

PUTZMEISTER DEALER MEETING GETS RESULTS

Dealers Meet in Wisconsin to Help Shape Future Goals



Over 50 people attended Putzmeister America's dealer meeting on June 12th and 13th at the company's facility in Sturtevant, Wisconsin.

The Thom-Katt® trailer pump and mortar machine product lines were addressed the first day. The second day included round table discussions pertaining to boom pumps, placing booms, Telebelts®, and large line trailers. Items discussed at the three rotating round table areas included (1) sales and dealer programs, (2) parts, service and training and (3) new product development.

Dave Adams, Putzmeister America's President and CEO commented, *“This strategic meeting encouraged input from our dealers to ensure we meet or exceed customer requirements. The valuable input gained will help shape our goals for 2004 and beyond.”*

The brief event started with a dinner Wednesday evening, optional factory tours Thursday morning and then the first meeting. Another dinner reception on Thursday was followed by a full day Friday meeting with late afternoon departures.

“We realize the importance of getting our dealers together on an annual basis to ensure market needs are being addressed.”

*Dave Adams
CEO and President*

Dealer Salesman Honored

Receiving a special honor at the Putzmeister dealer meeting was Hank Schiavoni of Mid-Atlantic Concrete Pumps Sales and Service in New Castle, Delaware. Hank was recognized for his 30 years of dedicated service in the promotion of Putzmeister equipment within the Northeast, beginning with Thomsen in 1973. We appreciate his hard work, attention to his customers needs, and his continued loyalty to Putzmeister.

Congratulations Hank.



Tom Teubel, Hank Schiavoni and Dave Adams

Can You "Z" the Advantage

With our Putzmeister Multi-Z boom, you can reach places that other conventional boom pumps simply cannot. In these pictures, the versatility of a Multi-Z boom configuration was the only logical answer to getting the job done under the required setup conditions. **Yes, only a Multi-Z boom!**

Don't lose a pumping job because you don't have the right equipment or waste time using extra delivery line. Select from a variety of Putzmeister Multi-Z boom pumps, including our 28Z, 32Z, 36Z, 38Z and 52Z-Meter pumps.

Special Z-boom features include the ability to get into tight areas, under low heights, and even set up right next to the pour to avoid road congestion. Also, the end hose is immediately ready to pour ... even right in front of the truck. Therefore, you don't have to completely unfold the boom to begin a pour.

Plus, more "straight" pipe results in a less stressful concrete flow, longer wear and more parts commonality. This also means there's no specialty pipe required to avoid added parts expense. Of course, the geometry may be slightly different than a roll and fold boom, but that's the beauty of how to effectively get into difficult to reach areas.

We also have conventional roll and fold boom configurations on our 42X, 46X and 58 meter units for larger sized jobs where there is often plenty of room for unfolding.

Discover the "Z" advantage. Call Putzmeister America today for more details.



At Your Service ... Round the Clock

Technical Support
Department Under
New Command

1-800-890-0269

Sue Chase and Susanne Buchhorn (L to R) personally answer the phones to ensure service calls are routed properly. After hours, a professional answering service forwards the calls to the service tech on duty.



When you need parts, you can count on Parts and Customer Service Manager **Dennis Kueffler** (center right) along with **John Lowry, Brian Nielsen and Chris Bernau** (L to R) to handle your phone or faxed orders. There are a host of other behind the scenes personnel working to pick, pack and ship your parts in the most expedient manner.



As the new Manager of Technical Support, **Greg Giese** will oversee the company's parts, service, warranty administration and customer training. Eight years ago, Greg started out in the factory assembling and then testing equipment. He later accepted the position as a Field Service Tech and then advanced to Field Service Manager and eventually to Service & Warranty Manager. He now takes over the responsibility for the entire technical support department.

Greg will still dispatch the service techs located in the field (see map) and the ones at the factory. The in-house service techs include (see below L to R) **Ian Moore** with an engineering background; **Tim Harmann** who also handles warranty and **Scott Zamecnik**, highly experienced from our production line.



West Coast parts are still being handled by **Dan DeFrango** assisted by **Trino Siordia** from California. Contact them toll-free at 800-266-8591 or fax (714) 521-5234.



Dave Klapstein continues to manage the service training classes for boom pumps, Telebelts and Thom-Katts. For more information, call or log on to our web site at www.putzmeister.com to register for the class that best fits your needs and schedule.

Hite Becomes New Dealer



In April, Putzmeister America appointed Hite Concrete Equipment Ltd. as their authorized dealer for Michigan and all of Indiana, except the Northwest corner.

Putzmeister equipment being handled includes truck-mounted concrete boom pumps from 24 to 58 meters, separate placing booms and high-pressure large line trailer pumps.

Originally established in 1973 by Dick Hite Sr., the family-owned Hite organization has over 30 years experience in the concrete pumping business. With a fleet of Putzmeister equipment, they place concrete throughout Northwestern Ohio.

About ten years ago, Dick Hite Jr. purchased the company and now has further expanded the business by targeting "sales" and providing local support for the Putzmeister product line within Michigan and most of Indiana.

Hite's sales, service and parts support can be reached via their 24-hour toll-free number at 866-404-HITE (4483).



Plan to visit us at WOC 2004 in Orlando, Florida from February 17-20.

Ten years ago, our WOC booth was 2600 sq. ft. (about the size of a doubles tennis court). Today, our booth is over four times that size with Putzmeister as the largest exhibitor again this upcoming year.

Watch for more details in future issues.

BULLETIN BOARD

2003 Trade Show Schedule

CEO Leadership Forum Colorado Springs, CO	July 24-26
CFA - Myrtle Beach, SC	August 7-9
ASCC - Dallas, TX	September 18-20
Tilt-Up Wall Symposium Santa Rosa, CA	September 10-12
MIACON - Miami, FL	October 23-25
NSPI - New Orleans, LA	November 5-7

We're closed Friday, July 4th. Please have a safe and enjoyable weekend.



Service School Schedule

Log on to our web site for a listing of available service schools being offered this year.

www.putzmeister.com

TELEBELT®

Tricks of the Trade

Yet another "Tricks of the Trade" bulletin for Telebelts is coming in the mail again. If you want your name added to our mailing list, just call the marketing department.



Boom Inspections

ACPA guidelines suggest the following:



- Boom pumps 1 to 4 years old
annual boom inspections
- Boom pumps 5 to 8 years old
bi-annual boom inspections
- Boom pumps over 8 years old
quarterly boom inspections

Contact Putzmeister to handle your boom inspections or to direct you to a local dealer specially trained to assist.

Wanted Application Job Stories

Provide us photos and some basic job story information. We'll write the story and submit to various publications. It's a great way to get free publicity.



Parts Specials

On selected parts, we've discounted the list prices during summer. Hurry and order as this special ends August 31st. Call the parts department or your local dealer for more details.

Parts Line
800-890-0269



NEW LITERATURE

From our web site, you can conveniently download all our new and updated literature.
www.putzmeister.com

President's Message



It was ten years ago this past spring that ground was broken to build the new Putzmeister America manufacturing facility in Sturtevant, Wis.



Since that time, it has been a roller coaster ride, where fortunately there have been several more exciting ups than downs.

In 1993, a vision was being realized. Since then, our facility has seen five plant expansions, growing from 55,000 to 200,000 sq. ft. to better meet the needs of our customers. ISO 9001 was also implemented to meet an important goal of providing consistently high quality products.

Plus, when the doors first opened in 1994, about 50 people were employed; however that number has skyrocketed to 250 today. We feel our dedicated and hardworking employees continue to make the difference in our success.

In addition during the past decade, our product line has grown, our technology has advanced even further, and our promotional efforts greatly enhanced to position us as the leader in the concrete placing industry.

We're proud of our growth. We also appreciate the loyalty of some long time dealers and customers who have been with us since the first day Putzmeister came to America. We thank you for the journey with us as our goal remains *technology driven, customer focused™*.

Sincerely,

PUTZMEISTER AMERICA

Dave Adams
President and CEO

Pumpware Software Modified; Greater Satisfaction Results.

Ware Systems, a division of Putzmeister America, has greatly modified their Windows®-based Pumpware software to operate reliably no matter what Windows program the customer uses.

Customers Prefer It

Dennis Ackermann, Ware

System's sales and service support

manager said, *"We took the existing Windows-based foundation of the Pumpware programs and streamlined it so it would perform to a higher customer satisfaction level. To date, users are extremely satisfied with the greatly enhanced system."*

Initially, Brundage-Bone installed the Win Series upgrade at its Washington site and tested it for six months. According to Bruce Young, a Vice President at Brundage-Bone, *"The modified system worked well enough at the Kent site that we installed the computer software at all our other 13 branch locations. We're sold on its dependability and advanced technology."*

The modern Windows-based software is compatible with both past and current day operating systems such as XP and Windows 2000. Although targeted to concrete pumping and placing companies, the software will work with other related construction businesses, as well as with any manufacturer's brand of pumping and placing equipment.

Five Modules Upgraded

The recently upgraded software comprises five self-explanatory Win Series modules - WinQuote, WinDispatch, WinInvoice, WinMaintenance and WinPrelim.

WinPrelim is for automatically tracking the dates of past due invoices. Reports can then be run to notify the company when to send out Notice of Lien paperwork. The five separate modules can

work together or independently, depending on customer preference.

In addition, the maintenance module, which has just been converted to the

Windows platform, is currently at

several beta locations.

Additional costing

information will be included

in this module so owners

can create reports telling them the exact costs to operate individual pumps in their fleet. This has been a highly requested feature.

GPS Is Coming

At the present time, Ware Systems is developing GPS (Global Positioning System) in conjunction with their recently redesigned software and welcomes customer input into its ongoing design.

The basic plan is to mount the GPS module and sensors on trucks. Then, via a computer screen at the office, dispatchers will have access to equipment location and operational status i.e... placing concrete, cleaning up or traveling. As a result, the subsequent pours of the day can be scheduled more efficiently. This innovative program is planned for availability by the World of Concrete 2004.

Find Out More Today

For more information, contact Dennis Ackermann at (800) 776-5162 or ackermann@putzam.com. The web site - www.pumpware.com - also contains more details about the company and its greatly enhanced software.

For more efficient service, Ware Systems offers 24-hour technical support seven days a week. Upgrades and installs can be done on-site or via computer modem if necessary.



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U.S. POSTAGE PAID
OAK CREEK, WI
PERMIT NO. 77

Please Route to:
Owner/President
Sales Manager
Service Manager
Operators
Others

Putzmeister America
1733 90th Street
Sturtevant, WI 53177 USA
Telephone (262) 886-3200
Facsimile (262) 884-6338
www.putzmeister.com
Putzmeister



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If a new unit isn't in the cards, check out our refurbished equipment. Each piece goes through a rigorous inspection, repair and paint process for years of added life. Plus, it's backed by a six-month warranty - the best in the business.

For your convenience, our web site features weekly updates about available refurb units along with "as is" used boom pumps, conveyors, and trailer pumps. Call us for details at (800) 884-7210 or (262) 886-3200.

Another Satisfied Customer Speaks Out

Malcolm Yearwood of Concrete Services and Equipment, Inc. in Gainesville, Georgia noted that, *"I'm perfectly satisfied with our refurbished Putzmeister boom pump, as the company went way beyond our expectations. This standard refurbished unit has definitely surpassed any company's refurb I've ever seen, and I've been around pumps for over 35 years. It's not just a patch and paint job and a bunch of lip service - it's the absolute highest quality."*

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Visit www.putzmeister.com for a complete listing of both reconditioned and "as is" units.