

method

HIAB LOAD HANDLING MAGAZINE 2.2007 English



Service
makes
the difference



HIAB

IN FOCUS: Upgrading cranes – Telemount – Forestry and recycling cranes

A year of new records and product launches



The markets for load handling equipment exceeded four billion euros last year. Favourable developments in the construction sector and land transportation as well as new truck registrations contributed to the market demand, and, for instance, the number of new truck registrations in Europe and the United States clearly increased from the previous year.

As a result of the strong demand, Hiab's net sales rose to a record 914 million euros last year. Hiab also expanded its operations in 2006 e.g. by investing in new service and installation facilities in the United States and Finland. Also sizeable development projects to meet the growth in demand were implemented at several production sites around the world.

In 2006 Hiab introduced 17 new products and numerous product applications, invested in the development of its sales, services and installation networks, and signed significant cooperation agreements. In product development Hiab continued to focus on customer orientation e.g. in the development of the modularisation concept, better payload capacities, and various control and hydraulic systems. The Telemount concept and Premium Gate technology are one of the product developments featured in this issue of Method.

All in all, Hiab had an outstanding year. We achieved and exceeded our most important financial targets, but we didn't stop there. We are directing our energy to the areas where we see potential for development. While we have a clear idea of which direction we want the company to develop, we are always open to hearing your perspective. We are grateful for any development ideas we receive because they help us to further improve our operations to better serve you.

Taina Luoto
Editor-in-chief



Photo: Jyrki Vesä

Behind the cover

Suez Environment's sanitation sector (of which almost 90% of the business activity operated under the SITA trade description) processes 42 million tonnes of waste per year for the benefit of 65 million inhabitants of 19 countries, 10 of which are European. More about the collaboration between SITA and Hiab on pages 6-8.

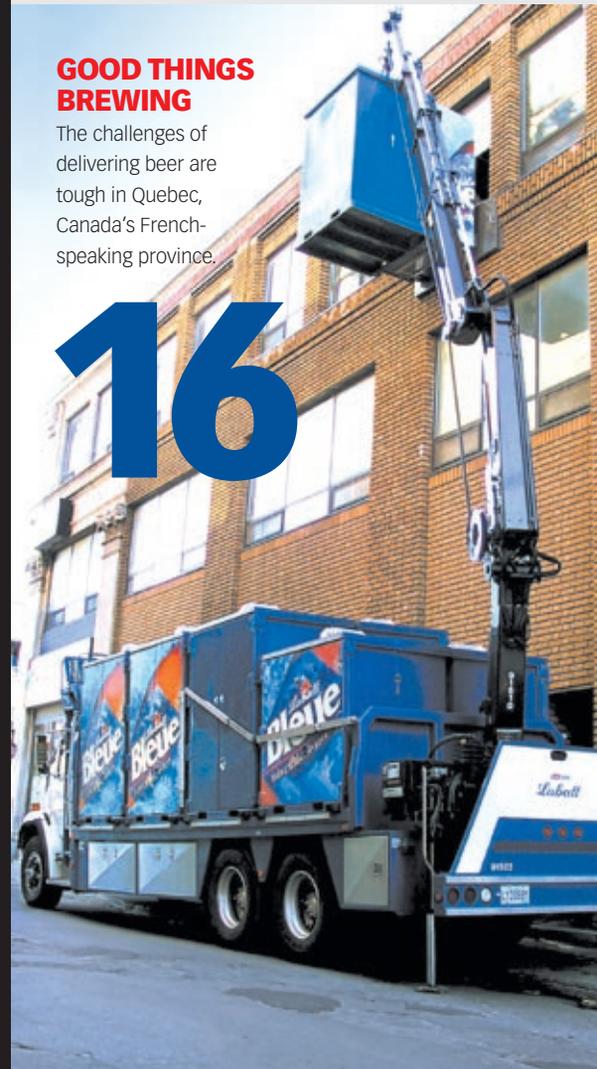
Trade shows

Come and meet us at trade shows. For more information, please visit www.hiab.com.

GOOD THINGS BREWING

The challenges of delivering beer are tough in Quebec, Canada's French-speaking province.

16



METHOD – LOAD HANDLING MAGAZINE

is Hiab's customer magazine with a circulation of approx. 70,000.

The Hiab company's product brands are HIAB loader cranes, MULTILIFT demountables, LOGLIFT and JONSERED forestry and recycling cranes, ZEPRO, AMA, WALTCO and FOCOLIFT tail lifts, and MOFFETT and PRINCETON PIGGY BACK® truck-mounted forklifts.

The opinions expressed by the authors or individuals interviewed do not necessarily represent the views of Hiab. The content of the magazine (with the exception of photos) may be reproduced provided that the source is mentioned.

Contents

12

FROM WASTE TO REUSABLE MATERIAL

Over 30 years Grupo de Blas has grown into one of the most outstanding recycling companies in the Madrid region.

4 CUSTOMERS ALWAYS COME FIRST

Waltco Truck Equipment's positive and precise service attitude toward customers and channel partners is one of company's success factors.



6 RELIABILITY COUNTS

Ease of adaptation to company-specific needs and a high degree of reliability made Suez Environment choose Hiab as its hooklift partner.

9 TELESCOPIC BOOM REACHES FAR

The latest MOFFETT truck-mounted forklift is equipped with a telescopic boom with four hydraulic cylinders.

10 UPGRADING CRANES

Hiab has launched a comprehensive kit for upgrading manually controlled cranes to remote control.

11 THREE CRANES IN ONE

The EN 280 standard on bucket lifts will come into effect widely within the EU.

14 WHEN SIZE MATTERS

The size of the forestry cranes used in Japan's logging industry depends on many factors.



18 SOUTH AMERICA IS LIKE NO OTHER

Hiab dealers in Peru and Colombia shed light on how the local flavour has to be taken into consideration in the business.

20 GIVING GAS A LIFT

MOFFETT truck-mounted forklifts have started gaining ground in the gas cylinder transport business.

22 SAWING WITHOUT A CUT

The action at the Tweefontein sawmill in South Africa is virtually non-stop with 50 daily truck loads.

23 NEWS

24 MAKING POLE POSITION

HIAB crane provides fast-paced Formula 1 with a steady hand.

PUBLISHER



Hiab is part of Cargotec Corporation, the world leading provider of cargo handling solutions for ports, terminals, ships and local distribution.

Hiab Oy, Central Marketing, Sörmäisten rantatie 23, P.O. Box 61, FIN-00501 Helsinki Finland. tel. +358 204 55 4401, fax +358 204 55 4511

Editor-in-Chief Taina Luoto Editorial management Compositor Oy Contributors PR & Werbeagentur Zeitzten-Mathieu, Ulf C Nilsson, Graeme Forster, CFA Marketing Communications

Graphic design Neutron Design Printing house Lönnberg Print ISSN 1459-9554

Subscriptions and address changes Hiab Oy, Central Marketing, Sörmäisten rantatie 23, P.O. Box 61, FIN-00501 Helsinki, Finland. tel. +358 204 55 4401, fax +358 204 55 4511, www.hiab.com/feedback



GLIDE TRAC – SOLUTION FOR SPECIAL SITUATIONS

Waltco's Glide Trac product is a load handling solution for a variety of applications, such as the delivery of fragile food products, like pies, or transporting and delivering very heavy furniture that is easily damaged.

The Glide Trac lift gate can be mounted on the rear of van-type trailers with either roll-up or swing-type doors. The lift gate does not add to the vehicle length, because the equipment glides under the carriage for the trip and is pulled out only when loading or unloading the truck.

The product can be customised to meet the customer's unique application needs, and, thanks to its heavy-duty design, can withstand extreme loading conditions.

"The most important benefit is the lift gate's ability to move loads up and down smoothly and without damage. The Glide Trac's closed loop hydraulic system ensures reliability of the hydraulic system in daily operations and sensing devices alert operators of potential heat build-up and low voltage situations with the lift gate power unit so that downtime can be avoided", Robinson says.

LONG JOURNEY

ROD ROBINSON has worked at Waltco for a long time. With 37 years at the same company and 20 of it in management, there's no doubt that this man knows what he is talking about. Robinson has helped turn the company's business from a warehouse into an expert company operating on global markets. However, the success hasn't blinded him. The things learned during those first days on the job have stuck with him: Customers always come first. And customers and their employees as well as other channel partners must be valued and respected. That leads to good cooperation.

The companies that know their own customers best will come out ahead in the highly competitive lift gate markets in the USA. This means identifying the special characteristics of the customer's business and also understanding their equipment and servicing needs.

Waltco works with its customers and focuses its sales efforts in major population areas. Since the best customer contact is made in the field, that's where the sales personnel spend the bulk of their time. "Purchasing lift gates is a big investment for a company. It is important that customers experience the collaboration as a comprehensive relationship that supports their business", says Waltco President **Rod Robinson**.

Robinson emphasises that the sale doesn't end with the signing of the agreement. One of the most important phases in the customer relationship, he points out, doesn't start until after the new equipment has been delivered. The right technology and a load handling solution tailored to meet the customer's needs is definitely a priority, but the equipment must also function flawlessly and productively. Added value comes from the quality – and availability – of service.

Waltco has invested in maintenance service and has built a comprehensive service and spare parts network. The free-of-charge technical support line (800-help-line) provides help in problem situations 24/7. Training is part of the daily operations.

"We provide a lot of training for our customers and for our distribution and service network. The goal of the training is to provide a solid fundamental knowledge of the equipment and, in particular, to help the customers' technical experts maintain the equipment and the service technicians install the equipment correctly", Robinson says. He goes on to say that when installed

and maintained correctly, the productivity of the equipment will remain high and the operating costs at the right level. Downtime is eliminated. Lift gates have been designed to last about 50,000 cycles."

A versatile solution

Waltco's main market area is the USA, where the equipment is sold in all fifty states. Equipment is also sold to Canada, Mexico, Australia, Hong Kong and the British Isles.

The biggest customer segments include the leasing business and food and beverage distribution, automotive part deliveries, and the commercial baking and commercial laundry industries.

"You can just about say that WALTCO lift gates are used anywhere that large volumes of goods produced for daily consumption are being transported and where loading and offloading must go smoothly – and where industry-customised load handling solutions are needed", Robinson notes.

Raw materials for success

According to Robinson, the success of the company established in 1954 is built on tailor-made solutions for customers, the technical features of the lift gates, the comprehensive spare parts and maintenance services, and the company's relationship with the customer.

"When customers make a decision to purchase equipment, they look at the ratio of the features to costs – durability and operability must live up to the promise. A good example of this is the Glide Trac model."

"That's why we invest in ensuring quality: Right from the start, every piece of equipment is thoroughly tested before delivery to the customer. Having several production locations makes for enhanced availability and fast delivery of the equipment."

Because distributors know their markets so

Customers

The success of WALTCO lift gates (known also as tail lifts) in the USA is the sum of many factors. One factor that really stands out is Waltco Truck Equipment's positive and precise service attitude toward customers and channel partners.



well, the information they provide can be used to respond efficiently to customer needs. Sales people in the field are also continuously mapping problem situations that emerge in product usage and any delivery-related shortcomings so that they can be prevented.

In the future, engineering and product development will be carried out increasingly on the customer's terms. And since new equipment is needed to replace the old, the market outlook is good. "The main emphasis continues to be on increasing speed and productivity, which will make the driver's life easier, and on improving work safety by developing technical solutions."

But it is people who are behind the new solutions. Robinson wants to highlight the importance that the work community and the employees have on customer satisfaction and achieving results. "It takes a good team to achieve good results. Ultimately, it all boils down to employees – without them there would be no company." ■

Text: Compositor/Kirsi Paloheimo

Photos: Jim Martin

always come first

Ease of adaptation to company-specific needs and a high degree of reliability made Suez Environment choose Hiab as its hooklift partner.

SITA's fleet of 11,565 trucks take to the roads each day in order to carry out waste collection and treatment, and recycling process assignments. Many of these trucks are equipped with MULTILIFT hooklift systems for loading the waste collection containers. Actually, these handling systems are increasingly used in the numerous assignments entrusted to the SITA teams in nine European countries: Germany, Netherlands, Czech Republic, France, United Kingdom, Belgium, Sweden, Poland and Finland.

Cooperation between SITA (a subsidiary of Suez Environment) and Hiab started over a year ago through the normal sourcing procedure at Suez Environment's Purchasing Department. The decision to centralise purchasing was made back in the year 2000. The four-person purchasing team working in the head office may be small, but nothing gets decided on for the European territory without its approval. The agents based in the various countries involved are part of the decision-making committee.

The tender road

A call for tender knows no borders; the purchasing department of a leading group is a strategic place and a mandatory passage for any would-be supplier keen on tendering an offer. With regard to Suez then, there are three purchasing levels, ranging from the procurement of office supplies to highly specific and technical products, such as those used by SITA, the waste treatment arm of Suez Environment. SITA accounts for 47% of the turnover and 63% of the employees of the Group.

What is the procedure for a call for tenders? Since the utilisation of some products can vary from country to country, the country managers provide input in the drafting of a specification.

"Applying the best practice is used to save time when a similar approach already exists in one of the countries where we have representatives", explains **Emmanuelle Blanc**, who is responsible for the

purchase agreements of special products in SITA.

The return of tenders is the next stage. Interested suppliers send in a detailed study based on their abilities. Then SITA experts conduct a technical survey.

"It is important to stress the transparency of our approach", states **Louis Willems**, Purchasing Manager for Belgium and an expert in this type of equipment. "As a matter of fact, when a company asks us a question, we put the

answer on a web site that is accessible by all the contenders. This way, each and every one of them has the same information."

Reliability counts





A meeting in Paris made it possible to take stock of the cooperation between SITA and Hiab one year after it began. SITA's Louis Willems (left) is accompanied by his colleagues Phil Davies and Emmanuelle Blanc.

In the final stage, when the various competitors believe that they can take part in the call for tenders, a reverse auction is launched for a limited period of time on the market place of the Purchasing Department.

Service makes the difference

Each contender submits proposals, and the prices decrease

until the most competitive bid wins the deal. However, the lowest bid is not necessarily the winner.

“We pay great attention to the quality content of the bid, the services provided as a whole, as well as the reliability of the company submitting the bid”, adds **Phil Davies**, Purchasing Manager for Europe. “Considering the assignments that we are awarded, we believe it is crucial to make, above all, ▶

For the welfare of us all

A subsidiary of one of the major corporations in the world, Suez Environnement employs 72,130 people, netting EUR 11.1 billion in turnover, and

developing its expertise in two areas critical to welfare of the earth's population: the supply of drinking water and sanitation. The latter sector encompasses waste collection and treatment, as well as its recycling process. This sector alone accounts for sales of EUR 5.2 billion, processes 42

million tonnes of waste per year for the benefit of 65 million inhabitants of 19 countries, 10 of which are European. It represents almost 90 % of the business activity operated under the SITA trade description.



► the right technical choice.”

Choosing MULTILIFT hooklift systems is a good example of this effective approach: The quality of service can be associated with the reputation of the equipment.

When asked why Hiab load handling systems was selected, Louis Willems is straightforward and to the point: “We already use MULTILIFT hooklift systems, and we know their qualities. This high degree of reliability is reassuring. Besides, we also appreciate the ease with which the company can adapt, particularly as we have specific requirements depending on the country.”

Willems also recalls that Hiab did not hesitate to allow its systems to be tested at SITA’s centres in several European countries.

Furthermore, Suez is also a socially-conscious corporation and pays close attention to the quality of the products used in the construction of the equipment it buys. The Purchasing Department seeks advice from health and safety managers who ensure the safe use of equipment. Getting their advice is imperative before approving a purchase.

An eye on the future

However, their choice was also based on the future. The knowledge of the imminent market launch of the MULTILIFT XR Power range hooklift systems has definitely caught the attention of the SITA experts.

Indeed, the state-of-the-art PLC-operated electronic control system works fast and offers remarkable safety levels. This aligns perfectly with SITA’s expectations regarding work efficiency.

This also gives Hiab the opportunity to consider a long-term partnership with the customer. As a matter of fact, the partner company must be able to assess itself, since the con-

AT THE SOURCE OF CUSTOMER ORIENTATION

“We have to know our customer’s business. And to understand it we often have to know also the business of our customer’s customer”, is how **Seppo Heino**, Vice President, Marketing at Multilift, simplifies Hiab’s view of customer orientation.

Seppo Heino emphasises that customers must actively be surveyed about their experiences with Hiab’s equipment and the targets of development must systematically be collected. It is essential to establish a good dialogue with the key people in the customer’s organisation.

“We must get feedback and use it to develop our equipment to improve our customer’s competitiveness.”

Seppo Heino talks about a win-win situation in which Hiab has a strong motive for continuous cooperation.

“When our customers are doing well, we too are doing well. Cor-

respondingly, if our product doesn’t bring added value to the customer, it will be difficult for us to succeed. Success, in turn, gives us the prerequisites to develop our operations and invest in product development”, he says.

Heino was responsible for negotiations with the Purchasing Department of Suez Environment. He believes the SITA cooperation is productive for both parties. Hiab’s organisation has been built to support close cooperation and every country has a customer contact person.

“The SITA customer contact people meet regularly to share experiences and to take the cooperation forward. I am the contact for the SITA account at the entire Hiab level. The arrangement has already proved to be functional”, Heino says.

tracts signed are not carved in stone, and a new satisfaction survey is carried out every three years. Therefore maintaining regular relationships with the supplier may lead to better knowledge and an improved understanding. ■

Text: Jean-Yves Kerbrat

Photos: Jean-Yves Kerbrat & Jyrki Vesa

Telescopic boom reaches far

The latest MOFFETT truck-mounted forklift is equipped with a telescopic boom.

The telescopic boom supplements Moffett's selection of fixed and moving-masted truck-mounted forklifts. Telescopic booms are especially useful in situations when goods must be loaded and unloaded from one side of a trailer and possibly even in difficult terrain. The truck-mounted forklift with telescopic boom comes in either the traditional two-way model or the four-way model with wheels that turn sideways.

Pluses of the telescopic boom

A telescopic boom has four hydraulic cylinders. The lift cylinder raises and lowers the boom. The compensation cylinder connected to the boom moves in the same relation to the lift cylinder, and as it moves it transfers oil to the tilting cylinder. This way the fork stays at the same angle throughout the lift. The tilt cylinder is located inside the boom, making it possible to tilt the boom independently. The cylinder that actually telescopes the boom is located on top of the boom, which facilitates servicing.

The integrated sideshift has a 100 mm sideshift capability, and the forklift is very stable when sideshifting because only the fork with its load moves, not the entire boom. The lifting

capacity of a truck-mounted forklift equipped with a telescopic boom is 2.5 tonnes.

And talk about operator comfort: The cab is spacious, the levers and controls are logical. And because the telescopic boom fully retracts after use, visibility from the cab is excellent.

Telescopic vs. moving boom

A truck-mounted forklift with a moving boom requires a pantograph or telescopic reach forks to reach the load from the far side of a truck or trailer. A telescopic boom doesn't require additional reach devices and so this reduces the weight of the machine. By extending the boom, the forks can reach both sides of the trailer without moving the forklift or turning the vehicle.

The boom's lifting capacity is improved when the boom is extended, because the support rollers under the fork carriage transfer some load into the load bay and help pull the load across.

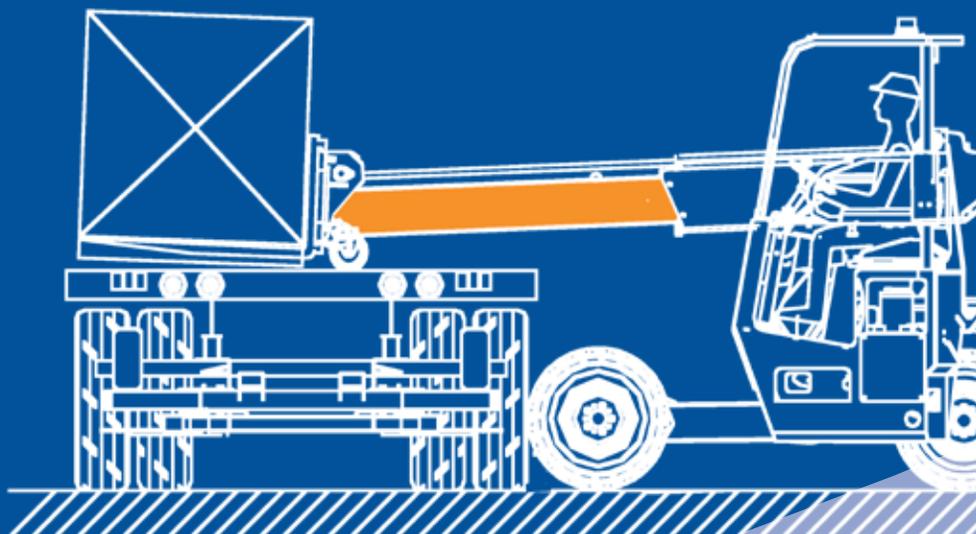
Moreover, the new truck-mounted forklift is extremely stable: All MOFFETT truck-mounted forklifts have three wheels, forming the stability triangle. In the telescopic boom forklift the rear wheel can be moved back to increase the area of the stability triangle and thus the respective stability of the truck-mounted forklift. On the other hand, when the forklift is mounted on the truck the rear wheel is pulled in and turned parallel to the forklift to reduce overhang.

Also when in four-way, the stability of the telescopic-boom truck-mounted forklift is improved because the front wheels are on the inside the forklift's structure and turn to the outside, expanding the size of the stability triangle. ■

Text: CompositorTiia Teronen

Illustration: Moffett

**A
telescopic
boom
has four
hydraulic
cylinders.**



Upgrade?

Hiab has what you need

Something that has recently appeared on the wishlists of Hiab's customers is a comprehensive kit for upgrading manually controlled cranes to remote control. Now there is one.

Since there are so many different crane configurations within the HIAB loader cranes family, it has traditionally been a demanding task to make the conversion to remote control. That problem has now been resolved by creating sub-categories adapted to different models.

"Everything you need to upgrade is now combined into different packages depending on the crane model and existing equipment on the crane," says **Per Herdegård**, project manager for accessories for HIAB loader cranes.

The base unit is a "packet" containing the

V80R valve. Various model-specific "add-on packages" are then available with oil filters, oil coolers, SPACE, radio units and – when required – a transformer for conversion from 12 to 24 volts. The model-specific kits include all parts required for conversion from a manual controlled crane to a versatile remote-controlled assistant.

While the crane might not be any stronger than before, it is definitely more flexible. In order to gain access to extra lifting capacity, it is still necessary to order factory-installed equipment on new cranes. When it comes to replacing and assembling the new components, in principle anyone can do it, but since upgrades also include



adjustments to software, a certified Hiab workshop authorised to input settings into the crane computer is required.

It is also important to adjust the hydraulic system to the appropriate working pressure on the new valve and to correctly install the pressure relief valves in accordance with instructions. An oil cooler and special oil filters are also essential equipment in order for a new remote controlled crane to function properly.

"Modification kits are now available for most XS cranes with manual V80 valves, from the HIAB XS 055 to the 377. If there is sufficient customer interest, it is likely that kits will become available for converting other cranes," says Per Herdegård. ■

Text: Ulf C Nilsson

Photos: Lasse Klint



With MEWP you get "three cranes in one"

The new EN 280 standard went into effect already back in 2001, placing a whole new set of requirements on personnel baskets or Mobile Elevating Work Platforms (MEWP). Despite implementation of the standard, national special regulations have continued to exist, allowing personnel baskets to be attached to truck cranes as "temporary lifting equipment". Several nations have now adopted the standard, however, and in Sweden a total ban on certifying traditional loader cranes as lifting platforms goes into effect on July 1.

For Hiab, the new regulations are not a problem since the company has already modified the design of its HIAB XS 122, 144 and 166 cranes in accordance with the new requirements. The result is "three cranes in one."

In addition to the earlier option of utilising EN 12999 to obtain extra power with the help of electronics – which in practice means that you have access to two cranes in one – there is now also the possibility of equipping the control system with a key switch. With that activated, the crane is transformed into a MEWP, making it like having three cranes in one.

Half metre a second

The MEWP setting means that a loader crane is transformed into a machine designed for a basket lift. A significant difference resulting from MEWP is that the movement speed of the bucket is limited to a maximum of 0.5 m/sec vertically, and 0.8 m/sec horizontally.

Other requirements specified by the standard:

- Automatic horizontal leveling of the personnel basket
- Swiveling support plates on the stabiliser legs
- A signal that confirms that stabilisers are correctly extended and adjusted
- An emergency operating system shall be available should the truck experience a failure
- A special hydraulic coupling system shall be used for the pressurised pipes

MEWP classification also includes the

actual assembly on the truck and Det Norske Veritas (one of the world's leading classification societies) has formulated regulations for how assembly is to be performed. Appendix 4 of the machinery directive includes a list of "especially dangerous machinery," which includes lifting platforms together with items such as chainsaws and presses. For such machinery additional third-party approval is required.

"However, once the new machinery directive goes into effect on December 29, 2009, we will become self-certifying for personnel baskets, assuming they fulfil the harmonised EN 280 standard," says **Lars Rydahl**, who is overseeing this work at Hiab.

The HIAB XS 122 E-5 MEWP was the first model to be built and was rapidly followed by the HIAB XS 144 and the HIAB XS 166.

"Now we are busy delivering. Practically speaking, they are MEWP approved and ready to go once they are installed on a truck. In Spain, we have been especially successful from an early stage," says Lars Rydahl. Next in line for MEWP modification are the HIAB XS 244 and HIAB XS 288 cranes. ■

Text: Ulf C Nilsson
Photo: Industrias Zamarbu

For some reason, personnel baskets have been the subject of numerous special exemptions and special national regulations within the various EU countries. Now, however, the EN 280 standard is becoming widely accepted. Spain is a leader in this field, with Sweden following close behind.



Long-standing loyal business relationships are important for the family company.



Carlos de Blas and his father José who founded the family company over 30 years ago.



The treatment and recycling of waste from cities with millions of inhabitants require major investments in terms of planning and infrastructure. This also applies to Madrid, which boasts over five million inhabitants. Without Grupo de Blas, it would be impossible to imagine the treatment and recycling of materials and problem waste produced by the demolition of buildings, old household equipment and motor vehicles in the Spanish capital and economic metropolis.

The family of the company founder **José de Blas** originally had a cattle farm in the village of Leganés, south of Madrid. But the son of this farming family, José, had already become aware of the development of trade and industry and the increasing need for waste disposal. Together with his wife **Rosario**, José de Blas set up a company specialising in the collection of waste paper and cardboard, which formed the basis for the current specialist company.

From waste to reusable material

In the seventies, Spain experienced an economic boom, which brought in its wake a new approach to handling the increasing quantity of waste produced by households and industry. People recognised the value of the raw materials that the economy needed, which were contained in this waste. Waste was transformed into reusable materials.

Investments in quality

José de Blas and his wife contributed to this development and purchased a plot of land to use for storage and their first truck, a Spanish Avia, for collecting waste and reusable materials. It soon became necessary to invest in a heavier Camión (lorry) when the company expanded to include scrap iron and steel. This truck was already fitted with an HL 26 MULTILIFT hooklift and a JONSERED 900 recycling crane.

Nowadays, 50% of the activities of Grupo de Blas focus on demolition materials, in other words the recycling of construction waste. The rest consists of household equipment, such as washing machines, refrigerators and other kitchen appliances. Grupo de Blas also processes motor vehicles that have been in accidents or abandoned by their owners. Oils, greases, coolants, brake and clutch fluids, batteries and tyres are recovered from these vehicles and properly disposed of or recycled.

Long-standing loyal business relationships are obviously important for the family company. For many years, Grupo de Blas has nurtured close business links with Hiab in the course of its development and remains in direct contact with the head office in Torrejón de Ardoz near Madrid. Hiab employee José Sanchez is responsible for this business relationship. Maintenance and repair work are also conducted in Torrejón.

Grupo de Blas's most recent investments in Hiab products were a MULTILIFT hooklift and a JONSERED 1620 Z recycling crane. According to **Carlos de Blas**, "the combination of MULTILIFT hooklifts with JONSERED recycling cranes has shown itself to be versatile and ideal for our requirements. The JONSERED cranes are extremely well-suited to be used in the recycling sector with their combi-

"Grupo de Blas" was originally founded over 30 years ago on the outskirts of Madrid as a company specialising in the collection of waste paper and cardboard. Grupo de Blas has since grown into one of the outstanding recycling companies for the Madrid region.

nation of power and speed, as well as their easy operation. MULTILIFT hooklifts are especially suitable for troughs and large containers. Trucks are able to pick them up and set them down without any unnecessary stops. We are impressed by their high precision in the workplace and their reliability."

The group currently uses a total of 15 commercial vehicles, all of which are equipped with MULTILIFT hooklift upgrades, and nine are fitted with JONSERED recycling cranes. In addition, the company now has a large-scale machine park and a variety of recycling containers. Semi-trailers are used for the transport of reusable and recycling materials.

A small zoo on the company site

Whilst concentrating on the recycling and treatment business, José de Blas remains close to his roots, and his love of cattle farming. One day, this gave him the idea of setting up an enclosure on a suitable part of the company site, in which a variety of different animals can live together. Now ostriches, peacocks, ducks, hens, lambs and Percheron horses are living together in harmony. The boundary is surrounded by a charming garden. For José de Blas, this proves that it is possible for the animal and plant worlds to co-exist peacefully with modern technology. What an attractive idea! ■

Text: Gerlach Fronemann
Photos: Jonas Nordin

José de Blas follows his peacock having a meal.

Regional Manager José Sanchez acquaints himself with Grupo De Blas' pet ostrich.



When size

The demand for wall and flooring materials for housing and the growth of the plywood industry have boosted timber sales in Japan, where increases in the cost of imports have led to more competitiveness and more emphasis on domestic wood. Such cost increases in imports are caused by rising demand in China, India and the Middle Eastern countries as well as restrictions on logging in Southeast Asia. Thanks to new technology, domestic wood from thinnings is increasingly being used in place of imported wood.

The main products of the forestry industry are raw wood going to sawmills for further processing, pulp, wood chips and plywood. Pulp production volumes are at the Nordic level, and even though the Nordic countries and North America are commonly known as paper suppliers, Japan is one of the world's biggest paper manufacturers.

The most common logging method used in Japan is the cut-to-length (CTL) method in which the tree is cut to the precise length at the stump. Logs are transported from forests usually by cable, but vehicles similar to ATVs and equipped with a crane, for example, are used in mountainous areas. Vehicles on

The size of the forestry cranes used in Japan's logging industry depends on many factors.

wheels can't always handle the steep terrain.

The demand for coniferous wood from thinnings for use in the plywood industry has increased in recent years. Japan's harvest of wood for its own consumption totals over 16 million cubic meters.

Easy loading with the Z

As demand grows, logging increases and so too does the need to invest in increasingly better and more sophisticated equipment. The size of the truck and forestry crane matters when logs have to be transported from areas where big equipment just can't manoeuvre. Or when bridges and tunnels restrict the height of the vehicle and load. In Japan timber transports can be a maximum height of 3.8 metres.



The size of the truck and forestry crane matters when logs have to be transported

matters

To optimise the operational height and load volume, the most commonly used forestry cranes are the space-saving Z-mount models.

Truck-mounted LOGLIFT and JONSERED forestry cranes are used to load and transport logs to sawmills and plywood production facilities. Cranes are designed for heavy-duty use and can endure big loads and fast loading action.

When properly maintained, the lifetime of a crane can be even 10–15 years.

Cranes are selected based on vehicle weight. The trucks usually weigh around GVW22–25 tonnes, and the

top-selling forestry crane is the LOGLIFT 105 Z/ZT, thanks to its good balance between weight, lifting capacity and payload.

The outreach is certainly wide, but in Japan LOGLIFT forestry cranes are sold with a boom that is 20 centimetres shorter than elsewhere in the world. This prevents the joint of the boom from hitting the ground on steep terrain.

Comprehensive customer service

Forestry cranes are selling well in Japan, and sales of LOGLIFT and JONSERED forestry cranes are expected to parallel growth in the demand for domestic wood.

Active dealers have also contributed to the growth in sales by assisting customers in crane start-up and troubleshooting and, when necessary, even packing

up their own toolbox and spare parts and paying a visit to the end customer to help get a problem solved.

Most of Hiab's Japanese customers are small- or medium-sized companies or individuals buying the equipment mainly through truck dealers. This way the customer gets the right equipment mounted on the right truck.

Even though Hiab is already close to customers, maintenance and spare parts services that take the customers' needs into consideration will be an even bigger focus in the future. ■

Text: Compositor/Kirsi Paloheimo
Photos: Matton & Hiab





Good brewing

John Stuart, Hiab Quebec's General Manager, remembers when **Jean Guy Leroux**, then garage fleet manager at Canadian brewery Labatt, first approached him about using a more efficient solution for delivering beer to outlets in Quebec. Up to that point, most beer deliveries in other places consisted of rolling kegs off a truck and down into a cellar. Mr. Leroux asked him about the feasibility of using one of his HIAB family of cranes. The reason, they explained, was that a lot of restaurants, pubs and bars in Quebec were situated above ground level, often on the second or third floor.

Strangely, nobody had really given much thought about this alternative solution before 1994, with the possible exception of the sweating delivery personnel who were responsible for heaving the cases of beer and 50 kg kegs from ground level to the bar. Worse, many of the older buildings on the delivery runs in town did not have elevators. In some cases, remembers Mr. Stuart, the delivery personnel would even stand on top of their truck bodies and cabs, and haul the beer up that way. Mr. Stuart was happy to talk with Labatt about the possibility of using a HIAB crane for the job, and, in a joint R&D venture, helped introduce revolutionary efficiency into the daily deliveries around the province.

Labatt (and brewer Molson) has been important customers for Hiab Quebec since the early 1990s, just a few years after the company opened its doors in Quebec as a province-wide operation under Ontario-based Atlas Polar Limited. Hiab Quebec began life, quite literally, as a two-man operation (actually, one man and his secretary). Today the company has its own headquarters and works

The challenges of delivering beer are tough in Quebec, Canada's French-speaking province. With thousands of customers set wide apart and delivery points often above street level, it pays to have some efficient delivery solutions. Cheers, MOFFETT and HIAB.

through a network of 12 distributors spread across Quebec.

Labatt is part of InBev SA, one of the largest brewing groups in the world. The company brews some 60 different beers in total and has been selling beer in Quebec since 1847. Today, the brewer operates 37 distribution centres to service its 19,000 retail and on-premise customers throughout the province, mostly on a daily basis. Before the HIAB crane, that meant a lot of hard, physical work and the need for a team of three or four delivery personnel with each delivery truck. Manhandling these weights also resulted in injuries and extended bouts of sick leave. The first HIAB crane – a HIAB 160 – would change all that.

Logistics revolution

Another Hiab product, the MOFFETT truck-mounted forklift, would also play its part in the logistics revolution. "By 1996 we had sold several crane solutions to Labatt, and we were also beginning to interest them in the benefits of the MOFFETT", recalls Mr. Stuart. "They saw that if they could get a nice little forklift and tuck it behind the

delivery vehicle, then the delivery personnel would have their own little forklift every time they went out on a job."

Traditionally in Canada, delivery trucks had a series of doors on either side of the ve-

When delivery points often are above street level, it pays to have some efficient delivery solutions.

hicle body. Behind each door was a stock of a particular product, and each order was put together by going from door to door to fulfil the customers requirement, and then carried from the truck to the premises. This time-consuming method was abandoned when Labatt decided to go with palletised customer orders, with everything the customer required in one pallet. For this type of delivery, the

things



Moffett has proven to be perfect for pallet deliveries when all the goods ordered by the customer are loaded on a single pallet.

MOFFETT was perfect. It also meant that delivery vehicles could be efficiently crewed by a single person – another boost in efficiency.

“We started ordering MOFFETT 1201s in 1996”, says **Serge Valiquette**, Chief Service Manager for Labatt in Quebec. “That was superseded by the 1501, and today, we run a fleet of 53 3-wheel drive MOFFETT M2003s. We usually use them when we have to deliver to tight spaces where we can’t get a truck. The MOFFETT is compact, it’s efficient and it cuts down on work-related accidents and strain – and that’s important to us.”

The 3-wheel drive offers a significant performance factor in the cold weather of the region – the first 1201s were only single-wheel drive. It was Molson who first saw the advantage of the 3-wheel drive system in 1998, and now has a fleet of around 120 MOFFETTs. Yet both Labatt and Molson vehicle specifiers are happy with the MOFFETT solution, and both are happy to talk about new solutions with John Stuart at Hiab Quebec. Hiab organises some of the servicing, while the customers undertake some of it on their own.

“What’s special about Quebec, as opposed to the rest of Canada, is the combination of tens of thousands of delivery points that the two companies each hold, most of which have to be serviced every day”, says Mr. Stuart. “In this respect, the MOFFETT and the HIAB crane are absolutely invaluable.” ■

Text: Graeme Forster

Photos: Steve Parr



South America is a world of its own. Hiab dealers in Peru and Colombia shed light on how the local flavour has to be taken into consideration in the business.



South



A lively building industry, particularly the construction of power and telephone lines and roadways, brings customers to Malvex.

"Everything definitely seems to take longer here than what I'm accustomed to. Working here is exciting because new and surprising things happen all the time", **Bengt Kindgren** gives a laugh when asked his perspective of Colombia. The cultural differences compared to Europe are still fresh for Kindgren who returned to Colombia after spending seven years in Sweden. He has been Managing Director of Nike Colombiana in Bogota for just two years.

"Today's situation is by no means any indication of how the country or even our own business will be doing next year. After all, we are in South America", says Malvex Managing Director **Kjell Malmström**. He speaks from experience: he's been doing business in Peru since 1970. Malvex has 60 employees and besides Hiab represents also the following brands: Linde, Dolmar and Stocka.

Malvex has close relations with customers

Kjell Malmström points out that even though Peru is a big country, its markets for load handling equipment are still rather small in comparison with the European market. With Malmström at the helm, Malvex has been a Hiab distributor since 1970. These days the company mostly sells HIAB loader cranes (30-50 per year), occasionally also other Hiab's products. "Hiab is the market leader in Peru. The brand has a good reputation, but competition keeps us developing our competence", Malmström says.

A lively building industry, particularly the construction of power and telephone lines and roadways, brings customers to Malvex. And there's a demand for Hiab equipment



also in the fuel and gas industry.

Over the course of his long career in Peru, Malmström's has picked up a lot of customer contacts. The importance of these is emphasised in the local culture. "Here in Peru sales are very much based on personal interaction with the customer. Customer relations are valuable, and at Malvex we are in close contact with our customers."

Pioneering work from Nike Colombiana

The load handling equipment markets in Colombia, too, are still largely undeveloped. Headed by Bengt Kindgren, Nike Colombiana employs 31 people in Bogota and has been a Hiab distributor for over 25 years.

Nike Colombiana does a lot of leg work to assure customers of the benefits of the equipment before they actually buy. The work has paid off. "A significant share of our customers in recent years were purchasing their first Hiab equipment", Kindgren says.

At the moment Nike Colombiana's range of products includes HIAB loader cranes and ZEPRO tail lifts, but it has also sold MOFFETT truck-mounted forklifts. HIAB is the market leader in loader cranes. Kindgren explains the product portfolio with Nike Colombiana's customer base, a significant part of which operates in the construction sector. Hiab's products are also used in the rapidly

America

is like no other

- ▶ growing area of palm oil production and in the oil industry and agriculture.

Reliability is a must

South America is often referred to as one area. However, when listening to Kjell Malmström and Bengt Kindgren it is clear that Peru and Colombia are countries rich with cultural differences. "Colombia is two-and-a-half times bigger than Sweden", Bengt Kindgren remarks on the size of the country of 45 million residents, and continues: "The country is so diverse: You can find mountains, deserts and jungles in Colombia."

The countries and the conditions may change, but Hiab's selling points remain the same. Number one on the list for buyers in Peru and Colombia isn't the product's latest innovations, like basic models with basic functions. Reliability comes first. Whether used in the desert in Peru or the jungle in Colombia, Hiab quality has proved itself. Malmström says that every bit of

life is squeezed out of the equipment used in Peru. "Taxation significantly increases the prices of Hiab's products here. When a customer buys a product, he wants to use it for many years to come. We have seven men working in the service department. They even service loader cranes that are 35 years old (e.g. models 245, 550 and 950) and still in full-time use", Malmström says, noting that Malvex carries the spare parts for these cranes.

"When a customer buys a Hiab, he can be sure that the deal will go smoothly. Our trained personnel are there to

support him all the way", Malmström continues. The long distances, however, can be a challenge to the service department.

"When requested, our service technicians will go to the location, but travel can take a long time", Kindgren notes.

He admits that Hiab equipment is not necessarily the cheapest, not even in Colombia. "But, we also explain to our customers that the cheapest option isn't always the most economical when considering the product's entire life cycle. And they seem to be understanding this issue more and more", Kindgren says.

Growth on the horizon – maybe

Unemployment rates in Peru and Colombia have kept salaries in check, but they are keeping up with the positive trends in the economy. Higher incomes, in turn, boost sales of load handling equipment.

"For Malvex's customers, it is important that the load handling equipment can reduce their labour costs. Our customers also value the fact that loading and unloading is safe and self-sufficient", Malmström says.

Both countries have a bright economic outlook at the moment, so demand also in load handling equipment is predicted to grow. "We expect double-digit growth in our business, but, then again, this is South America. You never know what will happen tomorrow; sometimes we have an idea of what's happening today", Bengt Kindgren laughs. ■

Text: Compositor/Sami Laakso

Photos: Bengt Kindgren & Isamel Benique

A significant part of Nike Colombiana's customer base operates in the construction sector.

Giving

AGA's Distribution Manager Teijo Syrjälä (left) and transport enterprisers Seppo Huhta and Jussi Pullinen.

Some 60 kilometres north of Helsinki, in Riihimäki, is one of Aga Oy's 120 sales sites in Finland. And that's where you'll find that MOFFETT truck-mounted forklifts have started gaining ground in the gas cylinder transport business.

Aga is part of The Linde Group, one of the world's leading industrial gas companies. The company has about 360 employees in Finland. Aga's customer base is very broad, ranging from amateur welders to the chemical industry and medical centres.

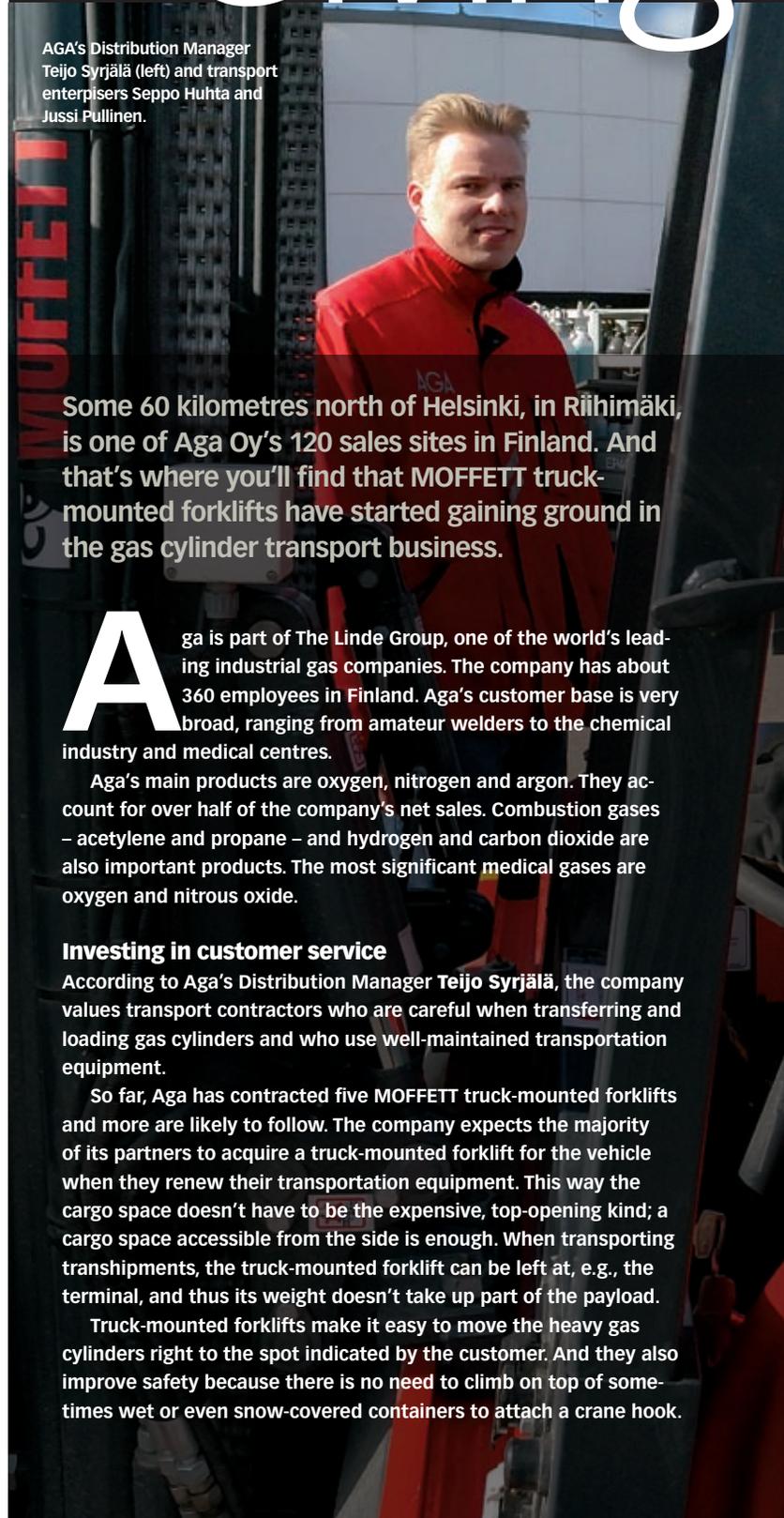
Aga's main products are oxygen, nitrogen and argon. They account for over half of the company's net sales. Combustion gases – acetylene and propane – and hydrogen and carbon dioxide are also important products. The most significant medical gases are oxygen and nitrous oxide.

Investing in customer service

According to Aga's Distribution Manager Teijo Syrjälä, the company values transport contractors who are careful when transferring and loading gas cylinders and who use well-maintained transportation equipment.

So far, Aga has contracted five MOFFETT truck-mounted forklifts and more are likely to follow. The company expects the majority of its partners to acquire a truck-mounted forklift for the vehicle when they renew their transportation equipment. This way the cargo space doesn't have to be the expensive, top-opening kind; a cargo space accessible from the side is enough. When transporting transhipments, the truck-mounted forklift can be left at, e.g., the terminal, and thus its weight doesn't take up part of the payload.

Truck-mounted forklifts make it easy to move the heavy gas cylinders right to the spot indicated by the customer. And they also improve safety because there is no need to climb on top of sometimes wet or even snow-covered containers to attach a crane hook.



gas a lift



Summer or winter

Drivers were initially sceptical. How would the equipment fare in the cold, northern climate? After the first winter in use at the Oulu-based S. Huhta Oy transportation company, owner **Seppo Huhta** says that the MOFFETT does fine.

"There wasn't any weather that brought the MOFFETT to a standstill." Huhta admits that before purchasing the MOFFETT, he, too, wondered about its ability to operate in the winter.

"But I no longer have any doubts! Now if I could just get a heated seat for it!"

Out in Aga's yard we also meet trans-

port contractor **Jussi Pullinen**; he's using a MOFFETT to load the next day's payload. He has been using Hiab Oy Finland's test forklift, and his experiences have been so good that he has already placed an order for his own MOFFETT. He'll get his new four-way forklift in May.

Risto Lauttamus uses a HIAB 377 HiPro loader crane to load big, heavy gas cylinders into a vehicle owned by **Timo Alastalo's** transportation company. Hoisting loads like these requires equipment with a bigger capacity, and HIAB fits the bill. Lauttamus praises the very precise function of HIAB's

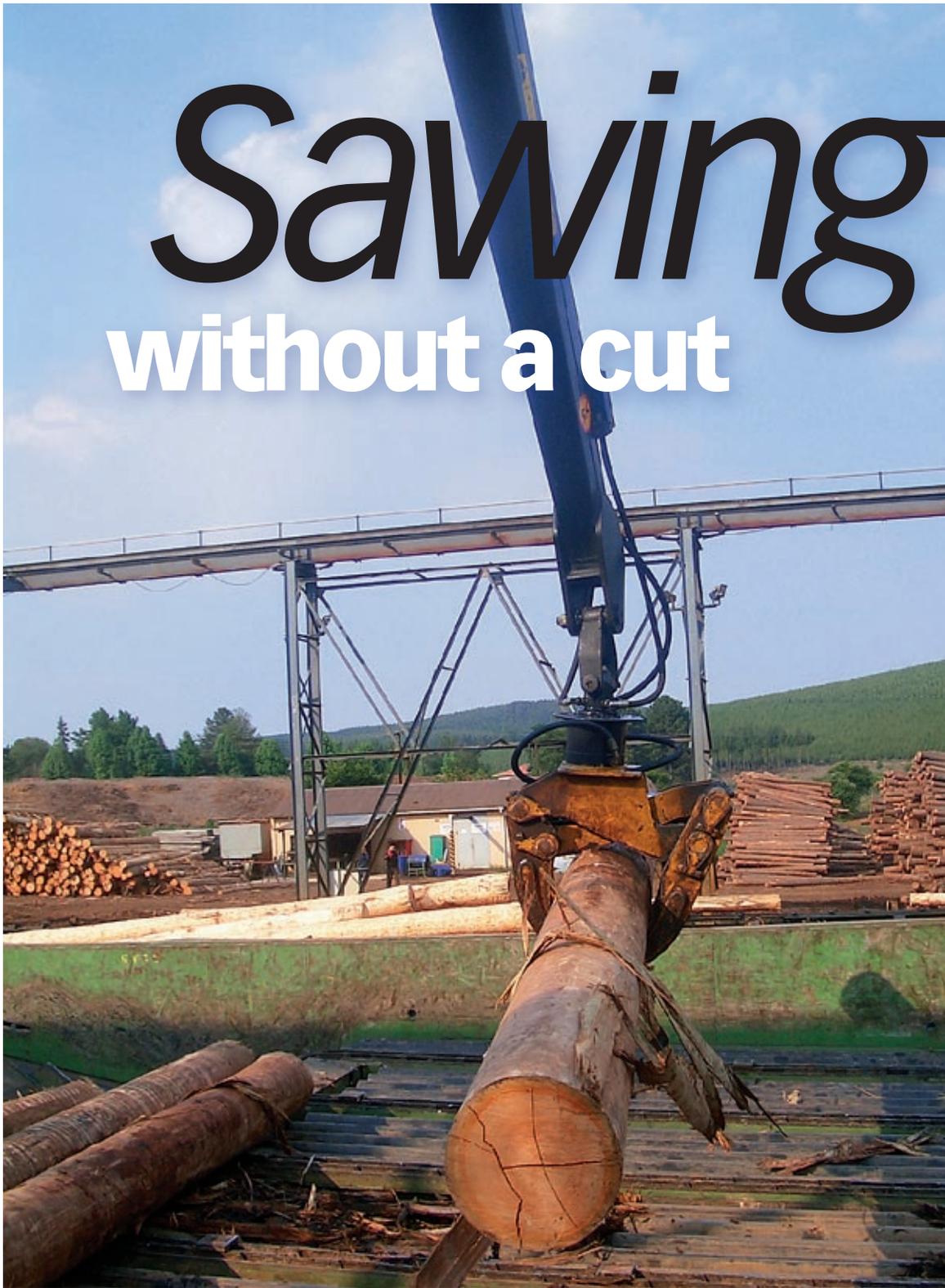
remote control. It enables millimetre precision placement of big, heavy loads, and you can be a safe distance away from the load being hoisted.

...Quickly loaded, oxygen and gas cylinders are on their way to the customer! ■

Text: Hilikka Perttilä
Photos: Amigos Media

P.S. Did you know that oxygen is a necessity for life and there must be at least 16 percent oxygen in the air to sustain life. The sky looks blue because the gas molecules in the air scatter blue light more than other colours. So the sky appears blue against otherwise black space.

Sawing without a cut



FRONTRUNNER IN FORESTRY

Hans Merensky Group is a pioneer in South Africa's wood processing industry. The founder of the company, Hans Merensky, firmly believed that eucalyptus, indigenous to Australia, would grow in southern Africa. In 1929 he selected two out of hundreds of eucalyptus species and started cultivating them.

The trees have grown many rings since those days. Hans Merensky Group has evolved into South Africa's biggest sawmilling industry with five big sawmills around the country.

Also eucalyptus farming has become a significant production sector in South Africa. Eucalyptus has a wide range of applications and is well-suited for construction and as a raw material for the carpentry industry.

The action at the Tweefontein sawmill in South Africa is virtually non-stop. Every day the sawmill processes 50 truck loads of raw wood for domestic and export markets.

The Hans Merensky Group's Tweefontein sawmill is an exceptional facility because it uses both pine and eucalyptus as raw materials. Two thirds of the logs processed at the sawmill are pine and one third eucalyptus. Logs are acquired within a 250-kilometre-radius and transported from the forest by truck

because there is no railroad network.

There is plenty of traffic at the gates of the Tweefontein sawmill. The mill processes 1,400–1,600 tonnes of wood a day, which means about 50 truck loads. About a third of the sawmill's output is exported to places like Indonesia and Malaysia.

It is imperative for the mill's operations

Climate change is real

In March 2007 the European Council approved an energy strategy action plan proposed by the European Union in January. The energy strategy aims to curb climate change by reducing carbon dioxide emissions and increasing energy efficiency.

The action plan lists measures to achieve the goals. The aim is to make energy use more efficient and to adopt renewable energy sources for fuel production in addition to reducing car and air traffic.

Actions to curb climate change have been launched also outside Europe. The global climate policy is based on the United Nations Framework Convention on Climate Change and the supplementing Kyoto Protocol negotiated in 1997.

As a result of the growing number of cars and other means of transport, transportation's energy consumption is expected to grow by as much as 1.5 per cent by 2030. The International Energy Agency (IEA) is actively promoting the use of alternative fuels in transportation. As the number of vehicles increases, fuels produced from renewable energy sources are also part of the European Union's action plan as a future option for reducing carbon dioxide emissions.

Source: IEA and AMFI (Advanced Motor Fuels)

that the logistics chain from the forest logging site to the transporting of finished lumber from the mill runs smoothly. To ensure uninterrupted production, the Tweefontein sawmill invested in a JONSERED 1220 forestry crane for permanent installation on the saw line.

Years of experience

The crane ensures a constant flow of logs into the sawing process. The crane is used 18 hours a day and can help clear jams on the saw line when the logs become a tangled mess. The forestry crane's powerful grapple comes to the rescue also when a log is advancing wrong-end-first along the conveyor belt.

The JONSERED 1220 was a natural choice for the Tweefontein sawmill. The company has had an active relationship with Hiab's forestry crane importer for two decades. The importer of JONSERED cranes in South Africa is Bowman Cranes.

The cooperation has given the Tweefontein sawmill a lot of experience with Hiab quality.

The sawmill is still fully utilising forestry cranes that were delivered from Loglift Jonsered's Salo factory in Finland 13 years ago. The proper use has ensured the reliable operation of the cranes. The sawmill's own workshop has handled the maintenance and servicing of the cranes, with spare parts purchased from the importer. ■

Text: Compositor/Sami Laakso

Photos: Jukka Vanhanen & Marko Oikarainen

HIAB SALES COMPANIES IN AUSTRALIA AND FOUR MORE EAST EUROPEAN COUNTRIES

Hiab has acquired the majority shareholding in its importer BG Crane, the leading supplier of load handling equipment and services in Australia. BG Crane has long been an important partner for Hiab in the Australian markets. Hiab's new sales company is called Hiab Australia Pty. Ltd., and Bob Davis will continue as Managing Director.

Hiab Australia Pty. Ltd. has a strong position as a supplier of load handling solutions and the related installation and maintenance services in Australia. The company has about one hundred employees in six locations, and net sales in 2006 totalled about EUR 20 million.

Hiab has also acquired from Friedrich Berger, its significant Austrian retailer, the sales, maintenance and installation operations in four East European countries: Croatia, Czech Republic, Hungary and Slovakia. The deal consists of seven sales and maintenance/installation facilities, which reported net sales totalling about EUR 16 million in 2006. They employ some 85 people. Andrzej Wieclaw is responsible for these new Hiab companies. He is also Managing Director of Hiab company in Poland.

The new East European subsidiaries – Hiab d.o.o. in Croatia, Hiab s.r.o. in the Czech Republic, Hiab Kft. in Hungary and Hiab spol s.r.o. in Slovakia – represent a wide range of Hiab products in these countries which are seen as future growth markets. With this acquisition Hiab strengthens its footprint in the emerging markets.

Already a million euros for the Baltic Sea

Globally operating Cargotec and its subsidiaries Hiab, Kalmar and MacGREGOR want to invest in environmental conservation in all their market areas. The first environmental support targets a Baltic Sea project.

The Baltic Sea has long been one of Northern Europe's most important transportation routes. And the freight and passenger traffic criss-crossing the area is expected to grow even more in the upcoming years.

The Baltic is the world's most polluted sea. Its biggest problem is the eutrophication caused by phosphorus discharges into the water. Hiab's parent company Cargotec is a sponsor of a Baltic Sea conservation project and has already collected over one million euros to protect the sea.

The funds collected are used to increase and advance the chemical removal of phosphorus at St. Petersburg wastewater treatment plants. This is a quick and cost-effective method to reduce the eutrophication caused by phosphorus and nitrogen and to promote recovery of the area's flora and nature.

Further information: www.cleanbalticsea.com

Making pole position

In the exciting world of Formula 1, communication is everything. This is why a leading F1 race team decided to amalgamate its previous two motorhomes into a single super-sized mobile unit. It would strengthen the team's ability to work together, streamline communications and increase efficiency.

Transporting Formula 1 hospitality and media facilities around the globe and then housing them trackside is no small task. Several temporary paddock units are needed to accommodate the manpower, catering, audio visual, IT and communications as well as VIP areas, press rooms and dining facilities.

The new motorhome, designed by Procar International – is made up of large modules that weigh approximately 8,000 kilos. That's four main

stacking modules, with a roof terrace weighing 5,500 kilos and a service trailer at 22,000 kilos.

Right from the beginning, however, the issue of how to transport and erect such a vast structure was critical to the project's success.

"We needed a premium brand crane with a sophisticated control system – one that would allow us to transport and position the finished unit at slow speed, smoothly and with the utmost accuracy. Any risk of damage to the structure was simply not an option," as Jon Williams of Procar International explains.

"Only one could match our specific lift capacity requirements, the HIAB XS 800 crane. It was the perfect fit."



HIAB crane provides fast-paced Formula 1 with a steady hand.

Worth its weight

The whole motorhome complex is 11.1 metres wide and 14 metres deep. Launched for the first time at the Spanish Grand Prix in May, to all intents and purposes it looks like a permanent structure.

Designed to be portable yet solid, the ground floor is dedicated to the media, with a central dining and press conference area comprising three offices down the side in one module, one for the press officer, a general office and a photographers' office.

The upper deck is for Team Guests, again with an open seating area in the middle and a VIP meeting room. A roof terrace provides 360 degree viewing, accessible from stairs in the right-hand module.

Across the back is a service trailer which also houses the generator, water, gas, air conditioning and other services.

Once delivered to the race circuit, the HIAB XS 800 crane is used to lift each module and position them carefully into place. The crane has proved to be an incredibly versatile and indispensable piece of equipment.

"With the HIAB XS 800 it takes just one day to put up the basic structure, and one more day to fit it out," said Jon.

"The crane and control system enables us to maintain the guiding principle of increased efficiency – something that is at the heart of every F1 race team." ■

Text: Jo Dennis

Photos: Procar International Ltd. & Stockxpert

