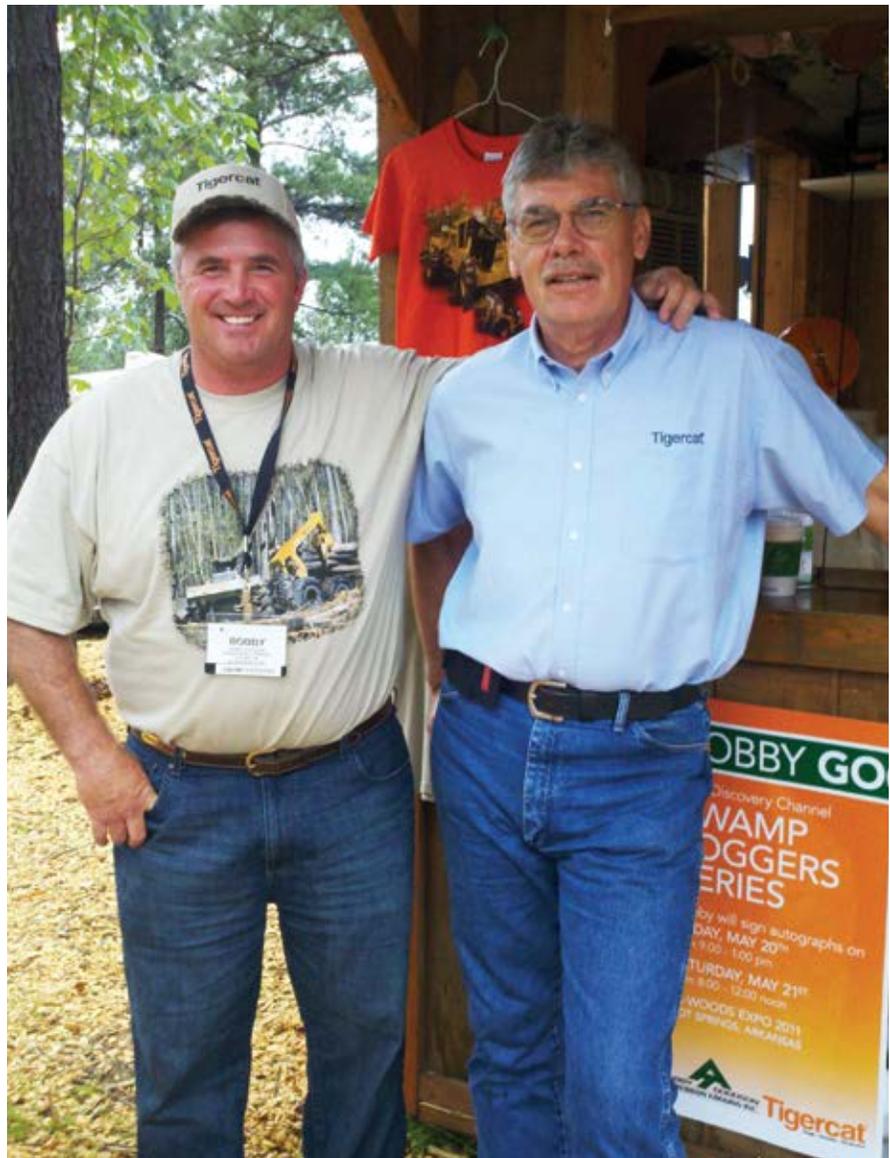
As time progressed, Heinz began to notice changes in perception within the industry in his region. “I think the established manufacturers came to the realization that there was a new sheriff in town. With Tigercat’s approach to really care about the customer’s needs and offering a more customized care program, it changed the way loggers felt about their investments in equipment.”

Heinz fondly recalls the many factory visits that he participated in. “I always enjoyed taking customers to the factory and to see their reactions as they met with engineers and top management face to face. I believe that our customers really appreciated the fact that Tigercat listened to their requests and at times made design adjustments while the guests were still at the factories. Nothing I had done in my professional life prior to my time at Tigercat compares.”

“Heinz’s many years of industry experience and strong technical abilities helped pave the way for Tigercat’s growth and success in Arkansas, Louisiana, Oklahoma, and Texas,” says US sales manager, Kevin Selby. “His relationships with dealers and customers built a solid foundation. I appreciate the 23 years of hard work and dedication and I think I speak for many others in saying that Heinz has been a valued member of the Tigercat team and he will be missed.”

We asked Heinz for some parting words of wisdom in the form of a question: If you could go back and give your younger, (25-year-old) self some advice, what would that be? Heinz responded, “The most

important piece of advice I would give myself is to listen to the other side of every story, take experienced people seriously, and respect the advice they can give.” ■



Heinz with Bobby Goodson during one of the countless weekends spent at logging equipment shows over the years.

IN *the* BLOOD

Fourth generation logger Blake Sandlin talks about family history, motivation, and the steps he took toward running two harvesting crews of his own.

– Chris McMillan

When they say that logging is in the blood, Blake Sandlin is a textbook case. At 33-years-old, Blake is the sole owner of Sandlin Forestry Products based in Statenville, Georgia. From the time he started walking, Blake has been around machinery and logging operations; able to fell, skid and load timber by the time he was eleven-years-old. Blake admits, “It stuck with me. Boy, has it stuck with me.”

In 1942, Blake’s great-grandfather Joe Sandlin started Sandlin Logging and began by supplying short wood to a pulp mill in Lake Park, Georgia. Back then they were cutting trees with chainsaws or wheel saws that they pushed around in the woods. “They had upwards of eight to

ten men – several tractor drivers and men with axes and chainsaws running two trucks a day. Times sure have changed since then,” explains Blake. In the early eighties, Blake’s father and uncles took over the logging business from his grandfather who was then running the business. Blake worked every Saturday helping his uncles drop belly pans, blow out tractors and grease them. It allowed him to buy his first pickup truck when he was fifteen.

When Blake graduated high school, his family wanted him to go to college. “They begged me to go to college, but I couldn’t do it. I couldn’t do it. I had to go to the woods and work.” And that’s exactly



Blake was destined to be a logger from a very young age.

Left: The beginnings of Sandlin Logging with Blake's great-grandfather, Joe Sandlin.

Right: 'Joe Sandlin has a lot of pull with Ford.' An old Ford Tractor ad from the late 1960s.

what he did. He ran a skidder from the time he finished school until he was 24. Then he started hauling as well. During a long 100 mile (160 km) haul from Sylvester to Valdosta, Blake decided that he wanted to do more.

Blake took out a loan against a farm tractor he owned, and in 2014 bought a 2005 Western Star logging truck and hired a driver named Randall Booth, who is still with him today. A couple years later he bought a second truck, and another one a year after that – all the while still running the skidder for his uncles. "I was contracting three trucks to any logger in the land that needed a load. We'd haul it day or night." says Blake.

Lit the fire

Starting a logging operation was what Blake really wanted to do, and in late 2017 he was given a chance to turn that aspiration into a reality. After managing the trucking business for a few years, he felt the time had come to prove himself. Blake explained, "I had been bugging the manager at Langdale Forest Products, and I finally got under him just enough for him to sit down and talk with me. I had been bugging him for a long time about letting me start a logging operation."

Blake smiles as he recalls that meeting. "So, he asked me what my plans were, and I told him my plan was to put as much wood in your mill as you can stand. He kind of laughed, and I said yes sir, we are going to shoot for 100 loads



Joe Sandlin has a lot of pull with Ford.

With just two new Ford 3400 tractors, Joe Sandlin's crew skids 15,000 board feet per day to a ramp ¼ mile away. Over an 8-hour day, mind you, with about 5 hours' tractor running time. That's a lot of pull! ■ Joe, a happy Ford owner for 15 years, usually trades every two years. But now he says, "With these new 3400's, we hope to go longer. They have more power, are sturdier and heavier built." ■ Yes, the 3400, like other new Fords, is heavier, stronger, tougher for severe woods service. Heavy-duty front axle has excellent stump clearance. Routine service intervals for smooth-running, fuel-thrifty gas or diesel engine are as much as three times longer than they used to be. And for the pull you want at the speeds you need—choose between 4-speed, dual-range 8-speed, or power-shift 10-speed transmission. Plus a manual-reversing 4-speed unit if you do a lot of loader work. ■ You can get a lot of pull, too, with a rugged, money-making Ford rig. Go and see your friendly Ford tractor and equipment dealer soon. ■ Ford Tractor Division, 2500 East Maple Road, Birmingham, Michigan 48012.



a week." As the manager leaned back in his chair and put his hands behind his head, he told Blake that with his limited experience, it would be very difficult to hit the goal he was trying to achieve. Blake laughs, "At that moment, whether

he knew it or not, he had lit a fire under me that couldn't be put out. We signed a contract that day."

That was mid-December. On the first day of January, Blake and his crew got started. Their machine

"WHEN THESE GUYS ARE OUT HERE AT FIVE O'CLOCK IN THE MORNING, THEY KNOW THAT WHEN THEY TURN THAT KEY, IT'S GOING TO CRANK UP, AND WHEN IT CRANKS UP, WE'RE FIXING TO DO ALL WE CAN DO, ALL DAY LONG, AS HARD AS WE CAN GO."

– Blake Sandlin, owner Sandlin Forestry Products



(L-R) Crew members Bobby Pittman, Chad Kelley, Jessie Maine with Blake Sandlin.

line-up consisted of a 720E buncher with a 5600 bunching saw, an old 234 loader with a pull-through delimeter, and a brand new 620E skidder. “I felt like we needed to go with a new skidder, just because I feel that the skidder works harder than anything else in the woods,” adds Blake. “So that first week, we were ironing everything out and I think we did 83 loads. But the second week, we put 127 loads

in the mill. We were working day and night.” Blake pauses, visibly overcome by emotion, and then continues. “It can choke me up thinking about how hard me and my crew worked. We were working day and night, as hard as we could go, six days a week.”

Sandlin Forest Products

Sandlin Forest Products has doubled in size since 2018 and the company

now runs two crews, with seven machines in total – all Tigercat. “When these guys are out here at five o’clock in the morning, they know that when they turn that key, it’s going to crank up, and when it cranks up, we’re fixing to do all we can do, all day long, as hard as we can go.”

Blake purchased that first 720E with 5,500 hours. He ran it to about 8,000 hours and then purchased

630H skidder operator Chad Kelley pulls a full load to the landing.





(L-R) Blake Sandlin with crew members Cole Thornton, Lee Hutto, Marlin Powell, Robert Thornton.

a new 724G from Tidewater Equipment in Thomasville. “We decided to buy the larger 724G, because at the time we were cutting a lot of bigger wood. But, my 720E is still working here today. It’s got almost 15,000 hours on it and it’s still cutting 25 loads a day. I mean if that isn’t a testament to a machine or product, I don’t know what is.”

Blake now runs a pair of 234B loaders equipped with pull-through delimiters. Loader operator Jessie Maine has run many loader brands over the past sixteen years and says that he prefers the TigerCAT 234B to other brands, hands down. “I don’t have a complaint about anything,” says Jessie. “It’s agile and stable. As far as the cab, it’s comfortable in there. You don’t feel like you’re getting into a machine; it almost feels like you’re getting into a nice pickup truck or something.”

Blake acknowledges the responsiveness of Tidewater’s service department. “When we bought our 234B it was a few days old and

there was a small issue. The service guys took care of it right away and we experienced very, very little downtime.” Most recently Sandlin purchased two 630H skidders from Tidewater. “We are impressed,” says Blake. “We like the length on it. It

“SALES AND SERVICE IS WHAT SOLD ME ON TIGERCAT. YES, SIR. THEY STAND BEHIND THEIR PRODUCT.”

moves the load a lot better in wet conditions and it drags a lot more wood. That’s what we’re shooting for – efficiency. I want him to bring as much wood as he can to that loader.”

Blake’s next move will be to further upgrade his felling capacity. “Our next machine will be to replace our older cutter. We’ve got two 720E cutters. We want to keep them as spares. But our next machine will

be another 724G paired with a 5600 head. In thinning wood, when you’ve got that machine paired with a 5600, you’re putting as much pulp wood in the head as you can. In this area where the land is low and wet and the beds are sometimes knee high, the counterweight on the back of the 724 keeps the back of that tractor down to back over those beds and it can lay good drags for the skidder man.”

Early influence

Blake credits his Uncle Buck as one of his greatest influences, a man who helped him get where he is today. “Uncle Buck was my hero. He taught me to use my head, and work with my hands, and just treat people well. It will come full circle if you treat people well. It may take some ups and downs, but he instilled in me to work hard and appreciate everything you can get. So, I would say he is my biggest influence in my career. He is a true hard worker, and they are few and far between.” ■



HIGH PRODUCTION MULCHING

Westco Land Services, LLC, based out of Cleveland, Tennessee specializes in land clearing jobs of all sizes, as well as debris removal and selective thinning. Owners Jason and Misty West, have been in business since 2006.

Before the land clearing business, Jason worked as a logger from 1995 until 2004. When he and Misty started Westco, they had a small skid steer with a mulching head. “We started out doing residential, but now we do mostly commercial jobs,” explains

Jason. As the jobs started getting bigger, Misty decided to get her contractor’s license. She is responsible for the business end of the operation. “I handle all of the day-to-day operations and behind-the-scenes stuff. That way Jason can be where he likes to be, in the woods, operating the machines,” explains Misty.

The company offers a range of services including right-of-way clearing and maintenance, post logging site cleanup, seismic exploration, wildfire fuel reduction, invasive species removal, storm

cleanup, pasture restoration and wildlife habitat projects.

Westco’s history with Tigercat dates back to 2008 when Jason and Misty purchased a used Tigercat M760 mulcher followed by a second unit shortly after. Designed for large scale land clearing, the M760 was a 305 kW (415 hp) wheel driven mulcher that was produced from 2000 until 2008. Westco still runs both machines and also owns a Tigercat LX830D feller buncher equipped with a 5702 saw, allowing the company to fell merchantable timber. “The 830 is probably my

Westco Land Services owners, Jason and Misty West.

favourite. I enjoy running that,” says Jason. “I like logging the most, but I also like cleaning it up, so it works out.”

In 2020, Tigercat introduced the 760B mulcher, primarily as a response to silviculture post-harvest requirements in the southern hemisphere. However, Jason ended up purchasing the very first unit to roll off the assembly line from Tigercat dealer Smith and Turner Equipment. The 760B has approximately the same footprint as the M760, but has been significantly upgraded to include the features and systems available on the current 480B and M726G mulchers.

At 411 kW (552 hp), the 760B is also significantly more productive. “When Jason was looking for another mulcher, the capability of the vintage 760 and similarities to the new 480B seemed to remove any hesitation with the purchase of what was essentially the prototype 760B,” comments Josh Miller, sales and service representative at Smith and Turner Equipment.

Jason says he was looking for something with more horsepower than the M726G, Tigercat’s 275 kW (370 hp) rubber tire mulcher carrier. “Once you run one of the 760s you get used to that power. We have had many machines, and these are the

most productive mulchers by far. You can’t get that big machine into some of the tight places like you can with the M726G, but it works for us.”

Jason particularly likes the updated 760B cab. It is outfitted with the rearVIEW camera system, making tighter spaces a little bit easier to manage. “The cab is more refined,” says Jason. “The seats and armrests are adjustable, the seats are heated and cooled and there is more space in the cab. The heating and air system is better and it has a bigger skylight.” ■

The high capacity 760B mulcher alongside the company’s much older M760 mulcher that is still in service. At 411 kW (552 hp), the new 760B is designed for large scale projects and post-harvest silviculture applications.



THIRD 3D DIMENSION

Tigercat is increasingly turning to 3D printing technology to streamline design and prototyping processes.

– Chris McMillan

In 1971, a man named Johannes Gottwald filed for a patent on an invention he called a Liquid Metal Recorder. This was the first machine to perform what would later be referred to as rapid prototyping, and is now known as 3D printing.

The term 3D printing could describe a number of different processes where a three-dimensional object is created by depositing a material in layers, controlled by a computer. The

material could be plastic, liquid, or powder that is heated and hardens instantly. In general, one of the key advantages of 3D printing is the ability to produce complex shapes, hollow shapes, and parts with weight-reducing internal truss structures.

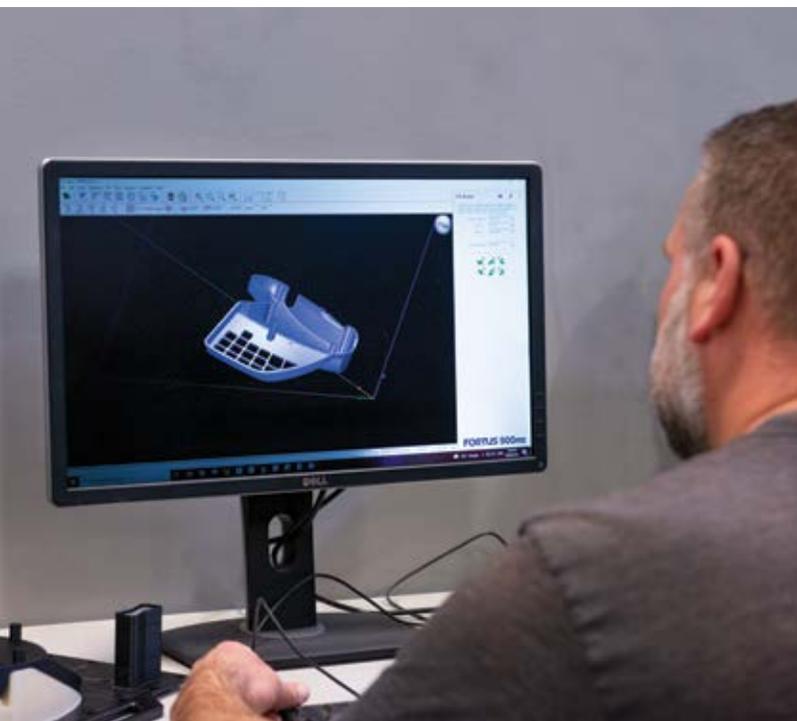
During the 1980s, the technology was employed for creating prototype parts to check for suitability. By 2019, the speed and quality of the printing machines had advanced to the point where manufacturers

were using 3D printing to create production parts. We are now at the stage where the terms 3D printing and additive manufacturing are essentially interchangeable.

Tigercat purchased two different sized 3D printers in 2018. Since then, utilization of the printers has more than doubled. Today, the printers run most days, working on various projects for the engineering groups.

Jeff Bakker, industrial engineer checks a control pod model before printing.

Rauri Olsen, product designer checks the changes he made to the joystick handle.



Prototype parts

When the printers were purchased, the intent was to create models of prototype parts – to test functionality and to provide the look and feel that you just can't get from looking at a model on a screen. Once the design was finalized, the designers could then source traditional manufacturing methods.

A good example of this is a joystick control handle. When designing the control handles for the 1165 harvester, product designer Rauri Olsen made use of the printer to produce actual samples of each iteration. Getting feedback from fellow designers, field staff and end users, he was then able to fine tune the design for maximum comfort and useability. Rauri explains, "Being able to print new design concepts quickly allowed us to get immediate feedback and make adjustments as required. I was able to improve each iteration and test concepts that were suggested

by operators and the engineering team. This made it possible to have a completely custom solution that would have taken much longer to get to via traditional methods or just trying to visualize it."

Production parts

It takes time to source vendors, who may in turn be required to manufacture tooling. In some cases, pre-production or production parts can be printed in the meantime, allowing Tigercat to bring products to market more quickly. When a plastic machine part is required for low volume production, engineers balance out time and cost to determine the feasibility of printing in-house. This has been done with various interior cab parts.

Molds and fixtures

Many parts used in cab interiors are created using vacuum forming. Vacuum forming is a process that uses vacuum pressure to form heated plastic to the shape of a

mold. By utilizing a special high-strength heat resistant printing material, these vacuum molds can be printed in-house, allowing Tigercat to realize time and cost savings compared with traditional machining processes.

3D printing and additive manufacturing is helping to propel Tigercat's product development and prototyping so that product improvements and new models can reach the market more quickly, and with greater confidence in terms of performance and fitness of use.

Steve Crosby, vice president manufacturing comments, "3D capabilities complement, enhance and augment our manufacturing capabilities. Whether we need to test a product or process, build a complex part, or expedite a design, we can often turn to our 3D printers as viable, cost-effective tools with quick turnaround." ■

Forwarder cab components printed in-house.



OLC 2022

LIKE A BREATH
OF FRESH AIR



After two years of postponed events and border closures, Triad Machinery and Tigercat teamed up to exhibit a range of new products at a well-attended OLC 2022.

This past February, a delegation of Tigercat team members joined a strong group from Triad Machinery at the Oregon Logging Conference in Eugene. The Tigercat team included field representatives from BC and the Pacific northwest, product managers and designers, and key senior level team members. The event was an excellent opportunity to survey end users, dealer sales representatives, and technicians on how to make things better.

Show attendance and traffic through the Triad-Tigercat stand

was outstanding. “I have been to well over a dozen shows at this location,” says Tigercat founder and CEO Ken MacDonald. “This one was the best in terms of attendance and our company’s display and perceived stature within the industry.”

Many people stopped by to see the line-up of products, with the new 180 swing yarder being a primary draw to the booth. “2022 OLC has been in the planning for two years now due to COVID,” comments Andrew Lundgren, president of Triad Machinery. “Our Eugene

branch manager, Curt McClure, and his dedicated team of true professionals put together an absolutely fantastic showing this year. As many seasoned OLC goers noted this year, we re-arranged our booth. We designed the booth around the ever-changing equipment we sell and this year the Tigercat model 180 yarder was at centre stage. The setting allowed for a well-attended Friday afternoon hands-on seminar on the 180.”

Washington-based Tigercat product support representative, Kushiah McCullough, conducted



Long-time customers in front of their newest and twelfth Tigercat machine. (L-R) Roger and Carmen Smith (owners of R.L. Smith Logging), Grant Somerville and Rob Selby (Tigercat), and veteran R.L. Smith operator, Gary Smith.

the 180 walk-around presentation describing its many features and innovations to a large crowd of highly engaged logging professionals. Tigercat cable systems product manager Andy Hoshel was also on hand to answer technical questions. Together Kushiah and Andy explained the game-changing features this machine offers, including unparalleled productivity, dramatically lower fuel consumption, and incredible ease of operation – all of which are unmatched by any machine of its kind in the world.

“Our booth had great attendance and staying power too. People lingered, engaging in great conversation,” says Andrew. “I was so humbled this year to hear so many stories shared by customers about positive experiences and great relationships with the Triad organization.”

Tigercat’s US sales manager Kevin Selby comments that “The OLC was the first show I and many of the Tigercat team members have attended since CONEXPO in March 2020. It was like a breath of fresh

air to get out and visit face to face with our Pacific northwest dealers and customers again. It was so great to see many of our existing and potential new Tigercat customers stop by the booth. The show was a big success and I would like to thank the Triad Machinery team for once again putting together an outstanding display that was second to none.” ■

Brian Davis (Triad territory manager) with Adam and Breanna Lee, and Jason Lee in front of the latest skidder to join the fleet of Adam’s Timber Service.





I CAN SEE CLEARLY

Polycarbonate is literally the operator’s window to the world. Proper cleaning products and protocols applied to Tigercat cab windows will ensure safety and protection, clear visibility, and long-term performance.

– Chris McMillan

Most windows used in the operator’s stations of Tigercat machines are made from a polycarbonate thermoplastic resin. This material is a replacement for glass when improved toughness, strength, durability, and safety are required.

The thickness of the material used in a particular cab window is determined by a number of factors including the size of the window opening, the proximity to a safety hazard, the type and severity of the hazard, and the requirements of applicable safety standards. Polycarbonate windows used in Tigercat cabins range in thickness from 9-32 mm (0.375-1.25 in).

Polycarbonate material is used to resist impact from large branches,

falling tree tops, and to absorb high levels of energy. Forestry harvesting applications can produce hazards from high velocity thrown objects such as wood chips, saw teeth or broken saw chain fragments.

Polycarbonate windows provide a much tougher solution than glass but the thermoplastic material is sensitive to some common chemicals. The surfaces of Tigercat polycarbonate cab windows are specially treated with a hard coating to provide enhanced resistance to abrasion and ultra-violet (UV) radiation. However, even with this coating, it is relatively easy to scratch the surface when compared to glass which is incredibly resistant to a long list of cleaning chemicals. To

address this issue, Tigercat-branded polycarbonate window cleaner is now available to clean cab windows without the risk of chemical damage to the polycarbonate.

Exterior cleaning

Power wash the exterior windows with water when ambient temperatures are above freezing. Do not steam clean. Water can be heated up to 65°C (150°F) and pressurized to a maximum of 100 bar (1,450 psi). If desired, a very mild soap additive can be added from the approved list. This will remove most of the abrasive dirt, tree sap, pollens, chain oil, road salt, and other common substances that often accumulate on forestry machine cabin windows.

Finish the cleaning operation with Tigercat Polycarbonate Window Cleaner and a clean, soft cloth, preferably micro fibre. A soft cloth will deliver better results than a paper towel due to chemicals commonly added to paper towel products.

Tigercat Polycarbonate Window Cleaner begins to freeze below -10°C (14°F). If the ambient temperature hits this mark, spray the window with a generous amount of diluted isopropyl alcohol (IPA) to loosen abrasive or other material on the window. (Do not use automotive windshield washer fluids because they contain methyl alcohol which can damage polycarbonate windows.) Continue cleaning the window with isopropyl alcohol diluted with water. Dry the window with a clean soft cloth.



Interior cleaning

Clean with generous amounts of Tigercat Polycarbonate Window Cleaner and a clean soft micro fibre cloth. Carefully dry with a different clean soft cloth. Even though the

windows have a scratch resistant coating, the surface is not as hard as glass and can scratch easily if sand or other abrasive particles are present in the cloth. ■

Cleaning precautions

Using excessively hot water, aggressive cleaning, or the wrong chemical cleaners can result in many small cracks, often referred to as crazing. Crazing can ultimately result in a loss of physical strength and increase the potential for fractures. After cleaning, always check that the windows are not deeply scratched and that rubber seals and steel retaining strips are properly secured.

- Never use abrasive or alkaline cleaners containing ammonia
- Never scrape with squeegees, razor blades or other sharp instruments
- To avoid stains or streaks, don't clean polycarbonate in the hot sun or at elevated temperatures
- Never use aromatic or halogenated solvents like toluene, benzene, gasoline, acetone or carbon tetrachloride
- Refer to your Tigercat Operator's Manual for a list of chemicals and cleaning products that should never come in contact with polycarbonate windows

Approved cleaning products for polycarbonate windows

- Tigercat Polycarbonate Window Cleaner
- Formula 409 Cleaner
- Isopropyl Alcohol (IPA)
- Joy dishwashing liquid
- Palmolive dishwashing liquid
- Plaskolite plastic cleaner
- Spartan Concentrated Glass & Hard Surface Cleaner 3
- Windex (Ammonia-free)

Approved spot removal products (must be followed by immediate cleaning then water rinse and wipe dry afterward)

- Butyl Cellosolve
- Kerosene
- VM&P Naptha

CUT-TO-LENGTH IN QUEBEC



Antonin Beauséjour, owner of Forestier Beauséjour.

We visited contractor Antonin Beauséjour along with operators Cedric Laferrière and Kevin Correnti to get their thoughts on the two new Tigercat H822E/570 harvester packages purchased last year.

– Samantha Paul

Forestier Beauséjour is a Quebec-based harvesting company operating north of Mont Tremblant National Park. On the day of our site visit, Antonin's crew was harvesting outside of Saint-Michel-des-Saints, the northernmost municipality in the Lanaudière region of Quebec. Snow squalls, icy road conditions and minus 20° Celsius (-4°F) made for a true winter day in the bush.

Antonin started in the industry as a mechanic for his father's logging business. At the age of eighteen, he purchased his first machine and started subcontracting for his father. Over the years, Antonin has owned twelve Tigercat machines. He currently runs one crew with two Tigercat H822E/570

harvesting packages and two 1085C forwarders. In total it is a 40-person operation with fourteen direct employees and 26 subcontractors.

Antonin was the first owner of the new Tigercat E-series H822 harvester. He needed a machine that could perform selective cutting and meet the necessary environmental regulations in his area of operation. The H822E harvester was the right fit. "Plus, Tigercat resale value," says Antonin. One-third of Antonin's jobs are selective cutting. The wood is a mix, typically 60% softwood and 40% hardwood. The company extracts 30 loads per day, working out to approximately 200 000 cubic metres per year. All the softwood goes to Groupe Crête's sawmill

in Saint-Faustin-Lac-Carré. The hardwood is marketed to several other mills in the area.

Antonin's wife, Christine, is a mapping specialist and handles all the paperwork and administration. "She puts 110% into the business," says Antonin. They met in a forestry camp many years ago. They have two girls, Alycia, age thirteen and Meganne, age fourteen. The girls briefly became interested in the logging business when they were given pink hard hats by their father. "But the interest faded pretty quick," laughs Antonin.

Cut-to-length

From 2004 to 2011, Antonin operated as a subcontractor – cutting with a Tigercat 822 feller buncher



TIGERCAT IRON OVER THE YEARS

822 feller buncher

635D skidder

630D skidder

635E skidder

870C feller buncher

Two X822D feller bunchers

H845D/570 harvester

Two 1085C forwarders

Two H822E/570 harvesters



H822E/570 operator, Cedric Laferrière.

and skidding full-tree timber to the roadside with a 635D. The trees were delimited at roadside, loaded tree-length, and transported to the mill. In 2011, Antonin secured his own contract that entailed road building, harvesting, and road transport. In 2017, he decided to transition to a cut-to-length method.

Antonin's rationale? It is much easier to conform to environmental regulations concerning ground disturbance and ground pressure with a cut-to-length fleet. "You can run on your branches, and it's less damage with a forwarder than with a skidder," explains Antonin. "It is also easier to transport the wood from the job site to the mill with a cut-to-length method." With a tree-length method, the different species are stacked up on top of each other. Antonin explains that the wood on top always needs to be hauled first. "Even if you need the species underneath." He also knew that cut-to-length was the future of logging in Quebec. "For all those reasons, it was a no-brainer to make the switch."

Antonin and Tigercat district manager, Yannick Lapointe attended the DEMO International forestry show in Vancouver in 2016. Yannick and Antonin were walking around what at the time was a very new 570 harvesting head. Antonin, who had never owned a harvesting head before, was unsure about it. As he recalls, "Yannick told me, 'If you get in, I'll get in. I'll be there with you, and I won't let you down.'"

**"JUST KEEP
LISTENING TO
CONTRACTORS, LIKE
YOU ALREADY DO."**

– H822E/570 operator, Cedric Laferrière

The timing was right for Antonin. In early 2017, he purchased the prototype 570, fitted to a Tigercat H845D carrier. The machine came to him with approximately 1,000 hours from previous field testing and demos. From there, Antonin and Yannick worked together. "It was a learning curve for both of us," says Yannick who made regular



H822E/570 operator, Kevin Correnti.

site visits to set up and analyze the head. He would relay his findings back to the engineering department at the factory, going back and forth on adjustments and improvements. A couple of years later, armed with a great deal of newly acquired knowledge and experience, Antonin purchased two additional 570 harvesting heads on new H822E carriers. He based his decision on performance, versatility, low maintenance and high uptime experienced with the original unit.

An operator's perspective

Antonin has given the H822E/570 harvester operators, Cedric and Kevin the opportunity to be partners in the ownership of the machines. "I want to give them a chance to become their own contractors," says Antonin. "It also helps ensure I keep the best operators with me."

Twenty-nine-year-old operator Cedric Laferrière has been operating logging equipment for ten years, six of them with Forestier Beauséjour, and two-and-a-half of those as a partner in the ownership

of the machine. Cedric's father and grandfather worked in the logging industry. "I will not become a millionaire, but it's my passion, and I love it," he says.

Before the H822E, Cedric operated Tigercat 870C, 822C and 822D feller bunchers. He was used to the Tigercat brand but not used to running a harvester. "As far as the machine goes, the D to the E-series is a similar geometry. But going from a feller buncher to a harvester is different work."

On the day of our visit, Cedric was harvesting in a mixed stand. "Everything from very small softwood to very large pine, yellow birch, or maple up to 65 to 70 centimetres [25 to 27 inches] at the butt." Cedric must ensure the trees are not too crooked, and if they are, he must cut them into the right sized pieces. "I was amazed at how precise the length measurements are, especially with the speed it has."

Antonin adds, "The most important part is the reliability and toughness of the head. We have no downtime."

SUPPORT

Antonin has a great relationship with local Tigercat district manager, Yannick Lapointe and Tigercat dealer Wajax. "The Wajax branch in Saint-Félicien makes a huge difference in terms of the support I get," says Antonin. Whether it is parts availability, responsiveness in sending a field technician, or simply just picking up the phone no matter the time, Wajax has been there for him. The Saint-Félicien branch is over six hours away and it is an expensive bill just to get the technician to the job. Other dealer brands are closer, but Antonin still feels ahead with Tigercat. "That's how much he believes in the Tigercat brand," states Yannick.



The H822E harvester equipped with the Tigercat 570 harvesting head in a mixed stand.

Effective debris management was a crucial objective in redesigning the 822E platform. The redesigned engine enclosure reduces debris build-up, providing improved roof access for clearing debris, and a new boom slider reduces debris build-up in hard-to-reach areas. “I complained so much about this in the past. Now, I am very happy,” says Cedric. “The machine has

1,500 hours on it, and there is nothing that needs to be cleaned in the swing area.”

Further improvement to the operator environment was also a key element in the redesign. A new, wider, air ride seat was added to improve comfort during long shifts. The seat is fully adjustable with seat angle and extension adjustment, reclining back, and lumbar support.

“Out of all the machines I’ve run, this is the best seat I’ve had,” Cedric confirms.

Machine stability is something Cedric wishes he had a bit more of, but he understands the compromise that comes with a compact, near zero-tail swing machine for selective harvesting. “If I wanted more stability, it would have to be an 855E.” The requirement for him

Antonin has four forestry camps. The crew stays at camp during the week and travels home for the weekends.





to have a zero-tail swing machine is more important. As for Cedric's parting words. "Just keep listening to contractors, like you already do."

Antonin is also impressed with how Tigercat reacts to feedback. "When I have an issue, and I bring it up, you're coming back with the change within a reasonable time." ■



Scan to watch video

One of two 1085C forwarders that work with the harvesters.



DISTRICT MANAGER TERRITORY EXPANSION



Highly experienced Tigercat district manager, James Farquhar takes on expanded territory.

Tigercat district manager, James Farquhar has taken on an expanded territory encompassing central North America. Prior to the role expansion, James covered Alberta, Saskatchewan, and Manitoba north of the border, as well as the states of Montana, Colorado, the Dakotas, Arizona and New Mexico. The expanded territory will include Texas, Louisiana, Arkansas and Oklahoma as James takes over from recently retired district manager, Heinz Pfeifer. James will be relocating to Arkansas. He will be aided and supported by regional product support specialists throughout the territory.

“I am very excited at the opportunity to expand my territory to include a region that I worked in as a service representative prior to the role of district manager,” says James. “Expanding my area of responsibility allows for continued relationships with existing dealers and customers in the north while leveraging my expertise in the southern region. Looking forward to reconnecting with some old friends and enjoying some southern hospitality.”

During his career at Tigercat, James held positions in several functional areas including the parts and service departments, before uprooting from Ontario and taking on a field position in Alberta in 2000. Commenting on the territory expansion, US sales manager Kevin Selby says, “With 27 years of hard-earned experience with Tigercat, James will be a major asset as we continue building on Heinz’s success in the territory.” ■

“WITH 27 YEARS OF HARD-EARNED EXPERIENCE WITH TIGERCAT, JAMES WILL BE A MAJOR ASSET AS WE CONTINUE BUILDING ON HEINZ’S SUCCESS IN THE TERRITORY.”

NEW SUPPORT POSITION



**Regional service manager,
southern US, John Withrow.**

Product support representative John Withrow has been promoted to regional service manager, southern US. Service director Martine Léveillé explains that John will be a field based extension to the Tigercat service department.

Based in Walterboro, South Carolina, John will manage Tigercat's southern US product support representative team, as well as directly support the dealer network within his territory. ■

TECHNICAL TRAINER



Technical trainer, David Kyler

David Kyler joins the Tigercat service team in the position of technical trainer. Based in Alexandria, Tennessee, David will develop, update, and conduct training programs aimed at service technicians throughout the Tigercat dealer network.

David has a strong technical background with over eight years of experience as a technical trainer and fifteen years of experience with diesel engines and heavy equipment servicing. He will be working closely with factory based technical trainer, Dan Smith. "I'm excited that David has joined us. His years of experience and passion for training will be a great asset to the Tigercat training team," says Dan.

As the Tigercat service department expands to meet the needs of a growing product line and expanding dealer network, David's appointment demonstrates Tigercat's continued efforts to provide the best after-sale support in the industry.

"Tigercat is a world leader in the forestry industry and I feel very blessed to be hired as a technical trainer," comments David. "The Tigercat family has welcomed me in such a professional, positive, and helpful way. I am incredibly excited about my future with the company." ■

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