

Hiab method

CUSTOMER MAGAZINE 2/2012

Hiab cranes help
drive the mining
business
in Australia **30**



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heavy lifting look easy

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cooperation in Italy

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The strong and long history of Hiab solutions

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Foreword



Golden partnerships

We have been through a lot with our customers. Some have been with us for more than 50 years. If it were a marriage, we would be celebrating our golden anniversary.

That means that we have been through the building of the Berlin Wall and the demolition of the wall. We have seen the invention of the audio cassette, BASIC computer language, CDs, contact lenses, microprocessors, videocassettes, Post-It notes, laser printer, car phone, cell phone, Prozac, HDTV, the World Wide Web, Segway, iPhone, tablets, Google, YouTube.

And now we tweet about what we just posted on Facebook.

Just as the world around us has changed, so has our offering. We have seen our patented and, moreover, the world's first knuckleboom cranes and demountable system in Cablelift. We have developed the electronical supervision of loader cranes and the TimberTronics control systems for forestry cranes. There has been VSL – a forerunner in crane safety and stability, the world's first remote control for the mounting/dismounting of truck-mounted forklift, as well as the first Lithium ion powered truck-mounted forklift. And we have just entered the Pro Future™ era representing our energy and environment efficient hooklifts.

A few things have been constant during that time. One is the relationships built on trust.

Hiab was founded on customer needs. We have the tradition and the experience with working with our customers, finding solutions to their real needs. We aim to become the leading player in the on-road load handling sector in terms of customer satisfaction and the question we should all be asking ourselves every day is – how does my work help our customers. That never changes.

Axel Leijonhufvud
Head of Load Handling Business Area



Hiab is the global market leading brand in on-road load handling solutions. The offering includes Hiab loader cranes, Hiab Loglift and Hiab Jonsered forestry and recycling cranes, Hiab Multilift demountable systems, Zepro, Waltco, Focolift and Del tail lifts and Hiab Moffett and Princeton PiggyBack® truck-mounted forklifts.



CARGOTEC

 **HIAB**



 **KALMAR**



 **MACGREGOR**



Cargotec improves the efficiency of cargo flows on land and at sea – wherever cargo is on the move.

Cargotec's daughter brands, Hiab, Kalmar and MacGregor, are recognised leaders in cargo and load-handling solutions around the world.

Cargotec's global network is positioned close to its customers and offers extensive services that ensure the continuous, reliable and sustainable performance of equipment.

The company employs approximately 10,500 people.

www.cargotec.com

Key figures	Q1-Q2/2012	Q1-Q2/2011	2011
Orders received, MEUR	1,629	1,580	3,233
Order book, MEUR	2,413	2,306	2,426
Sales, MEUR	1,643	1,558	3,139
Operating profit, MEUR	78.7	104.6	207.0
Operating profit margin, %	4.8	6.7	6.6
Cash flow from operations, MEUR	-27.8	71.6	166.3
Interest-bearing net debt, MEUR	497	335	299
Earnings per share, EUR	0.90	1.28	2.42

360°

New cabin with user-friendly TimberTronics

Cargotec's new, more spacious version of the Hiab cabin C912 offers a wider-than-ever view and greater user comfort. Cargotec is also offering a new option, the TimberTronics control system featuring integrated weighing and faster troubleshooting, as well as use of customised operator profiles. The new products are available for Hiab Loglift and Hiab Jonsered forestry cranes.

The improved version of the Hiab cabin C912 is designed with user friendliness as a top priority. The new cabin is more spacious than earlier models and has very large windows that give the crane driver a clear, unimpeded view in all directions when loading. The driver can quickly spot where to put the load, which saves time on every cycle. Better visibility means better safety, too: approaching traffic is easier to see. In all, the Hiab cabin C912 enhances the efficiency of the loading process.

"There is plenty of room in this cabin and I have a tremendous view of the entire working area. Also, the seat is really comfortable and the controls are easy to reach," says **Ismo Viitanen**, one of the field

test drivers and owner of transport company P.O. Viitanen Ky in Finland.

The service staff appreciates the easy access to the cabin's hydraulic valves and hoses. This speeds up maintenance procedures and further reduces downtime.

The TimberTronics electronic control system further enhances the user friendliness of the cabin and brings a number of improvements for those who opt for electronic control. It is now possible to adjust the various hydraulic actions to each operator's own driving style. For example, the operator can reduce the initial slewing rate or choose whether the booms are extended faster than they are retracted. Adjustments are made with a few key presses on the display mounted in the cabin. If several operators use the same crane, TimberTronics lets each driver create their own user profile, save the settings and operate the crane according to their own personal preferences.

Another new feature is troubleshooting. If a problem arises, the service staff can simply plug in a PC and run the fault



diagnosis software. The control system now also provides integrated weighing, allowing the operator to see how heavy the load being handled is at any time.

The control valve inlet also has an integrated selector for fixed or variable displacement pumps, which makes it easy to use the crane on a variety of vehicles.



The new cabin is more spacious than earlier models and has very large windows that give the crane driver a clear, unimpeded view in all directions when loading.



Many people tried moving a pile of kerbstones both quickly and economically. A glass bottle labelled with half-litre gradations stood in for the diesel tank.

Focus on energy at Elmia Lastbil 2012

Fuel economy was top of the agenda when Cargotec held a reception at its stand at the Elmia Lastbil 2012 exhibition for 120 invited customers from all over Sweden. It was a popular event, not least because of the appearance of Swedish rally queen **Tina Thörner**, who pointed out that fuel economy was a low priority in the events she had competed in over the years. “It’s more about driving so it smokes!”

Hiab Loader Cranes’ product manager **Bengt Söderholm** opened the meeting by showing how drivers can save a lot of money by reducing their fuel consumption with the help of a variable pump.

“With a 166 HiPro crane in normal use, such as an intensive scoop operation for several hours a day, the savings run to roughly

2,900 euros a year! By choosing a variable pump you get a return on your investment in under a year.”

Söderholm explained why it requires energy when you use the crane and what pressure and flow mean for running costs. Driving style is a major factor, and those with a competitive bent could test this for themselves at the Cargotec stand. Under the watchful eye of service team leader, **Torgny Magnusson**, visitors had to move a load both economically and quickly. There was a difference of up to half a litre between different driving styles just in the few minutes they operated.

Overall, the exhibition attracted just over 38,000 visitors and the Cargotec stand, where the new Hiab Multilift XR18SL ProFuture and the new Hiab cabin with the new TimberTronics control system made their debut, was full most of the time.

Global resources meet local needs

“Tall trees do not grow from the top down but from the roots up! Success at a global level comes from building on success at a local level,” says **Ismo Leppänen**, Cargotec’s UK Managing Director.

Nowhere is this better exemplified than by the experience of the UK-based Tudor Griffiths Group, itself a prime example of successful organic growth. From humble beginnings in the 1870s, Tudor Griffiths has expanded steadily to become the leading supplier of building materials and associated services in the region of North Shropshire in the west of England. With a portfolio that includes quarrying, aggregates, ready-mixed concrete, waste recycling, electrical contracting, farming, fishing, leisure and conservation, the group is currently managed by the fifth generation of the Griffiths family.

A fleet of some 200 vehicles includes concrete mixers, tipper lorries, lorry-mounted cranes, skip handling vehicles and lorry-mounted forklifts, plus assorted vans, cars and a mobile plant.



“All our on-truck load handling solutions come from the Hiab stable: we use Hiab lorry-mounted cranes, Hiab Multilift cable-lift and hook-lift container handling systems, as well as the Hiab Moffett truck-mounted forklift,” says Group Transport Manager **Jamie Jones**. “To us it is important that our equipment is available 24/7, which means we need the reliability of household-name equipment backed by the resources of a large organisation, which Hiab undoubtedly is.”

However, the features and safety of the equipment are also vital factors in the constant quest to hold the leading market position. “TG Group decided on Hiab for a number of reasons,” Jones says. “One factor was the close proximity of the local depot which is just down the road. Also the safety features are the best we have seen – and when we took into account price, proven service and an excellent working relationship (we bought our first Hiab crane back in 1980), the decision to stay with Hiab was almost a formality.”

360°

Major landmark at the Dundalk plant

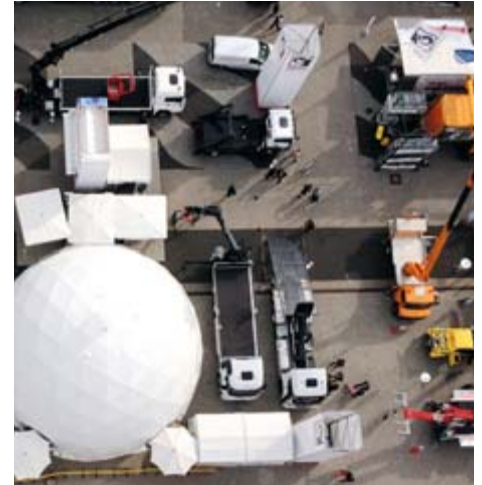
In September 2012, the 50,000th truck-mounted forklift rolled off the assembly line at Dundalk-based Cargotec Ireland, representing a significant production landmark for Cargotec.

Since its invention more than 40 years ago, the Hiab Moffett truck-mounted forklift has become a byword for innovation in transportation, enabling faster deliveries and safer carriage of goods to companies worldwide. The off-road capabilities of these forklifts, in particular, are a unique feature and a key differentiator for the companies who use them.

The Dundalk plant is Cargotec's centre of excellence for truck-mounted forklift research, development and production, producing machines that are exported to more than 35 countries. "Cargotec truck-mounted forklifts are renowned for their advanced technology, quality and

reliability," explains **Michael O'Reilly**, Product Manager, Hiab Moffett truck-mounted forklifts. "Our extensive range offers machines to suit all application requirements."

"Cargotec Ireland's position as a leader in truck-mounted forklift technology is in no small part down to the people who work there," he adds. "Talented engineers and a committed workforce have helped to develop a product that is unique and constantly developing with the changing requirements of our customers. The production of the 50,000th truck-mounted forklift is an impressive achievement, which would not have been possible without the expertise and commitment of everybody who has contributed since the first truck-mounted forklift was produced in 1967", O'Reilly says.



Success in Germany

Cargotec Germany GmbH took part in the 64th IAA Commercial Vehicles exhibition in Hannover in September 2012. The IAA is the world's leading trade fair for mobility, transportation and logistics and draws in nearly all suppliers and manufacturers. It is the world's only mobility fair which represents the whole of the commercial vehicle industry encompassing the entire value-added chain and providing the best conditions for good business.

"Cargotec is the pioneering company that invented modern load handling equipment," says Thomas Koskima, Area Director Central Europe, Cargotec Germany GmbH. "The visitors of Future Dome could see that we are also the future of load handling. Our products generate the best customer value in terms of efficiency and safety while being environmentally friendly. As an example, in IAA we previewed the first electronic forklift in the market, the Hiab Moffett E2."

"I can position the vehicle exactly the way I want to, to make sure that I can reach what I need to reach."



Heavy lifting made to look easy

Demand for a crane-basket combination surprises the Swedish city of Örebro.

TEXT Risto Pakarinen PHOTOS Cargotec

Sebastian Söderlund has quickly become one of the most popular crane operators in Örebro, Sweden. Not only is he good at what he does, but he is also behind the wheel of a truck equipped with a Hiab HiPro crane and the MEWP, Hiab Mobile Elevating Work Platform.

In Örebro, a city with a population of some 110,000 and a two-hour drive west of the capital, Stockholm, there is a surprisingly high demand for a personnel basket; in fact, more than the city's technical department had expected when they decided to acquire a Hiab HiPro loader crane with a MEWP last August.

"We have different kinds of assignments all the time, from setting up signs to helping out at a construction site to jobs in city parks," says Söderlund.

"The MEWP system gives us a lot more flexibility than renting a skylift would. I'm out driving anyway, and if it's really urgent, I can get to the site in ten to fifteen minutes. It makes me sought after, and that's just great," he adds.

Flexibility is key

Söderlund's Hiab XS 144 crane reaches 14 metres, while the XS 166 reaches up to 20 meters at a boom angle of 70 degrees. This means that one minute you can deliver

heavy loads far out and the next you can do maintenance work 20 metres up in the air.

The MEWP is not new. It has been around for a few years, and, in fact, Örebro had the previous version, so

they knew what to expect and what they would be getting.

"This is a new model, though. It is an updated and improved version of the previous one and it is fully automated," says Söderlund.

The cranes fully comply with the EN 12999 standard used for loader cranes. The safety requirements for the basket are set by EN 280. Cargotec also uses external auditors to ensure the quality of its operations.

"A typical customer is an entrepreneur who's looking to add more flexibility to his operations," says **Bengt Söderholm**, Product Manager at Cargotec Sweden.

"For them, a personnel basket is a great addition. They're often smaller companies but even a bigger fleet would benefit from having a truck equipped with the MEWP," he adds.

Safety is paramount

The switch from crane mode to MEWP mode is easy. It's just a flick of, well, a switch. A simple turn of a key does the trick. ▶



“The operator must feel that everything is operating safely at all times.”

“I have a special manual key that I use to switch from crane mode to MEWP mode,” says Söderlund.

A Hiab HiPro crane is still a crane, first and foremost, and it’s optimised for that. But when it switches over and becomes a mobile elevating work platform, certain changes occur.

“When used in the MEWP mode, the normal crane speed is reduced and the crane moves at a vertical speed of 0.4 meters per second, the maximum speed allowed by EN280,” says Söderholm.

“The operator must feel that everything is operating safely at all times,” he adds.

And because safety is so important, the MEWP has been designed with that in mind. The solution includes an automatic horizontal leveling of the basket, external safety rails to protect it from crushing, a battery charger and a back-up battery mounted in the basket, vertical

and rotational speed controls, and a separate pushbutton emergency stop in the personnel basket.

“The basket mustn’t tilt more than five degrees, according to regulations, and everything’s fully automatic,” says Söderholm.

Pump it down

Also, the MEWP has a system ensuring that stabilizers and stabilizer extensions are fully extended and in the right position. It has swiveling support plates on the stabilizers for maximum ground contact, and an emergency lowering facility and a manual emergency pump in case of, for instance, a loss in power.

The HiPro remote control system enables the operator to choose a position with a good overview for managing on- or offloading securely.

“I can position the vehicle exactly the way I want to, to make sure that I can reach what I need to reach,” says Söderlund.

“And should the vehicle run out of

power or something else unexpected happens, I can always lower the basket manually by pumping it down. It’s never happened to me, though,” he adds.

Easy does it

While Söderlund mostly operates the crane and the vehicle on his own, the personnel basket itself is designed for two people and their tools.

“A carpenter or an electrician, or any construction company, would have to book a personnel lift in advance and then have it driven there and back. But if you have somebody like me, and I happen to have a little extra time, I can easily come and do the lifting,” he says, adding that the city of Örebro has more assignments for the MEWP than they had originally anticipated.

“People simply see me driving around the city and they see how easy the crane and the basket are to use,” he says.

That makes Söderholm happy.

“That’s exactly what we strive for,” he says. ■



What is new about the MEWP?



TEXT: Johanna Kippo

➤ Transgruma is a Madrid-based Spanish family company specialising in crane rental services. As Spain struggles with a severe economic crisis and large parts of the construction sector go bust, the company under the leadership of **Ismael Aguado Esposito** is looking to offer a wider range of crane services to attract new clients. To that end Transgruma has added two Hiab XS MEWP cranes to its fleet.

Why the Hiab MEWP crane?

We wanted to be able to offer a multifunctional service in response to our clients' needs. Our clients no longer come as extensively from industry and construction as earlier, so we are now offering cranes that can, for instance, be used to install glass windows, streetlights and power lines.

What are the major benefits?

We see safety as a major asset for our business. Since still today many crane rental services in Spain do not follow European safety regulations, we wanted to be able to offer equipment that could handle any emergency situation and rescue a machine operator under any circumstances. Hiab gives us this functionality and puts us among the leaders in offering this kind of basket to our clients.

What is new and unique?

We are unmatched in providing safety and a greater range of emergency functions that include a lowering facility, a manual pump, and an improved stabilising system. The emergency stop in the basket is a vital component in stopping the machine instantly if there is sudden movement or other dangerous situations. It also features an automated horizontal leveller for the basket that is easier to operate than a manual system.

How does the Hiab XS MEWP improve safety?

It is a more suitable crane for elevating workers and it comes equipped with a speed control for the basket. This safety feature corrects human errors in acceleration by setting the speed limit at 0.4 metres per second and stops sudden movements that could destabilise the crane and endanger the operator.

When is the Hiab the ideal choice?

The Hiab XS MEWP is ideal for use in industry, construction and maintenance, such as the installation and maintenance of power and communication lines and bridge inspections. It would also be an excellent choice in areas as far-flung as erecting stands for sports events and restoring historical buildings.

Cargotec's sophisticated HiPro and MEWP systems now expand flexibility and functionality to light range cranes. This is the answer to a small but significant segment of customers who have been waiting for just this sort of application.

HiPro and MEWP for light range cranes

When Cargotec launched the Hiab Mobile Elevating Work Platform (MEWP) a few years ago, it was aimed at customers using mid-capacity range cranes that also had the HiPro system.

"A typical MEWP customer is an entrepreneur who's looking to add more flexibility to his operations. They're often smaller companies, but even a bigger fleet would benefit from having a truck equipped with the MEWP," says **Bengt Söderholm**, Product Manager at Cargotec Sweden.

"The HiPro feel is about speed, precision and smooth control. Already at the start of the decade we were able to give customers a 'complete' crane that offered the lot. We named it the HiPro, and it became a smash hit."

Unfortunately for the users of the Hiab XS 077-099 cranes, those models had neither HiPro nor MEWP.

More capacity, more precision

Hiab is now introducing its new MEWP solution for the light crane sector, Hiab cranes XS 077 through XS 111.

"In the past, the most sophisticated system we could offer for the light cranes was the HiDuo, but now we changed the control system and the electronics and we have upgraded the XS 077 to 099 cranes to HiPro," says **Johan Dunnink**, Product Manager of Hiab light range cranes.

"That gives them a greater capacity and more

precision, and it gives the customers an opportunity to use MEWP as an extra application,” he adds.

The cranes fully comply with the EN 12999 standard used for loader cranes.

The MEWP includes an automatic horizontal leveling of the basket, external safety rails to protect it from crushing, a battery charger and a back-up battery mounted in the basket, vertical and rotational speed controls, and a separate pushbutton emergency stop in the personnel basket.

It also has a system ensuring that stabilizers and stabilizer extensions are fully extended and in the correct position. It has swiveling support plates on the stabilizers for maximum ground contact and an emergency lowering facility and a manual emergency pump in the case, for instance, of a loss in power. The safety requirements for the basket are set by the EN 280 standard.

The answer to a specific need

According to Dunnink, a certain segment of customers has been waiting for a solution like this for years.

“It’s not a huge market, but there’s demand for this, especially in Norway and Germany. In Norway, the oil industry is interested in something like this, and in Germany, MEWP complements their Unimog vehicles that are used, for example, in road construction,” says Dunnink.

“In Germany when they do highway work, they use the Unimogs, employing a small work platform. With MEWP, the same vehicle can be assigned for multiple

tasks, it’s like one-stop shopping,” he adds.

Unimogs can also be used on rails, further extending functionality.

Once the crane has the HiPro system, it is a short step to MEWP. Certainly, there are benefits just in having a HiPro crane. “The crane operations are more advanced and the diesel consumption is better when using a variable pump,” says Dunnink, who acknowledges that retrofitting an old crane is probably too expensive to make it a feasible alternative.

A vista of new opportunities

“We haven’t had HiPro in the light range cranes in the past because customers didn’t think the perceived value of having such a high-end steering system corresponded with the benefits of the actual crane, but with the new opportunities, it makes sense,” says **Christine Ådland Holmström**, Marketing Manager at Hiab Loader cranes at Hiab Sweden.

“And the fact that HiPro then opens the door to MEWP makes a good case for entrepreneurs who have light range cranes and a need for mobile elevated work platforms. It opens up new opportunities for them because they can do so much more,” she adds.

HiPro for light range cranes is here now, and Dunnink says it is a big deal.

“For the light range cranes, it’s a big step to go to HiPro and MEWP. The next phase is to develop the program further, but that’s something we’ll do step by step,” he concludes. ■



The first Hiab MEWP delivered to Bindal Kraftlag by Transportindustri Norway.

Transportindustri AS supplies North Norway with multifunction trucks with Hiab cranes, hooklifts and snow ploughs. It also offers annual inspection, certification, repair and maintenance services.

Bindal Kraftlag builds and maintains electricity networks in the region.

The past and future of Load Handling

Did you know that the modern hydraulic crane was invented by a ski manufacturer who was struggling to get the timber from the woods to his ski factory? If not, read on. This is the story of how Hiab came to be.

TEXT Risto Pakarinen PHOTOS Cargotec, Janne Lehtinen





The history of Cargotec's Hiab solutions does not extend back to ancient Greece, but it does date to the beginning of the 20th century, as personified by **Eric Sundin**, a Swedish ski manufacturer who was born in 1900 in Arbrå, north of Stockholm.



After finishing his studies in nearby Bollnäs, he returned home and started to make skis in his father's shed. When the shed burned down, the 27-year-old entrepreneur moved his operations a little further north to Hudiksvall, and incorporated his operations.

As a ski manufacturer, Sundin was a success. His order books filled up, so much so, that just five years later he built a factory and expanded his operations. A few years later, he acquired a chemical factory and started to make laminated skis.

For that, he needed hydraulic jacks and presses. So he built them.

As for logging the timber, he needed hydraulic cranes for trucks. So he built those.

And they were so good that others wanted to have them, too.

A cablelift is born

In 1944, Sundin founded Hydrauliska Industrier AB (Hydraulic Industries Inc.). In 1946, Hiab introduced

their first crane that was powered by the truck's engine, and in the 1950s, half of the company's products were exported.

Meanwhile, across the Baltic Sea in Finland, the **Terho** brothers, **Mikko**, **Mauno** and **Matti**, were transporting lumber. They, too, realised how cumbersome and time consuming it was, so they also tried to come up with better solutions for the job.



Their invention was a mechanical cable-operated, interchangeable platform loader, later known as a "dismountable" platform. The body was lowered to the ground, and then lifted on to the truck fully loaded with timber. They called their invention a cablelift. They called their company Multilift.

A leader in truck-mounted forklifts

Cecil Moffett founded a small, family-run engineering business in Ireland in 1945. Moffett Engineering turned into a success story, built on a strong foundation of customer focus and ▶



Eric Sundin founds Hydrauliska Industri AB in Sweden

Terho brothers patent the first mechanical cable-operated interchangeable platform loader (cablelift) in Finland

1944

1945

1947

1949

Cecil Moffett starts manufacturing special-purpose equipment for farmers in Ireland and founds Moffett Engineering

Terho brothers found Multilift

“Cargotec’s strategy is to be the leading player in the on-road load handling sector in terms of customer satisfaction.”



a culture of innovation. Today, as part of Cargotec, Hiab Moffett is the market leader in truck-mounted forklifts.

Moffett, Sundin and the Terho brothers were major innovators. They were also pioneers who saw a need for new inventions and found a way to create them. In essence, they were their own first customers. Sundin needed hydraulic cranes for his ski manufacturing, the Terhos to help them with logging lumber. They truly knew their customers and their needs, better than anyone else.

“Hiab was founded on customer needs, with Sundin and his skis, and the Terhos. We have the tradition and the experience of working with our customers, finding solutions to their real needs,” says **Lotta Clausen**, Communications Director, Load Handling.

“We have been around for a long time and are dedicated to the needs of our customers and the market requirements,” she adds.

Winning customers’ trust

Cargotec’s strategy is to be the leading player in the on-road load handling sector in terms of customer satisfaction, says **Axel Leijonhufvud**, head of the Load Handling business area at Cargotec.

“Satisfied customers are the only and the most important signal that we are doing things in the right way and focusing on the right things. The question we should all be asking ourselves is how does my work help our customers,” he adds.

It was the long tradition of courage to make decisions and the curiosity to discover what

The first Jonsered log loader

The first Fiskars crane (to become Loglift)

1986

The first truck-mounted forklift

Partek buys Loglift

1988

1977

Partek buys Multilift

1960s

1970s

Hydrauliska Industri becomes Hiab and starts to use the elephant logo

1985

Partek buys Hiab

1989

Eric Sundin’s company stops manufacturing skis



Joint venture with China's Sinotruk

In July 2012 Cargotec announced that it would establish a joint venture with Sinotruk, a leading manufacturer of heavy duty trucks in mainland China, owned by CNHTC. The joint venture, of which Cargotec will own 50 percent, has two distinct purposes and goals as far as Load Handling is concerned.

"On the one hand, Hiab cranes will be sold through their network. It's a good way to get our products into the hands of a sales network," says **Lotta Clausen**, Communications Director, Load Handling.

"And on the other hand, there's the truck crane, a product we haven't had. We can bring in our knowledge and expertise to further develop Sinotruk's truck crane," she adds.

Over a planning horizon of several years, total investment costs of the joint venture would be around EUR 100 million. Cargotec's estimated equity investment during the first year is approximately EUR 10 million.

Last year, about 35 000 truck cranes, mainly used in infrastructure and construction projects, were sold in China. The plan is to start operations in 2013 when all the paperwork is in order.

customers needed and wanted that brought success to begin with – traditions that Cargotec has embraced.

"We want to win our customers' trust so they truly know that they can rely on us no matter what because they know that our products are easy to use, they work, and that service is fast and available. We want to be the best in the world in that area," says Clausen.

Local service through global networks

Load Handling will also be looking to expand its horizons further in its efforts to grow faster than the market.

"Europe is our main market but we have customers all over the world. Looking ahead, our goal is to increase and broaden our presence in those locations where growth for our

products is strongest, namely, China, Brazil and Russia," says Leijonhufvud.

The global presence is a natural choice. After all, that's where the customers are and will continue to be: around the globe. At the same time, it also means, in practice, that Load Handling is close to the customer, giving them the best service locally through extensive service networks.

"We have to be even more on our toes to deliver today. We need to be a partner that's able to adapt quickly to market conditions and changes in our customers' business environments. We have to act faster than our competitors," says Leijonhufvud.

"We are confident that will make us the obvious first-choice provider for our customers, building our future, firmly grounded in the spirit of our tradition." ■

Hiab buys Moffett **2000**

2005

Kone is demerged and Cargotec is listed

2002

Kone buys Partek, Kone Cargotec is established

2012

Load Handling becomes an independent business area within Cargotec

Look up The story of Load Handling on YouTube! www.youtube.com



Hiab Loglift cranes conquer Karelia

Hiab load handling equipment and Cargotec service are the perfect mix for a Russian-Finnish venture.

TEXT Gleb Bogatskiy PHOTOS Ladenso JSC, Shutterstock



Cargotec puts a high priority on emerging markets, including the diverse and challenging Russian market. One of Cargotec's Russian customers is Ladenso JSC, a joint Russian-Finnish forest company and a subsidiary of the Finnish-Swedish forestry group Stora Enso. Ladenso JSC is anchored in a western production base using contemporary forest saving technologies.

Still moving forward

The company's primary areas comprise timber harvesting and logging, log processing and construction of roads for timber hauling. Its

employees undergo specialised training in Finland or at Ladenso as part of its on-going in-house training program.

Ladenso began operations in the Russian market in the 1990s, expanding from the domestic market to foreign exports of its products to markets that include Finland, France, Holland, Belgium and the United Kingdom. Its products range from eaves' board, bold timber, conifer, birch and aspen pulpwood and pulp chips to raw fuel. The

company works in close collaboration with the Biodiversity Conservation Centre (BCC) to meet the standards of its Western partners, while principal shareholder, Stora Enso, ensures strict environmental sustainability requirements are met in forests leased by Ladenso.

Ladenso operates at Pitkäranta, Sortavala and Salmi, harvesting 45.7 percent of the timber by selection cutting, a method that requires special techniques and

Strict environmental sustainability requirements are met in forests leased by Ladenso.



“The visibility, as well as loading efficiency, is of the greatest importance for us since we harvest many cut-to-length logs.”

manoeuvrable machinery. They employ the cut-to-length logging technique that ensures the most rational cutting with minimal harm to the environment.

“This is optimal and thus profitable,” says **Alexey Markin**, Ladenso’s technical manager. “Most producers of harvesting machinery focus on this technology.”

The company has won prestigious international competitions. Alexey Markin explains why.

“Ladenso appeared as a joint enterprise over 20 years ago. From the start, it has applied cutting-edge Scandinavian technologies used in Finland and Sweden at the time. Now, with Ladenso’s affiliation with the Stora Enso group, it is clear that only the most advanced technologies ensure timber industry market stability. The constant pursuit of progress is encouraged at all levels,” says Markin.

Ladenso operates as a European enterprise with regard to modern technology, and personnel and client management.

On applying forest-saving technologies, Markin says, “We are a long-lease tenant. Today we are back at the same sites where we started in 1990. Understanding optimum forest management allows for sustainable harvesting of the forests and promotes advantageous business practices in road construction and other infrastructure.”

Reliability and capacity are crucial

Ladenso harvests all its timber using wheeled machinery, such as harvesters and forwarders. Fellers are used only to finalize the woodland. Harvesting continues year round in quite harsh conditions, the most difficult of which are bog soils and unstable temperature conditions, according to Markin.

In 2007 Ladenso began renewal of its nearly 20-unit logging truck park, and that is when they turned to Cargotec. Currently, Ladenso uses mainly the Hiab Loglift 96S crane with a Volvo chassis.

The Hiab Loglift 96S is the most popular cut-to-length crane with its optimal combination of power, fleetness and efficiency. It has a maximum net lifting capacity of 89 kNm with a boom reach of 9.65 m, which allows logs to be picked up from the furthest edge of a pile and loaded onto the back of the truck.

The crane has a top seat rather than a cabin. A cabin crane might be safer and better suited to Karelia’s weather and conditions, but Markin explains why the Hiab Loglift was their choice. “The visibility, as well as loading efficiency, is of the greatest importance for us since we harvest many cut-to-length logs.”

Ladenso has opted for Hiab machinery because of its capacity, reliability and ease of maintenance, a point Markin underscores.

Alexander Azarevich, sales manager for Hiab Loglift and Hiab Jonsered at Cargotec RUS LLC, says, “Hiab Loglift cranes do not require yearly repair. They are somewhat

more expensive than other cranes, but thanks to their reliability, our cranes are actually less costly for our customers.”

Alexey Markin says that Hiab cranes make it easy to maintain this mechanism. “We do not

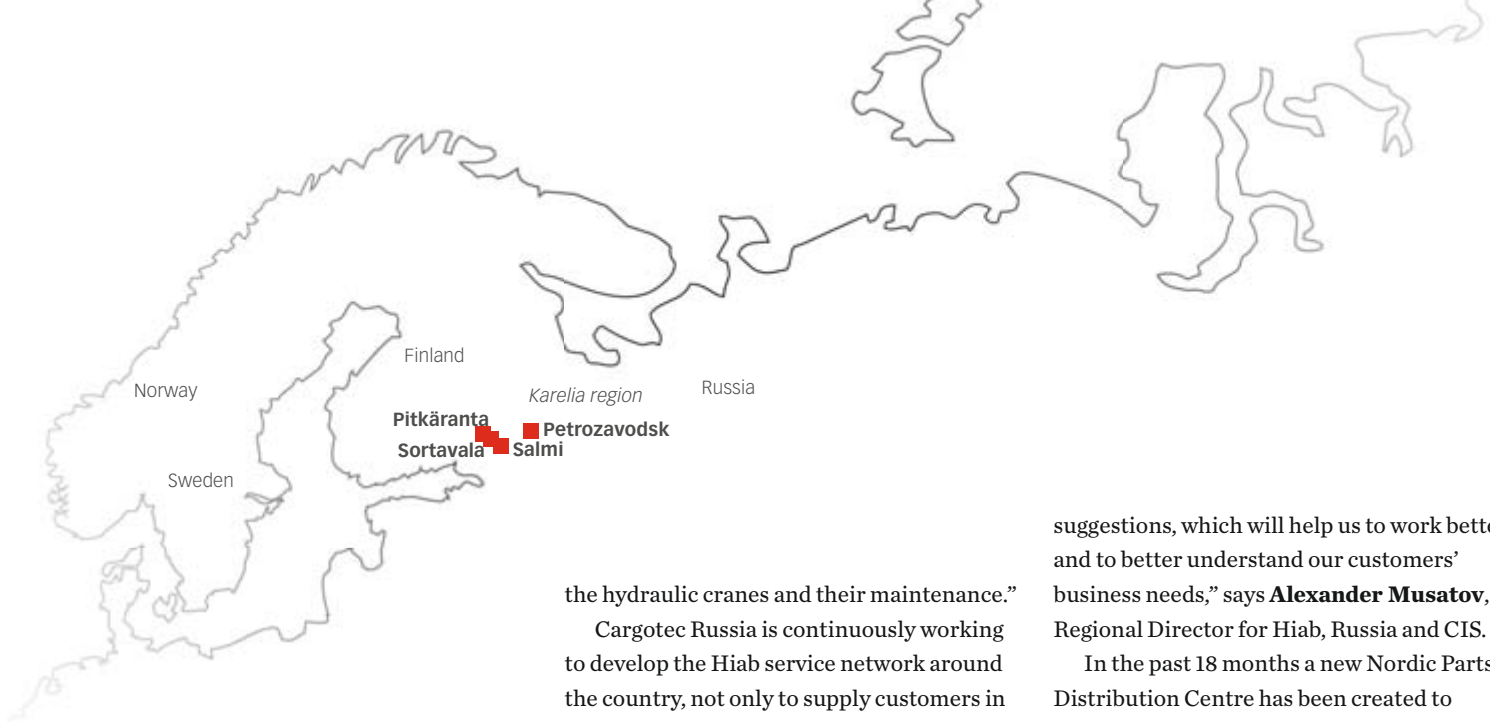
have to replace parts frequently, and when we do, it is nearly effortless,” he emphasizes.

“We are a long-lease tenant. Today we are back at the same sites where we started in 1990. ”

Keeping the logs rolling

Markin says that another major benefit of the Hiab equipment, in addition to its reliability, capacity, and ease of maintenance, is the durability of parts, which is crucial in Karelia with its unpredictable weather and underdeveloped infrastructure that at times impedes





prompt delivery of parts.

Cargotec is constantly looking for new ways to improve its service in Russia. This is where its values of “working together” and “global presence – local service” prove vital for sustainable cooperation, whether it is some 50 miles from Finland in Karelia or further afield in Siberia.

Markin says, “We have recently had a number of complications with repair, and, subsequently, with delivery of parts. Cargotec’s specialists do cope with the demands of their tasks; however, it would be my wish to shorten the time it takes to deliver parts and to have a more diverse offering of parts in stock in Karelia. We need to streamline the efficiency of our relationship regarding the proper running conditions of

the hydraulic cranes and their maintenance.”

Cargotec Russia is continuously working to develop the Hiab service network around the country, not only to supply customers in Russia and CIS with high-quality products, but also to provide them with full after sales support.

“We understand that it is very important to meet our customers’ needs with regard to the time it takes to deliver spare parts. To respond to customer requests without delay, we have built up an operating stock of spare parts in our warehouse in Saint Petersburg. However, the growing demand for Hiab Loglift products in Russia and the extensive park of old Fiskars forestry cranes (previous name of Hiab Loglift cranes) caused a temporary situation of demand for spare parts exceeding our spare parts delivery capabilities. We have analysed the situation and taken corrective measures to avoid such problems in the future. We thank the Ladsenso company for valuable feedback and

suggestions, which will help us to work better and to better understand our customers’ business needs,” says **Alexander Musatov**, Regional Director for Hiab, Russia and CIS.

In the past 18 months a new Nordic Parts Distribution Centre has been created to support the region. “This has taken longer than we would have liked to become fully operational, but now we are witnessing real improvements in availability,” adds **Mark Williamson**, Vice President, Load Handling Services.

Keeping customers happy

Machinery maintenance is handled by Petrotruckservice, a service center of Volvo in Petrozavodsk, Karelia.

Cargotec has many loyal and satisfied customers across Russia. Cargotec continues to learn and improve from the interaction with its Russian customers. Certainly Cargotec will continue to work in the future to find new, innovative solutions to keep cargo moving across the Russian expanse. ■



Increasing cargo capacity **while** cutting fuel costs



TEXT Jukka Viskari PHOTOS Janne Lehtinen

Saving the environment and costs go hand-in-hand with the Hiab Multilift XR18S Pro Future™ hooklift, a recent addition to the list of Cargotec products awarded with its own mark of environmental excellence.

We are at a local transport depot in an industrial estate in Järvenpää, Finland. In this northern latitude even this rather nondescript place has its own unique flavour thanks to the surrounding forests. It is daytime, yet it is eerily quiet.

What better place then to encounter this former Cargotec demo truck equipped with the combined capabilities of the new Hiab Multilift XR18S Pro Future™ hooklift with state-of-the-art features and Hiab XS 144 HiPro loader crane.

Bought by a customer in the summer of 2012, the truck is fresh from a thorough wash. Soon enough, its driver and operator, **Joni Laitinen**, is delighting the photographer with a show of what the vehicle's hooklift and loader crane can accomplish.

An onlooker might be forgiven for thinking that it is a toy, not a demountable body the Hiab Multilift XR18S Pro Future™ hooklift is handling. Yet this bulky open-top steel container weighs several tonnes, even when empty.

Meanwhile, the engine of the Volvo truck is idling calmly – there is no need for revving up as the hooklift does its job almost silently.

Laitinen, who works for local company KKA-Kuljetus (Transport), activates the automatic sequence control function by a single lever movement. The container is unloaded and lowered to the ground in a mere 30 seconds. Automatic sequence control, Friction relief and Fast speed functions make this process smooth, prompt and economical. In addition to Fast speed, Fast tipping, and especially the revolutionary Fast lowering functions, are part of a regenerative system where the driver does not need to increase the engine RPM. The result is fuel consumption savings and lower emissions and noise level.

A short break is cut even shorter by a sudden wroom wroom! We are standing next to the empty cabin of the truck. Yet the engine has suddenly started up. The impressive radio remote control Laitinen is using is certainly no toy, but it must ▶



Joni Laitinen and Tom Suomela take a break from demonstrating the capabilities of the new Hiab Multilift.



be every child's dream. I mean who would decline a full-size remote controlled truck?

"These automatic functionalities are pretty much foolproof," describes Laitinen.

Driver knows best

"Hiab is not the cheapest on the market, but it seems that you get value for money. Everything has been functioning well since we got this," says Laitinen.

"Fast lowering really makes a difference because it sort of ejects the truck to release itself from the container and the cycle is really fast. In the old way it would take a while to do the same operation. As this is my first hooklift, I must say using it is very easy in tight spaces where it is difficult to manoeuvre – with a traditional cable-operated system you have to align the truck perfectly with the platform.

Shown the list of Pro Future™ criteria where industry-leading standards are met in power source, energy efficiency, carbon efficiency, local emissions and recyclability, Laitinen says.

"I find silence really important. For instance, the cabin is very quiet which makes it comfortable to work with the hooklift.

"The cabin is very quiet which makes it comfortable to work with the hooklift."

When lifting boxes of glass weighing two tonnes I have used three levers in the remote control of the Hiab HiPro XSD crane simultaneously and the idling RPM of the truck's engine has been sufficient to handle the hydraulic pressure to move the load. I was surprised by this and the preciseness of the controls."

Saving time and the environment

Hiab Multilift XR hooklifts take advantage of a new, clever bolt-on concept that simplifies and speeds up the body building. Basically, the sub-frame of the hooklift is long enough to act as a mounting base for the crane. This speeds up the assembly work because the factory can now provide a long sub-frame and mounting plates where the crane is bolted onto the perforated sub-frame of the hooklift – all top coat painted in customer colours

at the factory. This lowers volatile organic compound (VOC) emissions and reduces installation time – meaning the customer's money-earning asset is out of service as short a time as possible.

Naturally, all customers are interested in

the operational speed their equipment offers. Fast turnover time of loads and quick changes from one demountable body to another enables more paying trips per day.

The variety of jobs Laitinen has been doing has expanded since the acquisition of the new truck.



“We are driving some raw glass deliveries. They come in big wooden boxes that weigh a couple of tonnes. Six of them fit on the demountable container simultaneously. We are also moving a lot of forklift trucks, construction site equipment, fences and emptying recycling and rubbish containers. The [Hiab XS144 HiPro] crane has great accuracy. I could even start installing windows with suction cups, even though it is a matter of millimetres to get it right,” Laitinen concludes.

Reduced carbon footprint, greater opportunities

Sales manager for Load Handling products in Finland, **Tom Suomela**, has a clear idea of what customers consider Cargotec’s strengths. “Our products enjoy a long-standing good reputation worldwide and customers expect forward-looking solutions of excellent quality with minimal downtime. Here we are again the front-runners, now pursuing environmental values in cargo handling.”

Pro Future™ series equipment is a future-proof solution especially suitable for customers in business environments with an emerging focus on environmental performance. The majority of hooklift sales come from the waste and recycling sector for which Pro Future™ solutions are a natural match.

Public sector customers may require subcontractors to fulfil criteria set down under sustainability policies. This can involve reducing the carbon footprint of the cargo-handling equipment that municipalities subcontract.

The Hiab Multilift XR18S Pro Future™ hooklift we have seen in action here is designed with a reduced carbon footprint in mind.

Suomela explains that a truck of this size normally has a hooklift with a capacity of up to 21 tonnes, even though the truck may

“The whole ideology of Pro Future™ is encapsulated in functionalities that optimise fuel economy, ease-of-use and speed.”

legally carry only a 15–16 tonne load, and even less when equipped with a loader crane.

This Hiab Multilift XR18S Pro Future™ can adequately lift more than 18 tonnes, yet it weighs 500 kilos less than an equivalent standard hooklift. This translates to increased cargo capacity with continuous savings in fuel costs.

“Half a tonne or half a cubic meter is a significant addition to the payload for each job,” agrees operator Laitinen.

Installed on a three-axle truck, Hiab Multilift XR18S Pro Future™ can cut emissions and fuel consumption of an average operator by roughly 30 percent. If the hooklift is used ten times a day and the vehicle it is set up on is driven 100 thousand kilometres a year, ten thousand euros can be saved in eight years.

Trendsetters

Suomela says that bigger recycling and waste management companies and hauliers, municipal and state authorities especially are the most interested in the environmental aspects of the new Pro Future™ products.

“The whole ideology of Pro Future™ is encapsulated in functionalities that optimise fuel economy, ease-of-use and speed. After all, the CO emissions in operations far outweigh those released in manufacturing,” emphasises Suomela. ■



The main benefits of Pro Future™

Pro Future™ is Cargotec’s own mark for products and solutions with less environmental impact. These products and solutions have passed certain industry-leading criteria for power source, energy efficiency, carbon efficiency, local emissions and recyclability.

Hiab Multilift XR18S Pro Future™ hooklift:

- Reduced weight (500 kg lighter than most comparable standard products)
- Bigger payload, more chargeable jobs
- Smaller deadweight of the truck, reduced fuel consumption

Speed

- Fast speed
- Fast tipping
- Fast lowering

Other functionalities

- Automatic sequence control
- Friction relief

Truck-mounted forklift maintenance

Whether your Hiab Moffett truck-mounted forklift (TMFL) is used in the beverages, agriculture, building, gas, recycling or the gruelling poultry industry, a **daily pre-shift inspection** is the cornerstone for minimising downtime and maintaining good residual value.

“It is a quick check for any visible damage, wear, missing components, needed adjustments or unusual noises that may affect performance. Keeping the TMFL clean also helps in spotting any damage,” says **John McFadden**,

Product Support Manager for Hiab Moffett & Princeton truck-mounted forklifts at Cargotec.

Help wanted?

Dealer service:

Cargotec workshops or approved service partners gladly service TMFLs. For full service details please refer to your operator manual.

All owners:

Local Cargotec agents will happily advise on load handling, performance and driver training.

The maintenance requirements of a TMFL can be affected by weather conditions the equipment is exposed to, the environment it operates in, and the number of daily working hours and special attachments fitted. For instance, machines working long hours in hot poultry houses are equipped with feather guards that need regular cleaning.

“One of the most common maintenance problems is failure of moving parts due to lack of lubrication. This can easily be spotted quite early on in bearings, rollers, chains and bushings. If not addressed problems can escalate and eventually lead to a major component failure,” says McFadden.

As TMFLs spend most of their life on the rear of a truck or trailer, any road debris clinging to the machine that is not removed tends to leach the lubrication out of the chains and bearings.

“Lubrication protects internal wearing surfaces of key components from corrosion by reducing their exposure to oxygen and

moisture in areas with high humidity, sea air or sub-freezing temperatures combined with precipitation,” says **Mike Rae**, Technical Product Support Manager for Hiab Moffett in North America. In the US, cargo delivery distances are often long, which means maintenance intervals tend to be driven more by calendar time than actual operating hours.

Each of our TMFLs is supplied with a free grease gun and a tube of grease which ensures the machine starts its life cycle well lubricated says McFadden. “The lubrication guide with all the grease points is available in the operator manual.”

Are you operating somewhere like Arizona or Alaska? Local climates are taken into account during the assembly process and new Hiab Moffett TMFLs are equipped with suitable grades of hydraulic oil for each environment and specific working conditions.

“You would be amazed at what you could learn from the operator manual, especially on safety, driving techniques, truck mounting and the all important maintenance. There is a manual box on every Hiab Moffett, yet sadly we still see machines several years old with unopened operator manuals. You can also learn how to optimise uptime and reduce running costs. We have seen well maintained 17-year-old machines still working perfectly,” concludes McFadden. ■



Cargotec Production System – Driving customer value

Cargotec Ireland has begun a journey towards lean manufacturing with a plan to prove that everyone can make a direct contribution to the efficiency of the business. The goal is to ensure that all customers benefit from improved time-to-market and optimum product quality at a competitive price.

TEXT Paul Golden PHOTOS Barry Cronin

Every manufacturer understands that by eliminating waste – that is, everything that does not generate added value – quality is improved while production time and costs are reduced. The key to unlocking these improvements lies in encouraging the engagement of all employees in identifying and eliminating waste in their own areas.

In 2009, Cargotec unveiled the Cargotec Production System (CPS), modelled on the Toyota Production System that enabled the Japanese firm to become the most profitable car manufacturer in the world.

The initial motivation behind the CPS was the need to respond to challenging market conditions as the global economic crisis started to take effect, explains **Marc Byrne**, Production Engineering Manager, Dundalk Multiassembly Unit

(MAU). “The company decided to standardise its approach to measuring and improvement across all locations worldwide, so that at the end of each month every production MAU would report using the same criteria.”

Unlocking the potential

Paul McConologue, Director, Dundalk MAU (Load Handling Supply) joined Cargotec in mid-2011. He says the goal of the CPS is to provide structure to the efforts by all Cargotec’s people to improve across all business processes.

“There are many approaches to making improvements. However, the lean approach has stood the test of time. It is deceptively simple and with determined leadership at all levels, ▶



Throughput and quality has greatly improved, and we constantly ask the people on the shop floor for feedback,” says Marc Byrne.



“Because quality defects are found immediately, we can prevent them from being passed on.”

it allows for the constructive engagement of the entire workforce – both salaried and hourly paid – in improving their work areas,” says McConologue.

Customers can be internal to Cargotec or the final end user of our products or services. “This ‘customer-first’ thinking ensures a deep understanding of customer defined value, which is the first step in the improvement of any of our processes. For example, in the case of product development we must deliver a product design that both meets customer needs and is capable of efficient manufacture if we expect to deliver value to the customer and prosperity to the company,” says **Kevin Turnbull**, R&D Director at Dundalk.

The challenge for Cargotec at Dundalk was to implement this new approach at an existing facility rather than from the outset at a greenfield site, explains HR business partner **Anna McSorley**. “We have many employees who have been with the company for 10 years or more and were used to doing things a certain way, so we had to explain why this system was the way forward.”

Many other manufacturers have attempted to create their own bespoke production systems. However, these efforts have often met with limited success, which is why McConologue was determined that everyone in Cargotec should understand the benefits for both the company and the employees and buy into the process.

5S – a five-step process to encourage discipline

Additional management training commenced in September 2011. The next step was to organise a 5S event in assembly together with

MAU supervisor **Derek Gillespie**. The 5S workplace organisation method is designed to:

- Allow only necessary items that support value-adding work in work areas (‘sorting’)
- Ensure standardisation and visual control (‘straightening’)
- Inspect through cleaning to allow us to meet customer demand (‘sweeping’)
- Allow leaders to lead by example and support practice of the first 3S’s (‘standardising’)
- Encourage discipline in all aspects of work and drive out waste (‘sustaining’)

“5S is a tool that is widely misunderstood and Gillespie and his team are leading the way for the rest of the facility in the correct application of this fundamental discipline,” continues McConologue. “In conjunction with the other MAUs and tail-lift factories, we invited the first four people (Production Manager, Production Supervisor, Lean Engineer & Stores Supervisor) to attend a two-week training course. The goal was to have 25 people across the company who spoke the same lean language.”

Byrne agrees that 5S has been invaluable. “There was some initial resistance, but mindsets have changed as employees have seen positive improvements to the shop floor – the working areas are brighter, it is easier to find the tools they need and everything is where it should be, which improves health and safety and productivity.”

One best way

McConologue points out that teams are encouraged to standardise their work to the ‘one best way,’ then further improve it using a controlled problem-solving process. “We have a group that oversees and supports the improvement work and we have used a formal process to manage this significant change. A dedicated lean room allows us to focus our efforts and we have redefined our problem-solving approach to embrace the 8D process.”



The key is to find the way to best unlock the potential of the people directly involved in the work for the benefit of our customers, wherever that work is performed – front line, finance, research and development, supply or services,” says Paul McConologue.

The purpose of the Eight Disciplines problem solving method is to identify, correct and eliminate recurring problems by establishing a permanent corrective action based on thorough analysis of the problem. The process focuses on the origin of the problem by determining its root causes.

The implementation of 8D, driven by Quality Manager **Adrian Murphy**, has been crucial in resolving such issues, says Byrne. “It has effectively future-proofed the problem solving process. We now follow a set of rules to get to the root of the problem. This process means we can solve it permanently.”

Good employee relations are vital

CPS is a management led initiative, explains McSorley. “Paul felt that we had to make it easy for employees to do the right thing, so he and I hold ‘skip-level’ meetings with shop floor employees where we can talk to them candidly and they can express their opinions. We are fully unionised so employee relations are vital to the success of the system and as each area of the business is transformed, other areas see this and aspire to reach the same level.”

“5S is the glue that holds the improvement efforts together.”

Value stream mapping (a lean manufacturing technique used to identify waste) is another tool that has been used to gain a better understanding of what happens from initial customer contact through to the delivery of the machine and ultimately create a standardised and improved process.

Everyone can make a difference

The result of all these initiatives is that internal quality performance in Dundalk has improved. Product quality has risen and lead times have fallen, explains Byrne. “We have always produced a good product, but we are constantly looking to improve on delivery and quality to the customer. And because quality defects are found immediately, we can prevent them from being passed on.”

“Delivering cost efficiency through the relentless pursuit of the elimination of waste’ is part of our mission statement and we have noticed an increase in customer visits,” he adds. “We bring all our visitors – customers

and suppliers – onto the shop floor because we want them to see how the machines are made and encourage interaction between employees and customers. Employees are also invited to sit in on feedback sessions with customers.”

Team leader **Joe McGeown** says the work environment has been transformed in the 20 months since he joined the company. “I came to Cargotec from a manufacturing background, but had never been exposed to lean manufacturing techniques. Changing the way our workplace is organised has really made everyone think about how they work and focus on the customer and the importance of producing quality, using reliable processes. People are encouraged to express opinions and put forward suggestions, some of which have already added value and eliminated waste from the production process.”

He thinks the CPS has encouraged employees to feel they can make a direct contribution to the efficiency of the business and has created a happier workplace. “There is a huge amount of talent in this company. By developing better processes we are ensuring that every customer will benefit from improved time-to-market and optimum product quality at the most competitive price.” ■



Demand for natural gas drives sales in Australia

Cargotec is making a mark in Australia's booming liquefied natural gas industry with Hiab load-handling equipment for gas extraction and mining projects.

Boom times require fast action and growing demand means growing opportunities with the pressure on to deliver results.

The gas industry in Australia is big and expanding rapidly with the rise in global demand for less polluting fuels. Australian gas producers say that switching from coal-fired electricity generation to natural gas can cut greenhouse gas emissions by up to 70 percent.

The extraction of natural gas and particularly liquefied natural gas (LNG) in Australia has indeed grown

rapidly. Where in 2000 Australia produced 6.9 million tonnes of LNG annually, by 2009 the output was 16.7 million tonnes per annum, and by 2020 it is projected to reach 60 million tonnes per annum.

Australia aims high

LNG is natural gas that has been chilled to a temperature of -161°C , at which point it is liquidized, making it easier to transport by tanker since the volume is a fraction of gaseous methane.

Australia is now the world's fifth largest LNG exporter and in the next decade may very well become the leading world producer when major gas extraction projects come on line. ▶

TEXT Leena Lavonius PHOTOS Carlos Rolfo



Gas reserves are found mainly in remote areas of the continent, if not offshore.

Currently Australia's main LNG export countries are Japan, China and South Korea, but the emerging Indian economy is rising as a huge new market for gas producers.

With the world's thirst for more LNG, Australian companies are eager to deliver – and deliver fast.

Speed, however, is often compromised by conditions on the ground. Gas reserves are found mainly in remote areas of the continent, if not offshore, and connecting pipelines from extraction to delivery sites are often hundreds of kilometres long.

Cargotec is playing an important role in the industry with Hiab load-handling equipment used in gas extraction and mining projects around Australia.

A pipeline to energy

Howell Davies is a welding company based in the resource rich state of Queensland in Australia that builds pipelines for oil and gas companies. Its client roster includes some of Australia's biggest energy providers.

Howell Davies has used Hiab cranes previously and this year it has increased its fleet with the purchase of 11 Hiab XS 166 E-5 HiDuo loader cranes used for building gas pipelines.

This crane is used mainly as a vehicle truck, but Howell Davies needed a crane for pick-and-carry operations and felt the Hiab was a good choice.

Jim Macdonald, operations manager at Howell Davies, says the company bought the cranes for welding pipelines on site. The cranes are mounted on Moorooka rubber-track carriers and can move a welding

shack along the pipeline, carrying the welding equipment from one join in the pipeline to the next.

With the joins 18 m apart, the crane lifts and lowers its 1,500 kg load every four to five minutes. In a 10-hour shift each crane can make roughly 120 load lifts.

“We really have changed the crane's function to pick-and-carry. There were a number of engineering options we needed to work



Cargotec in Australia

- Cargotec has been distributing machinery in Australia since 1972.
- The company now employs directly 120 people.
- The company's headquarters are in Melbourne.
- Cargotec has 19 dealerships around the country.

out, but they have proven to be adaptable,” says Macdonald.

Customer problems solved

Shane Whelan, product specialist at Hiab dealership Pacific Materials Handling, received the initial inquiry from Howell Davies and developed a good understanding of what was required. From the information gathered he was able to come up with the right solution to satisfy Howell Davies.

He says that because of the configuration Howell Davies needed, sealing the deal with a Hiab required a lot of research on both sides.

“It was a long process, a good three months from the initial conversation, because we needed to get the fitment and stability right,” Whelan says.

“We made sure the customer received cranes that did what was required and were compliant with all Australian standards. I'm proud to say that we are not about sales, we are there to solve the customers' problems for them.”

The LNG pipeline Howell Davies is currently building in rural Queensland is 380 km long, which means the cranes have to go the distance.

Pipeline construction gets a lift

Macdonald said the capacity of the Hiab XS 166 model gave pipeline builders an extra lift.

“We budgeted 300 days for this project, excluding delays caused by severe weather or other problems, so it is a tight schedule. We need equipment that is reliable,” Macdonald says.

That requirement was one of the key reasons Howell Davies turned to Hiab cranes. “We need machines that can really handle the workload,” says Macdonald.

“The sophisticated computer system was also a decisive factor as well as the adaptability of the crane to meet our requirements.

The machines are really versatile.”

Another deal-sealer for Howell Davies was the back-up and servicing of equipment.

“We get parts quickly when we need them and there is full back-up. That’s a sticking point with some manufacturers,” Macdonald says.

“Waiting a long time before repairs are made is not acceptable in our industry.”

Remote – no problem

The machines purchased by Howell Davies are serviced by Pacific Materials Handling, which also provides spare parts when needed.

Whelan says crane issues can often be solved by phone with technical support, and if needed, mobile service technicians can be dispatched to remote locations throughout Queensland.

In a state the size of a large European country, the back-up support and service is very important to companies working at remote sites.

“Our guys often drive six hours or more to reach the mining sites, and when customers need service and parts, they need them now, so we make sure we get there quickly,” says Whelan.

Hiab’s commitment to fast delivery was an advantage over its competition for Howell Davies when it chose Hiab cranes. “We

agreed to this latest LNG project in mid-August with a start date of September 5th, so we really could not afford any delays,” says Macdonald.

The Australia Pacific LNG project connects the coal seam gas fields of central Queensland to the east coast where an LNG facility will be built at Gladstone.

The project is expected to be in operation in 2014 with the first shipments of LNG set for export the following year.

The Howell Davies crew of 160 employees will be extremely busy over the coming months. To bring the project in on time their machinery must be up to the challenge.

Safety is vital

The expansion of energy and mining in Australia make these industries a vital business area for Cargotec in the country.

“Mining and services supporting the industry now make up a significant part of our business and are a real growth market for us,” says Steve Coonan, national sales manager for Cargotec Australia’s Load Handling division.

Coonan adds that Cargotec sells hundreds of loader cranes to mining-related companies every year.

He says safety plays a huge role in the company’s success in this sector.

“Companies that need to deliver results quickly need reliable equipment.”

“The key for mining companies really is safety. All industrial companies say safety is vital, but for mining companies it isn’t merely words. We hear constantly that they want the machines they believe are the safest to use,” he says.

“Because the sector is booming they want to minimise any downtime from injury or operator error. Companies that need to deliver results quickly need reliable equipment,” Coonan emphasizes.

To ensure that reliability Cargotec’s dealer network means servicing is done locally.

Coonan says most vehicle cranes sold in Australia are a relatively standard setup that can be adjusted as required. Cargotec dealerships keep the cranes in stock, ensure quick delivery, and customers get specialised equipment manufactured specifically for their needs.

In a boom situation time equals money. Hiab dealerships know this and they respond.

“We provide a full service so customers know they have a crane that does the work, and we will keep it working,” says Whelan.

“That’s why people buy a Hiab.” ■

“We get parts quickly when we need them and there is full back-up.”



Fifty years of cooperation

The high-performance Hiab loader cranes have fully met the expectations of the Cera family, who have chosen Hiab for 50 years, and continue to do so still today.

TEXT & PHOTOS Sara Delmedico

For many Cargotec customers, Hiab loader cranes are much more than just work equipment. They are often the main investment, an essential tool around which the whole working activity develops; in short, the cranes are "the work." For the Cera family transport company, cranes have always been at the centre of their business. The company deals mainly with the transport of automatic machines throughout Italy and Europe. These large machines are used in various industrial sectors.

A success story

"Fifty years ago, when I went into business, I immediately decided to use a Hiab loader

crane. It was the Hiab 172 with a 4-tonne metre capacity mounted on a Fiat 650 truck. Compared to modern cranes, it certainly had a simple design, but its robustness and functionality were perfectly suited to my needs," said **Armando Cera**, father of **Roberto**, who now runs the transport firm with the help of three employees.

The company was founded in 1962 in Calderara di Reno, a small town near Bologna in northern Italy, when Armando Cera decided to start his own business. After some twenty years, his son Roberto became involved, to the point that in 1984 he

founded his own company, the Cera Roberto Autotrasporti.

The two companies worked side by side. Later when Armando retired, his son bought his equipment. Roberto and his staff now handle more than five large regular customers and travel some 220,000 km per year.

Ace customer service

"We also handle machine tools and other equipment. For example, we recently transported a boat. Customers have known us for years; they know our professionalism and know we use the latest equipment, and for these reasons we enjoy great

Proper care is fundamental to all operations.





Calderara di Reno
Bologna

Italy



Roberto Cera and his father Armando 25 years ago.

respect. Thanks to the good reputation that we have built, our company has grown and we now transport to many European countries, such as Spain, the United Kingdom, Denmark and others,” says Roberto Cera.

Usually the machines Cera transports have high value, and despite weighing several tonnes, proper care is fundamental to all operations related to loading, transport and unloading. “Hiab cranes are very powerful tools, but this power is not at the expense of the sensitivity and precision with which we can complete all the necessary manoeuvres needed to carry out our job. The remote control is also a really useful tool that allows us to work in total safety,” says Cera.

Over time, the equipment they handle has become increasingly sophisticated and heavier. Consequently, it is essential for Cera Roberto Autotrasporti to have high-performance equipment. In fact, Cargotec has always been attentive to the needs of its customers, and for this reason, its research and development is focused on continuous innovation.

All round reliability

However, a truly reliable partner needs to provide a high level of service. “We have a relationship of mutual trust with our customers. They know they can count on us, and we try to do our best to meet their

needs. This trust has grown and strengthened over the years, and thanks to our dealers, it is a reference point in the territory,” explains **Andrea Perone**, After Sales Technical Support at Cargotec.

“We have known the Ceras for a lifetime. My father has been selling them vehicles since the early years of Armando’s

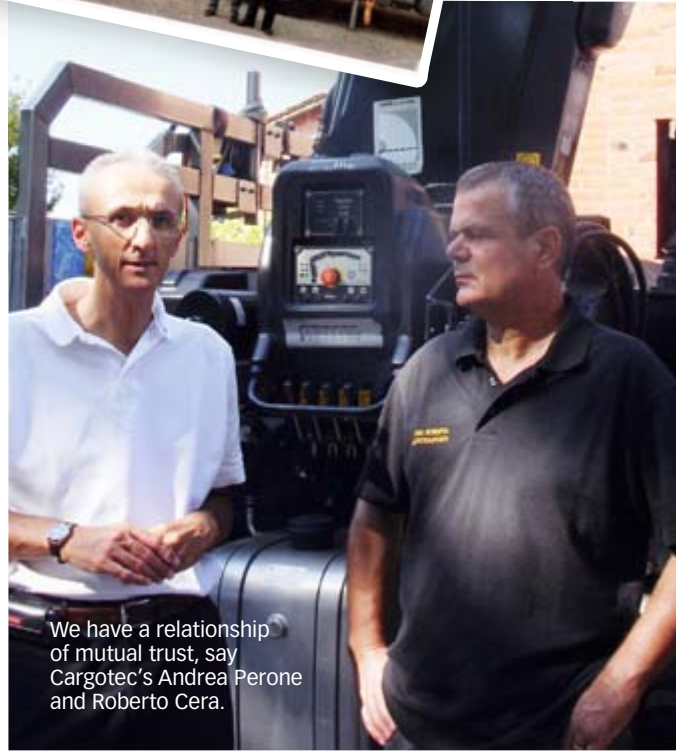
business. Now, it is my brothers and I who fit out the vehicles for Roberto. The fitting of our vehicles is customised, they are

designed specifically for each customer, and they must meet their specific needs exactly. In addition, customers know they can rely on our customer service to be available at any time and for any need,” says **Fausto Brusa**, co-owner of Brusa Srl, who have provided vehicles for the Ceras for almost 50 years.

50 years and counting...

The relationship between the Ceras and Cargotec is time proven. On average, they have replaced a crane every four years and still continue to choose Hiab. “I have always

The relationship between the Ceras and Cargotec is time proven.



We have a relationship of mutual trust, say Cargotec’s Andrea Perone and Roberto Cera.

worked well with Hiab cranes. I have never had any problems or a reason to change,” adds Roberto Cera.

“In the past, I have worked for companies where they used other cranes, but I must say that Hiab’s cranes are the best,” explains **Lucio Marchesello**, a Cera Roberto Autotrasporti employee.

Currently, the company of Roberto Cera owns four cranes from the Hiab range, from the Hiab XS 166 to the Hiab 800. They are already planning to buy another higher performance crane. ■



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